



Rector  
Prof. Dr. Agron Bajraktari

Protocol nr: 520/20, Date:18.02.2020

According to article 15 paragraph 1 of Law for Higher Education, nr. 04/ L-037 and in support of article 49 and article 168, 169 and 170 of the Temporary Status of the University “ University of Applied Sciences in Ferizaj (USAF), the Senate of USAF on the meeting held on the date 18.02.2020 approved this:

## **REGULATION FOR QUALITY ASSURANCE**

### **I. General Provisions**

#### **Article 1**

##### **Purpose**

1. On the provisions of this Regulation are determined standards, procedures and methods of quality assurance and evaluation of the work of the University of Applied Sciences in Ferizaj (further on referred as University).
2. This regulation defines the role and responsibilities of organizational units in the University for realization of activities of quality assurance and evaluation procedures.
3. This regulation defines mechanisms and procedures that align the University with standards of ENQA for quality assurance and evaluation procedures.

#### **Article 2**

**With this Regulation are defined the quality assurance and evaluation procedures on these fields:**

- Strategy for quality assurance;
- Organizational structures for quality assurance;

- Subjects of quality assurance;
- Study programs;
- Educational and scientific - research work;
- Human resources ( academic and non-academic staff );
- Students;
- Text books, literature, libraries and computing cabinets;
- Management of the University;
- Spaces ( education spaces ) and tools;
- Involvement of students in the process of quality assurance and evaluation of work;
- Alumni ( graduate students)
- Employers.

## **II. Purposes of evaluation**

### **Article 3**

**Self-evaluation, as the first step in the procedure of quality evaluation, has some main purposes:**

- To present a short and representative reflection of the educational and learning process of the University and its study programs;
- To analyze the linkage of educational – learning process and scientific – research work and their application in the institution;
- To analyze the structure, quality and progression of the academic staff;
- To analyze strengths and limitations of the institution of higher education which performs these activities for higher education by implementation of SWOT Analysis;
- To ensure the basis which will serve for performance evaluation that is accomplished by the Institution;
- To ensure the basis which will serve for performing external evaluation;

### **Article 4**

University accomplishes self-evaluation of study programs in Bachelor and Master Level. By self-evaluation of study programs is achieved the quality evaluation of higher education and scientific activity through explicit procedures for quality evaluation and academic staff evaluation.

While evaluating the study program, there has to be determined if it is according to accepted standards of European Network for Quality Assurance (ENQA) and if it corresponds with international practice. There has to be evaluated whether structure of the study program provides to students and graduated professionals integration in educational systems of other countries of European Spaces for Higher Education.

## **Article 5**

**Determination of evaluation and progression assurance of teaching in University is achieved through the following elements:**

- Approval of the strategy for quality assurance of teaching, as a part of the overall strategy of the institution from the Senate which is public and a subject of periodic investigation;
- Construction of quality assurance system by creating responsible bodies, by standards and by principles of quality assurance, by also clearly defining the roles of all the subjects in this process;
- Activity planning in the important aspects and fields of quality assurance of teaching, especially those linked with the study program, scientific and research work, practice work, more efficient studies and financial resources;
- Continuous follow – up and systematic collection of data for assurance of quality by organizing and comparing the periodic investigations in all fields of work and comparing the results with the planning done.
- Organization and comparison of periodic investigations of standards and procedures for quality assurance with the purpose of progress and improvement of the existing state;

### **III. Evaluation mission**

#### **Article 6**

Self-evaluation mission is development and continuous improvement of quality in the function of preparing the graduates for the market in and outside the country, and by determining the directions of professional and scientific activity.

### **IV. Subjects for quality assurance and evaluation**

#### **Article 7**

Subjects for quality assurance and evaluation in University are: academic staff, professional and administrative staff, scientific and research employees, collaborators, head council, senate, scientific teaching council, university commissions, industrial board and students.

With this regulation are determined the main functions and reciprocal relationships of all subjects in the process of quality assurance, with the purpose of consistent and effective assurance of quality of work in the University.

