



UNIVERSITETI - UNIVERSITY - UNIVERZITET
"HAXHI ZEKA"

QUALITY ASSURANCE GUIDE

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INTRODUCTION

According to the Statute of University HaxhiZeka in Peja, quality assurance is an evaluation process which analyzes the efficiency and effectiveness of the functioning of the university in all areas of action, providing assessed units and responsible government bodies indicative of security measures and quality improvement. . Quality assurance is an important process that guarantees the fulfillment of the minimum quality criteria set by the university and external quality assurance mechanisms.

PURPOSE

This Quality Assurance Guide has been drafted in order to guide all actors at University “Haxhi Zeka” in Peja on processes, procedures, timelines and quality assurance policies.

This guide offers:

- maintenance of the internal quality assurance system
- performing efficient procedures and processes of quality assurance
- continuous analysis and improvement of the quality assurance system based on the evaluations and data created by the evaluations
- the beginning of the spread of a culture of quality assurance among all actors of quality assurance
- increases the transparency of the actions of the bodies responsible for quality assurance.

This Guide is designed in accordance with the University Statute, the Quality Assurance Regulation, the University Strategic Plan and other internal regulations of the University relating to the organization of the teaching process within UHZ.

TARGET GROUP

This document is dedicated to the entire academic community of the university, with special emphasis on the Office of Quality Assurance, the Quality Management and Evaluation Council, the Rector and the Senate of the University. The document can also serve to inform all external parties which are and may be subject to assessments and quality processes of UHZ.

PRINCIPLES

This guide is designed in the spirit of the quality assurance system implemented by University Haxhi Zeka in Peja. When implementing this guide, the principles of quality assurance system are defined as follows:

- Quality assurance processes within the university should be regular activities, which will contribute to the development of quality culture within the university
- the results of quality assurance processes will serve as a guide for decision making and strategic planning of the university
- each member of the academic community within the university should be aware of their duties and obligations to quality assurance processes
- the academic community should be actively involved in quality assurance processes, especially academic staff, students, industry and other actors
- transparency and reliability of quality assurance processes will increase.

GUIDE COVERAGE AREAS

This guide covers the following areas of quality assurance:

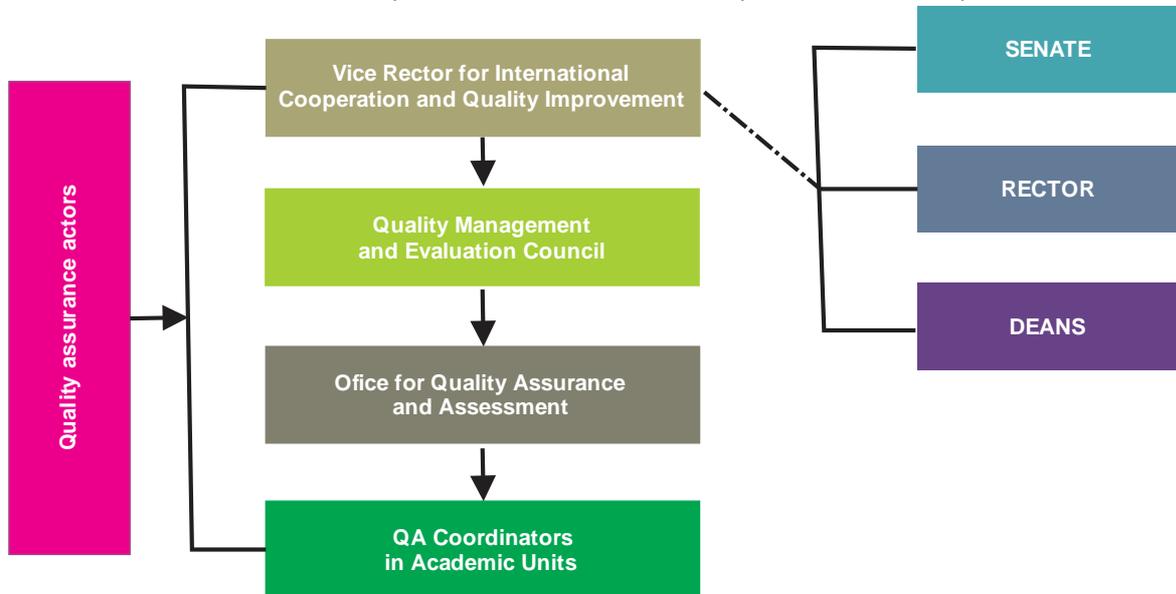
- 1.1. Assessment of academic staff by students;
- 1.2. Self-assessment of academic staff;
- 1.3. Administration assessment, by students;
- 1.4. Assessment by employers;
- 1.5. Assessment of Academic Staff by the Dean
- 1.6. Assessment by graduates;

QUALITY ASSURANCE FRAMEWORK

The quality assurance system at UHZ is built in accordance with the Bologna system, respectively in accordance with the principles of the European Quality Assurance Area, with European standards and guidelines for quality assurance (EQA), with the provisions of the Law on Higher Education of the Republic of Kosovo as well as in accordance with the legal acts of the Kosovo Accreditation Agency (KAA) including Administrative Instructions for Accreditation, Accreditation Manual, etc.

Organizational structure for Quality Assurance

(1) The bodies of the Quality Assurance and Evaluation System at UHZ, are presented below:



- (2) All the above bodies cooperate with each other for the implementation of the system and quality assurance procedures in all areas of university activity.
- (3) Quality assurance activities are coordinated by the Office for Quality Assurance and Assessment under the supervision of the Quality Management and Evaluation Council.
- (4) Quality assurance activities are defined in a calendar of activities which are approved by the Senate on the proposal of the Quality Management Council.

DUTIES AND RESPONSIBILITIES OF QUALITY ASSURANCE BODIES

QUALITY MANAGEMENT AND EVALUATION COUNCIL (QMEC)

QMEC is an advisory body of the Senate and the Rector, which in cooperation with other support and professional bodies of the University plans, 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.

