



GUIDELINES FOR QUALITY ASSURANCE AT UNI – UNIVERSUM INTERNATIONAL COLLEGE

November, 2023

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1. General information about Quality Assurance at UNI - Universum International College

Quality management is an integral part of the strategy of UNI – Universum International College, towards its goals for achieving its short-term and long-term objectives. The quality management mechanism involves all parties which ensure that the college operates based on the highest standards. The quality assurance strategy at UNI - Universum International College is led by the Quality Assurance Unit (QAU). For UNI - Universum International College, quality management is a factor of primary importance for increasing overall academic success. More importantly, college staff have a high willingness to become part of the quality assurance process, which strengthens the legitimacy of the procedures. In addition, the improvements have been advanced with continuous training undertaken at the institutional and programmatic level with the aim of improving quality and compliance with the standards set by the Kosovo Agency for Accreditation - AKA.

Another mechanism that ensures quality management at UNI - Universum International College is the Center for Excellence in Learning and Teaching (CELT), which serves as a complementary mechanism for the implementation of procedures and practices to ensure quality. An additional mechanism that contributes to quality assurance at UNI - Universum International College is the set of procedures that form the Guidelines for Periodic Internal Review of Academic Programs. The College has also developed several instruments that ensure the institution receives quantitative and qualitative data that is used strategically to improve the quality of our programs and services. These mechanisms are constantly updated to cope with educational advancement.

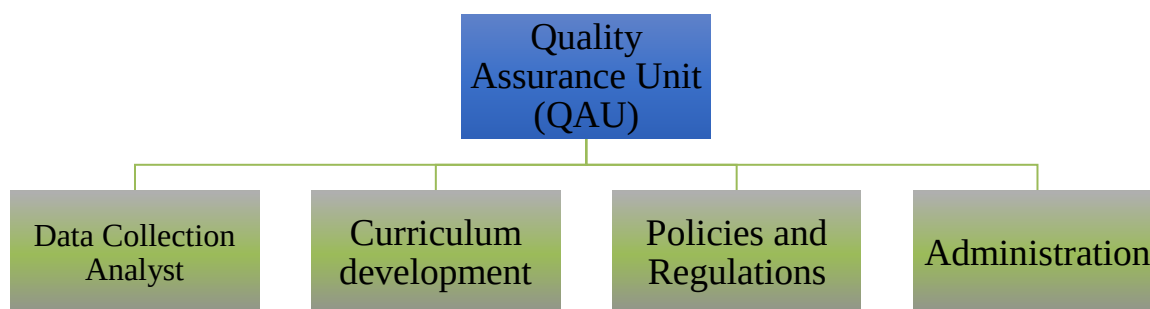
2. Quality Assurance Unit (Quality Assurance Unit -QAU)

The Quality Assurance Unit is responsible for quality control at UNI - Universum International College, namely it is responsible for the following:

- Developing and monitoring policies and regulations to ensure quality and improve the overall student experience;
- Coordination and monitoring of different KPIs across different departments;
- Interpreting and analyzing the results collected by different units within the college and preparing the required reports;
- Recommending continuous actions for improvement, based on the data collected in order to improve institutional effectiveness;
- Recommending and monitoring student and staff evaluation;
- Providing the necessary support in curriculum development and student services;
- Update and maintenance of UNI - Universum International College documentation.

To support the quality assurance policies and procedures, UNI - Universum International College has engaged the adequate staff that make up the Quality Assurance Unit (QAU). In addition to the Quality Assurance Unit (QAU), UNI - Universum International College has established the Quality Assurance and Institutional Effectiveness Committee, composed of members from different departments to ensure equal representation. Currently, QAU is

managed by five full-time members who are supported by the academic directors of each department. The structure of the QAU is shown below:



Quality assurance policies within the institution are divided into three main categories:

1. Quality assurance with an emphasis on academic matters
2. Quality assurance with an emphasis on local and international collaborations.
3. Quality assurance with emphasis on operations and student services.

Although these categories are treated separately, UNI - Universum International College prefers to use a holistic approach to its quality assurance policy. However, in order to simplify the quality assurance policies and processes for the reader, in point 3 of this manual information on quality assurance procedures will be provided with special emphasis on academic matters. Quality assurance policies and procedures with an emphasis on local and international collaborations are detailed in point 4 of this manual, while quality assurance policies with a special emphasis on operations and services to students are dealt with in detail in point 5 of this manual.

