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## **Implementation of Education Quality Assurance System via Cooperation of University - Business - Government in HEIs EDUQUAS**

WP3 Capacity building : Implementation of internal QA systems

Part 2. Report on the SWOT analysis and recommendation of the 1 curricula:

Conflict Management and Mediation - Educational level - Master



**донецький державний  
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## Strengths

1. The relevance of educational program (taking into account the current social and political situation in Ukraine, and increasing demand for professionals in various fields of activity with the conflict-resolution competencies).
2. Using international experience, expertise and support during designing and improving EP (organizational and methodological support for opening EP; advisory support and expertise for developing the key academic disciplines, study visit and foreign internships for academic staff and members of EP project team, joint scientific projects, participation in international projects, etc.)
3. Additional professional activity (academic staff and the most diligent senior students are members of Donetsk Regional Branch of the Sociological Association of Ukraine), and training (in particular, in 2019, joining to the "Fundamentals of Basic Mediator Skills" training that developed by National Association of Mediators of Ukraine in project "Ensuring the Quality of Mediation Services through Standardization of Requirements for Basic Mediator Training", implemented with the support of USAID)
4. Support from local authorities and public (3rd sector) organizations.
5. Involvement & Engagement of local employers in educational process, their interest to collaborate with project team and students of this educational program.
6. Correspondence (part-time) students who working by specialty have a high motivation to learn and improve the quality of educational program.
7. Possibility to enroll in the course both students with a previous background in sociology and those who have previous training in other fields.
8. According to both employers and graduates, students have a fairly high level of training.
9. Employers provide assistance in preparing students by organizing events such as skill lab, municipal schools (students have the opportunity to learn soft skills).
10. A high level of motivation (and interest in improving educational program) of the teaching staff (project team).
11. The practice of interviewing students on the quality of education and improving the methodology of surveys been developed.
12. There is an opportunity for students to develop professional skills based on a sociological research laboratory.

## Weaknesses

1. Lack of public information on this educational program hosted on DSUM website (despite requirements of (inter)national standards as well as Provisions on educational programs and curricula of DSUM' (2018) that educational program, its curricula should be posted on the official DSUM site in "Access to public information".
2. Slight differences between evaluated educational program "Conflict management and mediation" and other educational program "Sociology" (both in 054 specialty "Sociology") –

when we compare aim of educational program, content of program learning outcomes, etc.)

3. According opinion of graduates and employers, students need to strengthen training in the field of applied disciplines in Sociology, Psychology, Infographics and Data visualization (packages for presenting research results).
4. Students do not fully participate in the procedures for improving the educational program.
5. The mechanism (procedure) of academic virtue is not well developed, there are no clear criteria and software for testing the anti-plagiarism in students and teachers works.
6. In fact students can't choose disciplines for building their individual learning path (due to incomplete groups (but there is minimum 10 students for elective disciplines) and to deficit of fully prepared academic disciplines).
7. Students do not have regular access to the accumulated results of their current performance on academic disciplines during semester.
8. There is no formal mechanism for recognition student achievements in non-formal education and extracurricular activities (considering current activities of students (from Conflict Management and Mediation) in non-formal educational courses and programs as well as in different types of extracurricular activities, and policy of academic staff to involve students of this educational program in non-formal education and extracurricular activities)
9. There is no formal mechanism and procedures for conflict resolution in educational process. Now it occurs situationally.
10. Not all students have a good command of English so far to be ready to study part of the disciplines of the educational program in the English language.
11. Incomplete groups.

### Opportunities

1. Completion of the technical equipment of the university will enhance competitiveness in the region's educational services market.
2. Strengthening the students training in the field of English, applied social and psychological disciplines, infographics (packages for presenting research results) will increase competitiveness in the labor market.
3. Enhanced participation in international programs and projects.
4. Endeavour and willingness of students and other stakeholders to improve educational program, curriculum adjustments.
5. Development of distance learning.
6. One of the directions to increase the number of students is to attract active and demobilized military personnel to this educational program.

### Threats

The relocated status of Donetsk State University of Management imposes certain difficulties:

1. A lot of attention has to be paid to the restoration of the material and technical base, which greatly distracts from solving other problems.
2. Certain problems with living conditions, additional costs for rental housing, which leads to the difficult financial situation of teachers.
3. A very low level of recruitment for a specialty for the following reasons:
  - At the moment, the state does not pay enough attention to the training of such specialists, and therefore graduates can find their application mainly in the context of financing by international grandholders, which cannot be considered stable, i.e. there is a restriction on the employment of graduates.
  - The university has to compete with universities that have been working for a long time and therefore have a high level of popularity.
4. A small teachers staff leads to overload of their work and various responsibilities and possible moral exhaustion in this regard.
5. Cessation of funding from donors
6. Consequences of global economic crisis
7. Opening (licensing) relevant educational program by other local/regional HEIs

## Recommendations

1. Due to ESG 2015 (ESG 1.8) and Ukrainian standards, HEIs have to provide actual public information about educational programs. It is recommended to place the information about the educational program on the official website to inform students and other stakeholders (in particular, it will increase the interest of future students, as well as increase the enrollment of entrants)
2. Identify, clarify and agree on significant differences between educational program “Conflict management and mediation” and educational program “Sociology” and make corrections to program goals and content of program learning outcomes in full compliance with curricula of “Conflict management and mediation” (and its educational components).
3. Strengthen the students training in English (preferably also in other languages of the European Union). This can also be done through non-formal education.
4. Increase the number of applied disciplines (including sociological, psychological, etc.). While establishing educational program content, it is preferable to provide educational components with professional orientation.
5. Upgrade content of the existing educational components ZN2.004 Information technology in sector and/or ZSV2.005 Preparation of final research documents – with added topics that are related to the study of relevant software as well as with mastering infographics for presenting research results).
6. Continue to develop a distance learning system.
7. Pay attention to the development of soft-skills among students (time management, personal finance, etc.)
8. Improve the system for recognizing the results of non-formal education and develop the necessary regulatory documents. Promote students' awareness of the opportunities offered

by non-formal education.

9. Pay more attention to the issues of academic integrity of students by constantly informing them.
10. More attention should be paid to students' awareness of election procedures for disciplines. To form a general academic base of elective disciplines with full abstracts/syllabus
11. Develop a system for informing students with the results of their ongoing assessment during the semester.
12. It is advisable to systematize the feedback process with graduates and employers (for example, in the form of an on-line platform).
13. Strengthen the participation of students and other stakeholders in the processes of regular monitoring, review and revision of educational program (its elements).
14. Improve the quality of career guidance work (that aimed to attract new students).
15. Taking account the students' offers for strengthening the psychological component, to include relevant mandatory, elective academic disciplines, workshops, trainings into the curricula.
16. Develop mechanism for taking into account the results of student's extracurricular activities.
17. Formalize policy and procedures how to manage conflicts (between participants of educational process), to prevent and manage discrimination, sexual harassment, etc. It's important to involve/engage students of educational program "Conflict management and mediation" to active participate in this process (for example, during their qualification internship/or preparing their thesis work).
18. One of the ways to increase the number of students can be to involve the demobilized military in this educational program.
19. Consider possibility of recruiting full-time students.