



UNIVERSITETI “UKSHIN HOTI” PRIZREN
UNIVERSITY “UKSHIN HOTI” PRIZREN

Rruga e Shkronjave Nr. 1, 20000
Prizren, Republika e Kosovës;
Tel:+381 (0) 29- 232 140;
Homepage: www.uni-prizren.com

QUALITY ASSURANCE REGULATION

Prizren, December 2019



Pursuant to Articles 206 to 217 of the Statute of Prizren University “Ukshin Hoti”, where according to the provisions of the Law on Higher Education, the requirements of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), 2015, Accreditation Standards for Higher Education Institutions in the Republic of Kosovo, and University Quality Assurance Strategy, the University Senate adopts the following:

REGULATION

on Quality Assurance at Prizren University “Ukshin Hoti”

Article 1

General Provisions

1. This Regulation aims to determine the mechanisms, standards and procedures of quality assurance and work evaluation at all university levels and determines the evaluation systems;
2. The purpose of this regulation is to build a quality assurance system at the University for improvement of students’ experience, starting from application, admission, lectures, diploma exams, to employment, in accordance with the strategic plan 2020-2024 of the university;
3. This regulation defines the role and responsibility of management, academic units and university administration for implementation of quality assurance and evaluation activities;
4. Ensures that quality culture is built at all organizational levels and is included in the normative acts of the University;
5. Internal quality assurance system users are students, academic staff, academic units, administrative and technical staff, professional services, professional bodies and university governing bodies;
6. External quality assurance system users (local business, civil society, state institutions. Local and central, cultural institutions, healthcare institutions, etc.), are involved in verification of validity, purpose and quality of the work at the University as a source of evaluation data.
7. This regulation defines the processes, procedures and instruments that approximate the university with the European quality assurance standards.

Article 2

Scope

1. In accordance with the University's Quality Assurance Strategy, this regulation sets quality assurance standards and procedures in the following areas:
 - 1.1. Vision, mission and quality policies of the University;
 - 1.2. Developing quality assurance processes, procedures and instruments;



- 1.3. Organizational structure for quality assurance;
 - 1.4. Promotion of quality assurance culture;
 - 1.5. Drafting of measuring instruments for quality assurance;
 - 1.6. Internal and external quality evaluation;
 - 1.7. Awareness of stakeholders (academic staff, administrative staff, students and community) on the quality system;
 - 1.8. Action transparency;
2. The quality assurance process in the educational process is implemented through:
- 2.1. Quality assurance of study programs;
 - 2.2. Quality assurance of the learning process;
 - 2.3. Providing quality research and professional work;
 - 2.4. Quality assurance of teachers and external associates;
 - 2.5. Quality assurance of student learning;
 - 2.6. Quality assurance of literature, library and information sources;
 - 2.7. Quality assurance of university management, academic units and administration;
 - 2.8. Quality assurance of infrastructure and equipment;
 - 2.9. Financing and financial planning of the quality assurance process;
 - 2.10. Active role of students in self-evaluation and quality assurance;
 - 2.11. Systematic Monitoring, Control and Periodic Quality Evaluation;
 - 2.12. Continuous improvement and assurance of Quality.

