



KADRI ZEKA

Universiteti Publik "Kadri Zeka" University
Zija Shemsiu, 60000, Gjilan, Kosova
www.uni-gjilan.net tel.0280390112

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REGULATION

ON QUALITY ASSURANCE AND EVALUATION AT THE PUBLIC UNIVERSITY
"KADRI ZEKA" GJILAN

Pursuant to the provisions of Article 48 paragraph 1 subparagraph 1.8 and Article 49 paragraph 1 subparagraphs 1.3 and 1.10 and in accordance with the provisions of Articles 186 and 187 of the Provisional Statute of the University “Kadri Zeka” as well as in accordance with the Law on Higher Education in the Republic of Kosovo No 04/L-037 and the Manual of the Kosovo Accreditation Agency, the Senate of the University, in the meeting held on 21.12.2020 issued this:

REGULATION

ON QUALITY ASSURANCE AND EVALUATION AT THE PUBLIC UNIVERSITY “KADRI ZEKA” GJILAN

Article 1

Purpose

The purpose of the regulation is to define the quality assurance and evaluation system, quality assurance mechanisms and instruments, quality assurance stakeholders and the duties and responsibilities of the parties involved in this process. This process aims to achieve the strategic objectives of the University.

Article 2

The objectives of the quality assurance and evaluation system in UKZ are:

- 2.1. Quality assurance processes within the university are regular activities that contribute to the development of a quality culture within the university.
- 2.2. Results of quality assurance processes serve as a guide for university strategic decision-making and planning;
- 2.3. Every member of the academic and administrative community within the university is aware of the duties and obligations towards the quality assurance processes;
- 2.4. Academic, administrative community, students and other stakeholders are actively involved in quality assurance processes;
- 2.4. The transparency and credibility of the quality assurance processes is increased.

Article 3

Scope of the Quality Assurance and Evaluation

This regulation defines quality assurance and self-evaluation in these areas:

- 3.1. Self-evaluation at the institutional level.
- 3.2. Self-evaluation at the study programs level.
- 3.3. Design and approval of new study programs.
- 3.4. Evaluation of the teaching process, scientific and artistic research, administration, academic staff and all other areas within the scope of University.
- 3.5. Continuous review of study programs.
- 3.6. External evaluation of quality assurance.
- 3.7. Mobility, international cooperation and internationalization.
- 3.8. Textbooks, literature, libraries and teaching infrastructure.
- 3.9. Financial support.
- 3.10. And other areas as needed or different requirements imposed by MEST, Kosovo Accreditation Agency, etc.

Article 4

Types of evaluation

- 4.1. At UKZ are practiced:
 - 4.1.1. Internal evaluations
 - 4.1.2. External evaluations
- 4.2. Internal evaluations are carried out through students, academic and administrative staff, employers, alumni and other University stakeholders.
- 4.3. External evaluations are carried out by state authorities such as the Kosovo Accreditation Agency (KAA) or any other international agency recognized under the provisions of the Law on Higher Education in the Republic of Kosovo.

Article 5

Instruments for internal quality evaluation

5.1. Questionnaires:

1. Questionnaire: The Dean shall assess the academic staff;
2. Questionnaire: Self-Assessment of Academic Staff;
3. Questionnaire: Students shall assess the academic staff and courses;
4. Questionnaire: Students shall assess the administration;
5. Questionnaire: The employer shall assess the academic and administrative staff;
6. Questionnaire: The graduates (Alumni).

5.2. Other instruments:

1. Focus groups
2. Peer review.

Article 6

External quality evaluation

6.1. External evaluation shall be done:

- a) At the initiative of the Steering Committee, Senate or the Rector;
- b) At the initiative of the Council of the Academic Unit;
- c) At the initiative of the Ministry of Education;
- d) According to the duration of accreditation by KAA.

6.2. All units of the University and their bodies shall be obliged to make available the necessary data and information for evaluation and to closely cooperate with the bodies of the quality assurance and evaluation system in UKZ.

Article 7

Deadlines/ Evaluation period

7.1. Deadlines and periods of quality evaluation are defined in the calendar of activities for quality assurance processes drafted by CQME.

7.2. Institutional mechanisms are responsible for the evaluation process, and prior the evaluation, shall inform the university's respective units about the following:

- a. The fields of evaluation;

- b. Procedures and timelines of evaluation;
- c. Instruments of evaluation.

