



UNIVERSITETI - UNIVERSITY
"ISA BOLETINI"
MITROVICË

Nr. Prot. 2792 Dt 07.11.2022

Pursuant to Articles 203 and 208 of the Statute of the "Isa Boletini" University in Mitrovica, the Senate of the University of Mitrovica, in the meeting held on 29/ 09/ 2022 approved:

REGULATION
ON QUALITY ASSURANCE AND ASSESSMENT AT "ISA BOLETINI"
UNIVERSITY IN MITROVICA

Article 1 - Scope

1. "Isa Boletini" University in Mitrovica (UMIB) has established a quality assurance framework which is implemented in accordance with the principles of the European Area Quality Assurance;
2. This Regulation defines the internal quality assurance procedures, the scope of internal assessment, the assessment mechanisms and instruments, as well as the bodies responsible for quality assurance.

Article 2 – Purpose

1. This regulation aims to determine quality assurance and assessment mechanisms and procedures at the University of Mitrovica;
2. This regulation defines the role and responsibility of the organizational and academic units at the University of Mitrovica for the realization of the quality assurance and assessment activities;
3. This regulation defines the mechanisms and processes, that encompass the University of Mitrovica with ENQA-s standards for quality assurance and assessment;
4. Strengthening the quality assurance system that includes the improvement of practices of all stakeholders involved by continuously developing the quality culture within UMIB;

Article 3-The principles and values on which is based the quality at UMIB

1. Quality assurance at UMIB is based on principles and values such as:
 - a) Responsibility; Transparency; Accountability; Academic integrity; Continuous improvement; Inclusiveness

Article 4 - Roles and responsibilities

1. The internal quality assurance at UMIB foresees the involvement of all stakeholders in taking responsibility for the quality assurance system procedures and results, as follows:
Governing Council is responsible for integration of quality assurance results into the institution's policy-making and strategic planning.
The Senate is responsible for approving internal quality assurance regulations and ensuring that each study program is subject to regular quality assessment prior to approval.
The Rector is responsible for providing sufficient resources for the effective operation of quality assurance procedures. The Rector ensures that the quality assurance functions are fully integrated into the daily and regular management of the institution.



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Pro-Rectors with assigned duties and responsibilities based on the UMIB statute, namely Article 35.

Deans are responsible for implementation of the quality assurance system at the operational level and for each phase of the implementation of the study curricula.

Vice deans for quality and international cooperation are responsible for promotion of best quality practices and ensuring their implementation at the academic unit level.

Quality Assurance Coordinator assists in organizing internal and external assessment processes, including coordination of self-assessment reports, organization of external assessment visits by international experts, analysis and comparison of external assessment reports by international experts, etc.

Academic staff ensures that quality assurance policies are reflected in their every activity in relation to students and their independent scientific work.

Administrative staff supports every member of the academic community to accomplish the institutional objectives and to wide-spread the culture of quality.

Central Commission for Quality Assurance and Evaluation designs and develops quality policies and procedures at the institution level and promotes the creation of culture of quality.

Quality Assurance Office implements strategic orientations, policies, and quality procedures at every level and in every scope of activity of the institution.

Article 5 - Mechanisms for quality assurance management

1. The main mechanisms that manage the quality assurance process in UMIB are:
 - a) Central Commission for Quality Assurance and Evaluation (CCQAE);
 - b) Quality Assurance Office (QAO);
 - c) Vice deans for quality/Coordinators for quality in academic units.

Article 6 - Central Commission for Quality Assurance and Evaluation (CCQAE)

1. CCQAE is the main body in UMIB dealing with the quality assurance process. This commission is an advisory body of the UMIB Senate on issues related to quality. CCQAE members are approved in the UMIB Senate for a 4-years term. After the end of this mandate, at least 1/3 of the CCQAE members are expected to be part of it in order to ensure continuity in the Commission's work.
2. Within its composition, the CCQAE ensures an inclusiveness with the following:
 - a) Vice-rector for quality (ex-officio);
 - b) Official from the quality assurance office (ex-officio);
 - c) Up to 6 academic staff representatives from different academic units;
 - d) 2 student representatives.
1. The CCQAE has the duty to:
 - a) revise the regulation for quality assurance and assessment;
 - b) revise the quality assurance guidelines;
 - c) revise the package of instruments for evaluation according to the proposals of the academic units;
 - d) review the performance indicators document;



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- e) review the reports of the evaluation instruments package;
 - f) to review the self-assessment reports for institutional and program accreditation;
 - g) to examine improvement plans from institutional and program reaccreditation in relation to the level of addressing the issues raised by KAA;
 - h) drafts and reviews the regulation for the preparation procedures for institutional re/accreditation and study programs at UMIB.
2. The Quality Assurance Commission reports on its work to the Senate.

