	EPOKA UNIVERSITY DIRECTIVE "ON ACADEMIC AND ADMINISTRATIVE PERFORMANCE ASSESSMENT AND QUALITY IMPROVEMENT"				
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FIRST PART

Scope, Implementation field, Definitions

Scope

Article 1- This directive aims to assess the academic and administrative performance of the institution according to the Strategic Plan which is based on internal academic quality assurance standards concerning the improvement of the quality of teaching, research and administrative activities carried out at the University.

Implementation field

Article 2- This directive regulates the academic and administrative workload in the context of the performance assessment and quality improvement at the University.

Definitions

Article 3- In this directive, the following definitions mean:

University: Epoka University;

Rector: Rector of Epoka University;

Administrator: Administrator of Epoka University;

Administrative Board: The Administrative Board of Epoka University per the meaning of the Law no. 80/2015 "On higher education and scientific research in higher education institutions in the Republic of Albania" and the Statute of EPOKA University;

Academic Units: Faculties, Departments and Research Centers of Epoka University;

Administrative Units: Administrative units of Epoka University;

ACAQIB: The Academic Performance Assessment and Quality Improvement Board at the University.

ADAQIB: The Administrative Performance Assessment and Quality Improvement Board at the University.


SECOND PART

Academic Performance Assessment and Quality Improvement Board (ACAQIB)

Establishment and composition

Article 4- The members of the ACAQIB are proposed by the Rectorate and elected by the Academic Senate of the University. Among the members of the Board there should be one member of the full-time academic staff from each Faculty holding at least the PhD degree and without senior managing duties, one member from each research center, one member from the Permanent Commission on Quality Assurance (PCQA) and one external expert with distinguished experience in the labor market.

Drafting Unit	Controlling Unit	Approving Unit
Rectorate	Administrative Board	Academic Senate

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ACAQIB carries out its functions and activities under the PCQA.

The Academic Senate also elects among the members of the ACAQIB the Chairperson of the ACAQIB who chairs the Board. In case the Chairperson of the ACAQIB is not present at the meeting, the Board is chaired by the most senior member of academic staff.

The Internal Quality Assurance Officer is the rapporteur of the ACAQIB.

Mandate of the members of the Board

Article 5- The mandate of the members of ACAQIB is two years. The members of the ACAQIB can be re-elected.

Decision-making at the Board

Article 6- The meeting of the ACAQIB is valid only if more than half of its members participate. The decisions of the board are taken if half of all members vote in favor. In case there is parity in votes, the vote of the Chairperson is decisive.

Timing of meetings

Article 7- The ACAQIB gathers in a regular meeting at least once into two months. In case it is deemed as necessary, the Chairperson can convene an extraordinary meeting.

Duties of the Board

Article 8- The ACAQIB carries out the following duties:

- Performs the administration of all academic work in the context of the coordination of the Strategic Planning at Epoka University and the publication of results on academic performance assessment, quality improvement and approval of the quality standards, all this in accordance with the Strategic Plan and objectives of the University;
- Identifies the academic performance measurement criteria and indicators in the context of Strategic Plan;
- Prepares and submits recommendations for amending the Directive “On Academic and Administrative Performance Assessment and Quality Improvement” to the Academic Senate of the University.
- Carries out and reports once in two academic years on the academic assessment procedure according to the *Epoka Internal Quality Assurance Handbook* by using the attached “*Academic Performance Measurement and Assessment Form*” (**Annex**) at the end of the respective academic year in collaboration with the Internal Quality Assurance Office and the Human Resources Office.


Remuneration and conferring of awards to the academic staff

Article 9- The remuneration of teaching performance of academic staff is carried out according to the Directive of Epoka University “On the Teaching Load”.

The remuneration of research and projects performance of academic staff is carried out according to the Directive of Epoka University “On the Promotion of Scientific Publications”. The remuneration of administrative work performance of academic staff is carried out according to the Directive of Epoka University “On the Teaching Load” whereby 1 hour of engagement in administrative work is equal to 0.5 teaching hour.

The academic staff with the highest-ranking performance in each faculty is conferred an award by Administrative Board of University.

Drafting Unit	Controlling Unit	Approving Unit
Rectorate	Administrative Board	Academic Senate

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THIRD PART

Administrative Performance Assessment and Quality Improvement Board (ADAQIB):

Establishment and composition

Article 10-The members of ADAQIB are proposed by the Administrator of the University and elected by Academic Senate. The Board is composed of at least three and at most five members including Head of the Human Resources Office and one member from the PCQA. The members of the Board are preferred to be experts or personnel with long-standing experience in the field of quality improvement, strategic planning, internal control and institutional evaluation.

