



**Quality Assurance and Enhancement
Strategy of the University of Prizren
“Ukshin Hoti”**

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INTRODUCTION BY RECTOR

Quality assurance strategy is the first strategic development document at the UPZ, which defines basic priorities of the higher education in the field of quality assurance and the way of its realization. This paper work denotes relevant and permanent nature of the University which in meanwhile, depending on the possible needs and reasons, which can be periodically reviewed and changed, respectively added and it can serve as a compilation of action plans in the short, medium and long term in the field of quality assurance.

Having into consideration that the higher education is foundation based on the social development, knowledge as well economic and cultural development which are the basis for the progress of the human rights and the mission of the University of Prizren is to enable and develop the higher academic standards, to provide the gaining of the knowledge corpuses and capabilities in the respective academic, scientific and research areas in accordance with the needs of the society, labor market also the progress and general prosperity social development projected for the future.

To accomplish its mission the University is determined in a permanent and consistent manner to aspire advancement of the maximal quality at the higher education and the integration into the unified system and space of the European higher education.

The main goal of drafting this strategy is the achievement of the presented legal aims and the vision of further development of the higher education at the university and broad.

In order to achieve its long-term fundamental goals the University commits itself on the following:

- Progress of the comprehensive higher education quality at the university and its programmes.
- Enhancement of the study efficiency.
- Improvement of the quality in study programs, teaching and learning and working conditions.
- Improvement of the scientific-research and pedagogic work of the academic staff at the university.
- Increase of the contribution, academic life of the University and the contribution that is to be provided to the local and Kosovar community in general.

Sincerely,

Prof. Asoc. Dr. Mazllum Baraliu

Mission Statement of the University of Prizren

The University of Prizren serves the region of Prizren and the Republic of Kosova by enrolling, developing and educating students to be successful graduates in the labor market of Kosovo, the region and Europe.

The Vision

The University of Prizren is committed to quality enhancement of its learning, teaching and research at the University, in order to be comparable and compatible with other higher education institutions in the region and the European Higher Education Area.

In order to assist in the achievement of its mission and vision for the future the University of Prizren (UPz) has designed a Quality Assurance and Enhancement Strategy. The Strategy creates the basis for internal and external quality assurance procedures at the University.

1. Guiding Principles of the Quality Assurance and Enhancement Strategy at the University of Prizren

The public higher education institutions of Kosovo, including University of Prizren (UPz), are legally supported by the Ministry of Education, Science and Technology of Kosovo (MESTK), to sustainably conduct, develop, shape and evaluate the reforms based on the following principles: effectiveness and efficiency; the role of management, academic and administrative staff; participation of students in the governing bodies; student support; promotion of academic and student mobility; creation of opportunities for staff development; cooperation with relevant stakeholders; guaranteeing transparency, freedom of study and scientific and artistic research, respecting inclusive education; compliance and comparability of the study programs with the European standards and guidelines; institutional social responsibility.

1.1 Effectiveness and Efficiency

University of Prizren has been established by the MESTK (no. 153/02-1) and accredited by the Kosovo Accreditation Agency. It is oriented to assure and create new generations of graduates by equipping them with the necessary professional, scientific and creative knowledge and skills of recognizable quality based on the National Qualification Framework (NQF).

The University of Prizren based on its statute enables enrolment of students who will be motivated and able to study, to conduct the scientific and artistic research, to work independently, to be creative and innovative. The aim is to create the necessary learning environment including internal and external infrastructure, identifying necessary resources and competences to promote, facilitate and achieve the employability of our graduates in the country and abroad. University of Prizren intends to reach the above aims in the most efficient way. Therefore, to assure continuous quality assurance and quality improvement, the overall digitalization of the teaching, learning and administering will be in place.

1.2 The role of management, academic and administrative staff

Management

The governance of the University of Prizren consists of:

- a. Board
- b. Rector
- c. Senate and
- d. Deans

The above mentioned bodies are responsible for the quality assurance enhancement and implementation. Their responsibilities are clearly defined in the statute of the university.

a. Academic staff

Academic staff performs in a professional manner in university education and is obliged to teach, research, publish and take part in different national and international conferences and seminars. They develop themselves to be up to date with the latest developments within their scientific area and to provide state-of-the-art knowledge, skills and competences to the students of the UPz and contribute to the development of the society.

b. Administrative staff

The administrative staff supports teaching learning and research and documents activities, information and communicates results of the UPz. They are responsible for implementing policy and decisions made by respective authorities. They have to be trained and develop themselves accordingly.

