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Handbook of Academic staff
May/2020

HANDBOOK OF ACADEMIC STAFF

PRISTINA, May 2020

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Dear staff,

UBT has initially started its activity in 2001 as the IEME Institute, while in 2004 it was licensed by the Ministry of Education, Science and Technology. UBT was founded as a result of a successful work of the Institute for Enterprise and Engineering Management - IEME, which now operates within UBT.

UBT is a modern institution of higher education, which from year to year is increasing the number of students, professors and administrative and at the same time it has largely improved the degree of organization and consolidation of its institution and so on brings an alternative and an excellent opportunity for qualitative, modern studies and in line with the development trends of higher education in developed countries.

Due to the fact that the functioning of institutional organization and studies at UBT differs in terms of academic structure and the way of teaching by other institutions operating in Kosovo, the region and beyond, we consider it necessary to issue this handbook, in order to orient and easier management of situations and demands of students on time and with quality. As a result, we are aware that starting your studies requires support in your journey, so our services will support you with adequate and quality information and instructions, so we ask you to correctly follow the instructions that come from this manual and documents. others throughout our common journey.

Thank you beforehand for your support and collaboration!

UBT Team

UBT in order to guide you on your journey with some of the basic principles of the institution which are not limited to this manual, but we have drawn some of the basic principles from the regulations of UBT, in order for your work in the process academic to be flexible and driven by institutional principles.

This handbook does not preclude the aspect of the rules, but subordinates them and in the case of interpretation the regulations take precedence.

1. The Staff, in coordination with the administration, the respective faculty, as well as other actors at UBT, coordinates on the following issues:

1.1. With the student representative, the coordinator and the dean of the faculty, the following are coordinated:

- Important meetings such as exam date and time;
- Consultation time as well;
- Meeting places and time for excursions, as well as other activities of the learning process;

1.2. With the Office for Student Affairs (hereinafter CMS), staff should be involved in matters:

- Supporting staff to withdraw the examination record if it fails to withdraw one;
- Submission of exam minutes, after confirmation by the faculty and placement of final grades in the Student Information Management System (hereinafter SMIS);
- Submission of the final evaluation of the thesis in coordination with the representative of the faculty;
- In case of any improvement of any error issued during the placement of the grade in SMIS, the improved record is submitted;
- Additional information regarding students and which are oriented in the framework of the implementation of the teaching process, while for other cases prior approval is required from the faculty representative.

1.3. With the dean of the faculty, the staff coordinates on the issues:

- Course syllabus - Description of the course development according to the plan and program of studies and the format approved by the faculty. For the same, it is required that before the syllabus is final, the compatibility of the syllabus is realized by the commission appointed by the dean's office;
- Criteria for assessment and evaluation (in accordance with the syllabus approved by the faculty);
- In accordance with the syllabus of the course, the assignment of the literature and the list of material to be studied and their placement in moodel according to the defined dynamics of the syllabus;
- Coordination with the subject assistant and other teachers who teach the same subject with the support of the faculty representative;

- Assessment of students in accordance with the standard set out in the study regulations and included in the course syllabus;
- Submitting and harmonizing with the faculty representative to overcome disciplinary violations by students, as well as in case of need to present them in coordination with the faculty in certain instances;
- With the approval of the faculty to request the change of the schedule of lectures and exercises, as well as other teaching activities at least 48 hours before the time of their holding (the same changes can be requested with reasoning and can be realized only after the written approval by the faculty representative). Except in special cases (for health reasons) it may be required that the schedule changes at the earliest possible moment and the faculty representative be notified;
- Keeping records of the presence of students in lectures and exercises, as well as their notification in cooperation with the representative of the faculty for absences, as well as the consequences of these absences at the end of the course in accordance with the syllabus of the course;
- Informing students about the degree of achievement continuously in order to increase the vigilance and quality of the final results.
- Placement in SMIS and coordination as needed with the faculty representative for exam results in accordance with the deadlines set in the regulations.

1. Before the start of the teaching process, the staff must be provided for:

1. Submission to Human Resources of all documents necessary for the preparation of the contract;
2. Controlling and signing the contract.
3. Declaration on the platform of the Kosovo Accreditation Agency (hereinafter: KAA) as a staff of UBT. Staff who do not declare to the KAA do not have the right to be part of the learning process.

