

Internal Quality System Report for the 2024/2025 Academic Year – Annual Evaluation of Indicators and Their Comparison

Pan-European University is committed to improvement. Therefore, it conducts regular evaluations of its activities, with assessments of the quality of study programs, teachers, support services, and the university environment carried out annually, and assessments of science and research conducted over longer periods based on regular data collection on an annual basis.

The self-assessment report aimed at improvement takes into account the internal and external environment of its operation and serves as a basis for more effective operation and quality improvement. Within the internal environment, the strengths and weaknesses of the university's functioning are monitored. Within the external environment, the opportunities and threats to the university's functioning are monitored. Its focus is on a SWOT analysis based on data collected from internal and external stakeholders.

The starting point for the SWOT analysis was a quantitative assessment of all its components. The data obtained from the questionnaire survey, expert assessment, and indicators from the internal quality system served as the basis for the SWOT analysis.

The overall result is that the positive aspects of the internal and external environment outweigh the negative aspects of the internal and external environment. The ratio of positive aspects to negative aspects reached 1.72:1 in the final evaluation. There are 1.72 positive aspects for every negative aspect. This represents a slight deterioration compared to the previous period under review (1.86:1 in academic year 2023/2024).

In the internal environment, strengths outweigh weaknesses by a ratio of 1.76:1. There are 1.76 strengths for every weakness.

In the external environment, threats slightly outweigh opportunities at a ratio of 1.03:1. There are 1.03 threats for every opportunity. The external environment in which the Pan-European University operates has thus significantly influenced the deterioration of the overall result of the SWOT analysis.

The Pan-European University strives to build on its strengths in the internal environment. Several factors were identified as strengths. The individual approach to students, which allows for a favorable ratio of students to academic staff, was evaluated positively. The monitored identifier improved year-on-year compared to the previous monitoring period.

The preparation of students for practical life is also viewed positively, as evidenced by the low unemployment rate of Pan-European University graduates, which has decreased significantly



compared to last year, as evidenced by the increase in the monitored indicator of graduate employment.

In terms of management, the questionnaire survey positively assessed effective management with a clear management hierarchy and the rapid and flexible provision of information to students and employees, however, there has been a slight year-on-year deterioration in the quantitative indicator.

The high number of staff with practical business experience and good cooperation with external economic entities is another positive aspect that has long been highlighted in the questionnaire survey as a positive aspect of the functioning of the Pan-European University. This fact reflects the link between teaching and practice, but there has been a slight deterioration in the quantified indicator compared to the previous period under review.

The questionnaire survey identified that internal stakeholders perceive the building of the university community positively, and that employees and students identify with the university, nevertheless, there has been no change in the monitored indicator in a quantitative comparison year-on-year.

A strong point is that at Pan-European University, students have access to all information related to their position and tasks, e.g., studies, study stays; there has been a year-on-year improvement in this quantitative indicator.

In addition, based on a questionnaire survey, the quality of education was identified as a strength, which is based on open and honest communication between students and academic staff, despite a slight deterioration in the quantitative indicator.

In the questionnaire survey, graduates of the Pan-European University indicated that the school's brand has been built up over many years with its reach extending abroad, where we see a significant improvement in the quantitative indicator. They also stated that they view the knowledge acquired during their studies positively, with a year-on-year increase in the quantitative indicator. In the questionnaire survey, graduates and students also highlighted the school's good facilities, which contribute to the quality of education, resulting in a significant improvement in the quantitative indicator.

Students and graduates also expressed a positive perception of the well-organized administrative activities within the study program, with a significant improvement in the quantitative indicator.

The high level of expertise of academic staff is also perceived positively, with a significant year-on-year increase in the quantitative indicator. The good overall atmosphere at the faculties, which was identified in a questionnaire survey among students and staff, is also perceived positively. There has been a significant year-on-year increase in the monitored quantitative indicator.

The questionnaire survey showed that the strength of the Pan-European University is the standard content level of the subjects taught; here a significant increase in the quantitative indicator was recorded compared to last year.



Students and academic staff positively evaluate the organization of the teaching process. Nevertheless, there was a slight deterioration in the monitored indicator in the year-on-year development.