ADAQIB carries out its functions and activities under the PCQA.

The Academic Senate also elects among the members of the ADAQIB the Chairperson of the ADAQIB who chairs the Board. In case the Chairperson of the ADAQIB is not present at the meeting, the Board is chaired by the most senior member.

The Internal Quality Assurance Officer is the rapporteur of the ADAQIB.

Mandate of the members of the Board

Article 11-The mandate of the members of the ADAQIB is two years. The members of the ADAQIB can be re-elected.

Duties of the Board


Article 12-The duties of the ADAQIB are as follows:

- Assures the coordination of the Strategic Planning process in the administrative units and at the same time, in the context of the strategic plan and goals performs the assessment of administrative services, ensures quality development and performs every other duty in this framework by also publishing the results;
- Ensures the internal control of standards in administrative units, prepares the Action Plan of Internal Control in administrative units, and manages and coordinates the work in this framework;
- Determines the required procedure as well as the measurement and assessment criteria for performance evaluation of administrative staff;
- Prepares and submits recommendations for amending *the Directive of Epoka University “On Academic and Administrative Performance Assessment and Quality Improvement”* to the Academic Senate of the University.
- Carries out and reports once in two years in December on the administrative performance assessment procedure according to the *Epoka Internal Quality Assurance Handbook* in collaboration with the Internal Quality Assurance Office and the Human Resources Office.

Conferring of award to the administrative staff

Article 13 - The administrative staff with the highest-ranking performance is conferred an award by Administrative Board of University.

Drafting Unit	Controlling Unit	Approving Unit
Rectorate	Administrative Board	Academic Senate

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Timing of meetings

Article 14- The ADAQIB gathers in a regular meeting at least once into two months. In case it is deemed as necessary, the Chairperson can convene an extraordinary meeting.

FOURTH PART

External Evaluation and Quality Certification

Period and calendar of the external evaluation

Article 15- The University can apply for the Certificate of ISO for Quality Evaluation, aiming at the evaluation in general of the University or of one or more units, in such aspects as the self-evaluation process, management, education, research and quality of the administrative services. In the year during which the external evaluation takes place no internal evaluation can be carried out.

Quality improvement and validity period

Article 16-At the end of the external evaluation, the University or unit is granted the “Quality Certificate” which represents the quality and level of development of the quality.

FIFTH PART

Publication of Results, Awards and Expenses

Publication of the results of the evaluation

Article 17-The external and internal evaluation report of the University and the Report of the ACAQIB and ADAQIB are published in the website of the institution.

Conferring of awards for good implementation

Proposal on the conferring of awards

Article 18- Aiming at increasing staff motivation, the ACAQIB and ADAQIB propose to the Administrative Board of the University, the conferring of awards for academic and administrative units with regard to the duties performed in the context of this regulation.

The Expenses on the Work on Quality Field

Article 19-The Rectorate can request the outsourcing of certain services concerning the duties to be performed according to this regulation.

Entrance into force

Article 20-This directive enters into force in the day of approval by the Academic Senate after receiving the preliminary approval of the Administrative Board in compliance with the provisions of Article 16, point 1/d of the Statute.

Enforcement

Article 21-The enforcement of this directive is ensured by the Rector of the University.

Drafting Unit	Controlling Unit	Approving Unit
Rectorate	Administrative Board	Academic Senate

