



ALBANIAN UNIVERSITY
UNIVERSITAS- FABREFACTA-OPTIME

QUALITY ASSURANCE MANUAL, ALBANIAN UNIVERSITY

The evaluation of education and research in universities nowadays is part of the quality assurance of the academic work and research of these institutions. This evaluation, which is usually under the responsibility of internal and external structures, is certainly done to improve the short-term, mid-term and long-term plans of the institution performance and as such it requires the full commitment of all its employees, academic or administrative, its current students and its graduates.

The submitted document determines the policies and the forms of action for the advancement of the academic work and the continuous quality assurance in the university work and the implementation of internal and external control in compliance with Albanian and European legislation of this field, as well as the University Statute.

The university aims to comply with European practices of quality evaluation, quality assurance and quality control. The university will develop the curricula and will offer mechanisms for quality assurance, which are in compliance with the creation of the European Space for Higher Education as established by the Bologna Declaration.

The university will keep in touch with the developments of the European Universities Association, the European Network for Quality Assurance and other bodies.

INTERNAL QUALITY ASSURANCE OFFICE

The internal quality assurance office aims to support the other academic and administrative structures to continuously improve the quality of their services and to ensure the implementation of high standards in compliance with the internal university acts, Albanian and European legislation in the field of education and particularly the ones related to academic quality assurance.

The internal quality assurance unit is an independent structure which ensures leadership, counseling and support for the formulation and implementation of internal quality assurance procedures in compliance with internal, national and international guidelines.

ROLE OF INTERNAL QUALITY ASSURANCE OFFICE

The task of the Internal Quality Assurance Office is to:



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- contribute in the improvement of education and research, as well as in the development of the individualization of the different programs of study,
- assist in their accountability to the actors and public under their status as assessors,
- build the credibility in the community that the university fulfills the national and international standards of academic quality,
- support the departments in the implementation of standards established by the relevant structures of AU and in the preparation of the documents to be submitted to the accreditation agencies,
- conduct the evaluations of every department in the university in order to promote sustainable strengths and remediable weaknesses,
- encourage the departments to do the self-evaluation, including the evaluation from students,
- improve the quality of survey, teaching and learning,
- fulfill the expectation of benefiting from the university services with satisfactory benchmarks,
- recognize and respect the principle of participation of the community and civil society institutions interested in education, in order to participate and support the quality control climate,
- support the values of excellence and competitiveness in all AU faculties and centers,
- support an inclusive process of quality assurance and institutional and academic accreditation, to encourage all colleagues to be part of the academic progress in their teaching and research activities,
- support the mechanisms and systems that ensure quality and evaluation at program, faculty and university level,
- support continuous improvement,
- collaborate with other organizations and quality assurance units at national, regional and international level.

The process

- The internal quality assurance office has its own framework which involves not only evaluation groups, but also the documents that verify the implementation of the study program.
- Each group raises its work by writing a report based on these documents.
- The evaluation process is based on the analysis of the documents and the site visits.



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- The results of the evaluation are granted to every department or faculty and then are made public.

**THE STRUCTURE RESPONSIBLE FOR SELF-EVALUATION AND SOME
REGULATIONS**

- 1.1 Quality management is conducted by the internal quality assurance office, established in Albanian University.
- 1.2 The internal quality assurance office conducts the final evaluation in the end of the last year of the implementation of the program.
- 1.3 The internal quality assurance office creates an evaluation team composed of 3 members, who carry out the formative evaluation of the whole course, practice, teaching, program management, personnel involved in the program, in the end of each academic year.
- 1.4 In the program evaluation are involved: academic personnel, administrative personnel, students, program collaborators, interest groups, interested for the product of the program. The mission of the internal quality assurance office is by means of this evaluation process:
 - To conduct an internal evaluation at the request of the university, as part of a continuous process of recognizing the weak and strong points of the Study Programs in different study faculties, and as part of the process of their structural and substantial improvement.
 - To conduct a formative evaluation of the Study Program in different programs to highlight the degree of fulfillment of the standards as reference for improvement and as an information source for the external evaluation and accreditation.
 - To implement standardized instruments for the realization of the evaluation
 - To prepare the relevant final report of the internal evaluation.

SOURCES, INSTRUMENTS AND INFORMATION COLLECTION PROCEDURE

Internal evaluation is based on the information collected from the following sources:

1. Legal documentation
Law on Higher Education on the Republic of Albania,



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State Standards for Evaluation and Accreditation of First-cycle Study programs in Higher Education institutions,

Albanian University(AU)Statute,

Albanian University(AU)Regulation,

The strategic development plan,

Regulations of the different Study programs in AU.

2. Pedagogical documentation

Study program,

Teaching plan,

Course syllabuses,

Package of diploma final examination or diploma thesis,

Practice package,

3. Data base of the study program,

4. Data base of the students of the study program,

5. Data base of the administrative and academic personnel,

6. Data base of the infrastructure

7. Student works

8. Questionnaires to students

9. Annual reports from the head of departments and the deans of AU.

INTERNAL EVALUATION PROCEDURE

To accomplish the procedure of the internal evaluation of Bachelor, Professional Master and Master of Science programs of study AU has consulted The Public Agency of Higher Education Accreditation regarding the evaluation of different study programs and it bases the process on the experience gained from the procedures of higher education institutions ranking in the country and the world.

Internal Evaluation follows several stages:

- The stage of preparation of evaluation methodology and instruments,
- The stage of data collection,
- The stage of data analysis,
- The stage of writing the report,
- The stage of results communication.



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The Internal Quality Assurance office of the university or of a study program makes a work plan, divides the duties and instructs each member of the evaluation group for the fulfillment of the duties. For the formulation of this report, the office arranges meetings with (full-time and part-time) academic staff and students meetings. All the materials and data that AU disposes, other evaluations done by the students for the teaching process, for the academic staff and infrastructure are also exploited.

METHODS OF EVALUATION

The evaluation will be based on the criteria upon which the expert may provide their judgment. Regarding research work, the criteria will be for the scientific competence as well as for the economic and social weight. The criteria will be determined according to the latest achievements and/or the future potential in order to give proper importance to the international weight for the submitted work.