The tasks of the Quality Management Council are:

1. Proposes to the Rector and the Senate a strategy with guidelines for quality assurance and evaluation, criteria, standards and procedures for its implementation and continuous improvement;
2. Drafts the Quality Assurance Manual;
3. Drafts and approves the plan of activities for quality assurance in accordance with the regulations in force and strategic documents of UHZ
4. Presents to the Rector and the Senate a report on the implementation plan in terms of Quality Assurance;
5. Gives suggestions to the Rector, the Senate, the Commissions of the academic units, for the improvement of the quality level;
6. Encourages quality discussions and promotes quality culture within the university;
7. Analyzes the data collected from the areas of Article 2 of this regulation;
8. Drafts and proposes to the Senate the approval of the self- evaluation report for the New / Institutional Accreditation;
9. Reviews and proposes to the Senate the approval of the self-evaluation reports for Re / Accreditation of Study Programs;
10. In cooperation with senior management and deans select members of ad-hoc commissions to conduct assessments as needed.
11. Drafts improvement reports based on data and estimates obtained from the Office for Quality Assurance and Assessment.
12. Drafts improvement reports based on the evaluations of the ad hoc Commissions, which make internal periodic evaluations of the current study programs, and submit them to the Council of the Academic Unit and the Senior Management.
13. Analyzes and approves the periodic / annual reports and plans of the activity of the quality assurance system of the academic units of the University, which reports that it sends them to the Senior Management.

OFFICE FOR QUALITY ASSURANCE AND ASSESSMENT

The Office for Quality Assurance and Assessment is the central office for quality assurance within the University Rectorate. The Office for Quality Assurance and Assessment is an independent office for quality assessment and assurance within the University which is supervised by the Rector. The Office for Quality Assurance and Assessment consists of:

- Director;
- Quality and Evaluation Officer;
- Accreditation Officer.
- Within the Office are five other quality and evaluation officials located in five academic units of UHZ.

The duties of the Office for Quality Assurance and Assessment are:

1. The office is a supporter of QMEC in initiating and coordinating initiatives and in the continuous implementation of quality assurance and improvement.
2. The office organizes a systematic monitoring of approved quality indicators, especially the following activities:
 - Implements the QMEC Quality Assurance Activity Plan,
 - Collect information on quality and evaluation from all system actors within the University,
 - In cooperation with QMEC and Quality and Assessment Officials organizes the internal evaluation process according to the Quality Assurance Manual, through questionnaires and other instruments provided in the Manual,
 - Distributes the questionnaires, collects, processes and evaluates the data from the fields evaluated according to article 2 of this regulation,
 - Provides support to Ad Hoc Commissions in the process of evaluating changes and additions to existing study programs, as well as in periodic internal evaluation procedures.
 - Provides administrative support in the internal evaluation procedures of the University quality assurance system.
 - Provides support to academic units through quality and evaluation officials
 - Collects, processes and analyzes the data needed to compile the annual work report
 - Coordinates the work in support of academic units for the process of New / Institutional Accreditation and New / Accreditation of study programs, based on the guidelines and standards of KAA,
 - Maintains and reviews the documentation of the new / accreditation process, prepares relevant reports and analyzes.
3. For the fulfillment of the tasks mentioned in this article, the office cooperates with all the bodies responsible for ensuring and improving the quality in the University.
4. The office shall act in accordance with the UHZ Strategic Plan, the Quality Assurance Strategy, and the Plan of activities set out in the Quality Assurance Guide.

QUALITY AND EVALUATION COORDINATORS WHICH ARE LOCATED IN THE ACADEMIC UNITS OF UHZ

The duties and responsibilities of quality coordinator in academic units are as follows:

- Implements the plan of quality assurance activities
- Supports the Central Office of Quality Assurance in relation to all quality assurance activities and processes
- Collects information on quality and evaluation from all system actors within the academic unit;
- Supports QMEC and the Office for Quality and Assessment in organizing the internal evaluation process according to the Regulation and Quality Assurance Manual, through questionnaires and other instruments provided in the Manual
- Supports the Quality Office for the distribution of questionnaires, collection, processing and evaluation of data from the assessed areas in the academic unit
- Provides support for Ad Hoc Commissions in the process of assessing changes and additions to existing academic program study programs
- Provides administrative support in the internal evaluation procedures of the quality assurance system of the academic unit
- Collects, processes and analyzes the necessary data for compiling the annual work report of the respective academic unit
- Supports the Central Quality Office and KMCV for the New process / Accreditation of study programs of the respective academic unit
- He/she carries out all these activities in coordination with the Dean of the Academic Unit.

ACADEMIC STAFF EVALUATION FROM STUDENTS

Office responsible for administering the questionnaire:	Office for Quality Assurance and Assessment
Drafting recommendations for improvement	Council Quality Management and Evaluation
Evaluation methodology:	Hardcopy questionnaires distributed in classrooms
Time	Twice within the academic year
Follow up	the summary report with the main findings and recommendations for improvement is published on the university website

Process description

In the last week of the winter semester, respectively the summer semester, students complete the questionnaires to evaluate the subject and the professor of the subject on the occasion of presenting the exams. The purpose of these questionnaires with students is to assess the effectiveness of the learning process and to identify shortcomings for future improvement. The Office for Quality Assurance and Assessment, in cooperation with the quality assurance coordinators of the academic units, ensures that the questionnaires are distributed to the students one week before the end of the respective semester. The distribution of questionnaires is currently done in physical/hardcopy form through questionnaires in hard copy which are distributed to each class of students. In the near future, the process of distributing questionnaires and collecting data will be carried out electronically through the university's data management system which will be finalized at the end of 2020.

Before distributing the questionnaires, students are informed that:

- the questionnaires are completely anonymous.
- the answers given in the questionnaire will not be disclosed to any third party.
- the data of the questionnaires serve only for internal use of the university that aim at advancing the quality of the teaching process.
- the assessments of individual or class students will not be sent to the academic staff for whom the students have completed the forms or administration.
- completing the questionnaires to be honest and objective.
- after collecting and analyzing the data, they will be notified by QAD of the results of the questionnaires in general as well as of the interventions that are expected to be taken by the management as a result of the recommendations / remarks of the students.

Upon completion of the questionnaire, QAD is responsible:

- to send to the deans of the faculties and the management the evaluations for all the academic staff engaged in the respective faculty.
- generate evaluation results and compile a report which summarizes the main findings of the students, which it sends to the Quality Management and Evaluation Council. The Quality Management and Evaluation Council analyzes the data, drafts a report which contains the

recommendations for improvement which it sends to the senior management for decision making.

- to send for publication the summary report for the stakeholders who have been part of the evaluation to be informed about the results of that questionnaire.

