



**UBT**  
**PSYCHOLOGY FACULTY**

**QUALITY IMPROVEMENT PLAN**  
**2024-2025**

## **Quality Improvement Plan for Faculty of Psychology Based on Student Evaluation**

### **Objective:**

- Enhance the quality of teaching and learning experience by addressing identified areas of improvement.

### **Tasks and Activities:**

- Task: Improve Interactivity in Lectures/Exercises
  1. Activity 1.1: Conduct faculty workshops on active learning strategies.
  2. Activity 1.2: Implement technology tools like polls, quizzes, and discussion forums to make lectures more engaging.
  3. Activity 1.3: Introduce case studies and role-play sessions relevant to psychology studies to enhance student engagement.
- Task: Increase Professors' Regularity and Respect for Schedule
  1. Activity 2.1: Monitor faculty attendance and punctuality regularly.
  2. Activity 2.2: Introduce a feedback mechanism for students to report any inconsistencies.
  3. Activity 2.3: Encourage faculty to communicate any foreseeable schedule changes in advance.
- Task: Enhance Clarity in Teaching Methods
  1. Activity 3.1: Organize peer-review sessions where professors can attend each other's classes and provide constructive feedback.
  2. Activity 3.2: Implement a mentorship program where senior faculty mentor newer faculty members.
  3. Activity 3.3: Encourage the use of visual aids, analogies, and real-life examples to elucidate complex legal concepts.

### **Milestones:**

1. Conduct the first faculty workshop on active learning strategies by the end of the next month.
2. Complete implementation of at least two technology tools in lectures within the next two months.
3. Complete three peer-review sessions for each professor by the end of the current semester.
4. Establish a mentorship program by the start of the next academic year.
5. Achieve a 90% punctuality rate for all faculty members by the end of the current academic year.

### **Key Performance Indicators (KPIs):**

1. Engagement Metrics: A 20% increase in student participation in lectures and exercises, as measured through polls, quizzes, and discussion contributions.
2. Feedback Metrics: A 15% improvement in student feedback regarding the clarity of teaching methods in the next student evaluation.

3. Punctuality Metrics: Achieve a 90% or higher punctuality rate for all faculty members in the next semester.
4. Mentorship Metrics: At least 80% of new faculty members should be paired with senior faculty mentors by the start of the next academic year.
5. Peer-review Metrics: At least 85% of professors should have undergone three peer-review sessions by the end of the current academic year.

### **Specific Quality Improvement Plan for Identified Professors**

#### **Objective:**

- Address and enhance specific areas of improvement for the identified professors to ensure a consistent and high-quality learning experience across the board.

#### **Tasks and Activities for Specific Professors:**

##### **Professor POL-STAFF-04**

1. Activity 1.1: Attend specialized training sessions focused on teaching clarity.
  2. Activity 1.2: Use more visual aids and real-life examples in lectures.
  3. Activity 1.3: Seek regular feedback from students on areas of confusion and address them promptly.
- **Task: Enhance Interactivity**
    1. Activity 1.4: Incorporate more group discussions and debates in lectures.
    2. Activity 1.5: Use technology tools to facilitate student interaction.
  - **Task: Boost Engagement and Collaboration**
    1. Activity 2.1: Organize more group assignments and projects.
    2. Activity 2.2: Allocate time for open discussions in each lecture.
    3. Activity 2.3: Implement regular office hours and encourage students to attend for doubts and clarifications.
  - **Task: Refine Assessment Methods**
    1. Activity 2.4: Attend training sessions on diverse assessment strategies.
    2. Activity 2.5: Introduce a mix of assessment methods, such as quizzes, essays, and presentations.

##### **Professor POL-STAFF-06**

1. Activity 1.1: Attend specialized training sessions focused on teaching clarity.
  2. Activity 1.2: Use more visual aids and real-life examples in lectures.
  3. Activity 1.3: Seek regular feedback from students on areas of confusion and address them promptly.
- **Task: Enhance Interactivity**
    3. Activity 1.4: Incorporate more group discussions and debates in lectures.
    4. Activity 1.5: Use technology tools to facilitate student interaction.

- **Task: Boost Engagement and Collaboration**

4. Activity 2.1: Organize more group assignments and projects.
5. Activity 2.2: Allocate time for open discussions in each lecture.
6. Activity 2.3: Implement regular office hours and encourage students to attend for doubts and clarifications.

