



COLLEGE UBT

**QUALITY IMPROVEMENT PLAN OF
COMPREHENSIVE INTERNAL INSTITUTIONAL
SELF EVALUATION REPORT BASED ON
INTERNAL QUALITY ASSURANCE MANUAL
BRANCH FERIZAJ**

August 2025

Quality Improvement Plan (QIP)

Prepared by: Quality Circle of UBT Branch Ferizaj
Objective: To implement recommendations for improvement based on the comprehensive internal self-evaluation report in alignment with the UBT Quality Assurance Manual.
Date: 25.08.2025

For better implementation QIP is presented in a tabular form for better distribution to stakeholders.

Standard	Recommendation	Action to be Taken	Bodies Responsible	Deadline	Performance Indicators
1.1: Mission, Vision & Objectives	Broaden stakeholder engagement in mission formulation.	Organize structured workshops with branch staff, students, and external partners to review mission.	Quality Circle, Branch Management	6 months	Number of workshops, stakeholder feedback
2.1: Strategic Planning	Strengthen KPI monitoring and follow-up.	Develop KPI reporting templates with clear action plans for branch level.	QA Office, Strategic Planning Committee	12 months	KPI reports produced, % actions implemented
2.3: Governance	Clarify academic vs. owner roles at branch level.	Issue branch-level guidance note and awareness sessions on decision-making roles.	Rectorate, Branch Director	9 months	Reduced overlap in decisions, staff confidence survey
3.3: Research Budget	Improve verification and transparency of research funds.	Implement branch-level research fund tracking system and annual audit.	Finance Dept., Research Office	18 months	Research fund reports, audit compliance
3.4: Financial Oversight	Strengthen internal auditing protocols at branch.	Increase frequency of branch-level	Finance Dept., Internal Auditors	14 months	Number of audits completed,

		audits and training for staff.			timeliness of follow-up
4.1: Ethical Behavior	Improve dissemination of Ethics & IP policies.	Conduct mandatory integrity and IP workshops at branch.	Academic Integrity Office, QA Dept.	12 months	% staff/students trained, number of reported cases handled locally
4.2: Transparency	Increase visibility of branch-specific information.	Redesign branch website to highlight Prizren programs, fees, and achievements.	IT Dept., Branch Administration	10 months	Updated website sections, student satisfaction survey
5.4: Program Monitoring	Strengthen internship monitoring and communication of results.	Increase frequency of internship reviews and publish branch-level monitoring reports.	Career Office, QA Dept.	15 months	Number of reviews conducted, employer/student feedback
6.3: Teaching & Learning	Enhance interdisciplinary collaboration.	Initiate joint projects across branch programs and with main campus.	Faculty Deans, Branch Management	20 months	Number of joint courses/projects, student participation
6.7: Student-Centered Teaching	Make teaching evaluation branch-specific.	Introduce separate branch-level teaching evaluation reports.	QA Dept., Academic Affairs	12 months	Reports published, % branch staff participation
6.8: Assessment	Standardize grading consistency.	Hold calibration workshops and peer-review sessions for branch staff.	Academic Affairs, QA Dept.	14 months	Workshop attendance, grade distribution consistency
7.1: Research Strategy	Establish branch-level R&D presence.	Form a branch research unit and produce annual branch research report.	Research Office, Branch Director	24 months	Branch research report published, number of projects initiated

7.2: Research Quality	Increase recognition of branch research.	Develop branch-level research award/incentive program.	HR Dept., Research Office	18 months	Number of awards granted, faculty satisfaction
7.3: Research in Teaching	Expand student involvement in research.	Launch mentorship program linking students to faculty research.	Research Office, Program Directors	20 months	Number of student projects, faculty-student collaborations
8.2: Academic Staff	Reduce reliance on main campus staff.	Recruit additional Prizren-based staff to balance workload.	HR Dept., Branch Director	18 months	% of courses taught by branch staff, workload distribution
8.4: Professional Development	Increase branch staff training participation.	Organize local workshops and ensure branch staff attend central trainings.	IDEAA Institute, HR Dept.	12 months	Workshop attendance rates, staff feedback
8.5: External Associates	Strengthen role of associates in teaching & thesis supervision.	Organize branch-based training days and align thesis topics with regional needs.	Academic Affairs, Branch Management	16 months	Number of associate trainings, thesis supervision cases
9.2: Student Progression	Improve branch-specific tracking of progression/completion.	Produce annual branch-level progression and completion report.	QA Dept., Academic Affairs	12 months	Report published, student retention/completion rates
9.3: Mobility	Improve clarity of ECTS recognition for mobility.	Create simplified branch-level mobility handbook for students.	International Office, Branch Coordinator	10 months	Handbook published, student satisfaction
9.4: Student Support	Expand extracurricular activities.	Increase branch-led student clubs, sports, and cultural events.	Student Affairs, Branch Management	12 months	Number of activities, student participation rates

10.1: Facilities	Improve food service options.	Establish new food service options closer to branch building.	Branch Administration, Facilities Office	18 months	Student satisfaction surveys, new vendor contracts
10.2: Library	Expand group study spaces and specialized book stock.	Renovate library for more group rooms and purchase targeted books.	Library Office, Finance Dept.	16 months	Number of new group spaces, number of new titles
11.1: Collaboration	Increase branch role in partnerships.	Develop local initiatives to attract agreements and partnerships.	International Relations Office, Branch Director	24 months	Number of partnerships with local/international institutions
11.3: Community Relations	Expand community service initiatives.	Launch branch-level community service and consultancy programs.	Branch Management, Community Engagement Office	20 months	Number of community projects, local stakeholder feedback

QUALITY CIRCLE

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