Article 3 **Quality Assurance Process Holders**

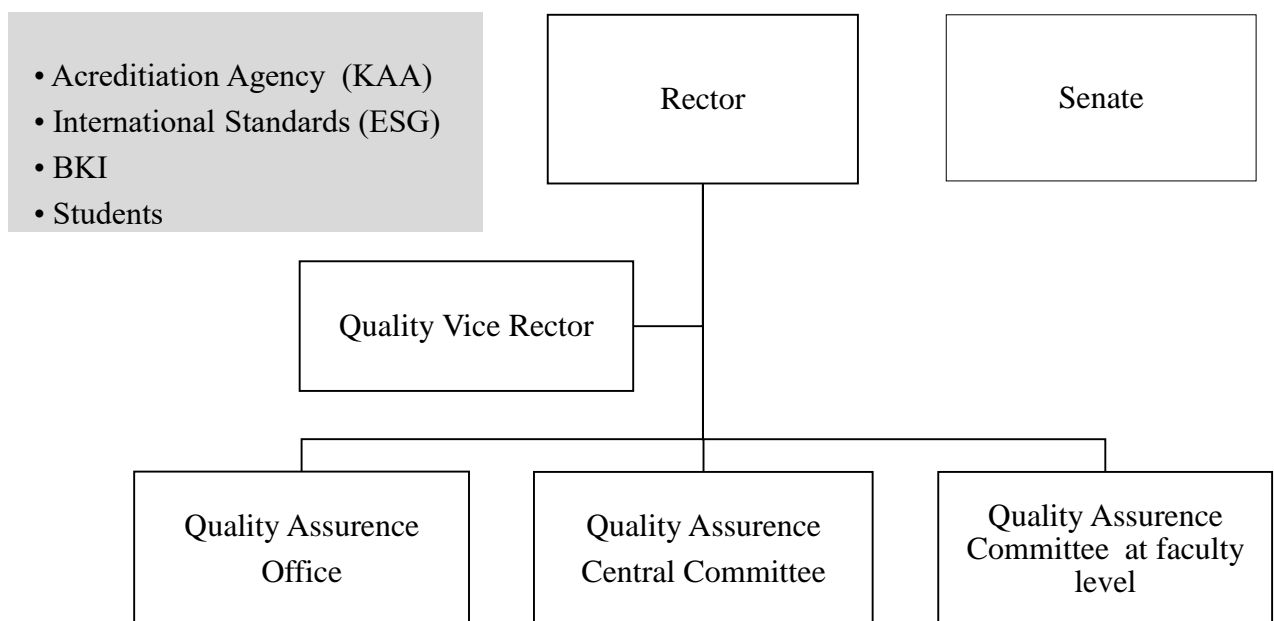


Figure 1: Organizational Structure, and Quality Assurance Holders



The quality assurance process holders at the university are:

1. Steering Committee;
2. University Senate;
3. Rector;
4. Quality Assurance Central Committee;
5. Quality Assurance Office;
6. Quality Assurance Committee at faculty level;
7. Quality Assurance Coordinator at the faculty level;
8. Dean's Office of the academic units;
9. Administration.

Article 4

Quality Assurance Central Committee

1. The Quality Assurance Central Committee is an Advisory Committee of the Senate and consists of:
 - 1.1. Vice Rector for quality (ex-officio, Head);
 - 1.2. Coordinator or Head of Quality Assurance Office (ex-officio);
 - 1.3. A representative of each academic unit, which is not part of the management structures (Dean, Rector, Vice Rectors, Senator, Steering Committee);
 - 1.4. An administration official; and
 - 1.5. A Students' Representative, with an average grade over nine and having good knowledge of English.
2. The committee members are proposed by the Rector and approved by the Senate for a 4 (four) years mandate;
3. The duties and responsibilities of the Quality Assurance Central Committee include:
 - 3.1. Drafting policies, procedures and instruments for quality assurance;
 - 3.2. Drafting the annual plan of quality assurance activities;
 - 3.3. Drafting of the Action Plan on Implementation of Standards' Requirements and Quality Assurance Guidelines in the European Higher Education Area (ESG), Standards for Accreditation of Higher Education Institutions in the Republic of Kosovo, Accreditation Manual, University Strategic Plan 2020-2024, and Quality Assurance Strategy;
 - 3.4. Drafting and amending security evaluation questionnaires, as well as the presenting of the same in the Senate for adoption;
 - 3.5. Reviewing self-evaluation reports for institutional re-accreditation and study programs;
 - 3.6. Establishment of operational groups for implementation of evaluation processes;
 - 3.7. Determining the time limits for implementation of evaluation processes;
 - 3.8. Implementation, monitoring, and control of evaluation processes.
4. Holds regular meetings, at least ten times within the year, or more often if necessary;



5. Organizes quality assurance trainings, for academic, administrative staff and students;
6. After each meeting reports in writing to the Rector, while the Rector notifies the Senate about the report;
7. Recommends the university management for undertaking measures to improve quality, in case of quality shortcoming and eventual digression;
8. Rapports once a year in the Senate and the Steering Committee.