3. QUALITY ASSURANCE WITH EMPHASIS ON ACADEMIC MATTERS

The academic evaluation process at UNI - Universum International College is divided into the following pillars:

- 3.1. Evaluation of academic staff;
- 3.2. Measuring student progress and performance;
- 3.3. Internal evaluation of the program;
- 3.4. Staff training and development.
- 3.5. Implementation of ASU standards in order to ensure quality in academic matters

In the following, the assessment procedure of each of these points will be discussed separately, the time limits of the assessment, the office responsible for carrying out the assessment, as well as the responsibilities of the Quality Assurance Unit in each of these points.

3.1. Evaluation of academic staff

The evaluation of the academic staff at UNI - Universum International College is done in a systematic way, through the implementation of a number of different procedures, in order to ensure quality in teaching according to European ESG standards and according to the recommendations of the Kosovo Agency for Accreditation - AKA. The evaluation of the academic staff is carried out in the following formats:

3.1.1. Classroom Visits: Peer Evaluations and Evaluations by the Committee for Evaluation of Teaching Methodology

Evaluation by colleagues and by the Committee for the Evaluation of Teaching Methodology, means the exchange of experiences between colleagues. At least once during the semester, each professor will be visited by another professor or by one member of the Committee for Evaluation of Teaching Methodology. During the classroom visit an official form will be filled out related to the professor's approach, lecture techniques, time management of the lecturer, student involvement, etc.

Classroom evaluation should be done once a year for each professor. Half of the professors should be visited in the first semester and the other half in the second semester.

Responsible for the administration of the assessment process: Quality Assurance Unit in cooperation with the Committee for Evaluation of Teaching Methodology.

Responsibilities of the Committee for Evaluation of Teaching Methodology:

- Evaluation of lecture delivery based on predetermined criteria, including: lecture structure, preparation, organization, style (voice, body language, and enthusiasm), interaction, rapport with students, ability to engage students, etc.

- Evaluating members have the duty to complete the official form provided by the Quality Assurance Unit during the observation of the legislation.
- Provide constructive feedback as part of the assessment.
- To suggest improvement strategies in the areas identified during the assessment.
- To encourage the adoption and use of innovative and effective teaching methods.
- Based on the evaluations of the Commission for Evaluation of Teaching Methodology, UNI-universum International College will organize seminars and training sessions for professors to increase their teaching skills.

Responsibilities of the Quality Assurance Unit:

- Reminder of the Committee for the period of classroom visits.
- Providing the form to be completed.
- Preparing a report on classroom assessments.
- Reports together with recommendations for improvement are submitted to the rector of the institution.

**The form to be completed is available in the database of the Quality Assurance Unit, new version for the academic year 2023-24.*

Calendar of classroom visits by the Committee for Evaluation of Teaching Methodology

Winter semester	
November, second week (fifth week of the semester)	Start with classroom visits for the winter semester.
February, the fourth week	Submission of the report on classroom visits for the winter semester.
Spring semester	
March, fourth week (third week of the semester)	Start with classroom visits for the spring semester.
May, the fourth week	Submission of the report on classroom visits for the spring semester.

3.1.2 . Assessment based on KPIs

Human Resources (HR) in collaboration with the Quality Assurance Unit evaluates academic staff based on KPIs, that is, on overall performance, including teaching, participation in activities within the institution and academic professional development.

Academic staff evaluation period based on KPIs : Once, at the end of the academic year.

Responsible for this assessment are HR in cooperation with the Quality Assurance Unit, where the electronic forms are filled out separately for each teacher.

Academic staff evaluation calendar based on KPIs:

Once within the academic year

June, first week

3.1.3. Assessment of academic staff by students

Academic staff evaluations by students are done twice during the academic year: Once for the winter semester and once for the spring semester.

The distribution of the academic staff evaluation questionnaire by the students is done after the distribution of the questionnaire where the students evaluate the administrative services in general.

Responsible for distributing the questionnaire: Coordinators of the relevant departments.

Responsibilities of the Quality Assurance Unit:

- Administration of questionnaire distribution.
- Ensuring greater involvement of students in the assessment.
- Preparation of the final report, along with recommendations for improvement.
- Final reports, together with recommendations for improvement, should be sent to the rector, Academic Directors, professors and coordinators of the relevant departments. So, it is important that the individual professors are also notified of the individual results from the survey.

