



UNIVERSITETI - UNIVERSITY - UNIVERZITETI
"HAXHI ZEKA"

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

Peja, April 2022

Pursuant to Article 206 to 217 of the Statute of the "Haxhi Zeka" University in Peja, Law No. 04/L-037 on Higher Education in the Republic of Kosovo, Manual of the Kosovo Accreditation Agency, the University Senate, at the meeting held on 04.04.2022, adopted:

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

Article 1

Purpose

1. The regulation aims at regulating the quality assurance and assessment system, defining the mechanisms and instruments of quality assurance, as well as defining the duties and responsibilities of the parties involved in these processes, which aim at achieving the institutional objectives of the University.
2. The quality assurance system at the "Haxhi Zeka" University in Peja, seeks:
 - 2.1. That quality assurance processes within the university are regular activities that contribute to the development of a quality culture within the university;
 - 2.2. That the results of quality assurance processes serve as a guide for university decision-making and strategic planning;
 - 2.3. To make every member of the academic community within the university aware of their duties and obligations towards quality assurance processes;
 - 2.4. Active involvement of the academic community in quality assurance processes, especially academic staff, students, industry and other actors;
 - 2.5. Enhanced transparency and credibility of the quality assurance processes.

Article 2

Quality Assurance and Assessment Areas

1. The areas of Quality Assurance and Assessment at HZU are:
 - 1.1. Ongoing self-assessment at the institutional level and study programs;
 - 1.2. Design and approval of new study programs;
 - 1.3. Assessment of existing study programs;
 - 1.4. Periodic monitoring of study programs;
 - 1.5. Assessment of the teaching process, scientific and artistic research, administration, academic staff and all other fields of activity of the University;
 - 1.6. Assessment of mobility, international cooperation and internationalization;
 - 1.7. Periodic external quality assurance;
 - 1.8. Other areas as needed or different requirements from MEST, Kosovo Accreditation Agency, etc.

Article 3

Bodies

1. The heads/bodies of the quality assurance and assessment system at the HZU are divided at the central level and at the level of academic units.
2. The Heads/Bodies of the Quality Assurance and Assessment System at the central level are:
 - 2.1. Senate;
 - 2.2. Rector;
 - 2.3. Deans;
 - 2.4. Quality Management and Assessment Council (hereinafter: QMAC);
 - 2.5. Quality Assurance and Assessment Office (hereinafter: the Office);
 - 2.6. Commissions (ad-hoc);
 - 2.7. Quality Assurance and Assessment Coordinators in Academic Units.
3. The Heads/Bodies from Article 3, cooperate with each other in the implementation of the procedures of quality assurance and improvement in all fields of activity of the University.

Article 4

Senate

The Senate is the body that approves the Regulation on the Quality Assurance and Assessment System of the HZU, the Quality Assurance Strategy, the Quality Assurance Guidelines, and appoints the members of the University's Quality Management and Assessment Council.

Article 5

Rector

1. The Rector ensures that the right conditions exist for the implementation of assessment activities within the quality assurance system.
2. The Rector provides the necessary financial support to carry out the assessment activities within the quality assurance system.
3. The Rector together with the rest of the management ensure that from the proposed recommendations of the QMAC, a plan for implementation, improvement and enforcement is drafted.
4. The plan for implementation, improvement and enforcement shall contain:
 - 4.1. Name of assessment questionnaire;
 - 4.2. Recommendations provided by the QMAC;
 - 4.3. Entities responsible for the implementation of units;
 - 4.4. Time of implementation of the proposed recommendations.

Article 6

Quality Management and Assessment Council

The QMAC is an advisory body of the Senate and the Rector, which in cooperation with the responsible entity/other supporting and professional bodies of the University from Articles 3 and 11 of this Regulation, plans, monitors, analyzes and administers the procedures of assessment of the teaching process, scientific research, artistic research and all assessments of other fields covered by the university.

Article 7

QMAC Composition

1. The QMAC will be composed of ten (10) members.
2. QMAC members will be proposed as follows:
 - 2.1 Vice Rector for International Cooperation and Quality Enhancement (permanent) - Chair;
 - 2.2 Five representatives from the academic units of the University (academic staff/professors), who are proposed by the Council of the Academic Unit;
 - 2.3 Director of the Quality Assurance and Assessment Office (permanent);
 - 2.4 Legal officer at central level (permanent);
 - 2.5 Two representatives from Students with an average grade above eight (8).
3. The mandate of QMAC members is provided by the QMAC Rules of Procedure.
4. The commission reports on its work to the Senate.

