The Action Plan of European University of Tirana in response to IQR report conclusions

Recommendation	Action to be taken	Date for completion	Action by	Success indicators
1. Make public the Quality Assurance Strategy through, for example, publication on the University's website.	Review current QA Strategy (because of the termination of its validity).	December 2022	Standards and Quality Office in cooperation with Internal Quality Assurance Commission	Reviewed QA Strategy.
	Discussion and approval of the QA Strategy by the Academic Senate.	December 2022	Academic Senate	Approved QA Strategy.
	Prepare a summary of the QA Strategy for publication purposes, in both Albanian and English, and publishing it on the University's website.	January 2023	Internal Quality Assurance Commission Public Relations and Marketing Office	Published QA Strategy summary on the University webpage.
	Publication of the QA Strategy in its full version, on the University intranet/LMS available for staff and students.	January 2023	Internal Quality Assurance Commission IT Office	Published QA Strategy on the University intranet/LMS, available for staff and students.
2. Clarify a unified institutional approach to student-centeredness and ensure that this is disseminated across the University.	Review EUT Strategic Plan 2021-2025, to clearly include the institutional approach to student centeredness in the educational mission of the university and list its endorsement by the academic staff and students as a priority.	January 2023	EUT President Standards and Quality Office	Approval of amended Strategic Plan 2021-2025 by the Academic Senate.

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	Create a working group that will draft a new policy document (Student-Centred Learning, Teaching and Assessment Policy) to provide a detailed approach to student centeredness as regards teaching methodology, student assessment methods, student services and learning resources, student participation in design and decision-making processes, to ensure that EUT education provision is student centred.	March 2023	Working group created by Rector's decision.	The draft of the Student-Centred Learning, Teaching and Assessment Policy.
	Consult the draft of the policy with leading authorities, teaching staff, students for comments and suggestions, before its approval in the Academic Senate.	April 2023	Standards and Quality Office Student's Council Departments	Final draft to be approved by the Academic Senate.
	Include a dedicated section about the institutional approach to student centredness in the new Students' Guide for 2023-2024, to raise awareness.	April 2023	Public Relations and Marketing Office	Published Student's Guide 2023-2024.
	Training sessions need to be provided for both teachers and students. Guest lecturers or experts from partner foreign universities who have greater experience in applying such an approach should be invited to conduct training sessions, especially those addressed to teaching staff.	May 2023 and at the end of each academic year.	Office for Projects and Internationalization Human Resources Office Students Support Office Students' Council	Trainings organised. Number of participants.
	Revise other regulatory documents and templates related to teaching and learning processes, or draft new ones, to reflect elements or practices defined by the new	July – September 2023	Standards and Quality Office in cooperation with Internal Quality Assurance Commission	Approval of revised documents.

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	policy. Most probably the policy will require the revision of: - Syllabus template to clearly relate the defined learning outcomes, with the teaching methods to be used during classes, and assignment and grading guidelines for students in line with the student-centred learning approach. - Marking and Grading Assessments Guidelines: a new document to introduce some good practices related to the setting, moderation and marking of assessments (also addressing recommendation 3 below), - Exam paper template, - Student questionnaire questions' template to be conducted at the end of each semester for each course, to also measure students' satisfaction with the implementation of student-centred learning aspects related to each course, students' engagement and its impact on their progress.	July 2023 (syllabus template) September 2023 (other documents)		
	Review monitoring activities carried out by the Internal Quality Assurance Commission, etc. to clearly identify the aspects of student centredness approach to be monitored and reported.	September 2023	Standards and Quality Office in cooperation with Internal Quality Assurance Commission	Approval of the new Action Plan for the academic year 2023-2024.
	Implementation of student-centred learning approach in all courses.	First semester 2023-2024 and ongoing	Departments Teaching staff Internal Quality Assurance Commission	Approval of course syllabi following the new template. Good practices shared with colleagues in

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			Standards and Quality Office	Department meetings to ensure that student-centred learning is applied consistently by all staff members, as well as to identify and address possible issues and questions.

Analyse statistical data comparing students' performance.

Surveys and focus groups aimed at collecting teaching staff and students' feedback.

Monitoring activities carried out by the Internal Quality Assurance Commission and Head of Departments.

Reports that analyse findings and provide recommendations for improvement.

Action plans for further progress. |

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	Revise the Student-Centred Learning, Teaching and Assessment Policy and/or other related regulatory documents, to address recommendations for improvement.	July 2024 and at the end of each academic year.	Standards and Quality Office in cooperation with Internal Quality Assurance Commission	Approval of revised documents.
	Increase students' engagement in improving curricula to increase the use of learning outcomes, and the use of most appropriate pedagogical approaches and methods of evaluation.	At the end of every academic year	Head of Departments	Students' feedback and suggestions for changes (reflected in department's meeting minutes, or as specific requests addressed to the department). Action taken by the Department following students' feedback and requests.
	Improve student services and learning resources, such as: Increase students' participation in Capacity Building Erasmus Projects of their Faculty/University (mobilities such as: trainings; study visits; summer schools), as well as Erasmus + credit mobility program.	Ongoing	Office for Projects and Internationalization Students' Council Head of Departments Students' mentors	Number of students engaged in Capacity Building Erasmus Projects. Number of outgoing students through Erasmus+ credit mobility program. Number of projects where students are engaged.