**The questionnaire for the evaluation of academic staff has been updated according to the requirements of ASU and is separated from the questionnaire for the evaluation of administrative services. The questionnaire is available in the database of the Quality Assurance Unit.*

Calendar of Academic staff evaluation by student

Winter semester

December, third week (10th week of winter semester)	Distribution of the questionnaire where students evaluate only the teacher (Satisfaction with Teaching) – Winter semester
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Summer semester

April, third week (9th week of spring semester)	Distribution of the questionnaire where students evaluate only the teacher (Satisfaction with Teaching) - Spring semester
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3.2. Measuring student progress and performance

3.2.1. Assessment of recent graduates

UNI - Universum International College conducts systematic assessment of recent graduates. New graduates evaluate how satisfied they are with the academic experience, with the skills, abilities and competences acquired during studies at UNI - Universum International College. Graduates also give their recommendations regarding what can be done to improve the process and other conditions within the program they attended.

The distribution of the questionnaire to new graduates is done once a year, usually at the end of the academic year, in June, but also systematically every time a student comes to college to withdraw the diploma.

The office responsible for the administration of the questionnaire is the Office of Diplomas, which ensures that the questionnaire is completed by each graduate student. The questionnaire is distributed online.

Responsibilities of the Diploma Office:

- Distributing the questionnaire to the new graduates.
- Gathering the results of the evaluation and drafting a report summarizing the main findings from this analysis.
- Sending the report to the Quality Assurance Unit.

**New Graduate Questionnaire available in the database of the Quality Assurance Unit.*

Calendar of submission of the report from the Office of Diplomas – Assessment of recent graduates

Once within the academic year
June, week 4

3.3. Internal evaluation of the program

In addition to the external evaluations of the program by the relevant authorities, UNI - Universum International College attaches great importance to the internal evaluation of the program, focusing specifically on the evaluation of the implementation of the recommendations received by the KAA, as well as a series of other internal evaluations where different aspects of the program are evaluated.

3.3.1. Implementation of recommendations from KAA accreditation reports

After the external assessments made by the relevant state authorities such as the Kosovo Agency for Accreditation (AKA), the Quality Assurance Unit is responsible for seeking and monitoring the implementation of the recommendations received from the AKA, by each academic unit.

So, the office responsible for monitoring the implementation of the recommendations received from KAA is the Quality Assurance Unit and this monitoring is done systematically throughout the academic year, focusing on the implementation of the recommendations by each program in the approved accreditation cycle.

3.3.2. Program Evaluation

i. Student retention rate

Student retention rate is another important indicator in the internal evaluation of the program. This means, the number of students who have registered (have paid at least one installment) from the first year to the current year. Students transferring from one year to another are considered active if they are regular with payments.

Within UNI - Universum International College, there is Student Advancement and Retention Committee who must give a report every month regarding the rate of student retention.

Office responsible for the preparation of this report: Student Advancement and Retention Committee in cooperation with the Quality Assurance Unit.

Responsibilities of the Student Advancement and Retention Committee:

- Monitors the academic progress of students according to targeted groups;
- Increase the retention rate of students at UNI - Universum International College;
- Analyzes retention data to identify trends and potential solutions;
- Coordinates with academic directors on action plan activities related to student progress;
- Prepares and organizes communications such as announcements and newsletters to promote workshops, activities and student success initiatives.

Calendar of submission of the Student Retention Rate Report - Student Advancement and Retention Committee

Three times within the academic year	
January, fourth week	Report I- Student Retention Rate – Winter Semester
May, fourth week	Report II (final) - Student retention rate - spring semester and summary of the overall student retention rate for the relevant academic year.
August, fourth week	"Retention rate" plan for the next academic year.

ii. Graduation rate

As the most important indicator in the internal evaluation of the program is the graduation rate of students, namely the number of students who graduate within 36 months, compared to students enrolled in the same department 3 academic years ago.

The report on the graduation rate of students is prepared once a year. Usually at the end of the academic year (June).

Office responsible for the preparation of this report: Office of Diplomas in cooperation with the Quality Assurance Unit.

Calendar of submission of the Graduation rate report - Office for Diplomas in cooperation with the Quality Assurance Unit.

Once within the academic year	
June, week 4	Report "Student Graduation Rate"

iii. Student satisfaction rate

The degree of student satisfaction is measured by analyzing semester questionnaires during each academic year. The degree of student satisfaction is measured through three different tools: Questionnaires measuring student satisfaction with teaching, questionnaires measuring overall student satisfaction, and focus groups. The implementation procedure is the same as in point (3.1.3).

