



**UNIVERSITY  
OF APPLIED SCIENCES**  
— FERIZAJ —

Rector  
Prof. Dr. Agron Bajraktari

No. Prot.: 1648/21; Datë: 07.06.2021

Pursuant to Article 48 and Article 190 of the Statute of the University of Applied Sciences in Ferizaj (UShAF), the Senate of UShAF in the meeting held on 07.06.2021, issues:

**REGULATION FOR ASSESSMENT AND DEVELOPMENT OF ACADEMIC AND  
ADMINISTRATIVE STAFF**

**PART ONE - BASIC PROVISIONS**

**Article 1  
(The subject of regulation)**

- (1) This regulation regulates the process of student assessment for the work of academic and administrative staff, the procedure for assessing the success of the assessment in the implementation of curricula, the competence of bodies and individuals performing the procedure, the degree of confidentiality and the use of data acquired- obtained on the basis of assessment conducted at UASF (hereinafter: the University).
- (2) The procedure from point 1 consists of the following activities:
  - a) informing students and staff about assessment procedures;
  - b) student survey (hereinafter: the survey); for academic, administrative staff;
  - c) processing of survey results and preparation of reports.
- (3) The sentences used in this regulation and the meanings used in the masculine or feminine gender shall apply equally (same) to both sexes.

**Article 2  
(Basic principles)**

- (1) All students enrolled in the first and second cycle of studies, in integrated professional and specialized studies, the academic and administrative staff have

the right to undergo the evaluation procedures from point (1) of article 1 of this regulation in accordance with the study rules for the first and second cycle integrated in the professional and specialized studies at the University.

- (2) The evaluation procedures from point 1 of article 1 of this Regulation are performed exclusively at the level of the University through the unified information system.
- (3) The evaluation of the work of the academic staff is anonymous and voluntary. Completed questionnaires of the survey as well as the processing of their results is the internal secrecy of the University.
- (4) The collegial evaluation is done according to the implementation plan of the Commission for quality assurance by the colleagues of the same teaching profile who are appointed by the dean of the respective academic unit.
- (5) The evaluation of the teacher's performance per academic unit is done by the Dean of the respective Faculty.
- (6) The academic staff have to complete the self-assessment forms.
- (7) The reporting and publication of the evaluation results is performed in accordance with the Law on Personal Data Protection no. 06/L-082.
- (8) The evaluation forms are given in appendices 1,2,3,4,5,6,7 of this regulation.

### **Article 3**

#### **(The purpose of the survey)**

The purpose of the survey is to evaluate the work of academic staff (qualitative realization of teaching and quality of interactive relation student-teacher / collaborator), administrative in order to develop the teaching process at the University.

### **Article 4**

#### **(Evaluation forms)**

The university evaluates the academic and administrative staff through these forms:

- a) Assessment by students for academic and non-academic staff;
- b) Collegiate assessment;
- c) Evaluation of academic staff performance by the Dean
- d) Evaluation of administrative staff by the Secretary
- e) Self-assessment

### **Article 5**

#### **(Responsible bodies and staff evaluation procedures)**

- (1) The procedure for evaluation from point (1) of article 1 of this Regulation shall be implemented by the Commission for quality assurance.
- (2) The Commission for Quality Assurance at the University coordinates all the activity in the realization of the evaluation from point (1) of article 1 of this Regulation:

- a) determines the content of the survey questionnaire;
  - b) determines the way of data processing as well as the list of indicators according to which the quality of the realization of the teaching and the curricula is evaluated;
  - c) determines the form of reports which is provided to the Dean of the respective unit;
  - d) determines the form of the report that the Quality Assurance Commission sends to the Rector and the Senate regarding the evaluation of the work with proposals for undertaking new measures.
  - e) Monitors the evaluation process.
- (3) Saves the informative data of the quality assessment of the University, collects the data through the UMS module during the current academic year and the following academic year, which it offers to the Faculties.
- (4) Coordinator for Academic Development:
- a) Leads the process of staff assessment by students;
  - b) Prepares reports from student assessment of staff;
  - c) Submits the assessment reports to the relevant Dean of the academic unit.
- (5). The Dean of the Academic Unit performs the following tasks:
- a) Prepares the performance report individually for each academic staff;
  - b) Organizes the process of collegial assessment;
  - c) Organizes the process of staff self-assessment;
  - d) Drafts staff performance reports at the faculty level and submits them to the Vice Rector for Teaching and Academic Affairs;
  - e) Prepares the individual development plan of the academic staff and submits them to the Vice Rector for Teaching and Academic Affairs;
- (6). The Vice Rector for Teaching and Academic Affairs performs these actions:
- a) Prepares the development plan of the academic staff based on the reports of the individual plans of the academic staff;
  - b) Prepares reports on the overall performance of the academic staff and submits them to the Rector of the University.
- (7). The Rector of the University, based on the above-mentioned reports, takes the necessary measures to create opportunities for the development of the academic staff. In case of the performance report is unsatisfactory, for the implementation of the Rector's recommendations, the Dean of the academic unit is responsible.