Each academic staff will electronically accept their individual evaluation from the Office for Quality Assurance and the Dean of the respective Faculty. Based on the regulation for the evaluation of the performance of the academic staff, the measures for the improvement of the cases which have not been evaluated according to the criteria are applied.

Detailed Calendar of Assessment Activities Student => Teacher

Winter semester	
05 January – 15 January of the respective year	Completion of the questionnaire by students before the submission of exams for the period January 2020.
16 January – 01 February of the respective year	Generation of evaluation results from the Quality Offices of the academic units and from the Central Quality Office.
01 February – 05 February of the respective year	Informing the Dean of the academic unit as well as the academic staff with all the results achieved regarding the academic unit.
06 February – 15 February of the respective year	Drafting and Approving the Report with Generalized Results by the UNZ Central Quality Council
16 February of the respective year	Submission of the report to the management, and publication of the approved report for the winter semester on web

Summer semester	
20 May – 05 June of the respective year	Completion of the questionnaire by students before the submission of exams for the period June 2020.
06 June – 15 June of the respective year	Generation of evaluation results collected by the Quality Offices of the academic units and by the Central Quality Office.
16 June – 20 June of the respective year	Informing the Dean of the academic unit as well as the academic staff with all the results achieved regarding the academic unit.
21 June – 30 June of the respective year	Drafting and Approving the Report with Generalized Results by the UHZ Central Quality Council
1 July of the respective year	Submission of the report to the management, and publication of the approved report on the summer semester on web

ACADEMIC STAFF SELF-ASSESSMENT

Office responsible for administering the questionnaire:	Office for Quality Assurance and Assessment
Drafting recommendations for improvement	Quality Management and Evaluation Council
Evaluation methodology:	Questionnaires which will be distributed in electronic form
Time	Once within the academic year
Follow up	the summary report with the main findings and recommendations for improvement is published on the university website

Process Description

The Office for Quality Assurance and Assessment started administering this questionnaire in 2020 and now this assessment is expected to be done on an annual basis. The purpose of this questionnaire is to obtain inputs from academic staff regarding their satisfaction with working conditions, administrative services and technical support during the teaching process, the opportunities that the university offers to academic staff for their professional and personal development and their involvement in university planning and decision-making processes. Each academic staff, regardless of their commitment, part time or full time, who have completed a semester within the university will receive the questionnaire for completion. The questionnaire for the current situation will be administered electronically through a google docs link, but in the near future it is expected to be done through UHZ electronic platforms after the completion of the digitalization advancement procedures of the university system.

Prior to the distribution of the questionnaires, Office for Quality Assurance and Assessment informs all academic staff that:

- the questionnaires are completely anonymous;
- the answers given in the questionnaire will not be disclosed to any third party;
- the data of the questionnaires serve only for internal use of the university that aim at advancing the quality of the teaching process;
- completing the questionnaires in honest and objective manner;
- after collecting and analysing the data, they will be notified by the office of the summary report which will be drafted by the Council.

Upon completion of the questionnaire, office responsible to:

- generate data and compile a report which summarizes the main findings of the assessment, which it sends to the Quality Assurance Commission. The Quality Management Commission analyzes the data, compiles a report which contains the recommendations for improvement which it sends to the senior management for decision making. Office also sends the evaluation data to the Office for Academic Development which collects the evaluations of the academic staff in accordance with the Manual for Performance Evaluation of the academic staff.

- send for publication the summary report in order for the academic staff which has been part of the evaluation to be informed about the actions planned by the management.

The purpose of such assessments not only serves to improve working conditions but also to improve the learning process, but also serves as a basis for reviewing and updating the development plans of academic staff. This type of assessment serves as an assessment of the needs of the academic staff in relation to their training requirements, for participation in scientific conferences as well as other activities aimed at the continuous development of the academic staff.

Detailed calendar of assessment activities: Self-assessment of academic staff

Once within the academic year	
15 May – 30 May of the respective year	Completing the self-assessment questionnaire by teachers/professors after they have completed the academic year.
31 May – 15 June of the respective year	Generating and analysing the results of assessments collected by the Quality Offices of the academic units and by the Central Quality Office.
16 June – 18 June of the respective year	Informing the Dean of the academic unit with all the results achieved regarding his academic unit.
19 June – 29 June of the respective year	Drafting and approving the report with general results as well as recommendations for Improvement by the UHZ Central Quality Council
30 June of the respective year	Submission of the report to the management, and publication of the approved report on the web.

ASSESSMENT OF PROFESSORS FROM THE DEAN

Office responsible for administering the questionnaire:	Office for Quality Assurance and Assessment
Drafting recommendations for improvement	Quality Management and Evaluation Council
Evaluation methodology:	Hardcopy questionnaire to be completed by the Dean for each staff member separately
Time	Once within the academic year (end of year)
Follow up	the summary report with the main findings and recommendations for improvement is published on the university website

Process description

In the final week of the summer semester, deans' complete questionnaires to assess academic staff. The purpose of this questionnaire is for the dean to evaluate the academic staff for their dedication to work, and to increase the quality and responsibility of each academic staff.

The Office for Quality Assurance and Assessment notifies the deans for the assessment time, which is assessed physically through questionnaires in hard copy.

Prior to the evaluation, staff are informed of the evaluation process / period. The staff is guaranteed that:

- the answers given in the questionnaire will not be disclosed to any third party;
- questionnaire data only serve for internal use of the university aimed at improving the quality of work;
- individual evaluations will be sent to each staff separately and to the Office for Academic Development and Excellence in Teaching, to extract staff performance;
- completing the questionnaires need to be in honest and objective manner;
- after the evaluation, they will be notified by the dean for the respective results which will be signed by each evaluated staff.

After the evaluation, the Dean invites each academic staff individually to notify her/him of the evaluation, which evaluation is signed by the evaluator and the evaluated.

Following the assessment made by the deans, office is responsible to:

- Collect evaluations from all academic units and generate evaluation results and compile a report which summarizes the main findings, which it sends to the Commission for Quality Management and Evaluation. Individual assessments are sent to the Office of Academic Development and Learning Excellence.

- Whereas, the Quality Management Commission analyses the data, drafts a report which contains the recommendations for improvement which it sends to the senior management for decision making;
- send for publication the summary report.

