

## QUALITY ASSURANCE ANNUAL REPORT

**Academic Year: 2021-2022**

### **Members of the Permanent Commission for the Assurance of Quality Standards of the Institution (PCAQSI)**

- Associate Professor Dr. Ines Nurja, Head of QA Commission
- Dr. Andromahi Kufo, representative of the Faculty of Economics and Business
- Associate professor Dr. Eda Gemi, representative of the Faculty of Law and Social Sciences
- Hektor Ruci, LL.M., representative of the Faculty of Law and Social Sciences
- Ester Mita, Student representative

**Quality Assurance Coordinator: Ermelinda Alia, MSc.**

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**Members of the PCAQSI, are governed by the following powers and duties:**

- Monitor the academic programs, academic units, academic support units, and research centers and Institutes to be reviewed using the Academic Quality Assurance Policy and Process.
- Facilitate the review process to ensure it is proceeding according to the Academic Quality Assurance Policy and Process. This includes orienting and advising review personnel, and monitoring and managing the progress of reviews.
- Receive and evaluate all documents produced for review processes, returning documents when revision is required and approving documents when they are complete.
- Disseminate the results of quality assurance reviews when they are completed and approved.
- Report annually to the Senate and board of directors about standards implementations and quality assurance based on processes, reviews, etc., undertaken and in progress dealing with any issues arising from the review process.

Other regular duties were as follows:

- to provide quality assurance mechanisms acceptable to Senate and appropriate for internal and external audit purposes;
- to ensure that academic programs, services, and administration are of the appropriate standard;
- to ascertain the validity of the program and services on offer;
- to ensure optimal use of available resources.

### **Quality Support Unit/office**

The main function of the **Quality Support Unit/office** is to support the expansion and enhancement of the quality culture of and at UNYT. It does so by assisting in the development of suitable practices in the university's teaching, administration, research, and advocacy endeavors. These practices may be campus-wide or otherwise specific to the units such as Faculties, Centers, student services, administration, student bodies, etc. It's meant to be the center of information and statistics of QAC and a coordinating and monitoring quality assurance action undertaken at all levels and units of UNYT. The staff of the Quality Support Unit is professional and dedicated to the process.

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## EXECUTIVE SUMMARY OF LEADING ISSUES OF THE YEAR

### *Enhancing the quality culture at UNYT*

Permanent Commission for the Assurance of Quality Standard (**PCAQSI**) and the Quality Assurance Coordinator during the academic year 2021-2022, oversaw successfully coordinating and supervising the integrated Master of Science in “LAW” and Master of Science in Psychology with profiles “Clinical Psychology”, “School Psychology” and “Legal Psychology” program accreditation processes. This was a fully involving process for all members and this task was achieved timely and in accordance with the requirements.

More specifically:

- instructing the group members on the procedures of the process of program accreditations and evidence collection,
- checking the self-evaluation report,
- uploading the documents in the AMS system,
- participating in meetings with the external experts of the accreditation

Among others the coordinator has been working closely with ASCAL by submitting to the Quality Assurance Agency in Higher Education, (ASCAL) all the documentation for the reaccreditation of the integrated program Master of Science in “Law” and Master of Science in Psychology with profiles “Clinical Psychology”, “School Psychology” and “Legal Psychology” program offered by UNYT.

The Permanent Commission for the Assurance of Quality Standards (PCAQSI) at UNYT has managed and monitored the system of quality assurance (QAS) established to reinforce and contribute to the national and international **culture of quality**.

The **PCAQSI** is assisted in its task by all UNYT units. UNYT has based its quality assurance procedures on the European Standards and Guidelines (ESG). As of 2014, the UNYT has started a process of periodic program and process reviews related to academia, services, and administration as ongoing processes.

