



UNIVERSITY OF MITROVICA "ISA BOLETINI"

QUALITY ASSURANCE OFFICE

WORK PLAN 2020

Mitrovica, 2020



Contents

Introduction	2
Mission	2
Vision	2
The values underlying the UMIB activity are:	2
Quality in UMIB	3
Principles and values on which the UMIB quality is based	3
Internal quality assurance	3
The bodies of UMIB that deal with quality assurance	4
Central commission for quality assurance and evaluation (CCQAE)	4
Quality Assurance Office (QAO)	4
Coordinator of the academic unit.....	5
Internal quality assurance process	6
Objectives and actions	6
Improvement process	8
Conclusion	8
Work Plan	9



Introduction

On 06.03.2013 the Government of the Republic of Kosovo established the Public University of Mitrovica, while on 31 May, 2013 the Assembly of Kosovo ratified the decision. Based on the Provisional Statute, approved by the Ministry of Education, Science and Technology, within the University of Mitrovica "Isa Boletini" (UMIB) there are six faculties: Faculty of Geosciences (FGS), Faculty of Food Technology (FFT), Faculty of Mechanical and Computer Engineering (FMCE), Faculty of Law (FL), Faculty of Economics (FE) and Faculty of Education (FE).

Mission

The Mission of the University of Mitrovica “Isa Boletini” is to provide relevant and high-quality higher education for the preparation of cadres in unique fields for the labor market in Kosovo, region and beyond, committed to developing research, professional projects, professional advising and to serve better on sustainable development, wellbeing, and social advancement.

Vision

The vision of the University of Mitrovica “Isa Boletini” (hereinafter UMIB) is to be a leading Higher Education Institution in the region, in education and scientific research and in preparing competitive professionals in areas unique to Kosovo and the region, in order to meet the requirements of the present and project the needs of the future, for the scientific-academic needs, the needs of the market economy, and institutional and diplomacy needs, focused on sustainable development and social welfare.

The values underlying the UMIB activity are:

- Mutual responsibility and respect
- Justice and honesty
- Integrity and accountability
- Diversity and wellbeing
- Creativity and intellectual freedom



- Care for the environment and society

Quality in UMIB

UMIB bases its quality assurance process on its Statute, the Law on Higher Education in the Republic of Kosovo, the Regulation on Quality Assurance and Evaluation, and the Instructions issued by the KAA. In addition, UMIB, takes as a key reference the NQF, the instructions provided by ENQA, as well as the Bologna process.

Principles and values on which the UMIB quality is based

Quality assurance in UMIB is based on principles and values such as:

- a) Responsibility;
- b) Transparency;
- c) Accountability;
- d) Academic integrity;
- e) Continuous improvement;
- f) Inclusiveness.

Quality in UMIB is measured by external and internal quality assurance mechanisms. External quality in UMIB is measured during the accreditation processes by an external expert determined by the KAA, while internal quality is measured by the mechanisms and instruments defined by UMIB.

Internal quality assurance

The University of Mitrovica “Isa Boletini” has a number of mechanisms and instruments that play a very important role in quality assurance.

At UMIB the internal quality assurance as mentioned above is done by several mechanisms and includes a wide range of stakeholders. Internal quality assurance at UMIB includes:

- a) Students;



- b) Academic staff;
- c) Administrative staff;
- d) Business and other stakeholders from the labor market;
- e) Management, and,
- f) UMIB graduates.

The bodies of UMIB that deal with quality assurance

At UMIB, the main bodies that manage the quality assurance process are:

- a) Central commission for quality assurance and evaluation (CCQAE);
- b) Quality assurance office (QAO);
- c) Quality coordinators in academic units.

Central commission for quality assurance and evaluation (CCQAE)

CCQAE is the main body in UMIB which deals with the quality assurance process. This commission is an advisory body to the UMIB Senate on quality issues. CCQAE members are proposed by the Rector and approved by the UMIB Senate for a 4-year term. After the end of this term, at least 1/3 of the members of the CCQAE must continue to be part of it in order to ensure continuity in the work of the Commission.

Quality Assurance Office (QAO)

The UMIB quality assurance office is an independent office that reports directly to the UMIB Rector only. This office is committed to raising the quality of UMIB by implementing the entire institutional policy. The office consists of quality officials, recruited through a public competition. Quality officials at QAO are not part of UMIB's academic staff. The Office takes care of quality measurement, through all instruments of the instrument package in UMIB. The Office drafts reports with findings and recommendations for each questionnaire developed, and sends it to the Rector of UMIB. In addition, the office sends the data from the questionnaires to the Dean of the academic unit in order to plan for the development of the academic staff and continuous improvement.