In the questionnaire survey, academic staff repeatedly commented on the scientific capacity of Pan-European University, which they consider to be standard and comparable to the scientific capacity of public universities in the Slovak Republic. Therefore, we can consider this a strength; there is no year-on-year change in the quantitative indicator.

The provision of study literature by the university's own academic library is also rated positively, with a significant increase in the quantitative indicator compared to last year.

In a questionnaire survey, students expressed their satisfaction with the cultural and sporting interests and needs of students during their studies, which they consider sufficient, and there has been a significant improvement in the quantitative indicator.

The application of the latest knowledge in the field of education, which includes the subject taught, was identified as a strength, with a slight improvement in the monitored quantitative indicator in a year-on-year comparison.

There was a slight improvement in the indicators of strengths in the interpersonal and moral attitude of teachers to students and their methodological preparedness to present the subject matter in an interesting, understandable, and clear manner using modern teaching methods.

Based on the questionnaire survey, the strengths of the Pan-European University also included strict adherence to the principles for evaluating study results set out in the school's study regulations, where there has been a significant increase in the quantitative indicator.

Another positive aspect is the guidance of students to adhere to ethical and moral principles in their studies, although we can see a slight deterioration in the quantitative indicator year-on-year.

A strength is that most academic staff are highly qualified based on their years of service in higher education. This is a strength despite the decline in the quantitative indicator obtained from the questionnaire survey.

Open and honest communication as a fundamental aspect of quality building, including communication between superiors and subordinates, was identified as a strength of the university based on the questionnaire survey. In a year-on-year comparison, there has been a deterioration in the monitored indicator.

The availability of information relating to the position and tasks of members of the academic community (study, work, or management activities) is ranked among the strengths based on the questionnaire survey, where there is a deterioration in the quantitative indicator.

Academic staff perceive support from management as an effort to increase the likelihood of success of academic staff activities, actions, and projects, despite a slight deterioration in the quantitative indicator.

Based on the findings of the questionnaire survey among academic staff, we find that they are satisfied with the current organization of work and with the competencies they have, despite a decline in both quantitative indicators. Nevertheless, the result ranks the monitored facts among the strengths.



One of the strengths of Pan-European University is the acceptance of proposals from employees at the university level (decentralization of managerial powers) within the framework of managerial activities, although there has been a renewed deterioration in the quantitative indicator. The questionnaire survey showed that another strength is the adaptation of working hours to the personal and professional growth of academic staff, although there has been a renewed deterioration in the quantitative indicator year-on-year.

Students and academic staff positively evaluate the organization of the teaching process, which is facilitated by the teaching environment, which is assessed as cultural. There has been a significant deterioration in the monitored indicator in year-on-year development.

The application of equal opportunities in terms of gender, age, ethnic origin, sexual orientation, religion, and disability is also rated positively, which can be considered elements of protection against intolerance and discrimination (slight deterioration of the quantitative indicator).

In the questionnaire survey, academic staff consider the creation of conditions for internal and external mobility of academic staff (deterioration of the quantitative indicator) and for the reception of foreign guests, which creates the conditions for deeper involvement in the process of internationalization (deterioration of the quantitative indicator).

Academic staff also consider the regular evaluation of workplace activities for a given period positively, as it helps to achieve the goals set out in the long-term plan and mission of Pan-European University. However, there has been a year-on-year deterioration in the quantitative parameter monitoring this indicator.

Satisfaction with opportunities for personal development and the application of the principle of equality was identified as a strength, although there was a year-on-year deterioration in the indicator.

This is also related to the expressed satisfaction with the conditions for teamwork, which was verified by the statements of academic staff, where there has also been a deterioration in the quantitative indicator.

The opportunity for academic staff to participate in fulfilling the mission of the Pan-European University is evaluated positively and is therefore included among the strengths, even though there has been a slight deterioration in the quantitative indicator.

The assessment of the situation at Pan-European University also identified weaknesses that create room for improvement.

The low number of students from Western European countries was identified as a weakness, as evidenced by the evaluated indicators, where there has been no change in the quantitative identifier.