All departments and other units within the University are required to undertake periodic work reviews, process reviews, and program review actions, which essentially involve an evaluation of the complete portfolio of undergraduate and postgraduate programs on offer, services related at all levels, supporting services, and infrastructure. Such a review generally involves internal and external stakeholders. This process of periodic review, outcomes of which are discussed, turns into action for improvement. It is an important aspect of the University’s QAS and its respective tools means and



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procedures, and serves to ensure that programs and services are of acceptable quality, appropriate academic standards, and relevant to the needs of students and society.

UNYT has started successfully to build up a quality culture as per international and national strategy and its own experience.

The QAS established and developed year to year at UNYT, has made the stakeholders active part of quality culture enhancement, insured, and monitored by internal and external quality control.

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## INTERNAL QUALITY ASSURANCE AT UNYT

### *Enhancing the quality culture at UNYT*

As part of QAS implemented at UNYT, there are tools and procedures for internal quality monitoring and assurance:

- Student Evaluation
- Grade Transparency Report
- Peer evaluation
- Individual Assessment Performance Form
- Departmental Annual Report
- Program Monitoring Report
- Annual objectives of departments and annual monitoring–action plans report match.
- Other tools (student services monitoring reports- admission, registry, career and alumni, library, student governance)

### **Student Evaluation**

In the framework of internal quality assurance, the UNYT periodically (on a semester and annual basis) carries out the evaluation of the academic staff by their students. The evaluation of the student is score-based and verbal as well. This process is coordinated by the Rectors' Assistant and Quality Assurance Coordinator and is overseen by the Permanent Commission for the Assurance of Quality Standards of the Institution (PCAQSI) while final assessment results are examined on the department level and are part of the departmental performance analysis and quality assurance actions.

Statistics about student evaluations action performed during the academic year 2021-2022 are presented in **appendix 1**.

### **Grade Transparency**

Furthermore, in the framework of internal quality assurance, Department Chairs assign to all members courses to monitor how the grading process has been done by all the academic staff. The process is done through the selection of random samples of final exams submitted already to the registry office, to be checked. Each exam sample is checked how the syllabus-determined weights of the evaluation process are respected, and how exam sample-syllabus information - registry grades are matched. The results, findings, and the respective recommendations are presented in the form called “grade fairness transparency, comparability and suitability report” This process is done periodically, once per semester, during the first 4 weeks of the following semester. The Permanent Commission for the Assurance of Quality Standards of the Institution (PCAQSI) checks all the reports and the steps undertaken to work on issues raised by the process that requires action.

Courses Reviewed during the academic year 2021-2022 are presented in **appendix 2**.

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### **Peer evaluation**

The Peer Review is a mechanism for evaluating all the professors. Newly recruited academic staff at UNYT are assisted and evaluated by the academic staff with more experience by attending classes that take place on an occasional basis. Peer evaluations were completed regularly for the new professors, and rarely for seniors for the Academic year 2021-2022.

### **Individual Assessment Performance Form:**

The aim of this document is to record individual performance and measure through the indicators and assess as well. Indicators refer to three areas of UNYT activity to be assessed, i.e. Teaching, Research, and Services to students and community, not ignoring self-development activities attended.

All the academic staff has discussed this document with their immediate supervisors (program director, head of the department, or lead researcher), then it is submitted to the Department Chair. To a full assessment, faculty in a managerial position should also get the feedback of their faculty supervisees. This document is filled up at the end of the academic year by all academic staff.

It includes the assessment of five sections

- A. Books and Paper Publications
- B. International and National Conferences
- C. Teaching Load Details
- D. The administrative duties at UNYT
- E. Any other activity for UNYT

### **Departmental Annual Report:**

Each department at the end of the academic year drafts and submits the Annual Report which consists of:

- Executive summary of key issues arising during the year
- Response to action points in last year's report
- Department chair's critical overview of the programs on offer by the department
- External examiner(s) reports (if any)
- External quality assurance inspection activity
- Academic standards
- Student feedback
- Learning enhancement
- Curriculum development
- Assessment of departmental faculty
- Planning of next academic year's peer evaluations:
- Action plan for next year

