



UNIVERSITY  
OF NEW YORK  
TIRANA

# ANNUAL REPORT

2023 - 2024



Prepared by:  
UNYT Quality Assurance



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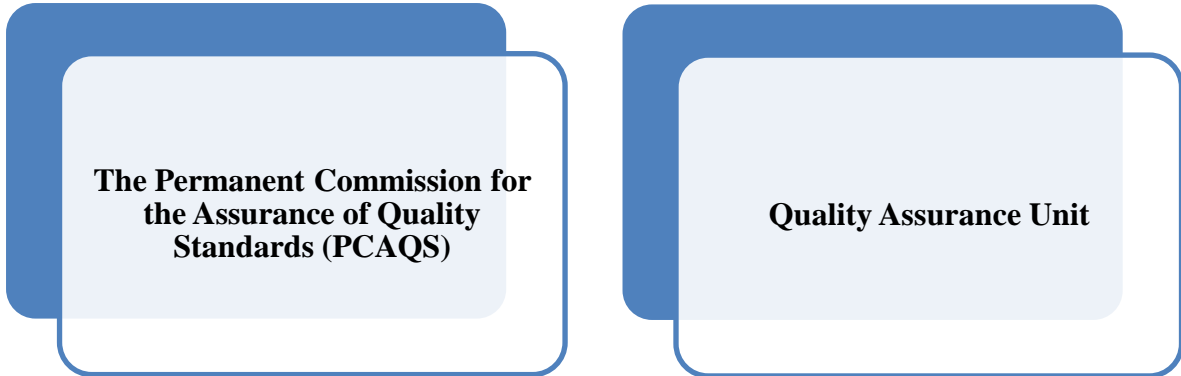


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*This report aims to provide an update on the work of the Permanent Commission for the Assurance of Quality Standards of the Institution (PCAQSI) and Quality Assurance Unit (QAU) over the past year. This report describes the annual quality assurance activities and the instruments used for the internal quality evaluation.*



## **1. Composition of Quality Assurance at UNYT**



### **1.1 Composition and selection of members of the Permanent Commission for Assurance of Quality Standards**

- The Permanent Commission for Quality Standards Assurance is a collegial body, established at the institutional level, by the decision of the Academic Senate.
- The Permanent Commission for Assurance of Quality Standards consists of no less than 5 (five) members and no more than 7 (seven) members. One of the members of the **PCAQS** is a student representative.
- The members of the Commission are self-nominated and elected by the Academic Senate. They have a two-year mandate, with the right to re-election. The commission elects the chairman from among its members.



**1.2 Members of the Permanent Commission for the Assurance of Quality Standards of the Institution (PCAQSI)**

**Prof. Dr. Fatos TARIFA,  
Head of QA Committee**

**Prof. Dr. Nertila GJINI,  
representative of the  
Faculty of Engineering  
and Architecture**

**Miralda CUKA, Ph.D.,  
representative of the  
Faculty of Engineering  
and Architecture**

**Ardit GJECI, Ph.D.,  
representative of the  
Faculty of Economy and  
Business**

**Andrea MAZELLIU,  
representative of the  
Faculty of Law and  
Social Sciences**

**Klodjana SKENDAJ,  
MSc., representative of  
the Faculty of Law and  
Social Sciences**

**Irvena BEJKOSALA,  
Student representative**

**1.3 Responsibilities of the Permanent Commission for the Assurance of Quality Standards:**

- To present a summary of data on the process and study programs of the institution according to certain indicators about existing, domestic, or international standards.
- To assess the coordination of the institution's teaching-educational process and scientific research activity.
- To evaluate the structure, quality, and academic development of the staff.
- To evaluate the strengths and weaknesses of the university and the faculties.
- To ensure the expansion and updating of the previously analyzed database, which can be used for conducting external evaluations by experts or consultants.

**1.4 Rights and Responsibilities of the Chairman**

**The chairman of PCAQS has the following rights:**

- To demand that all the obligations that are imposed during the performance of the assigned task be respected and implemented.
- To demand from colleagues an ethical and moral spirit, to be by the legislation in force.



### **1.5 The chairman has the following responsibilities:**

- To plan, organize, and coordinate the work of the commission and the working groups established by it.
- To respect throughout his activity the principles of civic ethics, the UNYT Code of Ethics shows a compatible figure with the activity that takes place at the university.
- To carry out the assigned task responsibly, putting professional and intellectual skills to use.
- To implement the instructions that appear as a necessity during the realization of the assigned task.
- To perform tasks in compliance with the laws and by-laws in force.

### **1.6 Rights and responsibilities of PCAQS members**

- The members of the Permanent Commission for the Assurance of Quality Standards (PCAQS) have the same rights and obligations as the chairman of the Commission.
- The members of the PCAQS must actively participate in the work of the commissions set up in the university units, make contacts, and present the opinions of the members of the academic staff.

### **1.7 Planning and organization of internal evaluation**

- PCAQS should plan the organization of internal evaluation of the quality of study programs and internal institutional evaluation.
- To achieve this, the internal assessment working group is set up, where the academic staff from the Departments and the administrative staff participate according to the instructions of the respective Faculties. If necessary, an external expert representative proposed by ASCAL is invited.
- The internal evaluation is carried out by the relevant ASCAL guidelines.
- The conclusions of the internal evaluation can be based on the statistical analysis of the data, on the findings drawn from the registers, on the surveys, questionnaires, and interviews organized with the academic staff, non-academic staff, and students. The managers of the evaluated units must publish the results of the evaluation carried out.
- The way of organizing the internal evaluation, the activities that are carried out, the responsibilities, and the way of presenting the results should be defined in the relevant regulations and procedures.
- PCAQS must maintain constant contact with ASCAL for the realization of internal quality evaluation and external evaluation.
- PCAQS must participate in the training organized by ASCAL, as well as to organize training for internal evaluation, for other participants in the quality evaluation process.
- PCAQS should receive recommendations on the general criteria, methods, and indicators (which were made public before the start of the internal evaluation), as well as the appropriate criteria and methods for the periodic evaluation of the system by ASCAL.

## 2. Composition of Quality Assurance Unit

Quality Assurance Unit is an independent body that is established at the institutional level by the decision of the Academic Senate.

The Quality Assurance Unit is composed of 3 (three) members, where 1 (one) is an external expert, and 2 (two) members belong to the administrative staff.

The Quality Assurance Unit at the University level is an auxiliary academic structure with an administrative character that has operational autonomy and the necessary access to the data of the institution to realize its functions upon the approval of the Rector and the Administrator.

The members of the Quality Assurance Unit are elected by the Rector and approved by the Academic Senate and if applicable by the Board of Administration.

### 2.1 Members of the Quality Assurance Unit (QAU)



### 2.2 Quality Assurance Unit Tasks

- Implements the quality assurance policy.
- Monitors the implementation and application of the evaluation procedures for quality assurance, based on the Quality Manual, the Package of instruments for quality assurance, and other auxiliary material, drawn up by the Permanent Commission for the Assurance of Quality Standards (PCAQS) and approved by the Academic Senate.
- The Quality Assurance Unit drafts the Quality Assurance Regulation and follows the accreditation process.
- Organizes activities for quality improvement.
- Follows and assists the activity of the UNYT Permanent Commission for the Assurance of Quality Standards (PCAQS).
- Maintains constant communication with ASCAL for the external assessment and accreditation of UNYT.
- Organizes training for improving quality assurance in collaboration with the Quality Assurance of the main units, with the internal assessment teams, academic and administrative personnel, students, and leaders of the main and basic units.
- Assists UNYT's internal quality assessment group in preparing the Self-Evaluation Report (SER).
- Informs the staff/students about the evaluation and accreditation results, through different forms of communication.
- Provides students with syllabi for the entire study program, based on the student's request.
- Records the results of all monitoring, and evaluations, for institutional and program accreditations.



- Participates in training programs organized by ASCAL.
- The Quality Assurance Unit follows the application process for the new Diploma format in QSHA for all programs that are in the Accreditation process.
- The Quality Assurance Unit is responsible for following the International Institutional Accreditation process in cooperation with the Rectorate, Administration, Deans, Heads of Departments, and other responsible offices.
- Updates all changes in the ASCAL system (AMS) for academic staff and administrative staff.
- Updates the number of students at the beginning of the academic year in the ASCAL system (AMS).
- Updates all changes in the ASCAL system (AMS) for the structure of the university.
- Updates all changes in the ASCAL system (AMS) for study programs.
- Updates all changes in the ASCAL system (AMS) to the heads of base units and main units.
- Anticipates/ draws up the budget plan at the beginning of the year to provide the necessary financial resources to cover all the activities of the quality assurance process.
- Creates, enriches, and maintains the system of processing and storage of monitoring and internal evaluation data.
- Cooperates with the Quality Assurance Unit of other higher education institutions to exchange experiences.
- Coordinates the application process for opening, closing, and reorganizing study programs, for all study cycles.
- Coordinates the Student Assessment application process for all courses and programs. (Bachelor, Integrated Programs, Master of Science).
- The Quality Assurance Unit prepares the Action Plan for the Quality Assurance Office.
- The Quality Assurance Unit ensures communication and institutional correspondence in cooperation with the legal office. It also prepares and follows all official documents related to state institutions such as the Ministry of Education and Sports (MAS) Educational Services Center (QSHA), the Agency for Quality Assurance in Higher Education (ASCAL), and the National Agency for Scientific Research and Innovation (AKKSHI).
- The QA Unit is responsible for following all official deadlines of the academic and administrative units.

### **3. Leading Issues of this Academic Year**

- Revision of UNYT Statute
- Revision of UNYT Rules and Regulation
- Approval of Rules and Regulations of the Study Programs
- Approval of Rules and Regulations of the Departments
- Approval of Rules and Regulations of the Faculties
- Approval of Foreign Language Credits Policy
- Approval of Independent Study Policy
- Approval of Rules and Regulations of the Research, Project, and Innovation Centre (RPI)
- Approval of Rules and Regulations of the Student Affairs Office
- Approval of Rules and Regulations of the Career and Alumni Office
- Approval of Rules and Regulations of the International Relations Office (IRO)
- Approval of the student evaluation questionnaire
- Approval of the Student Evaluation Report



#### **4. Opening of the New Programs:**

UNYT Successfully finalized the process of the Opening of the new Programs:

- Bachelor in “Turkish Language and Literature”
- Professional in “Teaching of Turkish Language”
- Master of Science in “Artificial Intelligence”
- Ph.D. in “Computer Science”
- Joint Ph.D. in “Political Science and International Relations”
- Joint Ph.D. in “Business Administration” with profiles in “Business Administration”, “Management”, “Accounting”, “Economics”, “Finance” and “Marketing”

#### **5. Accreditation of the Programs**

PCAQSI and the QAU during the academic year 2023-2024, oversaw successfully coordinating and supervising the accreditation process of the Programs:

- Bachelor in “e-Business and e-commerce”
- Bachelor in “Graphic and Interior Design”
- Bachelor in “Software Engineering”
- Master in “Finance and Accounting”

This was a fully involved process for all members and this task was achieved timely and by the requirements.

##### **More specifically:**

- Instructing Self Evaluation Group members on the procedures of the process of program accreditations and evidence collection,
- Checking the self-evaluation report,
- Uploading the documents in the AMS system,
- Participating in meetings with the external experts of the accreditation

Among other things, the coordinator has been working closely with ASCAL by submitting to the Quality Assurance Agency in Higher Education (ASCAL) all the documentation for the first-time/periodic accreditation of the programs offered by UNYT.

#### **5.1 Application for Program Accreditation**

QAU applied this academic year for the Accreditation of four programs:

- Master of Science in "Data Science and Business Analytics" – First-time Accreditation
- Integrated Program in "LAW" – First-time Accreditation
- Integrated Program in "Architecture" – First-time Accreditation



## 5.2 ACTION PLANS (PLAN VEPRIMET) 2024

### ACTION PLAN BACHELOR IN “BUSINESS INFORMATICS”

DEPARTMENT OF BUSINESS INFORMATICS AND E-BUSINESS			
BACHELOR IN "BUSINESS INFORMATICS"			
ACTION PLAN ON THE RECOMMENDATIONS OF THE DECISION OF THE ACCREDITATION BOARD No. 43, dated 13.01.2024			
RECOMMENDATIONS	MEASURES TAKEN	RESPONSIBLE UNITS	PERIOD OF ACTION
1. The number of full-time and part-time academic staff engaged in this study program is low.	Opening calls for new academic staff is a continuous process in the Institution ( <i>Evidence no. 1.1</i> )	Dean Head of the Department Human Resources Office	Fall 2024 - ongoing
2. The number of elective subjects in the field of informatics, included in the curriculum of this study program, is low.	Revision of the curriculum under the measure of 20%, and increase of the range of optional subjects in the field of informatics, which is expected to be implemented in the academic year 2024-2025, to fully fulfill the recommendation. ( <i>Evidence no. 2.1</i> )	Ad Hoc Commission External expert QAU	AY 2024 - 2025
3. The format and content of some of the syllabuses of this program are not fully per the by-laws in force.	The determination and distribution of the format approved by the responsible institutions has been distributed to all departments by the Rectorate and NJSBC at the beginning of the academic year and the beginning of the following semester, from where all requirements have been implemented. ( <i>Evidence no. 3.1</i> )	Dean Department Internal Quality Assurance Unit Academic staff	Fall 2024
4. Low participation of students of this study program in European mobility programs.	The Office of Foreign Relations has established cooperation agreements with various educational institutions to increase the opportunities for staff and student exchange, and statistics from the Office Responsible for the agreements that are in the process of being finalized are recorded ( <i>Evidence no. 4.1</i> ) Encouraging students to apply and participate in European mobility programs.	IRO Department	Fall 2024 - ongoing

### ACTION PLAN BACHELOR IN “PSYCHOLOGY”

THE DEPARTMENT OF PSICOLOGY AND EDUCATION			
ACTION PLAN ON THE RECOMMENDATIONS OF THE DECISIONS OF THE BOARD OF ACCREDITATION Nr. 44, date 13.01.2024			
RECOMMENDATIONS	MEASURES TAKEN	RESPONSIBLE UNITS	TIMETABLE
1. The institution should take measures to reduce the teaching hours of the academic personnel engaged full-time since they have a high teaching load.	<ul style="list-style-type: none"> <li>Opening the <u>vacancy</u> call for the new staff is an ongoing process for the institution. (<i>Evidence nr. 1</i>)</li> </ul>	Dean Department Human Resource Office	Spring 2024 –ongoing
2. The institution should take measures to ensure that the expertise of academic personnel engaged in the program is in line with the courses offered.	<ul style="list-style-type: none"> <li>Through the vacancy call for national and international lecturers, <u>are being taken measures</u> for the review and completion of this recommendation.</li> </ul>	Dean Department Quality Assurance Office Academic Staff	Academic year 2024-2025
3. Drafting and developing the procedure for the evaluation of the students at the end of their studies clearly and objectively.	<ul style="list-style-type: none"> <li>The responsible unit is taking measures for drafting and implementing the procedure according to the recommendations.</li> </ul>	Department	Academic year 2024-2025
4. Review of the program for the integration of courses as referred by the experts of ASCAL.	<ul style="list-style-type: none"> <li>The institution has taken measures for the review of the curriculum in less than 20%, which is planned to be implemented for the upcoming academic year 2024-2025. (<i>Evidence nr. 2</i>)</li> </ul>	Commission <i>Ad Hoc</i> External Expert Department Quality Assurance Office	Academic year 2024-2025
5. Identification of the Coordinator of the Program in the Bachelor Psychology program.	<ul style="list-style-type: none"> <li>The Department will take measures for the identification of the program coordinator for the completion of this recommendation.</li> </ul>	Department	Academic year 2024-2025



**ACTION PLAN BACHELOR IN “COMPUTER SCIENCE”**

DEPARTMENT OF COMPUTER SCIENCE			
ACTION PLAN ON THE RECOMMENDATIONS OF THE DECISION OF THE ACCREDITATION BOARD No. 45, dated 13.01.2024			
RECOMMENDATIONS	MEASURES TAKEN	RESPONSIBLE UNITS	PERIOD OF ACTION
1. The institution should review the curriculum of this study program, to increase the number of lessons held in the auditorium.	<ul style="list-style-type: none"> <li>The institution will take measures to increase the hours in the auditorium, which currently account for an average of 31% of the total hours. External experts have not recommended the minimum level of hours in the auditorium, but it will be aimed at them to make up about 40% of the total hours.</li> <li>For this purpose, the Department of Computer Science is revising the curriculum of the Bachelor in Computer Science program. This revision is expected to be submitted to the ministry responsible by November 2024, so that it can start to be implemented from the academic year 2025-2026.</li> <li>The Department of Computer Science is coordinating with other departments of the institution, especially with the Department of Intelligent and Information Systems, and the Department of Business Informatics, to have a matching number of hours for common subjects.</li> <li>The Computer Science Department will coordinate with the Internal Quality Assurance Unit for the implementation of these changes.</li> </ul>	Dean Head of the Department QAU	January 2024 – November 2024
2. The institution should implement a uniform division of hours in the auditorium for formative activities, having ECTS credit as a reference.	<ul style="list-style-type: none"> <li>In the planned revision of the curriculum, the Department of Computer Science will make sure to establish a uniform ratio of hours in the auditorium for each ECTS credit, depending on the formative activity.</li> <li>For program subjects offered by other departments or faculties (such as Composition I &amp; II, Foreign Language I &amp; II, Elective Subjects at the University Level, etc.) cooperation at the institutional level will be required. For this purpose, the department will inform and carry out discussions with the Rectorate and the Academic Senate of UNYT.</li> </ul>	Rectorate Dean Head of the Department QAU	January 2024 – November 2024
3. The institution should see the possibility of setting quotas for the admission to this study program of students from special categories such as those of persons with different abilities and marginalized minorities.	<ul style="list-style-type: none"> <li>In May 2024, the Department of Computer Sciences sent a request to the Rectorate and the Administration of the institution to consider determining the quotas for admission to this study program of students from special categories. Since the quotas for the academic year 2024-2025 were approved, it is expected that these quotas will be considered for the academic year 2025-2026 and beyond. (<i>Evidence No. 1</i>)</li> </ul>	Rectorate SAO	AY 2024-2025

**ACTION PLAN BACHELOR IN “POLITICAL SCIENCE AND IR”**

DEPARTMENT OF POLITICAL SCIENCE AND INTERNATIONAL RELATIONS			
ACTION PLAN ON THE RECOMMENDATIONS OF THE DECISION OF THE ACCREDITATION BOARD No. 62, dt. 15.03.2024			
RECOMMENDATIONS	MEASURES TAKEN	RESPONSIBLE UNITS	PERIOD OF ACTION
1. The institution should take measures to generate alternative sources of funding for this study program, as well as find the appropriate forms for its further promotion to increase the number of registered students, and thus ensure the financial stability of this study program.	<p>UNYT is making continuous efforts to increase the number of students in this study program.</p> <p>The UNYT Marketing Office invests in marketing and advertising campaigns to promote the study program on social networks, the website, etc.</p> <p>Providing scholarships and financial opportunities to the most talented and motivated students, as well as to those who may need financial support to study, is one of the support policies of the institution. Every academic year, the scholarship exam takes place near the premises of UNYT, and various scholarship opportunities are foreseen in the Scholarship Policy.</p> <p>The collaborations with other national and international institutions that UNYT has signed are aimed at promoting the program and increasing the number of applicants.</p>	Department Faculty Rectorate Marketing Office Alumni & Career Office IRO	AY 2024-ongoing
2. The institution should consider the possibility of merging the two profiles of this study program into a single program, without profiles or merging this study program with similar programs offered by it.	<p>The Department of Political Sciences and International Relations, in cooperation with the Main Unit, considers it necessary to provide the possibility of two profiles in the absorption of new students for at least the next two years, given that the number of students at UNYT has been increasing.</p>	Department Faculty Rectorate QAU	AY 2024-2026



**ACTION PLAN BACHELOR IN “BUSINESS ADMINISTRATION”**

DEPARTMENT OF BUSINESS ADMINISTRATION			
ACTION PLAN ON THE RECOMMENDATIONS OF THE DECISION OF THE ACCREDITATION BOARD NO. 93, date 22.09.2023			
RECOMMENDATIONS	MEASURES TAKEN	RESPONSIBLE UNITS	PERIOD OF ACTION
1. The institution should take measures to reduce the teaching load of some of the full-time academic staff members engaged in this study program, who result in a high load.	<ul style="list-style-type: none"> <li>Opening of calls for new academic staff is a continuous process in the Institution <i>(Evidence no. 1.1)</i></li> </ul>	Dean Head of the Dept. HR	Fall 2023 – continuously
2. The institution should update the syllabi of this study program detailing in them all the elements defined in the legal and by-laws in force.	<ul style="list-style-type: none"> <li>The determination and distribution of the format approved by the responsible institutions has been distributed to all departments by the Rectorate and NJSBC at the beginning of the academic year and the beginning of the following semester, from where all requirements have been implemented. <i>(Evidence no. 2.1)</i></li> </ul>	Dean Department QAU Academic Staff	Fall 2023
3. The institution should take measures to create an internal information management system, in order to increase communication and interaction between the students of this study program and the academic staff.	<ul style="list-style-type: none"> <li>UNYT, starting from the 2023-2024 academic year, has a new platform in use, which enables its use by several departments. This management system has brought innovation in terms of course registration that students will now be able to complete online. <i>(Evidence no. 3.1; 3.2)</i></li> <li>Academic staff can access the list of students.</li> <li>The academic staff has the opportunity to record absences directly in the system. <i>(Evidence no. 3.3)</i></li> <li>Another innovation with the new KION management system is also the placement of student evaluations in the system by the academic staff themselves. <i>(Evidence no. 3.4; 3.5)</i></li> <li>All UNYT students are provided with their credentials to use the management system and have the opportunity to access their academic data online at any time and from any electronic device.</li> </ul>	Administrative Units	AY 2023-2024
4. The institution should see the possibility of increasing the number of suitable courses with the profiles offered in this study program.	<ul style="list-style-type: none"> <li>The institution is taking measures to revise the curriculum under the 20% measure, which is expected to be implemented in the academic year 2024-2025, to fully fulfill the recommendation.</li> </ul>	<i>Ad Hoc Committee</i> External Expert QAU	AY 2024-2025
5. The institution should increase its efforts to engage more in scientific research projects, in order to increase the opportunities for further qualification and mobility of the academic staff and students of this program.	<ul style="list-style-type: none"> <li>The Office of Foreign Relations has established cooperation agreements with various educational institutions to increase the opportunities for staff and student exchange, and statistics from the Responsible Office for the agreements that are in the process of being finalized are recorded. <i>(Evidence no. 5.1)</i></li> <li>Applications in different projects</li> <li>Creation of working groups for further applications. <i>(Evidence no. 5.2)</i></li> </ul>	Project Office IRO Department	Fall 2023 – continuously

**ACTION PLAN BACHELOR IN “ECONOMICS AND FINANCE”**

DEPARTMENT OF ECONOMICS AND FINANCE				
ACTION PLAN ON THE RECOMMENDATIONS OF THE DECISION OF THE ACCREDITATION BOARD No. 125 DATED 20/10/2023				
	RECOMMENDATIONS	MEASURES TAKEN	RESPONSIBLE UNITS	PERIOD OF ACTION
1	The practical hours included in the curriculum of this study program are very limited, compared to the theoretical hours.	The institution has started the revision of the program curriculum (under the measure of 20%) following the necessary process of group creation and including the increase in the number of practical hours for each profile. <i>(Evidence 1.1 Faculty Meeting for Curriculum Review)</i>	Department Faculty QAU	AY 2024-2025 - ongoing
2	The basic and auxiliary literature included in most of the syllabuses of this study program is not updated by the legal acts in force	Course syllabi are revised on a semester basis and approved by the Head of the Department and the Dean of the Faculty. The department will follow up on the recommendation by revising and updating the literature included in the course syllabi. <i>(Evidence 2.1 Syllabus Update)</i>	Department Faculty QAU	AY2023-2024 - ongoing
3	The study program does not provide for the establishment of commissions for the evaluation of the final obligations of the students of this study program.	The Department has brought to the attention of the Rectorate and the Faculty the request to change the relevant regulation for the assessment of closing obligations. The Department will follow the recommendation given for the creation of Commissions starting from the current academic year and the following.	Department Faculty Rectorate QAU	AY2023-2024 - ongoing



**ACTION PLAN BACHELOR IN “APPLIED BANKING AND FINANCE”**

DEPARTMENT OF ECONOMICS AND FINANCE				
The action plan about recommendations decision the Board the Accreditation No. 126, date 20/10/2023				
	RECOMMENDATIONS	MEASURES	RESPONSIBLE UNITS	THE PERIOD OF ACTION
1	The number of academic personnel belonging to the "Professor" category engaged in this study program is low.	The institution has taken steps to increase academic staff with degrees "professor" KeePiNG OPEN vacant positions and has set up mechanisms to support the academic staff who adhere to obtaining degrees. This is an ongoing process. <i>Evidence 1.1 Vacancies DEF</i> <i>Evidence 1.2 Request for DEF vacancies</i> <i>Evidence 1.3 Request for Vacancies to Rectorate</i>	Department Faculty Rectorate Human Resources Office	AY 2024-2025 and so on.
2	Some of the instructors engaged in this study program are not by the legal and sub-legal regulations in force.	The institution has taken steps to increase the academic staff with degrees and offer courses by holders, according to legal requirements. <i>Evidence 1.1 Vacancies DEF</i> <i>Evidence 1.2 Request for DEF vacancies</i> <i>Evidence 1.3 Request for Vacancies to Rectorate</i>	Department Faculty Rectorate Human Resources Office	AY 2024-2025 and so on.
3	Some of the regulatory acts, such as the degree defense procedure or the agreement with BKT, which <u>serves</u> as the basis for the development of some subjects of this program, have inconsistencies within them.	The department has brought to the management's attention the request for revision of the regulations and the agreement with BKT.	Department Faculty Rectorate BKT	AY 2024-2025 and so on.
4	The absence in the curriculum of this study program of professional practice, as a separate subject with the relevant credits.	The institution has started the process of revising the curriculum of the program (under the measure of 20%) to set up the working group and include the necessary recommendations. <i>Evidence 4.1 Faculty Meeting for Curriculum Review</i>	Department Faculty QAU BKT	AY 2024-2025 and so on.

The Departments and The Permanent Commission for the Assurance of Quality Standards (PCAQS) and Quality Assurance Unit discussed the implementation of the ACTION Plan and monitored all the recommendations left by the Accreditation Board, from the last accreditation on the study programs.

**6. Diploma Format & Diploma Supplement**

QAU successfully finalized the process of the Diploma Format and Diploma Supplement for the first-time Accredited Study Program:

- Bachelor in “Applied Banking and Finance”
- Bachelor in “Business Administration” with a profile in “Business Administration”
- Bachelor in “Business Administration” with a profile in “Business Economics”
- Bachelor in “Business Administration” with a profile in “Management”
- Bachelor in “Business Administration” with a profile in “Marketing”
- Bachelor in “Business Informatics”
- Bachelor in “Computer Science”
- Bachelor in “Economics and Finance” with a profile in “Economics”
- Bachelor in “Economics and Finance” with a profile in “Finance”
- Bachelor in “Economics and Finance” with a profile in “Accounting”
- Bachelor in “Political Science/International Relations” with a profile in “EU Legislation and Politics”
- Bachelor in “Political Science/International Relations” with a profile in “International Relations”

### **7. Application for the Opening of the new Joint Ph.D. Program:**

- The Faculty of Economy and Business in collaboration with PCAQSI and QAU applied to the Ministry of Education and Sports for the Opening of the new Joint Ph.D. Program in “Business Administration” – The process has successfully passed the first step of the application.

### **8. Curricula Revision**

- The Department of “Business Administration” in collaboration with PCAQSI and QAU UNYT successfully finalized the process of the revision of the curricula under 20% for the programs Bachelor in “Business Administration” and Master of Science in “Business Administration”.
- The Department of “Economics and Finance” in collaboration with PCAQSI and QAU UNYT successfully finalized the process of the revision of the curricula under 20% for the programs “Applied Banking and Finance” and “Economics and Finance”.
- The Department of “Psychology and Education” in collaboration with PCAQSI and QAU UNYT successfully finalized the process of the revision of the curricula under 20% for the programs Bachelor in “Psychology” and Master of Science in “Psychology”.
- The Department of “Business Informatics and e-Business” in collaboration with PCAQSI and QAU UNYT successfully finalized the process of the revision of the curricula under 20% for the program Bachelor in “Business Informatics”
- The Department of “Computer Science” in collaboration with PCAQSI and QAU UNYT successfully finalized the process of the revision of the curricula under 20% for the program Bachelor in Master of Science in “Computer Science”.

### **9. Quality Evaluation Instruments**

The Quality Evaluation instruments conducted for internal quality monitoring and assurance:

- Student Evaluation
- Grading Transparency Report
- Peer evaluation
- Individual Assessment Performance Form
- Departmental Annual Report
- Program Monitoring Report
- Annual objectives of departments and annual monitoring–action plans report match.
- Other tools (student services monitoring reports, admission, registry, career and alumni, library, student governance)



### 9.1 Student Evaluation

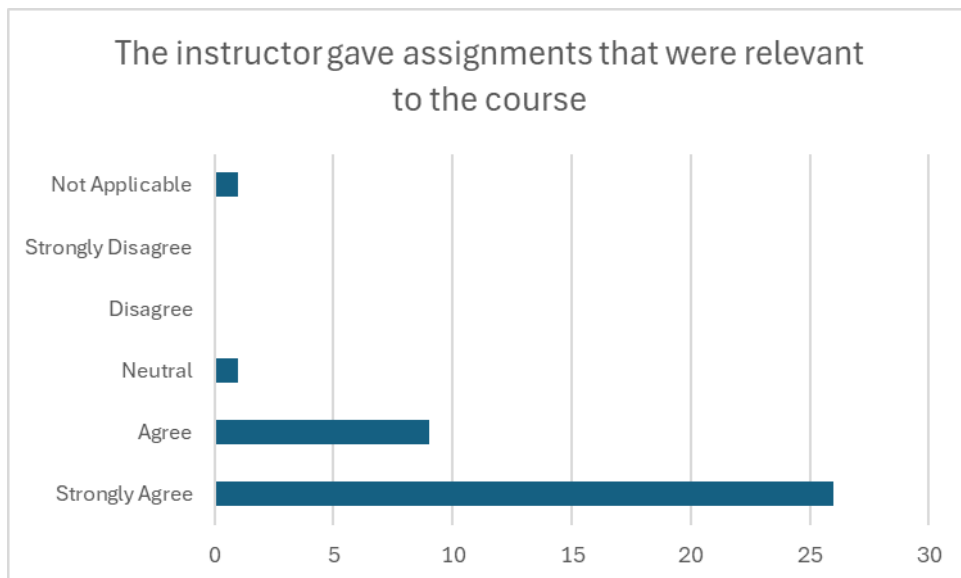
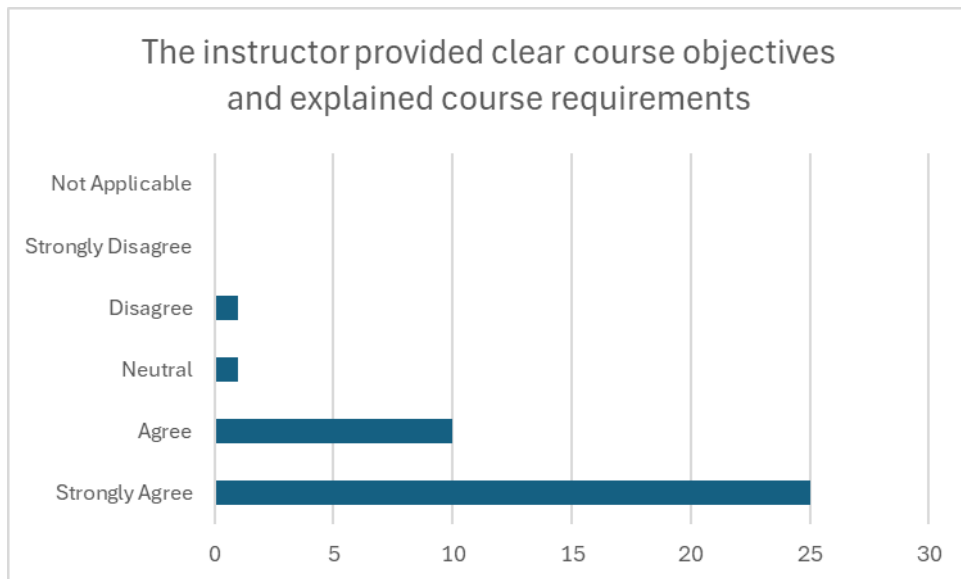
In the framework of internal quality assurance, the UNYT periodically (on a semester and annual basis) evaluates the academic staff by their students. The evaluation of the student is score-based and verbal as well.

