UNIVERSITY
OF NEW YORK
TIRANA

ANNUAL REPORT

2022-2023

Prepared by:

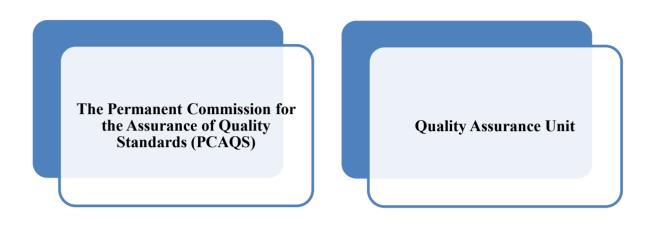**UNYT Quality Assurance**

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The purpose of this report is 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

The Permanent Commission for the Assurance of Quality Standards (PCAQS)	Quality Assurance Unit

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)**

Associate Professor Dr. Ines Nurja, Head of QA Commission		
Dr. Andromahi Kufo, representative of the Faculty of Economics and Business	Associate professor Dr. Eda Gemi, representative of the Faculty of Law and Social Sciences	Miralda Cuka, Ph.D., representative of the Faculty of Engineering and Architecture
Hektor Ruci, LLM, representative of the Faculty of Law and Social Sciences	Klodjana Skendaj, MSc., representative of the Faculty of Law and Social Sciences	Ester Mita, 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**

1.4.1 **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.

1.4.2 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.

1.5 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.

1.6 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.
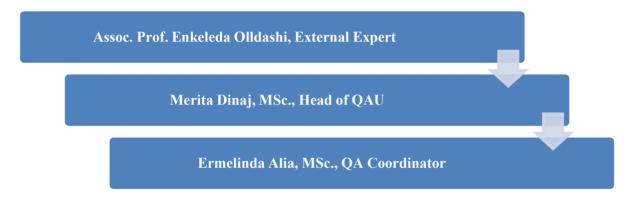
2. Composition of Quality Assurance Unit

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)

Assoc. Prof. Enkeleda Olldashi, External Expert

Merita Dinaj, MSc., Head of QAU

Ermelinda Alia, MSc., QA Coordinator

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.
- Quality Assurance Unit ensures communication and institutional correspondence in cooperation with the legal office, as well as prepares and follows all official documents related to state institutions such as the Ministry of Education and Sports (MAS) Educational Services Center (QSHA), 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**

   3.1 Enhancing the Quality Culture at UNYT

- Revision of Rules and Regulations of the Study Programs.
- Revision of Rules and Regulations of the Departments.
- Revision of Rules and Regulations of the Faculties.

Revision of Rules and Regulations.pdf

- Implementation of Rules and Regulations for the Permanent Commission for the Assurance of Quality Standards (PCAQSI).
- Implementation of Rules and Regulations for the Quality Assurance Unit.

Implementation of Rules and Reg QA Co

- Developed an online student questionnaire.
- Implementation and realization of Student Questionnaire for the Administrative Units related to Student Services.

Online St. Evaluation.pdf

- Unified Syllabi and improvements based on QA controls done permanently by the department in collaboration with QAU.

Unified Syllabi.pdf

- New members on the QA Committee, representatives of the Faculty of Law and Social Sciences, and Faculty of Engineering and Architecture.

New Members of QA Committee.pdf

- New members in QAU as the External expert and Head of QAU.

New Members of QA Committee.pdf

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

UNYT Successfully finalized the process of the Opening of the new Programs:
• Master of Science in "Data Science and Business Analytics".

Nr. prot. 58 - 04.04.23.pdf

• Master of Science in "Balkan Studies".

PDF Nr. prot. 59 - 04.04.23.pdf

5. Accreditation of the Programs

PCAQSI and the QAU during the academic year 2022-2023, oversaw successfully coordinating and supervising the accreditation process of the Programs:

• Bachelor in "Business Administration" with concentrations in "Business Administration", "Management", "Marketing", and "Business Economics", the program was accredited by the Board of Accreditation for 4 years.

PDF 2023 - VBA Nr. 93, dt. 22.09.2023 - Akreditim

• Bachelor in "Economics and Finance" with a concentration in finance", "Economics", "Accounting", the program was accredited by the Board of Accreditation for 4 years.