## **V. Commission for quality assurance**

### **Article 8**

1. Commission for Quality Assurance is the competent organ for the continuous and systematic follow-up and collection of data regarding quality assurance through organization of periodic investigation in all fields of quality assurance with the purpose of assurance and self-evaluation of the quality of work of the University;
2. The members of the Commission for Quality Assurance are proposed by the Rector and are elected from the Senate of the University for a period of four years. The chairman of the Commission for Quality Assurance is the Pro-rector for International Cooperation and Quality Assurance (ex-officio).
3. Commission for Quality Assurance is an advice giving commission of the Senate and consists of:
  - Pro-rector for International Cooperation and Quality Assurance (ex-officio);
  - Coordinator for ECTS;
  - Official for academic issues;
  - One representative of each academic unit;
  - One delegated representative from Student Parliament with average grade above 8 and good knowledge of the English language.
  - At least one third of the members of Commission for Quality Assurance has to continue to be a part of the Commission after 4 year mandate to assure the continuity of the work.

### **Structure of the Commission members has to possess these features:**

- Each structure of University (academic staff, students and the administrate) has to be presented so that it will be assured maximal participation in self-evaluation of all interested subjects;
- To represent a broad overview of the University, and
- Members of the Commission for evaluation should be able to evaluate the weak and strong points of the University.

### **Article 9**

The duties of the Commission for Quality Assurance are:

- To determine the content of the survey questionnaires;
- To determine the way of data processing and the list of indicators by which is evaluated the quality of the learning achieved and study programs
- To determine the report form which is offered to the Dean of the relevant unit;
- To determine the report form that the Commission for quality assurance sends to the Rector and the Senate about evaluation of the work together with suggestions for new arrangements;

- To monitor the process of evaluation;
- To approve the guideline and the academic calendar for quality assurance;
- To save the information for quality evaluation of University, to collect data through the module of SMU during current academic year and next academic year, which is offered to faculties.

#### **Article 10**

By the process of quality assurance and evaluation is meant application of regular and unique evaluation. Commission for quality assurance prepares the plan for implementation of all aspects of evaluation, including the area of research, subjects participation and the plan of work and how is reported to Senate the results from evaluation, with concrete proposals for measures of prevention if necessary. The process of evaluation is constructed from analysis of documents and important information, comparison of working plan and collection of stands and data of subjects in the system of quality assurance and evaluation from survey.

Commission of quality assurance prepares a report from the results from evaluation and sends it to the Rector and the Senate, which evaluates the quality of work in a particular sector of the University with proposals and measures for removing obstacles in the way of improving the quality of work.

#### **Article 11**

##### **Regular evaluation of the quality includes these main fields:**

- Study programs;
- Teaching process;
- Academic and non-academic staff;
- Students;
- Infrastructure (Textbooks, literature, library and computing cabinets);
- Organization and function of the system of quality assurance;
- Employment of students.

Commission of quality assurance, may organize a special evaluation with the proposal of the Rector and the Senate, with the purpose of evaluation of quality in particular fields of quality assurance which are considered to be of a great importance for quality assurance of the work in general.

#### **Article 12**

##### **The process of evaluation by fields is done as follow:**

- Evaluation of the program is done by students and external factors like businesses and alumni;
- Evaluation of the teaching process is done by students each semester

- Evaluation of Academic staff is done by students, colleagues, management and self-evaluation;
- Evaluation of non-academic staff (administration) is done by students and General Secretary of University, once a year.

### **Article 13**

#### **Evaluation time**

- Evaluation of Academic staff from students is done once a semester;
- Evaluation of academic and administrative staff of University is done once a year;
- Evaluation of the program from students is done once a year;
- Evaluation of colleagues is done once a year;
- Evaluation of the management is done once a year;
- Self-evaluation of academic staff is done once a year;
- Evaluation of the program from external factors is done once in three years.

## **VI. Rights and obligations of the Chairman and members of the Commission for evaluation**

### **Article 14**

#### **The Chairman of Commission for Quality Assurance:**

- Plans, organizes and coordinates the work of the Commission;
- Takes care to make a broad discussion regarding the evaluation, with the purpose of creating an overall acceptable report of evaluation;
- Makes the official communication with bodies of University and Accreditation Agency of Kosovo (AAK), and;
- Finishes other work related with evaluation process accomplishment.