Article 8

Evaluation forms

- 8.1. Quality evaluation shall be carried out through online system and physically for all the fields defined under this regulation.
- 8.2. The collected data from the evaluation processes shall be stored into the quality assurance database within the UKZ.

Article 9

The bodies of the quality assurance and evaluation system in UKZ

- 1. Rector,
- 2. Senate,
- 3. Deans,
- 4. The Council for Quality Management and Evaluation (hereinafter: CQME),
- 5. The office for Science, Academic Development and Quality (hereinafter: The office),
- 6. Quality and accreditation coordinators from each academic unit,
- 7. Commissions (ad-hoc).

Article 10

Rector

- 1. The Rector shall ensure that all respective preconditions to carry out the evaluation activities are in place within the quality assurance system.
- 2. The Rector shall provide the necessary financial support to carry out evaluation activities within the quality assurance system.
- 3. The Rector, in cooperation with the rest of the management, shall ensure that the results of the evaluations and measures proposed by CQME are turned into operational measures for the necessary improvements.

Article 11

Senate

1. The Senate shall approve the Regulation on quality assurance and evaluation system, the Quality Assurance Strategy, the Quality Assurance Manual, the Guidelines for the evaluation of academic staff and courses by students as well as shall appoint the members of the Council for Quality and Evaluation Supervision (CQES) within the university.
2. The Senate approves the plan to carry out the quality assurance and evaluation activities as proposed by the Council for Quality and Evaluation Supervision within the university.

Article 12

The Council for Quality and Evaluation Supervision

1. CQES is an advisory body of the Senate and the Rector, which in cooperation with other support and professional bodies of the University from article 9 of this regulation plans, drafts, monitors, analyzes and administers the evaluation procedures of the teaching process, scientific research, artistic research and all evaluations of other fields covered by the university.
2. CQES members are:
 - 2.1. Vice Rector for Teaching, Scientific Research and Student Affairs (permanent member) – Chairperson of the Commission;
 - 2.2.2. Vice Dean for academic affairs from each academic unit
 - 2.2.3. Director of the Office for Quality and Academic Development (permanent member) without the right to voting;
 - 2.2.4. Officer for Academic Affairs (permanent member) without the right to voting;
 - 2.2.5. Two students with excellent success.
3. Non-permanent members shall be voted by the Senate of the University for a mandate of four (4) years, except student representatives whose mandate shall last for two (2) years.
4. In case the voting is equal, the vote of the Chairperson is decisive.
5. The CQES shall draft and approve its Rules of Procedures which shall be a public document of the University.
6. The Commission shall report for its work to the Senate.

Article 13

The duties of the Council for Quality and Evaluation Supervision

1. Proposes to the Rector and the Senate a strategy with quality assurance and evaluation guidelines, criteria, standards and procedures for its implementation and continuous improvement;
2. Compiles the Quality Assurance Manual;
3. Drafts and approves the plan of activities for quality assurance in accordance with the regulations in force and the strategic documents of UKZ;
4. Submits to the Rector and the Senate a report on the plan implemented in terms of quality assurance;
5. Gives suggestions to the Rector, the Senate, the Councils of the academic units on the improvement of the quality level;
6. Encourages quality discussions and promotes a culture of quality within the university;
7. Analyzes the data collected from the fields of article 3 of this Regulation;
8. Drafts and proposes to the Senate the approval of the self-evaluation report for institutional re/accreditation;
9. Advises the Senate and the Councils of the academic units for the approval of the self-evaluation reports for the re / accreditation of the Study Programs;
10. In cooperation with the senior management and the deans, elects the members of the ad hoc commissions for conducting the evaluations as needed;
11. Compiles improvement reports based on data and evaluations received from the Office for Science, Academic Development and Quality;
12. Compiles the improvement reports based on the evaluations of the ad hoc Commissions, which make periodic internal evaluation of the current study programs, and submits them to the Faculty Council and the Senior Management;
13. Analyzes and approves periodic / annual reports and activity plans of the quality assurance system of the academic units of the University and sends them to the Senior Management.