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**Annual objectives of departments and annual monitoring –action plans report match.**

At the beginning of the academic year each of the heads of the Department should submit an annual objective which consists of:

Objective and Action Plan:

- Teaching and Development
- Services
- Research

**Internal quality control as an aggregated system**

UNYT is constantly trying to improve the quality of teaching and learning. In pursuit of continuous quality enhancement, study programs are subject to multi-faceted quality monitoring controls. Instructors, for example, are subject to multiple forms of evaluation. These consist of student evaluations on a course-per-course basis, peer evaluations, an individual faculty performance evaluation, as well as an annual evaluation presented through the respective reports about teaching, services, and other tasks related to QAS and its tools, means, and procedures implemented. Standard-related reports are compiled by each Department at the individual and department level, at the end of the academic year. To further ensure the quality of teaching and learning reports are about, are prepared by the Head of the Department and by the Research Center's Director regarding the quality of research output

UNYT engages a few supervisory structures, as well as multiple internal and external evaluation mechanisms and structures. Further assurance through reports and other informing tools is gotten by study program directors, Faculty deans, and the Rectorate. Discussions, suggestions, decisions, and actions taken regarding further improvement of human resources and structures as well as on ongoing bases, the pyramid of quality -checks, monitors, actions taken, output measured and compared, reaches the top with a summarized informing annual report, presented at the Senate for approval at least once per year.

UNYT's communication channels make available to all stakeholders its annual set of tools means and reports with detailed info through the apex, giving them the general picture and the dynamics of a year of activities related to all areas. The picture of the activities performed, and the quality of their performance is given through the QAS, and the findings, fulfillment of the annual objectives, and decision for improving further the performance based on QA standards are taken for the following academic year. All academic structures report their needs, in the institutional annual report, and action starts to be taken. The chain of action flows as follows: The annual monitoring report of the Department identifies a need for additional staff members, the Faculty Search Committee ensures that the need is acknowledged in the institutional annual report; when the budgets are made, the need for staff turned into an annual objective becomes part of it as a separate item.

**Responsibilities in monitoring and quality management, at the department level**

As stated in the Statute of the university, the responsibilities of the Internal Quality Control for the MSc Program are to enhance and develop the quality system in compliance with the mission and



national requirements of the institution. The Permanent Commission for the Assurance of Quality Standards and the Quality Assurance Coordinator, in collaboration with the Deans of Faculties, and Heads of Departments covering the Program oversees quality assurance matters and continuous teaching improvement.

Every year, the Head of the Department collects the Program Director's Reports, and self-assessment forms, which include scientific research, application for internal/external funds, and teaching load as well as services to the institution to prepare the Annual Departmental Report.

### **Self-assessments of the program's dissemination**

The Permanent Commission for the Assurance of Quality Standards makes sure that all students are informed via email or during Open Discussion Days about actions taken by UNYT's respective unit, regarding their feedback addressing issues about the programs and services and academic staff. Quality improvement policies are drafted based on periodic self-assessment

All Quality Assurance procedures are reviewed on regular bases and all the performance results with the relevant proposals are submitted to the Permanent Commission for the Assurance of Quality Standards of the Institution. If the Senate decision is needed for further actions, new policies, and practices there is one more step to finish the process of quality improvement.

### **Quality Assuring Capacity strengthening**

Participation of UNYT as a partner in the Erasmus + project: QainAL "Strategic Support for Strengthening Quality Assurance Structures in Private Higher Education Institutions in Albania", was an upgrade in creating a quality culture and improving processes of quality assurance, enriching tools and mechanisms that ensure and improve effective management of teaching, learning, and serving. Engagement in this project as a taker and giver of know-how, expertise, and experience, introduced the staff to a different level of training and practices regarding QAS and quality culture, upgrading the understanding of improvement of quality assurance practices and quality culture awareness.