Article 8

1. The tasks of the Quality Management and Assessment Council are:
 - 1.1 Proposes to the Rector and the Senate a Quality Assurance and Assessment Strategy with guidelines, criteria, standards and procedures for its implementation and continuous improvement;
 - 1.2 Drafts the Quality Assurance Manual;
 - 1.3 Drafts and approves the plan of activities for quality assurance at the central level and academic units, in accordance with this regulation, acts of the Kosovo Accreditation Agency, and other documents on quality assurance;
 - 1.4 Gives suggestions on improving the quality level to the Rector, the Senate, the Commissions of the academic units;
 - 1.5 Encourages quality discussions and promotes a culture of quality within the university;
 - 1.6 Analyzes data collected from the areas of Article 2 of this Regulation;
 - 1.7 Establishes and oversees ad-hoc working groups for drafting institutional SAR;
 - 1.8 Examines the institutional SAR drafted by the working groups according to the respective fields of the KAA Manual;
 - 1.9 Reviews and proposes to the Senate the approval of self-assessment reports for (Re-)Accreditation of Study Programs;
 - 1.10 In cooperation with senior management and deans, elects members of ad-hoc commissions at the central level to carry out assessments as needed;
 - 1.11 Approves the reports prepared by the Quality Assurance and Assessment Office, and gives recommendations for quality improvement based on the results obtained from the questionnaires conducted;
 - 1.12 Approves the assessment reports of the ad-hoc Commissions, which make internal assessment of the respective fields of the university, gives recommendations for improvement and submits them to the Council of the Academic Unit and Senior Management.
 - 1.13 Monitors whether the recommendations given for improvement have been addressed and implemented.

Article 9

Quality Management and Assessment Office

1. The Quality Assurance and Assessment Office is the central quality assurance office within the Rectorate of the University.
2. The Office is overseen by the Vice Rector for International Cooperation and Quality Enhancement.

3. The Quality Assurance and Assessment Office consists of:
 - 3.1. Director;
 - 3.2. Quality Management and Assessment Officer;
 - 3.3. Accreditation Officer;
4. Also, all academic units have a Quality Assurance and Assessment Coordinator.

Article 10

1. The duties of the Quality Assurance and Assessment Office are:
 - 1.1 The Office supports the QMAC in initiating and coordinating initiatives and in ongoing implementation for quality assurance and improvement.
 - 1.2 The Office organizes the systematic monitoring of approved quality indicators, in particular the following activities:
 - 1.2.1 Implements the Quality Assurance Activity Plan approved by the QMAC;
 - 1.2.2 Collects quality and assessment information from all system actors within the University;
 - 1.2.3 In cooperation with the QMAC and the Quality Assurance and Assessment Coordinators, organizes the internal assessment process according to the Quality Assurance Guidelines, through questionnaires and other instruments provided in the Guidelines;
 - 1.2.4 Distributes questionnaires, collects, processes and assesses data from the areas assessed according to Article 2 of this regulation;
 - 1.2.5 Provides support to Ad-Hoc Commissions in the assessment process of existing study programs, as well as in periodic internal assessment procedures;
 - 1.2.6 Provides administrative support to the assessment procedures of the University's internal quality assurance system;
 - 1.2.7 Provides support to academic units through Quality Assurance and Assessment Coordinators;
 - 1.2.8 Collects, processes and analyzes the data necessary for the compilation of the annual performance report;
 - 1.2.9 Coordinates the work in support of the academic units for the process of Institutional (Re-)Accreditation and (Re-)Accreditation of study programs, based on KAA guidelines and standards;
 - 1.2.10 Maintains and reviews the documentation of the (re-) accreditation process, prepares relevant reports and analysis.
2. To fulfill its duties, the Office cooperates with all University bodies responsible for quality assurance and improvement.
3. The office acts in accordance with all internal and external quality assurance acts.
4. The duties of the Office will be amended upon the amendment of the Regulation on Job Descriptions in the Administration.

Article 11

Bodies in Academic Units

1. The responsible bodies of the quality assurance and assessment system in academic units are:
 - 1.1. Dean;
 - 1.2. Quality Assurance and Assessment Commission in Academic Units;
 - 1.3. Quality Assurance and Assessment Coordinator.