A general report including results from all questionnaires should be prepared once a year.

Office responsible for the preparation of this report: Quality Assurance Unit.

Calendar of submission of the Student satisfaction rate report - Quality Assurance Unit

Once within the academic year	
June, week 4	Report "Student satisfaction rate"

iv. Student withdrawal rate

Student withdrawal rate means the number of students who have made a formal withdrawal request and who have been granted a withdrawal decision.

The report on the student withdrawal rate is prepared twice during the academic year.

Office responsible for the preparation of this report: Quality Assurance Unit.

Calendar of submission of the Student Withdrawal Rate Report - Quality Assurance Unit.

Twice within the academic year	
January, week 4	Report I – Student Withdrawal Rate (Winter Semester)
May, week 4	Report II – Student Withdrawal Rate (Spring Semester)

August, week 4	General report on the student withdrawal rate for the relevant academic year
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v. The pass rate of students

The report about the students' pass rate is prepared after each exam period: November, January, April, June, and September.

Office responsible for the preparation of this report: Quality Assurance Unit in cooperation with the Administration.

Calendar of submission of the Students' Pass Rate Report - Quality Assurance Unit and Administration

After every organized exam period	
November	Report I – Pass rate – November deadline
January	Report II – Pass rate – January deadline
APRIL	Report III - Passing rate - April deadline
JUNE	Report IV - Passing rate - June deadline
September	Pass Rate Report – Fall Term and summary report for all terms

3.4. Staff training and development

Teaching and learning form the basis of academic success at UNI - Universum International College as two of the main aspects of the educational process. Therefore, UNI - Universum International College is committed to the continuous improvement of these two processes through the provision of mechanisms that lead to the improvement of quality in these two aspects.

3.4.1. CELT - Center for Excellence in Learning and Teaching

The Center for Excellence in Teaching (CELT) is a center dedicated to improving the quality of teaching and learning through the provision of training, consultations, seminars and other support mechanisms.

Within this center, various trainings are held, where at the end of each training, questionnaires are distributed to the trained staff to evaluate the effectiveness of the training.

Office responsible for organizing and reporting on the work of CELT: Quality Assurance Unit in cooperation with the Office of Human Resources

Calendar of submission of the Academic staff trainings report - Quality Assurance Unit and Office of Human Resources

Twice within the academic year	
February, week 1	Report I – Academic Staff trainings during the winter semester (not including ASU trainings)
June, week 1	Report II – Academic Staff trainings during the spring semester (not including ASU trainings)

3.4.2. ICM (International Credit Mobility)

UNI - Universum International College remains the leading higher education institution in Kosovo in terms of the largest number of Erasmus and ICM exchange agreements with a large number of universities in various EU countries and Turkey.

The office responsible for managing the ICM is the Office of International Relations.

Reporting on the work of this office related to ICM (academic staff mobility) - is done twice during the academic year.

Responsibilities of the Office of International Relations:

- The preparation of the semester report on ICM carried out during one semester, which will include the number of academic staff who have benefited from mobility, the feasibility of the intended objectives for that semester, comparisons with the previous semester, setting targets for the next semester.

Calendar of submission of the report on ICM (academic staff mobility) - Office for International Relations

Twice within the academic year	
February, week 1	Report I – Academic Staff Mobility – winter semester
June, week 1	Report II – Academic Staff Mobility – spring semester

3.5. Implementation of Arizona State University - ASU standards for quality assurance in academic matters

The implementation of Arizona State University - ASU standards that have come as a result of the strategic partnership between UNI - Universum International College and Arizona State University is a very important component in the quality assurance process with special emphasis on academic aspects. The process of implementing these standards includes several key elements, including the enrichment of existing subjects and the adaptation of new subjects, the training of academic staff, and the provision of training opportunities and online courses for our students. This is a joint effort of Universum International College and Arizona State University to guarantee a high academic experience and guaranteed quality in the field of education.

3.5.1. Enrichment of existing courses (Inspired, Enhanced and Adapted Courses - IEA)

For each semester, a certain number of subjects (2 per semester for the academic year 2023-24) must necessarily undergo one of the following alternatives:

- Inspired: Follows ASU curriculum learning outcomes, contains local content only and does not include ASU resources. The changes applied to the subject are below 20%.
- Enriched: Follows the learning outcomes of the ASU curriculum, and the course will include more than 20% of the ASU content.
- Adapted: Follows the learning outcomes of the ASU curriculum, the course will cover more than 70% of the ASU curriculum.

