UBT COLLEGE

WORK PLAN 2024/2025

FACULTY OF ENGLISH LANGUAGE

July 2025

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1. INTRODUCTION

This Work Plan has been developed to guide and structure the academic, research, and institutional activities of the Faculty of English Language at the University for Business and Technology (UBT) during the 2024/2025 academic year. The plan reflects both the activities already undertaken and the planned engagements, in alignment with UBT's institutional mission, quality assurance standards, and higher education accreditation requirements.

The plan encompasses key activities related to student admission and registration, academic management and student support, professional development of academic staff, organization of the teaching-learning process, as well as the development of scientific research and innovation. In addition, it addresses issues related to the working environment, quality assurance, administrative services, internationalization, cooperation with industry, and the English Faculty's contribution to the wider community.

The Work Plan is built upon the principle of continuous improvement, supported by regular monitoring of activities, the use of measurable indicators, and the identification of verification sources for each planned process. Through this document, Faculty of English Language aims to enhance the quality of teaching and learning, strengthen the academic and research capacities of staff, and provide an inclusive, sustainable, and high-quality academic experience for students.

This plan serves both as a guiding document for the English Faculty management structures and as a reference framework for internal evaluation, auditing, and accreditation processes, reflecting the institutional commitment to transparency, quality, and sustainable academic development.

2. PURPOSE OF THE PLAN

The purpose of this Work Plan is to provide a structured and coherent framework for the planning, implementation, and monitoring of academic, research, and administrative activities of the Faculty of English Language at the University for Business and Technology (UBT) during the 2024/2025 academic year.

The plan aims to support the continuous development of teaching and learning quality, strengthen the professional and research capacities of academic staff, and improve the academic experience and institutional support provided to students. Particular emphasis is placed on quality assurance, improvement of the working environment, expansion of internationalization, and strengthening cooperation with industry and the community.

By defining clear objectives, structured activities, measurable indicators, and verifiable sources, this plan serves as an operational tool for decision-making, internal evaluation, and continuous institutional improvement. At the same time, it demonstrates the English Faculty's commitment to transparency, accountability, and compliance with accreditation standards and UBT's institutional policies.

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
2.1	Student admission and registration	Organization of the student admission and registration process at the Faculty of English Language, based on a very good grade point average, with particular emphasis on English Language achievement. The process is carried out through application submission and delivery of the required documentation, with physical registration in Prishtina.	Coordinator / Student Office / Faculty	June/September 2024	Number of registered students and completed student files	Academic system, student files, registration lists
2.2	Monitoring student numbers and attendance	Monitoring the number of enrolled students and their attendance at the Faculty of English Language for the academic years 2021/2022, 2022/2023, 2023/2024, and 2024/2025. Semester-	Coordinator / Dean	Throughout academic year 2024/2025	Number of enrolled students and attendance reports	Academic system, semester reports, Student Office records

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
		based analysis is conducted to identify enrollment trends, attendance patterns, and the need for academic or administrative intervention.				
2.3	Professional development of academic staff	Encouragement and support of academic staff participation in professional training, summer academies, scientific conferences, and research activities, with the aim of updating teaching methodology, advancing academic careers, and fulfilling institutional contractual obligations.	Dean / Quality Assurance Office / Faculty	Throughout academic year 2024/2025	Number of trainings, conferences, and staff participations	Certificates of participation, training reports, conference programs
2.4	Preparation for the start of the new academic year	Coordination with academic staff prior to the start of the new academic year, including distribution of syllabi and literature, verification of syllabus alignment with literature and program objectives, and confirmation of student lists by teaching staff. This process ensures academic and organizational readiness for the successful start of the academic year.	Dean / Quality Assurance Office / Faculty	Before the start of academic year 2024/2025	Verified syllabi and confirmed student lists	Quality Assurance Office report, approved syllabi, staff communication records
2.5	Student management and academic support	Management of student enrollment at the Faculty of English Language in accordance with accreditation decisions, monitoring academic progress, and identifying	Dean / Quality Assurance Office / Student Office / Faculty	Throughout academic year 2024/2025	Number of enrolled students; counseling sessions conducted	Academic system, meeting minutes

