



**UNIVERSITY OF GJAKOVA**

**“FEHMI AGANI”**

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The Senate of the University of Gjakova "Fehmi Agani" pursuant to articles 187-197 of the Statute of UGJFA, in the meeting held on 08.05.2020, approved:

**STANDARDS OF INTERNAL QUALITY ASSURANCE FOR THE  
UNIVERSITY OF GJAKOVA ‘FEHMI AGANI’**

GJAKOVË, 2020

*Standards for quality assurance* is an important document of UGJFA development, that specifies the basic priorities of quality assurance and methods of it's accomplishment. This document can be reviewed and changed periodically, also can serve as a document for drafting the Regulation of institution for quality assurance procedures. This regulation will be based on Standards for quality assurance in the European Higher Education Area (Standards and Guidelines for Quality Assurance in the European Higher Education Area ESG).

Universiteti i Gjakovës "Fehmi Agani" në mënyrë permanente dhe konsistente aspirojnë avansim të cilësisë dhe integritet në sistemin dhe hapësirën e unifikuar të arsimit të lartë Evropian.

### **1. Standard of structural organizing**

UGJFA is responsible for internal quality assurance in all constituent organizational units. For this it should be established a group of quality with the responsibility to build, implement and improve continuously the quality system within the University, based on the Law on Higher Education of the Republic of Kosovo, for internal quality assurance as well as European standards and instructions for Quality Assurance in European Higher Education Area.

Grupi i Cilësisë duhet të përbëhet nga *Zyra e Sigurimit të Cilësisë*, e ngritur pranë Rektoratit të UGJFA-së, dhe përfshijë të cilësisë të çdo njësie akademike- fakultete.

Grupi i cilësisë duhet të hartojë rregulloren e funksionimit të tij si dhe gjithë dokumentacionin e nevojshëm për menaxhimin e sistemit të cilësisë në njësitë përbërëse.

UGJFA duhet të përfshijë në buxhetin e institucionit fondet e nevojshme për ngritjen, mirëmbajtjen përmirësimin e sistemit të cilësisë.

Senati i UGJFA-së duhet të miratojë të gjithë dokumentacionin për sistemin e cilësisë.

### **2. Standard of quality internal evaluation**

*Office for Quality Assurance* should plan the organization of quality internal evaluation in study programs and institutional internal evaluation. To achieve this, it is needed to be established the internal evaluation group, where takes part also the student representative. If needed, it is invited an external expert as representative. The internal evaluation group should be established by the academic unit. It has an operative autonomy and access to all data of the institution. Internal evaluation should be realized in accordance with respective instructions from Kosovo Accreditation Agency. Conclusions of internal evaluation should be based on data statistical analysis, conclusions obtained by registers, polls, questionnaires and interviews organized with academic staff, non-academic staff and students. Heads of evaluated units should publish the results of completed evaluation.

Internal evaluation of study programs or institutional evaluation should be organized once a

year, as a rule. If necessary, academic unit – faculty, can organize partial evaluations even more often.

The method of organizing internal evaluation, activities performed, responsibilities and the method of result presentation should be emphasized with regulations and respective procedures.

*Office for Quality Assurance* in cooperation with Kosova Accreditation Agency should organize training of evaluation group members. For evaluation group members, unit should take action of ensuring appropriate conditions for the accomplishment of this assignment.

Unit should have the responsibility of ensuring necessary financial sources for covering all the activities of the internal evaluation process.

*Office for Quality Assurance* should keep continuous contacts with the Kosova Accreditation Agency, to accomplish internal quality evaluation and external evaluation.

### **3. Standard of study program periodical review**

Faculty, at the end of each academic year should organize periodical review of the study program and its regulation on studies. The Dean of the Faculty should activate the review group, who will be responsible for this process. During this review, special attention should be paid to:

- a. review of credit distribution for discipline or group – respective disciplines;*
- b. review of study programs of specific subjects;*
- c. review of constituent elements of disciplines and distribution of credits between them (lectures, seminars, assignments, projects, laboratories, etc.);*
- d. review of study program regulation;*
- e. review of necessary didactic basis for accomplishment of study program, evidence of lacks and measures taken for coming year;*
- f. review of literature used, lacks observed and measures for improvement;*
- g. review of study program implementation in respective academic year;*
- h. review of control procedures of knowledge/exams and control result analysis;*
- i. review of answers (feedback) taken from students.*

Successful accomplishment of review proces shall seek gathering neccessary data along academic year. Faculty management should organize the process of gathering of student data, related to leraning process development in all disiplines.

Teachers, at the end of academic year shall provide a written report for all aspects of teaching organization for respective disiplines, with the evidence on problems and possible solutions, and give recommendations regarding evaluation procedures of knowledge and obtained results.

The Rector and Vice Rector for Teaching, Quality and Student issues should control continuously the learning process, registering all the lack in learning development, which should be subject to review proces.

#### **4. Standards of registration, data saving and reporting**

All the data gathered according to the above standard, should be saved in a special file of the study program, in the Faculty's archive. This file should be available to the review group in the moment of performing the study program review.

The review report should specify the changes that have to be done in the study program and its regulation for studies, in the proces of implementation , material and didactic basis, in academic staff, in the procedures of knowledge control and evaluation of students, in the proces of taking the feedback from students.

The report of the study program review should be analyzed by the Senate, which approves it. The Rectorate shall take all the means for plan implementation according to the specified deadlines.

**Chairman of the Senate**

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**Prof.Ass. Dr. Artan Nimani**