The subjects that are subject to these changes are selected by the academic director of the program in collaboration with members from the implementation group

The responsible office/person for the managing and reporting of IEA Courses: Academic Development Specialist.

Calendar of submission of plan/report on Inspired, Enhanced and Adapted (IEA) Courses:

3 times during the academic year	
September, fourth week	Plan on IEA subjects for the winter semester
January, fourth week	Report on IEA courses for the winter semester Plan for IEA courses For the spring semester
May, fourth week	Report on IEA courses for the spring semester

3.5.2. Academic staff training from Arizona State University – ASU

Each semester, different groups of professors have mandatory inclusion and attendance of training offered by Arizona State University.

The responsible Office/Person for managing and reporting relating to staff training from ASU is: Academic Development Specialist.

Calendar of submission of report on staff training by ASU:

Once within the academic year	
June, first week	● Report on ASU trainings/modules attended by academic staff <i>* Emir of training/module, duration, number of professors involved, no. of officers who have been provided with certificates.</i>

3.5.3. Online student certifications provided by ASU

As a result of the strategic partnership with Arizona State University, all UNI – Universum International College students have access to training, lectures, and online courses offered by ASU. This offers our students the opportunity to develop their knowledge in various fields and earn valuable certificates from an internationally recognized institution.

The responsible Office/Person for managing and reporting relating online courses/trainings/certifications for students from ASU: Academic Development Specialist.

Calendar of submission of the report on trainings/courses/certifications of students from ASU:

Twice within the academic year	
January, fourth week	● Report on courses/trainings/certifications from ASU that students have taken during the winter semester. ● Emir of the training/course, number of registered students, no. of students who have been awarded certificates.
May, fourth week	● Report on courses/training/certifications from ASU that students have taken during the spring semester. ● Emir of the training/course, number of registered students, no. of students who have been awarded certificates.

3.5.4. Global Signature Courses

Global Signature Courses is the next opportunity to ensure and increase academic quality that has come as a result of the strategic partnership between UNI and ASU.

Through GSC, not only the academic staff but also our students benefit through exposure to international experiences. GSC is a project that encourages partner universities under the Cintana alliance to interact with each other in academic and institutional terms.

The responsible Office/Person for managing and reporting relating Global Signature Courses: Academic Development Specialist.

Calendar of submission of the report on GSC:

Twice within the academic year	
January, fourth week	● Report on Global Signature Courses for the winter semester.
May, fourth week	● Report on Global Signature Courses for the spring semester.

3.6. Semester planning: Planning the schedule of lectures and exams

A very important part of the teaching process is the semester planning that is done at the beginning of each semester.

The main part of the semester planning includes the determination of the professors and the subjects they will lecture throughout the semester, as well as the preparation of the lecture schedule. In addition, this process also includes the preparation of the exam schedule.

In total, at UNI - Universum International College, a total of 5 exam dates are organized - 2 regular dates (January and June dates) and 3 non- regular dates (April, September and November dates).

The coordinators of the respective departments are responsible for preparing the schedule of lectures and exams.

The coordinators of all departments are obliged to meet together before finalizing the lecture schedule.

The deadline for submitting the lecture schedule is: 2 weeks before the beginning of the semester.

Specifically, the middle of September - the end of September, for the winter semester. And the middle of January – end of January, for the spring semester.

The deadline for submitting the exam schedule is: 1 week before the start of the exam period.

Responsibilities of the Quality Assurance Unit:

- Monitoring the coordinators and ensuring the finalization of the schedules within the stipulated deadline.

Calendar of submission of the Lecture Schedule - Coordinators

Twice within the academic year	
September, second week to fourth week	Delivery of the lecture schedule for the winter semester.
January, second week to fourth week	Delivery of the lecture schedule for the spring semester.
Submission of the exam schedule 1 week before each exam period (November, January, April, June, September)	

4. QUALITY ASSURANCE WITH AN EMPHASIS ON DOMESTIC AND INTERNATIONAL COOPERATIONS

UNI - Universum International College, over the years has developed and advanced a strategy aimed at increasing institutional cooperation at the national and international level. Quality assurance with an emphasis on local and international cooperation focuses on three main points:

- 4.1. Local collaborations (industry relations)
- 4.2. International collaborations
- 4.3. Capacity Building Projects

In the following, the assessment procedure of each of these points will be presented separately, the time limits of the assessment, the office responsible for carrying out the assessment, as well as the responsibilities of the Quality Assurance Unit in each of these points.