### **Article 6** **(Time to perform the assessment)**

- (1) The evaluation of the academic and administrative staff is carried out in accordance with the Academic Calendar for quality assurance.

**Article 7**  
**(Survey Questionnaire)**

- (1) The content of the assessment form, respectively the questionnaire of the survey by alinea (1) and (2) of article 5 of this regulation, is determined by the Commission for Quality Assurance of the University.
- (2) The University and the Student Parliament harmonize the content of the survey questionnaire from point (1) of this article through its representatives who are appointed to the Commission for Quality Assurance of the University.
- (3) The evaluation of the work of the academic staff by the students of the University includes the evaluation of the quality in the realization of the teaching and the quality in the student-teacher relationship.

**PART TWO - THE REALIZATION OF THE SURVEY**

**Article 8**  
**(Student information)**

- (1) The Commission for Quality Assurance through the coordinator is obliged to inform the students and academic staff about the procedures for conducting the evaluation from point (1) of article 1 of this regulation.
- (2) The information on the evaluation forms from point (1) of article 1 of this regulation must be accessible on the website of the University.
- (3) The Student Parliament in cooperation with other student associations at the University provides additional needed information to students.

**Article 9**  
**(Procedure for implementing the evaluation of the work of academic and administrative staff)**

- (1) The evaluation of the work of the academic and administrative staff is carried out at all levels of the study programs of the first and second cycle, as well as in the integration study programs in all subjects for which the student is obliged to continue in the current semester.
- (2) Students who have continuously followed the teaching activities provided by the curricula in accordance with the study rules of the first and second cycle of studies, integration, scientific and professional studies, have the right to access the survey questionnaire in one subject in University.
- (3) The student, according to point (2) of this article has the possibility from the user profile of the information system to complete the survey questionnaire in the period defined in point (1) of article 6 of this Regulation.
- (4) The survey questionnaire is completed for all teachers who have lectured at least 25% of the course.

## **PART THREE - DATA PROCESSING FOR REPORTING**

### **Article 10 (Data processing)**

- (1) All data collected in the survey process in an academic year is stored in the database and stored for at least the next academic year.
- (2) The way of data processing as well as the list of indicators according to which the results of the quality of teaching are evaluated (average assessments, frequencies, standard deviations, etc.) are determined by the Commission for quality assurance at the University.
- (3) The processing of the survey questionnaires of the evaluation work for the academic staff is done no later than two months from the day of closing the survey, while in case of functionalization of the processing through MSU, the deadline should be 30 days from the closing day of the survey.
- (4) The processing of the survey questionnaires for the success of the realization of plans and teaching programs is carried out in the MSU according to the academic calendar for quality assurance.
- (5) The processed data of the survey questionnaires from MSU shall be forwarded to:
  - a. Deans of the respective units;
  - b. Teachers and collaborators involved in the evaluation process.
- (6) The Dean together with the committee of the respective program analyzes the reliable data according to point 3 of this article and prepares a report for the realization of the evaluation of the academic staff with a proposal for the correct measures determined by this regulation.

### **Article 11 (Reporting)**

- (1) The Commission for Quality Assurance at the University submits the report to the dean of the faculty according to point (6) of article 10 of this regulation according to the academic calendar for quality assurance which is approved by the quality assurance commission which is an integral part of the manual for Quality Assurance.
- (2) The Dean of the Faculty, with the assistance of the Commission for Quality Assurance, prepares the information of the work of the evaluation of the academic staff and the evaluation of the teaching process with the analysis of data and concrete measures taken and forwards to the Vice Rector for teaching and academic affairs. The Secretary prepares a report on the evaluation of the administration and submits it to the Rector.
- (3) The analysis and use of the data obtained from the survey questionnaires for the evaluation of the work of the academic staff is done so that the identity of the teachers or collaborators remains anonymous.

**Article 12**  
**(Publication of results)**

- (1) The results of the evaluation are done for each academic unit as well as all departments and divisions for the Civil Servants of the University. For the manner of announcing of results decides the Faculty Dean, respectively the highest administrative official for civil servants.
- (2) The manner of announcing the evaluation results must be presented in accordance with the law on personal data protection.