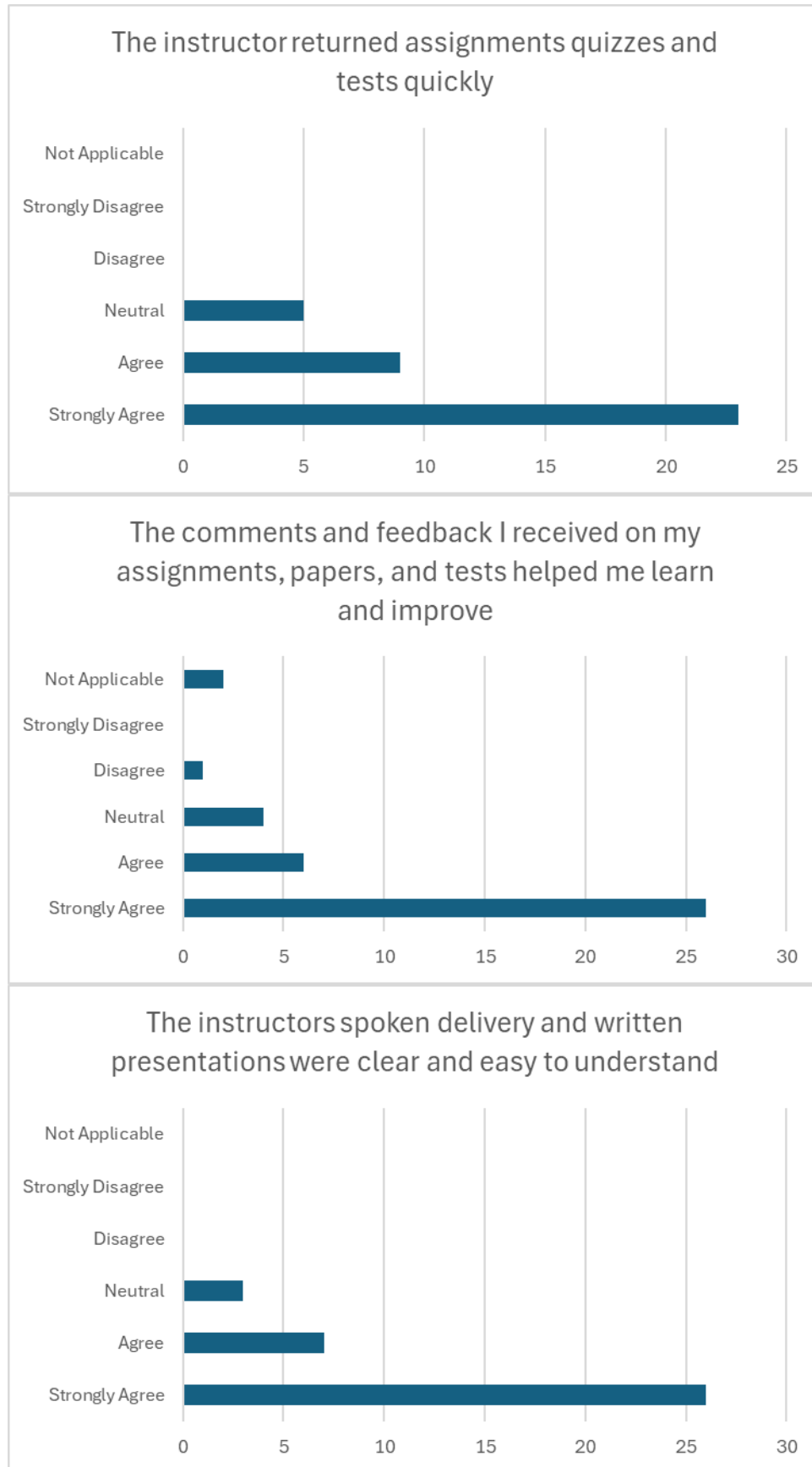
#### **FACULTY OF ECONOMY AND BUSINESS**

#### **STUDENT EVALUATION RESULTS**

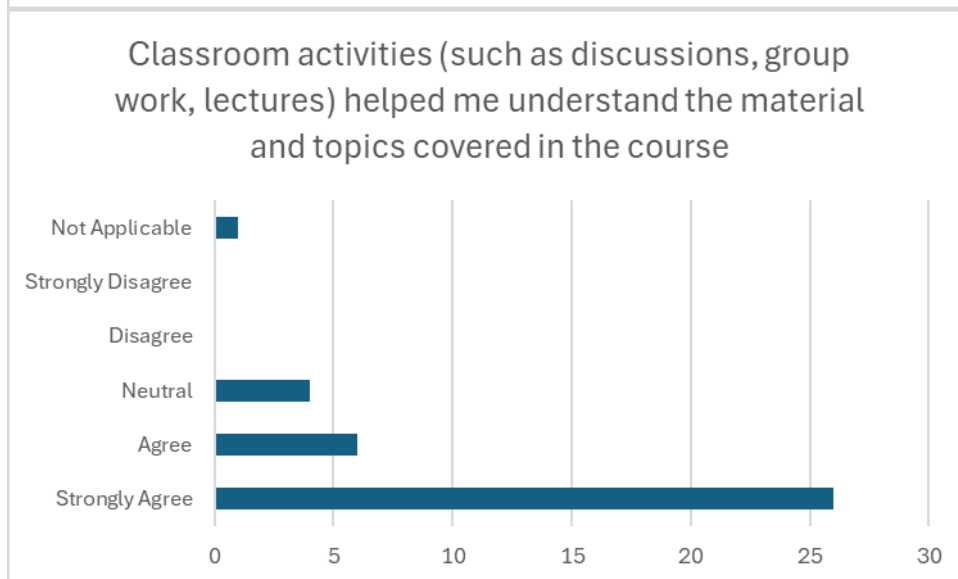
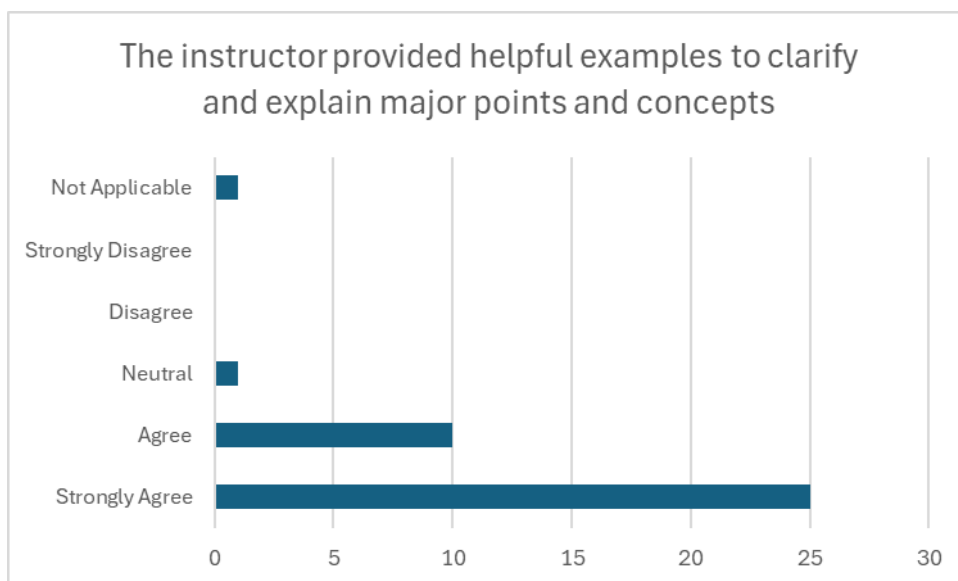
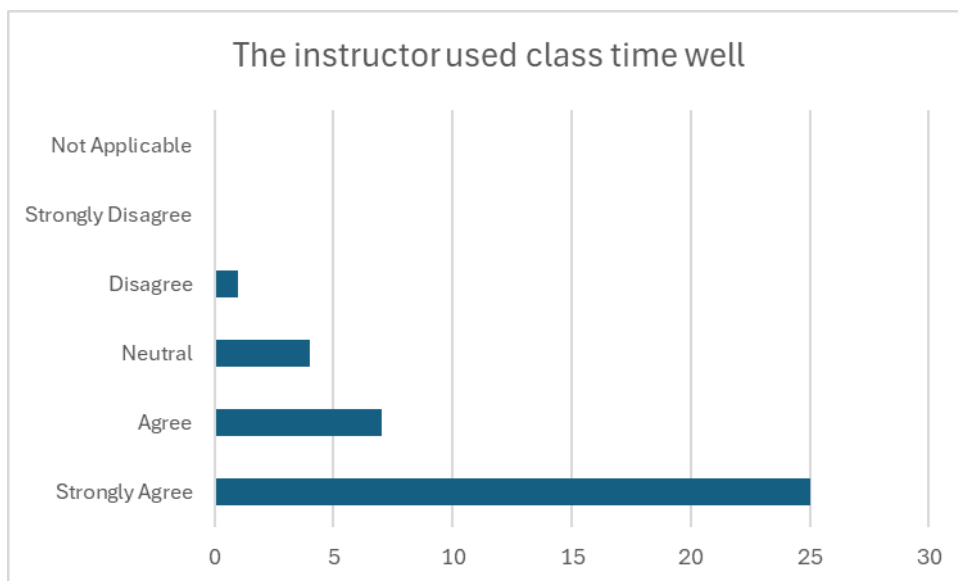
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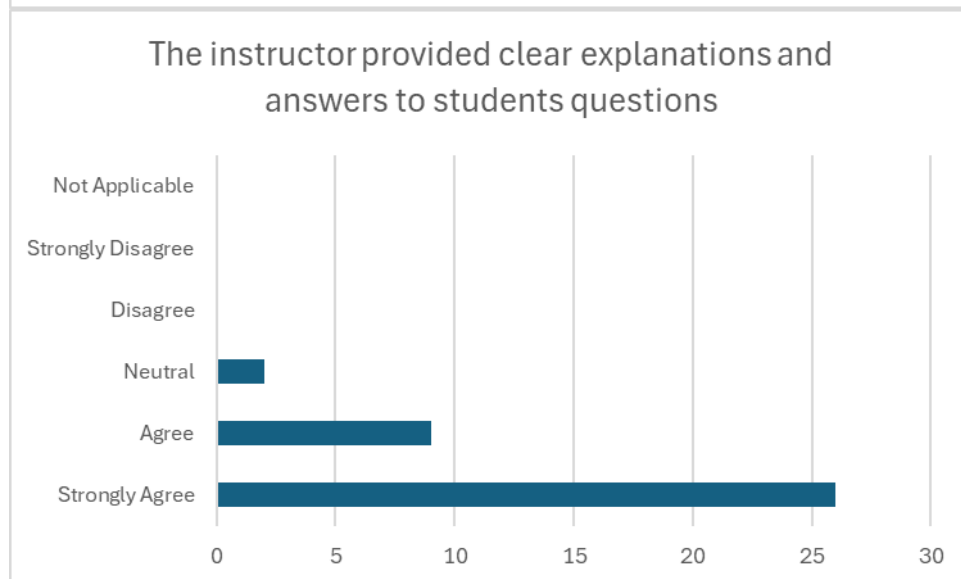
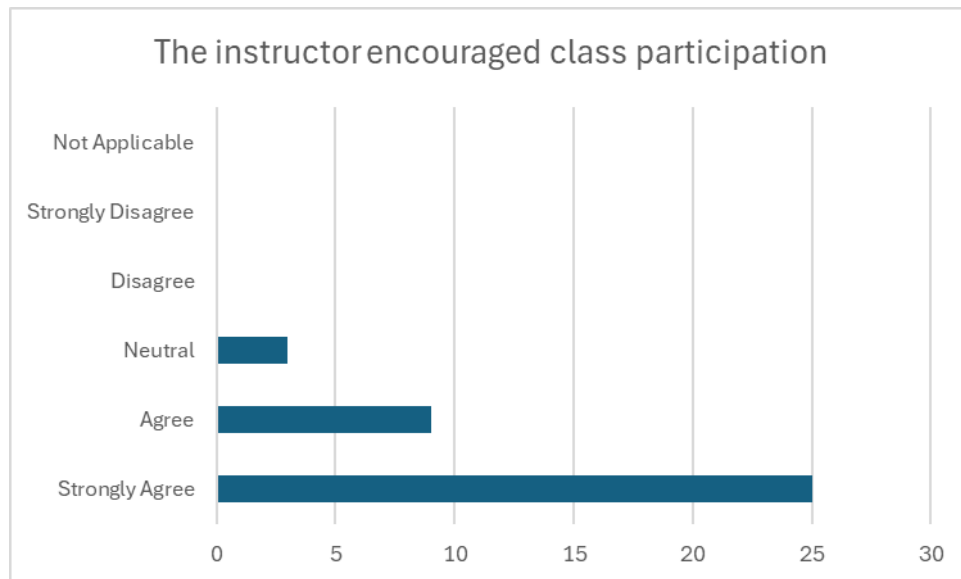
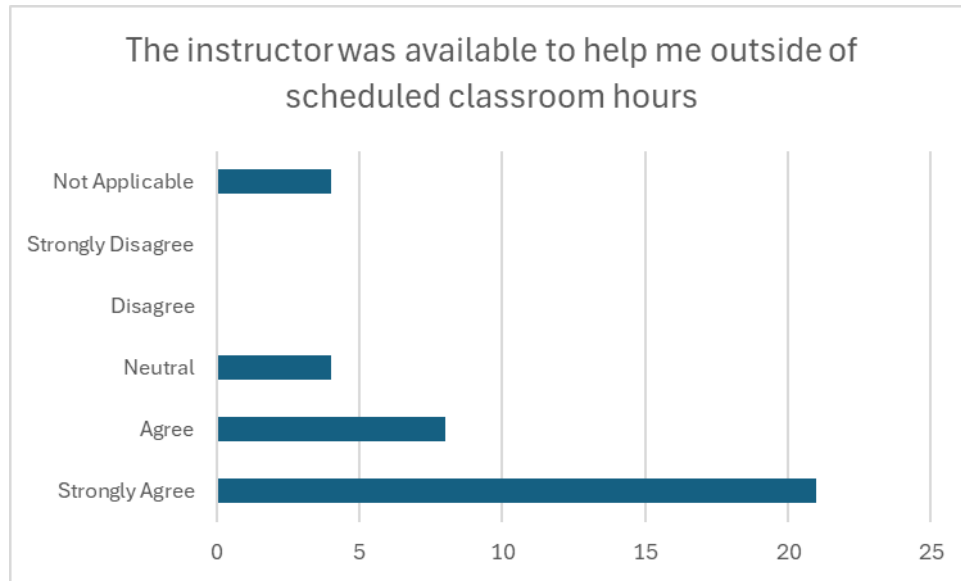
#### **DEPARTMENT OF BUSINESS ADMINISTRATION**

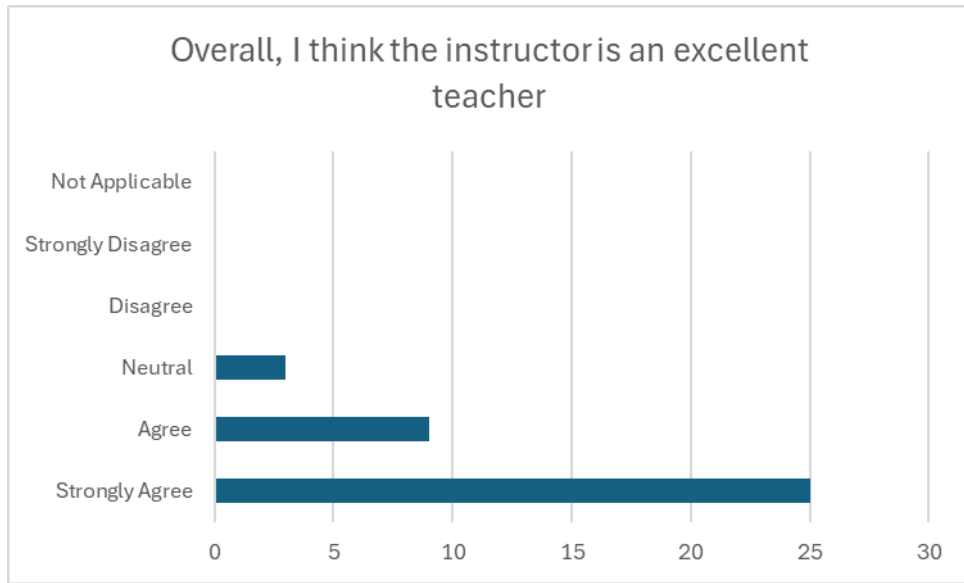








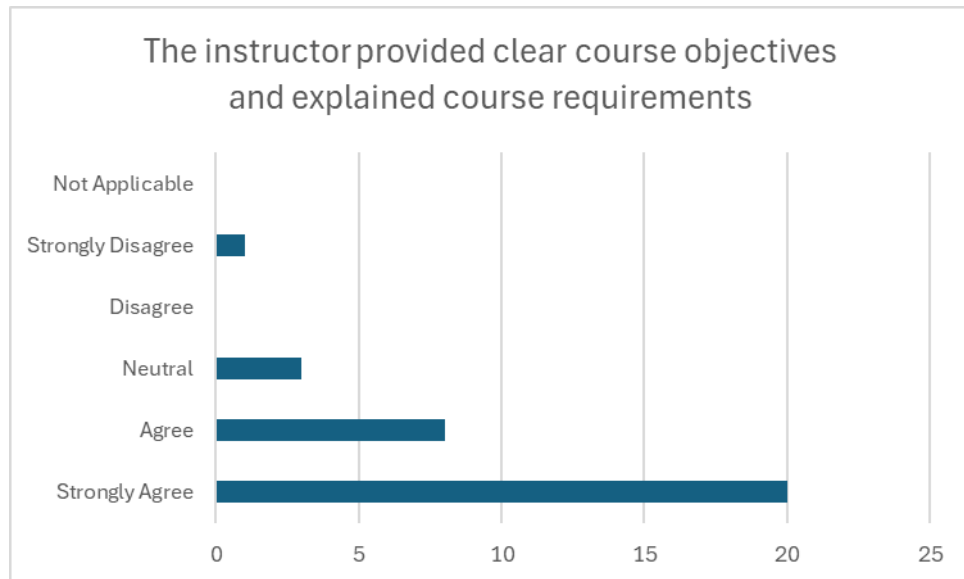


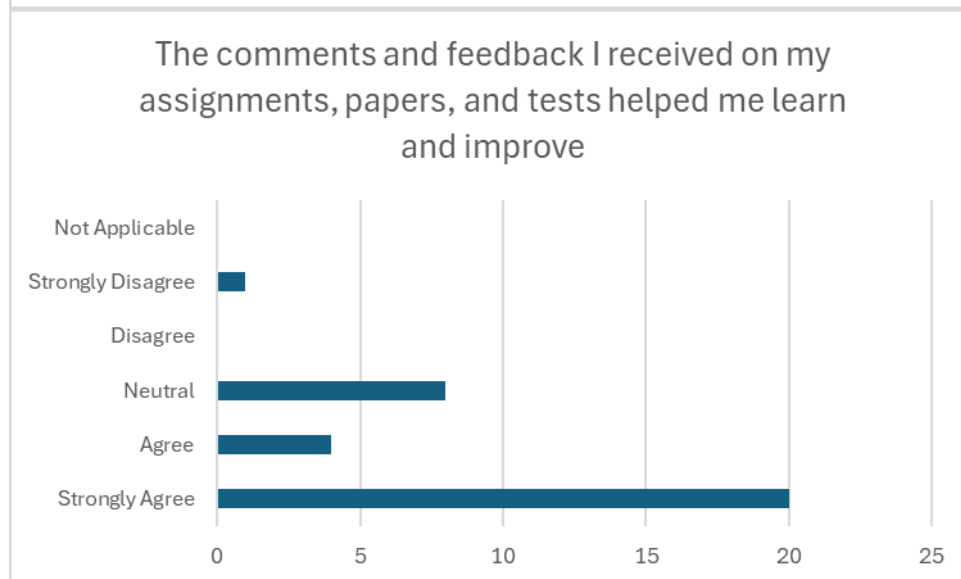
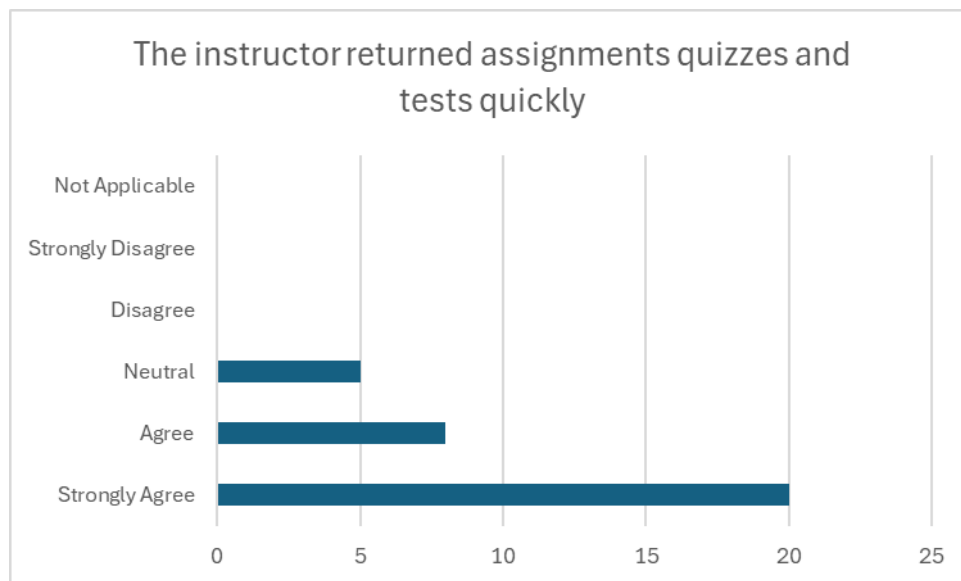
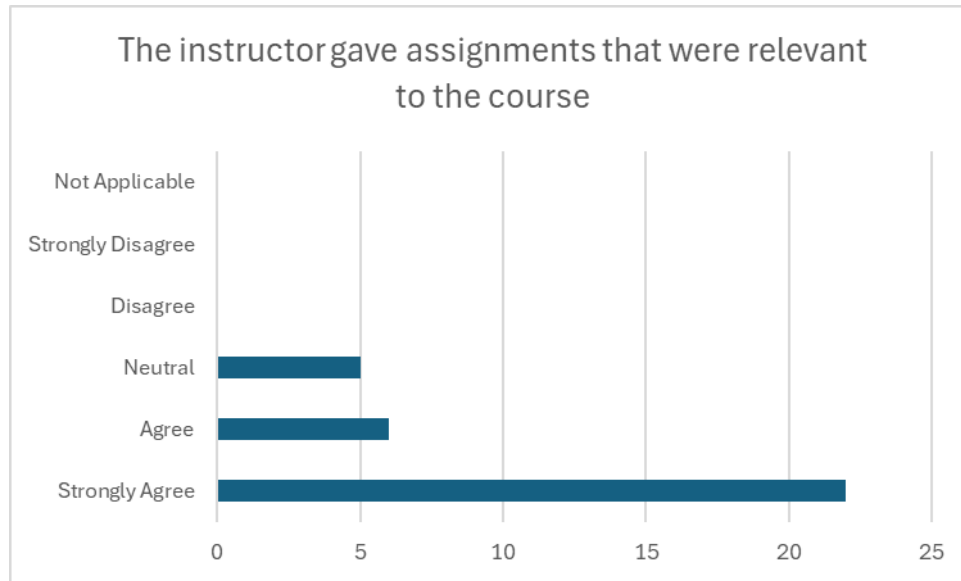


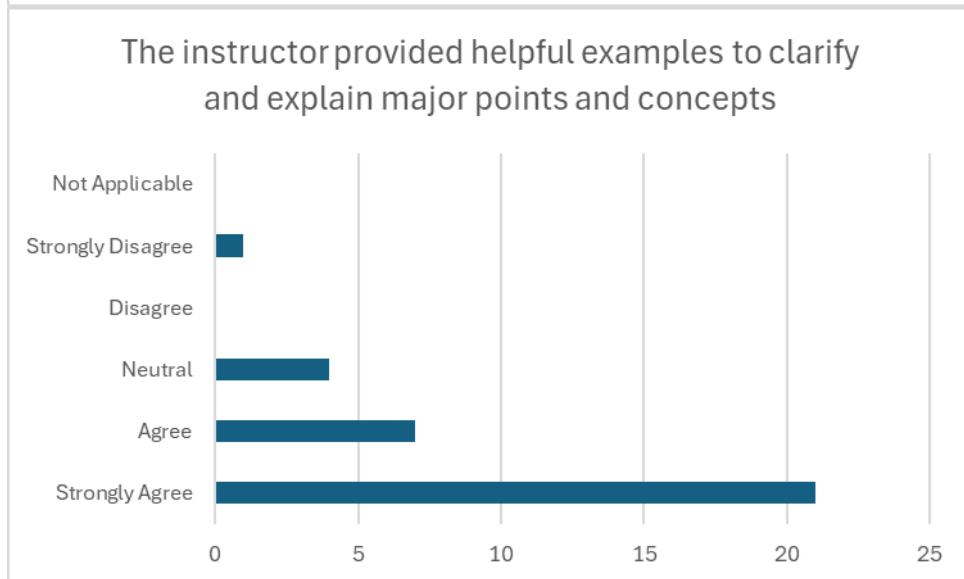
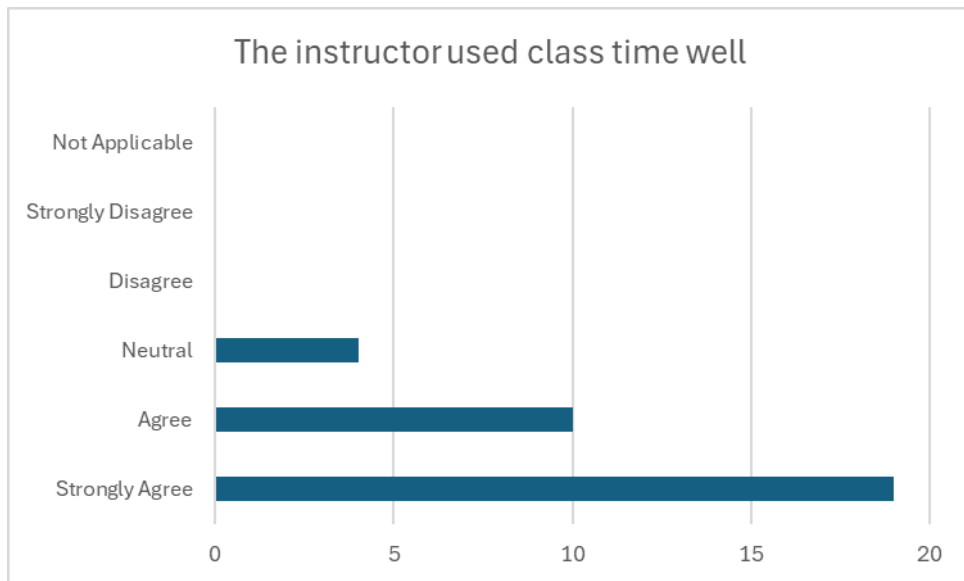
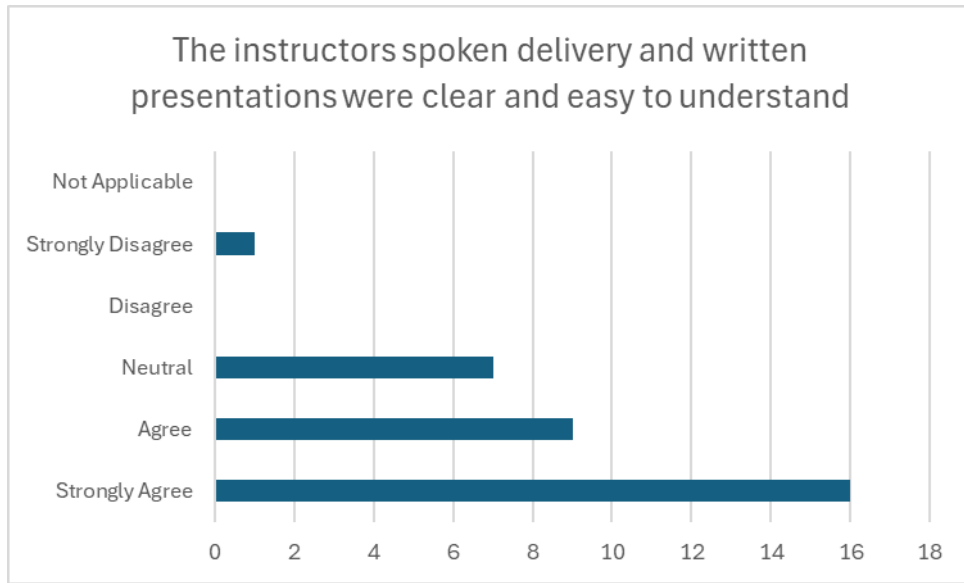
**STUDENT EVALUATION RESULTS**

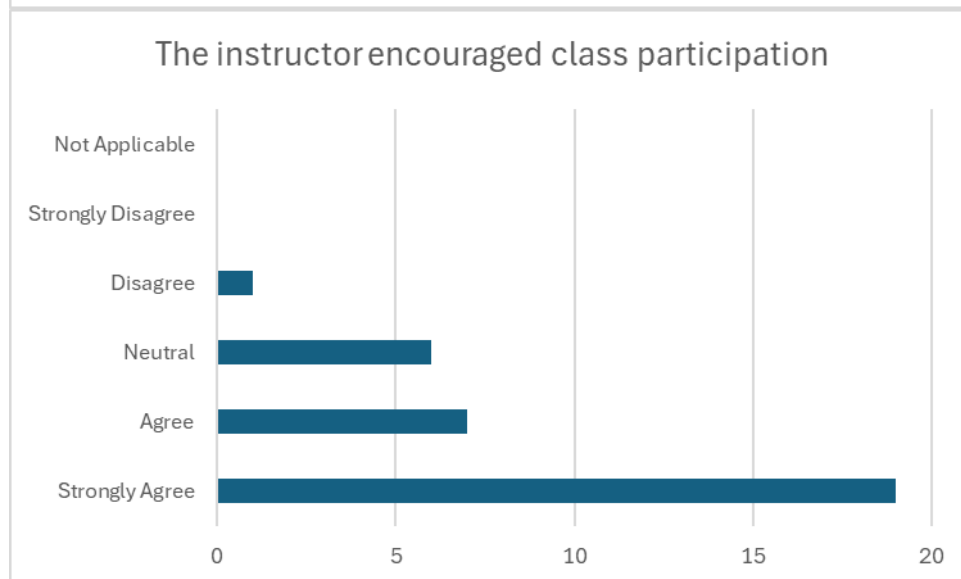
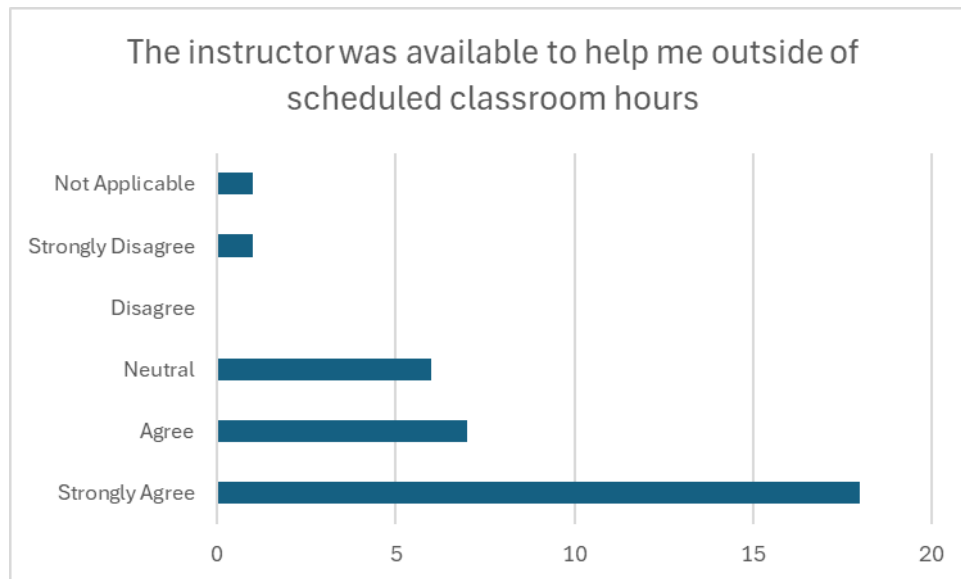
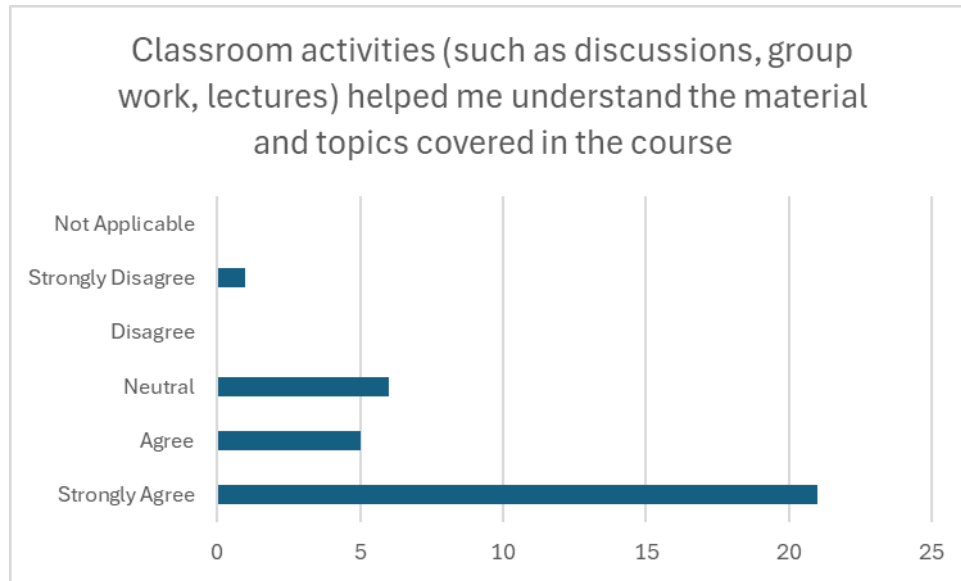
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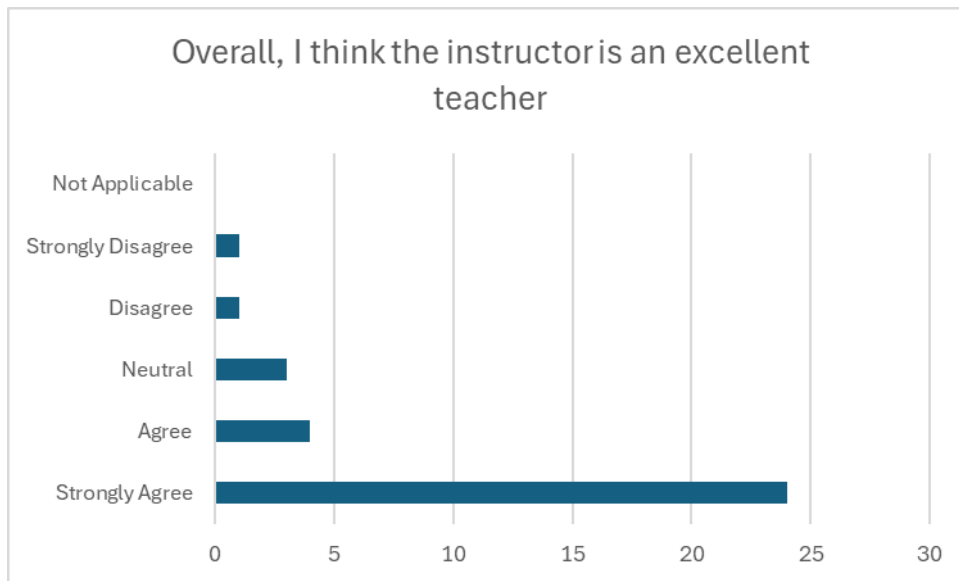
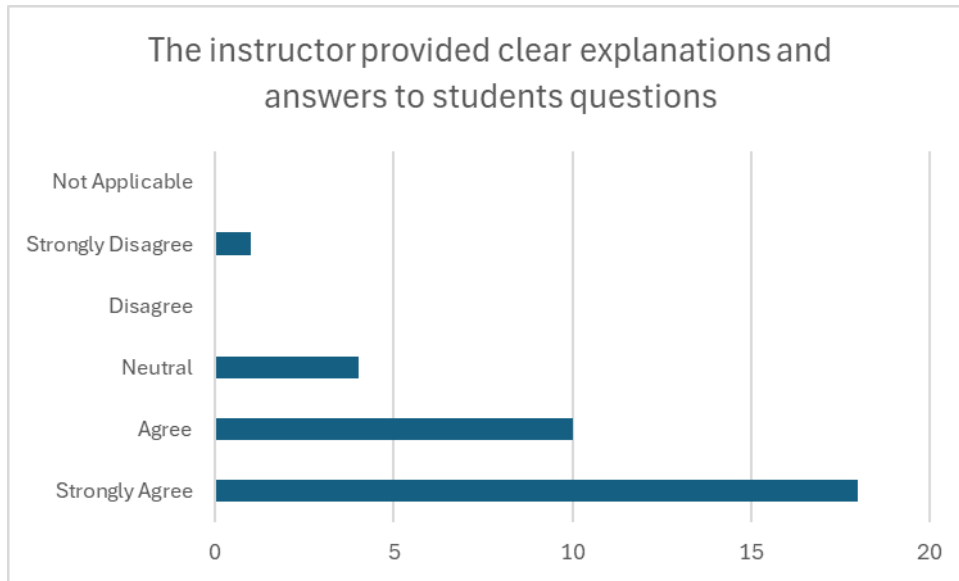
**DEPARTMENT OF BUSINESS INFORMATICS & E-BUSINESS**









