



UNIVERSITETI "KADRI ZEKA"
"KADRI ZEKA" UNIVERSITY
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REGULATION

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

Gjilan, 18 December 2023

Pusuant to the provisions of Article 48, Paragraph 1, Subparagraph 1.9 of the Statute of Kadri Zeka University in Gjilan, the Senate of Kadri Zeka University, in the meeting held on December 18, 2023, issued this:

REGULATION

ON QUALITY ASSURANCE AND EVALUATION AT KADRI ZEKA PUBLIC UNIVERSITY

Article 1

Purpose

The regulation is aimed at defining the quality assurance and assessment system, quality assurance mechanisms and instruments, quality assurance actors and defining 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

1. Quality assurance processes within the university should be regular activities contributing to the development of a quality culture within the university.
2. The outcomes of quality assurance processes should serve as guidance for decision-making and strategic planning within the university.
3. Awareness among every member of the academic and administrative community within the university of their duties and obligations towards quality assurance processes.
4. Active involvement of the academic, administrative, student body, and other stakeholders in quality assurance processes.
5. Enhancement of transparency and credibility in quality assurance processes

Article 3

Fields of Quality Assurance and Evaluation

1. With this Regulation, the assurance and self-assessment of quality are determined in the following areas:

- 1.1. Institutional self-assessment.
- 1.2. Self-assessment at the level of study programs.
- 1.3. Development and approval of new study programs.
- 1.4. Evaluation of the teaching, research, artistic activities, administration, academic staff, and all other fields of University activity.
- 1.5. Ongoing review of study programs.
- 1.6. External quality assurance evaluation.
- 1.7. Mobility, international cooperation, and internationalization.
- 1.8. Course materials, literature, library, and educational infrastructure.
- 1.9. Financial support.
- 1.10. Other areas as needed or requested by MEST, the Kosovo Accreditation Agency, etc.

Article 4

Types of evaluations

1. In UKZ are practiced:

- 1.1. Internal evaluations and
- 1.2. External evaluations

Internal evaluations are conducted by students, academic staff, employers, alumni, and other external parties interested in the University.

External evaluations are conducted by state authorities, such as the Kosovo Accreditation Agency (KAA), or any other international agency recognized according to the provisions of the Law on Higher Education in the Republic of Kosovo.

Article 5

Internal Quality Evaluation Instruments

1. Questionnaires:

- 1.1. Questionnaire — The dean evaluates the Academic Staff
- 1.2. Questionnaire— Self-evaluation of the Academic Staff
- 1.3. Questionnaire — The student evaluates the Professor and the subject
- 1.4. Questionnaire— The student evaluates the administration
- 1.5. Questionnaire — The employer evaluates the academic and administrative staff
- 1.6. Questionnaire — Alumni

2. Other Instruments

- 2.1. Focus Groups
- 2.2. Peer evaluation.

Article 6
External quality evaluation

- 1. External evaluation can be carried out in the following ways:
 - 1.1. Initiated by the Board of Directors, Senate, or Rector;
 - 1.2. Initiated by the Academic Unit Council;
 - 1.3. Initiated by the Ministry of Education;
 - 1.4. According to the accreditation duration by KAA;
- 2. All units of the University and their bodies are obligated to provide necessary data and information for assessment and collaborate closely with Quality Assurance and Evaluation System in UKZ

Article 7
Deadlines/ Evaluation period

- 1. Deadlines and periods of quality are defined in the calendar of activities for quality assurance processes drafted by CQME.
- 2. Institutional mechanisms are responsible for the evaluation process, and prior the evaluation, shall inform the university's respective units about the following:
 - 2.1. The fields of evaluation;
 - 2.2. Procedures and timelines of evaluation;
 - 2.3. Instruments of evaluation.

Article 8
Evaluation forms

1. Quality evaluation shall be carried out through online system and physically for all the fields defined under this regulation.
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
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 12

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

Article 13

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:
 - 2.1. Director of the office for Academic Development and Quality;
 - 2.2. Scientific Research Officer;
 - 2.3. Quality Assurance Officer;
 - 2.4. Accreditation and Certification Officer;
 - 2.5. Career Development Officer.
3. Quality and accreditation coordinators from each academic unit

Article 14

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 15

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 16

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 17

Raportimi

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 18

Transitional provision

Neni 20

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

Chairman of the Senate
Prof. Asoc. Dr. Artan Dermaku