### **The institution uses evaluation methodologies, measuring and evaluation instruments for the progress of study programs.**

In pursuit of continuous quality enhancement, UNYT uses a set of evaluation methodologies measuring and evaluation instruments incorporated in QAS. As above mentioned, can be counted as such: student evaluations on a course-per-course basis, peer evaluations – one-to-one individual faculty performance evaluation, as well as annual evaluations about teaching, learning, and the related quality standards, at the Department level at the end of the academic year, summarized in respective annual reports.

To perform an in-depth assessment, UNYT uses various indirect instruments, that involve students, graduates, alumni, and academic and administrative staff.

The students' evaluation forms are processed electronically and the output in scores as well as verbal comments are made available to the respective instructors after the course has been completely done. The Head of the Department as well as the respective Dean are informed in details about the results of the process to act and propose improvements when needed.

The peer-evaluation process embodied in its form is signed by the instructor and the evaluator, with comments and proposals from both parties. The form is submitted to the Head of the Department and discussed with him/her and if action is needed, further proceed.

The Institutional Annual Report in its final stage is approved by the Senate, and then it is made public to all the stakeholders. Based on it, the Performance Document is compiled, and it is open to all staff and students, furthermore, it is part of the package being presented to the new applicant's **Institution and uses formal mechanisms for periodic reviewing, approval, and supervision of study programs.**

As prescribed above, some of the formal mechanisms for periodic reviewing, approval, and supervision of study programs; are the revision of the Syllabus by the head of the Departments and the Deans per semester, and based on the developments of the institution, legal requirements, and the market needs there is a periodic revision of the curricula which is finalized by the Senate.

The institution aims to continually raise awareness of its staff and students, who pursue offered study programs, about the quality importance and quality assurance

**The institution publishes regularly unbiased, objective, qualitative, and quantitative information for internal evaluation.**

The study programs are available on the institutional Website (<https://unyt.edu.al/index.php/bachelor-programs/>, <https://unyt.edu.al/index.php/master-programs/>) and are also published in the Student Handbook. The handbooks are available and delivered to students as hard copies as well and are presented during induction seminars.

Summarized versions are available at UNYT's premises, and at the reception desk.

Course syllabi are published at UNYT's website (e.g. <http://unyt.edu.al/courses/u-s-history-ii/>), but they are also handed over to students in hard copy or electronically at their first-course session on the first week of their classes; published on the websites as well. Finally, all syllabi a part being submitted at the respective departments, are deposited at the Rectorate as well (also keeping archives on account of the Deans' Offices) for any future reference.

**Student admission criteria** are clearly defined and promptly communicated to prospective students. These criteria are part of promotional materials. They are declared at the Ministry of Education and the relevant agencies dealing with quality issues and published on UNYT's website [<http://unyt.edu.al/admissions/undergraduate/application-process/>] and at the U-Albania portal.

## **Student engagement in quality assurance**

Student engagement in quality assurance procedures is an integral aspect of the quality culture of the University. There are many ways how students are actively involved in enhancing the quality of processes and outcomes:

- Student feedback on courses
- Complaint's procedure
- Student Advisory Services / Counselling Services
- Other student organizations (Clubs, charity associations, sports teams, etc)
- Students are represented in all decision-making and monitoring bodies such as the senate, Committees, etc.

## **UNYT structures to assure the quality as decision-makers**

UNYT uses its set of appropriate instruments for quality assurance, assisted by its structures named as follows:

- Senate as the highest academic decision-making body
- Faculty Councils
- Departments
- Ethics Committee
- Petition Committee
- Student Union:

Student feedback is provided in various forms. For instance, students express their opinions, comments, and concerns through the Student Union, the Dean of Student's office, the student evaluations process, academic advising, professor's office hours, petitions, membership in all structures of UNYT and direct access to the department chair, dean, and deputy rector's office. Since the spring, 2013 semester, students are an active part of the Academic Council where voice their concerns, and suggestions through their representatives as members of the body and as part of decision-making with their vote. Membership in all the structures of management at all levels enables them to raise issues of importance or concern to their student body. In addition, their feedback about teaching, learning, and lecturers is provided through the evaluation process where they express themselves by filling out respective course forms, used as well as a valuable instrument in upgrading and developing the curricula. Student suggestions in terms of teaching methods, teaching materials, grading schemes, etc., have been of high importance, and it has been an encouraging process for them to speak up about all UNYT life issues and witness their sayings to be taken into consideration by UNYT decision makers when deemed reasonable and quality enhancing.