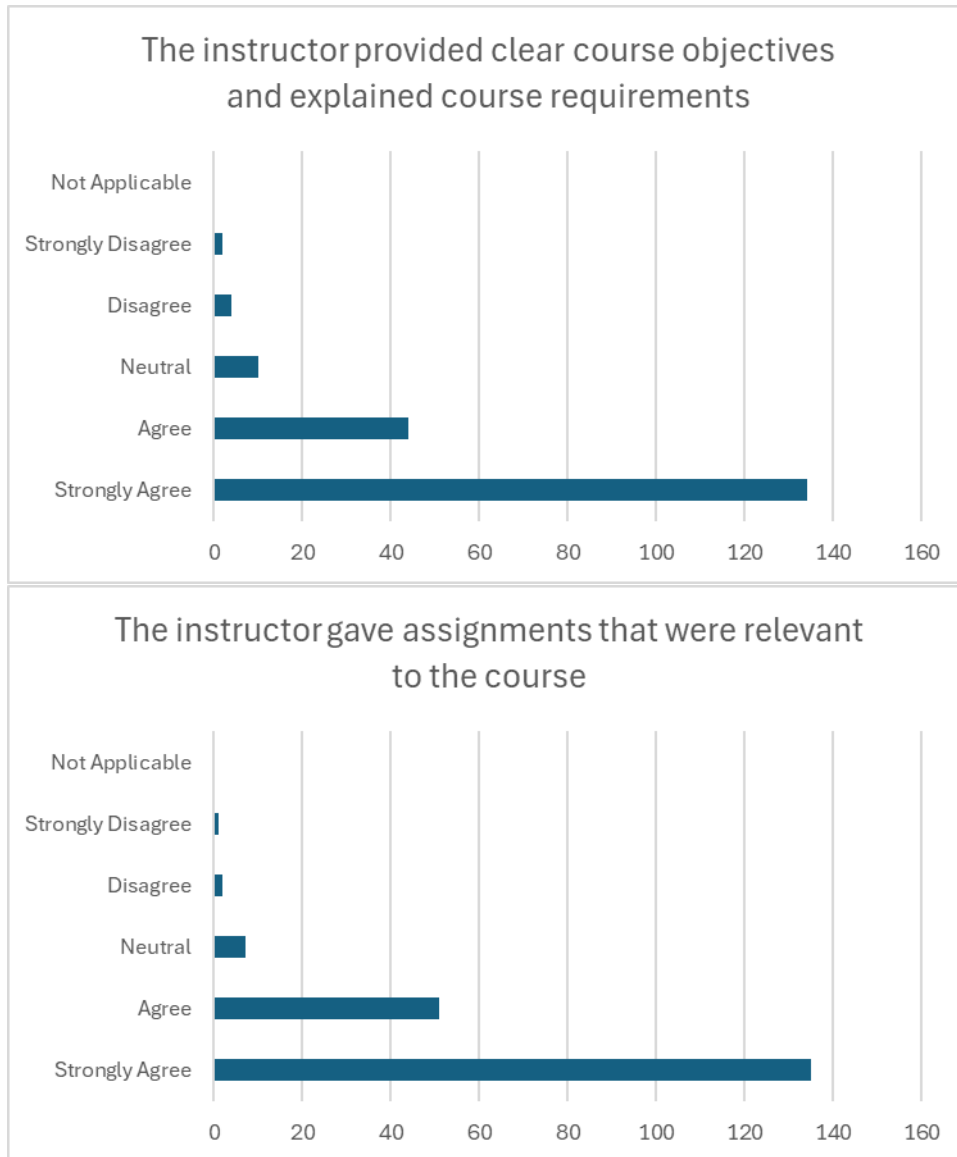




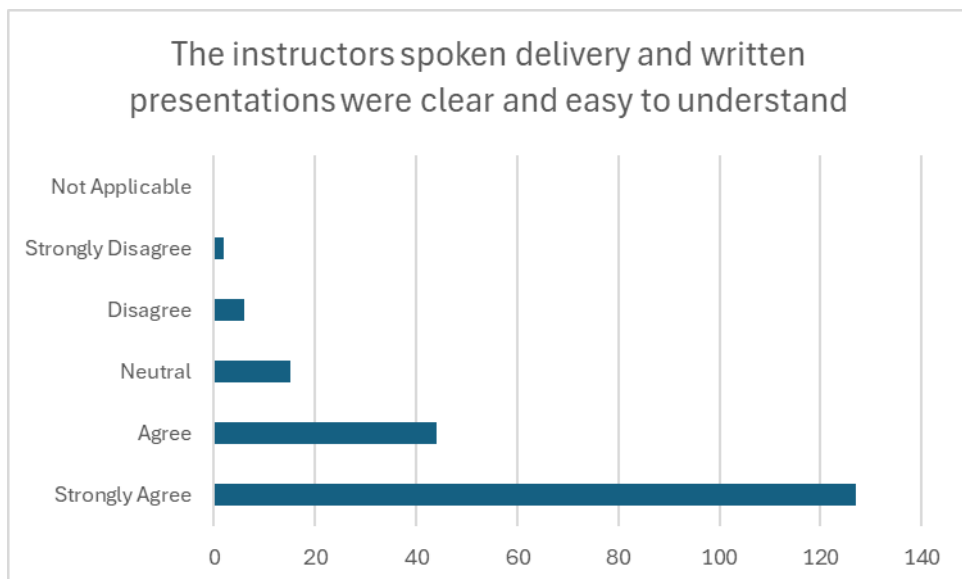
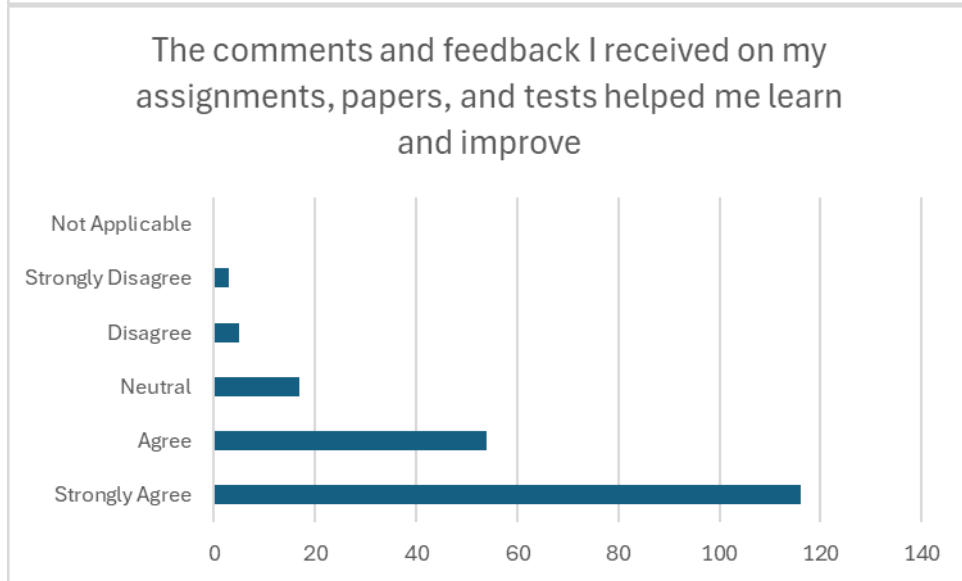
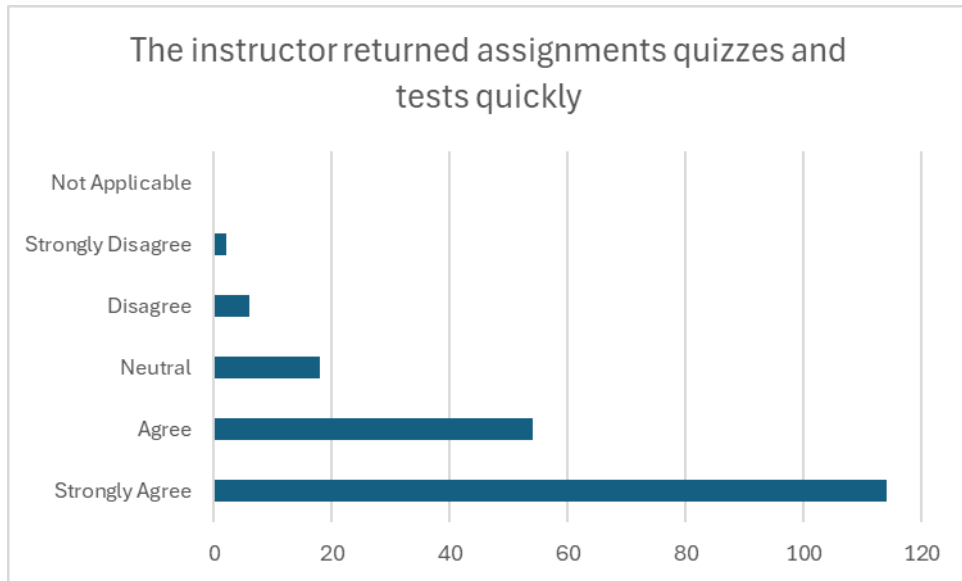
**STUDENT EVALUATION RESULTS**

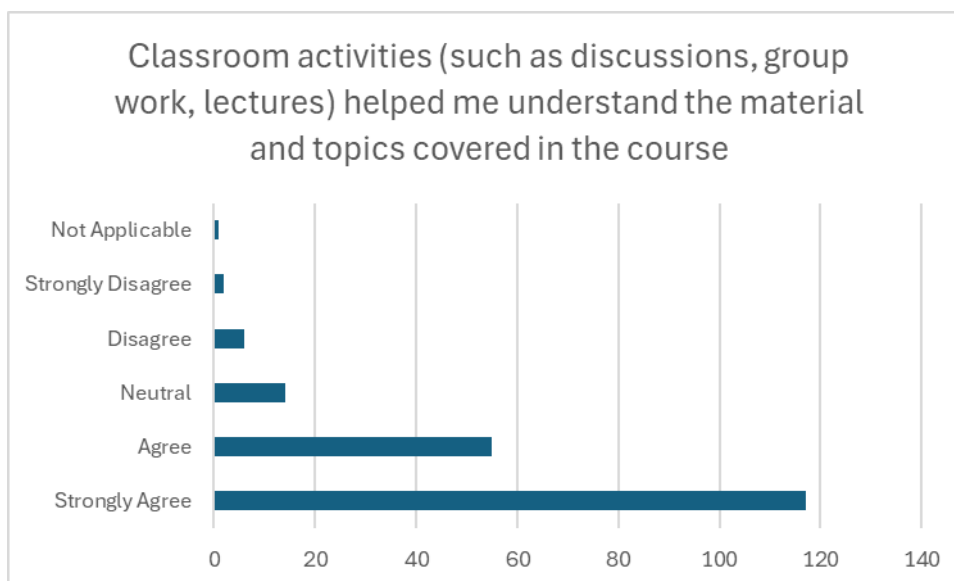
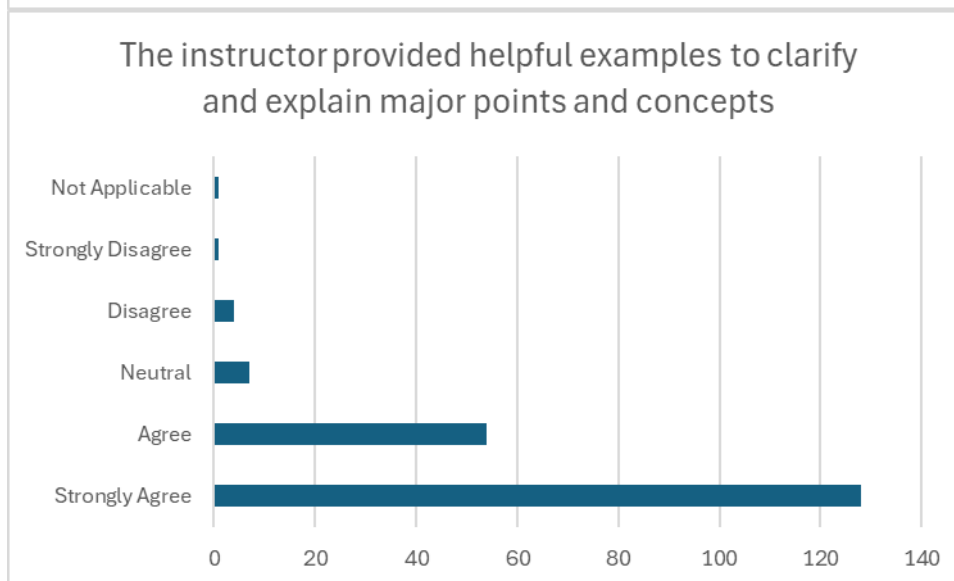
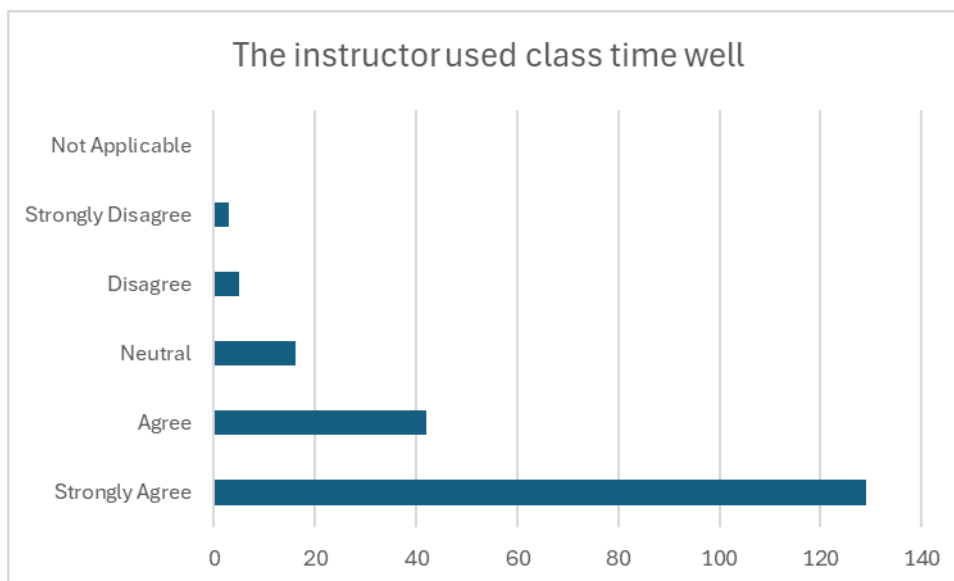
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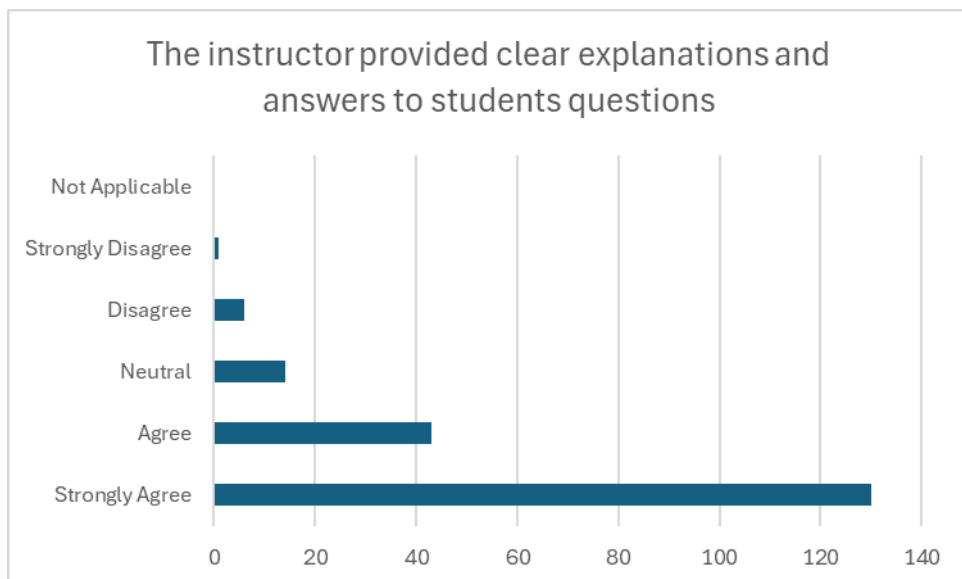
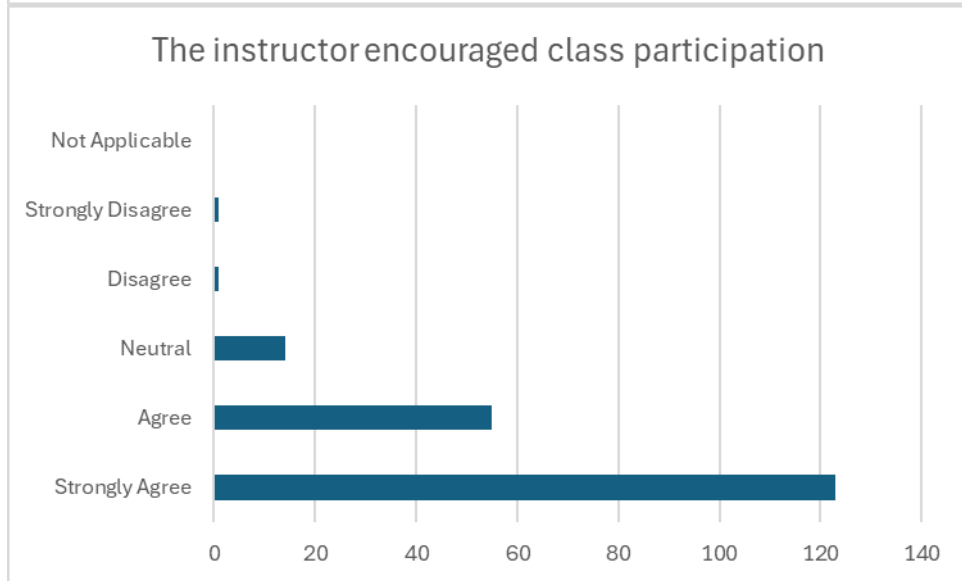
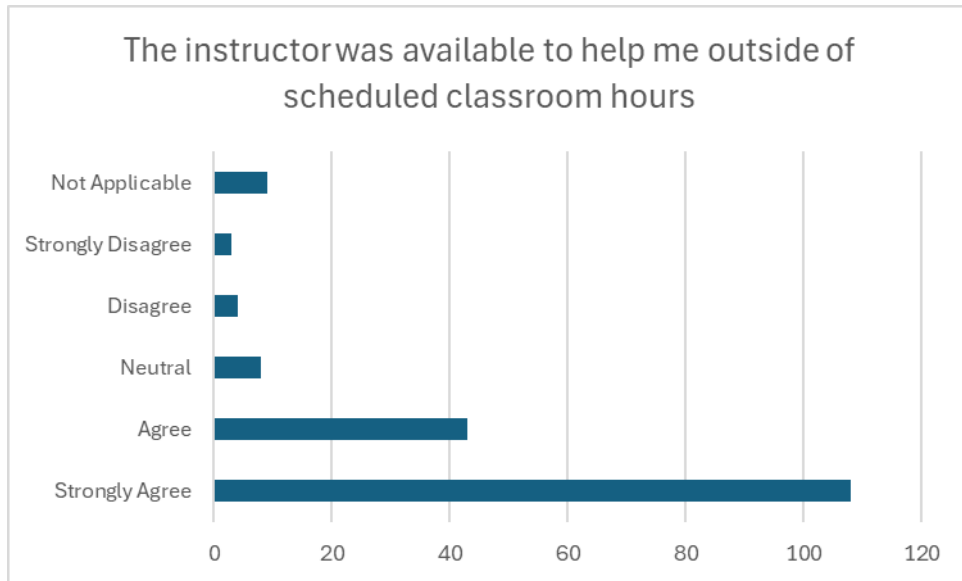
**DEPARTMENT OF ECONOMICS & FINANCE**

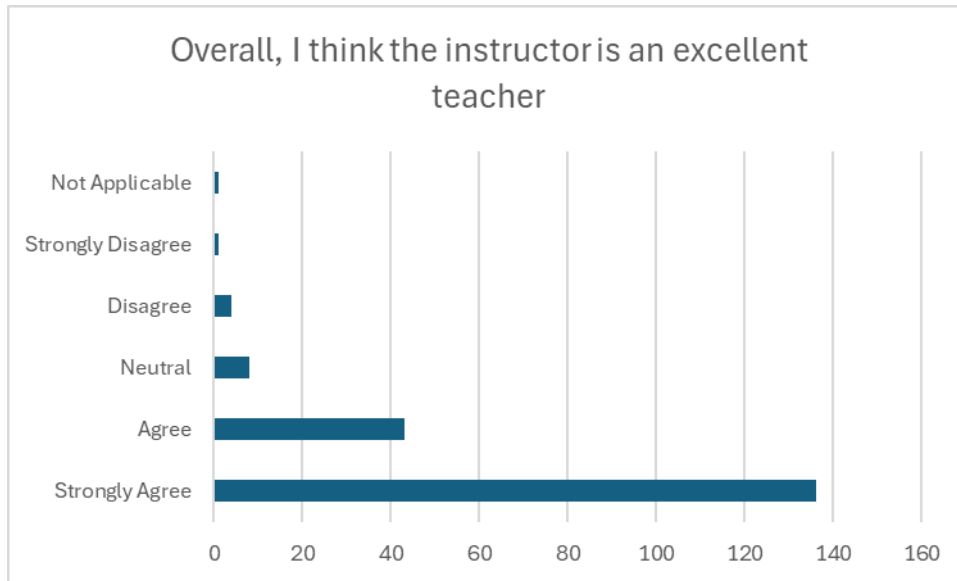










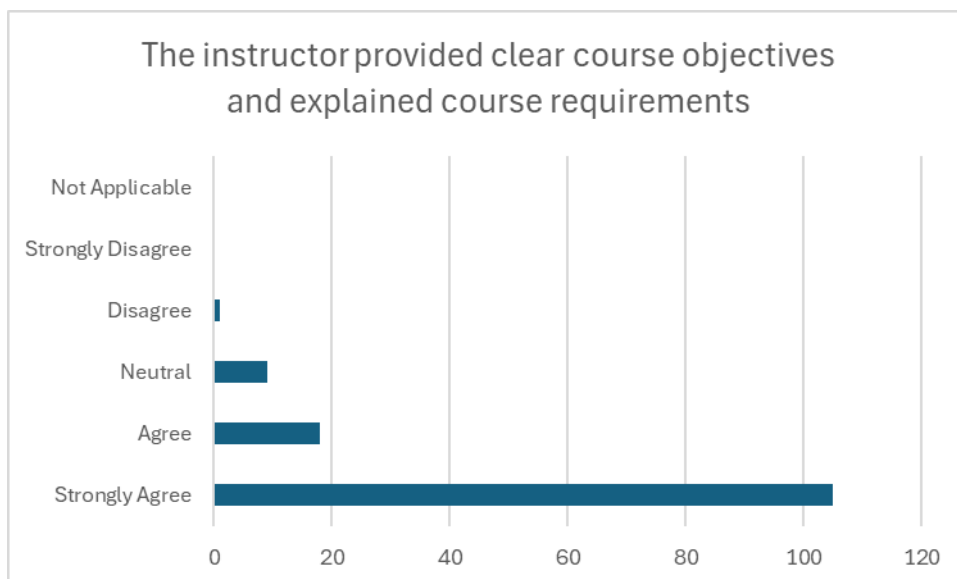


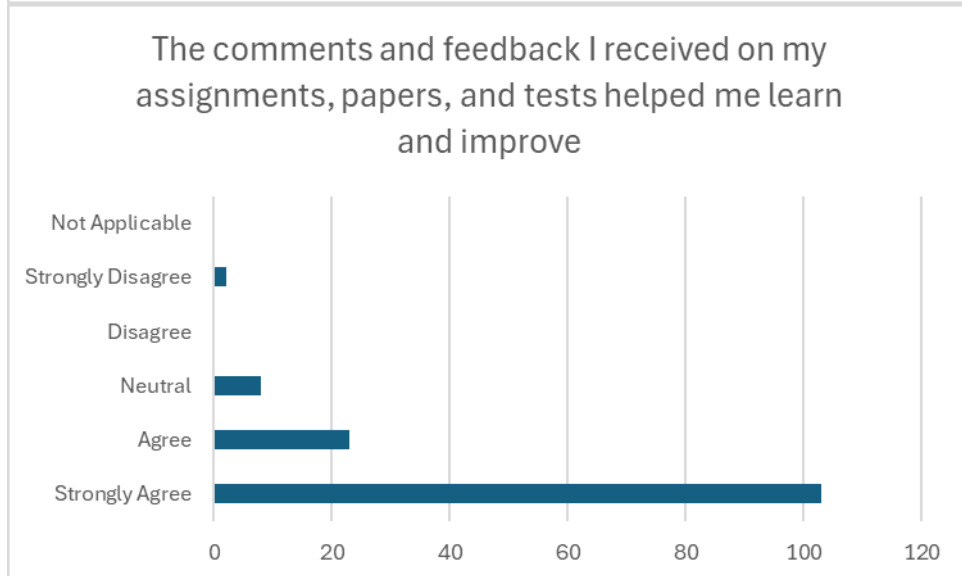
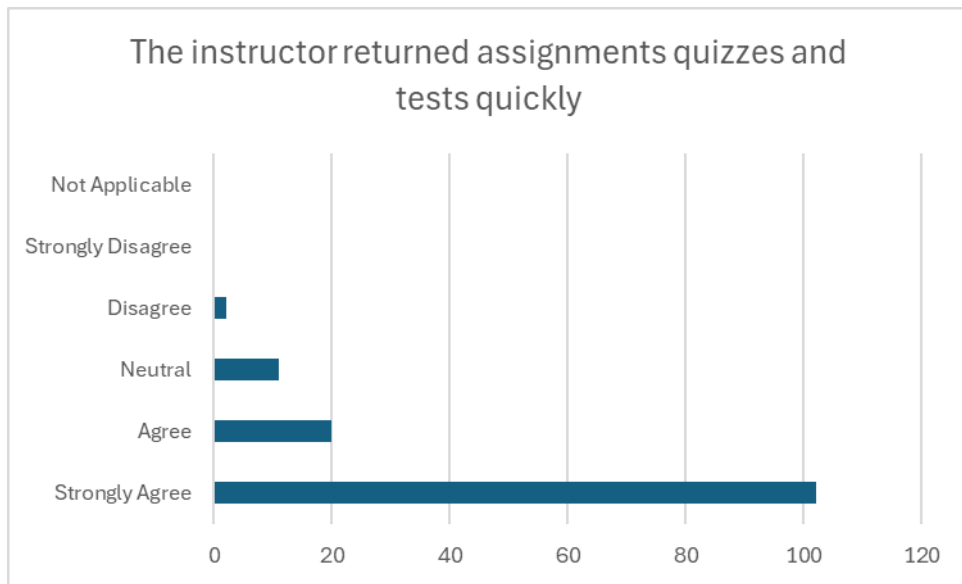
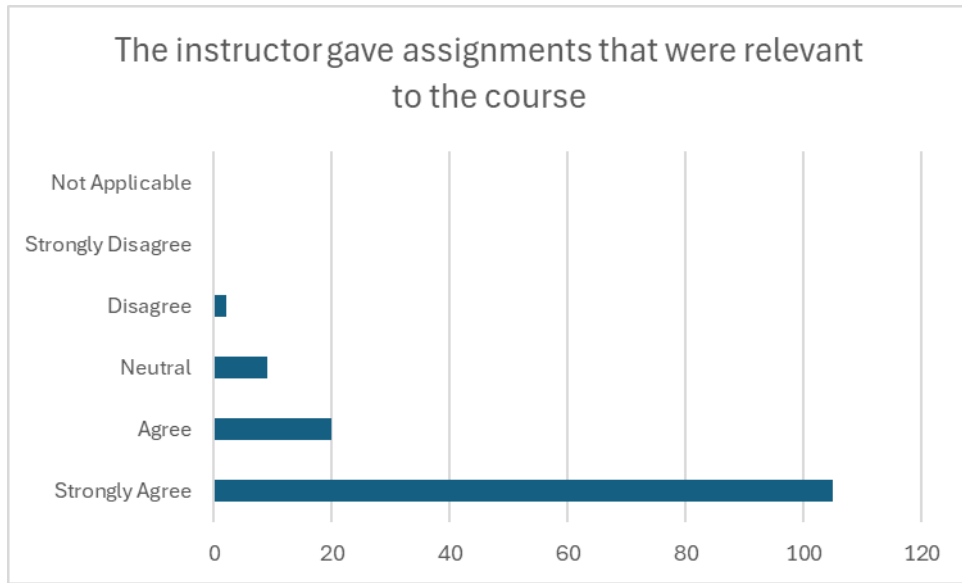
**FACULTY OF LAW AND SOCIAL SCIENCES**

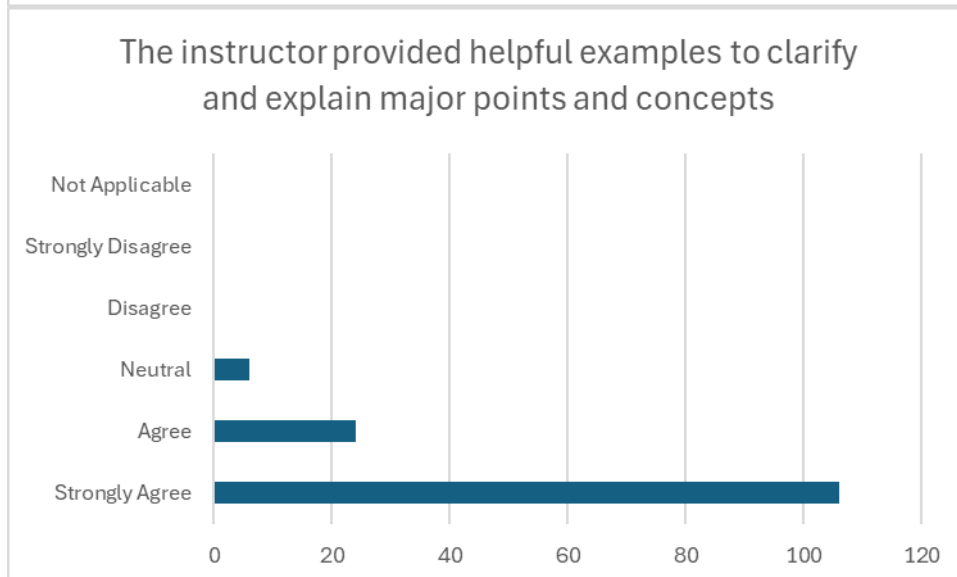
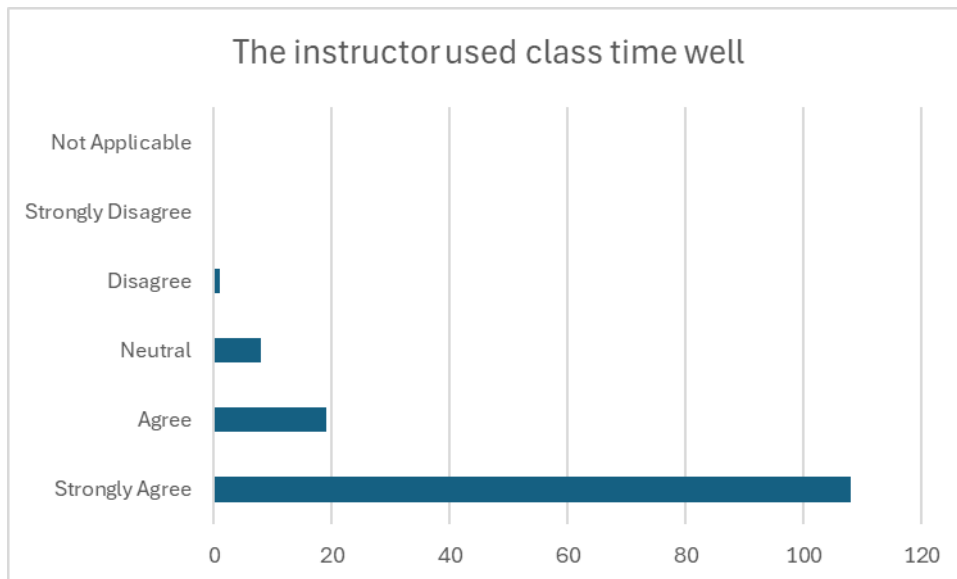
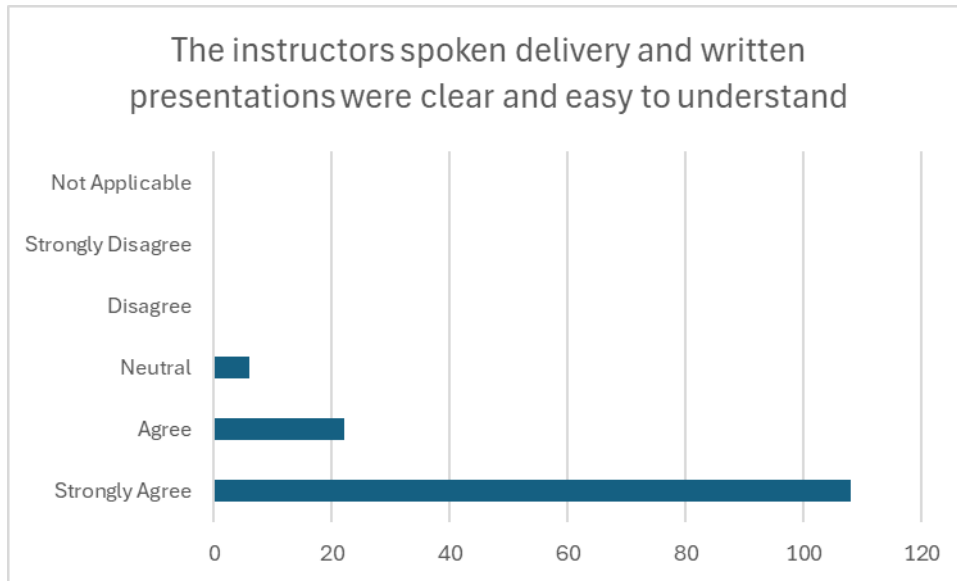
**STUDENT EVALUATION RESULTS**

