



POLIS UNIVERSITY

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

Project number: 561510-EPP-1-2015-1-AT-EPPKA2-CBHE-JP

Topic: Participation of administrative staff in the internal quality assurance and accreditation processes

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Quality of Academic and Administrative Staff

POLIS has a careful human resources policy trying to ensure a good balance among the academic staff regarding age, gender as well as academic qualification.

The latter remains a challenge considering the difficulty to identify and recruit qualified professionals in the fields of POLIS, such as art-design or planning which constitute brand new disciplines for the Albanian context, never been provided before in Albania as study programs.

Hence an important objective is to identify and recruit staff with academic titles and also invest in the further qualification of the existing staff. This is currently being done by POLIS through the engagement of the staff in qualification activities such as the Masters and the PhD program.



Internal Quality Assurance System

The quality assurance has been an important aspect of the institution's activity since its establishment (2006). POLIS intends to create a strong quality culture among its own community, hence the designated unit (IQAU) is strongly supported and provided full autonomy.

The unit has continuously expanded its scope and currently it covers not only the teaching process but also research and the administrative functions.

POLIS has consistently received positive feedback from various quality controls and accreditation processes nationally and internationally, but being self-critic is a core principle in the institutional approach, hence the recommendations of IQAU are a valuable input in revising the organization of the institutional structure or the academic programs with the ultimate aim of achieving POLIS objective: to provide excellence in teaching and meet the highest academic standards.



Internal Quality Assurance System

IQAU has a consolidated methodology for the evaluation of the teaching process that consists in the combination of 5 different information sources whose opinion is gathered through evaluation forms (questionnaires):

- students' evaluation (50%)
- peer evaluation (35%)
- supervisor's evaluation (15%)
- self evaluation

-students' evaluation for administrative units

Recently specific attention is being paid to develop a set of indicators that assess the quality of the research in institutional and individual level, as well as come up with an effective way to evaluate the professional practices.



Internal Quality Assurance System

What can be improved to increase the role of administrative staff in the QA processes.

Increase number of administrative staff engaged in the QA, through national and international professional trainings and participation in different project.