



Quality assurance and accreditation plan for Academic Development Office 2020-2022

In line with its vision and mission, the Academic Development Office of University of Prishtina has identified a number of strategic objectives, with the ultimate aim of advancing its competitive position by providing quality services to the needs of the population of Kosovo and beyond. To this end, we have identified priorities in line with human, financial and logistical capacities and resources so that the university can be developed and guided towards meeting strategic objectives. The priorities are as follows:

- (a) Improve teaching and learning to achieve better learning outcomes and increased interest in the knowledge provided;
- (b) Increase the quality of academic staff, student progress, course evaluation and overall results;
- (c) Establish a scholarship fund for short-term research visits abroad;
- (d) Develop targeted doctoral programs in English and in accordance with the Bologna system;
- (e) Increase and improve scientific and research results in the UP;
- (f) Strengthen university relations with the labor market and the community;
- (g) Institutionalize student involvement in quality assurance;



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3. Quality assurance and accreditation						
Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
Improve teaching and learning in order to develop students' competences.	Continuously encourage the development and improvement of study programs in line with the Bologna Declaration and the European Higher Education Area.	--Develop and implement protocols for partnership with local and international institutions.	- Number of partnerships with local and international institutions; -Number of staff trained during the quality improvement process.	March 2020 / ongoing process	UP/ AU	No costs
		- Contact with international institutions; -Develop legal basis for cooperation; -Develop and accredit the program for interdisciplinary studies; -Manage the survey (post-implementation of the first generation of graduates).	- Number of interdisciplinary programs in cooperation with international institutions of higher education and science.	March 2020 / ongoing process	Management (QDO/FAO/ Study committee/Senate) AU,dhe KAA	100,000
		-Develop and accredit programs based on priority disciplines for the country leading to the award of joint degrees; -Develop and administer the survey after the completion of the first generation of graduates); - Analyse survey results and report	- Number of programs based on the country's priority disciplines leading to the award of joint degrees. - Number of surveys conducted; -Number of events implemented	October, 2020-September, 2022-	Management (QDO/FAO/ Study committee/Senate) AU,dhe KAA	180,000



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
		<ul style="list-style-type: none"> - Develop a review platform in line with the work plan overseen by the ADC and the Central Commission for Quality Assurance; -Develop teaching methods that increase active (student) participation; -Develop and accredit lifelong learning programs. 	<ul style="list-style-type: none"> --Establish process for ongoing review program. -Active teaching methods. -Finalize the lifelong learning system. - Number of programs developed and accredited for lifelong learning. 	June, 2020 - ongoing	Management (QDO/FAO/ Study committee/Senate) AU,dhe KAA	No costs
	Support research-based learning and create a student-centered learning environment.		<ul style="list-style-type: none"> - Learning results developed for each program before being submitted for accreditation/re-accreditation. 	January, 2020 – ongoing process	QDO/ CCQA /CET/ AU	No costs
		<ul style="list-style-type: none"> - Develop best research-based teaching methods for all levels of study programs before accreditation and during implementation. 	<ul style="list-style-type: none"> - Number of research-based methods used 	January, 2020 – ongoing process	QDO/ CCQA /CET/ AU	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
		- Improvement of scientific/artistic research components in study programs (PBL, Case study, etc.).	- Percentage of programs based on scientific/artistic research	January, 2020 – ongoing process	QDO/ CCQA /CET/ AU	No costs
		- Develop and support interactive teaching for students.	- Interactive teaching methods used.	January, 2020 – ongoing process	QDO/ CCQA /CET/ AU	No costs
		- Increase awareness of best learning practices and skills (including research-based learning and e-learning).	- Number of events organized for research-based learning and e-learning – - Materials published on the UP web site.	January, 2020 – ongoing process	QDO/ CCQA/ CET/ AU	No costs
		- Support students to take responsibility and be involved in teaching assistance (PhD students, demonstration students).	- Number of students and courses involved in learning; -Annual surveys to measure change as perceived by students and faculty.	March 2020 – ongoing process	QDO/ IT/ SP/ CCQA/ CET/ AU	No costs
		- Draft the legal basis for student participation in course/program evaluation and other quality assurance mechanisms.	- Legal (statutory) changes needed to enable this participation. - Student participation in the quality assurance process	March 2020 – ongoing process	Management /QDO	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
		- Support students in organizing and participating in scientific/artistic and professional events (conferences, workshops, etc.)	- Legal basis developed for student participation in scientific/artistic events -Number of students participating in conferences and workshops.	January, 2020 – ongoing process	SC-UP, Management (QDO/ IT/ SP/ CCQA/ CET) AU	No costs 150,000
		- Support students in their quest for employment.	- Support mechanisms developed in relation to their study professions (development of employability reporting mechanisms (central database, government, private sector, ALUMNI, etc.)); - Assessment/reporting form to identify the use of acquired competencies for their career development and lifelong learning.	January, 2020– ongoing process	Management (QDO/ IT/ SP/ ALUMNI Association, CCQA) Senate AU	6,000
		- Promote UP, namely study programs for potential groups of interest (high schools); -Take into account the needs of students starting from preparation for enrollment to graduation and	- Definition of promotional mechanisms; -Identification of student groups and staff for promotion; -Preparation of promotional material for programs/AUs	January, 2020– ongoing process	Management (QDO/ IT/ SP / CCQA) AU	15,000



