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**The Senate of "Kadri Zeka" University, based on Articles 187-197 of the Statute, at the meeting held on 05/03/2019 approved:**

**GUIDELINES FOR THE ASSESSMENT OF ACADEMIC STAFF AND THE  
SUBJECTS BY STUDENTS AND THE USAGE OF SUCH RESULTS IN THE  
UNIVERSITY "KADRI ZEKA"**

*January 2019*

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## **1. Assessment standards**

This document specifies the rules defined by the mission, policies and strategies of the Public University "Kadri Zeka" in Gjilan, which derive specifically from the Statute of the UKZ. This document is in full compliance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG, 2015) and the Regulation on Quality Procedures in UKZ (Ref. no. 01/380 dated 10.05.2016).

UKZ carries out the assessment of subjects in a standardized and transparent way. These guidelines clearly regulate the collection and the usage of data obtained during the assessment of academic staff and subjects. They apply to all academic staff (including lecturers and assistant teachers) regardless of their scientific titles or positions.

The assessment of professors and subjects by students plays an important role in the group of quality assurance measures, as an integral part of building a quality assurance system within the University.

In particular, the assessment results help the teachers and academic units in their continuous self-improvement. In cases when the academic staff do not have the ability or will to improve, the university shall impose measures/sanctions, e.g. assignment of other tasks/activities.

## **2. Assessment goals of professors and subjects**

The assessment of professors aims to improve teaching activities at the University, in particular by providing:

- An instrument for collection of information on the efficacy of academic staff teaching (feedback) and
- An instrument for collection of information on work planning for: deans, vice-deans for teaching and learning, study programs and the management of the University.

Subject assessments are an important part of creating an inclusive culture of quality assurance, students' feedback on the quality of a subject and of a professor provide valuable information on how students perceive both the teacher and his/her teaching. The data resulting from the assessments are intended to help teachers improve their teaching practices, by further developing the contents of their courses, if needed.

### 3. Responsibilities

Stakeholders	Responsibilities
Rector	<ul style="list-style-type: none"> <li>• Ensures that the quality assurance system is an integral part of the management in UKZ</li> <li>• Contributes to finding solutions for teachers who repeatedly show low performance.</li> <li>• Takes a lead role when students report on breaches of the law.</li> </ul>
Vice-Rector for Academic Issues	<ul style="list-style-type: none"> <li>• Is responsible for quality system (management tasks, reporting, etc.)</li> <li>• Initiates the review of guidelines in 2021</li> <li>• Co-chairs the meetings on reviewing internal performance.</li> </ul>
Central Commission for quality assurance	<ul style="list-style-type: none"> <li>• Reviews questionnaires, approves guidelines, and initiates the drafting of policies, strategies and the plan for quality improvement in relation to assessment results.</li> </ul>
Office for Academic Development (OAD)	<ul style="list-style-type: none"> <li>• Carries out assessments, processes data, follows up and publishes results.</li> <li>• Based on the senior management requests, drafts reports related to the assessment results</li> <li>• Coordinates activities with students and the academic staff with regards to information, collection and publication of assessment results.</li> <li>• Reports to the Vice-Rector for Academic Issues</li> </ul>
Deans	<ul style="list-style-type: none"> <li>• Analyze assessment data and compile the assessment report for a respective academic unit.</li> </ul>

	<ul style="list-style-type: none"> <li>• Decide on publishing 10% of the best results in the official web-page of the institution.</li> <li>• Conduct interviews with teachers and agree with them on improvement plans (if the results are below the average of 3.0)</li> <li>• Distribute the assessment report among teachers of the respective faculty.</li> <li>• Co-chair the meetings during the review of the internal assessment performance.</li> </ul>
Vice-deans	<ul style="list-style-type: none"> <li>• Support the Dean in fulfilling their tasks</li> </ul>
Members of academic staff (teachers)	<ul style="list-style-type: none"> <li>• Are responsible for quality (academic tasks)</li> <li>• Inform students on the usage of assessment results</li> </ul>
Students	<ul style="list-style-type: none"> <li>• Are consulted on research process</li> <li>• Complete questionnaires</li> </ul>

#### **4. Assessment processes**

The OAD conducts assessments, processes data, conveys results and following the management requests compiles reports related to the assessment results. Students complete the questionnaires at the end of each semester (currently in hard copy).