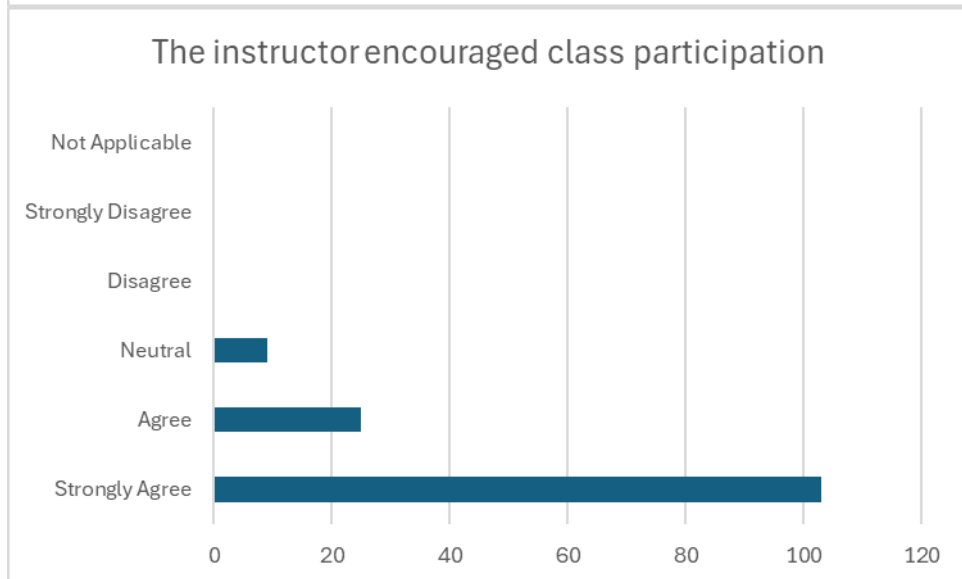
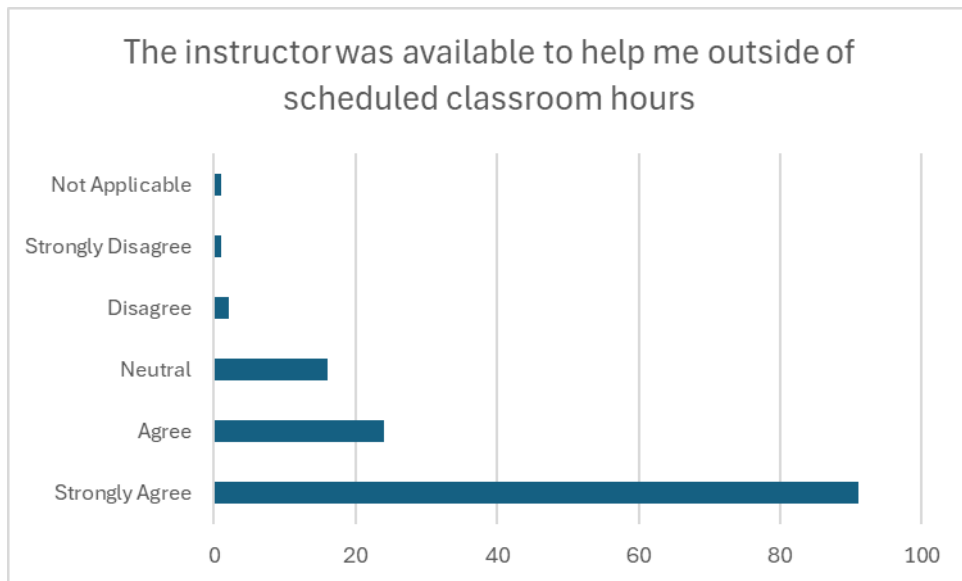
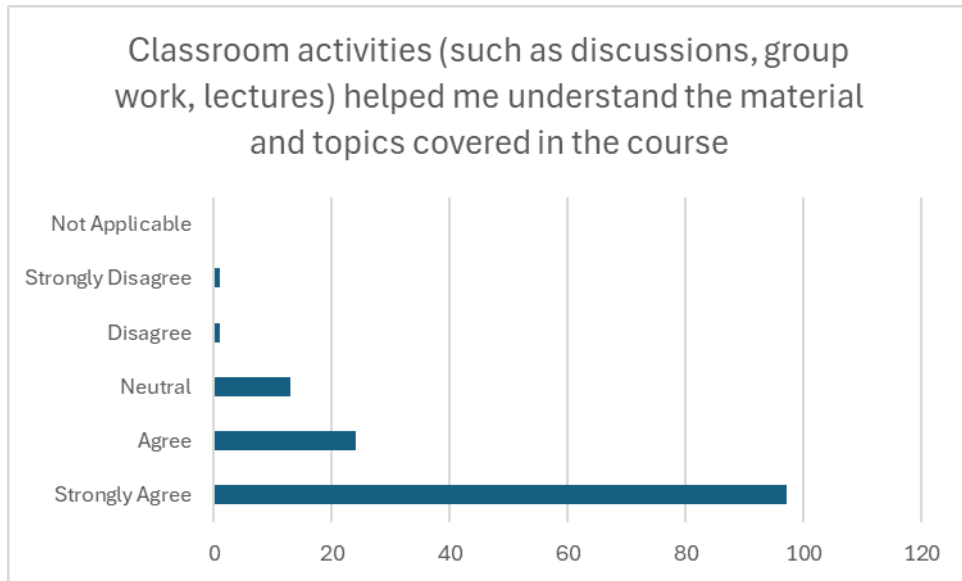
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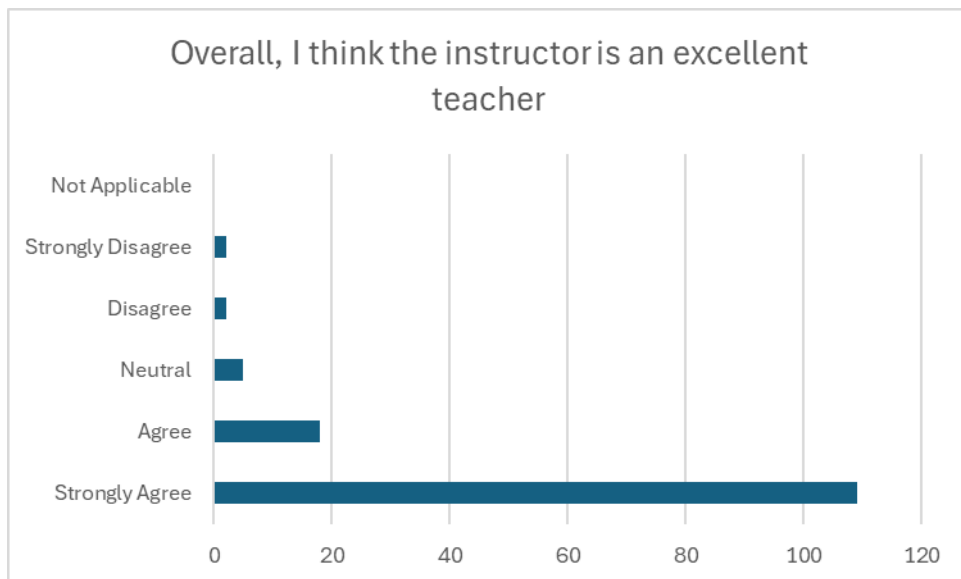
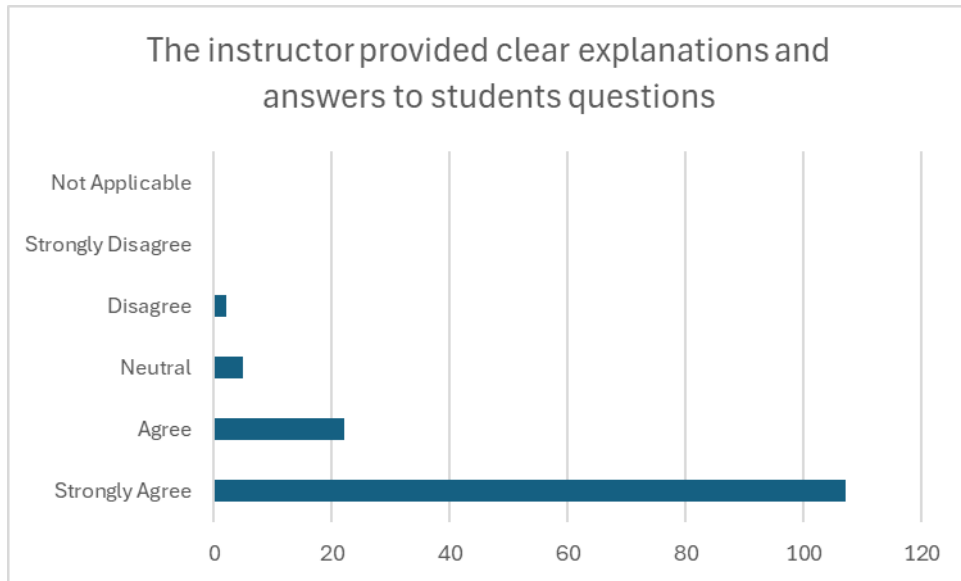
**DEPARTMENT OF LAW**











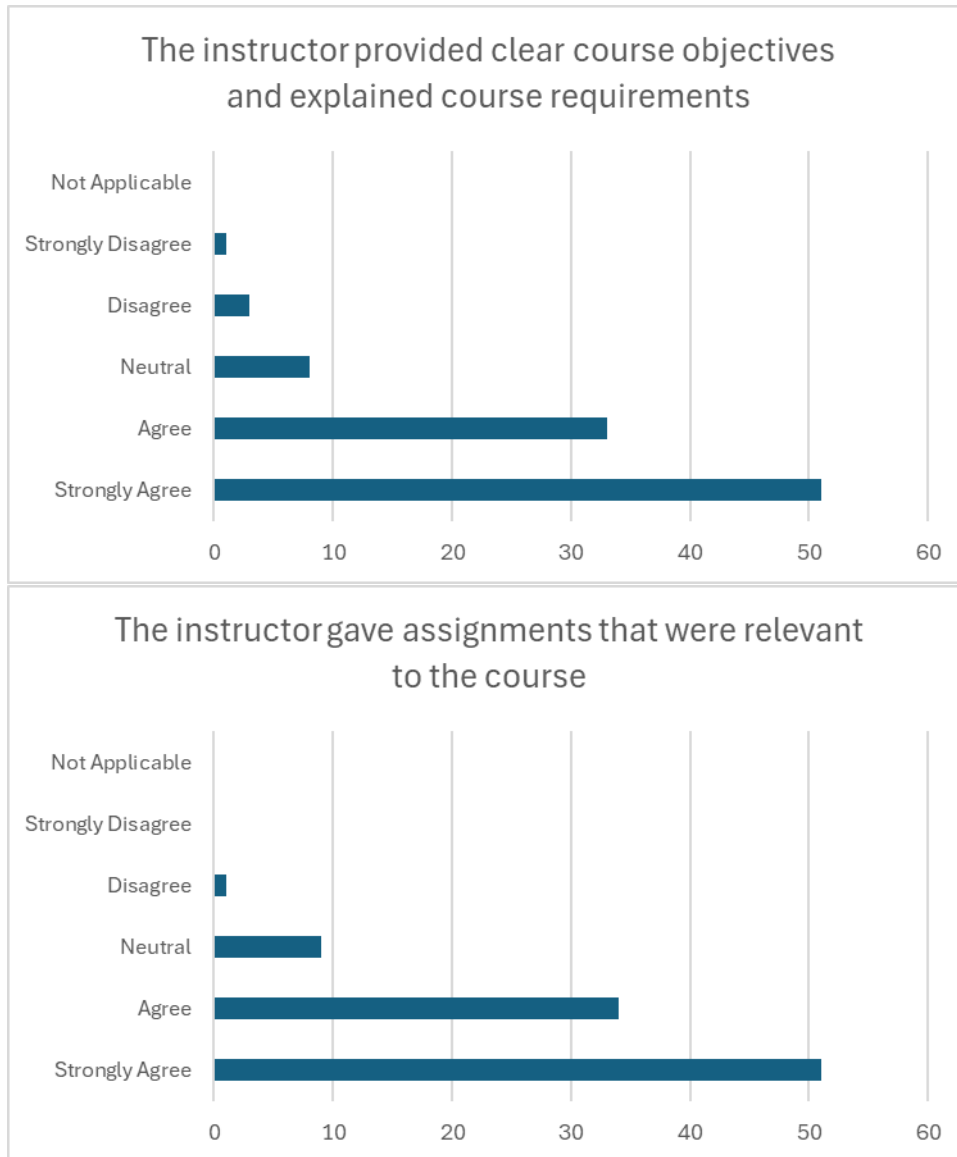


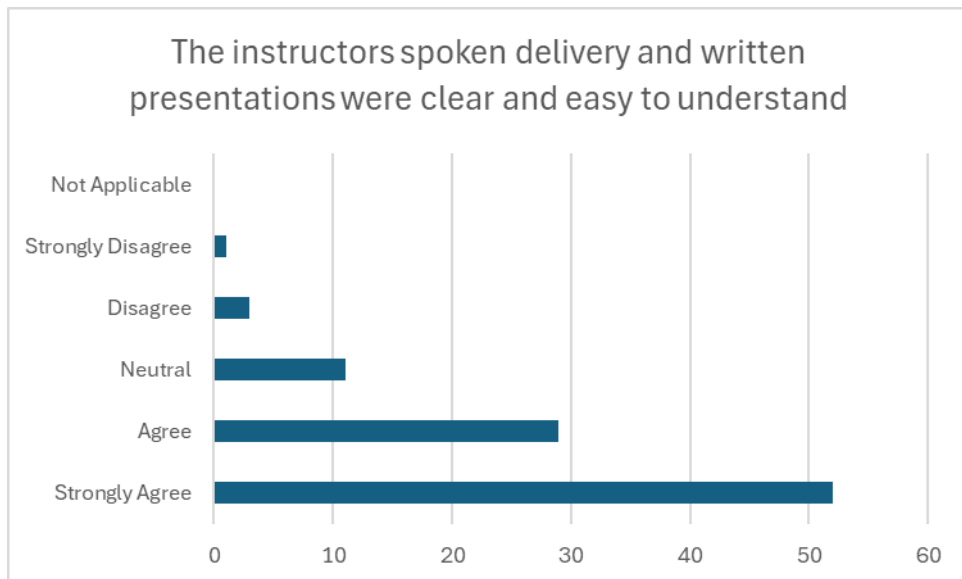
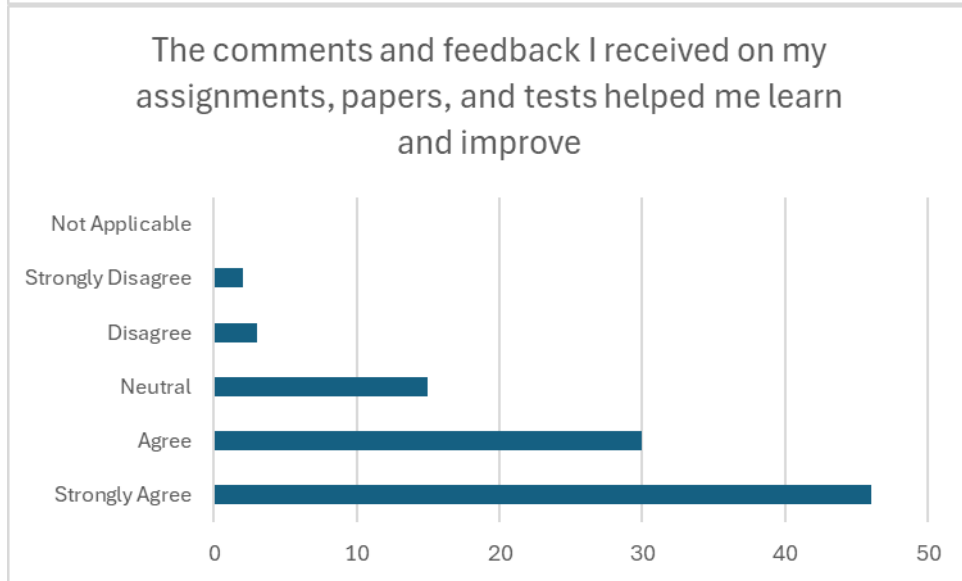
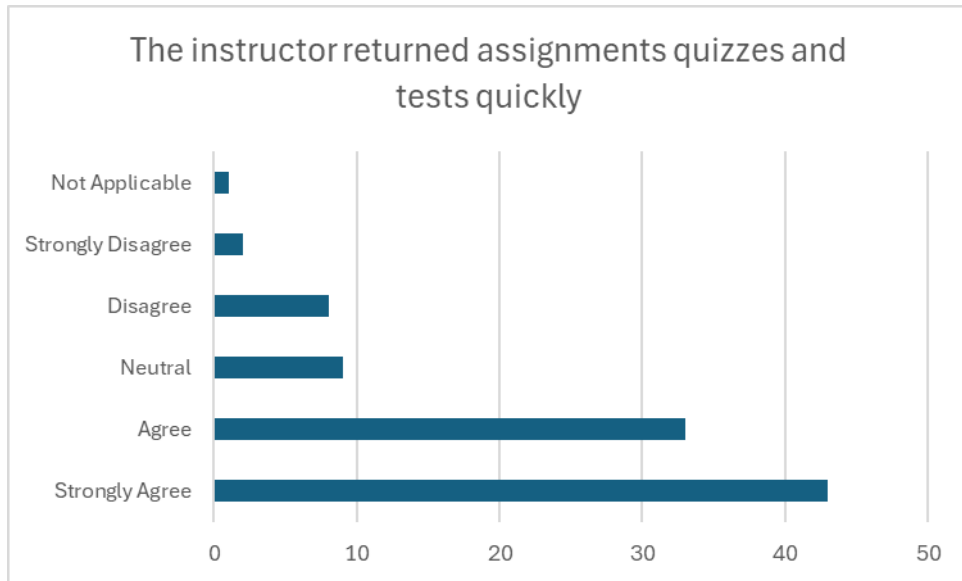


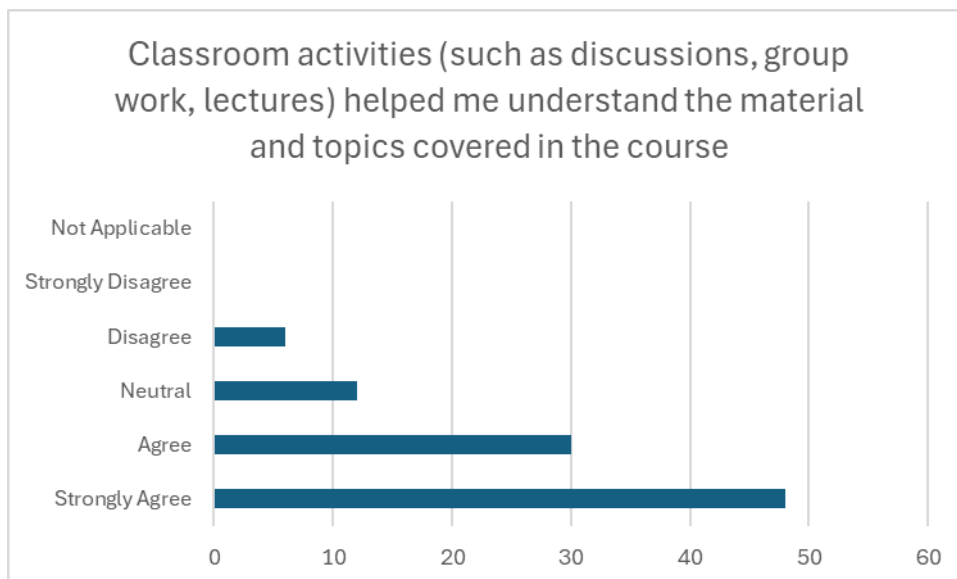
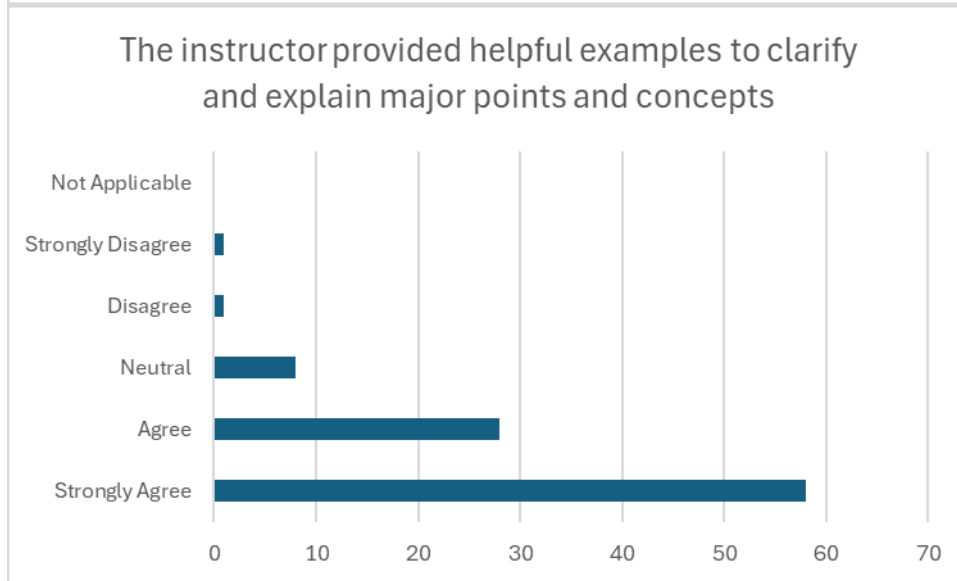
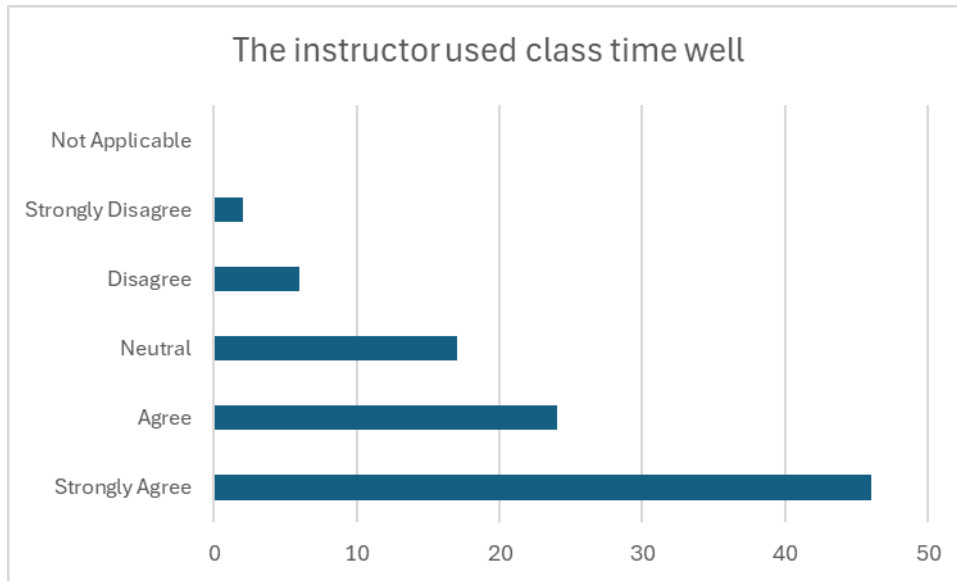
**STUDENT EVALUATION RESULTS**

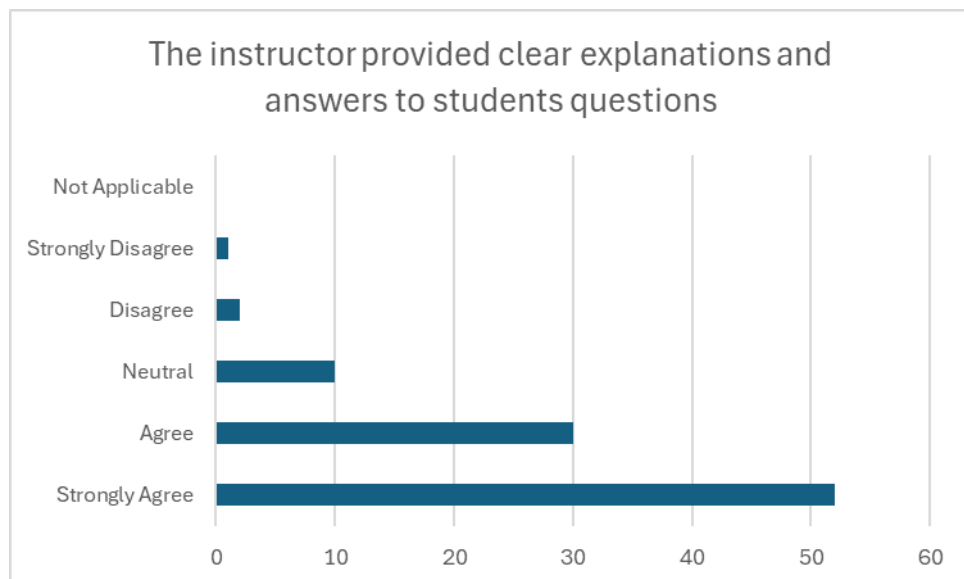
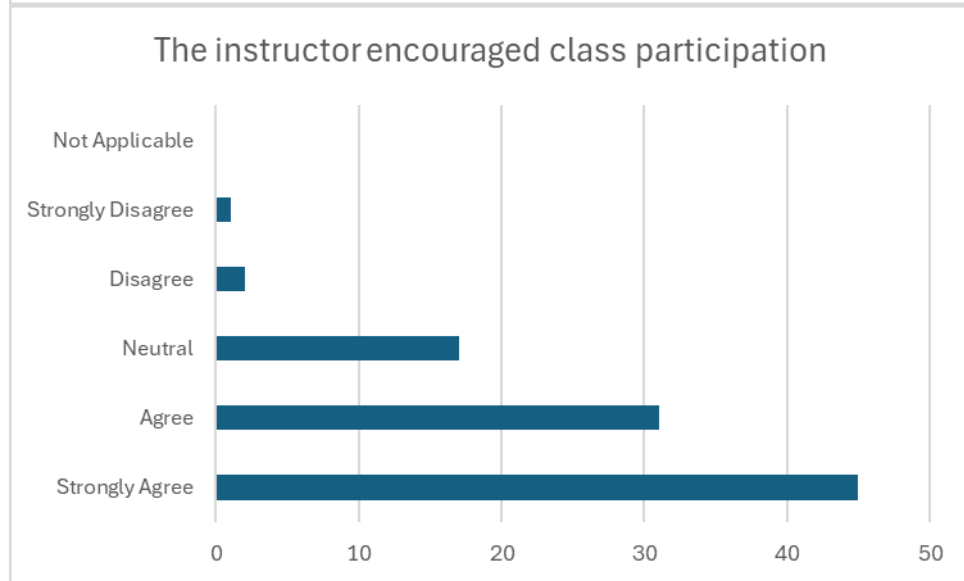
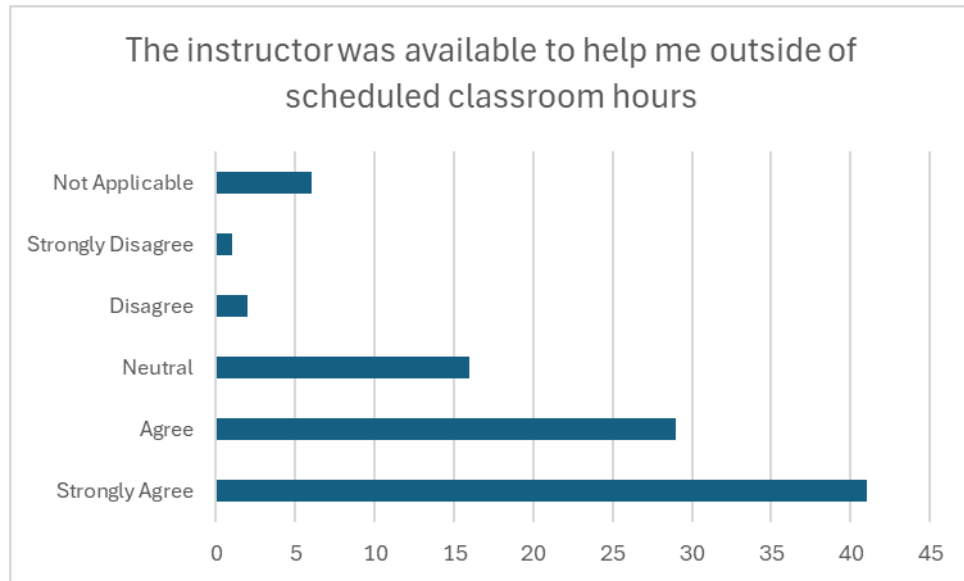
**SPRING 2024**

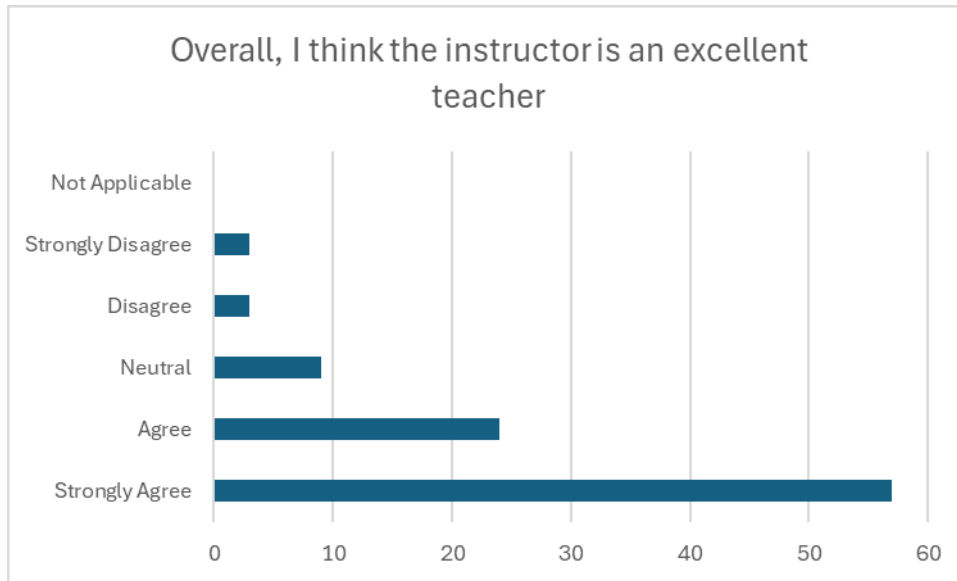
**DEPARTMENT OF POLITICAL SCIENCES & IR**







