**Incoming student mobility**

**UNIOS University Unit: Faculty of Humanities and Social Sciences**

**COURSES OFFERED IN FOREIGN LANGUAGE**

**FOR ERASMUS+ INDIVIDUAL INCOMING STUDENTS**

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| **Study program** | **Informatology** |

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| **Study level** | **Graduate** |

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| **Course title** | evaluation of information services  vrednovanje informacijskih usluga |
| **Course code (ISVU)** | **151059** |
| **Language of instruction** | **English** |
| **Brief course description** | **Performance measurement in library and information science; ISO standards related to quality and evaluation, benchmarking, quality vs satisfaction; SERVQUAL, LibQUAL** |
| Course prerequisite/s | No prerequisite/s |
| **Form of assessment** | **2 written tests during the semester, assignments in classes** |
| **Number of ECTS** | **3** |
| **Class hours per week** | **2 lectures, 1 exercises** |
| **Minimum number of students** | **10** |
| **Period of realization** | **summer (ac. year 2021/2022)** |
| **Lecturer** | Kornelija Petr Balog  kpetr@ffos.hr |