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
		students in need of additional support. The process includes credit verification, academic counseling meetings, and addressing factors affecting attendance and exam participation.				
2.6	Support for student excellence	Identification of students with a grade point average above 9.00 and provision of institutional scholarships at Bachelor level, as well as enrollment scholarships for students who have demonstrated high academic achievement in secondary education.	Faculty / Student Office	During the enrollment process and academic year	Number of scholarships awarded	Scholarship decisions, beneficiary lists
2.7	Drop-out prevention	Identification and direct contact with students with low attendance or weak academic progress, with the aim of reintegrating them into the learning process and preventing drop-out. To date, only one drop-out case has been recorded due to relocation abroad.	Faculty / Quality Assurance Office	Throughout academic year	Number of cases addressed and reintegrations	Semester reports, counseling records
2.8	Provision of administrative and student support services	Provision of administrative services to students in cooperation with the Career Office and the Student Office, including processing documentation, certificates, and various student requests throughout the academic year.	Student Office / Career Office / Faculty	Throughout academic year 2024/2025	Number of processed requests	Administrative records, registered requests

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
2.9	Financial support for outstanding students	Identification and support of students with a grade point average above 9.00 through institutional scholarships at Bachelor level, as well as enrollment scholarships for students demonstrating high achievement in secondary education.	Faculty / Student Office	During the enrollment process and academic year	Number of scholarships awarded	Scholarship decisions, beneficiary lists
2.10	Quality assurance in student services	In cooperation with the Quality Assurance Committee, regular meetings are organized with students and their representatives to collect feedback on student services and the teaching process. Teaching materials uploaded to Moodle and their alignment with course syllabi are verified. Staff and student participation in research and scientific activities is monitored as part of the quality culture.	Quality Assurance Office / Faculty	Throughout academic year 2024/2025	Number of meetings; percentage of materials uploaded to Moodle	Quality reports, Moodle reports, meeting minutes

3. TEACHING AND LEARNING

Teaching and learning at the Faculty of English Language are developed in accordance with the principles of academic quality, student-centered learning, and continuous improvement of the educational process. The teaching process is structured in line with approved syllabi, which clearly define learning outcomes, course content, assessment methods, and classroom activities, ensuring transparency and coherence in the delivery of study programs.

Teaching is delivered through a combination of lectures, practical exercises, interactive discussions, group work, and extracurricular activities, with the aim of fostering active student engagement and developing linguistic,

academic, and professional competencies. Particular attention is given to active participation, student attendance, and the application of contemporary teaching methodologies that promote critical and reflective learning.

Learning outcomes are continuously monitored through attendance records, academic consultations, formative and summative assessments, and student feedback. When challenges in academic progress are identified, support measures such as additional tutoring and academic counseling are implemented to improve learning outcomes and reduce the risk of non-attendance.

The teaching and learning process is supported by the use of digital platforms and learning materials uploaded to Moodle, ensuring equal access to learning resources and full alignment with course syllabi. This process is regularly monitored and evaluated through quality assurance mechanisms, contributing to the continuous enhancement of students' academic experience and overall teaching quality.

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
3.1	Improvement of teaching and learning quality	Monitoring active student participation in lectures, exercises, and consultations, including analysis of attendance and classroom engagement. When necessary, additional tutoring sessions are planned for courses with lower pass rates.	Faculty / Lecturers / Coordinator	Throughout academic year 2024/2025	Participation in lectures and consultations	Attendance lists, semester reports
3.2	Clear structuring of assessment and in-class activities	Defining mandatory attendance, in-class activities, and their assessment weight in the syllabus, ensuring transparency and clarity for students.	Lecturers / Teaching Assistants	Each semester	Updated syllabi	Approved syllabi
3.3	Regular implementation of the teaching process	Verification of student lists and actual attendance by teaching staff, as well as documentation of the teaching process in accordance with institutional policies.	Lecturers / Faculty	Each semester	Confirmed attendance lists	Physical lists and electronic records

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
3.4	Enrichment of the learning experience	Organization of thematic lectures, extracurricular activities, and study visits linked to the relevant courses, with the aim of connecting theory with practice.	Lecturers / Faculty	Each semester	Number of activities conducted	Activity reports, Faculty records
3.5	Orientation and support for new students	Organization of orientation and informational activities for new students at the beginning of the academic year, including presentation of courses and academic expectations.	Faculty / Lecturers	Beginning of academic year 2024/2025	Number of orientation activities	Orientation reports, attendance records
3.6	Continuous support of student attendance	Continuous monitoring of student attendance and timely intervention to address absences and the risk of disengagement.	Lecturers / Faculty	Throughout each semester	Attendance stability	Semester reports

4. DEVELOPMENT OF SCIENTIFIC RESEARCH & INNOVATION

The development of scientific research and innovation represents one of the core pillars of academic activity at the Faculty of English Language. The Faculty aims to establish and strengthen an active research culture that supports professional development of academic staff, enhances teaching quality, and contributes to scientific and societal development at national and international levels.