Article 7 - Quality Assurance Office

1. The UMIB Quality Assurance Office is an independent office that reports directly to the Rector of UMIB. This office is committed in enhancing the quality at UMIB by implementing all institutional policies. The office is staffed by quality officials, recruited through a public competition. The quality officers at QAO are not part of the UMIB academic staff. The office carries out quality measurement using all the instruments contained in the UMIB set of quality measurement instrument. The office drafts reports containing findings and recommendations for each administered questionnaire, and submits them to the Rector of UMIB. Moreover, the office also sends findings from the questionnaires to the Dean of the respective academic unit for the purpose of planning the academic staff development and continuous improvement.
2. The mission of the office is to ensure the quality level of teaching, learning, study programs, research and administration of UMIB through the implementation and continuous improvement of quality and to ensure that the quality achievement mechanisms and procedures are functional. The completion of this mission is in harmony with the mission of the institution and serves the accomplishment of its vision to be the best public university in the country and region, and to prepare graduates that will contribute to the development of the local and global community, in specific fields of study.
3. The role and duties of the QAO are:
 - a) to provide professional, administrative support and leadership, guidance and support for quality assurance at all levels of the institution and to assist in organizing institutional accreditation and study programs.
 - b) to formulate strategies, policies, mechanisms, procedures and different practices for ensuring and advancing academic quality in the institution.
 - c) to promote the culture of quality within the institution.
 - d) to advise on the approval and development of study modules and programs.
 - e) to design strategies and assist in the improvement of teaching and learning.
 - f) to coordinate the agenda of activities with the quality coordinators at the study level areas.
 - g) to prepare all documents related to accreditation or reaccreditation, various internal evaluation reports in cooperation with all faculties and coordinate the visits of foreign experts for accreditation or reaccreditation.



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4. The quality assurance office has a senior quality officer who is also the head of the office, and other officials. The duties of the Senior Official of the QAO are:
- a) Provides administrative and professional support for procedures and quality assurance mechanisms at UMIB;
 - b) Distributes questionnaires to the academic, and administrative staff and students, analyzes the data collected through quality assurance mechanisms and based on the analysis of the questionnaires drafts reports on the academic and administrative services offered by UMIB.
 - c) Provides administrative and professional support for the institutional and program accreditation process at the University as well as provides technical support for the UMIB Quality Assurance Commission;
 - d) Controls the University applications in accordance with the checklist of the University, the Accreditation Agency and the relevant legal acts;
 - e) Follows the progress of the University applications from its preparation for the application to the implementation of the recommendations and maintains and examines the accreditation process files and prepares relevant reports and analyses;
 - f) Together with other office officials drafts the SAR document for UMIB;
 - g) Provides appropriate advice, guidance and services to academic staff in the drafting of research projects (e.g. information on donor funds, legal issues, possible collaborations with the business community, etc.);
 - h) Serves as a contact person at UMIB for scientific research projects, such as ERASMUS+, Horizon 2020, and performs other tasks assigned by the supervising officer.

Article 8- Vice Dean for Quality Assurance and International Cooperation

1. The Vice-dean for quality of the academic unit is proposed to the Faculty Council by the Dean of the unit and voted by the council of the academic unit. He/she is responsible for the promotion of best quality practices and ensuring their implementation at the academic unit level. Assists in the organization of internal and external evaluation processes, including coordination of self-assessment reports, organization of external assessment visits by international experts, analysis and comparison of external assessment reports by international experts, etc. Designs and coordinates processes that ensure accurate information of relevant actors regarding the internal assessment process, accreditation and the status of accredited programs within the academic unit.