PDF 2023 - VBA Nr. 125, dt. 20.10.2023 - Akred

• Bachelor in "Applied Banking and Finance", the program was accredited by the Board of Accreditation for 3 years.

PDF 2023 - VBA Nr. 126, dt. 20.10.2023 - Akred

• Bachelor in "Business Informatics", External Draft Report from the External Evaluation Group is in process.

PDF RVB Bachelor ne Informatike Biznesi.pd   **PDF** Shkresa.pdf

• Bachelor in "Psychology", External Draft Report from the External Evaluation Group is in process.

PDF RVB Psikologji.pdf   **PDF** Shkresa.pdf

• Bachelor in Political Science/International Relations with profiles; "International Relations" and "EU Legislation and Politics", External Draft Report from the External Evaluation Group is in process.

RVB Shkenca Politike
- Marredhenie Nderkc

Shkrese
Percjellese.pdf

- Bachelor in "Computer Science", External Draft Report from the External Evaluation Group is in process.

RVB Bachelor ne
Shkenca Kompjuterike

Shkrese
Percjellese.pdf

- Master of Science in Computer Science, External Draft Report from the External Evaluation Group is in process.

RVB MSc CS.pdf

Shkrese
Percjellese.pdf

- Master of Science in Business Administration with 6 profiles, Accreditation Board Decision is in process.

RVJ MBA.pdf

- Master of Science in International Relations, Accreditation Board Decision is in process.

RVJ MSc IR.pdf

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 others, 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/reaccreditation of the programs offered by UNYT.

5.1 Application for Program Accreditation

QAU applied this academic year for the Accreditation of four programs:
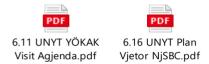- Bachelor in "Software Engineering" – First-time Accreditation.

- Bachelor in "e-Business and e-Commerce" – First-time Accreditation.
- Bachelor in "Design" with profiles in "Graphic Design" and "Interior Design." – First-time Accreditation.
- Master of Science in "Finance and Accounting" – Periodic Accreditation

Shkrese Aplikim per akreditim.pdf

2023 Aplikim per akreditim AMS (Graph

5.2 International Accreditation

- The QA Unit in collaboration with the PCAQSI, Rectorate, Administrate, Deans, Heads of Departments, and other relative offices followed up the first step of the presentation of UNYT Institution to the Turkish Accreditation Agency, YOKAK. The meeting held with the Agency on the premises of UNYT was a successful step to start the application for international accreditation in the future.

6.11 UNYT YÖKAK Visit Agjenda.pdf

6.16 UNYT Plan Vjetor NjSBC.pdf

- The Department of "Economics and Finance" in collaboration with PCAQSI and QAU successfully started the application for the International Accreditation of ACCA for the Accreditation Program of the 2nd cycle Master of Science in "Finance and Accounting".

Fwd ACCA Accreditation process

6. **Action Plan from the last accreditation of the Study Program Master of Science in "Psychology" with profiles "Clinical Psychology", "Legal Psychology", "School Psychology"**