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility	Resources / costs
		employment.	and UP; - Definition of pre-application mechanism and application process of youth (competition, explanatory days; promotional materials on the web site, training of application support staff, etc.) - Orientation Week for Enrollers - Number of talents encouraged to study at UP (winners, etc.);			
		Encourage the best talents to study at UP.				
		- Preserve a diverse social and cultural environment.	- A number of new mechanisms and programs that propagate in a different social and cultural environment.	January 2020 – ongoing process	Management/QD O / AU/	6,000



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
	Improve physical and virtual learning environments	- Define current physical and virtual environments in UP; -Develop and/or upgrade physical environment and virtual equipment in UP.	- Completed baseline study for the current environment; -Number of new buildings/annexes built.	January 2020 – ongoing process	UP / AU	15,000
		- Guarantee the functioning of technological devices (equipment) in support of teaching methods.	- IT and other resources provided in support of learning methods.	January 2020 – ongoing process	Management (IT/ADC) AU	No costs
		- Offer library services and access electronic resources from campus or home.	- Functionalize university library services and faculties; - Organize successful access of UP students to the National Library; - Offer access to electronic resources from campus or home.	January 2020 – ongoing process	Management (CDC-QDO/IT) AU	60,000
		- Design and build a virtual interactive learning environment at the service of all UP students.	- Interactive virtual learning environments are available and used by students as measured by annual survey.	October 2020 – ongoing process	Management (CDC-QDO/IT) AU	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
	UP Advisory Support Services.	- Increase the cooperation of the faculties and their departments with the QZZH-ZZH of UP.	- Review of developed time frame and between faculties and QZHK (academic career advice, guidance and consulting).	January 2020 – ongoing process	Management (CDC-QDO/IT) AU	No costs
		- Guidelines and training to facilitate the "transition from high school to university";	- Review of designed guidelines and facilitation training. -A university web-based ICT platform provides information on UP education opportunities, internships, work experiences and career options, based on tools.	January 2020 – ongoing process	Management (CDC-QDO/IT) AU	No costs
		- Effective teaching-learning modules or training units to promote students' transferable skills and their career management competencies, including the use of ICT.	- Number of modules and sessions implemented	June, 2020	Management (CDC-QDO/IT) AU	No costs
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		- Adequate support to open perspectives for students with	- Identification of the number of students with special needs;	January, 2020	SC-UP/ Management	150,000



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
		special needs in both higher education and their career development.	<ul style="list-style-type: none"> - Access for students with special needs in all buildings; - Access of students with special needs to all study programs; - Equipments for students with special needs; - Involvement of students with special needs in their career development, etc. 		(CDC -QDO/ IT) AU	
	Encouragement of continuous capacity building for teaching staff.	- Planning and selection of academic staff based on approved criteria and transparency.	<ul style="list-style-type: none"> - Transparent hiring process of teaching staff (approval of criteria, regulations, etc.); - Promotion and stimulation of new staff. 	January, 2020	SC-UP/ Management (ZCA?/ IT) AU	No costs
	Creating a strong partnership between academic staff and students.	Support and promotion of UP students with the highest average.	<ul style="list-style-type: none"> - Development of selection and support framework; - Identifying and supporting the best students to study at UP (winners, etc.); - Analysis of students' graduation rates and failing /passing rates for modules / 	June, 2020 ongoing	Management (OAD/IT /) AU	10,000



