

1.1 Establishment

University of Prizren is established on 09.10.2009 with the decision number 01/87 of the government of the Republic of Kosovo and after an intensive preparation work with international consultants started officially in 2010. Tradition of higher education in Prizren begins earlier with its Higher Pedagogical School in 1962 which University of Prizren inherited. HPS got independent from the University of Prishtina which is the oldest HE institution. HPS in Prizren has been transformed to Faculty of Education in Prizren under the umbrella of the University of Prishtina. Since 2010/2011 Faculty of Education which until that time was under UP got transferred to UPZ. Specifics of the Faculty are that studies are offered also in community languages (Bosnian, Turkish).

2. Mission statement

2.1 Mission and vision of UPZ

The University of Prizren serves the region of Prizren and The Republic of Kosovo by recruiting, developing and educating students to be successful graduates in the labour market of Kosovo, the region and Europe.

The University of Prizren and its Management is committed to quality enhancement of its learning and teaching and associated activities of the University, in order to strengthen its comparability and standing with other institutions in the region and Europe.

Mission of UPZ as states in its statute (article 5 of UPZ statute):

- To act as a leading centre for advancing the institution's knowledge, ideas and research in the higher education system in Kosovo;
- To act as an institution and play a leading role in the development of education, science, culture, society and economy of Kosovo;
- To assist in the process of promoting democratic citizenship; Aim to create and maintain the highest standards in field of teaching and learning, research and artistic creativity;
- Utilize its resources in the most efficient way; Fully cooperate and participate in all Higher education activities at national, regional and international;
- Adapt to European standards;
- Fully integrated in the European area of higher education

Research is one of the priorities of UPZ. One of the first steps the UPZ did is establishment of the committee for research, as the result of, the first research paper was published and a number of scientific conferences are held at our university.

2.2 The Strategy on implementing the mission

Quality assurance strategy is the first strategic development document at the UPZ, which defines basic priorities of the higher education in the field of quality assurance and the way of its realization. This paper work denotes relevant and permanent nature of the University which in meanwhile, depending on the possible needs and reasons, which can be periodically reviewed and changed, respectively added and it can serve as a compilation of action plans in the short, medium and long term in the field of quality assurance.

The main goal of drafting this strategy is the achievement of the presented legal aims and the vision of further development of the higher education at the university and broad.

In order to achieve its long-term fundamental goals the University commits itself on the following:

- Progress of the comprehensive higher education quality at the university and its programmes.
- Enhancement of the study efficiency.
- Improvement of the quality in study programs, teaching and learning and working conditions.
- Improvement of the scientific-research and pedagogic work of the academic staff at the university.
- Increase of the contribution, academic life of the University and the contribution that is to be provided to the local and Kosovar community in general.

2.3 Relation of the institution's/ unit's mission with the overall mission of the institution

Guideline of development for our university is our QA strategy which is presented to all units and the same are obliged to harmonize their daily work on it.

2.4.1 How does the institution/ unit monitor the changes developed in other institutions/ units in the country and abroad.

The public higher education institutions of Kosovo, including University of Prizren (UPZ), are legally supported by the Ministry of Education, Science and Technology of Kosovo (MESTK), to sustainably conduct, develop, shape and evaluate the reforms based on the following principles: effectiveness and efficiency; the role of management, academic and administrative staff; participation of students in the governing bodies; student support; promotion of academic and student mobility; creation of opportunities for staff development; cooperation with relevant stakeholders; guaranteeing transparency, freedom of study and scientific and artistic research, respecting inclusive education; compliance and comparability of the study programs with the European standards and guidelines; institutional social responsibility.

2.4.2 How does the institution/ unit change aiming at improvement

UPZ sends academics and other staff on regular bases on trainings and conferences. Staff is able to see and learn from others about the new trends and experiences and bring knowledge and implement at UPZ. One of the conference is Quality assurance forum, where we regularly follow and try to bring best practices back at university.

2.4.3. How does the institution/ unit adapt to new requirements

UPZ is still a program of MEST. All of the decision made by MEST are automatically implemented at UPZ. As known MEST and all state HEI follow European Union Instructions regarding higher education. UPZ also clearly stated in its Quality Assurance Strategy that as base for further development of the institution will be the following documents: Self Evaluation Report – University “Ukshin Hoti” - Prizren

1. Bologna Declaration;
2. “Standards and Guidelines for Quality Assurance in the European Higher Education Area”, European Association for Quality Assurance in Higher Education (ENQA)
3. Lisbon Convention;
4. Kosovo Law on Higher Education;
5. Kosovo Accreditation Agency Instructions.

Many of the reforms in education cost. It is sometimes hard to follow trends. Fortunately we beneficiary of many TEMPUS projects and were able to improve many things that could be difficult to fulfil with our possibilities. More than 1000 new titles are bought as part of a TEMPUS project on Increasing Quality Assurance at UPZ. IT labs, Conference rooms, training of staff abroad.

Principles	Activities	Timing	Responsible body	Measure instrument
1. Effectiveness and Efficiency	Student enrolment	Continuously	Management of UPZ	Statistics
Infrastructure	Continuously		Office for infrastructure	Budget for infrastructure
Student Profile (creativity, innovation, motivation)			Number of employed graduates	
Digitalization	Continuously		Office for infrastructure and IT department	IT Performance
Academic Staff	Development and enhancement of the educational process	Continuous	Academic staff and university facilities	Adequate assessment instruments
Research	Continuous		Centre for Scientific Research academic Unit	Statistical data
Participation and presentation of publications in local and international conferences	Continuous		QSHS Office for International Relations	Statistical data
Administrative Staff	Implements the policies and decisions of the University	Continuous	Office of general secretary	Assessment tool for administrative staff
Trainings	Based on needs		Office of general secretary	Assessment tool for training and performance

Research and International Relationship

1. Research strategy

UPZ appointed a research group which is currently working on putting in place this very important condition of being a meaningful university. One of the goals of the group is setting a link where all of the professors can publish their scientific work. They are currently working on research plans and priorities that our academic staff should concentrate in future.

2. Research publications

As required, research group that is already appointed is working on creating the data base where all of the publications can be uploaded. We are aware of the importance of research and give a lot of effort in establishing the necessary administrative infrastructure, appoint the administrative staff who will take care of the data base.