PLANI I VEPRIMIT PËR PERIUDHËN JANAR 2023-JANAR 2025				
REKOMANDIMET	Objektivat	Aktivitetet	Indikatorët	Njësitë Përgjegjëse
1. Institucioni, të marrë masa për mbulimin me personel akademik të kualifikuar dhe në përputhje me formimin e tyre, të profileve "Psikologji Shkollore" dhe "Psikologji Ligjore"	Tërheqja e pedagogëve me titull shkencorë si staf akademik për ofrimin e mësimdhënies në tre profilet e programit	Mbajtja e hapur e thirrjes për staf akademik me grada dhe me tituj shkencorë në website-in e UNYT https://unyt.edu.al/wp-content/uploads/2022/06/Vacancy-Announcement-Psychology_Fall-22web.pdf	Gjatë vitit akademik 2022-2023, në Departamentin e Psikologjisë është rekrutuar 1 pedagog me gradë shkencore Doktor i Shkencave me kohë të plotë dhe 1 pedagog Doktor i Shkencave me kohë të pjesshme	Departamenti, Dekanati, Rektorati, Burimet Njerezore
	Rekrutimi i stafit të jashtëm si profesionistë dhe praktikantë të fushës në Psikologjinë Klinike	Vlerësimi përmes dokumentacionit dhe leksioneve provë të stafit të pedagogëve të jashtëm që mbulojnë lëndë me karakter teknik si: Teknikat e strategjitë e aplikuara të Psikoterapisë, Testimi e Matja Psikologjike, Kërkimi Shkencor, Psikoterapia: teori e praktika në MSc në profilin Psikologji Klinike	Rekrutimi i pedagogëve me gradë shkencore dhe pedagogë me titull me kohë të pjesshme.	Departamenti, Dekanati, Rektorati, Burimet Njerezore
	Zgjerimi i rrjetit të komunikimit mes stafit akademik me qëllim te ftuarit e akademikëve ndërkombëtarë, profesionistë të fushës në profilet e programit	Lancimi i vazhdueshëm i thirrjes përmes Linkedin si dhe rrjeteve të rekrutimit të stafit akademik me grada e tituj shkencore nga bota.	Rekrutimi i pedagogëve ndërkombëtarë me gradë shkencore dhe pedagogë me titull me kohë të pjesshme.	Departamenti, Dekanati, Rektorati, Burimet Njerezore
2. Institucioni, të marrë masa për përmirësimin e programit të studimit sa i takon emërtimit dhe tipologjisë së lëndëve, për t'i përafruar me programe të ngjashme studimi të ciklit të dytë në nivel ndërkombëtar, duke u mbështetur në direktivat e APA dhe EuroPsy dhe për përmirësimin e planit mësimor me tipologji lëndësh sipas profilit të specializimit që ky program studimi synon të zhvillojë.	Rivlerësimi i Planit mësimor të programit Master Shkencor me profile në Psikologjinë Klinike	Shqyrtimi i nevojave për ndryshim referuar direktivave të APA dhe EUROPSY përmes hulumtimeve të realizuara nga stafi akademik me kohë të plotë që kontribuon në mësimdhënie në planin mësimor të Mastër Shkencor në Psikologji Klinike	Pas ritheksimit të vazhdueshëm në mbledhjet periodike të Departamentit të Psikologjisë, ngritja e një grupi pune nga Drejtuesi i Departamentit për rishqyrtimin e planit dhe kërkime në website-et e direktivave përkatësë	Departamenti i Psikologjise.
			Mbledhja e kontributeve dhe qëndrimeve të secilit pedagog, referuar përvojës me planin aktual në Master Shkencor në Psikologji Klinike si dhe përvojës në mësimdhënie në universitete ndërkombëtare gjatë karrierës si pedagog/e.Material i përgatitur dhe vijon të jetë i hapur si proces me qëllim dhënien e maturisë në kohë në këtë proces rishqyrtimi	Departamenti i Psikologjise.
	Riorganizimi deri në masën 20% të planit mësimor të programit "Master Shkencor në Psikologji" me profil në Psikologji Klinike	Ngritja e grupit të punës për konsultime të brendshme për riorganizimin e programit	Konsultimi me Dekanin e Fakultetit, Rektoratin dhe NjSBC	Departamenti i Psikologjise, Dekani i Fakultetit, Rektorati, NjSBC
			Aprovimi i planit të riorganizuar së brendshmi dhe dërgimi për aprovim në MAS dhe ASCAL	ASCAL, MAS
3. Institucioni, të pasqyrojë në planin mësimor të këtij program studimi komponentët që lidhen me orët në auditor dhe të studimit individual për lëndët e praktikës profesionale, diplomës, dhe të emërtojë lëndët me zgjedhje që realizohen sipas secilit profil.	Përfshirja e angazhimi i eskperteve të jashtëm për rishikimin e planit mësimor	Asistimi dhe bashkëpunimi i ekspertëve të jashtëm sipas profilit përkatës për ndryshimet e kurrikulës dhe ri-organizimin e programit	Konsultimi me Departamentin për ndryshimet e mundshme	Departamenti, Dekanati, Rektorati.
	Përgatitja e planit mësimor me shpërndarje specifike sipas kërkesave të ekspertëve të ASCAL	Organizimi i një njësie nga ana e Departamentit të Psikologjisë për evidentimin e të gjithë komponentëve që lidhen me orët mësimore, sipas profileve	Dokumenti i dorëzuar dhe i aprovuar në Departament. Ngritja e grupit te punes nga ana e Departamentit dhe mbikeqyja nga ana e Zyres se NjSBC	Grupi përgjegjës në departament, Njësia e Sigurimit të Cilësisë
		Draftimi dhe dërgimi për aprovim në Rektorat i dokumentit-Plani mesimor per tre profilet e studimit te Masterit Shkencor në Psikologji	Dokumenti i dorezuar nga ana e Departamentit të Psikologjisë	Departamenti i Psikologjise
4. Institucioni, të rrisë marrëveshjet e bashkëpunimit për realizimin e praktikës profesionale të studentëve të këtij program studimi, me institucione në të cilat roli i psikologut klinik, shkollor dhe ligjor është i konsoliduar.	Angazhimi i Zyrës së Karrierës në nënshkrimin e Memorandumeve të Bashkëpunimit më institucione e organizata ku studentët të zhvillojnë praktika mësimore si dhe mundësitë e punësimit si psikolog klinik	Rritja e numrit të MoU për studentë të Masterit Shkencor në Psikologji Klinike me së paku 5 MoU për vitin akademik 22-23	Marrëveshje të realizuara nga Zyra e Karrierës së UNYT	Zyra e Karrieres, Administrata
		Rritja e numrit të MoU për studentë të Masterit Shkencor në Psikologji Klinike me së paku 8 MoU për vitin akademik 2024-2025	Marrëveshje të realizuara nga Zyra e Karrierës së UNYT	Zyra e Karrieres, Administrata
5. Institucioni, të përditësojë	Ngritja e një grupi pune	Ky aktivitet do të ndërmerret në rast se këto	Program studimi i rikonceptuar	Departamenti,