Article 12

1. The Quality Assurance and Assessment Commission at the level of the academic unit consists of:
 - 1.1. Quality Assurance and Assessment Coordinator of the academic unit (chair of the commission);
 - 1.2. Chair of the Studies Commission;
 - 1.3. one academic staff (professor/assistant);
 - 1.4. Secretary of the academic unit;
 - 1.5. One student (with a grade average above eight).

Article 13

1. The duties and responsibilities of the Quality Assurance and Assessment Commission in academic units are:
 - 1.1 Drafts and approves the plan of activities for quality assurance at the level of study programs and the academic unit, in accordance with the QMAC activity plan, and in accordance with the acts in force;
 - 1.2 Submits to the Quality Management and Assessment Council at the central level, a report on the delivered plan in terms of Quality Assurance and Assessment;
 - 1.3 Gives suggestions to the Dean, Academic and Administrative Staff, Commissions of academic units, to improve the quality level;
 - 1.4 Encourages quality discussions and promotes a culture of quality within study programs and academic unit;
 - 1.5 Analyzes the data collected from the assessment results at the level of study programs and the academic unit;
 - 1.6 In cooperation with the Deans, elects the members of the ad-hoc commissions to carry out assessments as needed;
 - 1.7 After each assessment, it compiles reports with summary results and proposes to the QMAC the approval of the proposed report and recommendations. The QMAC can provide additional recommendations for improvement.

Article 14

Deans

1. The deans of the academic units ensure that there are the right conditions for the successful implementation according to the planning of assessment activities within the quality assurance system of the academic unit, and cooperates with all responsible persons/quality assurance bodies.
2. The Dean of the unit provides access to data on assessments made under this regulation.
3. The Dean of the academic unit implements the improvement plan, according to the management's instructions after each assessment activity, and reflects on the quality improvement.
4. The Deans, in cooperation with the QMAC and the Quality Assurance and Assessment Commission, establish ad-hoc quality assessments commissions according to the need of the areas provided by Article 2.

Article 15

Quality Assurance and Assessment Coordinator in Academic Units

1. Duties and responsibilities of the Quality Assurance and Assessment Coordinators in the Academic Units are as follows:
 - 1.1. Implement the plan of quality assurance activities at the central level and at the level of the academic unit;
 - 1.2. Support the Central Quality Assurance Office and the Academic Unit in organizing the internal and external assessment process according to this Regulation, the Quality Assurance Guidelines, through the questionnaires and other instruments provided in the Guidelines, and the acts of the KAA;
 - 1.3. Gather quality and assessment information from all system actors within the academic unit;
 - 1.4. Distribute questionnaires, collect, process and assess data from the assessed fields;
 - 1.5. Support the academic unit in the (Re-)Accreditation process of study programs;
 - 1.6. Provide support to Ad-Hoc Commissions in the process of assessing existing academic unit study programs;
 - 1.7. Monitor the faculty website whether study programs are published according to the decision of the KAA;
 - 1.8. Monitor responsible instructors/academic staff by comparing the data entered in the SAR with the published schedule of lectures and exercises;
 - 1.9. Monitor the schedules of lectures and exercises to ensure the compliance of the accredited curriculum according to the Self-Assessment Report (respectively chapter 4), with the schedule of lectures and exercises published by the academic unit.
 - 1.10. And other tasks at the request of the QMAC and the Quality Assurance and Assessment Office.
2. The Quality Assurance and Assessment Coordinator will report on their work to the Dean of the Academic Unit and the Director of the Quality Assurance and Assessment Office.

Article 16

Ad-hoc Commissions

1. Ad-hoc commissions at the central level are appointed by the QMAC, in coordination with the management and deans of the academic units, while at the level of the academic units by the Quality Assurance Commission in coordination with the dean.
2. The composition of the ad-hoc commission will depend on the area of assessment.
3. The duties and responsibilities of the commissions will be defined in the decision establishing the Commission.

Article 17

Types of assessments

1. The types of assessments at the HZU are:
 - 1.1 Internal, and
 - 1.2 External
2. Internal assessments are made by internal and external parties, through students, academic and administrative staff, employers, alumni, or external experts hired by the University.
3. External assessments are made by state authorities which by law are recognized as external assessment authorities, such as the Kosovo Accreditation Agency (KAA) or any

other international agency which is recognized under the provisions of the Law on Higher Education in the Republic of Kosovo.