2. Organization and progress of the teaching process

2.1. Before the lecture begins.

1. To submit the documents required by the representative of the faculty for the realization of the teaching process, as follows:
 - o Detailed description of the course - syllabus (expected results, course objectives, topics to be developed, teaching methodology, assessment methods, literature, etc.);
 - o Material provided for the development of the subject after the verification of the literature in the UBT library;
2. Check the schedule and ensure that the necessary classes are equipped with the necessary inventory and equipment for your subject;
3. If necessary, reservation and installation of additional programs and equipment for the implementation of the learning process in coordination with the representative of the faculty and the support of the IT department.

4. Placing the prepared material for lectures and exercises on the Moodle platform according to the dynamics of the development of the learning process.

1.1. After the teaching process begins, the staff is required to:

1. In cooperation with the Dean's Office of the Faculty and in accordance with the syllabus of the respective subject, informs the students about the dynamics of student assessment;
2. Inform students about the deadlines for the presentation and evaluation of works;
3. Guides students on how they can contact him and arrange time for special consultations or mentoring.

1.2. During the learning process:

1. Inform the Dean's Office for students who do not attend lectures and exceed the minimum number of absences allowed in order to warn students in a timely manner (reports are submitted via e-mail to the faculty representative).
2. Inform the Dean's Office and the relevant students about those students who do not meet the subject standards and as matter of a fact risk not passing the course with a positive grade.
3. Distribute projects, works, presentations, homework, in due time throughout the semester and keep track of progress, as well as notify the faculty.

1.3. At the end of the course:

1. Please keep the information correct for evaluations and reassessments of works (according to the syllabus).
2. Set the results of the exams in SMIS in coordination with the faculty determine the time of consultations with students.
3. Submit three copies of the final minutes to the deans, of which one copy shall be submitted to the CSO, one copy shall remain in the deans, and one copy shall be kept for yourself.

1. Different documents, regulations and information

All documents, regulations, information in the interest of teachers and students can be found on the electronic platforms and in the Legal Office of UBT.

2. Curriculum

The curriculum contains all the necessary information for students and administration. The content of the curriculum was made in accordance with the Dean. The syllabus should be placed in the Moodle, after the syllabus has been approved by the faculty and before the start of the teaching process. This allows students to prepare for the following course, the workload they will have, and the order of the books. The syllabus must contain information (see appendix).

2.1. List of lectures (see the example in the appendix)

Make sure that the list of participation in the lectures is downloaded from the system, and in case of any evidences by hand by the students to notify the decanter or DÇA so that these students make the registration respectively to continue the lectures in the respective group.

You must complete absences, delayed achievements or premature departures and notify the faculty of the same. The form of the syllabus should contain information (see appendix).

2.2. Test results and grades

At the end of the learning process, after the relevant exams, all test results must be submitted to the Deans in physical copies (harmonized with the regulation), must also be placed in the SMIS. Please send the following information and keep in mind to indicate the maximum number of possible points in the exam:

- Subject
- Student name
- Maximum possible points
- Where applicable: Received Points

1.1. The first page of the exam (see the example in the appendix)

- This sheet should contain the following information (such as):
- Management, Business and Economics Studies Program, Marketing and Sales Specialization;
- First semester;
- Deadline for writing;
- Type of semi-semester, final exam and commission exam;
- Specific course title Marketing Management;
- Name of teacher / assistant name and surname;
- Exam duration: 90 minute
- Maximum possible points: 100%

Points for each question / task.

1.2 Also the following student information should be completed:

Name and surname

Student registration number (ID number)

Student signature to verify and accept that the test was conducted according to a transparent and correct process

1.1. What is the evaluation system?

Achievements in the respective subject are graded according to the following rules:

- The professor assigns the maximum possible number of points for a subject.
- The distribution of points in different subject evaluation criteria (exams, projects, presentations, participation, etc.) are decided by the professor and approved by the faculty.
- Students must obtain more than 50% of the possible points in order to receive a passing grade.

The general criteria for the final evaluation, with exceptions according to the course syllabus, are defined in the syllabus of the course, such as:

- a. regular participation in lectures
- b. seminar papers / quizzes
- c. colloquiums / semester assessment
- d. Final evaluation, etc.

For some specific directions and subjects, the professor of the subject, in accordance with the dean of the respective faculty, applies special criteria for student assessment, which are transmitted to students before the start of the teaching process.

The grade must be equivalent to the achievement standards described in the table below, according to the European Academic Assessment System.