4.1. Local collaborations (Industry relations)

The strategy for increasing local collaborations and relations with industry consists of the following pillars:

4.1.1. Dual studies

The overall objective of the dual studies program is to strengthen the cooperation between UNI - Universum International College and industry, as well as to provide employment opportunities for our graduates. In fact, the main goal of dual studies is for our students to be as close as possible to the employer.

Office responsible for managing dual studies: Career Office.

The Career Office is an integral unit within UNI - Universum International College which deals directly with the management of relations with businesses in order to empower students in their job search and to provide equal employment opportunities for all.

Responsibilities of the Career Office:

- Management and organization of dual students.
- The continuous effort to increase the number of dual students.
- The prepared report must be submitted to the Quality Assurance Unit at UNI - Universum International College.

Responsibilities of the Quality Assurance Unit:

- Monitoring and follow-up of each of the planned activities of the Career Office related to the implementation of the plan on dual studies.

4.1.2. Student practices/internships

UNI - Universum International College has signed numerous agreements to enable students to meet potential employers with whom they can reach internship and employment agreements.

Office responsible for managing dual studies: Career Office.

Responsibilities of the Career Office:

- Organization of students' practical work.
- Assessment and monitoring of students' practical work.
- Development of the 'Practical Work Plan' handbook for all departments.
- Monitoring of students' work at partners.
- Ensuring that every student attends mandatory practical work in one of the college's partner companies.
- Preparation of an annual report on the total internships completed by students according to the relevant departments, the feasibility of the annual objectives, as well as the plans for the next academic year.
- The prepared report must be submitted to the Quality Assurance Unit at UNI - Universum International College.

Responsibilities of the Quality Assurance Unit:

- Monitoring and follow-up of each planned activity of the Career Office related to the applicability of the plan on student internships.

4.1.3. Memorandums of Understanding with Industry (MoU's)

Until now, UNI - Universum International College has reached several memorandums of understanding with different partner universities as well as with different partners from the industry in order to share expertise, experience, for staff development and advancement, realization of joint projects, realization of student visits, collaborations, etc.

The office responsible for the management of the memorandums (MoU's) is the Career Office in close cooperation with the ZP for innovation and external relations.

Responsibilities of the Career Office:

- Preparation of the annual plan, setting annual targets related to MoU's.
- Creating a database with potential partners for the new academic year.
- Organization of cooperation memoranda, re-signing of existing memoranda (if they have expired).
- Visit to the partners with whom memoranda have been signed and discussion on the possibilities of cooperation at different points.
- Preparation of an annual report on the total MoUs achieved within the year, the feasibility of the annual objectives, as well as the plans for the next academic year.
- The prepared report must be submitted to the Quality Assurance Unit at UNI - Universum International College.

Responsibilities of the Quality Assurance Unit:

- Monitoring and follow-up of each planned activities of the Career Office related to the MoUs.

In summary, the Career Office has the obligation to prepare the annual report on local cooperation, which clearly shows what has been achieved within the academic year and what is planned to be achieved for the next year.

Calendar of submission of the report on Local Cooperation - Career Office

Once within the academic year	
September, week 1	Dual Studies
September, week 1	internships
September, week 1	MoU's

**Calendar of the objectives of the Career Office activities is available in the database of the Quality Assurance Unit at UNI - Universum International College.*

4.1.4. Success of Alumni

In addition to the above points, the Career Office attaches special importance to the success and career of students even after graduation. Data related to the success of graduates in the labor market are collected through the "Success of Alumni" questionnaire.

Responsibilities of the Career Office:

- Distribution of the questionnaire to graduates.
- Data collection and processing.
- Preparation of an annual report on the general success of our graduates in the labor market.

Responsibilities of the Quality Assurance Unit:

- The Quality Assurance Unit is responsible for reviewing the reports received by the Career Office and, in cooperation with this office, preparing reports with recommendations for improvement.
- The prepared report will be submitted to the rector of the college.