### **Article 15**

Members of the Commission for evaluation have the right and obligation that actively participate in the duties of the commission, as much as it is possible to keep contacts and present opinions of the members of University, and to be able to evaluate strengths and limitations of University functions.

### **Article 16**

Commission for quality evaluation of University , may form its working groups with students representatives which may be given work and specific issues like: evaluation of specific study

programs, measure of students burden of the course, training of academic staff and their development, student services and external collaboration, similar international activities.

Commission for evaluation is obliged to participate in trainings organized by the Commission for evaluation of the University and to organize training for self-evaluation for other participants in the process of self-evaluation.

## **VII. Planning**

### **Article 17**

With the purpose of accomplishing this mission, University for each academic year, plans all the important activities for quality assurance. The Working Plan Proposal for the academic year is prepared by the Rector of the University, before the new academic year starts and is sent to the Senate for approval.

#### **The Working Plan for the academic year contains these following fields:**

- Teaching process: the necessary number of professors and associates, working plans and operative plans for each course;
- Students: number of students each year, indications for successful studies;
- Scientific – research work, teaching work and publishing activity, project proposals and publications;
- Library: achieving new publishing;
- Spaces and necessary fundamental tools for work;
- Quality evaluation ( as it is specified in this Regulation)

## **VIII. Quality of Study Programs**

### **Article 18**

**Quality of study programs is accomplished by creation and preparation of particular standards and appropriate mechanisms, with the purpose of:**

- Realization of the mission and the vision in the University;
- Realization of the aims of the study programs;
- Principle and efficacy of studies;
- Modernization of the content of study programs
- Continuous collection of information relevant to the quality evaluation of study programs different influencers like: students, staff, alumni, businesses, etc.

Commission for quality assurance is also obliged to evaluate the student burden for the course before each process of self-evaluation of programs.

### **Article 19**

**The composition of the study program has to go through these processes:**

- Initiative for a program should come from: Academic staff, businesses, alumni, accreditation experts;
- Initiative for a new program is examined from the Committee of Program and Senate and a working team is created;
- The working team consulting the academic staff, businesses and alumni composes the new program;
- The composition of the new program has to be verified by the Commission for quality related to fulfillment of standards of Agency for Accreditation of Kosovo (AAK);
- Approval of the new program has to be done by Scientific –Teaching Council and is sent as a proposal to Senate of the University for Approval.

### **Article 20**

Commission for quality assurance checks the efficacy of studies according to existing study programs, based on the data from the office of student service and the office for quality assurance. Efficacy of studies is measured by following data:

- Percentage of students that passed the course every year;
- Average grade according of study years;
- Number of graduated students;
- Average grade of graduated students in all levels of studies;
- Percentage of graduated students compared to number of students registered in the study program;
- Average of the study time for each study program.

## **IX. Quality of the Teaching Process**

**Quality of the teaching process is assured through:**

1. Organization, preparation and separation of the teaching process in the way that the student:
  - Develops communicating and interactive skills in application of fundamental theoretical concepts;



- Develops skills which would enable the student to work independently and achieve new knowledge;
  - Become the main member in group work;
  - Develop skills of fast thinking and problem solving;
  - Develop skills of knowledge integration and ability determined by study program.
2. Quality assurance of academic and non-academic staff, through establishing professional reports at work with students, assuring the appropriate conditions for scientific research for higher education.
  3. Assuring the needed number of professors and associates, especially for creating the conditions for presenting the lectures appropriately;
  4. Assuring a fond for books in the library and enough spaces for them;
  5. Continuous quality evaluation in this field as determined in article 12 of this regulation.

### **Article 21**

With the purpose of quality assurance, organizational techniques and preparation of the teaching process include definition of teaching plan, syllabus update, and other materials such as lectures, practice work, exercises and laboratory work, plans of organization of exams before the semester starts, etc. Such plans have to be accessible by students the first day of the beginning of the semester at last.

### **Article 22**

The plan for developing the teaching process is prepared by the Dean of the academic unit, under supervision of the Pro-rector for Teaching, Science and Student Matter, and approved by the Rector of the University considering Regulation of University's Personal Incomes for the size of study groups, capacities and requirements of students, burden of a course, appropriate usage of the space of the institution and other factors.