The student participation in all the decision-making levels has become a way of life at UNYT. Students have their own representatives all over (in the Senate, Faculty Councils, the Permanent Commission for the Assurance of Quality Standards of the institution, Ethic Committee, etc. The Student Union and their representatives make the decision-making process more democratic and collegial representing them at all levels and all issues related to them and UNYT.

The student advising process is another way of developing a bond and a deep relationship between academics and students, face to face on a permanent base. It enhances quality decisions on the student side regarding further studies and career-wise. It is a check and balances process and a UNYT quality assurance instrument.

**The institution establishes a policy and follows certain procedures for quality assurance and standards of their programs;** Documents produced to support the process are:

- Strategic Plan
- QA Manual
- Statute of UNYT
- Annual objective
- Action Plan of QA
- Drafted the Internal Regulation according to the recommendations of ASCAL experts in the accreditations that have taken place in the Academic year 2021-2022. In this Internal Regulation are specified duties that are monitored by the Quality Assurance Committee for guaranteeing the standards of quality and duties that are followed by the Unit.

UNYT Statute, STRATEGIC PLAN of UNYT, and Quality Assurance Manual are the basis of its general policy to assure that the quality of each study program is in line with the required standards of the Albanian Legal Framework. The QA Manual provides all the procedures and the information/templates of the evaluation form applied at the institutional level such as; Grading Fairness, Transparency, Comparability and Auditability Report, and Self-Assessment Peer Reviews and Self-Assessment Report. The procedure of this process is supervised by the Permanent Commission for the Assurance of Quality Standards of the institution.

**PCAQSI has already aligned the documents used by QAS such as:**

- QA Manual, 2022 – Ongoing process, planned to be completed within October 2022
- Internal Action Plan
- Student Evaluation
- Grade Transparency Report
- Peer evaluation
- Departmental Annual Report
- Research Output
- Programme Monitoring Report

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- Programme Monitoring Report  
Syllabi as well are improved based on QA controls done permanently by the departments.  
Training is provided by older academics to the young ones.
  - Revision of Calculations on MSc Students' Evaluations - Ongoing process, planned to be completed within October 2022
  - Proposed to be replaced Assoc. Prof. Narasimha Rao Vajhala, representative of the Faculty of Architecture and Engineering with another active Academic representative from the same Faculty.

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## EXTERNAL QUALITY CHECK AT UNYT

The institutional reaccreditation process was completed in 2020 and the University of New York, Tirana was re-accredited with maximum years (six years) by the Albanian Quality Assurance Agency in Higher Education (ASCAL) by the decision of the Accreditation Board no. 61, date 18.12.2020.

In this Academic year we applied for accreditation of 11 programs, on 26 May 2022.

Programs in process of accreditations are as below:

1. Bachelor in “Business Administration” with concentrations; “Business Administration”, “Management”, “Marketing”, “Business Economics”
2. Bachelor in “Economics and Finance” with a concentration “Finance”, “Economics”, “Accounting”
3. Bachelor in “Applied Banking and Finance”
4. Bachelor in “Business Informatics”
5. Bachelor in “Psychology”
6. Bachelor in Political Science/International Relations with profiles; “International Relations”; “EU Legislation and Politics”
7. Bachelor in “Computer Science”
8. Bachelor in “Telecommunication and Networking Engineering”
9. Master of Science in Computer Science
10. Master of Science in Business Administration with 6- profiles
11. Master of Science in International Relations

The Accreditation process is planned to take place in March - October 2023.