Calendar of submission of the report on Success of Alumni– Career Office

Once within the academic year	
December, week 1	Graduate Success Report

** The "Success of Alumni" questionnaire has been updated according to ASU's recommendations and is available in the database of the Quality Assurance Unit at Universum College.*

4.2. International cooperations

UNI - Universum International College, through the Office of International Relations, actively seeks international partners to develop mobility projects that prioritize the exchange of students, academic staff and administrative staff. UNI - Universum International College is engaged in more mobility agreements for the exchange of students and staff than all higher education institutions in Kosovo combined.

The strategy for the growth and internationalization of UNI – Universum International College focuses on the following points:

4.2.1. Double degrees (Double degrees)

UNI - Universum International College seeks to deepen international cooperation with its partners by engaging in double programs (double degrees), which include many departments. Involvement in dual degree programs reflects a maturity of UNI - Universum International College at the international level.

"Double diplomas" are the responsibility of the respective departments.

The responsibilities of the departments within which the double degrees are developed are:

- Management of announcements, promotion, information sessions, and other activities through which UNI - Universum International College students are informed about the possibilities of benefiting from double degrees.
- Preparing and holding detailed information sessions with interested students regarding the possibilities of studying in a double program gives the possibility of benefiting from international scholarships.
- Preparation of an annual report on double degrees.
- The prepared report must be submitted to the Quality Assurance Unit at UNI - Universum International College.

Calendar of submission of the report on Double Degrees - Relevant departments

Once within the academic year	
June July	Report on dual degrees

4.2.2. ICM (International Credit Mobility)

In point 3.4.2. of this manual, ICM has been elaborated only in terms of mobility, exchanges and training of academic staff. Whereas, in this section, ICM includes not only the mobility of academic staff, but also of students.

The office responsible for managing the ICM is the International Relations Office.

Responsibilities of the International Relations Office:

- Preparation of the annual report on ICM carried out during one semester, which will include the number of students benefiting from ICM; the feasibility of the intended objectives for the academic year; comparisons with the previous year, setting targets for the next year.
- The prepared report must be submitted to the Quality Assurance Unit.

Responsibilities of the Quality Assurance Unit regarding Dual Degrees and ICM:

- The Quality Assurance Unit is responsible for reviewing the reports received from the Office for International Relations (ICM students) and the departments (double degrees) on Double Degrees and ICM and, in cooperation with this same office, preparing recommendations on the evaluation and improvement of quality in this unit.
- The prepared report will be submitted to the rector.

Calendar of submission of the report on ICM (students' mobility) –International Relations Office

Twice within the academic year	
February, week 1	Report I – Students Mobility – winter semester
June, week 1	Report II - Students Mobility - spring semester

4.3. Capacity Building Projects

UNI - Universum International College attaches great importance to the support of the academic staff through international projects. In the academic staff mobility programs, staff are trained or observe new practices in Western universities, namely in UNI's international partners - Universum International College. If, through Capacity Building projects or capacity building projects, UNI - Universum International College aims to train the academic staff in the modification of curricula and in the adaptation of new strategies of teaching, assessment and scientific research.

The office responsible for the management of Capacity Building Projects is: Office of the Vice President for operational issues.

Responsibilities of the Office of the VP for operational issues:

- Preparation of the annual plan, setting annual targets related to Capacity Building Projects.
- Planning, organizing and monitoring the progress of each of the Capacity Building Projects undertaken within UNI.
- Preparation of an annual report on the total number of projects undertaken and the staff benefiting from these projects during an academic year and plans, goals for the next year.
- Submission of the report to the Quality Assurance Unit.

Responsibilities of the Quality Assurance Unit:

- The Quality Assurance Unit is responsible for reviewing the reports received by the Office of the ZP for operational issues on Capacity Building Projects and, in cooperation with this same office, preparing recommendations on the evaluation and improvement of quality in this unit.
- The prepared report will be submitted to the rector.

Calendar of submission of the report on Capacity Building Projects - the Office of the VP for operational issues

Once within the academic year	
June July	Report on Capacity Building Projects

5. QUALITY ASSURANCE WITH EMPHASIS ON STUDENT OPERATIONS AND SERVICES

This part of this manual will describe the procedures and tools used for detailed evaluation of operations and student services at UNI – Universum International College.