Një herë brenda vitit akademik	
15 May – 30 May of the respective year	Completion of the questionnaire “Dean the Teacher” after they have completed the academic year.
31 May – 15 June of the respective year	Generating and analyzing the results of assessments collected by the Quality Offices of the academic units and by the Central Quality Office.
16 June – 18 June of the respective year	Informing the Office for Academic Development and Excellence in Teaching, with all the results achieved regarding the evaluation by the Deans.
19 June – 29 June of the respective year	Drafting and approval of the general report results and recommendations for improvement by the Quality Management and Assessment Council UHZ's.
30 June of the respective year	Submission of the report to the management, and publication of the approved report on web.

Note: Individual results and summary reports, from the assessments made through the questionnaires: Student Teacher/professor, Self-Assessment, Dean Teacher/professor, are sent to the Office for Academic Development and Excellence in Teaching, which based on these three evaluations determines the performance of academic staff, based on the Manual for evaluation of the performance of the academic staff, on the basis of which manual the measures for the improvement of the cases which have not been evaluated according to the criteria are applied.

EVALUATION OF ADMINISTRATION FROM STUDENTS

Office responsible for administering the questionnaire:	Office for Quality Assurance and Assessment
Drafting recommendations for improvement	Quality Management and Evaluation Council
Evaluation methodology:	Hardcopy questionnaires distributed in classrooms
Time	Twice within the academic year
Follow up	the summary report with the main findings and recommendations for improvement is published on the university website

Process description

In the last week of the winter semester, respectively the summer semester, students complete the questionnaires to assess the university administration on the presentation of exams. The purpose of these questionnaires with students is to collect inputs regarding how satisfied students are with administrative services and their support for the learning process. The Office for Quality Assurance and Assessment, in cooperation with the quality assurance coordinators of the academic units, ensures that the questionnaires are distributed to the students one week before the end of the respective semester together with the questionnaires for the evaluation of the academic staff. The distribution of questionnaires is currently done in physical form through questionnaires in hard copy which are distributed to each class of students. In the near future, the process of distributing questionnaires and collecting data will be carried out electronically through the university's data management system which will be finalized at the end of 2020.

Before distributing the questionnaires, students are informed that:

- the questionnaires are completely anonymous.
- the answers given in the questionnaire will not be disclosed to any third party.
- the data of the questionnaires serve only for internal use of the university that aim at advancing the quality of the teaching process.
- completing the questionnaires to be honest and objective.
- after collecting and analyzing the data, they will be notified by QAD of the results of the questionnaires in general as well as of the interventions that are expected to be taken by the management as a result of the recommendations / remarks of the students.

Upon completion of the questionnaire, QAD is responsible for:

- to send to General Secretary and the deans of the faculties and the senior management the evaluations for the administrative services.
- to generate the results of the evaluations and to compile a report which summarizes the main findings of the students, which it sends to the Quality Management and Evaluation Council. The Quality Management and Evaluation Council analyzes the data, drafts a report which contains the recommendations for improvement which it sends to the senior management for decision making.

- to send for publication the summary report for the stakeholders who have been part of the evaluation to be informed about the results of that questionnaire.

Each member of the administration will have access to the summary report of the administrative services evaluation. Student evaluation for administration, apart serving to improve technical and administrative conditions for students, it also contributes to the evaluation of the administration in addition to their evaluation according to the provisions of the law on civil servants.

Detailed evaluation activity calendar: Student => Administration

Winter semester and summer semester	
05 January – 15 January of the respective year	Survey at the end of the winter and summer semesters on the occasion of the exams.
20 May – 05 June of the respective year	
16 January – 01 of the respective year 06 June – 15 June of the respective year	Generating and Analyzing the results of assessments collected by the Quality Offices of the academic units and by the Central Quality Office.
01 February – 05 February of the respective year 16 June – 20 June of the respective year	Information to the General Secretary and the Dean of faculty
06 February – 15 February of the respective year 21 June – 30 June of the respective year	Drafting and Approving the Report with generalized Results and Recommendations for Improvement by the UNHZ Central Quality Council
16 February of the respective year	Submission of the report to the management, and publication of the approved report for winter semester on web
01 July of the respective year	Submission of the report to the management, and publication of the approved report on the summer semester on web

ASSESSMENT BY GRADUATES

Office responsible for administering the questionnaire:	Office for Quality Assurance and Assessment
Drafting recommendations for improvement	Quality Management and Evaluation Council
Evaluation methodology:	Questionnaires that are distributed electronically
Time	Once within the academic year
Follow up	the summary report with the main findings and recommendations for improvement is published on the university website

Process description

UHZ has begun systematic assessment of university graduates. Although the university has a functionalized Career Office which deals with communication and cooperation with graduate students, offering them various services, training, etc. Assessment with DSC graduates is an important instrument for gathering feedback about the study programs offered by the university. Students evaluate how satisfied they are with the skills, abilities and competencies acquired during their studies at UHZ and how much their employment corresponds to the field of study at the university. Graduates also give their recommendations on which subjects have most helped them to understand and accomplish work assignments in practice as well as which subjects should not be part of their study program in its future.

The questionnaire is administered once within the academic year by the Office for Quality Assurance and Assessment while the University Career Center supports the office in relation to graduate contacts. The Office for Quality Assurance and Assessment, in cooperation with the Career Center, ensures that the questionnaires are distributed to the graduates once within the academic year. The distribution of questionnaires is currently done electronically through google docs platforms but in the near future, this process will be carried out electronically through the university data management system which will be advanced by the end of 2020.

Prior to the distribution of the questionnaires, the graduates are informed that:

- the questionnaires are completely anonymous;
- the answers given in the questionnaire will not be disclosed to any third party;
- questionnaire data serve only for internal use of the university aimed at advancing the quality of the teaching process;
- completing the questionnaires to be honest and objective;
- after collecting and analyzing the data, they will be notified by DSC of the results of the questionnaires in general as well as of the interventions that are expected to be taken by the management as a result of the recommendations / remarks of the students.

Upon completion of the questionnaire, DSC is responsible for:

- generate evaluation results and compile a report which summarizes the main findings of the graduates, which it sends to the Quality Assurance Commission. The Quality Management Commission analyzes the data, compiles a report which contains the recommendations for improvement which it sends to the senior management for decision making.
- to send for publication the summary report in order for the stakeholders who have been part of the evaluation to be informed about the results of that questionnaire.