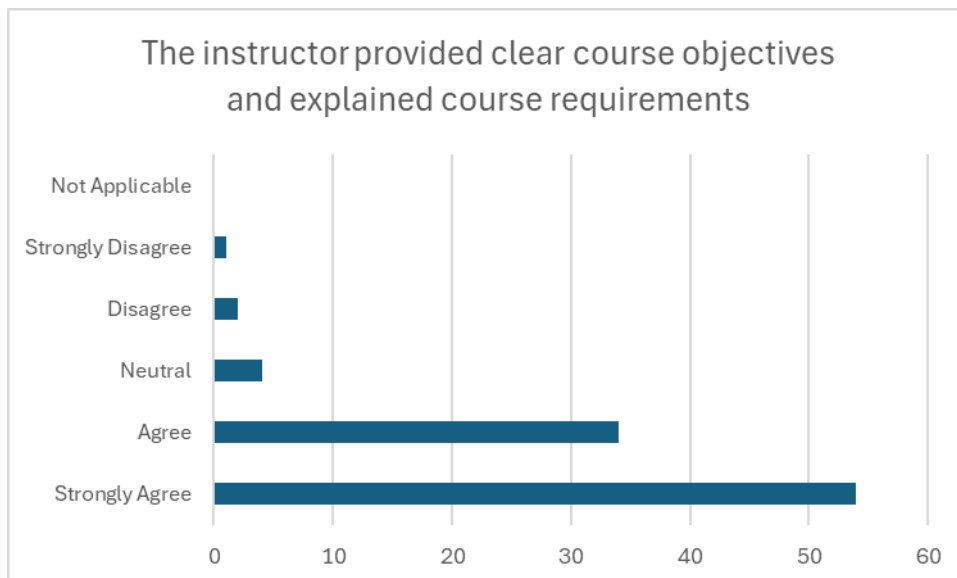


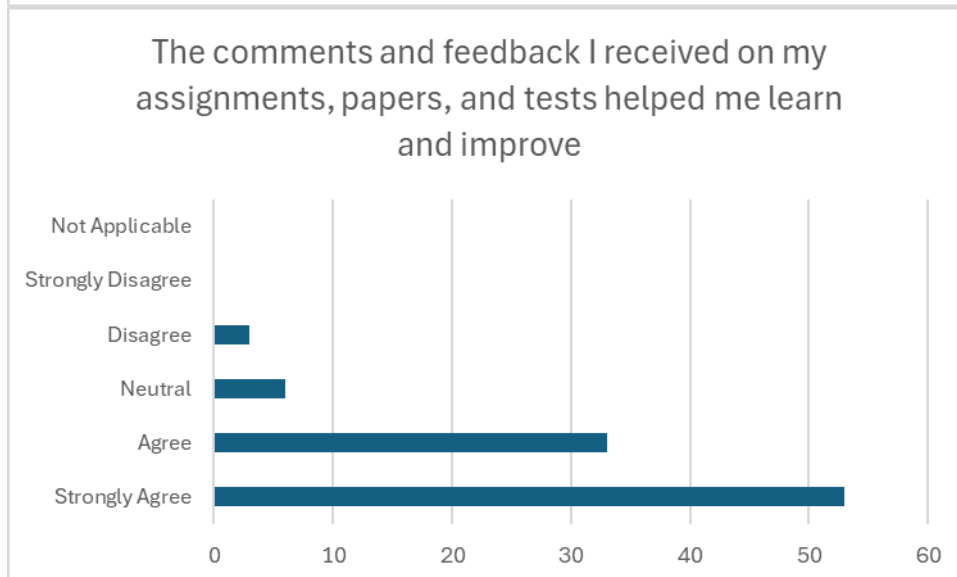
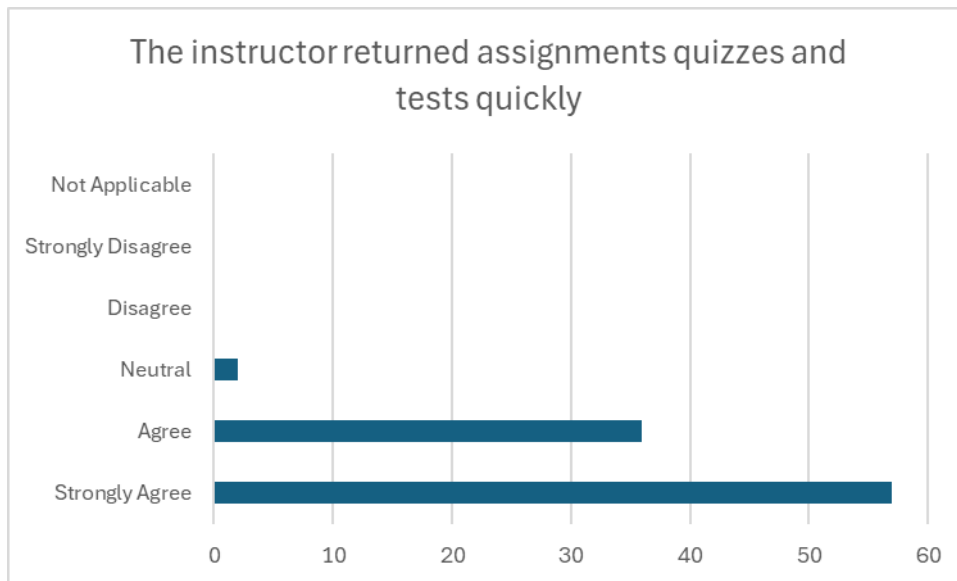
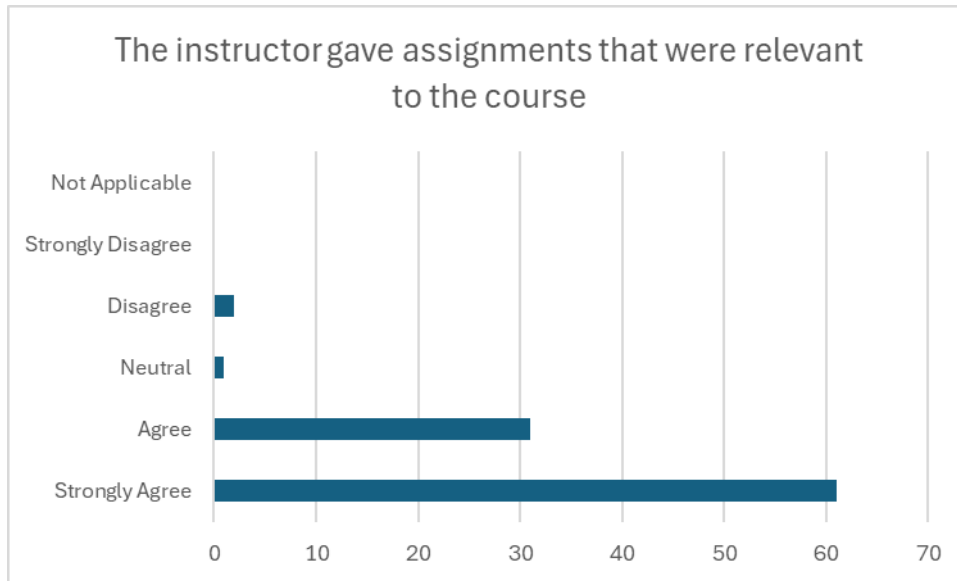


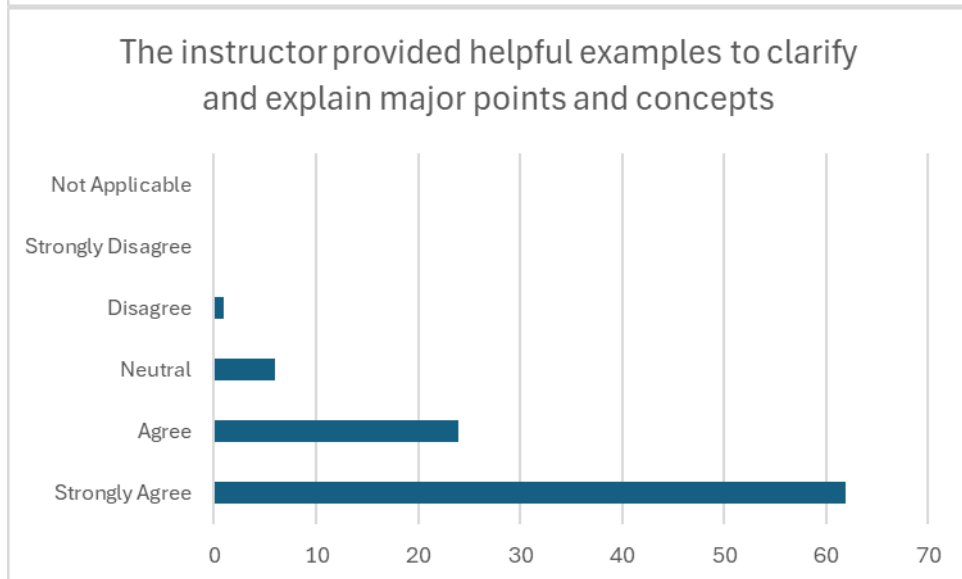
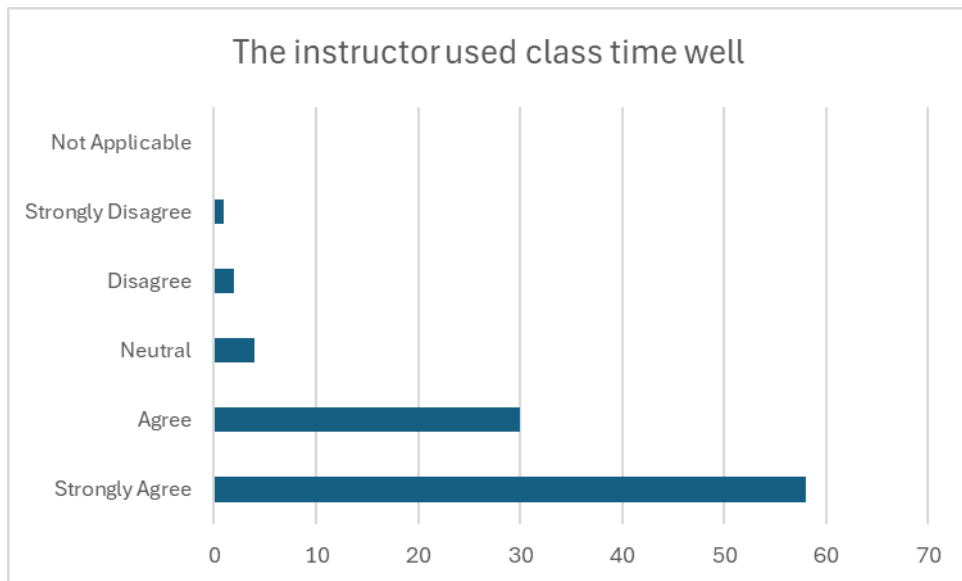
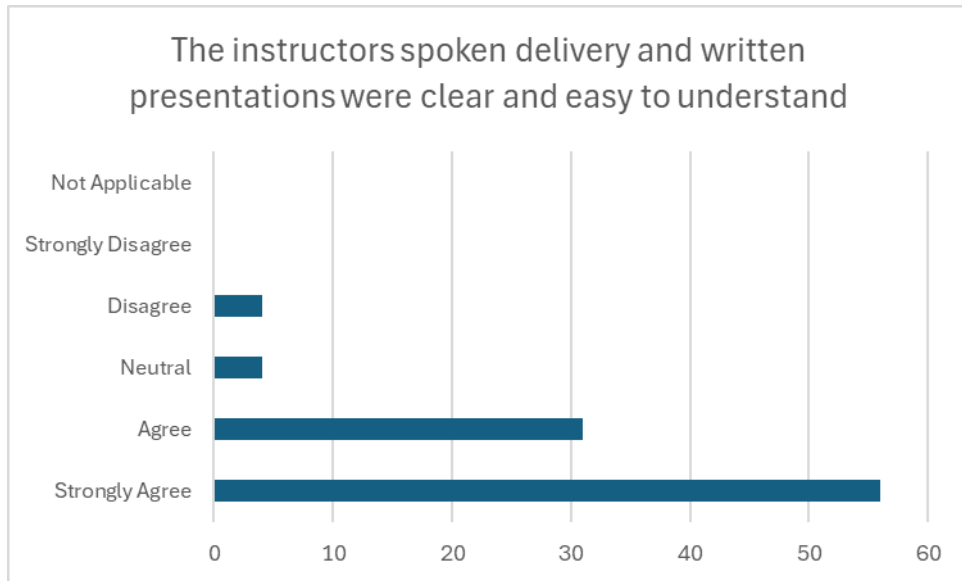
**STUDENT EVALUATION RESULTS**

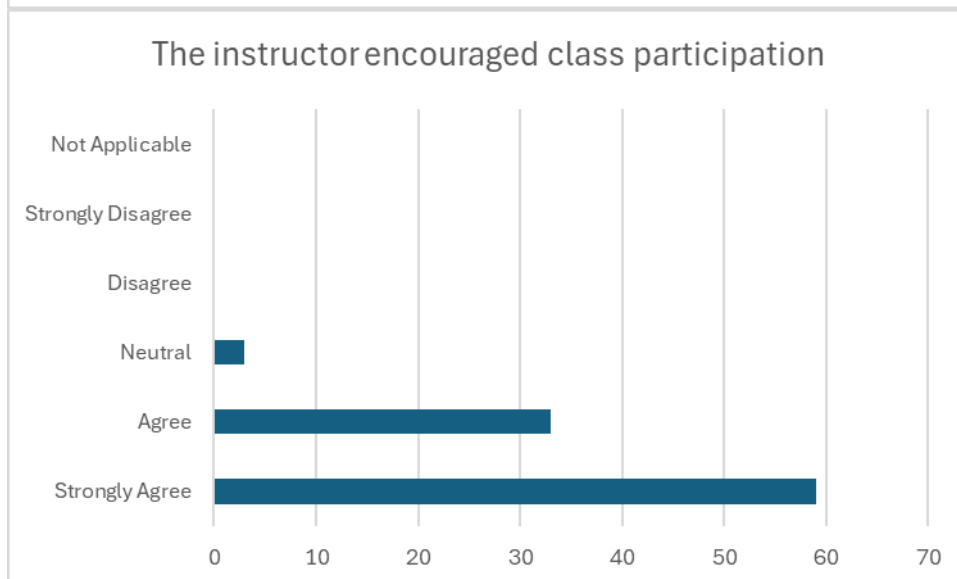
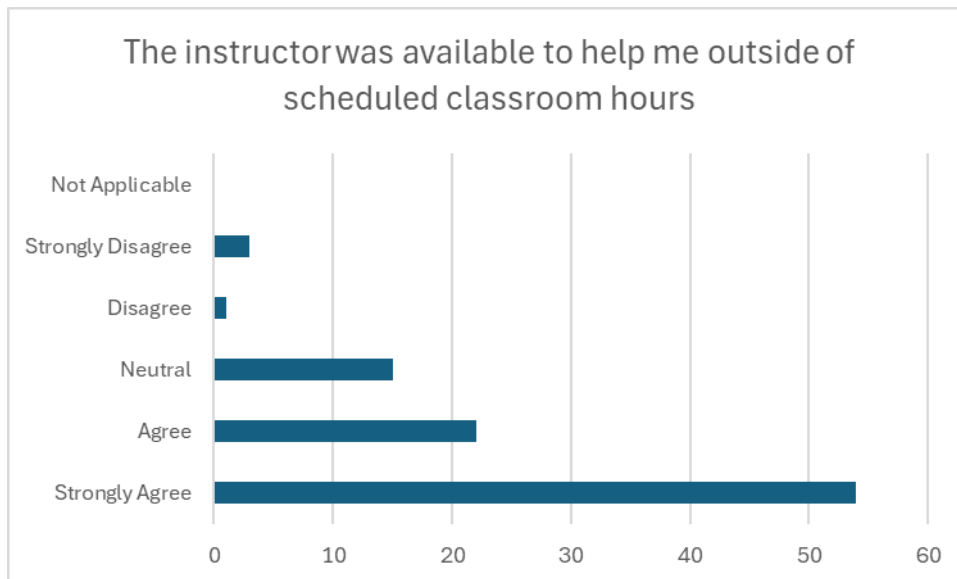
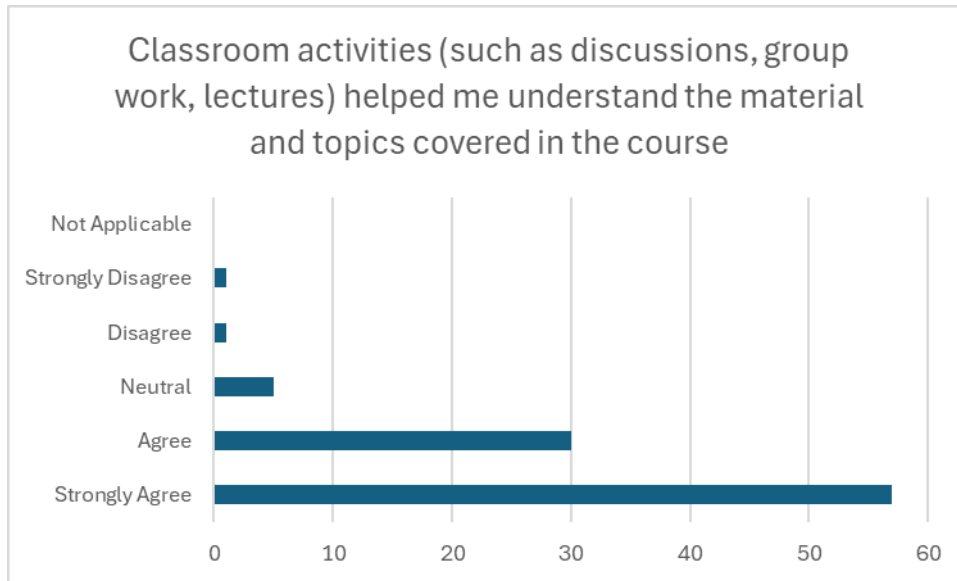
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**DEPARTMENT OF PSYCHOLOGY**

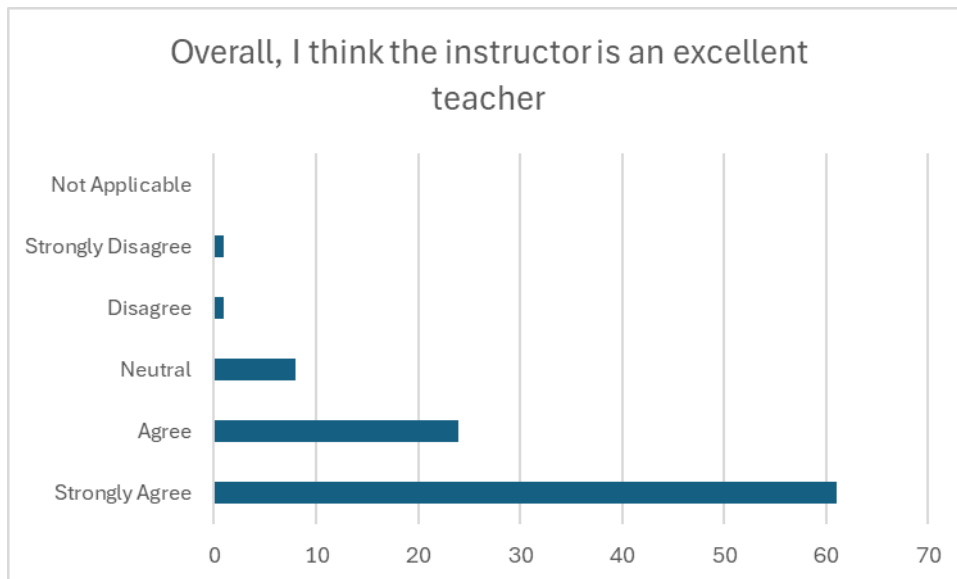
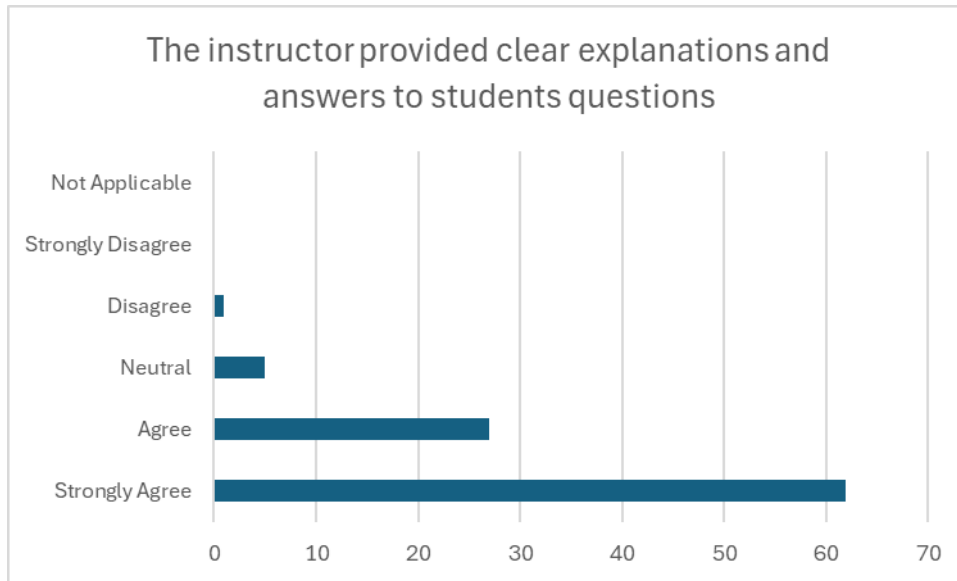












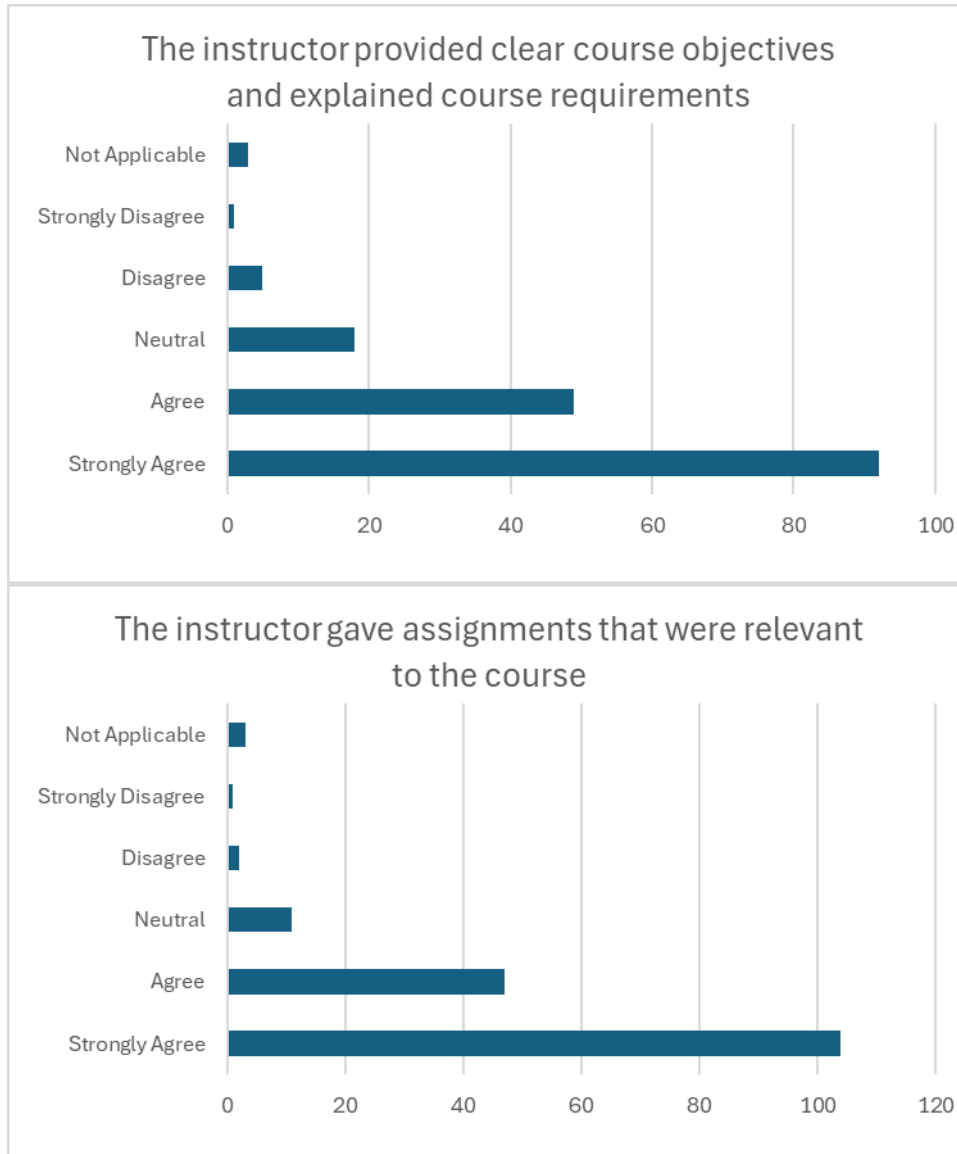


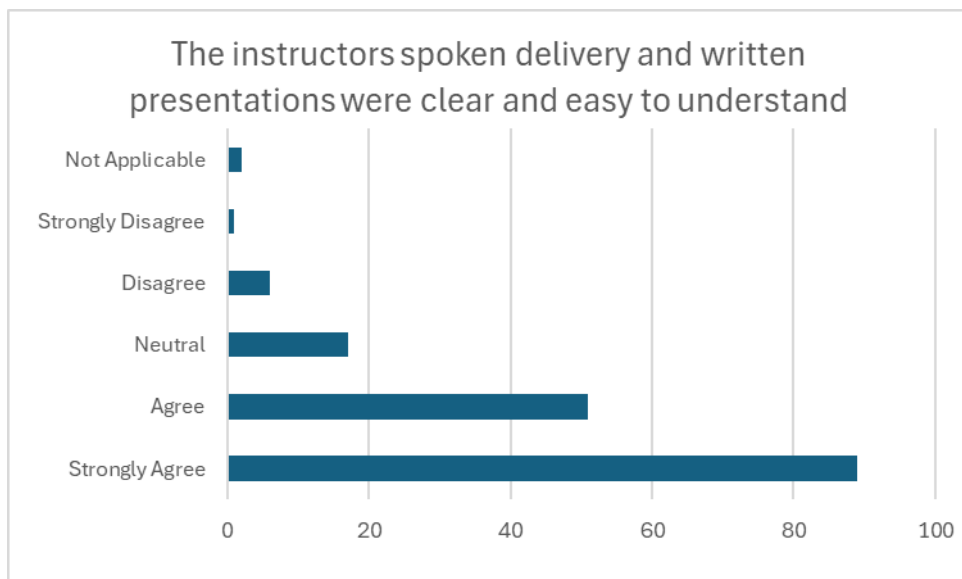
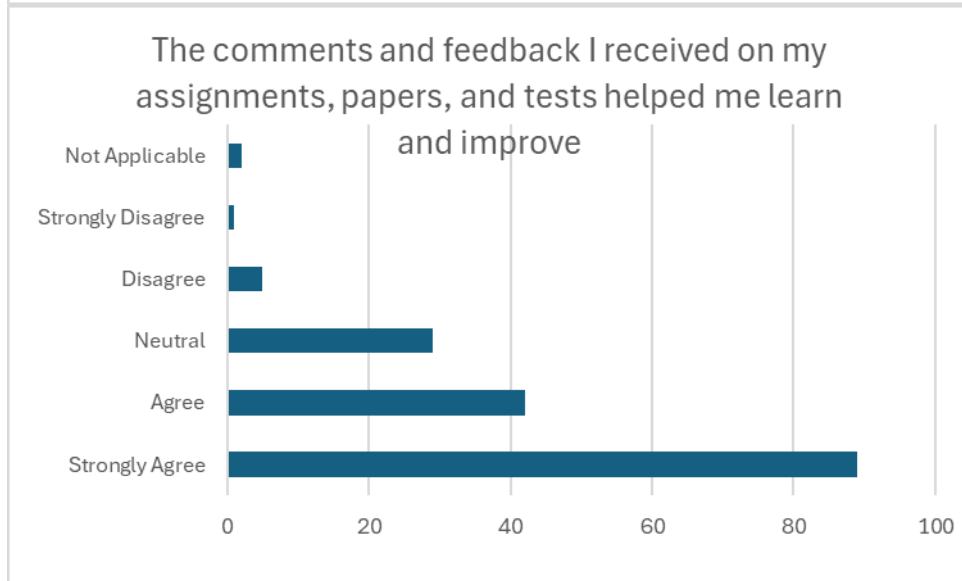
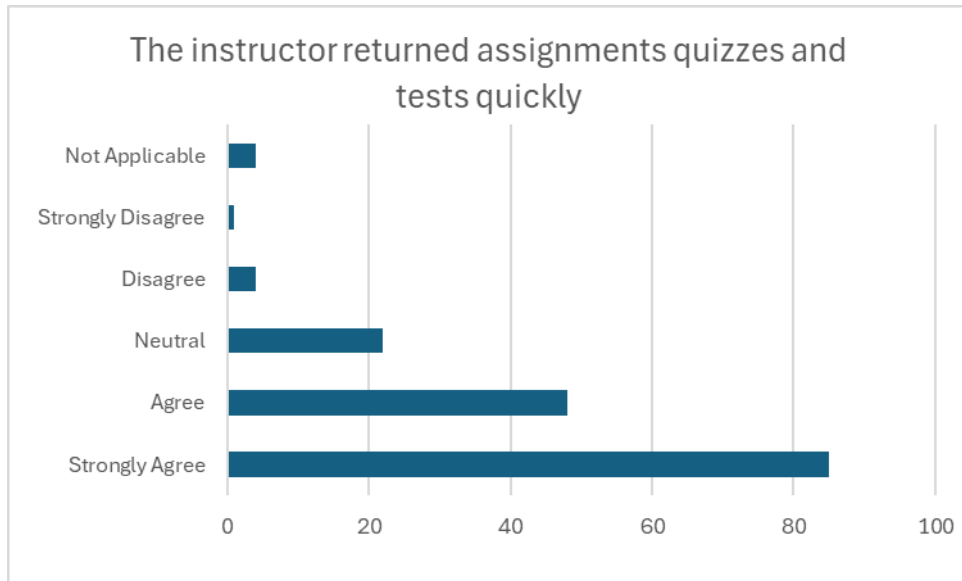
**FACULTY OF ENGINEERING AND ARCHITECTURE**

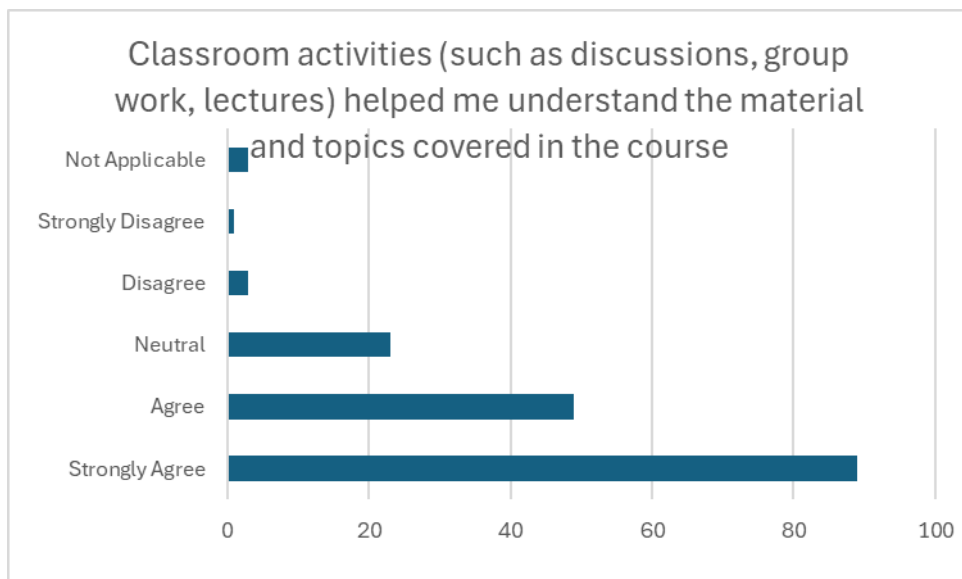
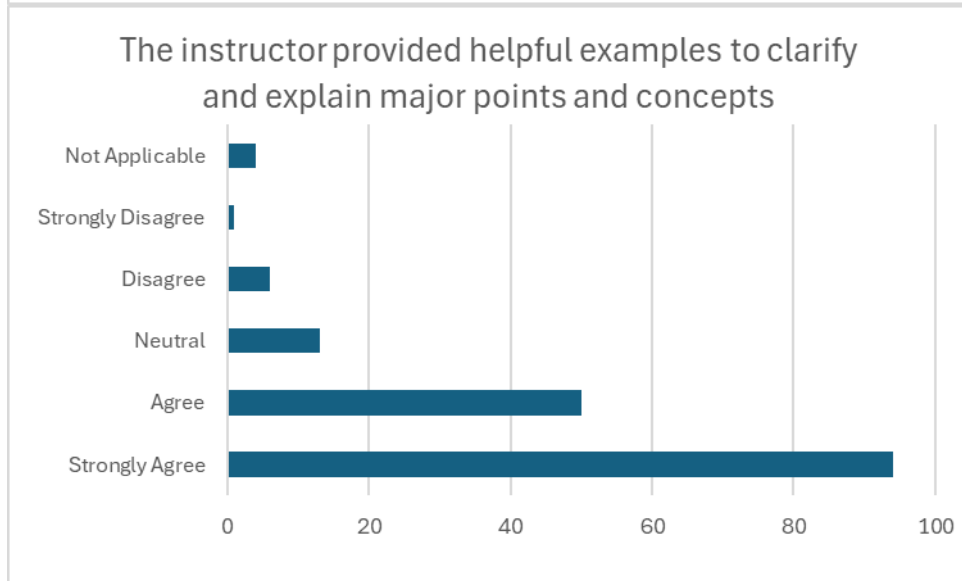
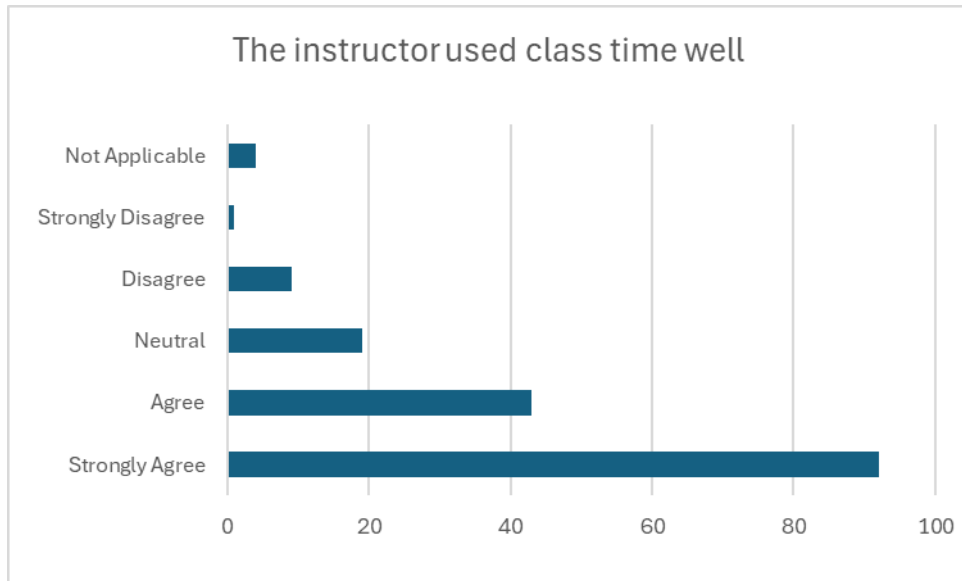
**STUDENT EVALUATION RESULTS**