Article 14

The Office for Science, Academic Development and Quality

1. The Office for Science, Academic Development and Quality shall be the central office for quality assurance within the University.
2. The Office for Science, Academic Development and Quality consists of:
 - a. Director of the office for Academic Development and Quality
 - b. Scientific Research Officer
 - c. Quality Assurance Officer
 - d. Accreditation and Certification Officer
 - e. Career Development Officer
3. Quality and accreditation coordinators from each academic unit.

Article 15

The Duties of the Office for Science, Academic Development and Quality

1. The Office is a supporting body of the CQES for initiating and coordinating initiatives and for the continuous improvement of quality assurance.
2. The Office shall organize a systematic monitoring of the approved quality indicators, as follows:
 - 2.1. Implements the Quality Assurance Plan.
 - 2.2. Collects information about quality and evaluation from all mechanisms within the University.
 - 2.3. In cooperation with the CQES organizes the internal evaluation process according to the Quality Assurance Manual, through questionnaires and other instruments provided in the Manual.
 - 2.4. Distributes questionnaires, collects, processes and evaluates data from areas evaluated under article 4 of this Regulation.
 - 2.5. Provides support to the Ad Hoc Committees in the process of evaluating changes and additions to existing study programs as well as in periodic internal evaluation procedures.
 - 2.6. Provides administrative support in the internal evaluation procedures of the University's quality assurance system.
 - 2.7. Provides support to academic units through Quality Coordinators.

- 2.8. Gathers, processes and analyses data necessary for the compilation of the annual work report.
- 2.9. Coordinates the work to support the academic units for the process of Institutional Re/accreditation and study programs Re/accreditation based on the KAA Guidelines and Standards.
- 2.10. Maintains and reviews the documentation on re/accreditation process, prepares relevant reports and analysis.
3. The Office cooperates with all relevant bodies responsible for quality assurance and improvement in UKZ.
4. The Office acts in compliance with the Strategic Plan of UKZ, the Quality Assurance Strategy, and Quality Action Plan.

Article 16

Deans

1. The Deans of the academic unit shall ensure that all necessary conditions exist for the successful completion and planning of the evaluation activities within the academic unit's quality assurance system.
2. The Dean of the academic unit shall provide access to the data for the evaluations performed under this regulation.
3. The Dean of the academic unit shall implement the improvement plan, as guided by management, after each evaluation activity and shall reflect on the quality improvement.
4. The Deans shall, as required or proposed by the CQES, establish ad-hoc committees for quality evaluations as needed.

Article 17

The Coordinator for Quality and Accreditation at the academic unit

1. Each academic unit of the University shall consist of one Quality and Accreditation Coordinator.
2. The Quality and Accreditation Coordinator shall be Academic Staff.

3. The Quality and Accreditation Coordinator shall implement the activities foreseen in the quality assurance activities calendar and shall be supported by the Office for Science, Academic Development and Quality on a continuous basis.
4. For his/ her work on quality assurance, the Quality and Accreditation Coordinator shall report to the Dean of the Academic Unit and to the Director of the Office for Science, Academic Development and Quality.
5. The duties of the Quality and Accreditation Coordinators at academic units shall be set out in the Quality Assurance Manual.

Article 18

Reporting

1. The Office shall collect the results of the periodic/ annual evaluation and the activity plans of the quality assurance system and evaluation of academic units of the university, and shall send the results of these evaluations to the CQES.
2. Upon receipt of the evaluation results by the Office, the CQES shall be responsible to draft the final evaluation reports and shall send them to the management of UKZ.
3. Final reports shall contain:
 - 3.1. Evaluation procedure;
 - 3.2. Evaluation results;
 - 3.3. Proposed recommendations;
 - 3.4. The timeline for the implementation of the proposed recommendations;
 - 3.5. Upon receipt of the report by the management, the Rector shall seek its implementation from the steering authorities at the university level and at the level of academic units in accordance to the timeframe proposed by the Council;
 - 3.6. Summaries of the evaluations in the form of reports shall be published on the Official website of UKZ or through other internal communication mechanisms of the university.

Article 19

Transitional provisions

With the entry into force of this Regulation, the Regulation on Procedures for Quality Assurance in UKZ, No. ref. 01/380, dated 10.05.2016 shall be repealed.

Article 20

This Regulation shall enter into force upon its approval by the Senate of the University “Kadri Zeka” in Gjilan.

Chairman of the Senate

Assoc. Prof. Dr. Bajram Kosumi