



**UNIVERSITETI "KADRI ZEKA" GJILAN**

**UNIVERSITY "KADRI ZEKA" GJILAN**

Zija Shemsiu, 60000, Gjilan, Kosovë

[www.uni-gjilan.net](http://www.uni-gjilan.net)

[www.uni-gjilan.net](http://www.uni-gjilan.net) tel: 0280390112

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# **REGULATION ON PROCEDURES FOR QUALITY ASSURANCE**

Gjilan, 2016

Pursuant to Article 15 paragraph 1 of the Law on Higher Education no. 04/L-037, and in support to Article 49 point 1.3 and Article 186, 187 and 188 of the Provisional Statute of the University "Kadri Zeka" in Gjilan, the University Senate in its meeting held on 08.01.2016, approved this:

## **REGULATION ON PROCEDURES FOR QUALITY ASSURANCE**

### **I. General Provisions**

#### **Article 1**

Provisions of this Regulation defined standards, procedures and methods of quality assurance and quality assessment of the work of teachers in "Kadri Zeka" University in Gjilan (hereinafter "Kadri Zeka" University in Gjilan).

#### **Article 2**

This regulation defines the quality assurance and self-assessment in the following areas:

- » Strategy for quality assurance;
- » Organizational structures for quality assurance;
- » Quality assurance subjects;
- » Study programs;
- » Education process;
- » Education and scientific-research work;
- » Human resources (academic and non-academic staff);
- » Students;
- » Textbooks, literature, library and computer laboratories;
- » University Management and non-education support;
- » Environment (educational space) and equipment;
- » Financing;
- » Involvement of students in the process of quality assurance and advancement of quality of work.

### **II. Aims of self-Assessment**

#### **Article 3**

Self-assessment as the first step in the process of quality evaluation has several main goals:

- » To present a brief and substantive overview of education process in the University and the study programs;
- » To analyse the connection of learning-education process and the scientific-research activities of the institution;

- » To analyse the structure, quality and development of academic staff;
- » To analyse strengths and weaknesses of higher education institution that performs activities of higher education by applying SWOT analysis;
- » To provide a base that will serve for the assessment carried out by the institution;
- » To provide a base that will serve for carrying out an external assessment;

#### **Article 4**

University "Kadri Zeka" in Gjilan carries out the self-assessments of study programs at all levels of higher education. Through self-assessment of study programs the evaluation of the quality of the activities of higher education and scientific work is carried out through explicit procedures for the evaluation of quality and the academic staff.

Through the assessment of the study program it must be determined whether it meets the accepted standards of the European Association for Quality Assurance (ENQA) and whether it corresponds with international practice. It should be evaluated whether the structure of the study program enables the integration of students and graduated professionals in the educational systems of other countries of the European Higher Education Area.

#### **Article 5**

Determination to quality assurance and advancement of teaching in the University "Kadri Zeka" in Gjilan is implemented through the following elements:

- » Approval of the strategy to ensure the quality of teaching by the Education and Scientific Council, which is a public document and is a subject to a periodic review;
- » Approval of the quality policy by the Education-Scientific Council of the University, which is public and subject to periodic review;
- » Building a quality assurance system, including, among others, the establishment of responsible bodies, standards and quality assurance principles, as well as defining clearly the roles of all parties in this process;
- » Planning activities in the fields and aspects of great importance to ensure the quality of teaching, particularly the field related to teaching and learning process, scientific-research work, and more effective studies and financial resources;
- » Continuous monitoring and systematic collection of data for quality assurance, by organizing and comparing periodic researches in all areas of work and comparing the results obtained through planning.
- » Organize and compare periodic research and standards and procedures for quality assurance with the aim of progressing.

### **III. Self-Assessment Mission**

#### **Article 6**

The Mission of Self-assessment is the determination of “Kadri Zeka” University in Gjilan on what kind of staff it is going to educate, for what needs and social areas, for the market of international and local higher education staff, as well as determine the directions of scientific and research work.

### **IV. Subject to quality assurance and assessment**

#### **Article 7**

Subject to quality assurance and assessment in “Kadri Zeka” University in Gjilan are: lecturers, scientific and research workers, externally recruited staff, education and scientific council, university commissions, students, non-academic staff and administrative services.

