



**UNIVERSITETI - UNIVERSITY - UNIVERZITET
"HAXHI ZEKA"**

Senate

Ref. No. 319

Pejë, 13.02.2020

**REGULATON ON QUALITY ASSURANCE AND QUALITY ASSESSMENT SYSTEM
AT THE UNIVERSITY "HAXHI ZEKA" IN PEJA**

Pursuant to article 206 – 2017 of the Statute of the University “Haxhi Zeka”, Law No 04/L-037 on Higher Education in the Republic of Kosovo, the Accreditation Manual of the Kosovo Accreditation Agency, the Senate of the University, in its meeting held on 27.12.2019 has issued the following Regulation.

Article 1

Purpose

The purpose of the Regulation is to regulate the quality assurance and assessment system, define the mechanisms and instruments of quality assurance, and define the duties and responsibilities of the bodies involved in these processes which aim at achieving the institutional objectives of the University. The quality assurance system at Haxhi Zeka University shall have the following aims:

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

Article 2

Scope of the Quality Assurance and Assessment

1. The scope of the Quality Assurance and Assessment at UHZ shall include the following:
 - 1.1. Consistent self-assessment at the institutional and study program level;
 - 1.2. Design and approval of new study programs;
 - 1.3. Review of the existing study programs;
 - 1.4. Assessment of the teaching process, scientific and artistic research, administration, academic staff and all other areas within the scope of University;
 - 1.5. Continuous monitoring and periodic audit of the study programs;
 - 1.6. Periodic external quality assurance;
 - 1.7. Mobility, international cooperation and internationalization;
 - 1.8. And other areas as needed or different requirements imposed by MEST, Kosovo Accreditation Agency, etc.

Article 3

Respective bodies

1. Respective bodies of the Quality Assurance and Assessment at UHZ shall be the following:
 - 1.1. Senate of the UHZ;
 - 1.2. Rector;
 - 1.3. Deans;
 - 1.4. The Council for Quality Management and Assessment (in the further text referred to as the CQMA);
 - 1.5. Office for Quality Assurance and Assessment (in the further text referred to as the Office);

- 1.6. Commissions (ad-hoc);
- 1.7. Quality Assurance and Assessment Coordinators at the academic units.
2. Duties and responsibilities under article 3 of this regulation, in addition to this regulation, are defined under other legal acts of the University.
3. Respective bodies under article 3, shall cooperate in implementing the quality assurance and quality enhancement procedures for all fields within the scope of the University.

Article 4

Senate

1. The Senate shall be the authority which approves the Regulation on the Quality Assurance and Quality Assessment at UHZ, the Quality Assurance Strategy, and the Quality Assurance Manual as well as shall approve the members of the Council for Quality Assurance and Assessment.
2. The Senate shall monitor the quality assessment and quality assurance' activities plan as proposed by the Council for Quality Management.

Article 5

Rector

1. The Rector shall ensure that all respective preconditions to carry out the assessment activities are in place within the quality assurance system.
2. The Rector shall provide the necessary financial support to carry out assessment activities within the quality assurance system.
3. The Rector, in cooperation with the rest of the management, shall ensure that the results of the assessments and measures proposed by CQMA are translated into operational measures and serve as basis for decision making.

Article 6

The Council for Quality Management and Assessment

The CQMA shall be an advisory body to the Senate and Rector, which, in collaboration with other supporting and professional bodies of the University as referred to under section 3 of this Regulation, shall plan, monitor, analyse and administer the assessment process of the teaching process, of the scientific and/or artistic research, and all other assessments of areas under the scope of the university.

Article 7

1. The CQMA shall consist of ten (10) members.
2. Members of the CQMA shall be proposed as following:
 - 2.1 The Vice Rector for International Cooperation and Quality Assurance (permanent member) – Chairman of the Commission;
 - 2.2 Five representatives from the academic units of the University (academic staff) who are proposed by the Council of Academic Units;
 - 2.3 The Director of the Quality Assurance and Assessment Office (permanent members) without the right to voting;
 - 2.4 The Legal Officer at the central level of the University (permanent member) without the right to voting;
 - 2.5 Two representatives among students.

3. Non-permanent members shall be voted by the Senate of the University for a mandate of 3 years, unless the mandate of students which shall last for one (1) year.
4. At least of third of the members of the commission shall continue to compose the Commission after the 3rd year mandate, in order to ensure the continuity of the works.
5. In case the voting is equal, the vote of the Chairperson is decisive.
6. The CQMA shall draft and approve its Rules of Procedures which shall be a public document of the University.
7. The Commission shall report for its work to the Senate.

Article 8

1. Duties of the Council for Quality Management and Assessment shall be the following:
 - 1.1. Proposes to the Rector and to the Senate a strategy with quality assurance and assessment guidelines, criteria, standards and procedures for its implementation and continuous improvement;
 - 1.2. Drafts the Quality Assurance Manual;
 - 1.3. Drafts and approves the quality assurance activities plan in accordance with the applicable regulation and the strategic documents of UHZ;
 - 1.4. Submits to the Rector and to the Senate a report on the implemented plan concerning the quality assurance;
 - 1.5. Provides suggestions to the Rector, Senate, Academic Committees for quality improvement;
 - 1.6. Encourages discussions of quality and promotes a quality culture within the university;
 - 1.7. Analyses data collected from areas under section 2 of this Regulation;
 - 1.8. Drafts and proposes to the Senate the approval of the self-assessment report for Institutional Re-accreditation;
 - 1.9. Reviews and proposes to the Senate the approval of self-assessment reports for the Re / Accreditation of Study Programs;
 - 1.10. In cooperation with the senior management and the Deans, selects members of the ad hoc committees to carry out evaluations as needed;
 - 1.11. Compiles improvement reports based on data and evaluations received from the Office of Quality Assurance and Assessment.
 - 1.12. Compiles improvement reports based on evaluations carried out by the ad hoc Committees, which make periodic internal evaluations of current study programs, and submits them to the Academic Unit's Council and Senior Management.
 - 1.13. Analyses and approves periodic / annual reports and quality assurance system activity plans of the academic units of the University, and sends these reports to the Senior Management;

Article 9

Office for Quality Assurance and Assessment

1. The Office for Quality Assurance and Assessment shall be the central office for quality assurance within the University.
2. The Office for Quality Assurance and Assessment shall be an independent office for assessment and quality assurance within the University which shall be supervised by the Rector.
3. The Office for Quality Assurance and Assessment shall consist of the following members:
 - a. Director;

- b. Officer for Quality and Assessment;
 - c. Officer for Accreditation.
4. All academic units shall also consist of one Coordinator for Quality and Assessment (five coordinators altogether).

Article 10

1. Duties of the Office for Quality and Assessment shall be the following:
- 1.1 The Office is a supporting body of the CQMA for initiating and coordinating initiatives and for the continuous improvement of quality assurance.
 - 1.2 The Office shall organize a systematic monitoring of the approved quality indicators, in particular the following activities:
 - 1.2.1 Implements the Quality Assurance Activities Plan as approved by CQMA,
 - 1.2.2 Collects information about quality and assessments from all system stakeholders within the University;
 - 1.2.3 In cooperation with the CQAM and the Coordinators for Quality and Assessment, organizes the internal evaluation process according to the Quality Assurance Manual, through questionnaires and other instruments provided in the Manual,
 - 1.2.4 Distributes questionnaires, collects, processes and evaluates data from areas evaluated under section 2 of this Regulation;
 - 1.2.5 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;
 - 1.2.6 Provides administrative support in the internal evaluation procedures of the University's quality assurance system;
 - 1.2.7 Provides support to academic units through Quality Assurance and Assessment Coordinators;
 - 1.2.8 Gathers, processes and analyses data necessary for the compilation of the annual work report;
 - 1.2.9 Coordinates the work to support the academic units for the process of Institutional Re-accreditation and Re-accreditation of study programs, based on the KAA Guidelines and Standards,
 - 1.2.10 Maintains and reviews the documentation on re-accreditation process, prepares relevant reports and analysis.
2. In order to perform the duties referred to under this Article of this Regulation, the Office shall cooperate with all relevant bodies responsible for quality assurance at the University level as referred to under Article 3 of this Regulation.
3. The Office shall act in compliance with the UHZ's Strategic Plan, the Quality Assurance Strategy, and the Plan of Activities referred to under Section 8 of this Regulation

Article 11

Deans

1. The Deans of the academic unit shall ensure that all necessary conditions exist for the successful completion and planning of the assessment activities within the academic unit's quality assurance system.

2. The Dean of the academic unit shall provide access to the data for the assessments performed under this regulation.
3. The Dean of the academic unit shall implement the follow up plan, as guided by management, after each assessment activity and shall reflect on the quality improvement.
4. The Deans shall, as required or proposed by the CQMA, establish ad-hoc committees for quality assessments as needed in the areas provided for under Article 2.

Article 12

The Coordinator for Quality Assurance and Assessment at the academic units of University

1. Each academic unit of the University shall consist of one Quality Assurance and Assessment Coordinator.
2. The Quality Assurance and Assessment Coordinator shall be Academic Staff.
3. The Quality Assurance and Assessment Coordinator shall implement the activities foreseen in the quality assurance activities calendar and shall be supported by the Quality Assurance and Assessment Office on a continuous basis.
4. For his/ her work, The Quality Coordinator shall report to the Dean of the Academic Unit and to the Director of the Office for Quality Assurance and Basement.
5. The duties of the Quality Coordinators at academic units shall be set out in the Quality Assurance Manual.

Article 13

Ad hoc Committees

1. Ad hoc commissions shall be appointed by the CQMA in coordination with the management and the Deans of academic units.
2. Ad hoc commissions shall consist of 7 members, of which:
 - 2.1. Three members of academic staff
 - 2.2. Two representatives of students
 - 2.3. One representative of the Industrial Board
 - 2.4. The Quality Assurance and Assessment Coordinator of the academic unit,
3. Duties and responsibilities of the commissions shall be determined under the appointment decision.

Article 14

Types of assessment

1. Types of assessment at UHZ shall be the following:
 - 1.1 Internal assessments
 - 1.2 External assessments
2. Internal evaluations shall be carried out by internal and external stakeholders, through students, academic and administrative staff, employers, alumni, or external experts engaged by the University.
3. External evaluations shall be carried out by state authorities which are recognized by the Law as external evaluation 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 14

Instruments for internal quality assurance assessment

1. Internal quality assurance shall be carried out through the following questionnaires:
 - 1.1 Management questionnaire- the Dean shall assess the academic staff;
 - 1.2 Academic staff questionnaire – Self Assessment of Academic Staff;
 - 1.3 Students questionnaire- students shall assess their professors;
 - 1.4 Students 1 questionnaire – students shall assess the administration;
 - 1.5 Industry’s questionnaire – assessments shall be carried out with the Industry;
 - 1.6 Graduate’s Questionnaire – assessments shall be carried out with the graduates (Alumni).
2. Internal quality assessment shall be made through other instrument, such as the following:
 - 1.14. Focus groups;
 - 1.15. Ad hoc Commissions for the intermediary assessment of study programs or of other activity’ fields of the university.
3. The CQMA shall be responsible to draft other questionnaires or other forms of ad hoc assessment which are not defined under this regulation.

Article 15

External quality assurance

1. External assessment 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 accreditation validity issued by KAA.
2. In case of any external assessment as set out under paragraph 2 of this article, all units of the University and their respective bodies, shall be obliged to make available the necessary data and information and to closely cooperate with the Quality Assurance and Assessment respective bodies, under article 3 of this Regulation.

Article 16

Deadlines/ Assessment periods

1. The CQMA shall draft the activity’s calendar for quality assurance processes.
2. Institutional mechanisms defined under article 3 of this Regulation shall be responsible for the assessment process, and prior the assessment, shall inform the university’s academic units, about the following:
 - 2.1 The field of assessment;
 - 2.2 Procedures and timelines of assessments;
 - 2.3 Instruments
3. The CQMA, after the entry into force of this Regulation, shall draft the Quality Assurance Manual, in which the assessment methods, timelines and forms shall be clearly set out for all fields defined under article 2 of this Regulation.
4. The Quality Assurance Manual shall derive from this regulation.

Article 17

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

2. The collected data from the assessment processes shall be stored into the quality assurance data base at the university's level.

Article 18

Reporting

1. The Office shall collect the results of the periodic/ annual assessment and the quality assurance activity plans of academic units of the university, and shall send the results of these assessments to the CQMA.
2. Upon receipt of the assessment results by the Office, the CQMA shall be responsible to draft the final assessment reports and shall send them to the management of the University.
3. Final assessment reports shall contain the following:
 - 3.1 The Assessment Method;
 - 3.2 Assessment Results;
 - 3.3 Proposed recommendations;
 - 3.4 The timeline for the implementation of the proposed recommendations.
4. Upon receipt of the report by the management, the Rector shall seek its implementation from the steering authorities within the university, from the senior level to the level of academic units, in accordance to the timeframe proposed by the Council.
5. Summaries of the assessments shall be published at the university's web page or through other internal communication mechanisms of the university.

Article 19

Repealed provisions

With the entry into force of this Regulation, the Regulation on Quality Assessment and Quality Assurance No. ref. 293, dated 19.02.2019 and the Regulation on Quality Assurance and Assessment No. ref. 01-72/12, dated 04.10.2012 shall be repealed.

Article 20

This Regulation shall enter into force upon its approval by the Senate of the University "Haxhi Zeka" in Peja.

The Chairman of the Senate of the University "Haxhi Zeka" in Peja

Explanation: This regulation translated in English but signed and protocolled in Albanian.