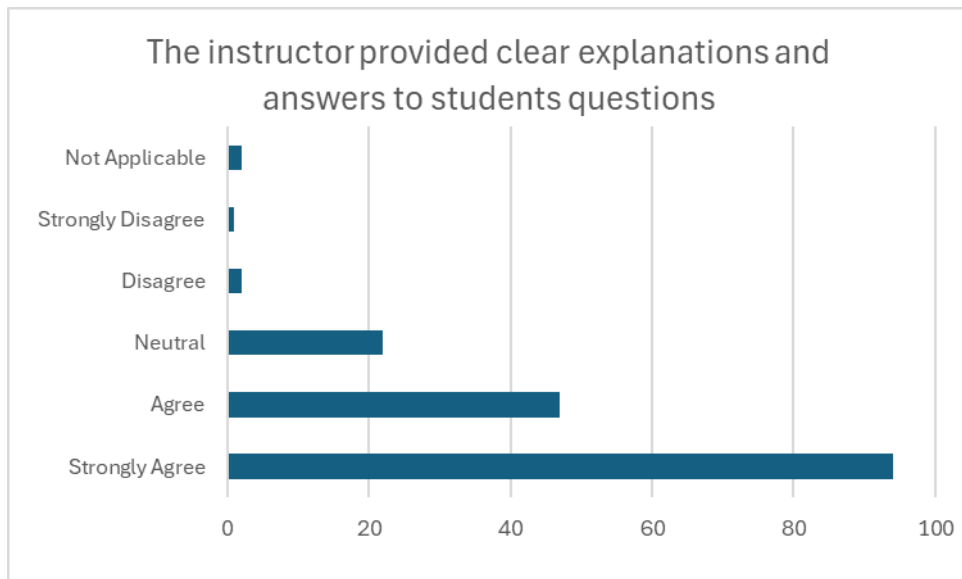
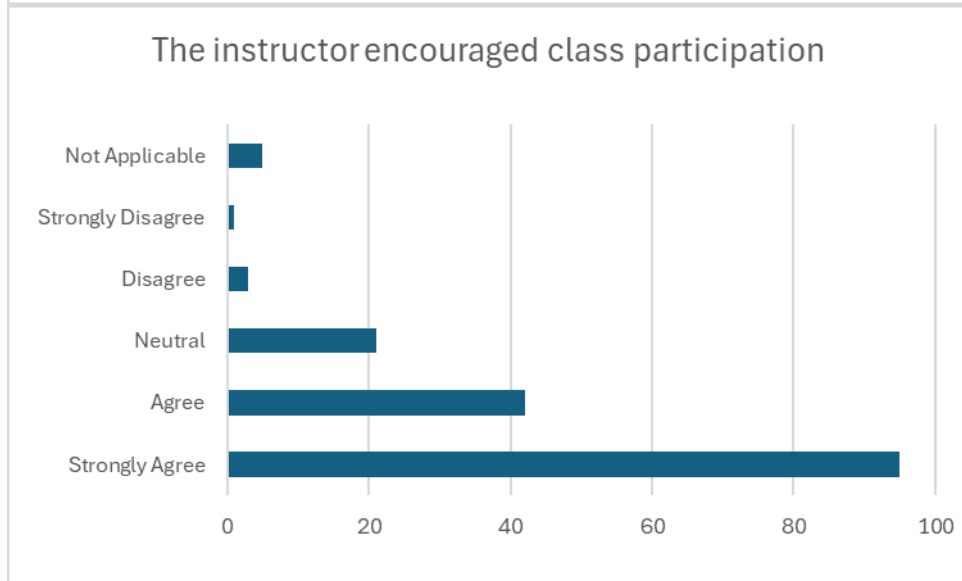
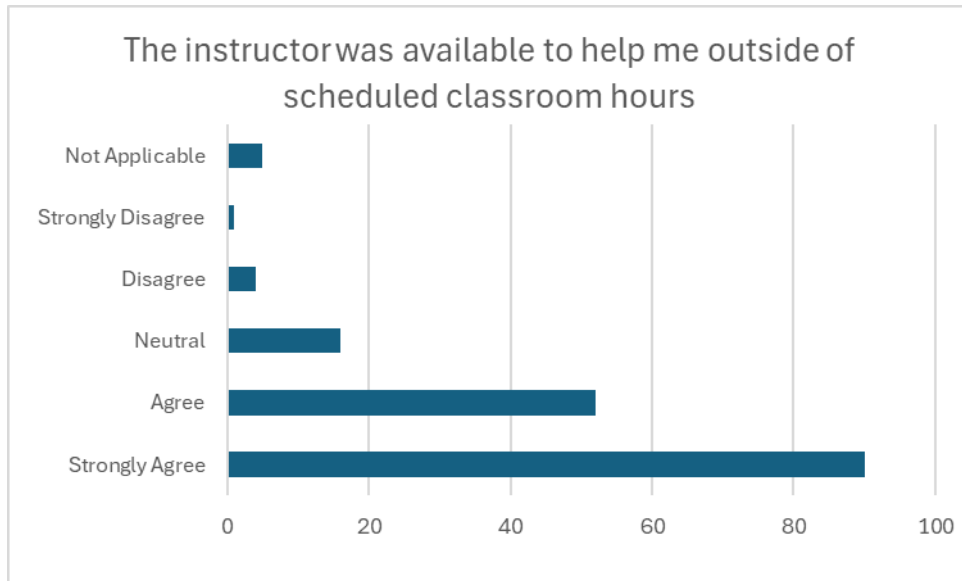
**SPRING 2024**

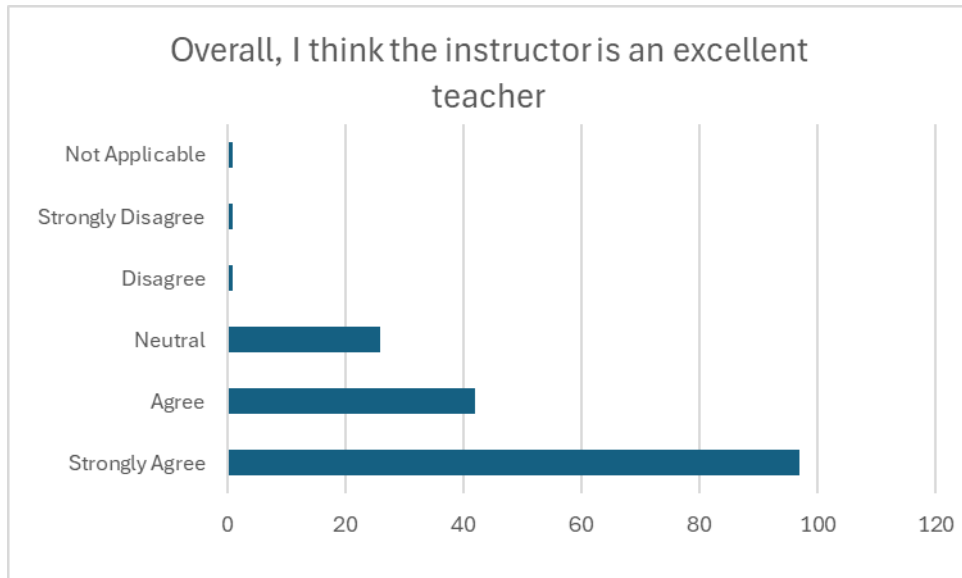
**DEPARTMENT OF ARCHITECTURE & DESIGN**







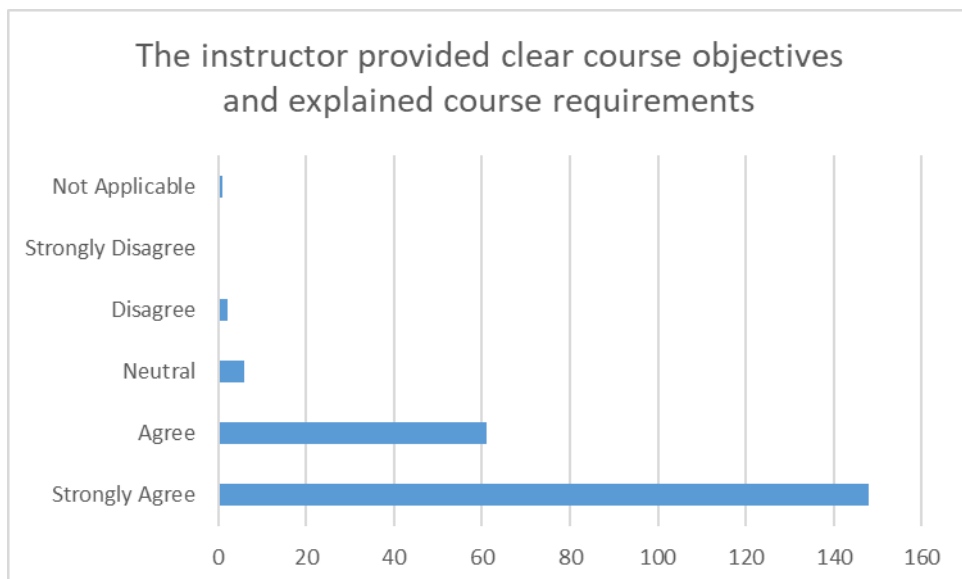


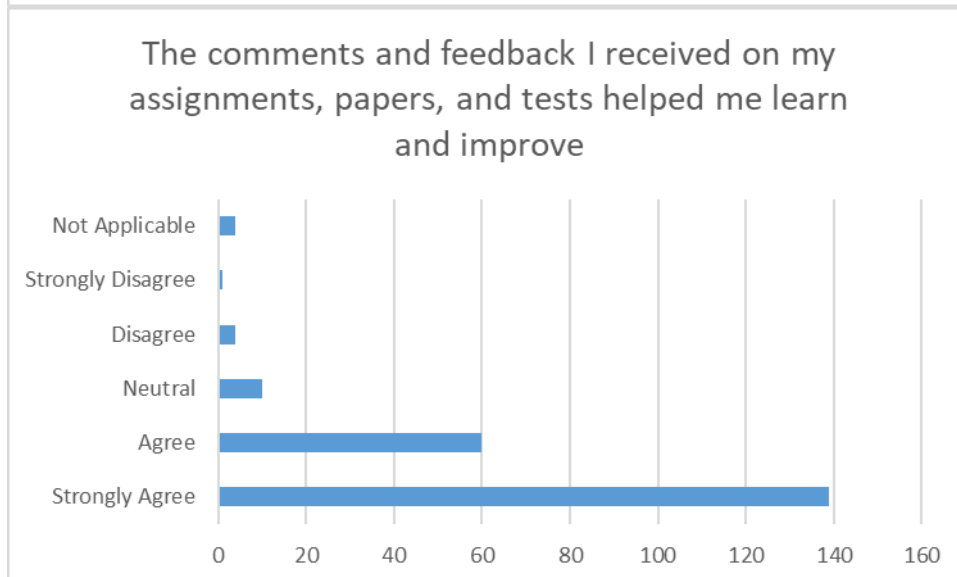
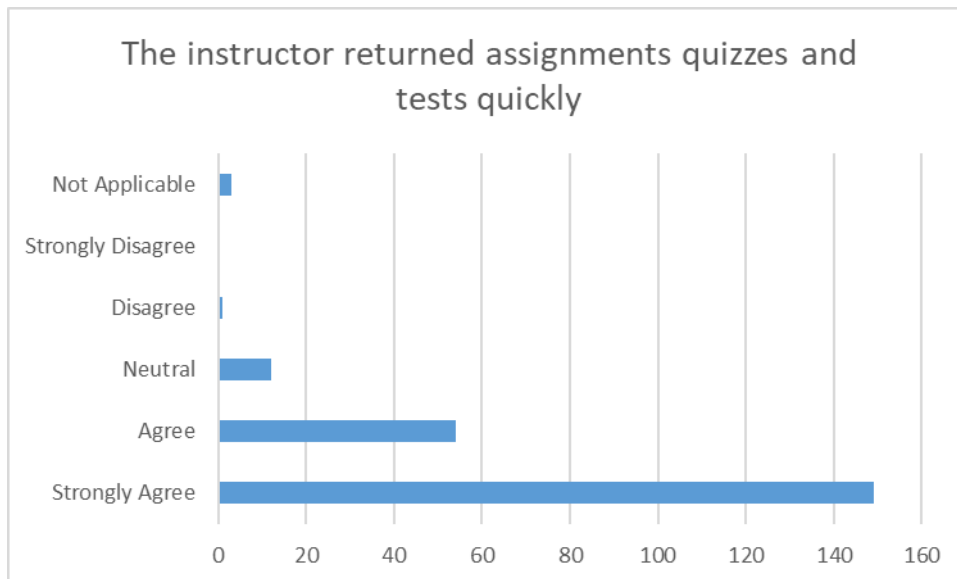
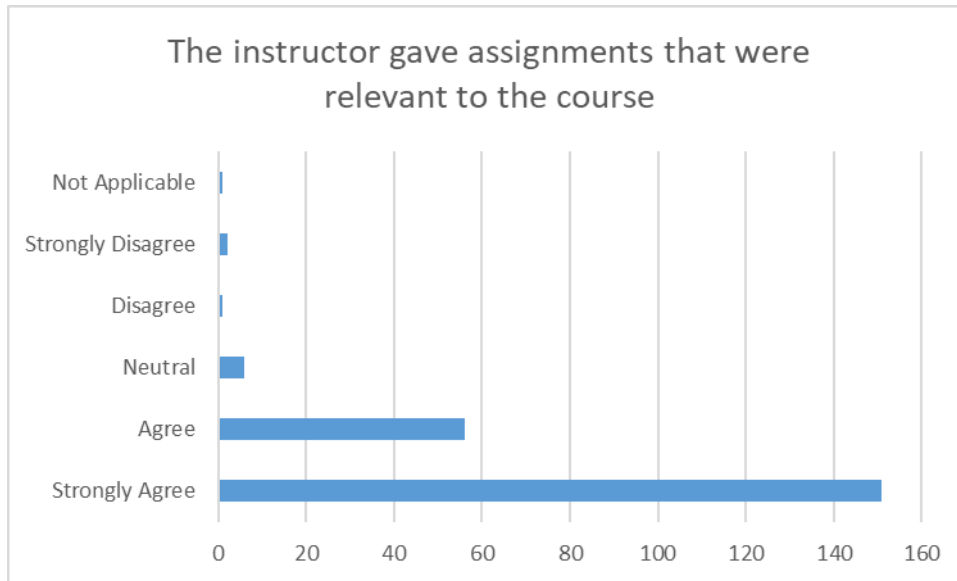


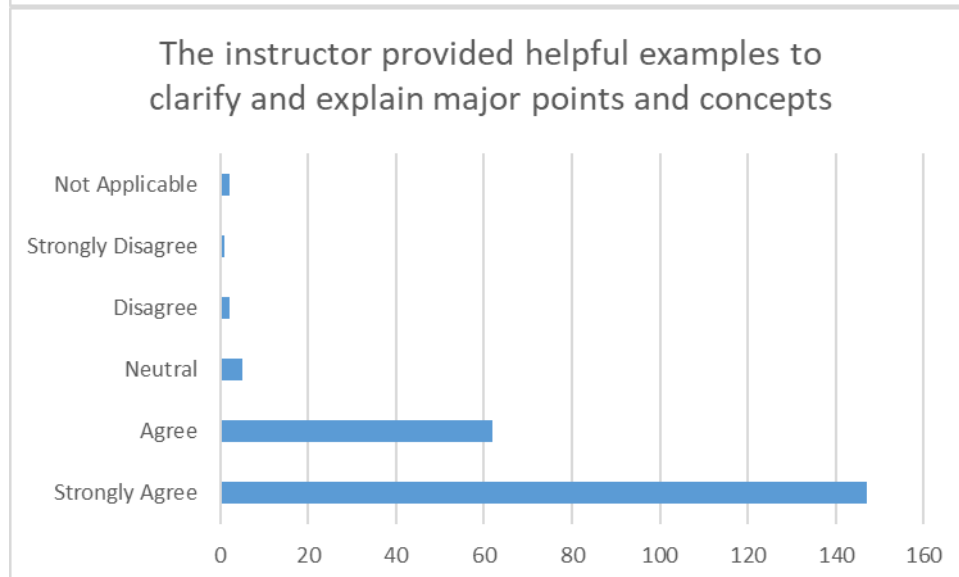
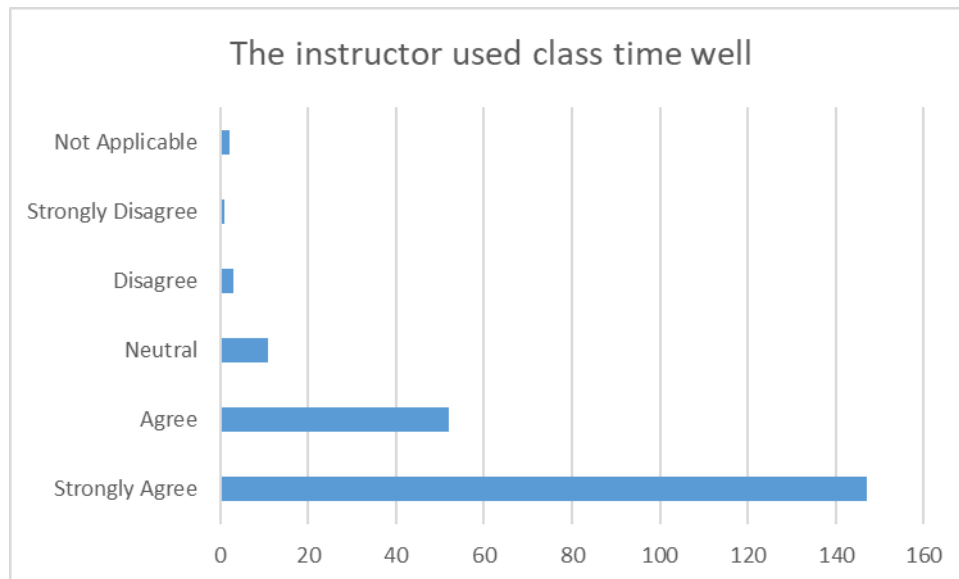
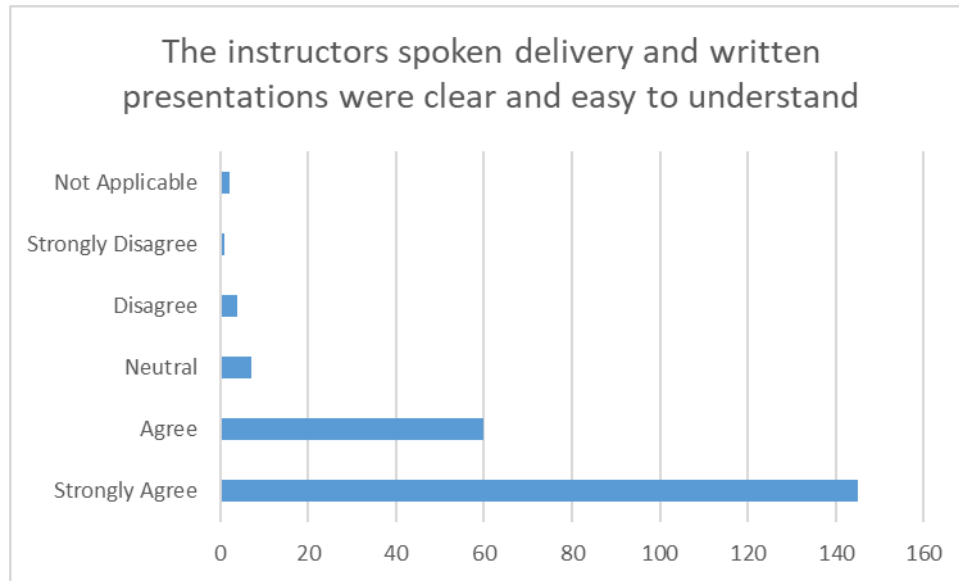
**STUDENT EVALUATION RESULTS**

**SPRING 2024**

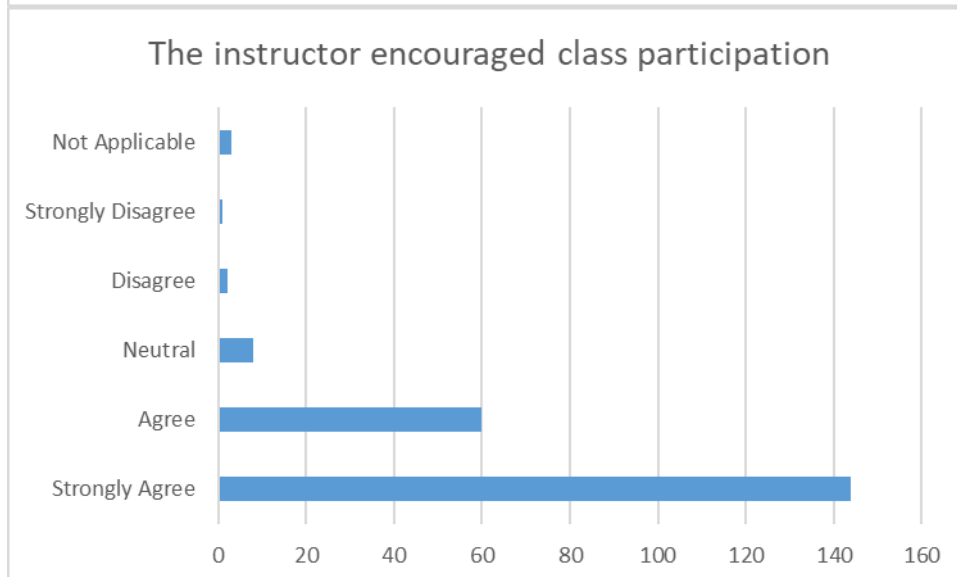
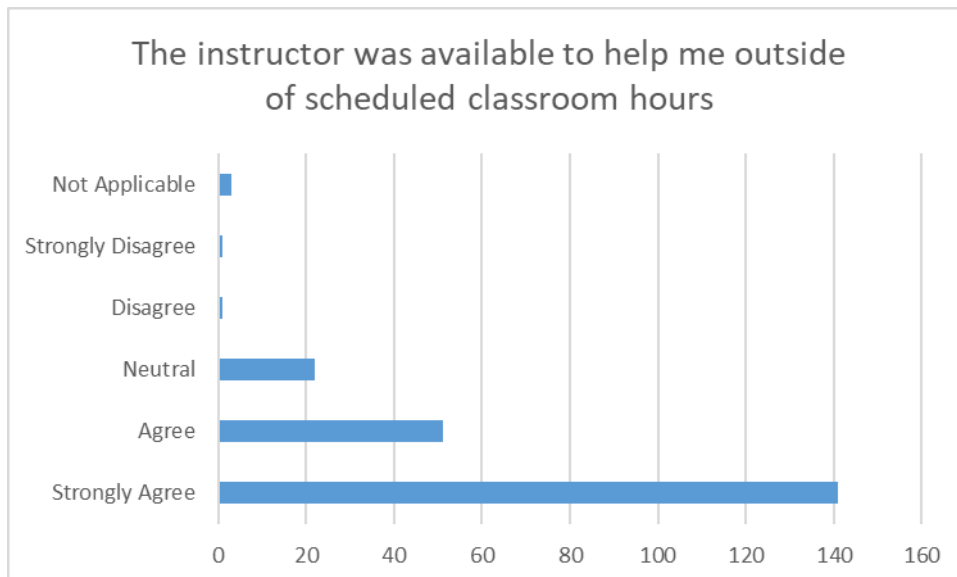
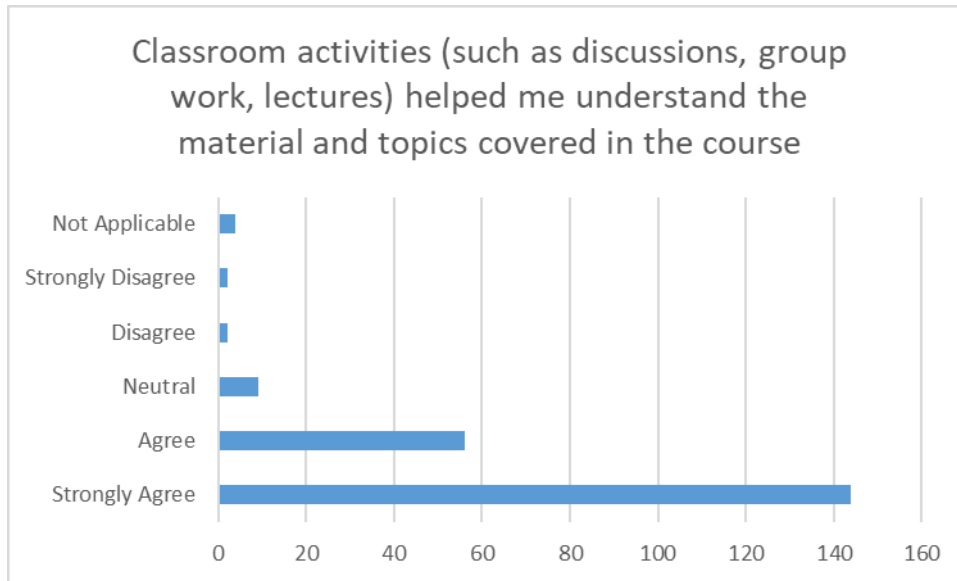
**DEPARTMENT OF INFORMATION AND INTELLIGENT SYSTEMS**

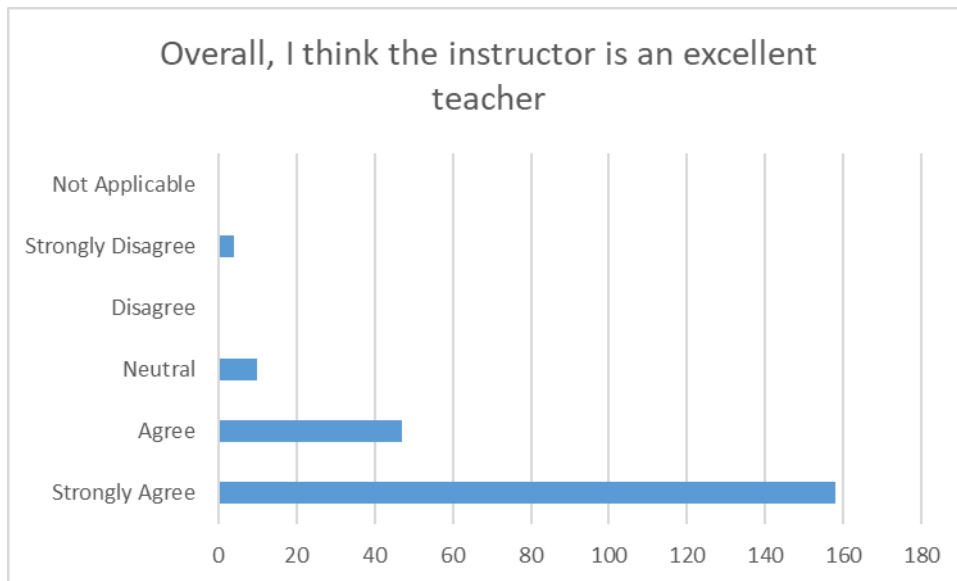
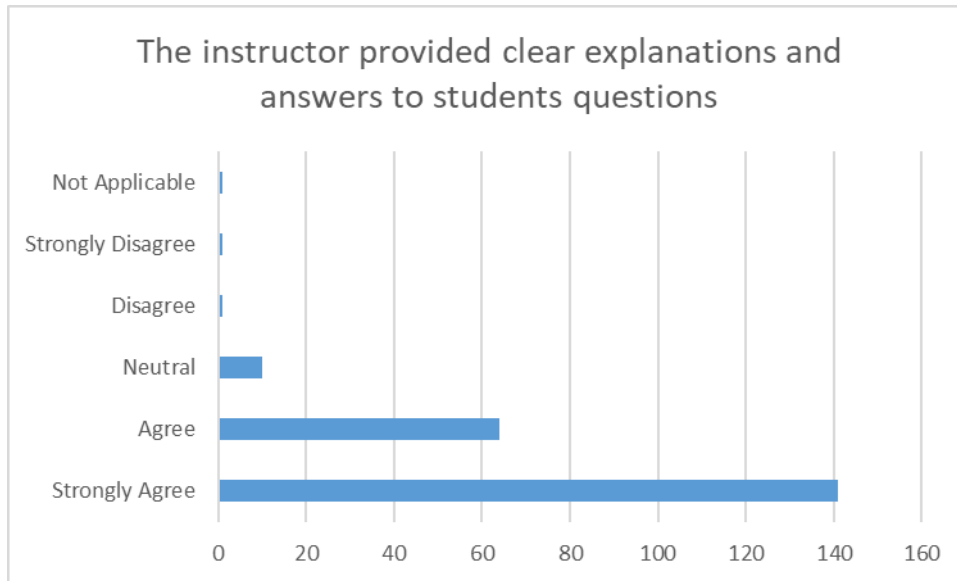










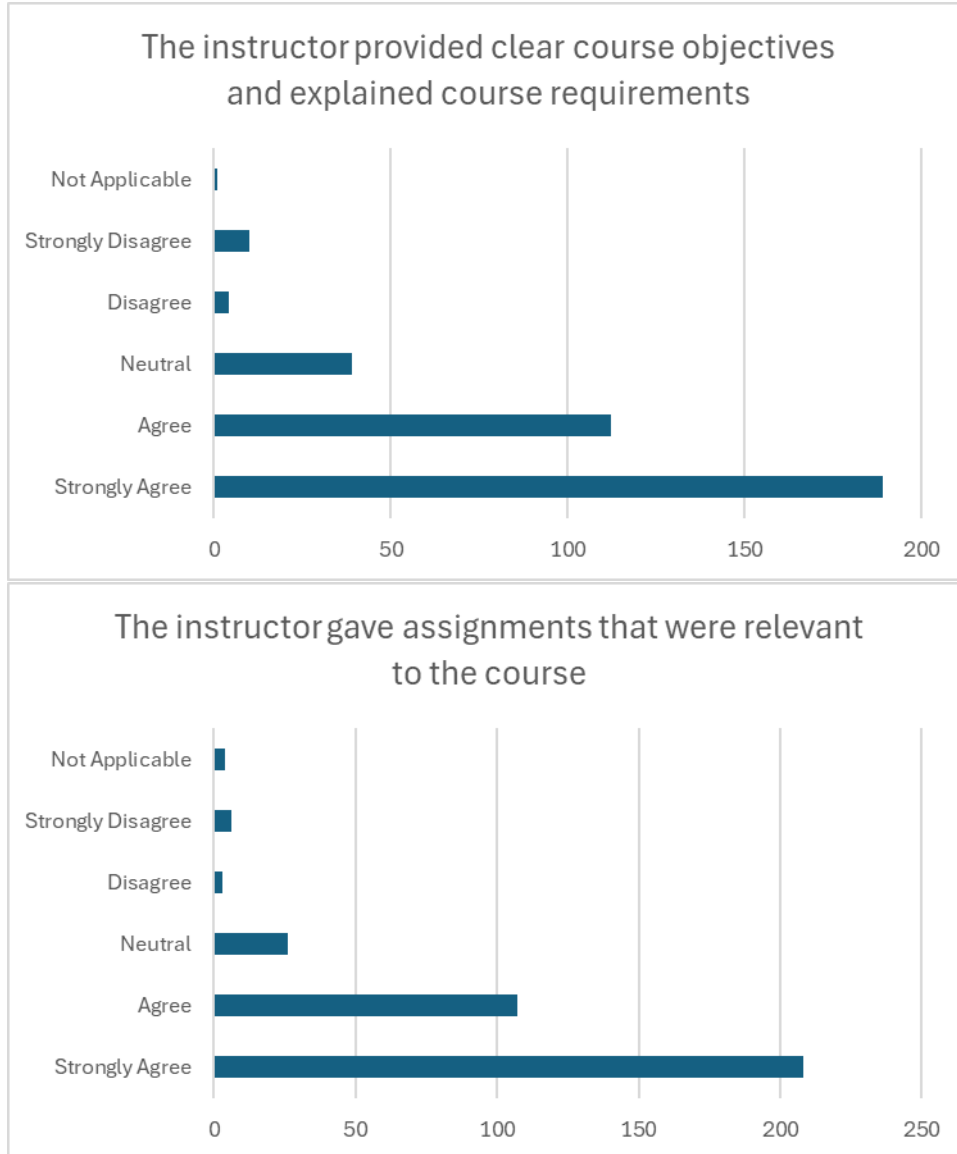


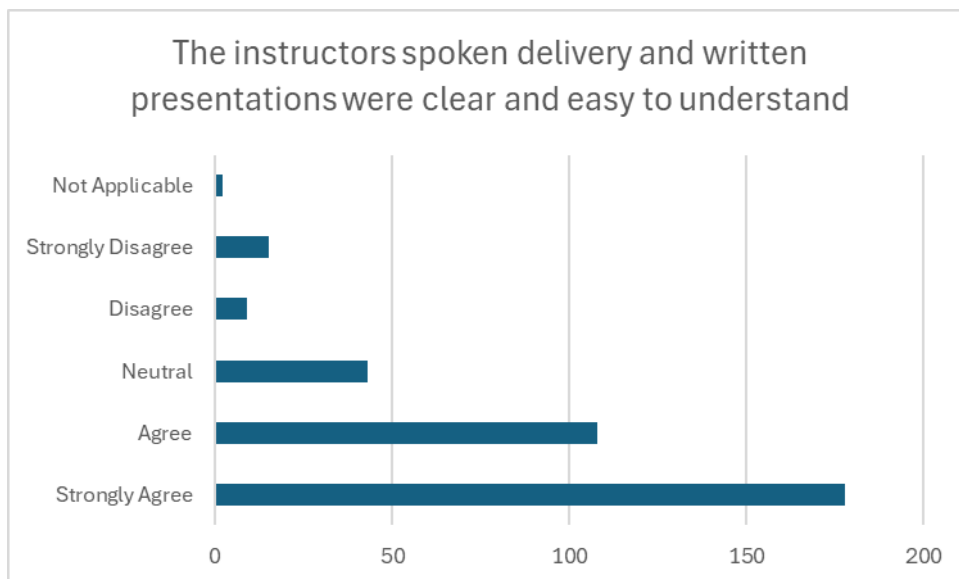
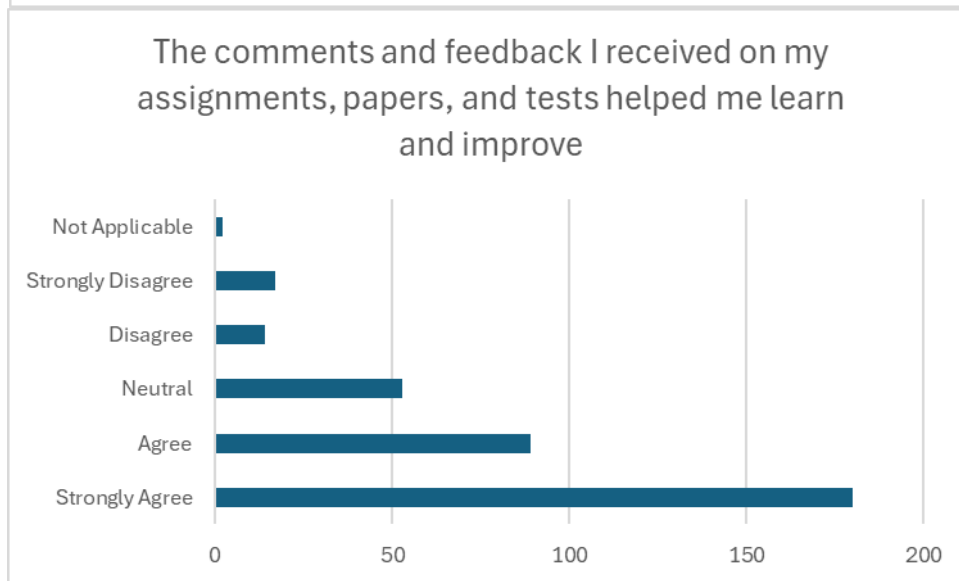
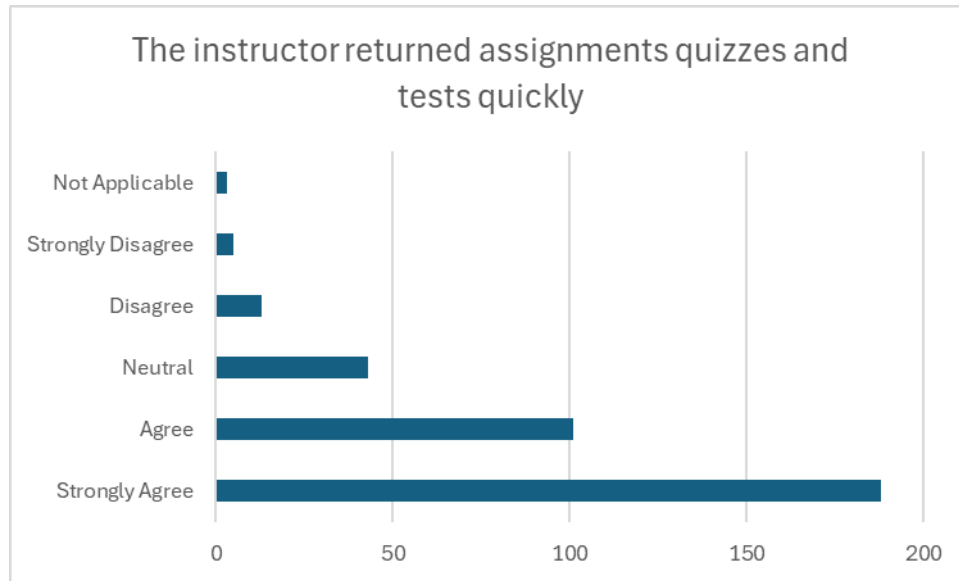


