Fostering University Support Services and Procedures for Full Participation in the European Higher Education Area

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Fostering University Support Services and Procedures for Full Participation in the European Higher Education Area – FUSE

Programme: TEMPUS IV – 6th Call for Proposals (2013)
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National priorities for Serbia in the field Structural Measures / Governance Reform within the TEMPUS Program:

– University management and student services
– Development of international relations
**FUSE** – to contribute to the given Tempus Specific Objectives by accomplishing the following GENERAL and SPECIFIC OBJECTIVES:

**Wider Objective:**
– Developing capacity of Serbian HEIs to establish and improve university support services and procedures dealing with international cooperation, mobility and permanent modernization in line with advanced EU practices

**Specific objectives:**
– Promoting the reform and modernisation of HE in Serbia and enhancing its quality and relevance
– Developing / improving administrative guidelines, working protocols and manuals and adopting legal documents and standards related to support services and procedures dealing with international cooperation and mobility
– Establishing / developing / improving the capacities of partner institutions in setting the national internationalization action plan and guidelines, university standardized documents, various information and support mechanisms and databases, and capacity and service-improving networks of stakeholders
– Capacity building of teaching and non-teaching staff for full participation in the European higher education area
– Improving support services for international mobility by:
  - improving international visibility of Serbian HEIs
  - improving /establishing mobility services
  - designing and providing more and better information materials for foreign students
– Providing a framework and mutual assistance for five state universities for upgrading the mobility services and procedures at individual faculties
– Developing cooperation networks for various stakeholders in this process
– Enhancing networking among HEIs across Serbia, the region and EU member states
– Creating and maintaining various mechanisms for information exchange (databases, etc.) for staff
– Enhancing mutual understanding between peoples and countries of the EU and Serbia
DEVELOPMENT WORKPACKAGES

DEV WP1 – Developing administrative and legal conditions for improved university support services and procedures:
1) Analysing the current situation in Serbia regarding institutional legislative and administrative framework,
2) Reviewing the models of EU partners’ relevant legal and administrative framework,
3) Analysing target areas and the ways of their improvement, as well as developing and adopting action plans and procedures for enhancing information channels among all stakeholders,
4) Developing and adopting university protocols and manuals for the staff dealing with international students and affairs,
5) Developing and adopting standardized documents to be issued to foreign students.

DEV WP2 – Fostering various support services (academic mobility support, IT support, marketing and information activities):
1) Analysing current practices in academic mobility services at EU partners, and establishing / enhancing them at Serbian HEIs,
2) Updating university / faculty websites to better present institutional opportunities,
3) Upgrading technical equipment at universities,
4) Forming and updating databases of available courses and programs in foreign languages as well as creating tailor-made materials (guides, booklets, etc.) for foreign students and increasing their visibility,
5) Intensifying institutional advertising activities.
**DEVELOPMENT WORKPACKAGES**

**DEV WP3** – Capacity building of the teaching and non-teaching staff for better participation in EHEA:
1) Making study visits to EU partners (teaching and non-teaching staff - administrative staff and students),
2) Training in Serbia for internationalization-related knowledge, skills and procedures at all institutional levels,
3) Developing and updating foreign student hosting networks, model working protocols and databases of student hosts (in cooperation with SCSU)
4) Introducing mapping mobility mechanisms at HEIs in Serbia as well as developing and updating databases of academic contact persons for foreign students

**DEV WP4** – Providing language support for full participation in EHEA:
1) Establishing cooperation networks among all language professionals at partner Serbian universities so as to promote, enhance and organize various language support services,
2) Developing and adopting guidelines for providing language support to teaching staff (translation services and classes),
3) Developing model English-for-specific-purposes courses for university administrative staff,
4) Developing guidelines for organizing language support (Serbian classes) for foreign students coming to Serbian universities.
FUSE PROJECT PARTNERS

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University of Belgrade
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University of Novi Sad
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State University of Novi Pazar
www.np.ac.rs

College of Tourism
www.visokaturisticka.edu.rs
FUSE CONSORTIUM MAP
Education is not the filling of a pail, but the lighting of a fire
(W. B. Yates)

Excellence is not a skill, it is an attitude

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