The low number of internal employees is a weakness in the self-assessment of Pan-European University, where there has been a significant improvement in the quantitative indicator.

In the teaching process and research, we can also assess the insufficient involvement of academic staff from prestigious universities (quantitative indicator unchanged).

Another weakness is the low success rate in obtaining funds from grant schemes, with the quantitative indicator remaining unchanged year-on-year.



Academic staff also consider insufficient support in securing research stays and professional internships to be a weakness, with a year-on-year deterioration in the quantitative indicator.

The low involvement of graduates in university life was also assessed as a weakness (quantitative indicator without change).

Another weakness is the lower level of cooperation between faculties at the level of research projects, although there has been a year-on-year improvement in the quantitative indicator.

We also consider the small number of study programs offered in English to be a weakness, although no change in the indicator has been recorded.

Academic staff perceive the lack of information about current calls for projects from the university as a weakness, with a renewed year-on-year deterioration in the quantitative indicator.

Academic staff perceive the insufficient development of the administrative support structure as a weakness, although there has been a significant year-on-year improvement in the quantitative indicator.

Due to its legal form, Pan-European University has limited financing options as a motivational tool for employees, which was also assessed as a weakness (quantitative indicator without a score).

The evaluated questionnaire reveals insufficient possibilities for financing scientific and research projects from the university's internal resources, which results in the need to obtain research funds from external sources (quantitative indicator unchanged).

In the process of ensuring high-quality teaching, the uneven age composition of employees in some fields of study can be considered a weakness, with a significant year-on-year deterioration in the quantitative indicator.

The insufficient provision of career growth for employees in some fields of study was assessed as a weakness, and there has been a significant improvement in the monitored quantitative indicator.

Based on student responses in the questionnaire survey, we consider the absence of internal student accommodation options to be a weakness of Pan-European University (quantitative indicator unchanged).

Another identified weakness related to studies is the lack of flexibility in adjusting courses within study programs, which causes several difficulties (quantitative indicator unchanged).

The SWOT analysis identified the absence of central planning of timetable events as a weakness (quantitative indicator unchanged).

Another weakness identified was the low flexibility in expanding the book collection (quantitative indicator unchanged).

Students were also critical about the lack of support for students in the form of motivational scholarships from the university's own resources (quantitative indicator unchanged).

The questionnaire survey identified the insufficient implementation of measures resulting from the questionnaire survey on the quality of the study process as a weakness from the perspective of students, but there was no year-on-year change in the quantitative identifier.



Students also identified concerns about insufficient anonymity of student complaints and the absence of a student parliament as weaknesses, with no change in either of the two indicators monitored.

The low flexibility of the university's information system was identified as another weakness (quantitative indicator unchanged).

Insufficient financial support for students' cultural and sporting interests and needs was also identified as another weakness (quantitative indicator unchanged).

In terms of material and spatial provision, the absence of full barrier-free access to buildings and other aids for students with specific needs can also be considered a weakness, which has not changed year-on-year.

The Pan-European University strives to take advantage of opportunities in the external environment. Based on a questionnaire survey, the flexibility of teaching according to the needs of the labor market, ensured by external authorities from the field, was evaluated as an opportunity from which the university can benefit, and the quantitative indicator has improved significantly.

Another opportunity identified is to initiate the opening of funding support for students with specific needs for private universities, which is not currently possible, and there has been a significant year-on-year deterioration in the quantitative indicator.

Another opportunity is to participate in support schemes aimed at attracting teachers from prestigious universities, which would provide the university with additional funds for their involvement in the university's activities (quantitative indicator without change).

Participation in schemes to support top scientists from abroad is seen as another opportunity that will contribute to the attractiveness of the university in a wide range of areas where there is no change in the quantitative indicator.

Another opportunity is to raise awareness among graduates about the functioning of the Pan-European University Alumni Club, which will contribute to linking the teaching process with the practical experience gained by graduates (quantitative indicator has deteriorated).

The questionnaire survey revealed an opportunity to increase cooperation with practice on scientific and research projects and to increase participation in interdisciplinary projects financed from external sources, which will help to link research with practice. The value of the quantitative indicator deteriorated for this indicator.