Detailed calendar of assessment activities, graduates => University

Once within the academic year	
10 September – 05 October of the respective year	Despite regular contact maintained by the Career Center and the collection of feedback from them on an ongoing basis, the survey of DSC graduates is conducted once within the academic year.
06 October – 20 October of the respective year	Generating and analyzing the results of assessments collected by the Quality Offices of academic units and by the Central Quality Office.
21 October – 30 October of the respective year	Informing the Dean of the academic unit and relevant Offices with all the results achieved regarding his academic unit as well as senior management.
31 October – 15 November of the respective year	Drafting and Approving the Report with generalized results as well as recommendations for improvement by the UNHZ Central Quality Council.
16 November of the respective year	Submission of the report to the management, and publication of the aproved report on web

EVALUATION BY THE EMPLOYER

Office responsible for administering the questionnaire:	Office for Quality Assurance and Assessment
Drafting recommendations for improvement	Quality Management and Evaluation Council
Evaluation methodology:	Questionnaires that are distributed electronically
Time	Once a year (within an academic year)
Follow up	The summary report with the main findings and recommendations for improvement is published on the university website

The description of the Process

Continuous communication and cooperation with employers and industry is one of the main strategic objectives of the University. The main purpose of maintaining cooperation with employers is to obtain their inputs regarding the professional skills of the graduates as well as the university's contribution in equipping students with necessary skills and prepare them for the labor market. In addition to establishing and functioning of Industrial Boards, UHZ has foreseen several forms of communication with employers and obtaining feedback from them regarding study programs such as: various employers organizations for instance the Career Fair; implementation of joint projects with UHZ; organizing student debates on certain topics; conducting surveys with students and use the for their thesis, or their research etc. However, the evaluation conducted through the questionnaire enables each employer to evaluate the skills and competencies of the graduates and to offer concrete recommendations to the university, on how to re-design their study programs in order to better address the demands of the labor market.

The Office for Quality Assurance and Assessment has been conducting this questionnaire since 2020, and now it will continue to do the same on an annual basis. The questionnaire is currently conducted electronically through a google docs link, but in the near future it is foreseen to be done through the electronic platforms of UHZ after the completion of the procedures for advancing the digitalisation of the university system.

Prior to the distribution of the questionnaires, the Office for Quality Assurance and Assessment ensures the following:

- It requires from the Faculty Dean of the academic unit to identify graduate employers;
- After obtaining the list of employers, he/she will pass it to their human resources office and request from them to distribute the university questionnaire;
- The questionnaire is distributed directly to the supervisor of the graduate student who supervises the performance of his/hert he work and is not allowed to be sent to the company's, the firm / business or institution's address;
- Persons to whom the questionnaire is sent needs to be informed properly about the purpose of the questionnaire
- Employers must ensure that the questionnaires are completely anonymous and that the answers given in the questionnaire will not be disclosed to any third party;

- Employers must ensure that the questionnaire data serve only for the internal use of the university aimed at advancing the quality of the teaching process;
- Employers should be required that the completion of questionnaires be carried out with honesty and objectively;
- Employers should ensure that after collecting and analyzing the data, they will receive an official report from the university regarding the evaluation findings as well as the actions planned by the management for improvement / change.

Upon completion of the questionnaire, DSC is responsible for:

- -Generate evaluation results and compile a report which summarizes the main evaluation findings, and sends the same to the Quality Assurance Commission. The Quality — Management Commission analyzes the data, drafts a report which contains the recommendations for improvement which it sends to the senior management for decision making;
- -To send for publication the summary report in order for the employers who have taken part in the evaluation to be informed about the actions that will be taken by the management.

The purpose of such assessments is to ensure that the responsible bodies within the university and academic units take into account the findings of employers' assessments when designing new programs and reviewing existing programs. In this regard the university ensures that study programs are in full harmony with the demands of the labor market.

Detailed calendar of evaluation activities Employer => University

Once with an academic year	
01 March – 14 March of the respective year	Assessment of graduate students who are already employed
15 March – 31 March of the respective year	Compilation and Analysis of the results of the assessments collected by the Quality Offices of the academic units and by the Central Quality Office
01 April – 04 April of the respective year	To inform the Dean of the academic unit and relevant Offices with all the results achieved regarding his academic unit.
05 April – 20 April of the respective year	Drafting and Approving the Report with Overall Results and Recommendations for Improvement by the UNHC Central Quality Council
21 April of the respective year	Submission of the report to the management, and publication of the approved report on the website

PROGRAM ASSESSMENT

Office responsible for administration of the assessment	Office for Quality Assurance and Assessment
Drafting recommendations for improvement	Quality Management and Evaluation Council
Evaluation methodology:	Questionnaires distributed electronically, ad hoc commissions and focus groups
Time	At least once within three years
Follow up	The summary report with the main findings and recommendations for improvement is published on the university website

Evaluation process

The evaluation of the program is done on a proposal by the Council for Quality Management and Evaluation, through ad hoc Commissions, which commissions, according to the Regulation on the Quality Assurance and Evaluation System of UHZ, Article 8 paragraph 1.10, in cooperation with senior management and deans elect members of ad hoc commissions to conduct assessments as needed. Ad hoc commissions can evaluate programs through:

- Questionnaires with students
- Interviews through focus groups
- Evidence of student participation in lectures
- Student passability
- Evaluation of syllabuses
- Registration of students in relation to the number announced for application, and other forms, depending on the assessed program.

In the case of assessment through questionnaires, the Office for Quality Assurance in cooperation with the coordinators of quality assurance of academic units, take care that the questionnaires are distributed to the assessed parties by notifying them in advance of the reason and purpose of the assessment. The distribution of questionnaires is currently done in physical form through questionnaires in hard copy but in the near future, the process of distributing questionnaires and collecting data will be carried out electronically through the university data management system which will finalized at the end of 2020.

In case the Quality Assurance Office accepts through the Pro Rector for International Cooperation and Quality Assurance or any other level of university management, reported complaints regarding the learning process by students or the academic staff, through the Quality Coordinators Office, administers the evaluation in the form of an interview with a group of students regarding the issue

raised or with the academic staff which is the subject of the complaint. In any case, the Office should ensure that the assessed parties are informed in detail of the reason and purpose of the assessment and that the results of those assessments are used for the internal purposes of the office.

The Quality Office may be authorized by the KMCV to analyze student passability ratios for certain programs, where potentially low student transit levels or low graduation levels may be reported. The office can collect data and analyze trends from one year to the next, compare it with other study programs within the academic unit, and draw conclusions about the particular study program.

