



UNIVERSITETI I TETOVËS
УНИВЕРЗИТЕТ ВО ТЕТОВО | UNIVERSITY OF TETOVA

Universiteti i Tetovës - Republika e Maqedonisë së Veriut
Универзитет во Тетово - Република Северна Македонија

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Tetovë - Тетово

Pursuant to Article 19, paragraph (2), item 12, Articles 40 and 94 of the Law on Higher Education ("Official Gazette of the Republic of Macedonia" No. 82/2018 and "Official Gazette of the Republic of North Macedonia" No. 178/2021), the Rulebook on the Standards and Procedure for External Evaluation and Self-Evaluation ("Official Gazette of the Republic of North Macedonia" No. 153/2022), as well as Article 12, paragraph (1), item 3, Article 45, paragraph (2), item 12, and Article 85, paragraph (1), item 31 of the Statute of the University of Tetova, the Senate of the University of Tetova, at its session held on 24.11.2022, adopted:

GUIDELINES for Ensuring and Enhancing Quality at the University of Tetova

I. GENERAL PROVISIONS

Article 1

This Guidelines shall regulate the manner, procedures and activities for ensuring and enhancing the quality of the University of Tetova (hereinafter referred to as: the University) and its constituent units, in accordance with the established standards, criteria and quality indicators.

II. SELF-EVALUATION

Article 2

(1) Self-evaluation constitutes a fundamental component of the quality assurance and enhancement system of the University and its constituent units.

(2) Self-evaluation shall be conducted systematically and periodically, based on the established standards, criteria and quality indicators, with the aim of determining the degree to which the requirements have been met, identifying strengths and areas for improvement, and taking measures to enhance quality.

(3) The results of self-evaluation shall constitute the basis for planning, adopting and monitoring measures and activities for quality assurance and enhancement.



UNIVERSITETI I TETOVËS
УНИВЕРЗИТЕТ ВО ТЕТОВО | UNIVERSITY OF TETOVA

III. BASIS FOR QUALITY ASSURANCE AND EVALUATION

Article 3

Quality assurance and enhancement, as well as the implementation of self-evaluation and other forms of evaluation at the University and its constituent units, shall be based on the quality standards and indicators established by the Rulebook on the Standards and Procedure for External Evaluation and Self-Evaluation and the Rulebook on Quality Assurance and Enhancement at the University of Tetova.

IV. IMPLEMENTATION AND PROFESSIONAL SUPPORT FOR SELF-EVALUATION

Article 4

(1) Self-evaluation of the University and its constituent units shall be conducted by the Central Self-Evaluation Commission of the University and the Self-Evaluation Commissions of the faculties, within the scope of their respective responsibilities established by the Rulebook on Quality Assurance and Enhancement at the University of Tetova.

(2) Professional and administrative support for the implementation of self-evaluation at the University and its constituent units shall be provided by the Department for Quality Management and Evaluation.

(3) The Department for Quality Management and Evaluation shall provide professional and methodological support, coordination, and administrative and technical support in the implementation of activities related to self-evaluation, in accordance with the Rulebook on Internal Organization, the Rulebook on Quality Assurance and Enhancement at the University of Tetova, and these Guidelines.



V. DETERMINING COMPLIANCE WITH THE STANDARDS

Article 5

(1) Compliance with the quality standards of the University and its constituent units shall be determined on the basis of the quality indicators established by the Rulebook on the Standards and Procedure for External Evaluation and Self-Evaluation adopted by the National Council for Higher Education.

(2) When determining compliance with the standards, relevant data, documents and other evidence confirming compliance with the respective indicators shall be taken into consideration.

VI. SELF-EVALUATION REPORT

Article 6

(1) Following the completion of the self-evaluation, a Self-Evaluation Report shall be prepared for the University or, as applicable, for its constituent unit.

(2) The Self-Evaluation Report shall be prepared based on the template established by the Rulebook on the Standards and Procedure for External Evaluation and Self-Evaluation adopted by the National Council for Higher Education, and in accordance with the template established by the Rulebook on Quality Assurance and Enhancement at the University of Tetova.

(3) The content and structure of the Self-Evaluation Report shall be determined in accordance with the regulations referred to in paragraph (2) of this Article.