1.3 Participation of students in the governing bodies

University is guided by the principles of transparency, freedom of communication and an interrelation of all the levels of the institution: management level, academic and administrative staff, who cooperate closely with the students (based on the Law on Higher Education of Kosovo, no. 31). Cooperation with students, their respective representatives for general and specific issues as well as for various projects and initiatives takes place on regular basis. UPz makes sure that students will be able to participate actively in the development of the university by providing adequate training and facilities.

Head of Students' Union should be legally acceptable and elected by the regular students of the UPz. The Law on Higher Education of Kosovo creates the basis for students to have an active role as individuals or collectively, in order that the students' life becomes more attractive and inspiring to students for learning and creative research.

All of the Heads of Students' Unions (article 2 of Law on Higher Education of Kosovo, no. 1.8), who are legally elected according to all institutional rules and regulations, are equal before the Law. These kinds of organizations are obliged to organize different educational and scientific activities at the institution.

UPz values student participation at all levels of the institution and actively seeks to involve students in its quality processes by organizing regular evaluation processes. UPz recognizes the importance of their opinion, which will serve for the enhancement of quality.

1.4 Student Support Services

University of Prizren is committed to provide all facilities to support the students in learning, career advancement, social needs and particularly in social cohesion.

1.5 Promotion of academic and student mobility

Development of national and international networks and participation in different associations is one of the primary tasks of the University of Prizren. Incoming and outgoing mobility of academic staff and students ensures an ongoing exchange of experiences to raise academic cooperation and benefit from cultural diversity. The institution promotes and strengthens the following forms of mobility:

- a. Mobility of students, lecturers and faculty fellows, through institutional national and international cooperation agreements;
- b. Participation in the regional and international education, training and research programs;
- c. Development of joint degrees, study programs and research projects.
- d. Participation in summer schools or/and similar events;
- e. Promoting and facilitating the engagement of diaspora knowledge.
- f. Promotion of the different scientific results at national and international level (books, magazines, journals, e-sources);
- g. Introducing mobility windows in all study programs

University will consider any other options of mobility and international cooperation

1.6 Guaranteeing transparency, freedom of study and scientific and artistic research, respecting inclusive education

The University of Prizren is an autonomous institution and has full academic freedom granted by law (Law on Higher Education of Kosovo, no. 27). The Institution will offer transparency and academic freedom, scientific and artistic research to all the communities living in the Republic of Kosovo, as well as for students and researchers from abroad willing to study and work at the UPz.

The Law on Higher Education of Kosovo n. 04/L-037, which is based on Article 65 (1) of the Constitution of the Republic of Kosovo, states that “no one shall be discriminated against on grounds of race, color, gender, language, religion, political or other opinion, national or social origin, relation to any community, property, economic and social condition, sexual orientation, birth, disability or other personal status”¹. The UPz is fully aware of its institutional social responsibility and fosters inclusive education.

1.7 Compliance and comparability of the study programs with the European standards and guidelines

Through the external accreditation of the institution and programs the UPz will achieve compliance with the requirements of the European Higher Education Area. This process will enhance opportunities for graduates to continue their studies at different regional, European and worldwide universities.

¹ Law on Higher Education in Kosovo, article 22, section 3.2, 9 September 2011.

2. Implementation of the Quality Assurance and Enhancement Strategy of the University of Prizren

2.1 Quality Assurance Office

In March 2012 the Management of the University of Prizren established the Quality Assurance Office with the remit to facilitate the implementation of the principles outlined above.

At national and European level the University of Prizren is committed to use as guiding documents within the European Higher Education Area as well as those of the Republic of Kosovo:

1. Bologna Declaration;
2. “Standards and Guidelines for Quality Assurance in the European Higher Education Area”, European Association for Quality Assurance in Higher Education (ENQA)
3. Lisbon Convention;
4. Kosovo Law on Higher Education;
5. Kosovo Accreditation Agency guidelines.

2.2 Instruments for quality assurance

The following qualitative and quantitative instruments are used to assure and enhance quality:

1. Questionnaires
2. Interviews
3. Monitoring
4. Appraisal scheme
5. Self-Assessment Report

And any other useful instrument such as: double marking, external consultancy as defined in legal documents of the university.

3. Evaluation and updating of the strategy

The University Management will review and evaluate the principles and implementation of the strategy on regular basis and it will take corrective actions if necessary.