Grade	Letter	%	Definition	Skills
10	A	90.00-100	Excellent	Excellent knowledge with only a few minor mistakes
9	B	80.00-89.99	Very good	Above the standard average, but with a few mistakes
8	C	70.00-79.99	Good	The result is generally good with some errors being noticed
7	D	60.00-69.99	Satisfactory	Good, but with many mistakes
				The result meets the minimum criteria
6	E	50.00-59.99	Satisfactory	It also takes a little work from the student to get the credits
5*	F	30.00-49.99	Poor	It takes a lot of effort to meet the minimum criteria
5	F	0.00-30.00	Poor	

Exams

Regular exams are organized in three regular deadlines:

- February deadline;
- June deadline and
- September deadline.

Additional examinations are determined in accordance with the decision of the Academic Council.

1.2. Requisites and criteria for taking and entering the exam?

The following is a summary of the rules for student rights to take the exam:

- The student is obliged to take the online exams through the electronic system (SMIS) within the deadline set by the UBT administration;
- A student who has not taken the exam within the prescribed time limit, announced in the notice board and with which the students are also informed by e-mail, cannot enter the exam in the subject and in the respective deadline.
- A student who arrives late for the exam, while he / she is still developing, may be allowed to enter the exam only with the consent of the teacher or administrator of the exam.
- The student has the right to see his / her test in the presence of the subject professor, assistant or official responsible for student issues.
- If the student is dissatisfied with the result, he / she has the right to oppose it to the professor of the subject and, in special cases, to the Deans, see the Regulation on Studies
- If the student is dissatisfied with the assessment in the exam, he / she, within 48 hours after the announcement of the result, may request an exam with a commission.
- A student who cannot pass the exam in the respective subject in the first term of the exam, he / she can try for the second time in the regular exam period. If the student cannot pass the exam even after the second attempt, he / she has the right to request an exam with a commission in the third term. The student who is dissatisfied with the final assessment of the exam has the right to submit a request for evaluation with a commission. See regulation
- The student cannot continue the teaching process in the next semester in those subjects which require the mastery of the knowledge of the subjects of the previous (preliminary) semester. Also, the student can take the exam in all those subjects of the respective level of education, but which are not conditioned by the contents of other previous subjects.
- There is only one test (measurement) for each exam period (final exam; re-examination, re-examination II and exam with commission exclusively in accordance with the Regulation on Studies).
- Failure to be on time in the exam is considered as non-participation in the exams and the same is recorded as not participating in the exam.
- The re-examination is carried out in compliance with the same format and structure as defined in the syllabus of the respective subject.
- The absence in the messemestral exam can be re-assigned at the time of re-examinations but not at another time in accordance with the syllabus of the course.
- In case of a retest, the evaluation and collection of points is performed in accordance with the form of evaluation provided in the syllabus of the course.

- The commission exam contains materials in accordance with the plan and study program concretized in the syllabus of the course. It will be assessed as "passing" or "not passing". All other points achieved in other tests or during the semester will be removed.
- When the exams are over, all documents / reports must be submitted to the Deans.

1.3. Terms of examination and assessment

Examinations and other necessary activities during the academic year are determined by the Academic Calendar approved at the beginning of the academic year and published in Moodle.

The following guidelines are for exam deadlines and are applicable:

- The deadlines and time of the exams are realized in accordance with the decision for the organization of the exams with a commission by the dean of the faculty. must be complied with in accordance with UBT guidelines for exam deadlines.
- Please make sure there is one week left for evaluation, especially in the case of students who have passed the exam.

1.4. Which are the procedures of a written exam ?

Written exams must be effective and reasonable. To achieve this, each student must undergo this test individually and without assistance. For this reason the exam class must:

- Have enough space between students (as much as classroom space allows)
- Do not have access to informative material that affects the answers to the questions posed in the exam.

The time allowed for the exam starts as soon as you enter the classroom, so the more time you take adjusting the classroom the less time is left to work on the exam. We recommend the following process:

1. Mark the start time of the exam
2. Make sure students are scattered throughout the classroom.
3. Remove notebooks, bags or other possible copying tools (especially from the bank and shelves under the bank)
4. Check that the permitted material is for each student: paper, pencil / pen, calculator, permissible books / notes (in case it is a test with open books).
5. Distribute exams.

