



UBT

Faculty of Information Systems

**QUALITY IMPROVEMENT PLAN
2025-2026**

November, 2025



Quality Improvement Plan for Faculty of Information Systems based on Students Evaluation

Objective:

- Enhance the cooperation between academic staff and students on lectures, projects and research
- Improvement of teaching and assessment methods to increase interactivity during classes

Tasks and Activities

Task 1 - Increase the visibility of physical and digital libraries

- Activity 1.1. - Ensure that the manual related to the access into the Digital UBT Libraries is published in Moodle and is accessible to students and academic staff
- Activity 1.2. - Organize an open day at the UBT – Campus where students and academic staff can visit the facilities related to physical and digital libraries

Task 2 - Improve Interactivity in Lectures/Exercises

- Activity 2.1. - Organize a workshop where each academic staff can share their experiences during lecturing and identify the key priorities to address interactivity issues
- Activity 2.2. - Organize a workshop to share the knowledge related to application of digital tools in teaching from COWEB Project attendees

Task 3 - Improve Clarity in Teaching

- Activity 3.1. - Sending staff to trainings and workshops related to new teaching methods in order to improve teaching techniques
- Activity 3.2. - Encourage professor-assistant coordination, so that the subject is clearer for the student

Task 4 - Improve assessment methods to assure they are in line with UBT and IS 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. - Align the students' assessment methods with the UBT and IS Faculty Guidelines and Regulations



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:

1st Academic Year

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 - Hold weekly consultations and in more complex cases extra classes to clarify parts not well apprehended by students

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

Activity 1.4 - Explanation through practical examples to make the subject more accessible



Task 2 - Enhance Interactivity

Activity 2.1 - Use more modern/digital methods for quizzes or continuous assessments during the semester

Activity 2.2 - Modify the assessment methods so that interactivity in the classroom has greater weight in the final assessment of the course

Activity 2.3 - Try to move away from traditional lectures and apply more interactive tools that keep the student engaged in the lecture

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

**2nd 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 - Hold weekly consultations and in more complex cases extra classes to clarify parts not well apprehended by students

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

Activity 1.4 - Explanation through practical examples to make the subject more accessible

Task 2 - Enhance Interactivity

Activity 2.1 - Use more modern/digital methods for quizzes or continuous assessments during the semester

Activity 2.2 - Modify the assessment methods so that interactivity in the classroom has greater weight in the final assessment of the course

Activity 2.3 - Try to move away from traditional lectures and apply more interactive tools that keep the student engaged in the lecture



**3rd Academic Year
Prishtina 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 - Hold weekly consultations and in more complex cases extra classes to clarify parts not well apprehended by students

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

Activity 1.4 - Explanation through practical examples to make the subject more accessible

Task 2 - Enhance Interactivity

Activity 2.1 - Use more modern/digital methods for quizzes or continuous assessments during the semester

Activity 2.2 - Modify the assessment methods so that interactivity in the classroom has greater weight in the final assessment of the course

Activity 2.3 - Try to move away from traditional lectures and apply more interactive tools that keep the student engaged in the lecture

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

**Quality Assurance Officers of the Faculty of Information Systems
07.11.2025**