Through this Regulation main functions and mutual relationships of all subjects in the process of quality assurance are defined with an aim of providing consistent, effective and efficient quality assurance system of work in the University.

### **V. The commission for quality assessment**

#### **Article 8**

The commission for quality assurance is competent body responsible for continuous and systematic monitoring and for collecting data about quality, through organizing periodic researches in all areas of quality assurance with an aim of assuring quality and the self-assessment of the work in the university.

Members of Commission are elected through secret ballot in the meeting of education-scientific council which consists of: members of the office for quality assurance, teachers and students for a period of four years. Following the election of the members, the commission is constituted where one of the members is appointed as the Chairman of Commission and one member is appointed as a deputy Chairman.

The structure of commission members should reflect the following characteristics:

- » Each main structure of the institution should be represented (academic staff, students and administration) in order to ensure full participation in the self-assessment of all interested parties;
- » Represent the broad views of ‘Kadri Zeka’ University in Gjilan, and

- » Members of the assessment commission should be able to analyse strengths and weaknesses of “Kadri Zeka” University in Gjilan.

#### **Article 9**

The process of assuring and self-assessing the quality means to apply the regular and special assessment. The commission for quality assurance prepares plans for the implementation of all aspects of assessment, including the area of research, involvement of the stakeholders and the work plan, and reports to the education-scientific commission for the results achieved in the self-assessment, and with a concrete proposal to undertake preventive measures, if necessary. The assessment process is carried out based on the analysis of documents and relevant information, by comparing the action plan and by collecting feedback and data of stakeholders involved in the quality assurance system by conducting surveys.

The commission for quality assurance prepares the report on the assessment results and submits it to the education-scientific commission which assesses the quality of work in certain sectors of “Kadri Zeka” University in Gjilan and provides proposals and measures to overcome the obstacles which hinder the advancement of the quality of work.

#### **Article 10**

Regular quality assessment is carried out at least once during an academic year and covers the following areas:

- » Study programs;
- » Education process;
- » the academic and non-academic staff;
- » students;
- » textbooks, literatures, libraries and informatics laboratory;
- » financing;
- » Organization and functioning of the quality assurance system.

The commission for quality assessment may organize special assessment with the proposal of the education-scientific commission with an aim of assessing the quality in certain areas of the quality assurance, which are considered to be of special importance for the quality assurance of work in general.

## **VI. Rights and Obligations of the Chairman and members of Self-assessment commission**

#### **Article 11**

The Chairman of the Self-assessment commission:

- » Plans, organizes and coordinates the commission work;

- » Ensures extensive discussions regarding the self-assessment with the aim of creating an acceptable self-assessment report;
- » Conducts official communication with bodies of “Kadri Zeka” University in Gjilan and with Kosovo Accreditation Agency (KAA), and
- » Carries out other tasks related to the implementation of the self-assessment.

#### **Article 12**

Members of the assessment commission have the right and obligation to participate actively in the work of the commission, as broadly as possible, to establish contacts and present opinions of members of academic community and to be able to evaluate weaknesses and strengths of the functioning of “Kadri Zeka” University in Gjilan.

#### **Article 13**

The assessment commission of “Kadri Zeka” University in Gjilan may establish its working groups with representatives of students to whom certain tasks and issues can be entrusted, such as: evaluation of certain study programs, control of resources and finances, training of the academic staff and externally hired staff and their professional development, student services, international cooperation, international activities and similar.

Assessment commission has an obligation to participate in the training organized by the commission for assessment of the university, and organize trainings on self-assessment for other participants in the self-assessment process.

## **VII. Planning**

#### **Article 14**

In order to fulfill the Mission, “Kadri Zeka” University in Gjilan, every academic year, plans all important activities related to quality assurance. The draft plan of work for the academic year is prepared by the Rector of “Kadri Zeka” University in Gjilan, before the start of the new academic and submits it to the education-scientific commission for approval.

