



UNIVERSITETI /UNIVERSITY  
"ISA BOLETINI"  
MITROVICĒ

# WORK REPORT OF THE CENTRAL COMMISSION FOR QUALITY ASSURANCE AND EVALUATION

*Year 2020-2021*

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## HYRJE

The Central Commission for Quality Assurance and Evaluation (CCQAE) is an advisory body of the Senate. Its competencies are: to draft the guide of quality assurance assessment activities, to draft instruments for qualitative and quantitative assessment, to draft and review assessment/self-assessment reports, to review self-assessment reports for institutional and program accreditation, to review self-assessment reports for institutional and program reaccreditation in relation to the level of addressing the issues raised by KAA, to approve members of working groups for carrying out assessments as needed and to lead the process of publishing assessment reports.

Based on the tasks and responsibilities of CCQAE in the table below we will present the activities carried out during the year 2020-2021.

Nr.	Activity (Planned tasks)	Plan	Realization	Comment
1	Drafting of the Regulation on the Work of the CCQAE	October - November 2020	Yes	23.11.2020 approved on CCQAE
2	Regular meetings	Twice per month	Yes	Meetings are held at least twice a month by CCQAE
3	The review of SER for the study programs that are in the re/accreditation process	November - December 2020	Yes	The study programs that have been in the re/accreditation procedure have been continuously reviewed as necessary, and continuous support has been offered to academic units in relation to this process.
4	Training of administrative staff for ECTS	December 2020	Yes	In coordination with the work plan of the QAO dated 29.06.2020, the dates of trainings with academic staff, students and administration on the role and importance of ECTS have been set in the work plan of the coordinators. The following trainings are carried out every year: <ul style="list-style-type: none"> <li>• Academic Staff – April and October</li> <li>• Administrative staff – November</li> <li>• Students – March and October</li> </ul>
5	Bachelor students evaluation of teaching, courses and resources at UIBM questionnaire  Master students evaluation of study programs and research work at UIBM questionnaire	December 2020	Yes	Questionnaires with students are carried out twice a year, that is, at the end of each semester.
6	Training of academic staff for ECTS	January - February 2021	Yes	In coordination with the work plan of the QAO dated 29.06.2020, the dates of trainings with academic staff, students and administration on the role and importance of ECTS have been set in the work plan of the coordinators. The following trainings are carried out every year: <ul style="list-style-type: none"> <li>• Academic Staff – April and October</li> </ul>

Nr.	Activity (Planned tasks)	Plan	Realization	Comment
				<ul style="list-style-type: none"> <li>• Administrative staff – November</li> <li>• Students – March and October</li> </ul>
7	Drafting and approval of questionnaires	January – May 2021	Yes	DONE.
8	Review of the reformulation of designed questionnaires	At the end of each semester	Yes	DONE.
9	Completion-amendment of the regulation of quality assurance and evaluation in UIBM	Februaru - March 2021	No	Will be realized on 2022.
10	<p>Questionnaire for evaluation of academic staff for support services at UMIB</p> <p>Questionnaire for student assessment of support services at UMIB</p> <p>Questionnaire for evaluation by the administration for UMIB</p>	March 2021	Yes	DONE.
11	<p>Academic staff self-evaluation report</p> <p>Deans evaluation questionnaire for the academic staff of the UIBM.</p> <p>Bachelor students evaluation of teaching, courses and resources at UIBM questionnaire.</p> <p>Master students evaluation of study programs and research work at UIBM questionnaire.</p>	April 2021	Yes	All questionnaires are carried out on a regular basis every year according to the plan.
12	<p>Questionnaire for UIBM ALUMNI.</p> <p>Questionnaire for external stakeholders of UIBM.</p>	June 2021	Yes	All questionnaires are carried out on a regular basis every year according to the plan.
13	<p>Questionnaire for deans self-evaluation.</p> <p>Evaluation questionnaire for deans work by the academic staff of the UIBM.</p> <p>Evaluation questionnaire for deans work by rector of UIBM.</p>	July 2021	Yes	All questionnaires are carried out on a regular basis every year according to the plan, except for the evaluation of the deans by the rector. This assessment has not yet been carried out.

Nr.	Activity (Planned tasks)	Plan	Realization	Comment
14	Completion-amendment of the quality measurement instruments package.	September 2021	Yes	DONE.
15	Training of students for ECTS	December 2020 - January 2021	Yes	In coordination with the work plan of the QAO dated 29.06.2020, the dates of trainings with academic staff, students and administration on the role and importance of ECTS have been set in the work plan of the coordinators. The following trainings are carried out every year: <ul style="list-style-type: none"> <li>• Academic Staff – April and October</li> <li>• Administrative staff – November</li> <li>• Students – March and October</li> </ul>
16	Drafting and revision of regulations and other documents related to quality assurance in UMIB	September - October 2021	Yes	All reviewed regulations are published on the UIBM website after their review.
17	Training of CCQAE members from different organizations (Heras, WUS, etc.), regarding quality, teaching, AKA standards, etc.	The time is set by the partners	Yes	Various trainings and workshops have been attended by CCQAE members related to teaching, quality in higher education, writing projects, etc.
18	Analyzing the results from the questionnaires and making recommendations for further development.	At the end of each semester/year	Yes	After the data collection through questionnaires, reports are drawn up with the findings and recommendations for further development and improvement.

The CCQAE work report is of great importance to the smooth running of our institution, as this plan serves as a guide on where we will move as a commission so that we can always be in step with quality development trends in higher education.

The activities carried out by the commission will contribute towards raising the quality in teaching, learning and the development of a genuine quality system within the university.

Therefore, the completion of the CCQAE duties and responsibilities, is a path towards the fulfillment and advancement of the university's mission, as well as the obligations that UIBM has towards the students and citizens of Kosovo for a quality and valuable education.