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
			programs / faculties.			
		- Students' involvement in dialogue with staff on issues related to the quality of teaching and learning.	- Number of organized events and students' participation.	January, 2020	Management (OAD/IT /) AU	No costs
		- Potential students' requirements in order to design appropriate courses and programs.	- Reviewing and analyzing course.	January, 2020	Management (OAD/IT /) AU	No costs
	Encouraging the development of an equality (balance) and diversity dimension in teaching and learning.	Equality and diversity empowerment as well as collaborating / networking with other institutions as part of quality improvement.	- Hartimi i bazës ligjore; - Hartimi i planit të zbatimit; - Promovimi i barazisë dhe diversitetit; - Rrjetëzimi me institucione të tjera si pjesë e përmirësimit të cilësisë.	March, 2017 October, 2017	Management (OAD/IT /) AU	6,000
		Creating a supportive environment for marginalized groups.	- Providing supportive environment for marginalized groups (enrollment rates / quotas, translation equipments, tests, etc.).	January, 2020	Management (OAD/IT /) AU	30,000
Quality of self-assessment	Implementation of the quality of self-	Development of monitoring mechanisms and measuring indicators.	- Developing tools for getting feedback from students and employers (surveys, alumni,	March, 2020	Management (OAD/IT /) AU	3,000



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reports.	assessment reports.		etc.). - Survey with students (online), employers and graduates (alumni) in order to get feedback on the quality of teaching and learning at UP.			
Students' outcome measurement system.	Implementation of students' outcome measurement system.	- Compilation of expected learning outcomes for all courses and programs.	- Systems development. - Sharing systems with faculties; - Faculties use systems.	March, 2020	Management (OAD/IT /) AU	No costs
	Strategies for evaluating students' learning must be varied.	- Revision of strategies for evaluating students' learning;	- Completed instructions to be shared with faculties. - Publication of evaluation and discussion results; - Developing guidelines for courses / programs / teachers' evaluation results, etc.	September, 2017	Management (OAD/IT /) AU	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
	Assessing students to enable continuous quality improvement.	<ul style="list-style-type: none"> - Developing a students' evaluation methodology; - Development and implementation according to the Bologna system and accredited syllabus / program; - Establishment of continuous monitoring; - Developing a variety of criteria, etc.. 	<ul style="list-style-type: none"> - Monitoring systems are operational; - Drafting criteria. 	January, 2020	Management (OAD/IT /) AU	No costs
Creating scholarships for short periods of research visits abroad.	Increasing the number of opportunities for UP researchers to travel, create global networks and increase their productivity.	<ul style="list-style-type: none"> - Financial support of at least 20 short-term research trips per year for the most active UP researchers. 	<ul style="list-style-type: none"> - Finances allocated each year for this activity; - Travel support for academic staff; - Annual research results of participating researchers. 	March, 2020	Management (OAD/IT /) AU	60,000
	Institutionalization of academic mobility programs and increasing the number of beneficiaries.	Documentation of procedures for short-term research visits of academic staff abroad.	<ul style="list-style-type: none"> - Completion of documents; - Procedures are available for researchers. 	April, 2020	UP QDO/ ICO/ IT/ AU	No costs
Doctoral programs at UP in accordance with the Bologna system	Providing support for the development of at least five PhD programs in different	<ul style="list-style-type: none"> - Support for at least five PhD programs to be developed in different disciplines, out of them at least one is interdisciplinary. 	<ul style="list-style-type: none"> - Adjustment of the PhD programs development framework; - Identifying the needs of programs in disciplines which 	October, 2020	Management (OAD/IT /) AU	300,000



