



UBT

Faculty of Management, Business and Economics

**QUALITY IMPROVEMENT PLAN
2025-2026**

October, 2025



Quality Improvement Plan for Faculty of Management, Business and Economics based on Students Evaluation

Objective:

- Enhance the quality, effectiveness and interactivity in teaching
- Improve the accessibility, clarity, and transparency of course resources and assessment methods

Tasks and Activities

Task 1 - Increase the visibility of physical and digital libraries

- Activity 1.1. - Ensure that the manual for accessing the Digital UBT Libraries is published in Moodle and is easily accessible to students and academic staff.
- Activity 1.2. - Organize an open day at UBT campus where students and academic staff can visit and explore the facilities related to both physical and digital libraries.

Task 2 - Improve Interactivity in Lectures/Exercises

- Activity 2.1. - Conduct workshops for lecturers on active learning methods, such as group discussions, case studies, and digital tools that promote student participation.
- Activity 2.2. - Organize a workshop to share the knowledge related to application of digital tools in teaching from COWEB Project attendees
- Activity 2.3. - Introduce structured in-class interactive sessions, including polls, Q&A rounds, and collaborative exercises to enhance engagement.

Task 3 - Improve Clarity in Teaching

- Activity 3.1. - Provide training sessions for lecturers on effective communication techniques, structured presentations, and the use of examples to enhance understanding
- Activity 3.2. - Encourage professor-assistant coordination, so that the subject is clearer for the student
- Activity 3.2. - Implement regular peer reviews and feedback mechanisms among academic staff to identify areas for improving lecture clarity and teaching methods.

Task 4 - Improve assessment methods to assure they are in line with UBT and MBE Faculty Guidelines and Regulations

- Activity 4.1. - Organize meetings between the staff who teach the same subject to discuss the most suitable methods for evaluation for that specific subject
- Activity 4.2. - Review and standardize assessment methods across courses to ensure they are consistent, transparent, and aligned with Faculty and UBT guidelines
- Activity 4.3. - Provide clear guidance to students at the start of each course regarding assessment criteria, deadlines, and continuous assessment procedures, ensuring timely feedback is given



Task 5 - **Improve transparency and visibility of mentoring system**

- Activity 5.1. - Ensure that students and academic staff are regularly informed about the 'Graduation Process' page within the MBE Faculty Moodle space.
- Activity 5.2. - Ensure that Moodle is regularly updated with information regarding the list of staff who are potential mentors for diploma thesis topics, making it easily accessible for students.
- Activity 5.3. - Provide clear guidance to students at the beginning of each semester regarding the mentoring system, including how to contact their mentor, schedule meetings, and track progress, ensuring regular follow-ups and feedback are maintained

Milestones:

1. Organize a workshop in order to share the knowledge related to application of digital tools in teaching
2. Organize an open day at the UBT – Campus where students and academic staff can visit the facilities related to physical and digital libraries at the start of each academic year
3. Sending staff to trainings and workshops related to new teaching methods in order to improve teaching techniques every academic year
4. Organize meetings between the staff who teach the same subject to discuss the most suitable methods for evaluation for that specific subject at the start of each semester

Key Performance Indicators (KPIs):

1. Maintain above 85% in student feedback regarding the interactivity during lectures in the next student evaluation.
2. Increase the use of physical and digital libraries for at least 20% in the next academic year
3. Increase the number of students' and academic staff mobility by 3 per academic year
4. Maintain student satisfaction regarding the information they receive regarding the assessment methods at above 85%

Specific Quality Improvement Plan for Identified Professors

Objective:

- Maintain student satisfaction regarding academic staff

Tasks and Activities for Specific Professors:

**I-st academic year
Pristina Branch**



Task 1 - Improve teaching clarity

Activity 1.1 - Attend teaching workshops to focus more on clarifying and simplifying course content during lectures

Activity 1.2 - Organize regular consultation hours and additional support sessions to address student questions and clarify difficult topics

Activity 1.3 - Increase professor-assistant cooperation, since often the lack of coordination leads to uncertainty in the subject in general

Activity 1.4 - Incorporate practical examples, real-life case studies, and visual aids (charts, graphs) to make concepts easier to understand

Activity 1.5 - Use short recap sessions at the beginning or end of each lecture to reinforce key concepts and ensure understanding

Task 2 - Enhance Interactivity

Activity 2.1 - Incorporate interactive teaching methods such as group discussions, think-pair-share, and in-class problem-solving activities

Activity 2.2 - Use digital tools (e.g., polls, quizzes, live Q&A platforms) during lectures to actively engage students and check understanding

Activity 2.3 - Encourage student-led presentations and assign group projects that require collaboration and active participation from all students

Activity 2.4 - Modify the assessment methods so that interactivity in the classroom has greater weight in the final assessment of the course

Task 3 - Refine Assessment Methods

Activity 3.1 - Review of subject assessment methods by holding meetings with the lecturers of the same subject to see the most efficient methods for assessment according to the subject

Activity 3.2 - Organize trainings for the staff regarding the assessment methods that best suit the nature of the subject they teach

Activity 3.3 - Review and update assessment methods regularly based on student performance data and feedback

Activity 3.4 - Align assessment tasks more closely with learning objectives

II-nd academic year

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Task 2 - Understandable and accessible teaching materials

Activity 2.1 - Hold meetings between the lecturers of the same subject for the unification of the material and define the literature that is more accessible to find in the physical or online UBT Library

Activity 2.2 - Conduct training to eliminate technical problems that staff may have about posting materials

Activity 2.3 – Make sure all academic staff post their materials digitally on the Moodle platform regularly

Activity 2.4 - Standardize course materials by providing structured lecture notes, clear learning objectives, and concise explanations

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Task 5 - Clarify the students' responsibilities by the beginning of the semester

Activity 5.1 - Inform and remind the staff regarding posting the syllabus on Moodle before the start of the first lecture, so that all information regarding the course is accessible from the start

Activity 5.2 - Remind staff of the importance of explaining the syllabus in detail in the first lesson

Activity 5.3 - Offer periodic reminders and updates throughout the semester to reinforce responsibilities and deadlines

I-st academic year Prizren Branch

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I-st academic year

Master Level

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Quality Assurance Coordinator of the Faculty of Management, Business and Economics
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