Assessment of syllabuses is another element that can be assessed by the Office for Quality Assurance. Based on the Regulation of the Quality Assurance System, the formation of ad hoc commissions is foreseen, which in this case can be charged with the evaluation of syllabi which can be thematic or can be general. The Commission may specifically assess learning outcomes, or assess duplication of content between different subjects or levels, or assess students' competencies, skills, and abilities based on KKK descriptors.

In any case, the Office is only obliged to collect and generate data and send summary reports with key findings to the Commission for Quality Management which then analyzes the data and drafts a report with recommendations which it sends to the Rector (management). If, through the above assessments, it is ascertained that a certain program has resulted in stagnation or it has been evidenced that there should be improvements, the Rector, based on point 1.2, paragraph 1, of article 97, of the Statute of UHZ, requests from the Commission of Studies to review the program.

According to Article 97 of the Statute of UHZ, the Study Commission is responsible for:

- drafting proposals for new study programs;
- adapting and modifying existing study programs;
- continuous review of university textbooks;
- requirements for changing study programs by students;
- requirements for 'irregular studium' by students;
- preparing the course for student complaints.

OUTSIDE ASSESSMENT PROCESS

Office responsible for administration of the assessment	Office for Quality Assurance and Assessment
Drafting recommendations for improvement	Quality Management Council / Senate
Evaluation methodology:	Questionnaires distributed electronically, ad hoc commissions and focus groups
Time	At least once within three years
Follow up	The summary report with the main findings and recommendations for improvement is published on the university website

Based on the Regulation on the Quality Assurance System, External Assessments are made by state authorities which by law are recognized as external evaluation authorities such as the Kosovo Accreditation Agency (KAA) or any other international agency which is recognized under the provisions of the Law. of Higher Education in the Republic of Kosovo. The process of external evaluation in Kosovo is the accreditation process which is a mandatory cyclical process for all higher education institutions in Kosovo, and is applied at the program level and institutional level. Depending on the duration of the accreditation period, 3 or 5 years, the University must undergo an internal evaluation in advance based on the Standards and Guidelines of the KAA (Accreditation Manual). The entire accreditation process is organized in accordance with the Law on Higher Education, the Administrative Instruction on Accreditation of IAL-ve, the KAA Manual and the European Standards and Guidelines for Quality Assurance (ESG).

One of the main tasks of the Quality Assurance Office in relation to the accreditation process is the observance of the legal deadlines set in the UA for Accreditation in relation to the application for accreditation:

- Statement of program carriers
- Declaration of the academic staff for the accreditation process (no later than October 30 of the respective academic year)
- Submission of applications for accreditation in KAA (no later than October 30 of the respective academic year)
- Supports KMCV in drafting its own evaluation report for study programs or for the institutional level which is submitted to the KAA at least one month after the formal approval of the application by the CSC.
- Supports the management and the KMCV in drafting plans for the implementation of the recommendations after the decision on accreditation is made based on the time specified in the decision of the CSC.
- Any other ad hoc request which is addressed to UHZ by the KAA or CSC management.

The Office for Quality Assurance and Assessment is responsible for collecting data from each academic unit regarding accreditation data relating to study programs, syllabi, academic staff, academic staff research work, participation and organization of scientific / artistic conferences, and any other data and statistics related to student success, their passing rate, graduation, etc. The office is responsible for requesting from academic units through quality coordinators that each academic unit make a work plan for the implementation of the recommendations given by the accreditation panels which should then be reflected in the report of the new accreditation procedure. As the fulfillment of recommendations by international experts is one of the key criteria for accreditation, the Quality office in cooperation with quality coordinators, took care that all these recommendations are addressed in the evaluation reports.

The drafting of evaluation reports for the accreditation process will be a transparent and comprehensive process which includes the main academic actors, especially the academic staff and students.

The self-assessment report at the institutional level is drafted by the KMCV and approved by the Senate. Whereas, the KMCV examines and proposes its evaluation report for re-accreditation of study programs which is drafted by the holders and proposes it to the Senate for approval.



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Evaluation Questionnaire: Student - Teacher

Dear Students,

"Haxhi Zeka" University in Peja, invites you to fill out this questionnaire, which aims to continuously improve the quality of teaching and student learning. Please be honest in your answers, because only in this way will we be able to identify potential challenges within the University and make efforts to remove them.

Please be informed that filling out this questionnaire is completely anonymous. Your answers will only be used by the senior management of the University and will not be disclosed to any other party.

Thank you very much for your cooperation!

Faculty *

Faculty of Business

Faculty of Law

Faculty of management in tourism, hotels and the environment

Faculty of Agribusiness

Faculty of Arts

Faculty of Business**Study Program***

Business Administration - Bachelor

Business Administration (Bosnian Language) - Bachelor

Accounting and Finance- Bachelor

Business Administration (Bosnian Language) - Master

Accounting and Finance - Master

Human resource management- Master

Faculty of Arts

General Music Education - Bachelor

Education in Music - Bachelor

Artistic Education in Wind Instruments -Bachelor

Film & TV Directing -- Bachelor

Faculty of Law**Program ***

General Law- Bachelor

Faculty of management in tourism,hotels and environment**Program ***

Management in tourism and hotel- Bachelor

Management in Tourism- (Bosnian Language- Bachelor

Faculty of Agribusiness

Program*

Plant Production Technology- Bachelor

Agro Environment and Agro Ecology - Bachelor

Food Technology- Bachelor

Information:

Year of studies*

Second Year

Third Year

Fourth Year

Teacher / Assistant *

Subject*

Questions for the Teacher *

Please give your answers on a scale of 1 to 5 (1 *weakly , 2 * Average, 3 * good, 4 * very good, 5 * excellent)

A	Questions for the teacher	Weakly	Average	Good	Very good	Excellent
1	The teacher is prepared for the subject	1	2	3	4	5
2	The teacher is clear in the lectures	1	2	3	4	5
3	The teacher is transparent	1	2	3	4	5
4	The teacher is fair in assessment	1	2	3	4	5
5	The teacher is accurate on the hour	1	2	3	4	5
6	The teacher is creative in the development of teaching and other activities	1	2	3	4	5
7	The teacher creates activities that make the subject more comprehensible	1	2	3	4	5
8	The teacher encourages student collaboration and participation	1	2	3	4	5
9	The student can freely ask questions the teacher	1	2	3	4	5
10	The teacher requires interactivity during the lectures	1	2	3	4	5

11	Teacher behavior is in accordance with the regulations	1	2	3	4	5
12	The teacher is always available for consultation	1	2	3	4	5

B	Question for Subject	Weakly	Avarage	Good	Very Good	Exellent
1	The syllabus content is in line with contemporary literature	1	2	3	4	5
2	The purpose and objective of the course are clearly defined in the course syllabus	1	2	3	4	5
3	Lectures are followed in accordance with the syllabus	1	2	3	4	5
4	Course materials are available	1	2	3	4	5
5	The course is organized in such a way that it helps me to understand the concepts of the subject	1	2	3	4	5
6	Course materials (literature, lectures, slides, etc.) have influenced in the development of knowledge and skills in the relevant field.	1	2	3	4	5
7	Assessment activities (tests, presentations, papers, etc.) have helped me to better understand course materials / concepts.	1	2	3	4	5
8	Tests and exams include materials that are discussed in class	1	2	3	4	5
9	The classroom environment encourages expression of thoughts / ideas	1	2	3	4	5
10	The structure of the evaluation is fair and appropriate	1	2	3	4	5

C	SUGGESTIONS AND REMARKS	
1	What did you like most about the subject or the teacher??	
2	What would you change in this subject or in the teacher?	
3	Free comments	

Thank you for taking the time to complete this questionnaire!



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**Assessment Questionnaire: Academic Staff Self-
Assessment**

Dear academic staff,

"Haxhi Zeka" University in Peja, is expanding the scope of quality assurance processes, in order to make more comprehensive assessments of academic staff performance as well as other issues related to teaching, learning and research. In this regard, UHZ has prepared this questionnaire which aims to identify potential areas for improvement and development of academic staff.

The results of this questionnaire will be for internal use only and will not be disclosed to any third party.

Thanks for your cooperation!

1. **Status of employees** * *Mark only one oval.*

- Regular staff
- Engaged staff

Academic Staff Assessment

Please give your answers on a scale of 1 to 5 (1 *weakly , 2 * Avarage, 3 * good, 4 * very good, 5excellent)

2. **Work conditions** *

	1	2	3	4	5
I am satisfied with the working conditions offered by the university					
I find management support for any difficulties and challenges					
My workload is easily manageable					
I am aware of the mission, vision and strategic goals of the university					
I participate in the policy making and decision making processes of university.					
I am free to express my ideas and proposals to UHZ management					
The university space meets all the necessary conditions for the realization of effective learning					
Space is supplied with adequate equipment (projectors, tables, benches, chairs, etc.)					

Teaching and personal development

3. Teaching and personal development

Please give your answers on a scale of 1 to 5 (1 *weakly , 2 * Avarage, 3 * good, 4 * very good, 5excellent)

	1	2	3	4	5
I manage to present accurately the purpose and objectives of the curriculum					
I easily manage student exams and assessments					
I use contemporary teaching methodologies					
The number of students in the room is adequate for the realization of the teaching process					
I feel motivated for my work at UHZ					
I feel integrated within the university					
UHZ organizes enough scientific conferences for academic staff					
UHZ organizes enough activities aimed at developing academic staff					
I am pleased with the opportunities offered by UHZ for my personal development					

Administration

4. Administration

Please give your answers on a scale of 1 to 5 (1 *weakly , 2 * Avarage, 3 * good, 4 * very good, 5excellent)

	1	2	3	4	5
Communication with the administration is effective					
The behavior of administrative officials is correct and professional					
Any request of mine is handled promptly by the administrative service					
Administrations are more available for clarification and assistance					
I am timely informed by the administration of any changes to the schedule of lectures, exams or teaching process					

Last part

5. Please list the three main challenges you potentially face in UHZ: *

6. Please list 3 elements that you think should be improved by the university to improve your working conditions and performance: *



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Evaluation Questionnaire: Dean- The Teacher

WINTER SEMESTER 2019/2020

The purpose of this questionnaire is for the dean to evaluate the academic staff for their dedication to work, and to increase the quality and responsibility of each academic.

1. Faculty *

2. Name and Surname of Professor / Assistant*

Please give your answers on a scale of 1 to 5 (1 *weakly , 2 * Avarage, 3 * good, 4 * very good, 5excellent)

A	Questions for the teacher	Weakly	Avarage	Good	Very Good	Excellent
1	The teacher performs his duties in a conscientious, with time and qualitatively	1	2	3	4	5
2	The teacher has the ability to plan, organize and coordinate activities within the academic unit	1	2	3	4	5
3	The teacher is ready for accountability to the Dean	1	2	3	4	5
4	The teacher is ready to take responsibility for the accomplishment of tasks (outside teaching and research) within the University	1	2	3	4	5
5	The teacher is active in scientific / artistic works, conferences and other activities that contribute to its advancement.	1	2	3	4	5
6	The teacher is regular in lectures and does not miss	1	2	3	4	5
7	The teacher has good relations with other students and colleagues	1	2	3	4	5
8	The teacher is cooperative with the administration and the Dean's Office	1	2	3	4	5
9	The teacher regularly holds consultations with students	1	2	3	4	5
10	Teacher organizes extracurricular activities for students (industry visits, internships, visits to relevant institutions for their subject, etc.)	1	2	3	4	5

11. The teacher is involved in committees established within the University? Yes No

12. Students have had complaints against the teacher ? Yes No

13. Has the teacher ever appeared on a disciplinary committee (within the academic year) ? Yes No

14 Additional comments:

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE!



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Evaluation Questionnaire Student – The Administration

SEMESTER... 2019/2020

The purpose of these questionnaires with students is to collect inputs regarding how satisfied students are with administrative services and their support for the learning process.