The work plan for the academic year covers the following areas:

- » Education process: sufficient number of professors and externally hired professors, work and operational plans for every course;
- » Students: number of students based on the years, indicators for successful studies;
- » Scientific-research and education work and publication activities, planning of projects and publications;
- » Library: supply with new publications;
- » Space and equipment: basic equipment necessary for work;
- » Self-assessment of quality (as it is defined by this Regulation).

## **VIII. Quality of study programs**

### **Article 15**

The quality of study programs is ensured by establishing and preparing special standards and appropriate mechanisms with the aim of achieving the following:

- » Fulfillment of the mission and the vision of “Kadri Zeka” University in Gjilan;
- » Achieving the aims of the study programs;
- » Enhancing the efficiency of studies;
- » Modernization of study program contents;
- » Continuous collection of information from stakeholders regarding the quality assurance in relation to the assessment of the quality of study programs.

### **Article 16**

The commission for quality assessment monitors the quality of study program levels according to the guidelines of the Kosovo Accreditation Agency (KAA) for the application of standards on higher education, especially in:

- » drafting study programs based on the latest achievements and competitive capacities;
- » Compatibility with advanced society needs and based on the collection of appropriate information by external institutions;
- » Comparison with external study programs, out of which at least should be from European Education Area in each study program based on the collection of appropriate data by external institutions.

### **Article 17**

Commission for quality assessment monitors the efficiency of studies according to the existing study programs based on the data collected by student service. The efficiency of studies is measured according to the following data:

- » Passing rate of students from year to year;
- » Average score according to study years;
- » Number of graduated students;
- » Average score of students graduated in all level of studies;
- » Participation of graduated students compared to the number of students enrolled in each study program;
- » Average of study time for each study program.

## **IX. Quality of Teaching and Learning Process**

### **Article 18**

The quality of teaching and learning process is ensured through:

- a) the organization, preparation and distribution of the teaching and learning process in such a way that the student:
  - » develops communication and interaction skills, applying basic theoretical concepts;
  - » develops skills that will enable the student to work independently and acquire new knowledge;
  - » becomes a responsible team member;
  - » develops thinking and problem solving skills;
  - » Develops knowledge integration skills.
- b) Quality assurance of the academic and non-academic staff, especially ensuring professional relationship in the work with students and providing appropriate conditions for scientific research work and educational excellence;
- c) Providing necessary number of lecturers and externally hired professors and especially those with full working time and providing conditions for conducting lectures quietly as planned, in a way that the lecturer will have 6 contact hours per week, while the externally hired professors will have 10 contact hours per week;
- d) Ensuring the quality of the number of books in the library and of all necessary space in it;
- e) Continuous assessment of quality assurance in this area as defined in Article 8 of this Regulation.

### **Article 19**

In the frame of quality assurance, techniques of organization and preparation of teaching and learning process include definition of education plan before the beginning of the semester (lectures and exercises), the work plan for each course planned in that semester and the examinations schedule. Such plans are made available to students, no later than the first day of the beginning of the semester, with the exception of the examination schedule that can be prepared at least 8 days before the beginning of examination term.

### **Article 20**

The plan for the development of teaching and learning process and the examination schedule is prepared by the Rector of "Kadri Zeka" University in Gjilan, taking into account possibilities and requirements of students, work load according to courses, effective usage of the institution space and other factors. The student service should be attentive in making public and placing the plan for the development of teaching and learning process and lectures and examination schedule in the announcement table and in the electronic web-page of "Kadri Zeka" University in Gjilan.



### **Article 21**

The commission for quality assessment in the process of regular evaluation, collects feedback and data through surveys about lecturers and externally hired professors in the following aspects of the evaluation of teaching and learning process:

- » provision of relevant information regarding the teaching and learning process,
- » organization of lectures, seminars and examinations in accordance with the foreseen plan,
- » maintaining professional relationship of teachers and external staff and non-academic staff with students,
- » Possibilities of acquiring sufficient knowledge and skills during the teaching and learning process in specific courses in accordance with the plan.

Regarding this, the commission prepares a report about the surveys made and submits it to the education-scientific council.