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	disciplines. At least one of them is interdisciplinary.		<p>are considered as priority;</p> <ul style="list-style-type: none"> - Four PhD programs in developed priority fields of expertise; - An interdisciplinary developed program; - Students' enrollment in doctoral programs in new disciplines of priority and interdisciplinary disciplines. 			
Improving and enhancing research results at UP.	Encouraging the inclusion of diaspora capacities in scientific research / arts and artistic development activities.	- Establishing contacts and supporting diaspora researchers.	<ul style="list-style-type: none"> - Identifying diaspora contacts and supportive researchers from diaspora; - Creation of contacts database of researchers from the diaspora; - Promoting the position of "adjunct" professors for lecturing and research across academic units that have available capacities. 	June, 2020	Management (OAD/IT /) AU	45,000
		Defining contractual obligations for scientific / artistic research activities of academic staff.	- Creation of legal basis and regulations for UP staff part-time employment based on the best European practices.	June, 2020	Management (OAD/IT /) AU	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
	Increasing academic integrity.	- Addressing plagiarism cases to academic staff as well as students.	- Software programs application and their implementation.	June 2020-ongoing	Management/Senate/ Ethics Council / AU	30,000
	Supporting innovations and protecting intellectual property. UP	- Drafting the legal basis for innovations; - Harmonization of the Law on Intellectual Property in UP regulations.	- UP regulation on innovation; - Introducing the ethical statement on intellectual property and innovation; - Drafting of the UP intellectual property regulation.	December 2020	Management / Senate / Office of Sponsored Projects/AU	No costs
	Creating a database and a mechanism for using existing infrastructure at UP.	- Development of study reports and information on existing capacities at UP; - Creating an inventory of objects and a resource / tool inventory.	- Providing study reports and information on existing capacities at UP; - Approval of relevant policies; - Constructing an UP property database and a labeling system.	2020-202021?	UP QDO/ ICO/ IT/ AU	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
	Offering access to the e-library by membership.	<ul style="list-style-type: none"> - The UP to join the library consortium; - Developing a collaborative program for access to e-learning resources; - Access to at least two library platforms. - Access to partner university resources is negotiated. 	<ul style="list-style-type: none"> - Access to at least two e-platforms is provided. - Access to e-learning resources is provided. 	2021	UP QDO/ ICO/ IT/ AU	15,000
	Raising the level of university literature publications for students.	<ul style="list-style-type: none"> - Financial or technical support for the preparation of university literature. 	<ul style="list-style-type: none"> - The number of published publications. 	2020-ongoing	UP- Publishing Council	150,000
	Creating strategic partnerships with internationally reputed institutions.	<ul style="list-style-type: none"> - Recommendations of the UP Scientific and Artistic Research Advisory Group for 2-3 UP strategic partners. 	<ul style="list-style-type: none"> - Creating legal basis for cooperation. - Establishing 2-3 UP strategic partners for each faculty. 	June, 2020	Management (OFR/ OAD)AU/	60,000
	Allocation of publication information on cooperation opportunities.	<ul style="list-style-type: none"> - Relevant information on international cooperation opportunities. 	<ul style="list-style-type: none"> - Providing relevant information on opportunities for international cooperation at least once in three months. 	2020- ongoing	Management (OFR/ OAD)AU/	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
	Supporting the appropriation of grants by national funding agencies and private or public institutions.	- Creating necessary legal provisions; - Founding the UP foundation.	- Providing the necessary legal provisions..	March, 2020	Management (OFR/OAD)AU/	No costs
		- Ongoing updating of information on funding opportunities on the UP website.	- Provide up-to-date information on the funding opportunities in the front page of the UP website.	March, 2020	Management (OFR/OAD)AU//	No costs
	Drafting and implementing 3-year plans for scientific / art research activities at UP.	Establishing a working group to design the 3-year development plan.	Approving the 3-year development plan.	October, 2020	Management / OSP/AU/ Partners	3,000
Expanding UP's relations with the labor market and civil society.	Responses in teaching and research as well as in the field of art in order to meet society needs.	- Promoting general competencies for all graduates seeking employment, especially in the field of general and vocational education, law, medicine, applied engineering, public administration and art.	- Developing and implementing academic and professional competencies.	October, 2020	Management (QDO/IT) AU	5,000
		- Communicating with high	- Developing relationships	June, 2020	Management	3, 000



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
		schools in order to provide information and guidance to high school students and to support them in order to facilitate the transition from school to higher education.	with high schools; - Organizing information sessions, etc.		(QDO/ /IT) AU	
		- Engaging students and teachers in society, especially by developing projects that are relevant to student and society education at the same time.	- The number of support projects that are relevant to the education of students and society.	January, 2021	Management (QDO/ /IT) AU	10,000
		- Research projects that meet society needs.	- The number of research projects that meet society needs.	January, 2021	Management (QDO/ /IT) AU	10,000
	Increasing the potential of alumni (graduates) for further development of higher education in UP.	- Improvement and completion of the UP alumni database.	- Developed mechanism for contacting alumni (graduates); - Updated alumni database; - Developed strategies to collaborate with alumni.	March, 2020 – ongoing	Management (QDO/ /IT) AU UP Alumni	3,000
		- Continuous development of contacts with alumni in order to develop alumni bulletin.	- Alumni contacts which lead to the publication of the alumni bulletin.	January, 2020	Management QDO / CDC/ ICO / IT / AU	1,000
		- Encouraging and maintaining contact with alumni to contribute to	- The number of contacts and the establishment of	June, 2020	Management QDO / CDC/	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
		enhance the knowledge of encouraged students in all aspects.	communication database for the purpose of enhancing international relations.		ICO / IT / AU	
		- The way (opportunities) of doing a research project for tracking UP graduates to get information on quality and professional development; - Involvement of the Research Center and CTE.	- Feedback on developing mechanisms for qualitative and professional tracking;	January, 2021	Management OAD -/ CDC/ ICO/ IT/ ICO	No costs
StudentS' involvement in quality assurance.	Drafting procedures for students' representation in quality assurance.	-Representing students in all processes for quality assurance at UP through review of study programs, department, faculty, student services and at the institutional level of the university.	- Students' involvement in quality assurance activities. - Formal students' reporting on representation in all quality assurance activities.	January, 2020	UP QDO/ CDC/ ICO / IT / AU	No costs
			- The procedures are determined by the UP and QDO. Regulations for students' involvement in quality assurance are going to be transparent, accessible to the public and they are going to have formal status.			