- **Task: Refine Assessment Methods**

3. Activity 2.4: Attend training sessions on diverse assessment strategies.
4. Activity 2.5: Introduce a mix of assessment methods, such as quizzes, essays, and presentations.

**Professor: SEC-STAFF-03**

- **Task: Improve Clarity of Teaching Methods**

1. Activity 1.1: Attend specialized training sessions focused on teaching clarity.
2. Activity 1.2: Use more visual aids and real-life examples in lectures.
3. Activity 1.3: Seek regular feedback from students on areas of confusion and address them promptly.

- **Task: Enhance Interactivity**

5. Activity 1.4: Incorporate more group discussions and debates in lectures.
6. Activity 1.5: Use technology tools to facilitate student interaction.

**Professor: SEC-STAFF-11**

- **Task: Boost Engagement and Collaboration**

1. Activity 2.1: Organize more group assignments and projects.
2. Activity 2.2: Allocate time for open discussions in each lecture.
3. Activity 2.3: Implement regular office hours and encourage students to attend for doubts and clarifications.

- **Task: Refine Assessment Methods**

4. Activity 2.4: Attend training sessions on diverse assessment strategies.
5. Activity 2.5: Introduce a mix of assessment methods, such as quizzes, essays, and presentations.

**Professor: PPM-STAFF-02**

- **Task: Improve Clarity of Teaching Methods**

4. Activity 1.1: Attend specialized training sessions focused on teaching clarity.
5. Activity 1.2: Use more visual aids and real-life examples in lectures.
6. Activity 1.3: Seek regular feedback from students on areas of confusion and address them promptly.

- **Task: Enhance Interactivity**

7. Activity 1.4: Incorporate more group discussions and debates in lectures.
8. Activity 1.5: Use technology tools to facilitate student interaction.

**Professor: PPM-STAFF-07**

- **Task: Boost Engagement and Collaboration**

6. Activity 2.1: Organize more group assignments and projects.
7. Activity 2.2: Allocate time for open discussions in each lecture.
8. Activity 2.3: Implement regular office hours and encourage students to attend for doubts and clarifications.

- **Task: Refine Assessment Methods**

9. Activity 2.4: Attend training sessions on diverse assessment strategies.
10. Activity 2.5: Introduce a mix of assessment methods, such as quizzes, essays, and presentations.

**Milestones:**

1. Complete at least two specialized training sessions for each identified professor by the end of the next month.
2. Introduce at least one new assessment method for the subjects taught by Professor Violeta Zefi by mid-semester.
3. Achieve a 10% increase in student interaction in lectures by the end of the current semester.

**Key Performance Indicators (KPIs) for Specific Professors:**

1. Training Metrics (POL-STAFF & SEC-STAFF & PPM-STAFF above mentioned): All professors should have attended a minimum of two specialized training sessions by the end of the next month.
2. Engagement Metrics (POL-STAFF & SEC-STAFF): A 10% increase in student questions, discussions, and participation during lectures.
3. Assessment Metrics (PPM-STAFF): A 20% increase in student feedback satisfaction regarding assessment methods by the end of the semester.
4. Collaboration Metrics (POL-STAFF): A 15% increase in student attendance during office hours for the next semester.

## **Quality Improvement Plan for Faculty of Psychology Based on Alumni Evaluation**

### **The improvement actions:**

Improving the practical part of the curriculum at the Faculty of Psychology, especially when it has an average score of 3.44, is crucial for ensuring students are well-prepared for their careers. Here are some actionable steps and recommendations to enhance this area:

#### **1. Introduce More Practical Courses:**

**Mock Trials:** Organize mock court sessions where students can simulate real court proceedings. This will give them hands-on experience in how political and security activities are conducted.

**Practical activities:** Establish practical activities where students can offer professional advice under the supervision of experienced experts. This will give them practical experience while serving the community.

#### **2. Collaborate with Legal Institutions:**

**Internships:** Partner from State Institutions, Security Institutions, State Administration, and other governmental institutions to offer internships for students. This will provide them with real-world experience and networking opportunities.

**Guest Lectures:** Invite practicing public and academic professional, Police, and other local and international professionals to give lectures on current legal issues and share their practical experiences.

#### **3. Enhance Practical Training Materials:**

**Case Studies:** Incorporate more real-life case studies in the curriculum. Analyzing and discussing actual cases can provide valuable insights into the practical aspects of Psychology, Security and Public Policy & Management .

