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UNIVERSITETI - UNIVERSITY - UNIVERZITET
"HAXHI ZEKA"

REGULATION ON THE PROVISION OF SERVICES TO STUDENTS AND OTHER PARTIES

MAY 2023

Based on the competences defined by article 48 of the Statute of "Haxhi Zeka" University in Peja, the Senate of "Haxhi Zeka" University in Peja, on 15.05.2023, approves the following:

REGULATION ON THE PROVISION OF SERVICES TO STUDENTS AND OTHER PARTIES

General Provision

Article 1

Purpose and Scope

This regulation regulates the work of the Student Service in all academic units of the "Haxhi Zeka" University in Peja (hereinafter: Service), service management, work organization, work tasks, student service tasks during the period of exams, requests, registrations, procedures for corrections, amendments, changes or supplements to documents and final provisions.

Article 2

PRINCIPLES OF WORK

The tasks within the competence of the Student Service will be performed in such a way as to ensure: the legal, professional, rational and efficient execution of tasks.

Article 3

SERVICE MANAGEMENT

1. At the level of the academic unit, the Student Service is managed by the Secretary of the academic unit. Other persons may participate in the work of the student service, appointed by the Dean of the academic unit in agreement with the General Secretary of the University.
2. The secretary of the academic unit, and the administration employees, report to the Dean of the academic unit on the work of the Student Service.

Article 4

STUDENT SERVICE WORK ORGANIZATION

1. The student service, during all working hours, is obliged to maintain daily contact both with students and with all other parties. The main purpose of the student service is to maintain contact with students in order to provide information, as well as to be of service to anyone that the student service can meet with the information it has.
2. Student service officers maintain contact through the student service counter, by phone and e-mail.
3. Personal data of employees and teaching staff, if not published on the website of "Haxhi Zeka" University (hereinafter UHZ), cannot be made public or forwarded without their approval.

Article 5

DUTIES AND RESPONSIBILITIES OF STUDENT SERVICE OFFICERS

1. Based on the announced competition for student enrolment, the Student Service is obliged to register newly admitted students. During the registration process, the personnel of the student service are required to provide students with all relevant information about the Faculty and the study process and to inform them of the Study Regulations.

2. Student Service officials are obligated to treat students in an exceptionally professional and approachable manner, so that the student receives all the information and possible answers related to their studies, guide the student through the registration forms, and explain their meaning.

Article 6

1. During enrolment competition, the employees of the Student Service collect the necessary documentation from the candidate along with the completed application forms and are obliged to handle them with full responsibility and archive them in a timely manner in the archive office. During the submission of documentation, it must be complete; otherwise, the registration is not valid.

2. If the student has not submitted all the necessary documentation, the officials of the Student Service will inform them to submit the required documentation as soon as possible.

Article 7

During enrolment competition, the officials of the Student Service are obliged to archive the candidate's documentation in the archive and update the data in the electronic database in a timely manner. During the registration period, the Student Service keeps statistical data related to registration and cooperates with other departments of UHZ.

Article 8

DUTIES AND RESPONSIBILITIES OF STUDENT SERVICE DURING ENROLLMENT

The student service is obliged to register each candidate in the database and in statistical forms, regularly and on time register students in the academic unit's main books, and create a copy of the student's file to maintain and complete his/her dossier.

Article 9

During studies in the academic units of UHZ, in case some changes occur, the student is obliged to notify the Student Service so that they can be registered at the right time.

Article 10

DUTIES AND RESPONSIBILITIES OF STUDENT SERVICE DURING EXAM SCHEDULE

1. The Student Service must be in coordination with the academic staff as well as with the students for the maintenance of exam schedule.
2. The Student Service is obliged to register and verify the accuracy of data for the following documents: students' registration for the exam; lists of students who have registered for the exam; as well as the attendance register.
3. Organizes a meeting with the course instructors in case of uncertainties and discrepancies in the grades recorded in SEMS with the attendance register. The student service must report any inaccuracies in the data regarding exam results to the academic staff and correct them in coordination with them.