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
		- Students' participation mechanisms guarantee students' participation in quality assurance activities.	- Drafting mechanisms for students' participation in quality assurance activities	June, 2020	UP QDO/ CDC/ ICO / IT / AU	No costs
		- The role of students as partners; - Students' involvement in quality assurance;	- Defining the role of students as partners in quality assurance.	June, 2020	UP QDO/ CDC/ ICO / IT / AU	No costs
	Increasing the number of students involved in external assessments and accreditation agencies.	- Students and students' organizations representatives participate in all major levels of assessment.	- Students and students' organizations representatives to be invited and involved students and student in all key levels of assessment.	January, 2020 – ongoing process	UP QDO / CCQA/ CDC/ ICO / IT / AU	No costs
		- The student or the person evaluating from a learning standpoint as a representative on the panel of international experts.	- The involvement of an international student in the panel of international experts for program evaluation.	January, 2020 – ongoing process	UP QDO / CCQA / CDC/ ICO / IT / AU	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
	Creating a system in order to receive students' feedback /reporting on study programs and services.	- Feedback must be used as a systematic mechanism for all study programs and students' services.	- Systematic mechanism for all study programs and students' services in the country.	January, 2020 – ongoing process	UP QDO / CCQA / CDC/ ICO / IT / AU	No costs
		- Students' feedback is analyzed and it is clarified regarding the quality assurance processes in the institution.	- Analysis of students' feedback on quality assurance processes in institutions in the country.	March, 2020 – ongoing process	UP QDO / CCQA / CDC/ ICO / IT / AU	No costs
		- Students' feedback results have to be reported along with an action plan to address each issue presented in the report.	- Actions and mechanisms of reporting the results of students' feedback in the country.	June, 2020	UP QDO / CCQA / CDC/ ICO / IT / AU	No costs
	Composing and publishing information concerning training and selection of students involved in quality assurance.	- Students' participation as an expert in learning and internship partners, in addition to the relevant UP and MEST documents, is also based on a number of European Higher Education Area documents, such as (Berlin Communiqué (2003); Luxembourg Declaration (2005); Leuven / Louvain La Neuve Communiqué (2009);	- Developing students' capacity to participate as learning experts; - Composing quality assurance standards and guidelines; - Students' involvement as learning experts as well as internship partners.	June, 2020 October, 2020	UP QDO / CCQA / CDC/ ICO / IT / AU	No costs



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		Bucharest Press (2012); Reports trends V and VI (Trends 2010) and other EU area reports.				
	Promoting students as promoters of learning.	- UP and other quality assurance agencies set criteria for selecting students in quality assurance. Finally, the criteria are articulated and published.	- Defining the criteria for selecting students in quality assurance. Finally, the criteria are articulated and published.	January, 2020	UP QDO / CCQA / CDC/ ICO / IT / AU	No costs
		- Relevant support and training for students participating in quality assurance activities.	- Providing relevant support and training to students participating in quality assurance activities (seasons organization, number of trainees, etc.)	June, 2020	UP QDO / CCQA / CDC/ ICO / IT / AU	No costs



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Strategic objective	Aim	Tasks – Activities	Indicators	Timeline	Staff Responsibility /	Resources / costs
Increasing quality performance	Quality promotion	Design and implementation of Key Performance Indicators (KPIs).	Performance Key Indicator Tracking System	March 2020- March 2022	Management/AU	No costs



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MONITORING, ASSESSMENT AND REPORTING

Monitoring and assessment are fundamental components in implementing a strategy and measuring progress and particular achievements. The UP management are in charge for monitor and assess the implementation of this activities, according to the dynamics foreseen in the activities Plan. Management of UP Monitoring and Assessing the Implementation of the activities, in close cooperation with all relevant UP structures, will regularly monitor the implementation of the activities Plan and report at certain stages. The UP management will be responsible for monitoring and assessing this plan of activities. Indicators for the monitoring of the implementation of the plan have been defined to ensure proper monitoring of the activities. These indicators will enable to monitor the progress, noting the level of achievement of objectives and the achievement of the goals of this plan.