syllabuset e këtij program studimi edhe për profilet "Psikologji Shkollore" dhe "Psikologji Ligjore", duke përfshirë në to njohuri të thelluara sipas tipologjisë së lëndës.	me ekspertë të fushës në "Psikologji Shkollore" dhe "Psikologji Ligjore" për përditësimin e syllabeve.	dy profile do të vlerësohen për të qëndruar aktive për vitin akademik 2025-2026, në varësi të punësimit të stafit akademik profesionist si dhe të regjistrimit të studentëve në këto profile.	Dekani, Rektorati

The Department of Psychology together with The Permanent Commission for the Assurance of Quality Standards (PCAQS) and Quality Assurance Unit in their meetings discussed the implementation of the ACTION Plan as well as monitoring all the recommendations left by the Accreditation Board, from the last accreditation on the study program Master of Science in "Psychology" with profiles "Clinical Psychology", "Legal Psychology", "School Psychology".

7. Diploma Format & Diploma Supplement

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

- Master of Science in "Psychology" with Profiles "Clinical Psychology", "School Psychology" and "Legal Psychology"

Official Letter.pdf   School PSY.pdf   Legal PSY.pdf   Clinc PSY.pdf

- Master of Science in "International and Commercial Law"

Diploma format approval.pdf

8. Application for the Reorganization of the Ph.D. Programs:

- Faculty of Engineering and Architecture in collaboration with PCAQSI and QAU applied to the MAS for the reorganization of the Ph.D. Program in "Computer Science" – The process has successfully passed the first step of the application.
- Faculty of Law and Social Sciences in collaboration with PCAQSI and QAU applied to the MAS for the reorganization of the Ph.D. Program in "Applied Social Sciences" - MAS decision is in process.

9. 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 program Master of Science in "Business Administration" with Profiles in "General Route", "Management", "Marketing", "Human Resources Banking", "Management of Information Systems" and "Bank".

Prot no 23.pdf

10. Closure of the Program

Based on the continued supervision of the Quality of the programs by PCAQSI and QAU measures were taken to close the program Bachelor in "Telecommunication and Networking Engineering", due to the lack of student registration.

Mbyllje e programi
(Inxhinieri Telekomuni

11. Quality Evaluation Instruments

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

performance report
fall 2022-2023.pdf

Results Spring
2023.pdf

- 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)

11.1 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.

11.2 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.

11.3 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.

11.4 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

11.5 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

11.6 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

12. 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.

12.1 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.

12.2   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.

13. To be further taken into consideration and improved

- More International Training about Quality Assurance Staff