ACADEMIC PERFORMANCE MEASUREMENT AND ASSESSMENT FORM*					
WORK TYPES	MEASUREMENT CRITERIA	WEEKLY LOAD	TOTAL HRS	YEARLY PERF SCORE	EVIDENCE**
TEACHING	Hrs taught x sts course evalu survey av score***	Epoka teaching work loads direct.	16		
Courses taught in BA/PM/MSc/PhD programs	Epoka directive on teach work loads/sts evalu	hrs taught*av score of sts survey			Proven by teaching time tables and students course evalutaion surveys per each semester
RESEARCH and PROJECTS	Number of	16 hrs	16		
Participations in intl projects	Number of participations		10		Proven by relevant document
Applications in intl projects	Number of applications		25		Proven by relevant document
Participation in national/regional projects	Number of participations		5		Proven by relevant document
Applications in national/regional projects	Number of applications		5		Proven by relevant document
Publications in journals indexed by SCI, SSCI, AHCI,	Epoka directive on promotion sc research		45		Proven by relevant link of pub
Publications in journals indexed by SCOPUS /AVERY	Epoka directive on promotion sc research		20		Proven by relevant link of pub
Publications in journals indexed by others and book chapters (Sense Ranking A, B, C, D chategory)	Number of publications		5		Proven by relevant link of pub
Publications in books (Sense Ranking A, B, C, D chategory)	Number of publications		A= 45, B=35, C=25, D=15		Proven by relevant link of pub
Presentations in int conf, workshops, meetings, seminars, trainings	Number of presentations		5		Proven by relevant document
Participations in Erasmus mobility/staff exchange	Number of participations		10		Proven by relevant document
Supervision of PhD studies	Number of students	Epoka direct/2 hrs	5		Proven by relevant document
The number of awards at national/regional levels	Number of awards		25		Proven by relevant document
The number of patents, know how, copyright, intell property rights	Number		50		Proven by relevant document
The number of awards at international level	Number of awards		50		Proven by relevant document
Participations for internal projects at Epoka	Number of participations		5		Proven by relevant document
ADMINISTRATIVE WORK	Hrs engaged		18-8		
Rector	Epoka directive	18 hrs	18		Admin Board decision
Deputy Rector/Vice Rector	Epoka directive	15 hrs	15		Admin Board decision
Dean	Epoka directive	15 hrs	15		Admin Board decision
Deputy Dean/Vice Dean	Epoka directive	12 hrs	12		Admin Board decision
Head of Dept/Center/Office	Epoka directive	12 hrs	12		Admin Board decision
Academic Coordinator of study programs in BA/PM/MSc/PhD	Hours engaged	6 hrs	6		Rectorate decision
Chairperson of the Permanent Commission on QA	Hours engaged	4 hrs	4		Academic Senate decision
Chairperson of the Ethics Board	Hours engaged	2 hrs	2		Academic Senate decision
Chairperson of the Permanent Commission on Student Relations	Hours engaged	2 hrs	2		Authorized unit decision
Head of SC for MSc/PM	Hours engaged	2 hrs	2		Authorized unit decision
Head of SC for PhD	Hours engaged	2 hrs	2		Authorized unit decision
Chairperson of the Permanent Commission on Conferring of PhD degree	Hours engaged	2 hrs	2		Academic Senate decision
Chairperson of the Academic Senate	Hours engaged	2 hrs	2		Academic Senate decision
Chairperson of the Exam Board	Hours engaged	2 hrs	2		Academic Senate decision
Chairperson of the ACAQIB	Hours engaged	2 hrs	2		Authorized unit decision
Chairperson of the ADAQIB	Hours engaged	2 hrs	2		Authorized unit decision
Chairperson of the Curricula Development Commission	Hours engaged	2 hrs	2		Academic Senate decision
Member of of the Permanent Commission on QA	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of the Ethics Board	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of the Permanent Commission on Student Relations	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of SC for MSc/PM	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of SC for PhD	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of the Exam Board	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of the ACAQIB	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of the ADAQIB	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of the Curricula Development Commission	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of the Permanent Commission on Conferring of PhD degree	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of of the Academic Senate	Number of meetings	2 hrs per 2 mounths	2		Attendance sheet of the relevant meeting
Member of Rectorate	Number of meetings	2 hrs weekly	2		Attendance sheet of the relevant meeting
Member of Decanate	Number of meetings	2 hrs weekly	2		Attendance sheet of the relevant meeting
Member of Department/Office/Centers	Number of meetings	2 hrs weekly	2		Attendance sheet of the relevant meeting
Member of MSc/PM Thesis Jury	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of PhD Progress Jury	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Member of PhD Thesis Jury	Number of meetings	2 hrs per meeting	2		Attendance sheet of the relevant meeting
Supervision of Bachelor	Number of students	Epoka direct/0.5 hr per st	0.5		Authorized unit decision
Supervision of PM	Number of students	Epoka direct/0.5 hr per st	0.5		Authorized unit decision
Supervision of MSc	Number of students	Epoka direct/1 hr per st	1		Authorized unit decision
Class Advising for Bachelor	Number of class	Epoka direct/1hr per class weekly	1		Authorized unit decision
Class Advising for MSc/PM	Number of class	Epoka direct/1 hr per class weekly	1		Authorized unit decision
Class Advising for PhD	Number of class	Epoka direct/1 hr per class weekly	1		Authorized unit decision
Appointments for drafting of department/institutional strategic plans	Hours engaged	2 hrs weekly	2		Authorized unit decision
Appointments for drafting of IERs of study programs for accreditation	Hours engaged	4 hrs weekly	4		Authorized unit decision
Advising of Student Clubs	Hours engaged	1 hr weekly	1		Authorized unit decision
Appointments for promotional activity	Hours engaged	2 hrs weekly	2		Authorized unit decision
Appointments for Student/Staff discipline investigation	Hours engaged	2 hrs weekly	2		Authorized unit decision
Appointments for conf, workshop, panel, meeting organisation	Hours engaged	2 hrs weekly	2		Authorized unit decision
Miscellaneous appoint by Rector, Dean, Head of dept/center/office	Hours engaged	1hr weekly	1		Authorized unit decision
TOTAL			40		Authorized unit decision