Appendix no. 5. Monthly form, semester and annual form of classes held. Appendix no. 6. Student passing ratio

**Article 13**  
**(Individual and institutional development plan)**

The University will organize ongoing training for academic staff in order to advance and enhance the quality of teaching.

In this context, trainings will be organized in accordance with the findings from the reports that emerge from the evaluation of the staff.

If the assessment report provides unsatisfactory data for certain teachers, then the University will organize individual trainings for these teachers.

If the assessment report shows unsatisfactory data for groups of teachers, then the University will organize group trainings which will be organized either by internal staff (teachers who have deep knowledge in that field), or with the engagement of external experts.

**Appendix 7. The form of individual and institutional development for academic and administrative staff.**

**PART FOUR - IMPROVEMENT ACTIONS**

**Article 14**  
**(Improvement actions)**

- (1) Based on the data obtained from the assessment process by students, for academic and administrative staff, when commentators indicate violations of work obligations or ethical norms, the following corrective measures will be taken:
  - a) request an oral or written report from regular teachers and associates,
  - b) professional pedagogical development for the realization of qualitative teaching in cases when the teacher for two consecutive academic years achieves described results as in point (1) of this article, during the evaluation of students in the work of academic staff Dean of the academic unit takes measures required under applicable normative acts.

- (2) The Dean will hold conversations with teachers and associates from point (1) of this article and a decision will be made on one or more corrective measures defined in point (1) of this article.
- (3) The measures from point (1) of this article will be undertaken if at least 30% of the students who are obliged to attend the course in the respective subject are surveyed in the subject.

## **PART FIVE - TRANSITIONAL PROVISIONS**

### **Article 15 (Interpretation)**

The interpretation of this regulation was made by the Senate of the University.

### **Article 16 (Enforcement and application)**

This regulation is enacted at the day of its approval and will be published on University web site.

### **Article 17 (Changes and supplements of the regulation)**

Changes and supplements of the regulation if needed will be made in the same procedure as in the case of its approval.

### **Article 18**

With the enforcement of this regulation, the regulation for evaluation and development of academic and administrative staff in UShAF 522/20, Date: 18.02.2020, is repealed.

RECTOR

Prof.Dr. Agron BAJRAKTARI

[Signed]

---

Appendix 1. Questionnaire for students in bachelor and master studies



**UNIVERSITETI**  
I SHKENCAVE TË APLIKUARA  
— FERIZAJ —

Date of completion of the questionnaire: \_\_\_\_\_

Semester:: \_\_\_\_\_

Study program: \_\_\_\_\_

Level (Bachelor or Master): \_\_\_\_\_

**STUDENT ASSESSMENT FOR SUBJECT AND TEACHING**

*In order to continuously improve the teaching process, the University considers important the student's assessment of the subject in general, as well as the quality of teaching and teachers in particular.*

*Your evaluations are valuable to us.*

*The evaluations are completely confidential and your anonymity will be maintained.*

*Please complete the questionnaire carefully and be as objective as you can.*

*It is important to emphasize once again that the purpose of this assessment is to improve the quality of studies in general, including the work of teachers - teaching.*

No.	Subject	Teacher
1		
2		
3		
4		
5		
6		
7		
8		



For each question circle 1,2,3,4 or 5:

(5 = I totally agree ; 4 = I agree; 3 = neutral; 2 = I do not agree; 1 = I do not agree at all )

**RUBRIC OF QUESTIONS AND ANSWERS**

<b>Name of the subject</b>		<b>Subject 1</b>					<b>Subject 2</b>					<b>Subject 3</b>					<b>Subject 4</b>					<b>Subject 5</b>					<b>Subject 6</b>					<b>Subject 7</b>														
<b>Name of the Professor</b>		<b>Professor 1</b>					<b>Professor 2</b>					<b>Professor 3</b>					<b>Professor 4</b>					<b>Professor 5</b>					<b>Professor 6</b>					<b>Professor 7</b>														
1	Syllabus and content included the evaluation method was presented at the beginning of the semester	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
2	The attendance of the teachers during the semester has been regular.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
3	The teacher has always come prepared for the lesson.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
4	Activities during the semester have created opportunities for students to engage in discussions, projects, and it is encouraged student interaction (group work, pairs, etc.).	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
5	The teacher has been available to students for consultation.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
6	The teacher encourages the different opinions of the students and respects them.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
7	The materials offered for studies during the semester were appropriate for the acquisition of knowledge and skills provided for this subject.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
8	The evaluation of the students' work during the semester was done according to the syllabus of the respective subject.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
9	Students have been informed in advance of the criteria for evaluating their exam / papers or work in general.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
10	Concretization tools and learning space have been sufficient and available.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
11	The subject has been successful and useful for students.	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5



**Open questions**

**Professor and Subject 1:**

What is your impression of the subject in general?	
What is your impression of the teacher in general?	
Do you have any additional comment or suggestions?	