## **X. The Quality of scientific-research and education work**

### **Article 22**

With the aim of ensuring the quality of scientific-research and education work and with the aim of ensuring a unified scientific-research and education work, responsible bodies of “Kadri Zeka” University in Gjilan and all lecturers and externally hired professors, are engaged continuously in the creation, preparation and implementation of the education and scientific program and research projects in accordance with:

- » Strategy for quality assurance and quality policy of “Kadri Zeka” University in Gjilan;
- » Needs and expectations of the society;
- » Best practices of international educational, scientific and research institutions;
- » Needs for quality assurance in other areas of “Kadri Zeka” University in Gjilan where this Regulation can be applied;
- » Availability of external resources for the implementation of programs and projects.

### **Article 23**

The scientific-research and artistic work is assessed based on:

- » the number of publications in the last three years,
- » the number of quotations by international authors (based on the data from the quotation database),
- » the total number of presented national and international projects in last three years (national and international),
- » The total number of projects implemented in the last three years (national and international).
- » participation in seminars, conferences, scientific councils (national and international in last three years),
- » the total number of scientific meetings organized in the last three years by “Kadri Zeka” University in Gjilan.

## **XI. Quality of lecturers and associate professors**

### **Article 24**

The quality assurance of lecturers and associate professors is carried out through appropriate activities in the process of management of human resources, as in the following:

- » Continuous planning and monitoring of the lecturers and associate professors in different scientific – research and education fields;
- » Selection of lecturers and associate professors according to the Statute and the Regulation on employment rules and procedures of the staff of “Kadri Zeka” University in Gjilan, by defining the criteria and procedures;
- » Creating conditions for continuous advancement of lecturers and associate professors;
- » Continuous and regular monitoring of the quality evaluation in this field, as foreseen in this Regulation.

### **Article 25**

The commission for quality assurance in the regular process of assessment, through *questionnaires, surveys, interviews and monitoring*, collects feedback and opinions from students regarding the quality of lecturers and associate professors during the teaching and learning process, in the following fields:

- » Organization of the teaching and learning process in accordance with the working plan per course;
- » transmission of knowledge and interactive lectures,
- » develops skills through complementary aims in a course or a study program;
- » uses modern information technology during lectures,
- » motivates students to participate in lectures, team research work or individual work,
- » Assessment criteria in the aspect of transparency and fairness.

## **XII. Criteria for the selection and quality assessment of academic staff**

### **Article 26**

The selection of academic staff is conducted in accordance with the criteria and procedures for the selection of learning-scientific titles, scientific, education and cooperative titles defined by the Statute of “Kadri Zeka” University in Gjilan, respectively with the Regulation of the University regarding equal criteria and procedures for the selection education, scientific and cooperative titles.

The periodic assessment of the quality of the academic staff of “Kadri Zeka” University in Gjilan is carried out by the body for the assessment of higher education, according to this Regulation.

The quality assessment of the academic staff is conducted based on:

- » The qualifications of the academic staff in accordance with general provisions of “Kadri Zeka” University in Gjilan.
- » The application in practice of criteria for the selection at the level of University “Kadri Zeka” in Gjilan
- » Covering all scientific fields with academic staff.
- » Execution of regular surveys with students regarding the quality of academic staff and including students’ feedback in the portfolio of academic staff and associate professors.
- » Implementation of motivation mechanism and awards by the Rectorate of “Kadri Zeka” University in Gjilan,
- » Organization of compulsory courses for the training and development of the academic staff.

### **XIII. Measures for the quality improvement**

#### **Article 27**

The education-scientific council of “Kadri Zeka” University in Gjilan which carries out higher education activities, based on the report of Commission and assessment of quality of academic staff proposes and undertakes measures for their improvement.

### **XIV. Quality of students**

#### **Article 28**

The quality assurance of students at the University is implemented through activities and standards in the following fields:

- » selection of students during their enrollment,
- » teaching and learning process,
- » students’ organization,
- » Systematic monitoring and regular assessment of the quality in this area in accordance with this Regulation.

#### **Article 29**

“Kadri Zeka” University in Gjilan guarantees equity for all students, regardless of their race, colour, gender, nationality, language, religion, political beliefs, etc. “Kadri Zeka” University in Gjilan provides students with opportunities to organize their activities through their student organization in accordance with the Statute of “Kadri Zeka” University in Gjilan.