1.5. 1.1. Copying

Copying to the exam is unacceptable. The student who is noticed by the administrator by copying can be immediately excluded from the studies through the Disciplinary Commission. The following guidelines may apply:

- Slight violation (looking at someone else's test, going back to colleagues, whispering, etc.)
- Immediate relocation to another seat and non-copying warning.
- If the same behavior continues, it will be taken as:
- Serious violations, copying attempts (use of copy notes, book, notes, when these are not allowed)
- Immediate removal of the test. The exam and the whole exam will be graded as “unsatisfactory” and the student will face the Disciplinary Commission.
- Serious infringement (use of mobile phone during the exam, taking the exam material prematurely, use of previously prepared text instead of the exam paper, the student or other person entered the exam instead of the student who submitted the exam , falsifying the student's ID or any UBT document in order to appropriate the exam, distributing the exam unauthorized, opposing instructions in verbal form, by force, as well as other forms prohibited to the teacher or authorized person for conducting the examination which affects the disruption of the regular conduct of the examination) which are defined as prohibited actions on the basis of the internal acts of the UBT.

Immediate suspension from UBT.

- Please be careful that:
- All students should be informed in time about these rules, so that ignorance is not taken as an excuse.
- Each student confirms by signing the exam, and admits that he / she knows the rules and accepts them.
- Students are informed that professors must abide by the rules on plagiarism. The responsibility for these rules falls on the Dean.
- Please be consistent in applying these rules! There can be no excuse or exception. In case of problems, advise students to contact the Dean.

1.6. How can students see their exams after being checked?

- Students can see their tests corrected in consultation with the subject teacher based on the deadline announced by the faculty representative for the date and time of the consultations.
- Students who do not participate in the consultations are considered to have agreed with the assessment and the same assessment will be transferred to the system.

- The purpose of allowing students to look at their tests is to allow them to learn from their mistakes, not to create controversy over the points earned or to be reassessed during counseling.
- Students can take their exams individually in the presence of the teacher. Tests must not be taken with you or distributed in any form without the written permission of UBT.
- Students can only view their tests and are not eligible for comparison

2. 2. Argumentation of the lack of students in lectures and academic work

Argumentation for absence from the lecture does not apply to exams. Therefore, a student who has permission not to attend the lecture must enter the final exam. In order to pass the course, the student must achieve more than 50% of the points in this exam. In case, there is no exam (eg: if the subject is evaluated on the basis of projects, or any other way), then the student must replace the incomplete work with a certain project as an important part of the subject, part chosen by the professor in agreement with the student. All justified absences must be in agreement with the professor and the Director of the Program in advance. If there is any doubt, the final decision is made by the Dean's Office.

2.1. Is it possible to change the timetable of lectures?

The schedule of lectures can be changed by following these steps:

- Keep changes to a minimum.
- Any change made directly to the student agreement must be approved by the Dean's Office. So, make sure that students are informed that no decision is final, until the Dean approves it based on the possibility of finding the necessary spaces for the development of the learning process.
- Schedule appointments through the group representative instead of having long dialogue or voting with large groups of students. If students do not agree, give them time until the next lecture to decide and then allow the group representative to resolve the issue.
- The professor is not required to change the schedule just to suit the students. It is up to the professor if he / she chooses to change the schedule to suit the students.
- If it is necessary (for medical or professional matters) to change the schedule, please notify the faculty coordinator about this as soon as possible. In particular, to have the opportunity to notify students in real time to change the schedule of lectures or exercises. So we try to make changes only in really necessary cases and with the fastest possible warning.
- The dates of the approved exams cannot be changed.
- In case of misunderstanding, the original published schedule will be considered valid.
- In case of major difficulties in solving the problems related to the schedule, please contact the Dean of the respective faculty.

Changes in the schedule are valid only if they have been announced through the dean of the respective faculty.

3. How can UBT students contact their professors?

Since the beginning of the lectures (at the first meeting) please inform the students how you want them to communicate with you:

- Through the phone;
- In e-mail;
- In the forum on the Moodle Platform;
- Through the internal communication platform "RIOT".

From UBT's point of view, it is preferable for communication to take place through official UBT platforms, but it is important that you keep in touch with students. Please advise QAO. so that they have the opportunity to post information on UBT platforms, so that students can easily find your information. Professors can contact their students through groups created in Moodle or in special cases via e-mail.