(4) The Self-Evaluation Report shall be prepared in the Macedonian and Albanian languages and translated into English.

VII. APPENDICES TO THE SELF-EVALUATION REPORT

Article 7

(1) Relevant data, analyses and evidence on the basis of which compliance with the standards and quality indicators has been determined shall constitute an integral part of the Self-Evaluation Report.



UNIVERSITETI I TETOVËS
УНИВЕРЗИТЕТ ВО ТЕТОВО | UNIVERSITY OF TETOVA

- (2) The results of student surveys for evaluating the quality of the teaching and associate staff, as well as the results of surveys for evaluating teaching activities, shall also constitute an integral part of the Self-Evaluation Report.
- (3) The surveys referred to in paragraph (2) of this Article shall be conducted and processed in accordance with the templates and methodology established by the regulations referred to in Article 6, paragraph (2) of these Guidelines.
- (4) The manner of collecting, processing, analyzing and presenting the survey results shall be determined in accordance with the methodology and procedures established by the units and the Central Self-Evaluation Commission.

VIII. PUBLICATION OF THE SELF-EVALUATION REPORT

Article 8

- (1) The Self-Evaluation Report shall be published on the website of the University or, as applicable, on the website of its constituent unit, in accordance with the Rulebook on the Standards and Procedure for External Evaluation and Self-Evaluation adopted by the National Council for Higher Education and the Rulebook on Quality Assurance and Enhancement at the University.

IX. SURVEYS FOR QUALITY ASSESSMENT

Article 9

- (1) As part of the self-evaluation procedure, surveys shall be conducted to assess the quality of the teaching and associate staff, as well as surveys to evaluate teaching activities.
- (2) The structure, content and manner of conducting the surveys referred to in paragraph (1) of this Article shall be determined in accordance with the templates and requirements established by the Rulebook on the Standards and Procedure for External Evaluation and Self-Evaluation adopted by the National Council for Higher Education and the Rulebook on Quality Assurance and Enhancement at the University of Tetova.



X. DEADLINES AND MANNER OF CONDUCTING THE SURVEYS

Article 10

(1) The deadlines for conducting the surveys shall be determined by the Central Self-Evaluation Commission.

(2) The surveys shall be conducted in a manner that ensures objectivity, anonymity and protection of the participants' data.

(3) The surveys shall be conducted in the manner determined by the Central Self-Evaluation Commission.

XI. MANDATORY COMPLETION OF THE SURVEYS

Article 11

(1) Completion of the surveys referred to in Article 10, paragraph (1) of these Guidelines shall be mandatory for the students covered by the survey.

(2) The data and results of the surveys shall be processed, analyzed and used exclusively for the purposes of quality assurance and enhancement, in accordance with the regulations governing the protection of personal data.

XII. FOLLOW-UP TO THE SURVEY RESULTS

Article 12

(1) The results of the surveys conducted shall be analyzed and used to determine the current situation, identify any potential deficiencies, and determine the needs for quality enhancement.

(2) Based on the results of the analysis, where a need is identified, an action plan shall be prepared for undertaking measures and activities aimed at enhancing quality.



UNIVERSITETI I TETOVËS
УНИВЕРЗИТЕТ ВО ТЕТОВО | UNIVERSITY OF TETOVA

XIII. CONTENT AND MONITORING OF THE ACTION PLAN

Article 13

(1) The Action Plan referred to in Article 12, paragraph (2) shall contain measures and activities, expected results, implementation deadlines, responsible persons or bodies, and the manner of monitoring implementation.

(2) The implementation of the measures and activities set out in the Action Plan shall be monitored within the specified deadlines, and the results of the monitoring shall be taken into consideration in the subsequent evaluation and self-evaluation.

(3) The Action Plan may constitute an integral part of the University's Development Strategy.

XIV. TRANSITIONAL AND FINAL PROVISIONS

Article 14

(1) Procedures for quality assurance and enhancement initiated prior to the entry into force of these Guidelines shall continue in accordance with the provisions of these Guidelines, provided that this does not affect the acquired rights and obligations of the participants in the procedure.

(2) These Guidelines shall enter into force on the date of their adoption.

President of the Senate,

Prof. Dr. Vullnet Ameti