### **Article 30**

In order to ensure quality in this aspect, when enrolling students, the Regulation for the definition of procedures for the enrolment of students in “Kadri Zeka” University in Gjilan is applied.

## **XV. Quality of textbooks, literature, library and information technology laboratories**

### **Article 31**

The quality assurance of textbooks, literature and library and information technology laboratories is necessary for the successful development of teaching and learning process and it is implemented through:

- » provision of textbooks that make possible the implementation of the defined goals according to the study program and courses;
- » provision of the sufficient number of literature that enables the implementation of the defined goals according to the study program and courses;
- » provision of modern equipment in the information technology laboratory for the development of teaching and learning process and for the needs of students;
- » ensuring sufficient space for efficient use of the library and information technology laboratory by students, lecturers and associate professors of “Kadri Zeka” University in Gjilan.

### **Article 32**

The Commission for quality assurance in the process of regular evaluation, through surveys, collects data and feedback from students, lecturers and associate professors, in the following aspects of quality of textbooks, literature, and library and information technology laboratories:

- » sufficient supply with textbooks according to academic standards and evaluation based on ECTS credits;
- » the content of textbooks with sufficient data, according to the requirements of students during the acquisition of knowledge in certain courses;
- » Sufficient supply of the library with textbooks and literature and possibility for students to access the library.

## **XVI. Quality of University management**

### **Article 33**

The quality of the management of “Kadri Zeka University in Gjilan is carried out through full and appropriate application of the Law on Higher Education, the Statute of Kadri Zeka” University in Gjilan, and other general provisions of the University related to the responsibilities and authorizations of all University bodies with the aim of:

- » Fulfilling the Mission and the Vision of “Kadri Zeka” University in Gjilan,
- » Ensuring the quality of work of the University.

## **XVII. Quality of educational space and equipment**

### **Article 34**

The quality assurance of education space and equipment is ensured through:

- » provision of space and equipment of new information technology, for the achievement of the aims of the quality of the education process, in accordance with national standards;
- » ensuring uninterrupted internet connection and making it available for lecturers, associate professors and students;
- » Continuous monitoring and evaluation of the quality of this equipment based on the number of students and based on the requirements of quality assurance of study programs, teaching and learning process and the scientific-research process of “Kadri Zeka” University in Gjilan;
- » management and taking stock of the equipment;
- » application of appropriate measures in terms of security, protection of health of employees, students and all other persons around them in accordance with the law.

## **XVIII. Financial Quality**

### **Article 35**

Ensuring the quality of financing of the University “Kadri Zeka” in Gjilan, with the aim of achieving long-term financing, stability and sustainability, is implemented by:

- » Ensuring reliable financial resources, which should be in compliance with the financial needs of the University “Kadri Zeka” in Gjilan;
- » Applying adequate methods of financial planning and follow-up of financial changes;
- » Participation – annual student tuition fees;
- » Reporting to institutions and bodies in charge in accordance with the law and the present regulation.

### **Article 36**

At the end of each academic year, in compliance with the accounting data and other financial data, the Rector of the University “Kadri Zeka” in Gjilan, shall compile a draft Financial Report and the Financial Plan for the following year as well as all other financial documents and shall submit them to the Education-scientific Council for approval.

## **XIX. External, national and international cooperation and public relations**

### **Article 37**

#### **a) National cooperation shall be evaluated according to:**

- » Cooperation with the economy, government institution and other national professional associations, in the context of the mission, goals and obligations of the institution;
- » Total number of project in the last five years;
- » Contacts and cooperation with graduated students and their associations;
- » Contacts with employers;

#### **b) International cooperation shall be evaluated according to:**

- » Participation in European education programmes (Tempus, Erasmus, Mundus and other projects in the last three years);
- » International dimension of study programmes;
- » Exchange of academic programmes with other academic centres within the country and abroad;
- » Exchange of students with other academic centres within the country and abroad, studying in foreign languages;
- » Use of foreign literature.