The office has the mission that ensures a quality level of teaching, learning, study programs, research and administration of UMIB through the implementation and continuous improvement of quality and ensure that the mechanisms and procedures for achieving quality are functional. Fulfilling this mission is in line with the mission of the institution and serves to fulfill its vision to be the best public university in the country and the region, and to prepare staff that will contribute to the development of the local and global community, in specific areas of study.

Coordinator of the academic unit

The quality coordinator of the academic unit is appointed by the Dean of the unit and he/she is directly accountable only to the Dean. Quality coordinator at the level of academic units: Provides guidance to academic staff and students regarding the practical and academic aspects of ECTS implementation; Instructs the relevant department and the study commission of the academic unit during the accreditation / re-accreditation process to design / review study programs; In cooperation with the management of the academic unit, takes care and monitors the involvement of all stakeholders (academic staff, students, alumni, businesses or members of the Advisory Board) in drafting / reviewing study programs; Provides support to the process of evaluating subjects and teachers, the process of self-assessment of academic staff, the process of evaluation of administrative staff, meetings of faculty councils, regular meetings of academic staff in order to discuss issues of interest in teaching, learning or research; Organizes information sessions for academic staff and students regarding the Bologna process; In cooperation with the management of the academic unit organizes data and information related to the scientific / artistic activity in the academic unit (recording of scientific works, artistic performance, professional and scientific projects); In cooperation with the official for international cooperation, he/she advises the management and students of the academic unit regarding the realization of student mobility - "Learning Agreement" (in accordance with the decision of the academic unit, explains the academic procedures of credit recognition, agreement, transcript of notes, monitoring before and after mobility, etc.)



Internal quality assurance process

Internal quality assurance at UMIB includes:

- a) Students;
- b) Academic staff;
- c) Administrative staff;
- d) Business and other stakeholders from the labor market;
- e) Management, and,
- f) UMIB graduates.

The internal quality assurance policy is defined by the CCQAE, and implemented by CCQAE and QAO.

Internal quality assurance is based on:

- a) Planning;
- b) Measurement;
- c) Management;
- d) Execution; and,
- e) Improvement.

All of this is made possible only after all the necessary information has been collected. The information collection process is managed by CCQAE. The information is collected from these instruments (to harmonize with the package of instruments):

Objectives and actions

The following are the specific objectives and actions planned for 2020, in order to achieve the overall goal - quality improvement at UMIB.

Objective 1: Completion-change and completion of the legal and technical infrastructure for the functioning of the quality office.

Actions:



- Commitment to Fulfillment - Changing the quality regulation,
- Commitment to Fulfillment - Changing the quality guide
- Commitment to Drafting the regulation for the operation of the quality office
- Commitment to approving changes to the quality measurement toolkit

Objective 2: Proper monitoring and follow-up at UMIB.

Actions:

- Assessment by students
- Assessment by parliamentary students and student councils on an academic ability
- Evaluation by student organizations
- Evaluation by academic staff
- Self-assessment of academic staff
- Evaluation by management
- Evaluation by the administration
- Evaluation by ALUMNI
- Evaluation by Businesses
- Evaluation of Deans for academic staff
-

Objective 3: Improving quality in UMIB.

Actions:

- Organizing trainings for academic staff
- Organizing trainings for administrative staff
- Conducting various workshops



Objective 4: Cooperation with local and international institutions for quality

Actions:

- Preparing for membership in the Association of European Universities - AEU
- Preparing for membership in the European Students Union
- Cooperation with local and international organizations dealing with quality in higher education

Improvement process

Following the drafting of the reports, UMIB and the academic units improve the areas for which the assessment has turned out to be poorer.

This assessment includes:

- a) Drafting of the improvement plan based on the final report
- b) Syllabus analysis
- c) Proposing changes to syllabuses
- d) Proposing staff training
- e) Communicating recommendations and collecting comments from staff
- f) Preparing the final action plan for improvement.

Conclusion

For UMIB, the quality management component is a strong and crucial point for the development of the institution: teaching, learning, research, community service, and the fulfillment of its mission and vision. A well-defined structure of stakeholders dealing with quality assurance in UMIB, as well as a clear procedure for the development of activities towards the provision of this component, make the institution serious and determined towards a secure future in Higher Education.



UNIVERSITETI I MITROVICËS / UNIVERSITY OF MITROVICA
“ISA BOLETINI”

Str. Ukshin Kovaqica, 40 000 Mitrovica, Republic of Kosovo
<http://www.umib.net>; Tel: +383 (0)28 535 725 / 535 727

Work Plan				
Nr.	Tasks - Activities	Goals	Institutions involved	Timelines
1.	Assessment by students	Evaluate the academic staff, infrastructure subjects at UMIB	QAO	January June
		Evaluate administrative and managerial services at UMIB	Students Academic Staff	June
		Evaluate the academic program (in the last year of studies)		July
2.	Evaluation by academic staff	Evaluates the processes developed in UMIB (Terms and services provided)	QAO Academic Staff	June
3.	Self-assessment of academic staff	To see the appreciation that professors and assistants have for their performance.	QAO	January
			Academic Staff	June



UNIVERSITETI I MITROVICËS / UNIVERSITY OF MITROVICA
“ISA BOLETINI”

Str. Ukshin Kovaqica, 40 000 Mitrovica, Republic of Kosovo
<http://www.umib.net>; Tel: +383 (0)28 535 725 / 535 727

4.	Evaluation by management	To measure their performance, that of the academic staff as well as to get acquainted with the needs that appear during their work.	QAO Management	July
5.	Evaluation by the administration	Impressions of their performance, as well as to get acquainted with the needs that appear in their work.	QAO Administration	November
6.	Evaluation by ALUMNI	To measure whether their studies have been in line with their place of work, and to get suggestions for changes in study programs and the initiation of new programs.	QAO ALIMNI	September
7.	Evaluation by External Stakeholders	To see the needs of the business and community, to enable the delivery of new programs in a standard with the labor market, as well as re-viewing existing programs.	QAO Business	September
8.	Evaluation of Deans for academic staff	To measure the performance of academic staff, through the prism of deans.	QAO Dean	July



UNIVERSITETI I MITROVICËS / UNIVERSITY OF MITROVICA
“ISA BOLETINI”

Str. Ukshin Kovaqica, 40 000 Mitrovica, Republic of Kosovo
<http://www.umib.net>; Tel: +383 (0)28 535 725 / 535 727

			Academic Staff	
9.	Training of academic and administrative staff	New methods and techniques of online services and teaching.	Rector QAO Academic Staff	Continuous process
10.	Contact with international institutions for quality and application for membership	Ongoing encouragement for quality improvement at UMIB	Rector QAO	Continuous process
11.	Approval of instrument package changes	Completing the instrument package with new instruments and modifying existing instruments in order to increase quality	CCQAE QAO	Continuous process
12.	ECTS trainings with administrative staff	Information about ECTS	CCQAE QAO	November
13.	ECTS trainings with students	Information about ECTS	CCQAE QAO	November
14.	Regular meetings with the coordinators of the academic units	Coordination monthly activities	QAO	Each month



UNIVERSITETI I MITROVICËS / UNIVERSITY OF MITROVICA
“ISA BOLETINI”

Str. Ukshin Kovaqica, 40 000 Mitrovica, Republic of Kosovo
<http://www.umib.net>; Tel: +383 (0)28 535 725 / 535 727

			Coordinators of academic units	
15.	Regular meetings with management	Coordination of quality office activities with the University management	QAO Rector	Each month
16.	Preparations for re-accreditation in academic units	Accreditation of programs in academic units	Management CCQAE Coordinators of academic units QAO Academic Units Students	May Decembar
17.	Orientation Day	Orientation of new students on the university campus (University, Programs, Quality, Inclusion, Activities, etc.)	Rector QAo Academic Staff Students	October
18.	University of Mitrovica Day	Activities to mark the founding day of the university	Rector QAO Academic units	6 March



UNIVERSITETI I MITROVICËS / UNIVERSITY OF MITROVICA
“ISA BOLETINI”

Str. Ukshin Kovaqica, 40 000 Mitrovica, Republic of Kosovo
<http://www.umib.net>; Tel: +383 (0)28 535 725 / 535 727

			Students	
19.	Students Day	In coordination with the students, activities for this day will be organized (Messages and activities for the power and importance of students in the development of our country)	Rector QAO Academic Staff Students	17 November
20.	International Book Day	Activities with students (Donate a book, share knowledge)	Rector QAO Academic Staff Students	23 April
21.	International Education Day	Activities to mark this day (Conference: The role of the University of Mitrovica in preparing new staff in the country)	Rector QAO Academic Staff Students	24 January
22.	International Library Week	Activities in coordination with students (Publication of the student magazine)	Rector QAO Academic Staff	19-25 April



UNIVERSITETI I MITROVICËS / UNIVERSITY OF MITROVICA
“ISA BOLETINI”

Str. Ukshin Kovaqica, 40 000 Mitrovica, Republic of Kosovo
<http://www.umib.net>; Tel: +383 (0)28 535 725 / 535 727

			Students	
23.	International Research Day	Activities related to the promotion of scientific research.	Rector QAO Academic Staff Students	2 May