



COLLEGE UBT

**QUALITY IMPROVEMENT PLAN ON THEMATIC
ANALYSIS OF PROGRAM COMPLIANCE WITH
KOSOVO ACCREDITATION AGENCY
STANDARDS BASED ON EXTERNAL EXPERT
TEAM EVALUATIONS INCLUDING BRANCHES**

July 2025

Quality Improvement Plan Based on Patterns Analysis for central level, faculties and branches

Level	Standard/Area	Recommendation	Action to be Taken	Bodies Responsible	Deadline	Performance Indicators
Central Institution	Research & Funding	Shift from consultancy-driven to competitive, grant-based research.	Establish Research Support Office, incentivize indexed publications, and provide seed funding for Horizon/ERASMUS proposals.	Rectorate, Research Office	24 months	Number of funded grants, # of SCOPUS/ WoS publications, % staff in international networks.
Central Institution	Staff Employment & Workload	Clarify and document workload allocations.	Publish workload policy balancing teaching, mentoring, and research; evaluate external associates systematically.	HR Office, QA Office, Deans	12 months	Workload policy published; % external associates evaluated.
Central Institution	QA Follow-through	Strengthen PDCA cycle documentation.	Require annual faculty QA action reports linked to KPIs.	QA Office, Faculty QA Coordinators	12 months	% programs with documented QA cycle, KPI monitoring reports.
Faculty Level	Learning Outcomes & Curriculum	Standardize measurable ILOs and align assessment.	Revise syllabi using Bloom's taxonomy; introduce outcome-assessment matrices.	Program Directors, QA Coordinators	18 months	% syllabi revised; external reviewer validation.

Faculty Level	Student Support & Mobility	Enhance transparency and inclusiveness in admissions and student progression.	Publish GPA thresholds; implement at-risk student tracking; embed mobility into program curricula.	Academic Affairs, Student Services, International Office	18 months	Public criteria online; # at-risk students tracked; mobility participation rates.
Branch – Prizren	Benchmarking	Leverage full compliance as a best practice.	Use Design Bachelor Professional program as a model for other branch QA reviews.	Branch QA Circle, QA Office	6 months	Documentation of benchmarking exercise; cross-branch workshops held.
Branch – Ferizaj	Curriculum Alignment	Address gaps in Educational Process Content.	Revise syllabi to include assessment criteria, outcome-assessment matrices, and mapped competencies.			

Quality Commission UBT July 2025