Currently, in the UKZ assessment is carried out on subjects and all teachers responsible for respective subjects.

#### **5. Publication of assessment results**

The results shall be available to:

- Each teacher who has been assessed and he/she shall receive his/her results from OAD in electronic form.
- Students shall receive information regarding the assessment through oral reports from the Dean and the teachers, mentioning the feedback from previous groups of students and subsequent improvements. The OAD shall remind the teachers to present such reports to students orally.
- The cooperation with students and their experience is very important to further the quality of the assessment continuously.
- The deans and vice-deans shall receive all the results of the assessment for their faculties only.
- The Rector and Vice-Rectors shall receive all the results for the entire University.

A standard clause on the email with the assessment data should make it clear that the assessment results are sensitive data, thus they should be treated in a confidential manner.

If less than 30% of students or less than five students have completed the questionnaire, the results should only remain only with a teacher (due to lack of validity).

In order to help with the interpretation of the assessment results, the OAD shall provide a model for each question for all faculty subjects. 10% of the best assessment results are made available to the general public through the University web-page. 10% of the best results are identified as 10% of the subjects of each faculty with the best average results during the overall assessment (i.e., question number 9 of the questionnaire).

## **6. Follow-up measures**

Not only the assessment process, but also the proper use of the assessment results will lead to quality improvement. Follow-up measures are referred to either a single teacher or a faculty, if necessary.

### **a) Assessment report**

Every year each faculty prepares an assessment report. In this report, the faculty analyzes the results of subject and teacher assessment, provides information on quality assurance measures, and lists plans for quality improvement.

The Vice-Rector for Academic Issues provides a reporting model (approximately two - three pages, without the narrative part, aiming at the improvement/ follow-up measures).

The report does not contain personalized data (except the data for public such as 10% of the best assessment results) and it shall be sent to all members of the faculty.

### **b) Performance review meetings on internal assessment**

Following the receipt of the assessment report, the vice-dean for academic issues and the deans of the respective faculties hold a special meeting to review the performance of the internal assessment. Performance assessment: poor 1.0-2.99, average 3.0-4.0, excellent 4.1-5.0.

The aim of the UKZ is to have 80% of subjects and teachers with excellent performance assessment within the first three years.

Such meetings will be held on annual basis, and participants to these meetings will be: the Vice-Rector for Academic Issues, Deans and the Director of the OAD.

### **c) Recruitment of new academic staff**

Candidates with previous teaching experience in UKZ are required to submit performance assessment results by HEI during their process of application for selection or re-selection in UKZ. Teachers/assistants who apply to work for the first time in UKZ are also required to submit their previous assessment.

### **d) Promotion of academic staff**

The assessment results of professors are part of all promotion procedures (promotion to a higher academic degree, promotion to a position held, etc.). The regulation on promotion of academic staff shall clearly specify the minimum level of assessment required for the promotion to a specific degree. The OAD provides assessment results of the last year in the respective commissions.

### **e) Development of academic staff (Development of staff)**

Assessment results are an essential part of all assessment interviews. Employees and their supervisors may agree on remedial measures, such as pedagogical trainings or peer counseling.

### **f) Repeating poor performance**

If teachers belong to the group with lower results than the average twice in two years, the Vice-Rector for Academic Issues shall invite them to an assessment interview and propose remedial measures, respectively supplementary trainings to improve their teaching. If a fails to meet this agreement, or if his/her performance has not improved, the Vice-Rector for Academic Issues shall initiate a meeting between him/her and the Rector. Possible measures after the meeting are:

- A written warning by the Dean of the respective academic unit.
- In case of disregarding the warning, a measure shall be submitted to the Ethics Committee.
- Depending on the type of warning, a procedure to deduct from daily pays from his/her salary shall be initiated.
- Other measures in conformity with the Regulation on disciplinary measures and procedures and Code of Ethics shall be undertaken against the academic staff.

## **7. Guidelines review in 2021**

These guidelines shall be reviewed in 2021, after the first three years of implementation. The questionnaires shall be reviewed as well.

These guidelines shall remain valid until new decisions are taken.

R E C T O R

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