**Professor and Subject 2:**

What is your impression of the subject in general?	
What is your impression of the teacher in general?	
Do you have any additional comment or suggestions?	

**Professor and Subject 3:**

What is your impression of the subject in general?	
What is your impression of the teacher in general?	
Do you have any additional comment or suggestions?	

**Professor and Subject 4:**

What is your impression of the subject in general?	
What is your impression of the teacher in general?	
Do you have any additional comment or suggestions?	

**Professor and Subject 5:**

What is your impression of the subject in general?	
--	--



---

What is your impression of the teacher in general?	
Do you have any additional comment or suggestions?	

**Professor and Subject 6:**

What is your impression of the subject in general?	
What is your impression of the teacher in general?	
Do you have any additional comment or suggestions?	

**Professor and Subject 7:**

What is your impression of the subject in general?	
What is your impression of the teacher in general?	
Do you have any additional comment or suggestions?	





---

--

**During the class:** How was the interest of the students, the rhythm, the variety, the connection with the research, the technology, and the reinforcement / repetition of the key topics, etc.

--

**The end of class:** How the session ended, the connection with the next lesson, the preparatory work / homework, assigning homework, reading parts, etc....



---

--

**General:** Communication of ideas, language, level adaptation, opportunities for clarification, strategies for attracting attention, interest, relationship with students, opportunities to ask questions and communicate ideas, student participation.

--



**Other comments:**

**Strengths/Advantages:**

**Fields for further development:**

---

**Signature of the Assessor:**

### Appendix 3: Dean's Performance Evaluation Questionnaire

Employee name: [Click here to enter text.](#),

Job title: [Click here to enter text.](#) , Faculty: [Click here to enter text.](#),

Dean: [Click here to enter text.](#),

Evaluation time: [Click here to enter text.](#),

Evaluation period:

One academic year

One semester

#### **EVALUATION CATEGORY:**

- Outstanding performance (outstanding achievement that exceeds goals in all performance elements);
- Exceeds expectations (performance that constantly goes beyond meeting goals)
- Fully meets expectations (commendable performance that fulfills goals)
- Partially meets expectations (inconsistent in performance and requires improvement to meet certain goals)
- Does not meet expectations (unfulfilled goals, does not demonstrate skills, necessary improvement)

#### **FIRST PART: REVIEW OF PERFORMANCE ELEMENTS**

##### **WORK PERFORMANCE**

Work products are professional, clear and comprehensive in accordance with UASF standards.	<b>CHOOSE ASSESSMENT</b>
--	--------------------------

##### **PRODUCTIVITY:**

Achieved the intended results efficiently and effectively.	<b>CHOOSE ASSESSMENT</b>
--	--------------------------

##### **FOCUS IN WORK (OUT AND IN):**

Creates and maintains good working relationships with colleagues and students, understanding and responding immediately to the needs that come from the manager.	<b>CHOOSE ASSESSMENT</b>
--	--------------------------

##### **FUNCTIONAL/TECHNICAL KNOWLEDGE:**

Use of tools, equipment and software/technology that relates with the job	<b>CHOOSE ASSESSMENT</b>
---	--------------------------

Follows the instructions and procedures set out in the contract he has signed with UASF.	<b>CHOOSE ASSESSMENT</b>
--	--------------------------

##### **WORK IN THE GROUP//INTERPERSONAL RELATIONS/FLEXIBILITY**

Flexibility: Works in collaboration with collaborators and colleagues to achieve identified goals and objectives.	<b>CHOOSE ASSESSMENT</b>
---	--------------------------

Builds productive relationship with employees at all levels inside and outside the department. Treats others with respect, dignity and promotes the value of diversity and	<b>CHOOSE ASSESSMENT</b>
--	--------------------------





inclusion.	
<b>INNOVATIONS</b>	
Explores and suggests new ideas to achieve departmental goals and responsibilities	<b>CHOOSE ASSESSMENT</b>
<b>PROBLEM SOLUTION:</b>	
Analyzes facts and data, using good judgment, to achieve effective solutions.	<b>CHOOSE ASSESSMENT</b>
<b>RELIABILITY/ SELF-MANAGEMENT:</b>	
Adheres to work schedule and completes tasks on time.	<b>CHOOSE ASSESSMENT</b>
Sets priorities by regularly completing work on schedule, and fulfilling engagements.	<b>CHOOSE ASSESSMENT</b>
<b>SUPERVISORY AND MANAGEMENT ELEMENTS:</b>	
Demonstrates leadership by creating a culture that supports motivation.	<b>CHOOSE ASSESSMENT</b>
Increases the value of diversity and inclusion, treating all employees with respect, dignity and fairness in support of equal opportunities for all.	<b>CHOOSE ASSESSMENT</b>
Supports staff development and maximizes existing skills in coordinating with other employees by combining knowledge in search of realizing common researches.	<b>CHOOSE ASSESSMENT</b>

