



QUALITY ASSURANCE OFFICE

IMPROVEMENT PLAN

Academic year 2024/2025

INTRODUCTION

The Quality Assurance Office (hereafter QAO), at University "Isa Boletini" in Mitrovica (hereafter UIBM), has developed measurements for quality aspects within its competences, based on the Package of instruments for UIBM quality measurement. From the questionnaires conducted with:

- Bachelor and master level students, in all UIBM programs;
- Evaluation of the administrative staff;
- Academic staff and students for evaluation of support services.

QAO has drawn up summary reports for the entire university, as well as separate reports for each academic unit.

The QAO has made sure that, in addition to sending these reports to all those responsible within UIBM, also draw up an improvement plan for the main aspects that have emerged as a result of the data from the questionnaires.

The document derives from the summary of the main recommendations from all these measurements, the key performance indicators reports, Erasmus+ QASURE project activities and training outputs.

Each responsible office, then, based on this document and the detailed reports, will draw up work plans to incorporate, among other things, improvement activities of certain segments.

In conclusion, HEIs can improve educational quality, promote accountability, and guarantee sustainable growth in a constantly shifting environment by implementing an improvement plan.

Objectives	Action to be taken	Implementation Period	Action by	Success indicators
<p>IMPROVE TEACHING AND LEARNING:</p> <ul style="list-style-type: none"> ✓ <i>Improve student enrollment ratio.</i> ✓ <i>Improve student academic performance.</i> ✓ <i>Decrease student dropout rates.</i> ✓ <i>Increase the number of graduates that fit the needs of labor market.</i> ✓ <i>Increase student engagement during lectures.</i> 	<ul style="list-style-type: none"> ➤ Enhance marketing and public relations strategies. ➤ Provide students extra academic support when needed. ➤ Improve student support services and monitor regularly student attendance. ➤ Review and make changes to the curriculum frequently to reflect the demands of the labor market. ➤ Implement training and development programs for academic staff. ➤ Analyze carefully students feedback on courses. ➤ Increase the usage of technology into the classroom. 	<ul style="list-style-type: none"> - Ongoing process. - Ongoing process. - Ongoing process. - Annually. - Ongoing Process. - Semesterly. - Ongoing process. 	<ul style="list-style-type: none"> Public relations office. Academic staff. Academic unit and Student career center. Academic unit. Vice-Rector for Teaching and Academic unit. Vice-Rector for Teaching, Quality Assurance Office and Academic unit. Academic unit. 	<ul style="list-style-type: none"> Increased number of applicants to enroll. Increased student academic performance. Decreased dropout rates. Increased number of graduates that join the labor market. Improved teaching evaluation results. Improved students' satisfaction results. Increased student engagement.
<p>IMPROVE QUALITY DEVELOPMENT</p>	<ul style="list-style-type: none"> ➤ Implementation of regular study programs reviews and assessments. 	<ul style="list-style-type: none"> - Annually. - Ongoing process. 	<ul style="list-style-type: none"> Quality Assurance Office and Academic unit. 	<ul style="list-style-type: none"> Most of the programs evaluated and improved.

	<ul style="list-style-type: none"> ➤ Provide professional and development trainings for academic and administrative staff. ➤ Implement regularly surveys through the package of instruments. ➤ Increase number of cooperation agreements with other HEIs and other organizations. ➤ Implement accreditation review processes. 	<ul style="list-style-type: none"> - Semesterly and annually. - Ongoing process. - Every three/five year. 	<p>HR office, Quality Assurance Office and Academic Unit.</p> <p>Quality Assurance Office.</p> <p>International Cooperation Office.</p> <p>Quality Assurance Office and Academic Units.</p>	<p>Increased number of trainings held.</p> <p>Improved level of satisfaction for all stakeholders included.</p> <p>Increased number of cooperation agreements.</p> <p>Increased number of students, staff training/teaching mobilities.</p> <p>100% of study programs accredited.</p>
<p>IMPROVE SCIENTIFIC RESEARCH</p>	<ul style="list-style-type: none"> ➤ Provide more financing for scientific researches. ➤ Create interdisciplinary research teams. ➤ Provide trainings and workshops regarding scientific research for academic staff. ➤ Provide access to online databases. ➤ Involve students in research activities. 	<ul style="list-style-type: none"> - Ongoing process. - Annually. - Ongoing process. - Ongoing process. - Ongoing process. - Annually. 	<p>Rectorate.</p> <p>Academic unit and Scientific Research Office.</p> <p>Rectorate.</p> <p>Rectorate.</p> <p>Academic unit.</p> <p>Quality Assurance Office.</p>	<p>Increased research funding.</p> <p>Increased number of interdisciplinary researches.</p> <p>Increased number of trainings.</p> <p>Increased number of online databases used.</p> <p>Increased number of publications with students co-authoring.</p>