Accordingly, quality assurance with an emphasis on operations and student services is focused on the following points:

- 5.1.Support services and student administration
- 5.2.Admission of new students
- 5.3.Student services

5.1.SUPPORT SERVICES AND STUDENT ADMINISTRATION

UNI - Universum International College continuously implements projects that digitize student support services and undertakes all the necessary mechanisms and procedures to engage qualified staff in order to provide adequate and efficient services to students.

5.2.ADMISSION OF NEW STUDENTS

5.2.1. Recruitment plan - Meeting admission targets

UNI - Universum International College is involved in promotional activities before the opening of the competition for the admission of new students. From year to year, the strategy for attracting new students and the promotional activities to be undertaken before and during the admission of new students are reviewed.

Office responsible for preparing the report on the fulfillment of admission objectives: Recruitment Office.

Responsibilities of the Recruitment Office:

- Preparation of the recruitment plan for the new academic year.
- Preparation of an annual report on the feasibility of recruitment activities and the fulfillment of recruitment objectives.
- Submitting the report/plan to the Quality Assurance Unit.

Responsibilities of the Quality Assurance Unit:

- The Quality Assurance Unit is responsible for closely monitoring each of the activities undertaken within the Recruitment Office.
- The Quality Assurance Unit is responsible for reviewing the reports received by the Recruitment Office and in cooperation with this office to prepare reports with recommendations on the evaluation and improvement of quality in this unit.
- The prepared report will be submitted to the ZP for Operational Affairs

Calendar of submission of the Recruitment Report/Plan - Recruitment Office

Once within the academic year	
December	Submission of recruitment report
October	Submission of the recruitment plan for the following year

5.3.STUDENT SERVICES**5.3.1. Assessment of administrative services by students**

The distribution of the administrative services evaluation questionnaire by students is done before the distribution of the questionnaire where the students evaluate the academic staff.

Responsible for distributing the questionnaire: Coordinators of the relevant departments.

Responsibilities of the Quality Assurance Unit:

- Administration of questionnaire distribution.
- Ensuring greater involvement of students in assessment.
- Preparation of the final report, along with recommendations for improvement.
- Final reports, along with recommendations for improvement, must be sent to the rector and ZP for operational issues.

Calendar of Administrative Services evaluation vu students

Winter semester	
November, third week (6th week of winter semester)	Distribution of the questionnaire where students evaluate only administrative services (Overall student satisfaction) - Winter semester

Summer semester	
March, third week (6th week of summer semester)	Distribution of the questionnaire where students evaluate only administrative services (Overall student satisfaction) - Summer semester

**The administrative services evaluation questionnaire has been updated according to ASU requirements and is separate from the academic staff evaluation questionnaire. The questionnaire is available in the database of the Quality Assurance Unit.*

5.3.2. Student activities

During the academic year, at UNI - Universum International College, a large number of activities take place that enable students to meet new people, engage in various fun activities and create new friendships with each other. Within the student activities, there are various student clubs which function as an additional help and support for all students of UNI - Universum International College.

The office responsible for planning and managing activities is the Activities Office.

5.3.2. Number of student activities

New academic year, the activities and the time limits when those activities will be undertaken are defined. Some of the activities take place at the institutional level and others at the departmental level. The number of activities to be undertaken together with the target number of participants in each activity, for both levels, should be well defined and at the end of each semester, a report on the feasibility of these activities should be prepared.

5.3.3. The number of participants in each student activity

So, in addition to recording the number of activities undertaken throughout the semester, the Activities Office must also record the number of participants in each activity held. This is done in order to determine the points where measures need to be taken for the purpose of continuous improvement.

Responsibilities of the Activities Office:

- The Activities Office has the task of planning, organizing, monitoring and meticulously implementing the activities that will be undertaken at the institutional level and at the departmental level within an academic year.
- Clear determination of the time frame of each planned activity.
- Preparation of the annual report/plan on the number of activities planned, realized and on plans in the next academic year.
- Submission of the report to the Quality Assurance Unit.

Responsibilities of the Quality Assurance Unit:

- The Quality Assurance Unit is responsible for closely monitoring each of the activities undertaken within the Activities Office. Also, the Quality Assurance Unit is responsible for reviewing the report received by the Activities Office and, in cooperation with this

office, preparing reports with recommendations on the evaluation and improvement of quality in this unit. The prepared report will be submitted to the ZP for operational issues.

Activity report submission calendar – Activities Office

Twice within the academic year	
January, week 3	Report on the activities undertaken during the winter semester.
June, week 1	Report on the activities undertaken during the spring semester.