Scientific research is encouraged and supported through staff participation in research projects, publications in academic journals, and presentations at national and international conferences. In cooperation with relevant UBT structures, the English Faculty provides institutional support for research project applications and engagement in interdisciplinary and international initiatives, thereby increasing the visibility and academic impact of research activities.

Academic innovation is promoted through the application of contemporary research approaches, integration of research findings into teaching, and encouragement of collaboration between staff and students. Students are actively involved in research activities through summer academies, thesis projects, and joint research work with professors, contributing to the development of research skills and critical thinking.

Research and innovation processes are continuously monitored through quality assurance mechanisms, including citation verification, adherence to ethical standards, and evaluation of research outputs. Through this approach, the

Faculty ensures that research activities are sustainable, verifiable, and aligned with institutional policies and accreditation standards.

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
4.1	Increasing research productivity and innovation	Support for the academic staff of the Faculty of English Language in developing scientific research through mentoring, institutional support, and encouragement for publication in scientific journals and accredited conferences.	Faculty / Scientific Research Office	Throughout academic year 2024/2025	Number of publications and scientific papers	Publication links, certificates, research reports
4.2	Engagement in research projects	Encouragement of academic staff participation in national and international research projects, including applications for projects funded by the EU and other relevant institutions.	Faculty / Project Office / International Office	Throughout the academic year	Number of projects applied for and awarded	Project files, contracts, project reports
4.3	Use of academic networks and platforms	Encouragement of staff registration and active engagement on academic and research platforms such as Google Scholar, ORCID, and ResearchGate, with the aim of increasing scientific visibility and impact.	Faculty / Human Resources Office	Throughout the academic year	Number of staff active on platforms	Academic profiles, registration records
4.4	Organization of and participation in scientific conferences	Active participation of staff in the UBT Annual Conference and other international scientific conferences, as well as inviting international lecturers (keynote speakers) to strengthen academic cooperation.	Faculty / Scientific Research Office	Each annual conference	Number of papers presented and invited speakers	Conference programs, participation certificates
4.5	Student involvement in scientific research	Involvement of students in research activities through summer academies, bachelor's thesis topics, and collaboration with professors on research	Faculty / Professors	Throughout the academic year	Number of students involved	Mentoring reports, thesis topics

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
		projects and scientific publications.				
4.6	Quality assurance in scientific research	Monitoring the quality of scientific publications, verification of citations, and adherence to ethical and academic standards in research.	Quality Assurance Office / Faculty / Knowledge Center	Throughout the academic year	Number of verified citations and publications	Quality reports, scientific databases
4.7	Research projects and funding	Participation in research projects funded by the Ministry of Education and other national and international institutions, with the aim of securing funding for scientific development.	Faculty / Project Office	Each academic year	Number of projects and funds obtained	Funding decisions, project reports

5. WORKING ENVIRONMENT

The working environment at the Faculty of English Language is characterized by functional organization, professional cooperation, and adherence to the institutional policies of the University for Business and Technology (UBT). The Faculty aims to create and maintain a supportive and motivating working environment for both academic and administrative staff, contributing directly to academic quality, organizational efficiency, and achievement of institutional strategic objectives.

Management of the working environment is achieved through clear allocation of duties and responsibilities, defined job descriptions, and continuous coordination between leadership structures, academic staff, and administrative personnel. This organization ensures the smooth functioning of academic and administrative processes and fosters effective communication and collaboration within the Faculty.

Quality assurance in the working environment is supported through internal evaluation mechanisms, including staff and student surveys, internal audits, and periodic performance monitoring. These mechanisms help identify areas for improvement and support corrective actions aimed at increasing satisfaction and workplace effectiveness.

Professional development of staff is an integral part of the working environment and is supported through continuous training, participation in academic and research activities, and involvement in interdisciplinary and international initiatives. The English Faculty encourages the use of supportive technologies and digital tools in

teaching and research, contributing to the modernization of academic practices and the creation of a dynamic and innovative work culture.