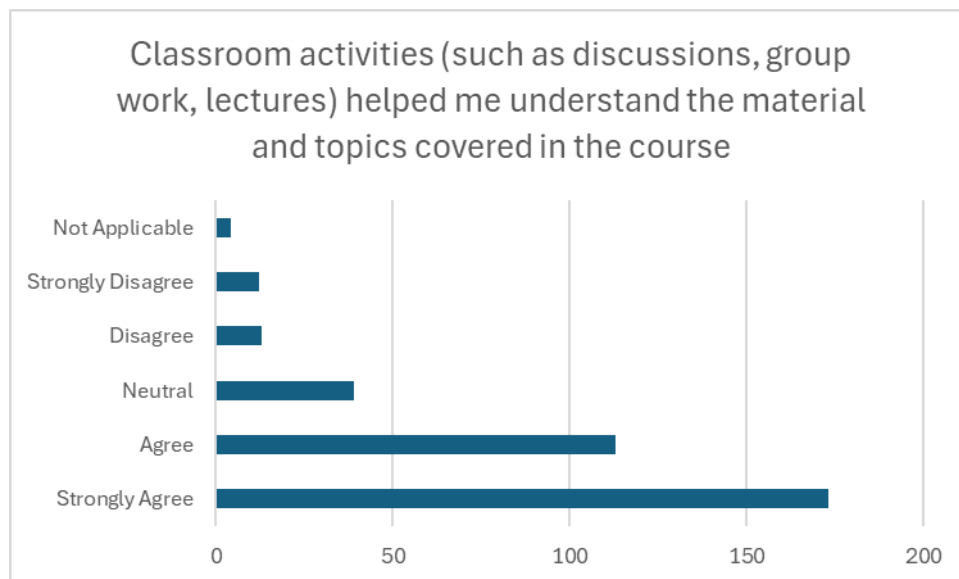
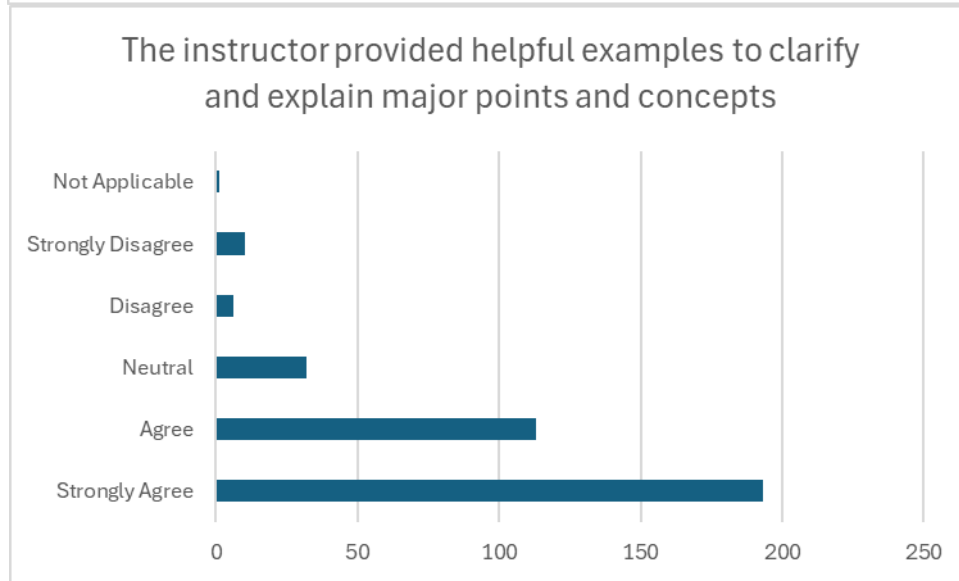
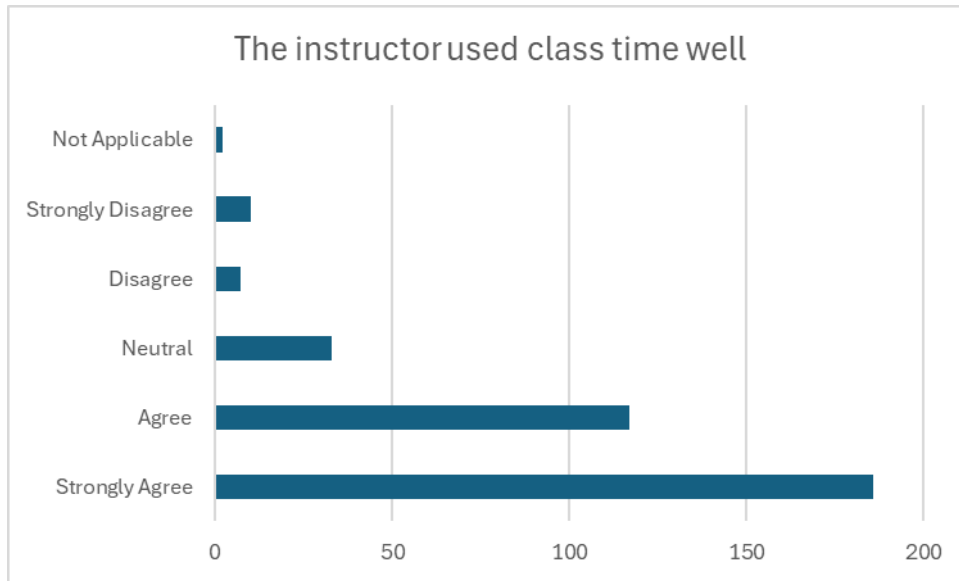
**STUDENT EVALUATION RESULTS**

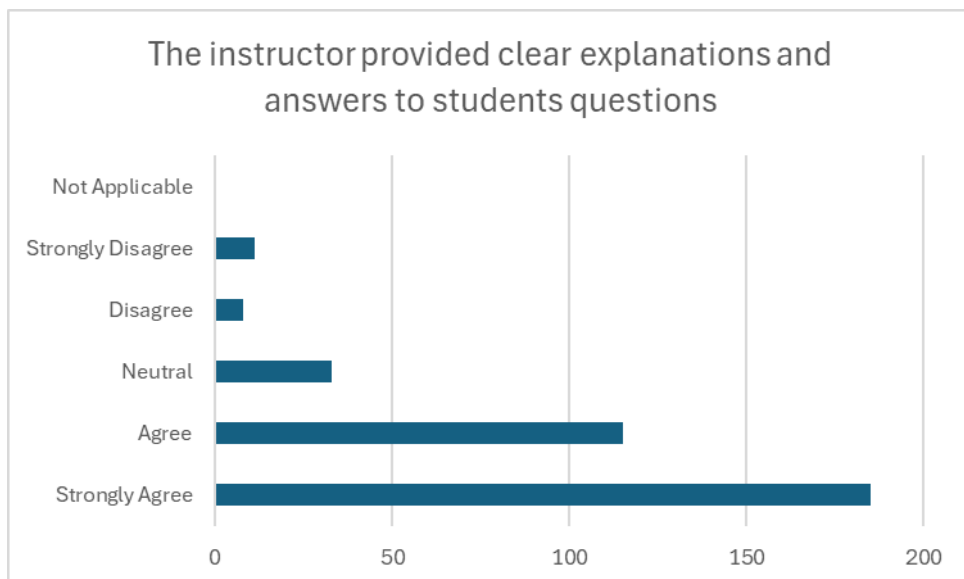
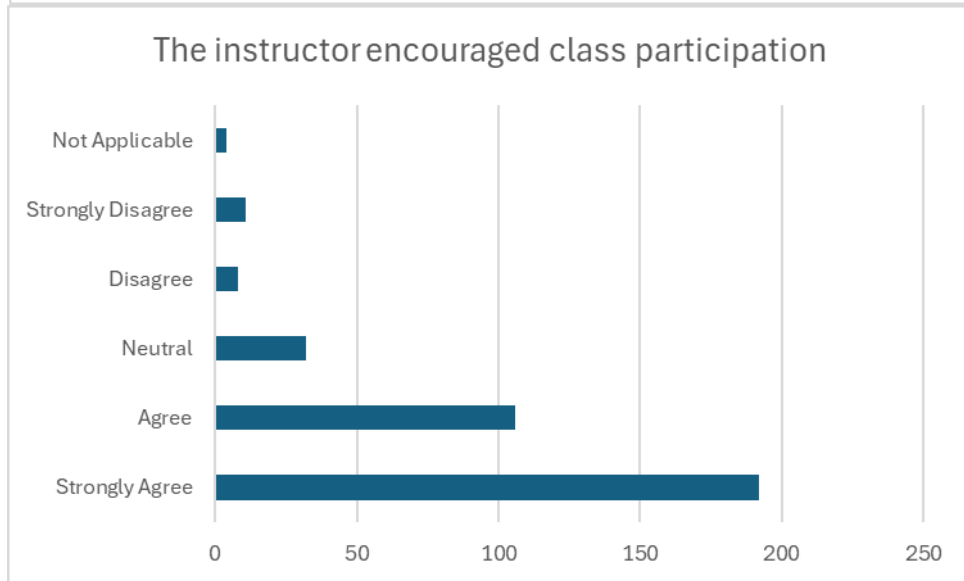
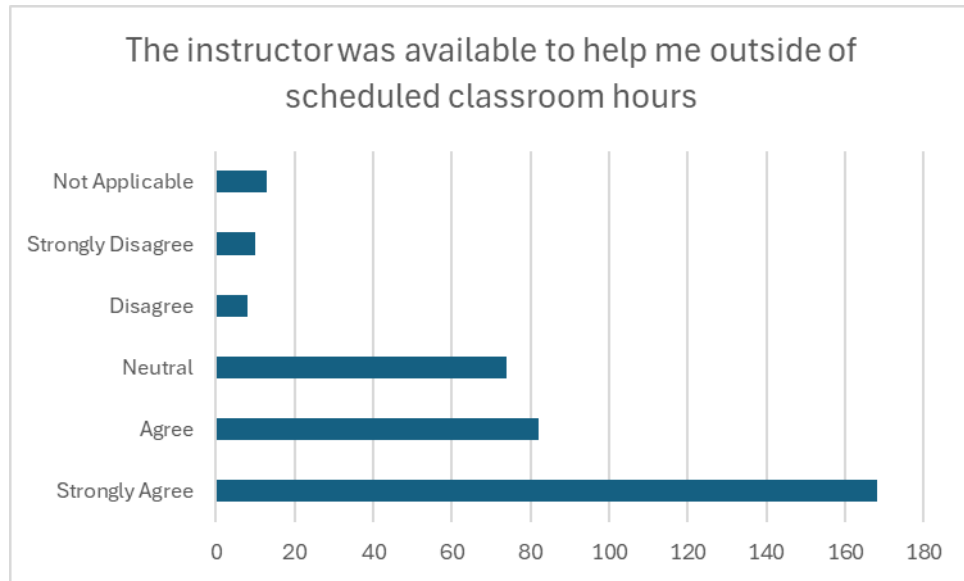
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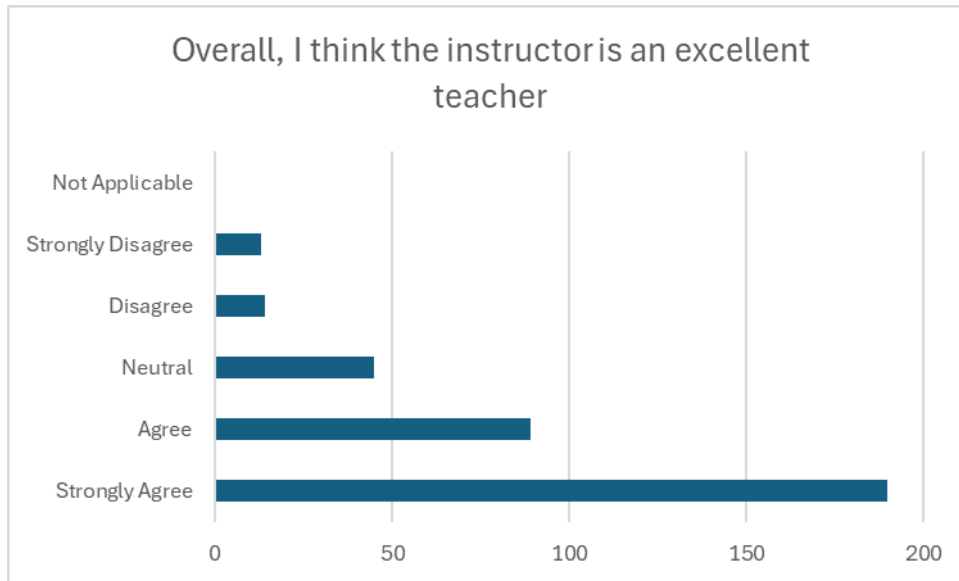
**DEPARTMENT OF COMPUTER SCIENCE**







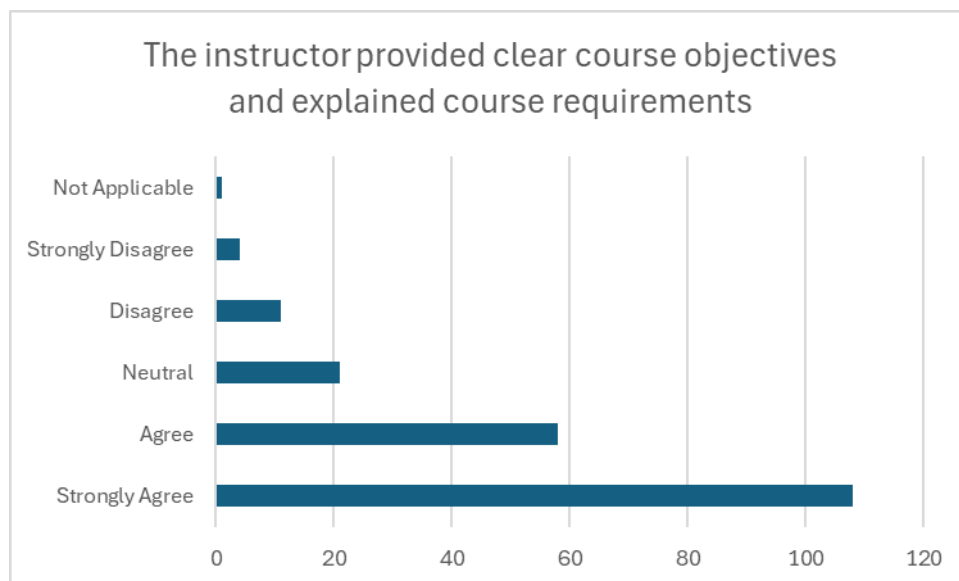


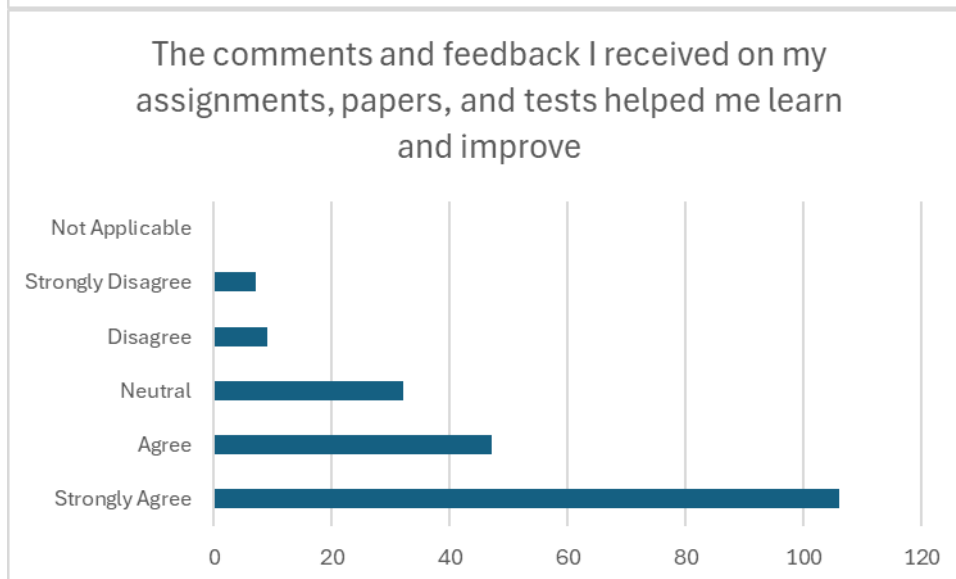
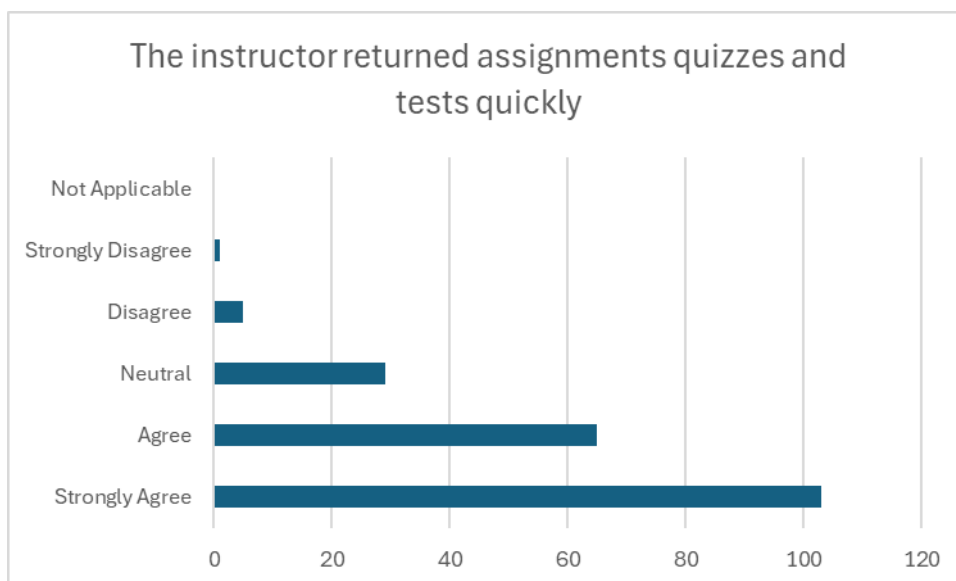
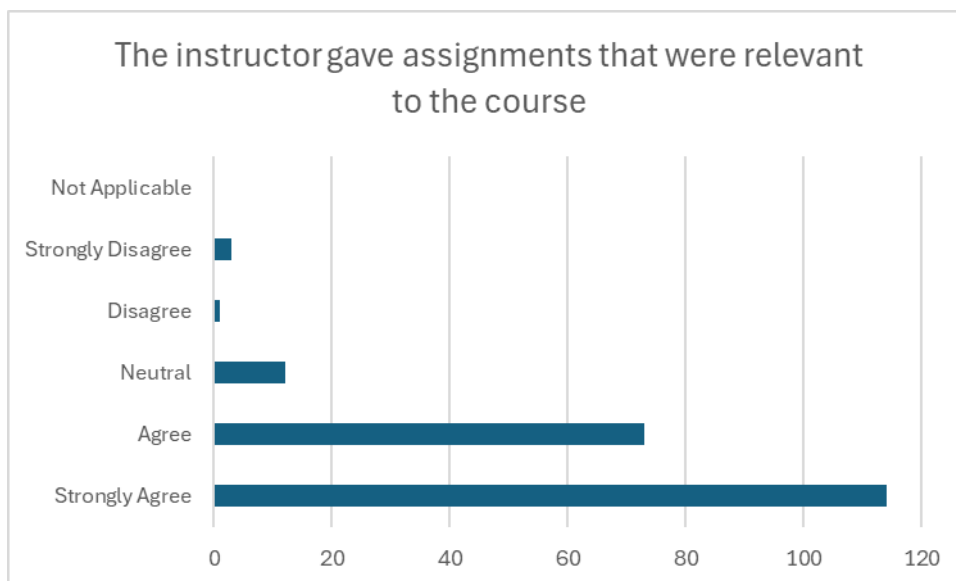


**STUDENT EVALUATION RESULTS**

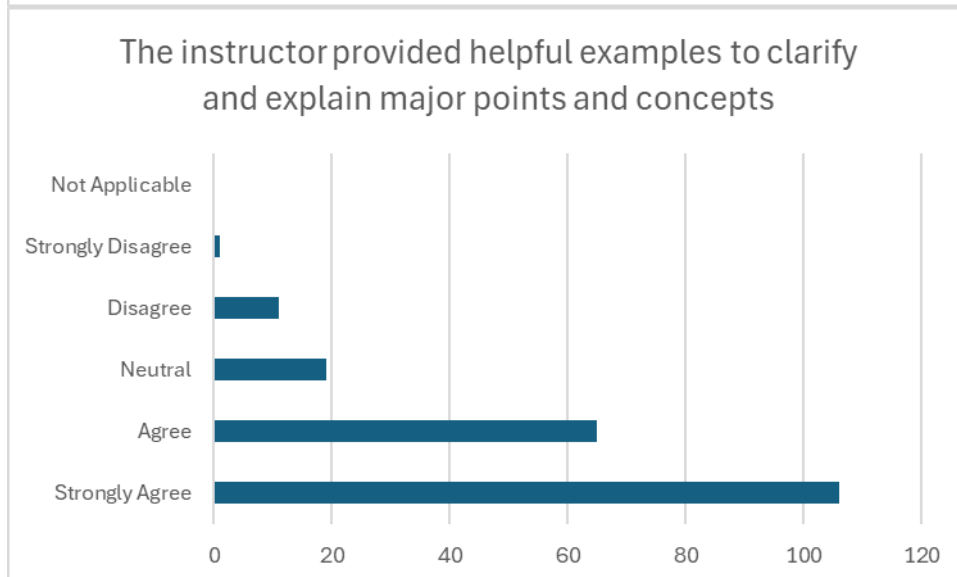
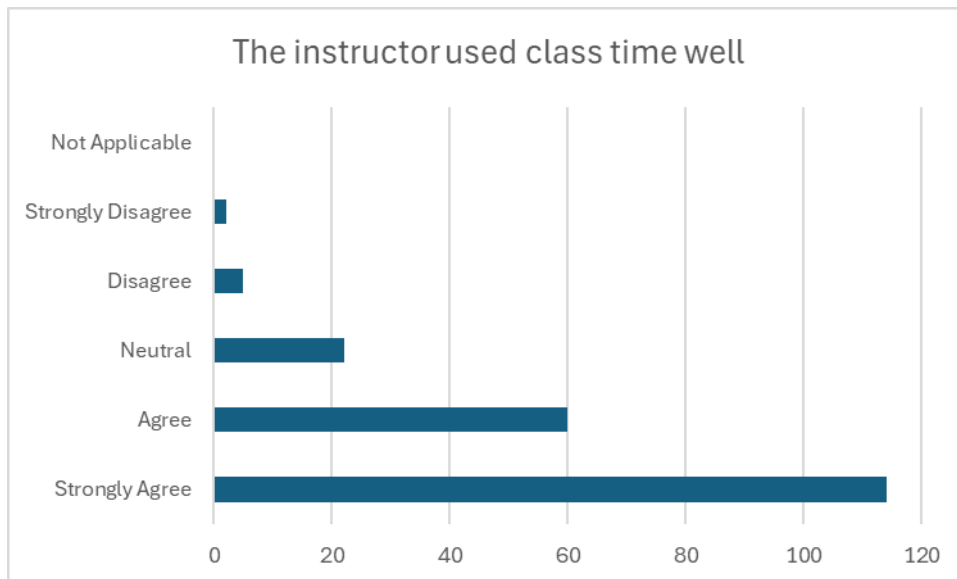
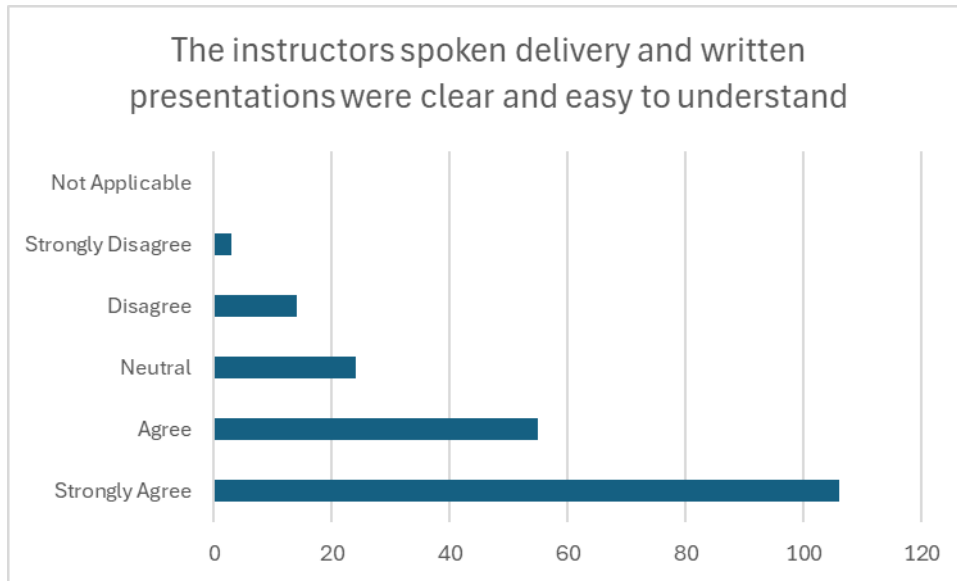
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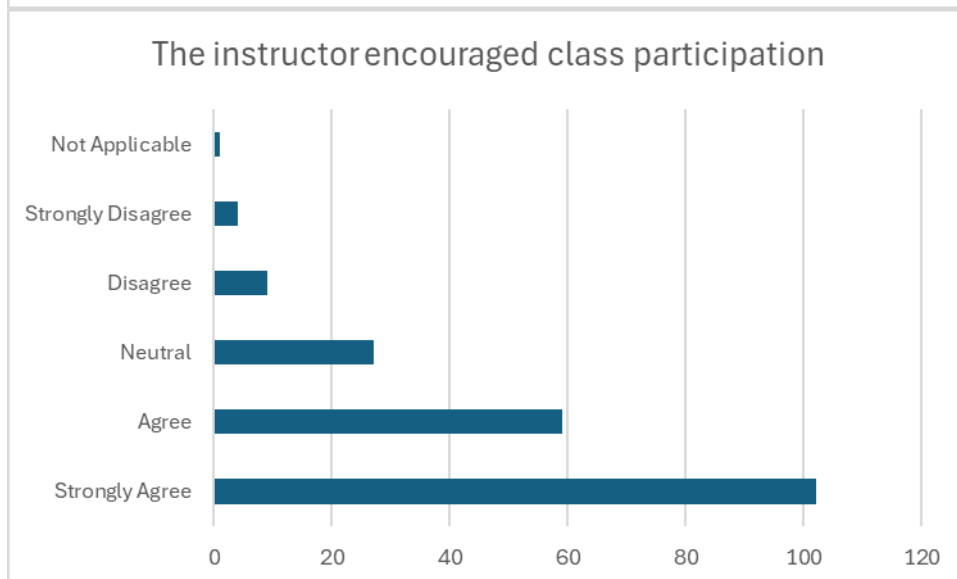
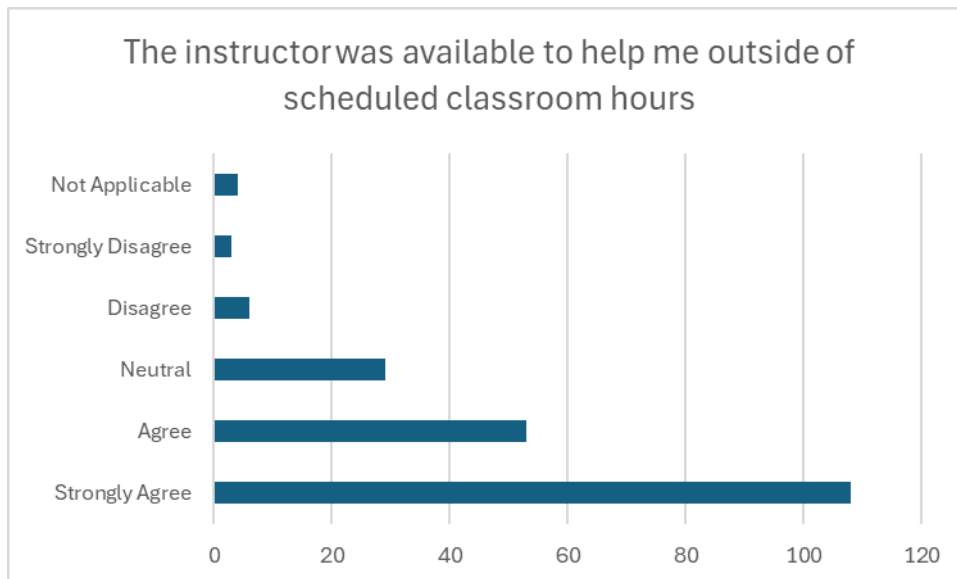
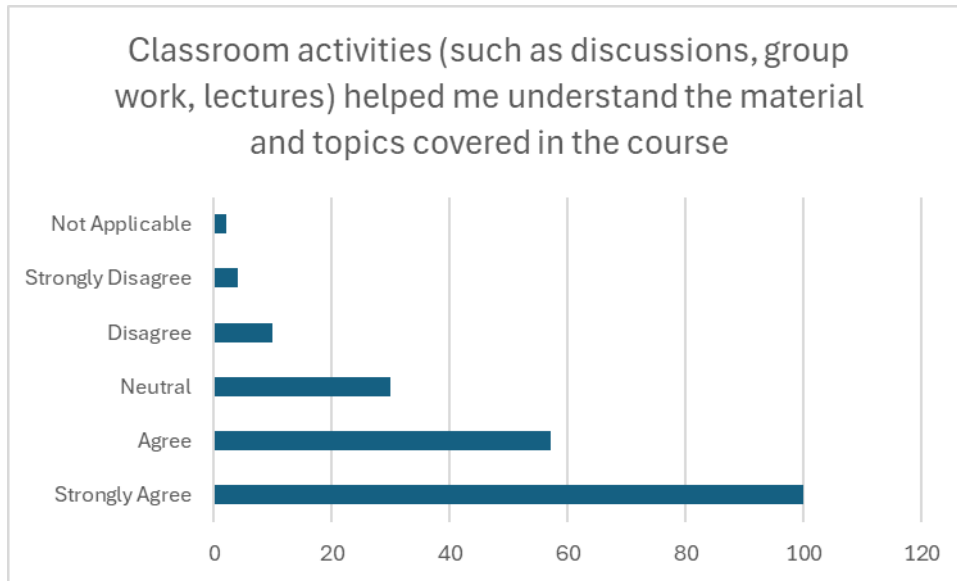
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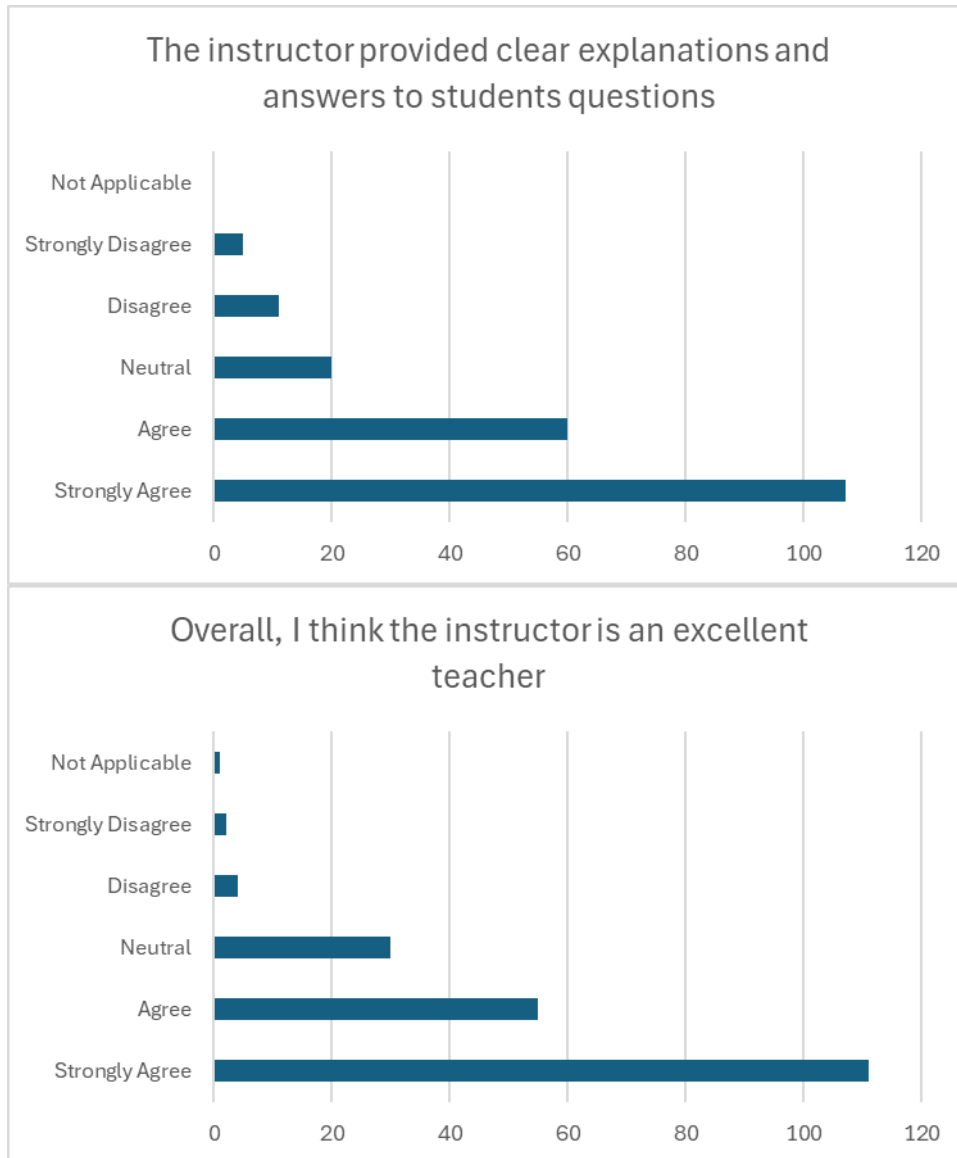