This is related to the opportunity to make the involvement of practice in the educational process more attractive, which contributes to improving the quality of education provided (the quantitative indicator has deteriorated).

When monitoring the external environment in which the Pan-European University operates, we identify making the involvement of practice in the educational process more attractive as an opportunity, while the value of the monitored indicator has deteriorated year-on-year.

Another opportunity for Pan-European University is its participation in the creation of international study programs, which will make its position in the international environment more attractive (the quantitative indicator has deteriorated).



The opportunity has been identified to request the establishment of a central platform for the registration of grant schemes and scientific research projects managed centrally for all universities (quantitative indicator unchanged).

There is an opportunity to participate in the preparation of legislation under which the Pan-European University can initiate the opening of opportunities for private universities to participate in grants and scientific research projects supported financially from public sources, which is currently not possible for private schools under the current legislation (the quantitative indicator has deteriorated significantly).

The external evaluators assessed the acquisition of financial support from public sources to increase the accessibility of cultural and sporting interests and needs of students as an opportunity (the quantitative indicator has deteriorated significantly).

The Pan-European University assessed the threat from a questionnaire survey that further legislative changes could threaten the position of private universities in the Slovak Republic's education system by reducing the quality of private universities in the Slovak Republic and thus contributing to their existential problems, where there is no change in the quantitative indicator. Academic staff assessed the conditions of the new accreditation system based on the assessment of the quality of the higher education environment, which contributes to the diversification of quality at universities in the Slovak Republic, as a threat due to the absence of clear rules, where there is no change in the quantitative indicator.

Another threat is related to the shortage of scientific and pedagogical staff with the required qualification structure on the Slovak labor market (quantitative indicator unchanged).

In the questionnaire survey, students expressed their view that the low level of state support for students at private higher education institutions is a threat (quantitative indicator unchanged).

The experts surveyed also identified the difference in state support for private and public universities in the area of financing educational and scientific research activities as a threat (quantitative indicator unchanged).

The experts surveyed assessed discrimination against private universities in the area of support for the educational process and participation in state grant schemes as a threat, which is very difficult under current Slovak legislation (quantitative indicator unchanged).

The experts also assessed the inappropriate setting of conditions for securing and guaranteeing habilitation and inauguration procedures based on scientific-pedagogical and artistic-pedagogical titles as a threat (quantitative indicator unchanged).

The low interest of experts from the field in working in an academic environment due to rigid rules is also assessed as a threat, which emerged from the opinions of the experts consulted who work in academia and in the field (quantitative indicator unchanged).

In order to further improve quality at Pan-European University, it is necessary to identify areas where the most significant year-on-year deviations occur, which identifies problem areas and also serves to evaluate the improvement of established processes. In terms of strengths, there is a noticeable deterioration in indicators for open and honest communication as a fundamental aspect of quality building, including communication between superiors and subordinates, the availability of information relating to the position and tasks of members of the academic



community (study, work, or management activities), acceptance of proposals from employees at the university level (decentralization of managerial competencies), adaptation of working hours to the personal and professional growth of employees, and creation of conditions for internal and external mobility of employees. The causes of the deterioration will be investigated. In terms of indicators of weakness, there has been a noticeable improvement in the low number of internal employees and in the insufficient provision for the career growth of employees in some fields of study. There was a noticeable deterioration in indicators of weaknesses in the provision of research stays and professional internships, insufficient information about current project calls from the university, and an uneven age composition of employees in some fields of study.

We consider the most significant opportunity for Pan-European University to be the flexibility of teaching according to the needs of the labor market, provided by external authorities from the field.

We did not observe any year-on-year changes in the indicators for threats.

The carried out SWOT analysis showed the strengths, weaknesses, opportunities, and threats of Pan-European University. With the exception of the aforementioned deterioration and improvement in quantitative indicators in a year-on-year comparison, there were no significant shifts in the evaluation of the monitored indicators. The quality system indicators are evaluated and recorded for the monitored periods so that development trends can be tracked in a graphical representation:

