



**UNIVERSITETI “ISA BOLETINI”, MITROVICË**  
**UNIVERSITY “ISA BOLETINI”, MITROVICA**

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**WORK PLAN 2022**  
**QUALITY ASSURANCE OFFICE**

Mitrovica, 2022

## **SCOPE OF THE OFFICE**

Based on the Statute of the University "Isa Boletini" in Mitrovica, the Regulation on internal organization and systematization of jobs in UIBM, the Regulation of quality assurance and evaluation in UIBM, the office for quality assurance is an office within the central administration of UIBM.

The UIBM Quality Assurance Office is an independent office, which reports directly to the UIBM Rector. This Office is committed to increasing the quality of UIBM by implementing all institutional policy. The Office consists of quality officers, recruited through public competition. Quality officers at QAO are not part of the UIBM academic staff. The Office ensures measuring the quality through all the instruments of the instrument package at UIBM. The Office compiles reports with findings and recommendations for each questionnaire conducted, and sends it to the Rector of UIBM. The Office also 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 their continuous improvement. The mission of the Office is to ensure a quality level of teaching, learning, study programs, research and administration of UIBM through continuous implementation and improvement of quality, and to ensure that mechanisms and procedures for achieving quality are functional. The fulfillment of this mission is in line with the mission of the institution and serves the fulfillment of its vision to be the best public university in the country and the region, and to prepare staff who will contribute to the development of the local and global community, in specific fields of study.

The duties and responsibilities of the Office are:

1. Implementing the procedures, which include processes and system of evaluation;
2. Supervise and assist in the continuous improvement of quality control processes through fair and appropriate methods-actions;
3. Review the efficiency of the quality system and provide professional support to CCQAE regarding the evaluation procedures and development of different types of questionnaires at UIBM and UIBM Faculties;

4. Undertaking actions for evaluation of quality assurance of both study and training programs, in cooperation with the faculty management and relevant officials of faculties, in order to achieve the objectives and quality control;
5. Cooperation with relevant actors at UIBM and faculties at all phases of action for the implementation of the quality assurance and quality control system;
6. Coordination and implementation of activities related to the self-assessment of the institution;
7. Determining the credit points earned by the participants based on the defined criteria, depending on the institution to which it is applied;
8. Prepares the self-assessment report and the necessary documentation for accreditation according to the applicable legislation.

In order to achieve the institutional objectives, and to ensure that the University operates in accordance with legal requirements and best practices, the Office, for 2021, has as a priority achievement of these objectives:

| Objective 1: Supplementing- amending and completing the legal and technical infrastructure for the functioning of the quality office. |  |          |  |
|---|--|----------|--|
| Specific objective  | Activities   | Timeline |  |
| 1.1. Supplementing-amending the regulation on quality   | -Establishment of a working group<br>-Organizing working meeting together with CCQAE<br>-Collecting recommendations<br>-Submitting for approval to the Steering Drejtues | Q1<br>Q2 |  |
| 1.2. Supplementing-amending the regulation on quality   | - Establishment of a working group<br>- Organizing work meetings<br>- Collecting recommendations<br>- Approval of the guide in CCQAE                                     | Q3<br>Q4 |  |
| 1.3. Approval of changes to the package of instruments for measuring of the quality   | - Contribution to the development of instruments for measuring quality<br>- Collection of instruments for quality measurment and approval in CCQAE                       | Q3<br>Q4 |  |

|                     |  |          |  |
|---------------------|--|----------|--|
|                     | - Publication of the package of tools for measuring quality on the web.  |          |  |
| 1.4. Improving EQAS | - Research and identification of shortcomings in the system.<br>- Creation of modules according to the requirements of QAO | Q1<br>Q4 |  |

| Objective 2: Continued quality monitoring and evaluation at UIBM. |   |                      |  |
|---|---|----------------------|--|
| Specific objective  | Activities  | Timeline             |  |
| 2.1. Student evaluation   | - Questionnaire with Bachelor students<br>- Questionnaire with Master students<br>- Questionnaire for evaluation of services at UIBM.<br>- Publication of reports                 | Q1<br>Q2<br>Q4<br>Q2 |  |
| 2.2. Evaluation of academic staff                                 | -Questionnaire for evaluation of services at UIBM<br>-Questionnaire for the evaluation of the work of the Deans<br>-Staff self-assessment questionnaire<br>-Publikimi i raporteve | Q2<br>Q3<br>Q2       |  |
| 2.3. Evaluation of the Rector                                     | -Questionnaire for the evaluation of the Deans by the Rector<br>-Publication of reports   | Q3                   |  |
| 2.4. Evaluation of the Deans                                      | -Questionnaire for the evaluation of theacademic staff by the Dean<br>- Deans' self-assessment questionnaire<br>- Publication of reports  | Q2<br>Q3             |  |
| 2.5. Rating by ALUMNI   | - Questionnaire with ALUMNI students  | Q3                   |  |

|   |  |    |  |
|---|--|----|--|
|   | - Publication of reports   |    |  |
| 2.6.Evaluation by external stakeholders | - Questionnaire for evaluation by external stakeholders.<br>- Publication of reports | Q3 |  |

| Objective 3: Continuous increase of quality at UIBM. |  |                |  |
|--|--|----------------|--|
| Specific objective                                   | Activities   | Timeline       |  |
| 3.1. Regular meetings                                | - Regular meetings with quality coordinators in academic units.<br>- Regular meetings with CCQAE<br>- Regular meeting with management                | Q1<br>Q4       |  |
| 3.2. Organization of trainings                       | - Training with academic staff for ECTS<br>- Training with administrative staff for ECTS<br>- Training with students for ECTS                        | Q1<br>Q4<br>Q1 |  |
| 3.3. Key performance indicators at UIBM              | - Collection of data on performance indicators<br>- Preparation of the report with performance indicators<br>- Publication of performance indicators | Q4             |  |
| 3.4 Development of new quality instruments           | - Research on new quality assessment instruments.<br>-Implementation of new evaluation instruments   | Q1<br>Q4       |  |

| Objective 4: Cooperation with local and international institutions on quality |   |          |  |
|---|---|----------|--|
| Specific objective  | Activities  | Timeline |  |
| 4.1. Preparing for membership in the European University Association - EUA    | - Collection of information on EUA membership<br>- Preperation of the evluation report on the importance and need for EUA membership. | Q1       |  |

|   |   |          |  |
|---|---|----------|--|
| EUA   | -Establishment of a working group for membership.<br>-Preparation of documentation and other procedures for membership if deemed so by the management.  | Q4       |  |
| 4.2. Preparing for membership in the European Students Union  | - Collection of information on ESU membership<br>- Preperation of the evaluation report on the importance and need for ESU membership<br>-Establishment of a working group for membership if deemed so by the management. | Q1<br>Q4 |  |
| 4.3. Cooperation with local and international organizations dealing with quality in higher education. | - Searching for organizations dealing with the quality in higher education.<br>- Reaching out to local and international organizations and establish cooperation with them.   | Q1<br>Q4 |  |

Q1 - First quarter

Q2 - Second quarter

Q3 - Third quarter

Q4 - First quarter

In addition to the above objectives, the Office will ensure the implementation of all procedures, tasks and other responsibilities envisaged.

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Senior Quality Assurance Officer