THE ADMINISTRATION PROVIDES EFFICIENT, USEFUL ADMINISTRATIVE SERVICES

Please give your answers on a scale of 1 to 5 (1 *Weakly , 2 * Avarage, 3 * good, 4 * very good, 5excellent)

A	Questions for the administration	Weakly	Avarage	Good	Very Good	Excellent
1	Communication with the administration is correct, accurate and professional	1	2	3	4	5
2	Administration shows good behavior in relation with students	1	2	3	4	5
3	Student requests are always met by relevant administration officials	1	2	3	4	5
4	The administration is available for clarification	1	2	3	4	5
5	Student requirements are considered in time according to regulations and the Statute	1	2	3	4	5
6	The administration has the ability to do multi-party work at the same time	1	2	3	4	5
7	Administration receives and completes student documentation on time for exams, graduations and other requirements (decisions, certifications, certificates, sems, etc.)	1	2	3	4	5

Additional questions:

1. Your impression of the work of administration officials

2. Do you have any suggestions for improving the work of the administration?

3. Additional comments about the duties of administration officials about meeting your requirements

--

¹ Warning: When completing this questionnaire, the student must comply with Articles 144 and 149 of the University Statute.

¹Note: SEMS placement of grades for graduation as well as the signature of various applications does not depend only to the administration.

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE!

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Assessment Questionnaire: Graduates - University

Dear graduate students,

In order to establish a network of graduates (Alumni), and for the purpose of maintaining contact and communication with graduates, "Haxhi Zeka" University in Peja has designed these questionnaires that will help the university to improve its study programs. Graduate student evaluations are valuable for evaluating the UHZ student experience and identifying areas for improvement for future generations of students.

Please be informed that filling out this questionnaire is completely anonymous, their results are only for internal use and will not be disclosed to any third party.

Thank you very much for your cooperation!

1.The education part

The faculty you studied in??

- Faculty of Business
- Faculty of Law
- Faculty of management in tourism and environment
- Faculty of Agribusiness
- Faculty of Arts

2) Information for graduate students

1.Gender

Female

Male

2. Age

18-25

25-30

35-40

45-50

3. Employment Part

Are you employed after graduation?

Yes

No

I started a personal business

If yes, indicate what enterprise or institution you are employed?

If yes, indicate after which time after graduation you were employed?

Is your employment directly related to your field of study??

Is related

Is moderately related

It is not related at all

What is your position within the institution where you are employed?

High level managerial position

Mid-level managerial position

Managerial position

Administrative position

Technical position

Professional position

Service position

If no, why you are not employed

I did not succeed in competitions

I think I'm more qualified than the vacancies

I intend to continue my academic studies

Other

Are you satisfied with your job so far??

Yes

No

4) Assessment of skills acquired during the study at UHZ

Please give your answers on a scale of 1 to 5 (1 *weakly , 2 * Avarage, 3 * good, 4 * very good, 5 * excellent) *Mark only one oval per row.*

A	Please give your assessment of how satisfied you are with the skills and abilities acquired during your studies at UHZ.	Weakly	Avarage	Good,	Very good	Excellent
1	Critical and analytical thinking	1	2	3	4	5
2	Special knowledge of the workplace	1	2	3	4	5
3	Problem solving skills	1	2	3	4	5
4	Skills for research work	1	2	3	4	5
5	Collection and interpretation of data	1	2	3	4	5
6	Communication skills, verbal and written communication	1	2	3	4	5
7	Knowledge and use of English language	1	2	3	4	5
8	Knowledge and use of information technology	1	2	3	4	5
9	Teamwork and under time pressure	1	2	3	4	5
10	Ethical behavior and moral values	1	2	3	4	5

5. If you would need to choose your study program at the current institution a second time

- I would choose the same study program and university again
- I would choose the same study programe but another university
- I would choose another study programe
- I wouldn't go university again

6. Would you recommend this study program to other students? Yes No

7. List the subjects that have helped you the most to understand and perform the tasks in practice

--

8. List the subjects that you consider should not be part of your future study program

--

Free comment of the graduate

--

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THANK YOU FOR THE TIME CONDITIONED IN THE COMPLETION OF THIS QUESTION!



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Evaluation Questionnaire: FOR THE EMPLOYER

“Haxhi Zeka” University in Peja, aiming to increase cooperation with industry, has designed this questionnaire which aims to assess how satisfied are employers with the graduates of the University of Peja.

The results of this questionnaire will serve to harmonize the content of study programs as much as possible with the requirements of the labor market, as well as to make the necessary revisions in order to make UHZ graduates more prepared for Labor market.

Please be informed that filling out this questionnaire is completely anonymous, your answers are considered for internal use only and will not be disclosed to any third party.

Thank you for your cooperation!

Gender of employees Female Male

Age of employees 18/25 25/30 30/35 35/40 40/45 45/50

Please give your answers on a scale of 1 to 5 (1 *weakly , 2 * Avarage, 3 * good, 4 * very good, 5excellent)

A	Informations for gradutes	Weakly	Avarage	Good	Very Good	Excellent
1	Are you satisfied with the UHZ graduates?	1	2	3	4	5
2	Do you think that the curriculum has trained graduates for their jobs?	1	2	3	4	5
3	Do graduates show enough skills to understand your job needs?	1	2	3	4	5

4. Do you provide additional training to graduates on the occasion of their employment? Yes No

5: If so, are these trainings

- Specific (please explain why they are specific)
- General (please explain why they are general)
- Other (please explain reasons)

6. What subjects or skills,and competencies do you recommend adding to the study program so that graduates are better prepared to perform their job assignments successfully?

- 1.
- 2.
- 3.

SPECIFIC INFORMATION

Please give your answers on a scale of 1 to 5 (1 *weakly , 2 * Avarage, 3 * good, 4 * very good, 5excellent)

B	How satisfied are you with UHZ graduates, specifically regarding:	Weakly	Avarage	Good	Very Good	Excellent
1	Critical and analytical thinking	1	2	3	4	5
2	Specific knowledge for the workplace	1	2	3	4	5
3	Problem-solving skills	1	2	3	4	5
4	Skills for research work	1	2	3	4	5
5	Creative and innovative skills	1	2	3	4	5
6	Data collection and interpretation	1	2	3	4	5
7	Communication skills (verbal and written)	1	2	3	4	5
8	Knowledge and use of English language	1	2	3	4	5
9	Knowledge and use of information technology	1	2	3	4	5
10	Teamwork and under the pressure of time	1	2	3	4	5
11	Ethical behavior and moral values	1	2	3	4	5

12. What skills, competencies, and skills do you think UHZ graduates lack?

- 1.
- 2.
- 3.

C	How satisfied are you with the contribution of UHZ graduates?	Weakly	Avarage	Good	Very Good	Excellent
1	For your organization	1	2	3	4	5
2	For the community	1	2	3	4	5
3	For professional associations	1	2	3	4	5

General comment by employer

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE!