



UNIVERSITY "ISA BOLETINI", MITROVICA

Str. Ukshin Kovaçica, 40 000 Mitrovica, Republic of Kosova

<http://www.uibm.net>; Tel: +383-28535725/535727

WORK REPORT FOR 2021

QUALITY ASSURANCE OFFICE

Mitrovica, 2022

List of abbreviations

- HEI: Higher Education Institution
- CCQAE: Central Commission for Quality Assurance and Evaluation
- EQAS: Electronic Quality Assessment System
- UIBM: University “ISA BOLETINI” in Mitrovica
- QAO: Quality Assurance Office
- EUA: European University Association

Introduction

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 Quality Assurance Office is an office within the central administration of UIBM.

The UIBM Quality Assurance Office is an independent office that reports directly to the UIBM Rector. This office is committed to raising the quality of UIBM by implementing all institutional policies. The office consists of quality officers, recruited through public competition. Quality officers at QAO are not part of the UIBM academic staff. The office takes care of the quality measurement, through all the instruments of the instrument package at UIBM. The Office compiles reports with findings and recommendations for each questionnaire developed, 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 for 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 quality improvement 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. Implementation of procedures which include evaluation processes and system;
2. Supervises and assists in the continuous improvement of quality control processes through fair and appropriate methods-actions;
3. Reviews the efficiency of the quality system and provides professional support to CCQAE regarding the evaluation procedures and drafting of different types of questionnaires in UIBM and UIBM Faculties;
4. Undertaking actions for the evaluation of the quality assurance of study and training programs, in cooperation with the management of the faculty and the relevant officials of the faculties, in order to achieve the objectives and quality control;
5. Cooperation with relevant actors in UIBM and faculties in all phases of action for the implementation of the 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 applied institution;
8. Prepares the self-assessment report and the necessary documentation for accreditation according to the legislation in force.

Realization of objectives and activities

The Quality Assurance Office has worked with all its capacities in achieving the institutional objectives to ensure that the University operates in accordance with legal requirements and best practices. The work plan for 2021 includes 4 broad objectives and 17 specific objectives with about 50 activities.

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

In order to meet the first objective, QAO has contributed to the development of quality measuring instruments, the preparation of the final draft, the approval of the package of quality measuring instruments in CCQAE and has published the package of quality measuring instruments on the web page.

QAO has continued to improve EQAS by researching and identifying shortcomings in the electronic quality assessment system by advancing and adapting the module according to QAO requirements.

Unfulfilled objectives for 2021 remain Supplementation - Change of the quality guide and

approval of changes to the package of quality measurement instruments. In these two specific objectives there were preparatory activities which contributed to the partial fulfillment of these objectives.

Objective 2: Ongoing quality monitoring and evaluation at UIBM.

In order to meet the second objective, QAO has made the assessment by students by conducting a questionnaire with Bachelor and Master students, the questionnaire for the evaluation of the study program, the questionnaire for the evaluation of services at UIMB and the publication of reports. Evaluation by the academic staff, by conducting the questionnaire for the evaluation of services at UIBM, the questionnaire for the evaluation of the work of the Deans, the questionnaire for the self-evaluation of the staff and the publication of reports. Evaluation by the Rector, by conducting a questionnaire for the evaluation of deans by the Rector. Evaluation by the Deans, realizing the questionnaire for the evaluation of the academic staff by the Dean and the self-evaluation questionnaire of the Deans. Evaluation by ALUMNI, by conducting a questionnaire with ALUMNI students and evaluation by external stakeholders, by conducting a questionnaire for evaluation by external stakeholders.

Objective 3: Continuous quality improvement at UIBM.

In order to meet the third objective, QAO has conducted regular meetings with quality coordinators in academic units, regular meetings with CCQAE and regular meetings with management. QAO has organized ECTS trainings with students, academic staff and administrative staff. QAO has also prepared key performance indicators at the UIBM level by collecting data on performance indicators, preparing a report on performance indicators and publishing performance indicators. Another activity of QAO in the framework of continuous quality improvement in UIBM has been the development of new quality instruments where in 2021 the Peer to Peer evaluation questionnaire was launched.

Objective 4: Cooperation with local and international institutions for quality

In order to meet the fourth objective, the QAO has collected information on membership in the EUA and the European Students Union, but due to circumstances and limitations with the COVID-19 pandemic we have had delays in developing further procedures for preparing for application. The priority was the cooperation with local and international organizations that deal with quality in higher education by researching organizations dealing with the field of quality in higher education and establishing contacts with local and international organizations.

Elvis FEKA

Senior Quality Assurance Officer