Article 5

Office for Quality Assurance

1. The duties and responsibilities of the Quality Assurance Office are:
 - 1.1. Increasing of awareness-raising activities within the institution regarding the importance of quality assurance;
 - 1.2. Coordinating implementation of the Strategic Plan with other university staff members;
 - 1.3. Drafting other documents and instructions necessary for quality assurance;
 - 1.4. Contributing actively to the university in the function of performing activities related to quality assurance;
 - 1.5. Drafting internal self-evaluation reports;
 - 1.6. Collecting and archiving the necessary documents as required by the Kosovo Accreditation Agency (KAA), and maintaining regular correspondence with KAA;
 - 1.7. Involving actively in the overall evaluation of university activities including academic, administrative, and infrastructure staff etc.;
 - 1.8. Organizing the institutional accreditation process and assisting in the process of accreditation of study programs;
 - 1.9. Organizing, administering and controlling the evaluation process of academic, administrative staff, students' services, and infrastructure etc.;
 - 1.10. Managing the distribution process, and publication of evaluation reports;
 - 1.11. Providing operational assistance to the Quality Assurance Central Committee ;
 - 1.12. Leading working groups, according to the proposal of the Central Quality Committee at the University level and with the approval of the Rector, to carry out evaluation activities as needed;
 - 1.13. Ensuring that the Rector's Office, the academic and organizational units and the university governing bodies apply the dynamics of action plans for the implementation of accreditation standards and KCA recommendations, and drafting reports every three months for the progress of the recommendations
 - 1.14. Twice a year, the University Quality Assurance Office Coordinator reports to the Senate on Quality Assurance within the University;
 - 1.15. Leads the accreditation and institutional re-accreditation processes as well as study programs and maintains regular communication with KAA, and other relevant local and international institutions.
2. The Quality Assurance Office is supported by administrative and academic officials in drafting the analysis necessary for this office.



Article 6

Quality Assurance Coordinator

1. The duties and responsibilities of the Quality Assurance Office Coordinator are:
 - 1.1. Implementation of office duties and responsibilities for quality assurance;
 - 1.2. Planning, development and management of the quality assurance process;
 - 1.3. Cooperates and coordinates activities with the Rector's office and other bodies;
 - 1.4. Directs, communicates, and provides support for external expert groups in the institutional accreditation process and accreditation of study programs;
 - 1.5. Monitors and controls the implementation of quality assurance processes and procedures;
 - 1.6. Active participation in activities (congresses, conferences and workshops) in order to update the quality assurance process with recent international trends;
 - 1.7. Support and care for the progress of the drafting of Self-Evaluation Reports (SER) of Academic Units Study Programs.

Article 7

Quality Assurance Committee at faculty level

1. The Quality Assurance Committee at the faculty level consists of:
 - 1.1. Quality Assurance Coordinator at the faculty level (an academic staff who is good in English);
 - 1.2. A professor;
 - 1.3. An assistant;
 - 1.4. Secretary of the Faculty; and
 - 1.5. A student with average grade over nine and who is good in English.
2. The Quality Assurance Committee at the faculty level proposes and approves the faculty council;
3. The duties and responsibilities of the Quality Assurance Committee at the faculty level are:
 - 3.1. Monitoring of the learning process and reporting on the process of improving the process;
 - 3.2. Organization for the evaluation process of academic staff, administrative services, study programs etc. is carried out using questionnaires and evaluation instruments;
 - 3.3. Drafting the Action Plan for the implementation of quality standards at the faculty level and study programs;
 - 3.4. Drafts action plans for implementing KAA recommendations at faculty level;
 - 3.5. Analyzes curricula and courses, draft reports and takes care of the implementation of the recommendations;
 - 3.6. Analyzes possibility through courses and proposes taking measures;
 - 3.7. Monitors, collects and reports on data, on the degree of abandonment of the University,



- 3.8. Reviews and proposes measures to reduce the degree of abandonment of students from studies;
- 3.9. Monitors the degree of satisfaction of students with study programs;
- 3.10. Monitors teaching resources and, support for students;
- 3.11. Monitors and evaluates career development programs for graduates;
- 3.12. Analyzes the content of the research plan for scientific work;
- 3.13. Monitors and analyzes the efficiency of student evaluation procedures;
- 3.14. Monitors and analyzes teaching infrastructure and support services;
- 3.15. Monitors the implementation of program for excellence in teaching;
- 3.16. Monitors the implementation Plan on Updating the Student Services;
- 3.17. It is obliged to convey all reports, analyzes, and recommendations to the Quality Assurance Central Committee;
- 3.18. Holds at least ten meetings a year, or more as needed;
- 3.19. On January 30 and June 30 of each calendar year submits the work report to the Faculty Council, and in the Quality Assurance Central Committee. This report should include evaluation reports for each category based on the respective evaluation instruments.

Article 8

Steering Committee

1. Where the necessary budget, according to the Rector and Senate's proposal, for the needs of the Coordinator and the Quality Assurance Central Committee;
2. At least once a year, organizes meetings and discusses topics of quality assurance regarding progress, challenges and needs;
3. After the need, the Steering Committee may request the Security Coordinator to report on the level of quality assurance at the university.

Article 9

Senate

1. Senate, as appropriate, meets the quality regulation for quality assurance;
2. Adopts the guidelines, procedures and instruments necessary for quality assurance;
3. Select members of the Quality Assurance Central Committee ;
4. Reviews and approves the annual plan of the Quality Assurance Commission for the implementation of processes, procedures and instruments for quality evaluation;
5. Improves the Action Plan of the Quality Assurance Office for the implementation of the Accreditation Agency's recommendations;
6. At least four times a year, organizes meetings and discusses topics of quality assurance regarding progress, challenges and needs in the quality assurance process;
7. Adopts forms and questionnaires, upon proposal of the Quality Assurance Central Committee .

Article 10

Rector's office



1. Rector and Vice Rector of quality assurance ensure that there are appropriate conditions for carrying out evaluation activities within the quality assurance system;
2. Rector and Vice Rector provide the conditions that the planning and financial support needed to carry out evaluation activities within the quality assurance system is favourable; Rector and Vice Rector ensure that the evaluation results are converted into operational measures for appropriate improvements, rewards and good practices
3. Rector and Vice Rector for quality take care for the image of the Quality Assurance Office and its role in this process;
4. The Rector proposes the list of the Quality Assurance Central Committee members, which is reviewed and adopted by the Senate;
5. The quality sector for quality assurance, over the entire quality assurance system, and supports and coordinates all quality assurance mechanisms;
6. Identifies the needs and approves the requirements for improving the quality at the faculty, on issues related to the academic staff, infrastructure, etc., and through the Dean and the Quality Assurance Central Committee, addresses the same to the University's management structures.
7. All questionnaires and quality reports generated at the faculty level are submitted on a regular basis to the Quality Assurance Central Committee and Quality Assurance Office. Questionnaires and quality reports are processed and reported to management, which according to these reports takes measures to ensure quality.

Article 11 **Administration**

1. Contributes to quality assurance through the implementation of Quality Assurance Standards set by ESG, and the KAA Manual Standards;
2. Attends the quality assurance mechanisms at the university level;
3. The administration evaluation includes the implementation of their rights and responsibilities, transparent recruitment processes, effective oversight, performance evaluation periodically, supporting processes and professional development;
4. Monitors professional staff development, identifies the necessary needs and resources for implementation;
5. The appropriate opportunities and the rights to personal, and career development are monitored, and a special assistance for those who face difficulties is proposed in accordance with legislation and discrimination;
6. In addition to the supervisor's evaluation, based on the legal provisions in force, each administration official, once a year is subject to general evaluation by professors and students, through the instruments envisaged in this Regulation;
7. Once a year drafts a report on the implementation of quality standards in the respective office, and proposes appropriate measures in case of difficulties and submits the same to the Quality Assurance Central Committee and the University Management;
8. The Secretary General designs the annual plan for the implementation of quality standards, which is submitted to the Quality Assurance Central Committee and the management bodies, which are included in the Annual Action Plan;



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9. The administration evaluation reports, for the administration, are reviewed by the Quality Assurance Central Committee, and this body proposes policies and measures to improve the conditions on the basis of the findings.

Article 12

Evaluation at institutional level

The University carries out the evaluation activities on a continuous basis, in the following areas such as:

1. Quality assurance of the of study programs;
2. Quality assurance of the learning process;
3. Quality assurance of scientific research and professional work;
4. Quality assurance of academic staff and external associates;
5. Quality of the administration staff, recruitment and professional development processes;
6. Quality in administration of Students and Support Services;
7. Quality of students' learning;
8. Quality of textbooks, library and information sources;
9. Quality of institutional cooperation;
10. Quality of the premises, infrastructure and equipment;
11. Quality of Funding and Financial Planning;
12. Role of students in self-evaluation and quality assurance;
13. Systematic Control and Periodic Quality Control;
14. Ensuring that external actors (local business, civil society, local and central state institutions, cultural institutions, health care institutions, etc.) are involved in verifying the validity, purpose and quality of the University's affairs, as a source of data on evaluation and strategic planning;
15. The internal evaluation data is used for the purpose of meeting European standards and determined by the country's legal and sub-legal acts according to the criteria of the Kosovo Accreditation Agency and planning interventions for improvement of the university activities;
16. Evaluation of university activities is managed by the Quality Assurance Central Committee;
17. Evaluation process of University activities is administered by the Office for Quality Assurance based on the Action Plan and dynamics of the activities set by the Quality Assurance Central Committee and adopted by the University Senate, with the help of the Quality Assurance councils and working groups that are established as needed.

Article 13

Evaluation at the faculty and study programs level



1. The academic units through the Quality Assurance Central bodies at the Faculty level, in coordination with the Quality Assurance Office and the Quality Assurance Central Committee, are managing the quality assurance process within the study programs;
2. The evaluation carried out for meeting the European Standards of the Programs should include information on:
 - 2.1. The quality of teaching and learning;
 - 2.2. The quality of research-scientific work;
 - 2.3. Perceptions of the graduates about the quality of studies;
 - 2.4. Employers' perceptions about the graduates quality;
 - 2.5. The quality of student services;
 - 2.6. Organizational quality and management culture;

Article 14

Application for new study programs

1. Application for new study programs is carried out by applying the quality assurance criteria set out in this Regulation;
2. Application for a new study program can be completed after a proper study of reasonableness (feasibility), and in accordance with the objectives of the strategic plan of the University;
3. Reasoning for opening of a study program is provided through a Feasibility Report,
4. The report shall be adopted in the Senate, and the final decision is taken by the University Management after verifying the suitability of the study program.
5. The Reasoning Report of the new study program should contain:
 - 5.1. Studying the labour market demand;
 - 5.2. Profile of the study program;
 - 5.3. Suitability to the strategic plan of the University;
 - 5.4. Suitability with the National Education Strategy;
 - 5.5. Suitability with the trends of European and world education.

Article 15

Evaluation implementation timeframe

1. Evaluation and monitoring for the fulfilment of programs' standards, based on the instruments set out in the Quality Assurance Strategy, and in this Regulation, is performed periodically twice a year;
2. The Quality Assurance Committee at the faculty level, together with the quality assurance coordinator, are obliged to follow the implementation of program quality standards and to make surveys and analysis that must be sent as a proposal to the Committee for further consideration.
3. Quality Assurance Central Committee following a review and analysis of faculty data, proposes to the Rector and Senate measures to improve the quality of study programs;



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4. General Evaluation, determined by the provisions of this Regulation, is carried out at the end of each semester;

Article 16

Exploiting Evaluation Data

1. The evaluation data foreseen in this Regulation are used to improve quality at institutional level and study programs;
2. Evaluation data foreseen in this Regulation are used for the annual and strategic planning of the University and priorities for development activities;
3. The evaluation data foreseen in this regulation are used to identify interventions, which should be made from the level of academic units or central management to address issues of high interest;
4. The student's course evaluation data will be available to teachers and management of academic units and are used for the purposes of improving teaching performance and academic advancement of staff according to statutory requirements;
5. All evaluation data will be made public on the University web site while respecting the principle of confidentiality.

Article 17

Initiating estimates

1. The Quality Assurance Central Committee, drafts the annual quality assurance plan, which elaborates activities undertaken in each year, standards of implementation, as well as the relevant stakeholders for their implementation, including the financial cost.
2. The annual action plan is adopted by the Senate and is public on the university web site;
3. The annual plan also includes the academic entity's evaluation activities, while they develop their detailed evaluation plans;
4. Additional evaluation activities may also be initiated in cases where an issue is addressed by the relevant parties, such as the Ministry of Education, Science, and Technology, University Management, and the Senate.

Article 18

Evaluation Standards and Principles

1. Evaluation is carried out for purposes of improvement and not prejudice;
2. The evaluation processes are based on the principle of partnership of all parties and stakeholders;
3. The evaluation of the quality assurance system is based on the European quality assurance standards and guidelines;
4. All summary reports of quality evaluation activities will be transparent and the same will be published.



Article 19

Accompanying Documents for Implementation

1. University Senate, with the recommendation of the Central Committee for Quality Assurance and Evaluation, adopts relevant quality assurance documents;
2. The quality assurance Regulation provides the instruments to produce quantitative and qualitative data for each evaluation, as well as procedures, detailed roles for each party in carrying out the evaluation activities foreseen in this Regulation.

Article 20

Instruments for evaluating academic staff

1. The evaluation of internal and external academic staff is carried out twice a year, at the end of each semester. The evaluation takes on the basis the criteria presented as in the following table:

Evaluation criteria	Percentage
Evaluation by the students	20%
Peer Evaluation	20%
Evaluation from the Dean	20%
Scientific publications and participation in conferences	20%
Contribution to University and Contribution to Society	20%
Total:	100%

Article 23

Measures from the outcome of academic staff evaluation

1. Dean's office, Rector's office, Senate and the Steering Committee will initiate stimulating, corrective programs in accordance with the Statute, for the Academic and Administrative Staff based on the evaluation result and following a comprehensive analysis;
2. The university and academic units are obliged to draft training programs, based on the needs of academic and administrative staff on the basis of the evaluation findings;
3. Each year, the official, the professor, and the best assistant at the university level, is selected, and the Rector will award them with Letters of Gratitude, during a thankful meeting;



Article 24

Quality Assurance Instruments

Instruments used to evaluate quality in all the above categories:

1. Observation;
2. Questionnaires;
3. Interviews;
4. Monitoring;
5. Self-evaluation reports.

Article 25

External evaluation

1. The university is subject to external institutional and study programs' evaluation by the Kosovo Accreditation Agency (KAA).
2. External evaluators are internationals who evaluate the institutions and study programs in which they are specialized.
3. Their comments and recommendations are taken seriously and are applied.
4. In the external evaluation of study programs, are included also external stakeholders from the Community, including Industrial Advisory Boards (BKI), Academic Units, Business Communities and external stakeholders. For this purpose, a periodic survey is organized through special questionnaires.

Article 26

1. Other instruments for evaluation that are adopted are attached to this Regulation as an Annex.

Article 27

Amendment, entry into force and implementation

1. This Regulation shall enter into force upon approval by the Senate of the University.
2. This regulation may also be supplemented and amended at the Rector's request, the Quality Assurance Central Committee, and the Quality Assurance Office and is then adopted by the Senate of the University.

Senate Chairman

Prof. Asoc. Dr. Ismet Temaj