#### **4. Feedback Mechanism:**

**Regular Feedback:** After each practical session or course, gather feedback from students about their experiences, what they learned, and areas of improvement.

**Alumni Feedback:** Engage alumni to provide feedback on how the practical training at the faculty helped them in their careers and areas where they felt more training was needed.

#### **5. Continuous Training for Faculty:**

**Professional Development:** Ensure that faculty members are regularly updated with the latest political practices and are trained to impart practical knowledge effectively.

**Faculty Internships:** Encourage faculty members to take short internships or sabbaticals in institutions to stay updated with current practices.

#### **6. Expand Resources:**

**Legal Labs:** Establish labs equipped with the latest legal research tools and databases. This will allow students to conduct research as they would in a real-world political setting.

**Workshops:** Organize workshops focusing on specific practical skills, such as political & security research, drafting, negotiation, etc.

## **7. Review and Update Curriculum:**

**Curriculum Review:** Regularly review the curriculum to ensure it aligns with current political practices and the needs of the industry.

**Incorporate Feedback:** Use feedback from students, alumni, and industry professionals to make necessary updates to the curriculum.

### **Qualitative Comments Analysis:**

Several alumni emphasized the need for more practical training and political simulations. This suggests that while the theoretical foundation is strong, there's a perceived gap in the practical application of the knowledge. Additionally, some alumni mentioned the need for more attention to students, especially those from outside Prishtina. This indicates a potential area for improvement in student support and inclusivity.

### **Areas of Improvement based on Qualitative Comments:**

- **Increase Practical Training and Political Simulations:** Alumni have expressed the desire for more hands-on experience during their studies. Incorporating more court simulations and practical training can bridge the gap between theory and practice.
- **Enhanced Support for Non-Prishtina Students:** Some alumni feel that students from outside Prishtina require more attention and support. This suggests the need for more inclusive student support services and perhaps orientation programs tailored for these students.
- **Institutional Visits:** Alumni have mentioned the value of visits to institutions. This can provide students with real-world exposure and networking opportunities.
- **Start Practical Training Early:** Some alumni suggest introducing practical training as early as the second year. This can provide students with early exposure and better preparation for their future careers.

## Quality Improvement Plan of Faculty of Psychology based on industry survey

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Table 1: Areas of Improvement and Action Plan

Areas of Concern	Mean Score	Action Plan
Overall employability of UBT Psychology Faculty graduates after internship	3.38	<ul style="list-style-type: none"> <li>• Enhance internship programs by partnering with more diverse political &amp; security institutions.</li> <li>• Introduce mentorship programs where experienced political &amp; security guide students.</li> <li>• Organize career fairs and networking events to connect students with potential employers.</li> <li>• Offer workshops on resume writing, interview skills, and job search strategies.</li> </ul>
Contribution of UBT Psychology Faculty to the research valuable for private sector and community	3.38	<ul style="list-style-type: none"> <li>• Collaborate with private sector entities to identify areas of research interest.</li> <li>• Encourage faculty and students to undertake community-based research projects.</li> <li>• Organize research symposiums where findings can be presented to the community and private sector.</li> <li>• Establish a research fund to support projects that align with community and private sector needs.</li> </ul>

### Action Plan Details:

#### Enhance Internship Programs:

- Partner with a broader range of Political institutions, both local and international.
- Ensure internships offer a balance of practical experience and theoretical learning.

#### Introduce Mentorship Programs:

- Connect students with experienced political who can guide them through their internship and early career stages.

#### Organize Career Fairs and Networking Events:

- Facilitate opportunities for students to meet potential employers and learn about various career paths in politics.



**Offer Workshops:**

- Equip students with the necessary skills to navigate the job market successfully.

**Collaborate with Private Sector Entities:**

- Understand the research needs of the private sector and align faculty research projects accordingly.

**Encourage Community-based Research:**

- Promote research projects that address community issues, ensuring the faculty's contribution is valuable and relevant.

**Organize Research Symposiums:**

- Create platforms where faculty and students can present their research findings, facilitating knowledge exchange and collaboration.

**Establish a Research Fund:**

- Provide financial support for research projects that align with the needs of the community and private sector, promoting impactful and valuable research.

**Quality Coordinator of Faculty of Psychology**

**Samire Sadiku**

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