2. His/her main duties and responsibilities are:

- a) Works in close consultation with the Dean, the QAO and the Vice-rector for quality issues and the Vice-rector for international cooperation;
- b) Acts as a supporter for quality assurance within the faculty;
- c) Develops; directs, plans and offers the strategy as well as processes for quality and expansion of international cooperation;
- d) Provides services and assistance for the implementation of best practices and



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initiatives;

- e) Advises on the approval and development of study modules and programs;
- f) Support the implementation of quality improvement strategies;
- g) Provides cooperation for the Group of External Assessment Experts and for the re/accreditation process;
- h) Provides support for the smooth running of the monitoring and post-accreditation process defined by KAA;
- i) Responsible for supporting the QAO as needed during assessment processes through questionnaires;
- j) Prepares feedback on the implementation of recommendations for the relevant faculty, from the evaluation process, written in the form of an improvement plan, and discusses and adjusts the same in cooperation with the Dean and the QAO.

Article 9 - Coordinator for quality assurance within the academic unit

1. The quality coordinator of the academic unit is proposed by the Dean of the unit and he is directly accountable only to him. The quality coordinator at the level of academic units has the following duties and responsibilities:

- a) Provides instructions to academic staff and students regarding the practical and academic aspects of ECTS implementation;
- b) Guides the relevant department and the study committee of the academic unit during the accreditation/re-accreditation process to draft/revise the study programs;
- c) In cooperation with the academic unit management, takes care and monitors the involvement of all interested parties (academic staff, students, Alumni, businesses or members of the Advisory Board) for the design/revision of study programs;
- d) Supports the process of assessment of courses and teachers, the process of self-assessment of academic staff, the process of assessment of administrative staff, meetings of faculty councils, regular meetings of academic staff in order to discuss issues of interest in teaching, learning or research;
- e) Organizes information sessions for academic staff and students regarding Bologna process;
- f) In cooperation with the management of the academic unit, arranges data and information related to the scientific/artistic activity in the academic unit (recording of scientific works, artistic performance, professional and scientific projects);
- g) In cooperation with the official for international cooperation, advises the management and students of the academic unit regarding the implementation of student mobility - "Learning Agreement" (in accordance with the decision of the academic unit, explains the academic procedures of credit recognition, the agreement, the transcript of notes, monitoring before and after the realization of mobility, etc.).

Article 10 - Quality assurance instruments



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1. The quality at UMIB is continuously improved through assessment results which are realized through assessment instruments with different stakeholders. The assessment toolkit at UMIB is usually revised as needed and published on the UMIB website.
2. The evaluation process for quality assurance at UMIB includes the following stakeholders:
 - a) Students;
 - b) Academic staff;
 - c) Administrative staff;
 - d) Management,
 - e) UMIB graduates, and
 - f) External partners.

Article 11 - External quality assurance

1. The external Assessment at UMIB, as well as for all HEIs in Kosovo, is harmonized with the policies established by the Kosovo Accreditation Agency and the state development policies. UMIB respects all the procedure, regulation and norms determined by KAA and SCQ. Moreover, UMIB has its own regulation on preparation procedures for institutional re/accreditation and study programs at UMIB which facilitates the process of external quality assurance.

Article 12- Electronic quality management system

1. The Quality Assurance Office administers the quality assessment procedures through the SEVC, electronic platform of the institution within the UMS;
2. The data collected from the assesment as well as the assesment reports are stored in the database which enables the efficient information management.
3. In order to advance quality data management, the Quality Assurance Office administers the SEVC platform within the UMS.

Article 13 - Quality assurance guidelines

1. The Quality Assurance Guidelines is a document approved by the Central Commission for Quality Assurance and Evaluation;
2. The Guidelines describes in detail the quality assurance processes and procedures for internal and external assessment;
3. The Quality Assurance Guidelines is a public document which is published on the institutional website as well as on internal electronic platforms.

Article 14- Transitional provisions

1. In the academic units where there is still no Vice-dean for Quality and International Cooperation appointed, at the moment of the appointment of the Vice-Dean for Quality and International Cooperation, the position of Quality Coordinator defined in accordance with Article 9 of this Regulation ceases to exist.

Article 15 - Entry into force

1. This regulation enters into force on the day of its approval by the Senate of "Isa Boletini" University in Mitrovica.

Prof. dr. Alush Musaj

Head of the Senate UIBM