	<ul style="list-style-type: none"> ➤ Evaluate regularly the number of scientific publications. 			Increased number of publications.
IMPROVE COMMUNITY SERVICE	<ul style="list-style-type: none"> ➤ Organize community service events and activities. ➤ Provide support on writing projects and organize training for service community. 	- Ongoing process.	Rectorate.	<p>More events organized.</p> <p>Increased number of trainings held.</p> <p>Number of projects won.</p>
IMPROVE INTERNATIONAL COOPERATION	<ul style="list-style-type: none"> ➤ Establish cooperation agreements with universities outside the country. ➤ Establish student and staff exchange programs. ➤ Organize international conferences and other activities. ➤ Conduct joint scientific researches and projects with international collaborators. 	<ul style="list-style-type: none"> - Ongoing process. - Ongoing process. - Annually. - Ongoing process. 	<p>Office for International Cooperation.</p> <p>Office for International Cooperation.</p> <p>Office for International Cooperation and Academic Unit.</p> <p>Office for International Cooperation, Teaching staff and Academic Unit.</p>	<p>Increased number of cooperation agreements.</p> <p>Increased number of student and staff mobilities.</p> <p>Increased number of events held.</p> <p>Number of joint scientific papers published.</p>
	<ul style="list-style-type: none"> ➤ Increase the number of books, equipment and software for students and staff. 	- Ongoing process.	Rectorate.	Increased number of books, equipment and

<p>IMPROVE UNIVERSITY ENVIRONMENT</p>	<ul style="list-style-type: none"> ➤ Establish recreational spaces within campus. ➤ Provide wellness and mental health services/activities for students and staff. 	<ul style="list-style-type: none"> - Ongoing process. - Ongoing process. 	<p>Rectorate.</p> <p>Rectorate.</p>	<p>software.</p> <p>Enhancement of recreational spaces within campus.</p> <p>The number of students and staff that attended these programs.</p>
<p>IMPROVE STUDENT SATISFACTION</p>	<ul style="list-style-type: none"> ➤ Implement regular surveys to measure the student satisfaction. ➤ Improve student support services. ➤ Engage students on different bodies within university. ➤ Respond to issues raised by students. 	<ul style="list-style-type: none"> - Annually and Semesterly. - Ongoing process. - Ongoing process. - Ongoing process. 	<p>Quality Assurance Office.</p> <p>Rectorate and Academic unit.</p> <p>Rectorate and Academic unit.</p> <p>Rectorate and Academic unit.</p>	<p>Increased results on student satisfaction.</p> <p>Increased number of students supported.</p> <p>Increased number of students included.</p> <p>Increased level of satisfaction.</p>
<p>IMPROVE COOPERATION WITH ALUMNI</p>	<ul style="list-style-type: none"> ➤ Organize regular events with ALUMNI. ➤ Establish an online forum for communication and interaction with alumni. 	<ul style="list-style-type: none"> - Annually. - Ongoing process. 	<p>ALUMNI Association.</p>	<p>Larger number of ALUMNI attending the events and registered.</p>

<p>IMPROVE COOPERATION WITH EXTERNAL STAKEHOLDERS</p>	<ul style="list-style-type: none"> ➤ Organize regular round tables with external stakeholders. ➤ Regularly collect data through questionnaires from external stakeholders to get their feedback regarding study programs and our graduates. 	<p>- Annually.</p>	<p>Advisory Body and Academic Unit.</p> <p>Quality Assurance Office.</p>	<p>Larger number of External Stakeholders participated.</p> <p>Improved study programs.</p>
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