Article 11

DUTIES AND RESPONSIBILITIES OF STUDENT SERVICE REGARDING REQUESTS

All documents from students are submitted through requests that can be written in free form and signed personally, or through individual forms, they can be addressed to the Student Service, if the Student Service has already prepared template forms/requests.

Article 12

All student requests are recorded and the officer forwards this request to other relevant services depending on what the request refers to. After processing the request, it is returned to the Student Service and the Student Service informs the student of the results. The Student Service officer has no right to ask or instruct the student to turn to other officials to fulfil his request.

Article 13

1. The Student Service is obliged to prepare all the necessary documents for the students in sufficient numbers during the academic year. The documentation mainly refers to registration forms for certification and registration for the upcoming semester, preparation of requests, and other documentation filled out by the student.
2. The Student Service is obliged to prepare the documentation that students request through an application, such as the Certificate of Student Status, Certificates of Records, etc.
3. The Student Service records the semester registration, and the forms are placed in the student's file.

Article 14

In order for the Student Service of the academic units of UHZ to perform its function as effectively as possible, it must cooperate closely with other services of UHZ.

Article 15

Upon the student's request, the Student Service enables students to temporarily take their high school documents only to have them notarized/certified. Within working hours, on the same day, they return the documents to his/her file in the academic unit.

Article 16

1. The Student Service issues student certificates through the electronic system (the student service information system).
2. The student submits the request electronically (through this service) and within 24 hours can receive the requested confirmation at the Student Service counter.
3. The official verifies the accuracy of the data for each student and hands over the certificate to the authorized competent person for signature. The certificate is authenticated with the faculty seal.
4. If the Student Service refuses to act according to the student's request or does not act within the specified deadlines, or if the student is dissatisfied with the action of the Student Service according to his request, the student may send a written complaint to the Dean of the academic unit. The Dean is obliged to review the complaint and decide on it within three days.

Article 17

The student service in the academic unit is obliged to inform the students about the graduation procedure starting from the initiation of the request for graduation until receiving the diploma.

Article 18

Upon the request of the Statistical Agency of the Republic of Kosovo, the Ministry of Education, Science, Technology, and Innovation of the Republic of Kosovo, and other institutions, the Student Service at the UHZ level is obliged to provide all necessary information regarding student enrolment. The duty of the Student Service is to update all data and convey them in the appropriate form.

Article 19

PROCEDURE FOR CORRECTIONS, CHANGES, OR ADDITIONS TO DOCUMENTS

1. Corrections, changes, or additions to the notes in the records of the Student Service are made as follows:

1.1. Generally, nothing can be erased in the data of the Student Service. The annulment of an incorrect entry is done by crossing it out.

1.2. If a word needs to be written - annulled, it will be done in a way to remain readable. During the execution of corrections, it is necessary to mark in the "NOTE" column "correction made in column number or under the name "xx" and the date of correction, and the signature of the responsible person.

1.3. If the entire registration sheet in the main book or any other registration is annulled, it should be done in a way that all sheets are crossed diagonally with a diagonal mark, and in the "NOTE" column, it should be emphasized that it is an invalid entry, with the date of annulment and the signature of a responsible person.

FINAL PROVISIONS

Article 20

AMENDING AND SUPPLEMENTING THE REGULATION

Amending and supplementing this Regulation can be done according to the same issuing procedure.

Article 21

APPLICATION AND INTERPRETATION OF THE REGULATIONS

1. The provisions of this Regulation apply to all Student Service officers, IT office, Secretary of the academic unit, etc.

2. The interpretation of this Regulation is a responsibility of the Senate of UHZ.

Article 22

Entry in force

This regulation enters into force on the day of its approval by the Senate.

Chairman of the Senate
Prof. Dr. Armand Krasniqi

