



UBT

Faculty of Management, Business and Economics

**QUALITY IMPROVEMENT PLAN
2024-2025**

October, 2024



Quality Improvement Plan for Faculty of Management, Business and Economics 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 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. - Align the students' assessment methods with the UBT and MBE 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:

**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 - 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

**II-nd 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

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**III-rd academic year
Prishtina Branch**

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



Task 2 - Improve the professor attendancy and accuracy

Activity 2.1 - Send reminder emails or hold meetings as needed with professors to address issues that cause them to be late for lectures

Activity 2.2 – Check the timetable if there is any technical problem (short time difference between the lessons) to arrive on time to the lessons

Task 3 - Understandable and accessible teaching materials

Activity 3.1 - 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 3.2 - Conduct training to eliminate technical problems that staff may have about posting materials

Activity 3.3 – Send reminders by the faculty regarding the weekly posting of materials on Moodle

Task 4 - Enhance Interactivity

Activity 4.1 - Use more modern/digital methods for quizzes or continuous assessments during the semester

Activity 4.2 - Modify the assessment methods so that interactivity in the classroom has greater weight in the final assessment of the course

Activity 4.3 - Try to move away from traditional lectures and apply more interactive tools that keep the student engaged in the lecture

Task 5- Refine Assessment Methods

Activity 5.1 - 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 5.2 - Organize trainings for the staff regarding the assessment methods that best suit the nature of the subject they teach

Task 6 - Clarify the students' responsibilities by the beginning of the semester

Activity 6.1 - 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 6.2 - Remind staff of the importance of explaining the syllabus in detail in the first lesson



**II-nd academic year
Peja Branch**

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**III-rd academic year
Peja Branch**

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