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	• Encourage students' participation in the Erasmus Buddy instrument, where they can support the incoming students to UET as well as extend their network for further cooperation with international students. Through this Instrument, students can recommend activities or practices which improve the results of Erasmus students' mobilities.	Ongoing	Office for Projects and Internationalization	Students' feedback on their experience during mobility and good practices recommended to be adopted by EUT in the future. Number of students engaged. Incoming students' feedback on the support they received.
	• Strengthen cooperation with labour market partners to increase internship, practice, and employment opportunities for students.	Ongoing	Deans of Faculties Departments Career Advising Office	Number of students intern/employed. Number of cooperation agreements. Number of requests from institutions/companies to receive list of applicants from EUT students or alumni for their vacancies.
	• Extend working hours of the library, laboratories, and other classrooms	April 2023 Ongoing	Administrator Head of Services	Extent of working hours students have access to

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	students could use to prepare for their assignments after class hours, as well as, when possible, adapt physical spaces to allow for more student-to-student interaction.		Students' Support Office	the library, laboratory rooms and other learning spaces. Number of classrooms adapted to provide more learner-centred environment. Number of students who make use of learning resources.
3. Formalize an approach to the setting, moderation and marking of assessments, which can actively involve discipline-level expertise alongside quality management verification.	Draft a new document "Marking and Grading Assessments Guidelines" to introduce some good practices and the principles to be followed for the setting, moderation and marking of assessments, to ensure that exam questions are related to course learning outcomes, and properly measure the level of students' performance.	May 2023	Working group created by Rector's decision.	The draft of the new document.
	Consult the draft of the document with leading authorities, teaching staff, students for comments and suggestions, before its approval in the Academic Senate.	June 2023	Standards and Quality Office Student's Council Departments	Final draft to be approved by the Academic Senate.
	Revise the relevant regulatory acts to include the new practices set by the "Marking and Grading Assessments Guidelines", as well as draft the new templates to be used for its application and reporting purposes.	September 2023	Standards and Quality Office Internal Quality Assurance Commission	Revised documents and their publication in EUT intranet.

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	Training sessions provided for teachers, support staff, and students.	September 2023 (for teachers and support staff) November 2023 (for students)	Standards and Quality Office Internal Quality Assurance Commission Departments Student's Council	Training sessions organised. Number of participants. Results of surveys conducted at the end of training sessions to measure participants feedback on the usefulness of the training.
	Monitoring activities to review the application of the new document requirements by teachers in their conduct of students' assessment and grading.	At every exam period	Head of department section Head of department Internal Quality Assurance Commission	Analyse statistical data comparing students' performance. Number of student complaints about final assessment and grading. Student surveys that collect their satisfaction with the transparency of assessment and grading, providing clear and accessible information regarding the criteria used. Reports that analyse findings and provide recommendations for improvement.

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				Action plans for further improvement.
4. Take prompt steps to ensure that individual tutoring system is consistently implemented for the support of all students.	Assign a full-time teacher to each group of undergraduate students.	December 2022	Head of departments	Schedule of tutoring hours for each group of students.
	Provide training to teachers, to properly inform them about what the aims of the tutoring system, their role, and ways to encourage students to be active and benefit from such a service.	January 2023	Standards and Quality Office	Training session organised. All tutoring staff members participate in training session.
	Launch the activation of tutoring through individually informing each student through LMS and posters in university campus. Information to be published on the website also.	January 2023	Standards and Quality Office IT Office PR and Marketing Office	Publication of an integrated document that collects all the information provided by departments, regarding groups, respective tutors, office hours, contact information. Informative posters in LMS, website and social media.
	Monitoring and reporting activities.	End of each academic year.	Tutoring teachers Internal Quality Assurance Commission	Template that collects information from each tutor regarding the support they provided to students, issues that need to be addressed and recommendations for improvement.

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				Student's survey/focus groups to measure satisfaction about the usefulness of the tutoring system.
				Action Plan for improvement.
5. Strengthen the approach to institutional oversight of publicly published information.	Amendment of EUT online presentation and Promotion Policy to clearly define: • The information to be publicly published in EUT official webpage, mass media, social media, etc. • The responsibilities of the staff involved in providing the information to be published and its publication. • The schedule of continuous information update.	March 2023	Public Relations and Marketing Office Standards and Quality Office Vice Rector. Administrator.	Approval of the amended policy.
	Review and update the official webpage to ensure its compliance with the updated policy.	May 2023 and ongoing	Public Relations and Marketing Office IT office All staff members that have responsibilities in accordance with the updated policy. Internal Quality Assurance Commission.	Reviewed and updated official webpage. Monitoring reports on the fulfilment of policy requirements and the quality of publicly published information. Online surveys on users' satisfaction with the quality

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				of information the webpage gives access. Number of publication posts. Number of publication sites and social media. Number of clicks for each platform Number of students registered as result as information read by marketing posts.

Approved by:

Rector
Prof. Dr. Tonin GJURAJ