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SHLUIJ "UNIVERSITETI  
MARIN BARLETI"

**Project:** *“Strategic Support on Strengthening the Quality Assurance Structures at the Private Higher Education Institutions in Albania”*

Participation of Administrative staff in the internal quality assurance and accreditation processes at **Marin Barleti University**

*February 13 – 15, 2017*

# Administrative staff organization

- Finance office
- Human resources Management
- Legal office
- Quality assurance offices (for bachelor and master studies)
- Asset management offices (for campus one and two)
- Students club office
- Secretaries (first and second cycle of studies)
- Libraries (in campus one and two)
- Student services (photocopies, IT and network specialists and others)

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Academic staff with administrative or role-dual role staff (mostly they focus on one role administration or teaching and contemplate with the other role such as limited teaching hours and administrative role and vice versa)

Positions include:

- Quality assurance offices (for bachelor and master studies)
- Program coordinators
- Department coordinators
- Student dean,
- Academic orientation office (ZOA)
- Alumnae and career office (ZAK)
- Recruitment and admission office
- Student self organization office
- Web administrator

# Information

## **Direct:**

- General staff meeting
- Administrative staff meeting (per unit)
- Meeting of the group for internal quality assurance per program or institutional accreditation

## **Indirect:**

- E-mails
- Intranet (inner communication system)
- web

# Inclusion in license and accreditation of new programs

- Members of the internal quality assurance groups for programs and institutional accreditation
  - ▶ Mostly included secretaries, coordinators, students services offices, student union(ZOA,ZAK)
  - ▶ Data collection and reporting for specific areas in the final report
  - ▶ Feedback on the report
- Members of the groups for the preparation of the documents for licensing new programs
  - ▶ Mostly included finance office, human resource management, assets management offices

# Inclusion in other processes

- Administrative staff is represented in the senate by one representative in 14 members of the senate. As described in the statute of the University
- Technical standards guarantee - Being involved in most of the accreditation processes at MBU has made them aware of the standards and criteria's necessary to meet and monitor in their everyday specific tasks.
- Their performance and contribution is evaluated yearly from Human Resource management as prescribed in the evaluation policy document– the new forms of students evaluation include services offered from different offices and their feedback is critical during improvements.