The Dean of academic unit also prepare the planes for organizing the exams and publish them according to regulation for bachelor and master studies.

Student Service has to continuously update the teaching process schedules and lectures schedules, exams schedules in announcing tables and the electronic web page of the University.

### **Article 23**

For the purpose of increasing the quality of the teaching process, each accredited program of the University has the right to increase the number of new additional courses without being obliged to pass the procedure of accreditation. Initiation, processing and approval for the entry of additional course in the program has to be done according to procedures defined by the guideline of quality assurance.

#### **Article 24**

Commission for quality assurance, in the regular evaluation process, using survey, collects data about professors and their stands, in the following aspects of evaluation of the teaching process:

- Provides important information for the teaching process;
- Giving lectures, organizing tests and exams, according to prepared plan;
- Keeping professional relationships of professors and non-academic staff with students;
- Creating possibilities for advancement of skills and enough knowledge during the teaching process of a certain course, according to the plan.

In relation to this, Commission prepares a report on the conducted survey which is submitted to Scientific Teaching Council.

### **X. Quality of scientific-research and educational work**

#### **Article 25**

For the purpose of the quality assurance of scientific-research and educational work and for the purpose of assuring an unique scientific-research and educational work, competent bodies of the University, and all teaching professors are continuously engaged in creation, preparation and realization of the teaching program, scientific and research projects according to:

- Strategy of quality assurance and Politics for University quality;
- Needs and expectations of the society;
- The best practice from foreign teaching, scientific and research institutions;
- Needs for quality assurance in other fields of the University;
- Access to internal and external resources for realization of programs and projects.

#### **Article 26**

Scientific-research and artistic activity is evaluated by:

- Number of publications in the last three years;
- Number of citations from foreign authors (records from citation data);
- The overall number of projects presented in the last three years (national and international);
- The overall numbers of projects finishes in the last three years (national and international);
- Appearance in seminars, conferences, scientific tables, etc. (national and international) in the last three years;
- The overall number of meetings/discussions/scientific tables organized in the last three years.

## **XI. Quality of the professors**

### **Article 27**

Teaching quality of professors is provided by adequate activities in the process of ruling with human resources as follow:

- Continuous planning and monitoring the need to recruit professors of different scientific-research and educational fields;
- Selection of professors according to special Status and Regulation for selecting academic staff by defined criteria and procedures;
- Creation of conditions for better continuous higher scientific education of professors;
- Permanent and regular follow-up of quality evaluation as is determined in this Regulation.

### **Article 28**

Commission for quality assurance, in the process of regular evaluation, through questionnaires, surveys, interviews, monitoring, evaluation of performance by the Dean, colleague evaluation, and self-evaluation collects stands and students data for the quality and teaching quality of professors in following fields:

- Holding the lecture accordingly to the working plan for the course;
- Conveying knowledge and keeping interactive lectures;
- Developing their skills through complementary goals on the course and study programs;
- Using the new informative technology during courses;
- Motivation of students to participate in lectures in single or group research work;
- Criteria of grades, being fair and transparent.

## **XII. Criteria for election and evaluation of the quality of academic staff**

### **Article 29**

Election of academic staff has to be made according to the criteria and procedures for electing academic degrees defined by the Status of the University, respectively with the Regulation for election, nomination, re-nomination and advancement of academic staff of the University.

Periodic quality evaluation of the academic staff of the University is made by University bodies.

Quality evaluation of academic staff is done according to:

- Qualification of academic staff in agreement with the main acts of the University;

- Practical implementation of criteria for election in University level;
- Covering all scientific fields in academic staff;
- Organization of regular surveys with students for quality of academic staff and involving students opinions in academic staff's portfolio;
- Organization of obligatory courses for training and development of academic staff.

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

#### **Article 30**

Scientific/Teaching Council of the University, who performs higher education activities, according to the Report for evaluation from the commission for quality assurance of academic staff, proposes and takes actions for their improvement.

### **XIV. Quality of Students**

#### **Article 31**

The quality assurance of the students, the University provides through activities and standards in the following fields:

- Students selection during their registration;
- Teaching process;
- Organizing the students in courses;
- Continuous follow-up and regular quality evaluation in this field, in accordance to this Regulation.