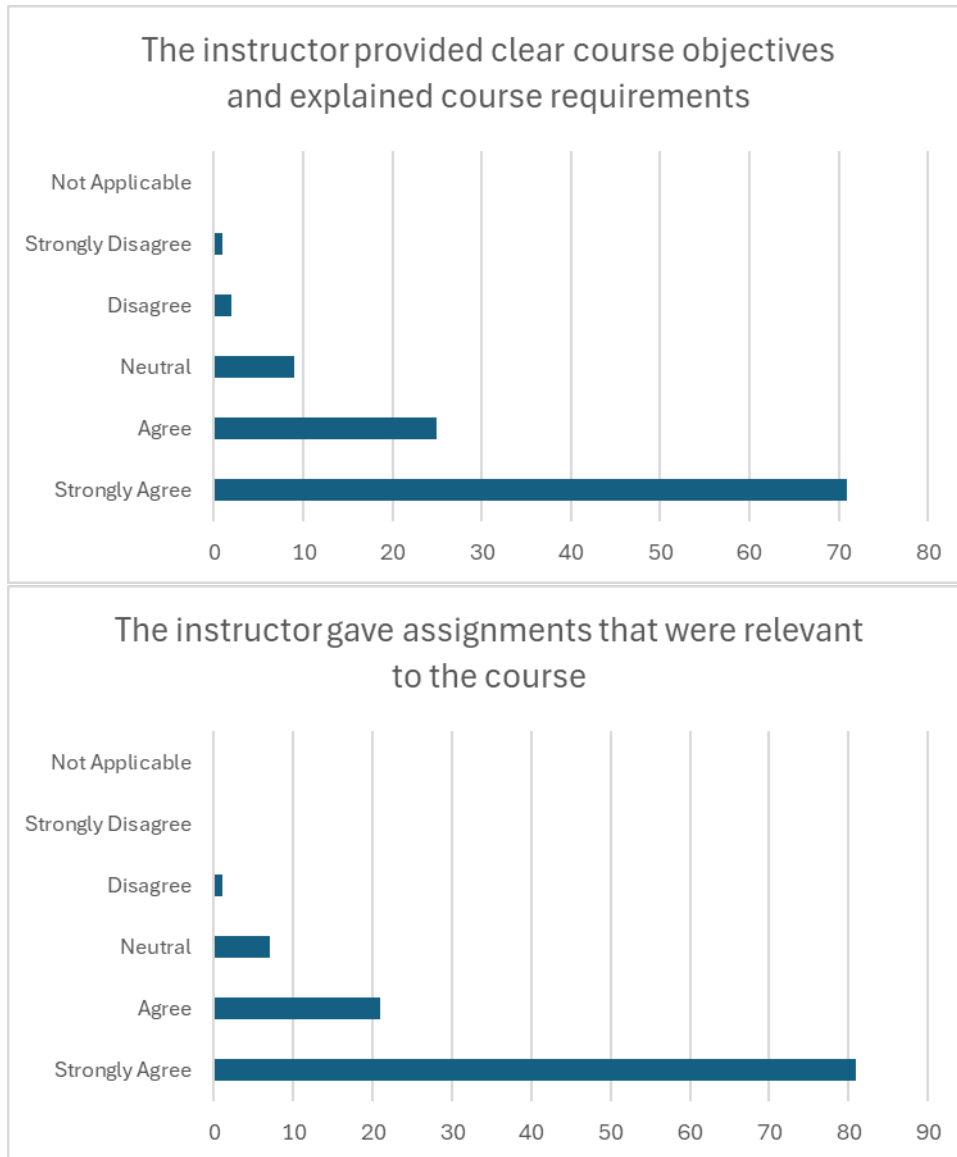


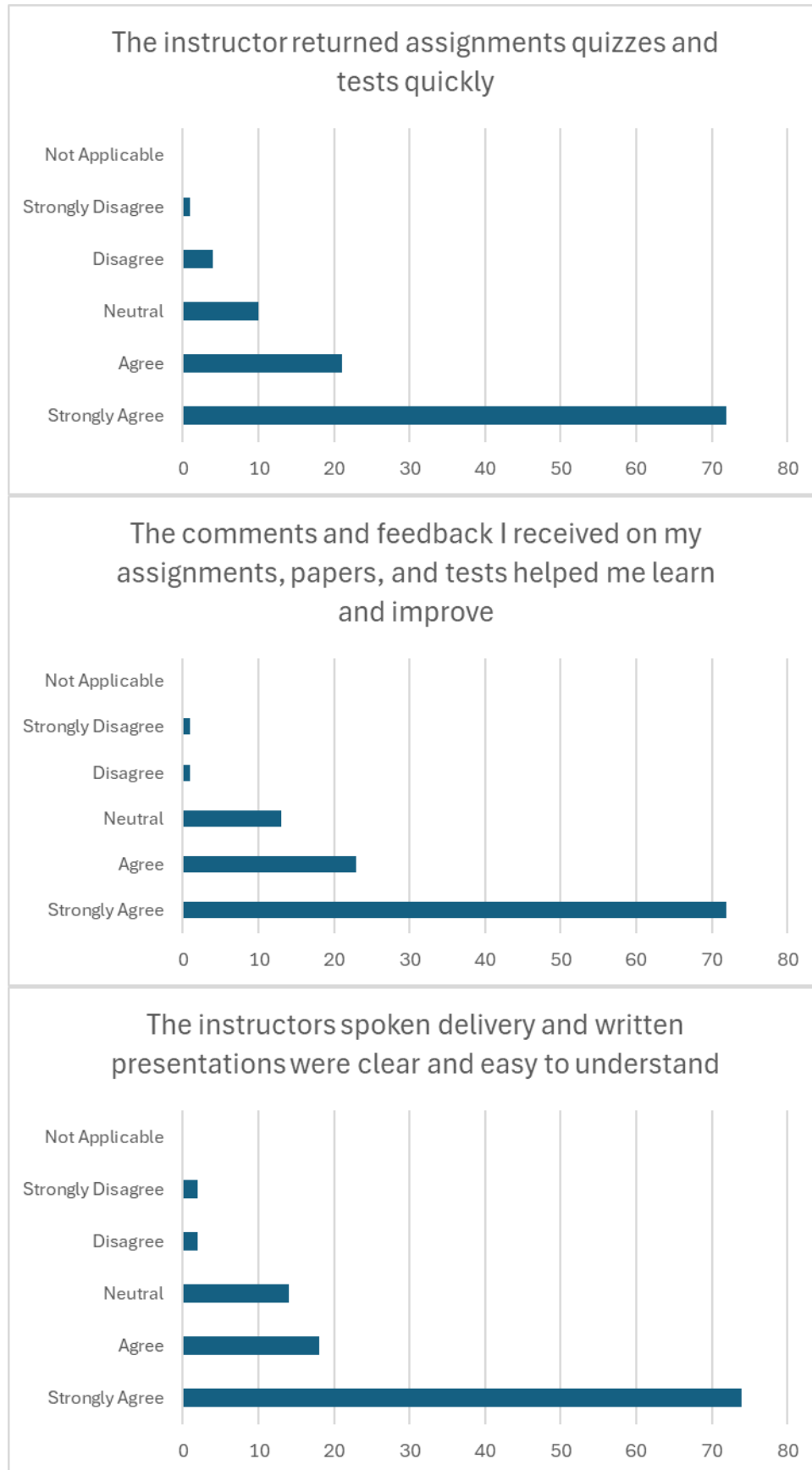


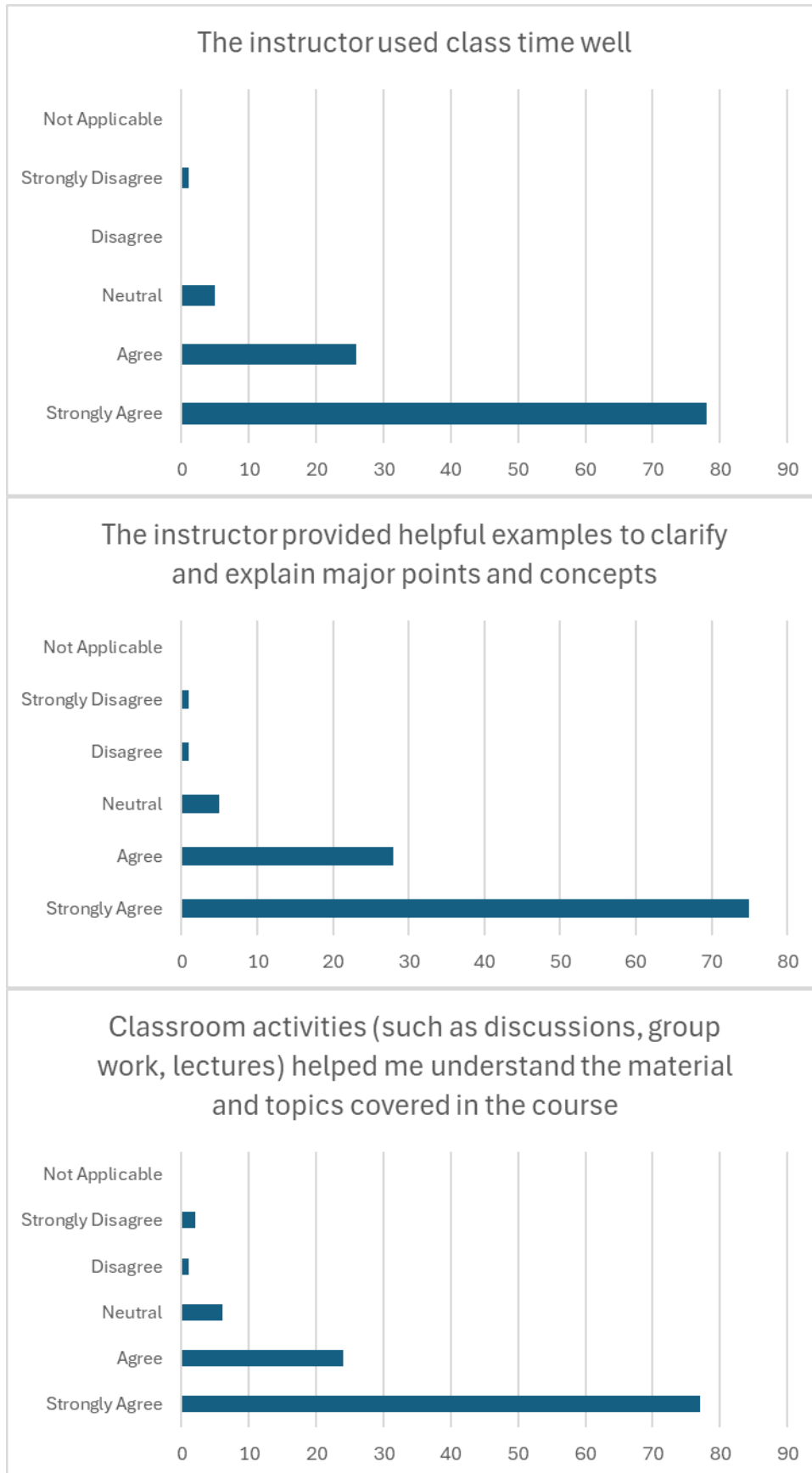
**STUDENT EVALUATION RESULTS**

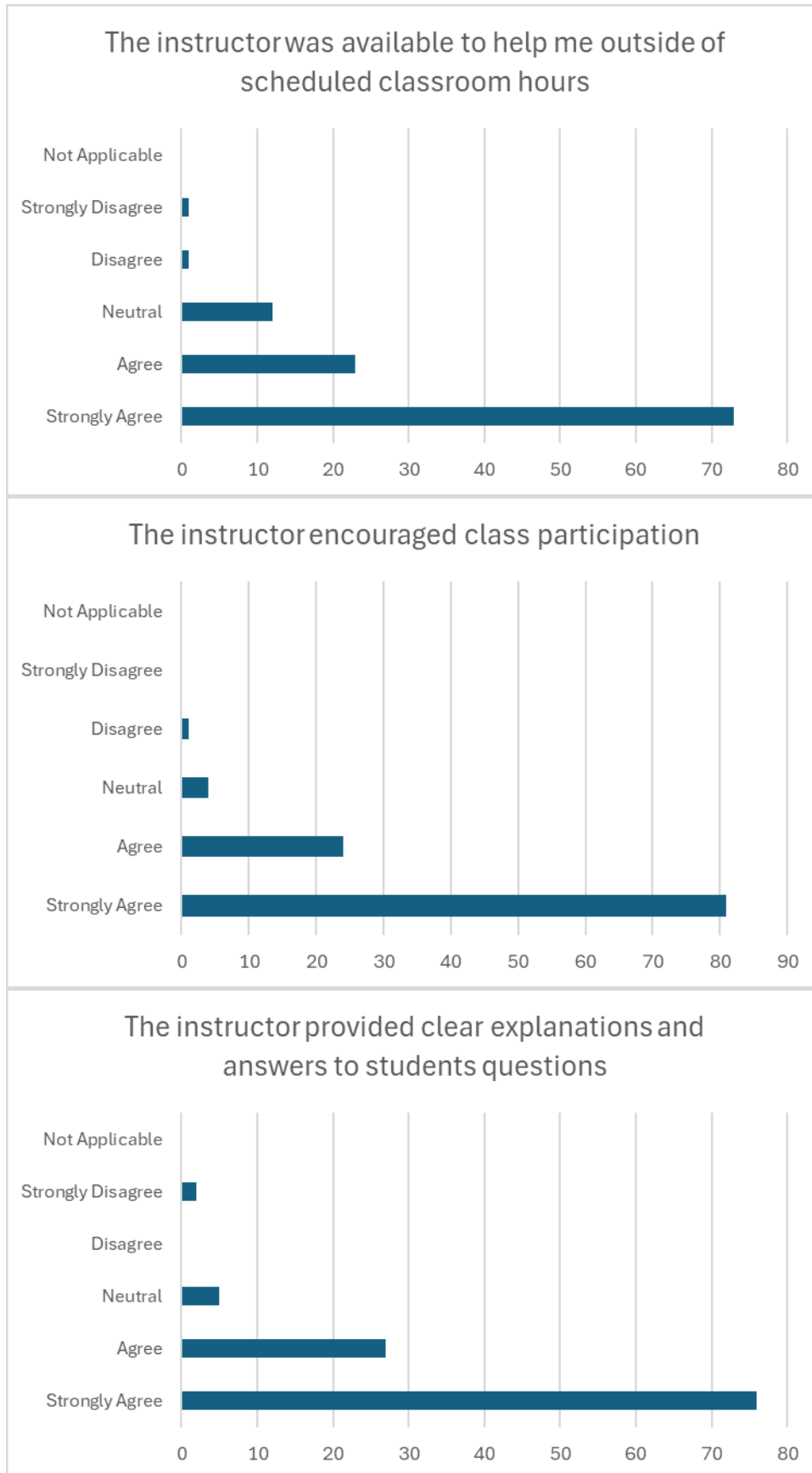
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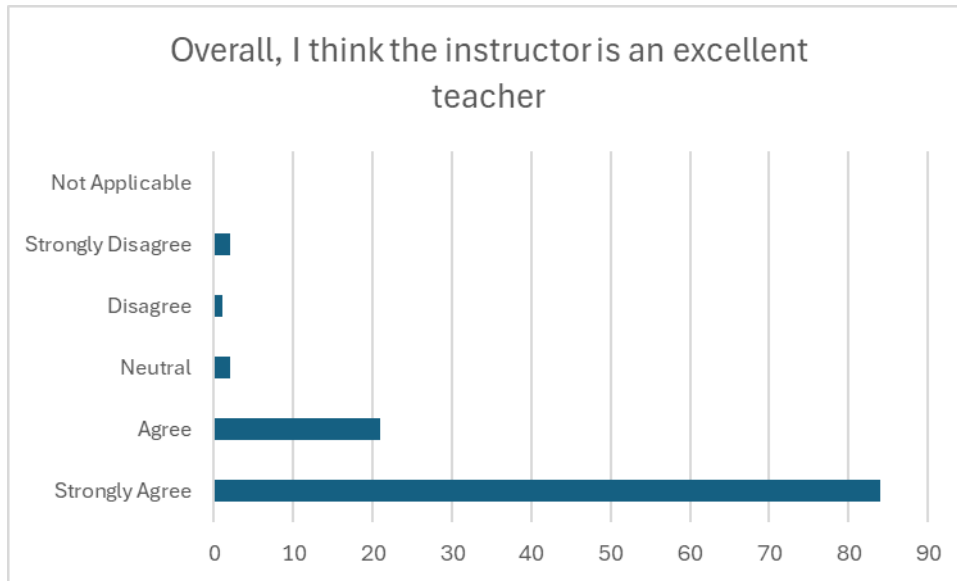
**TURKISH UNIT**











**STUDENT COURSE EVALUATION**

**Dear Students,**

**Each semester we ask students to complete this questionnaire. These evaluation forms help our faculty strengthen their teaching and give them valuable feedback about how they are helping *you* learn, as well as suggestions as to how the course might be improved.**

**The more thoughtful and complete your answers are, the more useful the evaluation is. Your evaluation remains anonymous and faculty do not receive the results of their course evaluations until after the final grades for the course have been submitted.**

**The results will be reviewed by the Rector together with the faculty member.**

**Semester.....**

**Year.....**

**Please circle your major:**

- |                             |                      |                             |
|-----------------------------|----------------------|-----------------------------|
| Business Administration     | Computer Science     | Economics                   |
| Finance                     | Marketing            | International Relations     |
| Psychology                  | Accounting           | Information System          |
| Architecture                | Business Informatics | EU Legislation and Politics |
| Applied Banking and Finance |                      |                             |

**Please circle your year of studies:**

- 1      2      3      4      5+





Please circle your answers to the following questions:

**1. On average, I spent the following number of hours each week preparing and studying for this class:**

Less than 1 hour	1 - 2 hours	2 - 4 hours	4 - 6 hours	6 - 8 hours	8 - 10 hours
------------------	-------------	-------------	-------------	-------------	--------------

**2. The instructor provided clear course objectives and explained course requirements.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**3. The instructor gave assignments that were relevant to the course.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**4. The instructor returned assignments quizzes and tests quickly.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**5. The comments and feedback I received on my assignments, papers and tests helped me learn and improve.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**6. The instructor's spoken delivery and written presentations were clear and easy to understand.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**7. The instructor used class time well.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**8. The instructor provided helpful examples to clarify and explain major points and concepts.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**9. Classroom activities (such as discussions, group work, lectures) helped me understand the material and topics covered in the course.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**10. The instructor was available to help me outside of scheduled classroom hours.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------



**11. The instructor encouraged class participation.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**12. The instructor provided clear explanations and answers to students' questions**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**13. This course is important for my major.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**14. I learned a great deal from this course.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**15. Overall, I think this is an excellent course.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**16. Overall, I think the instructor is an excellent teacher.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**17. I found this course very challenging.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**18. I would recommend this course to a friend.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

**19. I used the library, electronic databases, or the ESC online library for this course.**

I strongly agree	I agree	Neutral	I disagree	I strongly disagree	Not applicable
------------------	---------	---------	------------	---------------------	----------------

- Comments and suggestions about how this course could be improved?

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- Comments or suggestions on how to improve the University services:

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### **9.1.2 Student Evaluations for Administrative Units**

As part of the internal quality assurance process, IAL conducts an annual evaluation of its administrative units based on student feedback.

This evaluation incorporates both quantitative score-based assessments and qualitative verbal comments, providing a comprehensive overview of the performance of administrative services.

**Here is a detailed outline of the procedural framework as it is executed throughout the academic year:**



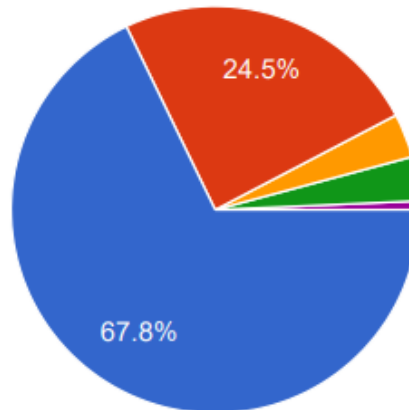
**STUDENT EVALUATION RESULTS**

**AY 2023-2024**

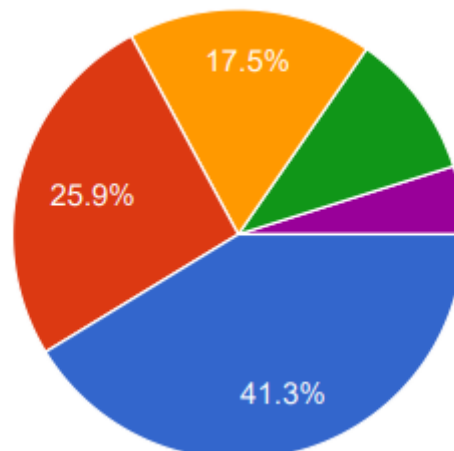
The student evaluation questionnaire includes a range of evaluation scores that allow students to express their level of agreement with the statements provided. These options include:

- I strongly agree
- I agree
- Neutral
- I disagree
- I strongly disagree

**1. During my studies, the Front Desk politely welcomed me and directed me to the classes and offices politely.**

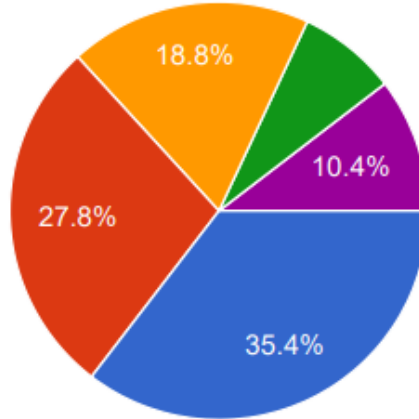


**1. During my studies, I found support from the Student Affairs Office for all the issues concerning teaching, academics, and administrative staff.**

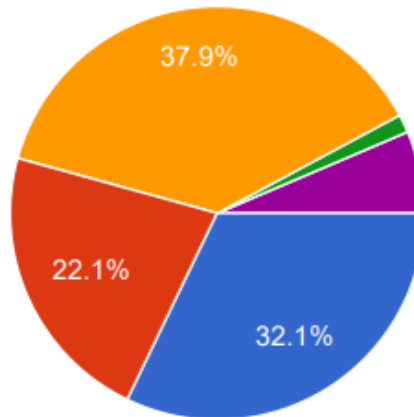




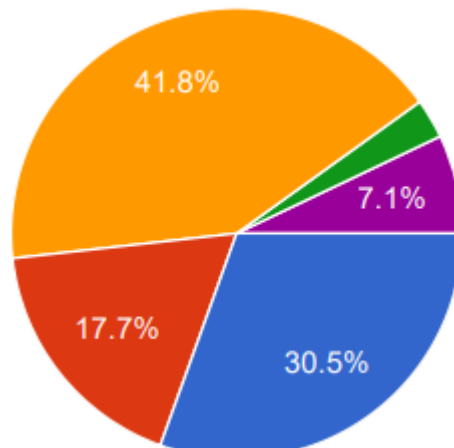
2. **During my studies, when I addressed the Records Office, they were correct and polite, and I received answers in a timely manner.**



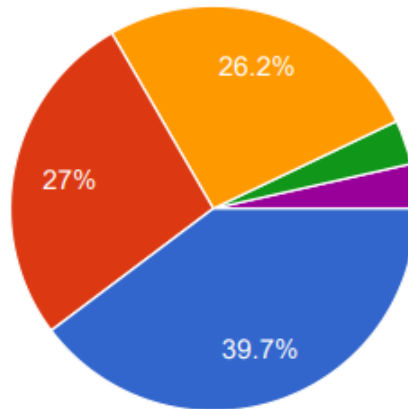
3. **When I addressed the International Relations Office, I received all the necessary information for exchange programs.**



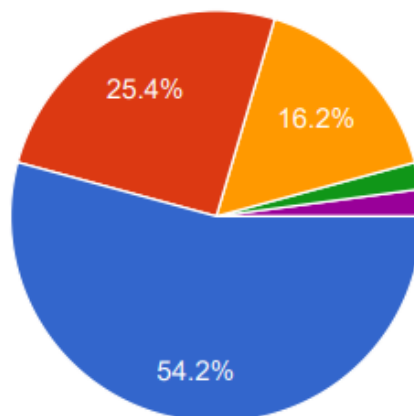
4. **When I addressed the Career Office, I received all the necessary information about internships and job opportunities.**



- 5. When I addressed the Library, I received all the necessary information and assistance about available printed materials (books, articles, reports, etc.) and other library sources.**



- 6. When I addressed the IT Office, I received all the necessary information and assistance about my credentials and assistance in the Labs.**



## **9.2 Grade Transparency**

Furthermore, in the framework of internal quality assurance, Department Chairs assign to all members courses to monitor how the grading process has been done by all the academic staff. The process is done through the selection of random samples of final exams submitted already to the registry office, to be checked. Each exam sample is checked to see how the syllabus-determined weights of the evaluation process are respected, and how exam sample-syllabus information - registry grades are matched. The results, findings, and the respective recommendations are presented in the form called “grade fairness transparency, comparability and suitability report” This process is done periodically, once per semester, during the first 4 weeks of the following semester. The Permanent Commission for the Assurance of Quality Standards of the Institution (PCAQSI) checks all the reports and the steps undertaken to work on issues raised by the process that require action.

### **9.3 Peer evaluation**

The Peer Review is a mechanism for evaluating all the professors. Newly recruited academic staff at UNYT are assisted and evaluated by the academic staff with more experience by attending classes that take place on an occasional basis. Peer evaluations were completed regularly for the new professors, and rarely for seniors for the Academic year 2022-2023.

### **9.4 Individual Assessment Performance Form**

This document aims to record individual performance and measure through the indicators and assess as well. Indicators refer to three areas of UNYT activity to be assessed, i.e., Teaching, Research, and Services to students and community, not ignoring self-development activities attended. All the academic staff discuss this document with their immediate supervisors (program director, head of the department, or lead researcher), and then it is submitted to the Department Chair. To a full assessment, faculty in a managerial position should also get the feedback of their faculty supervisees. This document is filled up at the end of the academic year by all academic staff.

It includes the assessment of five sections.

- a. Books and Paper Publications
- b. International and National Conferences
- c. Teaching Load Details
- d. The administrative duties at UNYT
- e. Any other activity for UNYT

### **9.5 Departmental Annual Report**

Each department at the end of the academic year drafts and submits the Annual Report which consists of:

- Executive summary of key issues arising during the year
- Response to action points in last year's report
- Department chair's critical overview of the programs on offer by the department
- External examiner(s) reports (if any)
- External quality assurance inspection activity
- Academic standards
- Student feedback
- Learning enhancement
- Curriculum development
- Assessment of departmental faculty
- Planning of next academic year's peer evaluations:
- Action plan for next year



### **9.6 Annual objectives of departments and annual monitoring**

At the beginning of the academic year, each of the heads of the Department should submit an annual objective which consists of:

Objective and Action Plan:

- Teaching and Development
- Services
- Research

### **9.7 Scientific Data Reporting - Research Contributions and Project Participation**

"Scientific Data Reporting - Research Contributions and Project Participation in Higher Education Institutions (HEIs)," outlines the requirement for all academic staff at the University of New York Tirana (UNYT) to complete an annual report.

This annual report captures detailed information on individual research contributions and involvement in academic projects in one academic year.

Through this instrument, UNYT aims to collect data related to the academic staff's scientific contributions as part of the university's research agenda.

## **10. Student engagement in Quality Assurance**

Student engagement in quality assurance procedures is an integral aspect of the quality culture of the University. The students were actively involved in enhancing the quality of processes and outcomes through:

- Student feedback on courses
- Complaint procedure
- Student Advisory Services / Counselling Services
- Other student organizations (Clubs, charity associations, sports teams, etc)
- Students are represented in all decision-making and monitoring bodies such as the Senate, Committees, etc.

### **10.1 UNYT structures to assure the quality as decision-makers.**

UNYT uses its set of appropriate instruments for quality assurance, assisted by its structures named as follows:

- Senate as the highest academic decision-making body
- Faculty Councils
- Departments
- Ethics Committee
- Petition Committee
- Student Union



Student feedback is provided in various forms. For instance, students express their opinions, comments, and concerns through the Student Union, the Dean of Students's office, the student evaluations process, academic advising, professor's office hours, petitions, membership in all structures of UNYT and direct access to the department chair, dean, and deputy rector's office. Since the spring 2013 semester, students have been an active part of the Academic Council where voice their concerns, and suggestions through their representatives as members of the body and as part of decision-making with their vote.

Membership in all the structures of management at all levels enables them to raise issues of importance or concern to their student body. In addition, their feedback about teaching, learning, and lecturers is provided through the evaluation process where they express themselves by filling out respective course forms, used as a valuable instrument in upgrading and developing the curricula. Student suggestions in terms of teaching methods, teaching materials, grading schemes, etc., have been of high importance, and it has been an encouraging process for them to speak up about all UNYT life issues and witness their sayings to be taken into consideration by UNYT decision makers when deemed reasonable and quality enhancing.

## **10.2 Student participation**

Student participation at all the decision-making levels has become a way of life at UNYT. Students have their representatives all over (in the Senate, Faculty Councils, the Permanent Commission for the Assurance of Quality Standards of the institution, Ethic Committee, etc. The Student Union and their representatives make the decision-making process more democratic and collegial, representing them at all levels and all issues related to them and UNYT.

The student advising process is another way of developing a bond and a deep relationship between academics and students, face to face permanently. It enhances quality decisions on the student side regarding further studies and career-wise. It is a check and balances process and a UNYT quality assurance instrument.

## **11. To be further taken into consideration and improved**

- **More International Training for Quality Assurance Staff**  
Organize specialized international workshops and seminars on global QA best practices to enhance the expertise of quality assurance staff.
- **Integration of Student Evaluation in the KION System for Online Feedback**  
Implement a fully online student evaluation system through the KION platform, allowing for seamless collection, analysis, and reporting of student feedback on courses and teaching quality, enhancing the efficiency and accessibility of the evaluation process.



## 12. Quality Assurance Action Plan 2024-2025

No.	Objective	Action	Responsibility	Timeline	Resources Needed
1	Revision of Quality Standards and Mechanisms	Identify specific quality indicators and mechanisms for academic programs, teaching methodologies, student services, and institutional processes.	QAU, QAC	AY 2024-2025	Research on national and international QA standards
2	Curriculum Evaluation and Enhancement	Implement a regular review process for academic programs to ensure they meet market demands, educational standards, and learner outcomes in close collaboration with the Faculties and Departments.	QAU, Departments, Faculties, Rectorate	Ongoing	Stakeholder surveys, labor market reports, feedback from alumni and employers
3	Course and Program Assessment	Create tools for continuously evaluating course content, learning resources, and assessments to ensure they align with intended learning outcomes.	QA Unit, Faculty	Ongoing (annually)	Student Evaluation, Meetings with the Students
4	Training Plan for Professors in Using a Formal Communication System to Share Information with Students	Provide professors with a clear understanding of the formal communication tools and their role in improving student communication.	QAC, Dep. of Computer Science, Dep. of Information and Intelligent Systems, QAU	AY 2024-2025	Internal Trainers, IT Support Staff
5	Alumni and Employer Feedback	Establish regular communication channels with alumni and employers to gain insights into the relevance and impact of UNYT programs.	Alumni Office, Career Office, QAU	Ongoing (annually)	Surveys, alumni events, employer meetings
6	Develop a Continuous Improvement Plan	Use data from evaluations, feedback, and assessments to create an action plan for continual improvements in all aspects of the institution.	QAU, Departments, Rectorate	Ongoing (annually)	Data Analysis from Student Evaluation Report
7	Involvement in National and International QA Initiatives	Actively participate in national and international QA initiatives, conferences, and workshops to keep up with the latest trends and best practices.	QAU	Ongoing (annually)	Event participation funds, institutional representatives