***The total number of students participating in the student evaluation survey of each course should not be lower than 10.

Academic Staff Member: (Title, Name/Surname/Department/Position):	Signature:	Date:
Chairperson of the ACAQIB: (Title, Name/surname)	Signature:	Date:
Member of the ACAQIB:		
Member of the ACAQIB:		
Member of the ACAQIB:		
Member of the ACAQIB:		
Member of the ACAQIB:		
Member of the ACAQIB:		
External member:		

TEACHING

< 2.5	Level 1 (U): Unsatisfactory	Performance was consistently below expectations in most <i>essential</i> areas of responsibility, and/or reasonable progress toward critical goals was not made. Work output is low and fails to meet required outcomes, Performance did not <i>consistently</i> meet expectations – performance failed to meet expectations in one or more <i>essential</i> /areas and/or one or more of the most critical goals were not met. Employee at this level displays inconsistency in the performance of the job factor under review and output frequently falls below acceptable levels.
< 3.0	Level 2 (I): Improvement needed	
3.0-3.50	Level 3 (ME): Meets expectations	Performance consistently met expectations in all <i>essential</i> areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was very good. Research output achieves desired or required outcomes or expectations
3.5-3.79	Level 4 (EE): Exceeds expectations	Performance consistently exceeded expectations in all <i>essential</i> areas of responsibility, and the quality of work overall was excellent. Annual goals were met. Employee displays a high level of factor related skills, abilities, initiative, and productivity
>3.8	Level 5 (E): Exceptional	Performance far exceeded expectations due to exceptionally high quality of work performed

RESEARCH and PROJECTs

≤20	Level 1 (U): Unsatisfactory	Performance was consistently below expectations in most <i>essential</i> areas of responsibility, and/or reasonable progress toward critical goals was not made. Work output is low and fails to meet required outcomes, Performance did not <i>consistently</i> meet expectations – performance failed to meet expectations in one or more <i>essential</i> /areas and/or one or more of the most critical goals were not met. Employee at this level displays inconsistency in the performance of the job factor under review and output frequently falls below acceptable levels.
≤ 40	Level 2 (I): Improvement needed	
21-40	Level 3 (ME): Meets expectations	Performance consistently met expectations in all <i>essential</i> areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was very good. Research output achieves desired or required outcomes or expectations
61-80	Level 4 (EE): Exceeds expectations	Performance consistently exceeded expectations in all <i>essential</i> areas of responsibility, and the quality of work overall was excellent. Annual goals were met. Employee displays a high level of factor related skills, abilities, initiative, and productivity
80≥	Level 5 (E): Exceptional	Performance far exceeded expectations due to exceptionally high quality of work performed

ADMIN WORKS

≤240	Level 1 (U): Unsatisfactory	Performance was consistently below expectations in most <i>essential</i> areas of responsibility, and/or reasonable progress toward critical goals was not made. Work output is low and fails to meet required outcomes, Performance did not <i>consistently</i> meet expectations – performance failed to meet expectations in one or more <i>essential</i> /areas and/or one or more of the most critical goals were not met. Employee at this level displays inconsistency in the performance of the job factor under review and output frequently falls below acceptable levels.
240-320	Level 2 (I): Improvement needed	
320-500	Level 3 (ME): Meets expectations	Performance consistently met expectations in all <i>essential</i> areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was very good. Research output achieves desired or required outcomes or expectations
500-760	Level 4 (EE): Exceeds expectations	Performance consistently exceeded expectations in all <i>essential</i> areas of responsibility, and the quality of work overall was excellent. Annual goals were met. Employee displays a high level of factor related skills, abilities, initiative, and productivity
760>	Level 5 (E): Exceptional	Performance far exceeded expectations due to exceptionally high quality of work performed

Evaluation needs to be made separately for PhD holders and Asistant lecturer/researchers . In addition 4 hours/week admin work is taken as minimum