#### **Article 32**

University guarantees equality among all students, regardless of race, color, sex, nationality, language, religion, political stands, etc. University provides students with their organization and activities through students' organization according to Status and their normative acts.

#### **Article 33**

With the purpose of quality assurance in this aspect, in the case of student registration, is applied the Regulation for Defining the Procedures for Student Registration in the University.

## **XV. Quality of textbooks, literature, library and computing cabinets**

### **Article 34**

Quality assurance of textbooks, literature, library and computing cabinets is necessary in the successful development of the teaching process and is done by:

- Providing textbooks which make possible realization of the purposes defined by study program and courses;
- Providing enough fond for literature which make possible realization of the purposes defined by study program and courses;
- Providing modern tools in the computing cabinet for developing the teaching process and students needs to learn;
- Providing enough space for using the library and computing cabinets by students and professors of the University.

### **Article 35**

Commission for quality assurance, in the regular process of evaluation, through surveys collects data and stands from students and professors in the following aspects of the quality of textbooks, literature, library and computing cabinets:

- Sufficient supply with textbooks according to academic standards and quality according to ECTS credits;
- Content of textbooks with enough information according to the students' needs for knowledge acquisition during the course;
- Sufficient supply of the library with literature and textbooks and the accessibility of the students in the material in the library.

## **XVI. Quality of University leading**

### **Article 36**

Quality of the University leading is achieved by full and fair implementation of the Law for higher education, Status of the University and other main acts about responsibilities and authorization of all University bodies, with the purpose of:

- Realization of the mission and vision of the University;
- Providing the quality of work in the University.

## **XVII. Quality of teaching spaces and tools**

### **Article 37**

#### **Providing the quality of teaching spaces and tools is achieved through:**

- Providing the spaces and tools for the new informative technology, for realization of the purposes of a qualitative teaching process, at least according to national standards;
- Provide continuous internet access for students and professors;
- Continuous follow-up and quality evaluation of these tools according to student number and requests for quality providing of study programs, teaching process and scientific-research process of the University;
- Leading and tools check-in;
- Application of adequate measures for safety, Employees health protection, students and all other people around them, according to the law.

## **XVIII. Out-side Collaboration, international and public relationships.**

### **Article 38**

#### 1. National collaboration is evaluated according to:

- Collaboration with economics, government institutions and other national professional associations, in the context of mission, purpose and duties of the institution;
- The total number of projects in the past five years;
- Contacts and collaboration with graduated students and their associations;
- Contacts with employers of the graduates;
- Alumni.

#### 2. International collaboration is evaluated according to:

- Participation in European teaching programs (Erasmus+, Horizon 2020, etc. in the last three years;
- International dimension of study program;
- Academic staff exchange with other academic centers in and outside the country;
- Students exchange with other academic centers in foreign languages in and outside the country;
- Use of foreign literature.

3. Public relations are evaluated according to:

- Open days of the University to acknowledge the future students with possibility to study in the University;
- Collaboration with written and electronic media;
- Participation in educational fairs.

## **XX. Self-evaluation report**

### **Article 39**

After realization of self-evaluation of the University, by the proposal of Commission for Quality Assurance, the Senate forms the commission for composition of Self-Evaluation Report of the Institution and programs also.

The commission for composition of SER prepares the report which is open and public according to national and international standards of quality assurance.

The SER is composed by guidelines and manuals for their composition determined by Accreditation Agency of Kosovo and is done at least once in three years.

The SER for programs is composed once in three years.

## **XII. Access to Self-Evaluation Report for participants in evaluation**

### **Article 40**

Self-Evaluation process needs to be in disposal of all members of meetings that will be held during the visit time of the University experts, from Accreditation Agency of Kosovo (AAK), commission for evaluation of the University and its team, and body of evaluation of Higher Education in the Republic of Kosovo or its team.

## **XXII. Entry into execution of the Regulation**

### **Article 41**

This regulation starts implementation on the date it is approved by the Senate of University.

### **Article 42**

With the entry into force of this Regulation, the Regulation on Quality Assurance and Evaluation Procedures repealed no. 1013/19 dated 04.04.2019.

Rector of the University  
Prof. Dr. Agron Bajraktari

[Signed]

---