Article 18

Internal Assessment Instruments for Quality Assurance

1. Internal quality assessment is done through questionnaires, such as:
 - 1.1 Questionnaire - Dean on Teachers;
 - 1.2 Questionnaire - Self-assessment of Academic Staff;
 - 1.3 Questionnaire - Student on Teachers;
 - 1.4 Questionnaire - Student on Administration;
 - 1.5 Questionnaire - Employer;
 - 1.6 Questionnaire - Graduates (Alumni);
 - 1.7 Questionnaire - Peer on Peer;
 - 1.8 Administration Questionnaire.
2. Detailed assessment procedures for each questionnaire conducted are provided in the Quality Assurance and Assessment Guidelines.
3. Internal quality assessment can also be conducted through other forms, as follows:
 - 1.1. Focus Groups;
 - 1.2. Ad-hoc commissions for assessment of other areas within the University.
4. The QMAC is competent to compile other questionnaires or other forms of centrally established ad-hoc assessment that are not included in this regulation.
5. The Quality Assurance and Assessment Commission at the unit level is competent to compile other questionnaires or other forms of ad-hoc assessment which are carried out at the level of the academic unit, which are not included in this regulation.

Article 19

External Quality Assessment

1. External assessment can be conducted:
 - 1.1. At the initiative of the Steering Council, Senate or Rector;
 - 1.2. At the initiative of the Academic Unit Council;
 - 1.3. At the initiative of the Ministry of Education.
 - 1.4. According to the duration of accreditation by the KAA.
2. In case of external assessment from paragraph 1 of this Article, all units of the University and their bodies are obliged to provide the necessary data and information for assessment and to cooperate closely with the HZU Responsible person/Quality Assurance and Assessment System Bodies.

Article 20

Assessment Term/Period

1. The QMAC will compile the calendar of activities for the internal Quality Assurance and Assessment processes.
2. The responsible person/bodies provided in Articles 3 and 11 of this Regulation are responsible for the assessment process, and before the assessment is conducted they inform university units about:
 - 2.1 Areas of assessment;
 - 2.2 Procedures and schedules;
 - 2.3 Instruments.
3. The QMAC, after the entry into force of this Regulation, will amend the Guidelines on Quality Assurance and Assessment, which will clearly provide the ways, periods, form of assessment for all areas provided in Article 2 of this Regulation.
4. The Quality Assurance and Assessment Guide will be derived from this regulation.

Article 21
Assessment Form

1. Internal quality assessment will be done through the online system and in hard copy for the areas provided in this regulation.
2. The collection, storage and archiving of digital data from the assessment processes will be done by the Central Quality Assurance and Assessment Office for the central level, and by the Quality Assurance and Assessment Coordinators for the academic unit.

Article 22
Reporting

1. The office collects the results of the periodic/annual assessment and the activity plans of the quality assurance system and the assessment of the academic units of the University, and sends the assessment results to the QMAC.
2. The QMAC, after receiving the final report with the results of assessments from the Quality Assurance and Assessment Office, is responsible to issue recommendations for improvement based on these results.
3. The final report shall contain:
 - 3.1 Assessment Procedure;
 - 3.2 Assessment Results;
 - 3.3 Proposed Recommendations.
4. Upon receiving the report from QMAC, the Rector will request its implementation from the governing authorities at the University level, and at the level of academic units, according to the Implementation, Improvement and Enforcement Plan provided in paragraph 4, Article 5 of this Regulation.
5. Summaries of assessments in the form of reports will be published on the official website of the HZU, or through other internal information channels of the university.

Article 22

Procedures to ensure the basis for a regular review of the university's internal quality assurance policy are set out in the Rules of Procedure of the QMAC.

Article 23
Transitional Provisions

The Quality Assurance Strategy and the Quality Assurance Guide will be reviewed no later than three months after the entry into force of this regulation.

Article 24
Abolishing provisions

The entry into force of this Regulation shall repeal Regulation No. 319, dated 13.02.2020, on the Quality Assurance and Assessment System at the "Haxhi Zeka" University in Peja.

Article 25
Entry into force

1. This Regulation shall enter into force fifteen (15) days after its adoption by the Senate of the "Haxhi Zeka" University in Peja.
2. Amendments to this regulation are made by the same procedure with which it was approved.

HZU Senate

Prof. Dr. Armand Krasniqi, Chair