3.1. Students attendance in lectures

Within the syllabus of the course are defined the obligations of the students in the respective subject. Regular students are required to be regular in lectures, exercises and other specific activities.

The lecturer keeps records of the student's presence at lectures and exercises. In the evaluation section on the sillibus, he determines the weight of students' participation in lectures and exercises.

4. Photocopying of teching materials

If you need photocopies of teaching materials and other material for course development, you can contact the administrator for a photocopy which can help you with a photocopy every day from 9:00 to 17:30.

Staff who need to photocopy materials for lectures, exercises or exams are required that he in cooperation with the administrator for photocopying to perform printing, considering the volume of material and the possibility that there will be other staff who may request at the same time printing of the material.

5. What is prohibited at UBT?

Serious violations of UBT rules leading to student suspension are as follows:

- Smoking inside the building facilities;
- Plagiarism or attempt to assist any exam of any other student;
- Impermissible behavior during lectures (eg: napping, behavior that hinders the learning process);
- Failure to adhere to the topics defined by the course syllabus;
- Failure to prepare for the lecture and exercise in the framework set out in the course syllabus;
- Damage or acquisition of things that are the property of UBT;
- Improper public behavior that could damage UBT's reputation;
- Failure to comply with the deadlines for the publication of exam results;

Failure to meet the deadlines set by the representative or the person authorized by UBT.

Violations that are prohibited by this guide, as well as other acts, even though they may be a violation for the first time, may bring forth the termination of collaboration between you and UBT.

6. How are professors assessed?

At the end of each semester or module you will be assessed by the students, through a standard questionnaire which is distributed by the Office for Quality Assurance in cooperation with the Dean's Office of the respective faculty. The result is sent to each teacher individually. Improvement measures are taken in collaboration with the actors involved in the process: Students, Teachers, Dean's Office, and the Office of Quality Assurance.

7. Library

The library at UBT is rich with numerous titles in numerous copies for all fields of study. The library offers the following services for academic staff:

- Providing books and dispensaries of relevant subjects, as well as other supplementary materials for study;
- Photocopying services (at that extent that does not infringe copyright);
- Places and conditions suitable for further reading and development;
- Reading and research of the periodical, as well as,
- Other activities defined by the Library Regulation;

8. Office of Information Systems (TI)

The Information Technology Office offers the following staff services:

- Equipment with staff identification card;
- Providing technical conditions in the IT laboratory and classrooms;
- Providing access to school research programs;
- Quality internet services for school and research programs;
- Notification of eventual defect of electronic or mechanical equipment of equipment UBT;
- Failure of the internet network or even any computer equipment;

- Professional instructions on how to use the computer and how and when to use IT capacity;
- Support for accessing and using official UBT email;
- Support for access to the SMIS student management system;
- Support for using the E-Learning MOODLE system;
- Support with online learning and exam platforms;
- Staff before the start of the semester, submits a request for the necessary software for the development of the learning process (staff bears the responsibility in case of delay in notification of the necessary software for installation, as such software must be provided in advance and required time for installation).

9. Office of Quality Assurance

The Quality Assurance Office ensures that all services for students and academic staff meet the requirements and needs of a successful learning process.

- Professors shall keep brief notes during lectures and evaluate each student's work in an argumentative and objective manner;
- The assessment questionnaire is distributed to students at the end of each semester. Students are required to express their assessments of the subject and the professor of the subject.
- Objective assessment, not only for teachers but also for all other services provided by UBT, will help us to take the necessary adequate measures to improve the quality of all services.
- Throughout the academic year you can write to us and visit us at the quality assurance office to submit your requests / complaints on all issues related to UBT.

10. Office for International Collaboration

The Office for International Collaboration offers the following services for students and teachers:

- Mobility information at various universities in Europe and beyond;
- Information on participation in international competitions;
- Information and support for participation in conferences abroad;
- Information on study visits abroad;
- Support during the application phase for mobility and during the stay abroad.

10. Human Resources Office

- For all contractual matters you should contact the human resources office.

11. Finance Office

- For all financial matters you should contact the finance office.

12. Appendices (Example documents):

- Moodle usage manual;
- SMIS Manual for use;
- Online of exam manual.
- Minutes
- Example list of notes for studios (participation, lack of activities, etc.)
- First exam page

**PRISTINA,
Date, May 2020**

**HEIPP UBT College
PRESIDENT
Prof. Dr. Edmond HAJRIZI**