<b>ACTION PLAN</b>	
<b>Recommendations</b>	<b>Status</b>
Revise the designation of the master's program by changing it to "International Commercial Law" and the program/subjects to reflect the new designation with a more specialized focus on International Commercial Law before the start of the academic year 2019-2020.	On 30.07.2019-application for the reorganization of the LLM program in "MSc in International and Commercial Law". New application on date 14.02.2020. With order no. 272, dt. On 28.08.2020, the Minister of Education, Sports, and Youth ordered the reorganization of this program
Take measures to fulfill the legal requirements and fulfill the criteria for the degree of qualification of the academic staff at least with the scientific degree "Doctor".	The institution has taken the necessary measures to fulfill the legal requirements and fulfill the criteria for the degree of qualification of the academic staff at least with the scientific degree "Doctor". In the new recruitments, all the academic staff in the ICL program as part of the Department of Law have at least the scientific degree "Doctors". In the last academic year alone, the Department of Law had four new recruits. Some of the lecturers have been assigned, academic assistants.
The institution is to implement the division into ECTS credits and the determination of hours inside and outside the auditorium, in accordance with the statutory provisions in force and quality standards.	Because of the request to implement the division into ECTS credits and the determination of hours inside and outside the auditorium, UNYT has transposed the credit system from ACTS to ECTS, has distributed the subjects according to the categorization of the by-laws and has distributed the teaching load according to the need.
The institution should take measures to update the titles in the library and ensure that all the titles for mandatory courses are accessible to the students in the library. Also, the library will be enriched with titles in Albanian for those subjects that belong to this program.	UNYT library has provided the necessary literature for the mandatory courses of this program, in Albanian and English. UNYT has provided free access for students to the online libraries "Jstore" and "Emerald Insight", in which students and academic and research-scientific personnel can find a variety of texts and works, in accordance with the study program. Access to online libraries is provided on a subscription basis, where "Jstore" includes online collections of various scientific journals. Emerald Insight includes scientific journal titles and books. Following the cooperation with "Empire State College", there is the possibility of access to other databases, such as "EBSCO", "Proquest", "Gale", etc.
The Commission of Quality Assurance draws up an action plan and reflects through reports, all the activities it undertakes related to quality assurance. Also, the Commission should ensure the follow-up of the recommendations and report on the measures taken to address and implement them, as well as their effectiveness in improving quality.	The Permanent Commission of the Quality Assurance Standards has drafted an action plan for the fulfillment of the recommendations left by ASCAL and the Accreditation Board. After the action plan that the Committee has submitted to the Rector, the latter has taken the necessary measures to reorganize the department from the Department of Law and Human Sciences to the Department of Law; Also, the syllabuses were approved according to the relevant instruction of the Minister of Education.
The institution should thoroughly review the syllabuses, to provide internal coherence in the treatment of topics and to better reflect the objectives/goals of the study program.	The Permanent Quality Standards Assurance Commission after the accreditation of the program in 2018 drew up an action plan to fulfill the recommendations of ASCAL and the Accreditation Board. PQSAC performs an evaluation and control process of Internal Quality Assurance mechanisms, such as Student Evaluation, Grade Transparency, Peer Evaluation, and Academic Petitions at the Department and Program level, and at the end of the academic year prepares an annual report which is sent to the Rectorate and the Academic Senate.

<p>It is recommended that the Institution engages in a continuous study of the labor market, continues to organize meetings with interested groups of future students, and engages alumni students with the aim of continuous improvement of the program by reflecting the demands of the labor market.</p>	<p>UNYT has taken the necessary measures so that all subject programs are drawn up based on the structure provided for by KM Decision no. 879, dated 18.12.2019. These are prepared with the aim of maintaining internal coherence in the training of subjects as well as reflecting the objectives/goals of the study program. Course Descriptions are submitted to the Head of the Department and the Quality Assurance Office every semester. Each subject lecturer delivers the subject programs to the students at the beginning of the academic semester.</p>
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The Permanent Commission for the Assurance of Quality Standards (PCAQS) in their meetings discussed the implementation of the ACTION Plan as well as monitoring all the recommendations left by the Accreditation Board, from the last accreditation on institutional level and all the study programs.