Dean's Signature: \_\_\_\_\_

Date of assessment: \_\_\_\_\_

#### Appendix 4: The form of the Academic staff for self-assessment

<b>Academic Year:</b>	
<b>Faculty:</b>	
<b>Study program:</b>	
<b>Subject:</b>	
<b>Teacher of the subject:</b>	

Did you get the students' evaluation of the subject and the teacher?

Yes  No



**Student answers**

Identify the most common positive comments	Their frequency	Identify comments for improvement	Their frequency

**Colleague assessment**

Please write the findings of the main comments identified by the colleague from the College Assessment Report for you:



---

## Your comments and suggestions

### Comments

- (1) Briefly describe your experience in this subject
  
- (2) How do you assess the teaching and commitment of students this academic year
  
- (3) Please comment on the students' opinion
  
- (4) Please comment on the colleague's assessment

### Proposals

Based on your experience in not giving (teaching) this subject, what changes do you propose to make.

Changes from your side:

Changes in program:

Changes in the University (management, infrastructure and administration):

The teacher

---



**Appendix 5: Monthly, semester and annual held hours form**

<b>FACULTY</b>										
<b>Teaching Program:</b>					<b>Lectures</b>					
<b>Monthly report for held hours</b>				<b>Month:</b>						
SUMMER SEMESTER				Weeks	Planned hours	Held Hours	Realization %	Non-Realization		
Subject	M/E	Fund	Teacher							
Interior design	M	4							0%	
Materials in design and architecture	M	4							0%	
Furniture design	E	2							0%	
Design of products (furniture)	M	4							0%	
Wood and plastics in design and architecture	M	4							0%	
CAD I	M	4							0%	
Surface processing and str.	M	2							100%	
CIM	M	4							0%	
History of architecture and design	M	4							50%	
Innovations in design and architecture	M	4							100%	
Maintaining and restauration of wooden prod.	E	2							100%	
Eco-design	E	2							100%	
Marketing	M	4							50%	



**UNIVERSITETI**  
I SHKENCAVE TË APLIKUARA  
— FERIZAJ —

Innovations	E	2						0%	
English	M	4						0%	
English II	E	2						0%	
Ergonomic	E	2						0%	
Project management	E	4						0%	
<b>Total</b>							<b>00</b>	<b>95%</b>	<b>5%</b>



Appendix 6: Student passing rate form

PASSING RATE RAPORT

No.	Teacher of the subject	Name of the subject	Number of those who have submitted the exam	Number of those who abstained - or did not take the exam	Number of those who have taken (passed) the exam	Number of those who have not passed the exam	% in relation to those who did not submit the exam	Number of those who have passed the exam	% in relation to those who have submitted the exam											Total passing rate in the exam	Did not pass the exam	
			2	3	4	5	6	7	8	9	10	11	12	11	12	13	14	15	16	17	18	
1																						
2																						



Appendix 7. The form of work plan for academic staff

FACULTY ACADEMIC STAFF DEVELOPMENT PLAN					
Faculty:					
Objectives		Necessary Skills, Abilities and Knowledge	Activities	Necessary Resources	Time Period
Short-term goals 3-6 months Critical and emergency	1.				
	2.				
	3.				
Short-term goals 1 year Preferred to complete	1.				
	2.				
	3.				
Mid-term goals 2-3 years Necessary for development	1.				
	2.				
	3.				

Date

\_\_\_\_\_

Faculty's Dean signature

\_\_\_\_\_



INDIVIDUAL ACADEMIC STAFF DEVELOPMENT PLAN					
Name:			Faculty:		
Objectives		Necessary Skills, Abilities and Knowledge	Activities	Necessary Resources	Time Period
Short-term goals	3-6 months Critical and emergency	1.			
		2.			
		3.			
Short-term goals	1 year Preferred to complete	1.			
		2.			
		3.			
Mid-term goals	2-3 years Necessary for development	1.			
		2.			
		3.			

Professor's signature

Date

Faculty's Dean signature

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_