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
5.1	Creation and maintenance of a functional working environment	Organization of the working environment through clear allocation of duties, defined job descriptions, and effective coordination between academic and administrative staff, in accordance with UBT's institutional policies.	UBT Management / Faculty	Throughout academic year 2024/2025	Regular functioning of processes	Management decisions, job descriptions
5.2	Quality assurance in the working environment	Implementation of quality assurance mechanisms through staff and student surveys, internal audits, and periodic performance evaluations.	Quality Assurance Office / Faculty	Each semester	Number of surveys and audits	Quality reports, evaluation forms
5.3	Staff engagement and involvement	Encouragement of academic staff involvement in interdisciplinary activities and in other faculties within UBT, in accordance with workload regulations and institutional needs.	Faculty / UBT	Throughout academic year	Number of engagements	Engagement records
5.4	Professional development of staff	Organization of additional training based on staff needs, including internal and international training, as well as training on the use of software and technologies that support teaching and research.	Faculty / International Office / Laboratory Coordinators	Throughout academic year	Number of trainings and trained staff	Training certificates, activity reports

6. INTERNATIONALIZATION, PARTNERSHIPS AND COMMUNITY

Internationalization, partnerships, and community engagement constitute a key dimension of the strategic development of the Faculty of English Language at the University for Business and Technology (UBT). The English Faculty seeks to strengthen its academic positioning through expanding international cooperation, increasing

academic mobility, and building sustainable relationships with educational institutions, industry, and the wider community.

Internationalization is achieved through the maintenance and expansion of existing agreements with partner universities and faculties, as well as through the signing of new agreements that create opportunities for staff and student mobility, academic exchange, and participation in European and international projects. These collaborations contribute to improving academic quality, diversifying learning experiences, and strengthening the English Faculty's research capacities.

Partnerships with industry and relevant institutions are developed through organized study visits, professional internships, and activities that link academic theory with professional practice. These initiatives aim to prepare students for the labor market, enhance their practical skills, and strengthen the English Faculty's connection with societal and economic needs.

Community engagement and Faculty promotion are realized through cultural activities, academic debates, media presence, and meetings with educational and cultural institutions. Through these activities, the Engish Faculty contributes to the cultural and educational development of the community, reflecting its role as a socially and academically engaged institution.

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
6.1	Strengthening internationalization and partnerships	Maintenance and expansion of existing international agreements, as well as the signing of new agreements with partner universities and faculties, with a focus on academic cooperation and applications for European projects.	International Office / Faculty	Throughout academic year 2024/2025	Number of signed agreements	Agreements (MoUs), cooperation reports
6.2	Staff and student mobility	Implementation of staff and student mobility within active UBT projects and international mobility programs.	International Office / Faculty	Throughout the academic year	Number of completed mobilities	Mobility reports, project documentation
6.3	Organization of summer schools and academies	Organization and implementation of international summer schools and academies,	Faculty / International Office	July 2024 / Throughout the	Number of presentations and participants	Academy programs, activity reports

No.	Objectives	Activity (with clarification)	Responsibility	Period	Indicators	Source of Verification
		with the participation of local and international staff, in accordance with the academic calendar.		academic year		
6.4	Cooperation with industry	Implementation of cooperation with industry through mandatory study visits within courses, professional internships, and employment competitions for students of the Faculty of English Language.	Faculty / Industrial Board / Career Center	Throughout the academic year	Number of visits, internships, and competitions	Visit reports, internship agreements
6.5	Cooperation with the community	Development of cooperation with educational and cultural institutions, including existing agreements and those in progress, with the aim of academic and cultural contribution to the community.	Faculty / UBT	Throughout the academic year	Number of agreements and activities	Agreements, activity reports
6.6	Faculty promotion	Promotion of the Faculty of English Language through meetings with schools and institutions, media presence, and the organization of academic and cultural debates.	Faculty / Media Office / Career Center	Throughout the academic year	Number of activities and publications	Media reports, promotion records

7. CONCLUSION

The Work Plan 2024/2025 of the Faculty of English Language at the University for Business and Technology (UBT) represents a comprehensive and structured document guiding the academic, research, and institutional

development of the Faculty during the respective academic year. Through this plan, objectives, activities, responsibilities, and monitoring mechanisms are clearly defined, ensuring a systematic and sustainable approach to continuous quality improvement.

Implementation of this plan aims to strengthen the quality of teaching and learning, support the professional and research development of academic staff, and enhance the academic experience and institutional support provided to students. At the same time, the plan addresses the importance of a functional working environment, the advancement of scientific research and innovation, and the expansion of internationalization, partnerships, and cooperation with the community and industry.

By utilizing measurable indicators and verifiable sources, this Work Plan serves as a foundation for regular monitoring, internal evaluation, and institutional auditing, contributing to transparency, accountability, and informed decision-making. Periodic implementation review will enable identification of improvement needs and corrective actions in line with the English Faculty's strategic objectives.

In conclusion, the Work Plan 2024/2025 demonstrates the Faculty of English Language's commitment to academic quality, sustainable development, and full compliance with accreditation standards and UBT's institutional policies, positioning the English Faculty as an active, transparent, and future-oriented academic unit.