**Accreditation process that has taken place during this academic year 2021-2022**

1. Master of Science in Psychology with profiles “Clinical Psychology”, “School Psychology”, “Legal Psychology” (we applied on 30<sup>th</sup> May 2021)  
We had the visit from external experts and ASCAL on 07-08.09.2022.
2. Master of Science in “International Commercial Law” (we applied on the 30<sup>th</sup> of May 2021)  
We had a visit from external experts and ASCAL on 13-14.09.2022.
3. Master of Science in “International and Commercial Law” (with the condition)

## **CONCLUSIONS OF THE PERMANENT COMMISSION FOR THE ASSURANCE OF QUALITY STANDARDS:**

UNYT has Quality Assurance mechanisms at various levels that work well to reach the purpose. The best level is the departmental level, where programs, procedures, and quality of them are checked through the adequate processes presented by respective reports and other documents and submitted at the final stage to the department chairs. (Evaluation of every course from the students, peer evaluation, grade transparency, annual objectives, annual reports, action plans, self-assessment reports, etc).

The final process at the department level is crowned with the department's annual report, research evaluation report, etc, where the Unit is evaluated as a whole and has adjusted practices, tools, and processes according to the outcomes of the QAS.

It goes further to the faculty and University level where the scope goes larger and includes administrative staff, procedures, and other supporting units.

The pre-enrolment process and personalized support for students, including those with specific learning needs, it is better established (compared to other Universities), which facilitates their entry to the University.

UNYT has ensured the systematic involvement of students as partners in program approval and review, and the enhancement of the student experience, in a quality culture-enhancing process.

To secure academic standards, degree-awarding bodies have established transparent and comprehensive academic frameworks and regulations to govern how they award academic credit and qualifications.

The University oversees the standards and quality of its education provision through its committee structures as described above.

### **To be further taken into consideration and improved:**

More actions are to be taken regarding suggestions coming out from the student evaluation process to guarantee transparency and confidentiality while working on improving the outputs of the process. PCAQSI has already recommended to the rectorate to act. The best is for this evaluation to be done online.

It has also been recommended to IT Office that the evaluation results be divided into questions related to the professor and questions related to the course.

- More training about QA awareness to be done with youngster staff and students.
- Channels of communication among different levels of management to be opened and added.
- The Quality Support Unit/office should have more staff.
- To guarantee more transparency, and to communicate openly more info online need to be provided about what is going on at UNYT not only about UNYT activities related but about documents and reports related to external evaluations, annual reports, etc.
- An external evaluator must be engaged to perform this duty and to ensure that the quality culture has become part of UNYT.

## Appendixes

### 1. Student Evaluation for Bachelor Program:

- Performance report Fall 2021/ Spring 2022
- Comments Fall 2021/Spring 2022



Finale performance  
report Fall 2021.pdf



Comments \_ Fall  
2021.doc



Comments Spring  
2022.doc



performance report  
2022.pdf

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### 2. Grade Transparency



QUALITY ASSURANCE  
REPORT ON GRADIN



2020\_2021\_QUALITY  
ASSURANCE REPORT



Grade transparency  
report Spring 2021\_E



QUALITY ASSURANCE  
REPORT ON GRADIN



2. Quality Assurance  
Report on Grading Tr

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### 3. Syllabus, new template



Course Syllabus  
Template



Course Syllabus  
Template

### 4. Individual Assessment Performance



Individual  
Performance Assessment

#### ➤ Date when the External Evaluation Groups visited UNYT:

- Master of Science in Psychology with profiles: “Clinical Psychology”, “Legal Psychology”, “School Psychology”): **on 07-08 September 2022**
- Master of Science in International Commercial Law: **on 13-14 September 2022**