#### **c) Public relations shall be evaluated according to:**

- » The open days of the institution to inform future students regarding the opportunities of study in the institution;
- » Cooperation with the written and electronic media, and
- » Participation in education fairs.

## **XX. Content of Self-Assessment Report**

### **Article 38**

After carrying out the self-assessment in the University “Kadri Zeka” in Gjilan, the Self-assessment Commission shall compile the self-assessment report in a transparent and public manner including all deficiencies. During the preparation of the report, the Self-Assessment Commission shall take into consideration that the report has to include all the facts regarding the study programmes and subject programmes.

The self-assessment report is composed of two parts: the descriptive part and the part of measurable indicators, including all the respective quantitative data:

- » introduction, where the self-assessment process is described,
- » The list of the commission members and of the working groups that participated in the self-assessment.
- » The list of bodies, entities and institutions with which the university cooperated in the self-assessment,

- » presentation of positive elements and challenges that were encountered during the process of self-assessment,
- » as for the part related to students and graduated professionals, the report shall contain the data, ideas, comments and suggestions provided by students regarding all aspects of quality assurance, whereby they may help in the self-assessment process and improve the overall evaluation process. From the practical viewpoint, the ideas of students can be taken in several ways: through free discussions, in person conversations, through different student surveys, meetings with student organization representatives, ideas in writing, or different combinations of the above-mentioned proposals.
- » The section of the report related to students shall represent a specific entirety. It is very important that the number of students is not selective, but represent their interests in the University “Kadri Zeka” in Gjilan and in their study programme.

The starting point of analysis is the mission and the objectives of the University “Kadri Zeka” in Gjilan, wherein they are confirmed and assessed. The analysis will highlight the strengths and weaknesses of each component that is subject of self-assessment. The analysis is followed by proposals and the improvement plan of activities to correct the deficiencies and improve the quality.

## **XXI. Conclusion of Self-Assessment Report**

### **Article 39**

Conclusion of the self-assessment report shall have the following characteristics:

- » Be as objective as possible, truthful and open, taking into consideration that the purpose of the self-assessment is to improve the quality,
- » Be a final comparison to the previously concluded processes on self-assessment and external evaluation, and apply the improvement analysis in regard to the deficiencies identified by the evaluation processes performed previously within specific aspects.
- » To express explicitly the strengths and weaknesses of the institution, and avoid emphasizing only the strengths or not presenting the weaknesses,
- » The strengths and weaknesses which are not discussed at the beginning of the report, should not be presented in the conclusions because they will remain unjustified and transform the conclusions into a lobbying of a part of the University “Kadri Zeka” in Gjilan.
- » The strengths and weaknesses which are not discussed in the main part of the report should not be presented in the conclusions,
- » Improvement plans should be provided in the form of specific measures. The conclusion of the self-assessment report must mention the measures that are to be undertaken according to the assessment results.

## **XXII. Size of the Self-assessment Report**

#### **Article 40**

The size of the self-assessment report should be from 15 to 25 pages, without appendixes.

### **XXIII. Signing of the Self-assessment Report**

#### **Article 41**

The self-assessment report is signed by the chairperson and the members of the self-assessment commission and it is submitted to the Rector of the University and the Vice Rector for teaching and learning. The report is also submitted to the Education-scientific Council for assessment and to the assessment institutions of Higher education in the Republic of Kosovo.

### **XXIV. Access of the participants in evaluation to the self-assessment report**

#### **Article 42**

The self-assessment report shall be available to all members in the meetings that will be held during the time the Kosovo Agency for Accreditation (KAA) visits the University "Kadri Zeka" in Gjilan, to the University Evaluation Commission or its team and to Higher education evaluation body of the Republic of Kosovo or its team.

### **XXV. Publication of the Self-assessment Report**

#### **Article 43**

The self-assessment report of the University "Kadri Zeka" in Gjilan shall be duly published in the official journal of the University.

### **XXVI. Entry into Force of the Regulation**

#### **Article 44**

This Regulation shall enter into force on the day of its approval by the Education-scientific Council and its signing by the Rector of the University "Kadri Zeka" in Gjilan.



**Rector**

**Prof. Asoc. Dr. Bajram Kosumi**

*(signed)*

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