

**INTERNAL QUALITY ASSURANCE UNIT  
(IQAU)**

**REPORT ON THE RESULTS OF THE NEED FOR TRAINING  
IN REGARD TO THE PROFESSIONAL DEVELOPMENT OF  
THE ACADEMIC AND ADMINISTRATIVE STAFF**

Academic year

2022-2023

**Tirana, April 2023**

## 1. Internal quality assurance at Western Balkans University

Quality assurance is a main objective of the Western Balkans University ( WBU ), defined in the institution's vision and mission for a transformative impact on society through continuous innovation in education, scientific research, creativity and entrepreneurship, investing in the preparation of future professionals prepared for the international labor market, to be an internationally recognized university in the field of scientific research and innovation, with the main goal of continuous improvement of life.

In this context, the Internal Quality Assurance Unit (IQAU), in the period February-March 2023, developed the questionnaire for the Professional Development of Academic and Administrative Personnel, in order to highlight the requirements and needs of WBU staff, for training and qualifications.

## 2. Composition of the Internal Quality Assurance Unit (IQAU) for the academic year 2022-2023, the methodology of developing the process of identifying needs and requirements as well as data processing

The Internal Quality Assurance Unit consists of 5 (five) members, of which 3 (three) are representatives of the academic staff of the main units, one for each faculty, 1 (one) representative of the Student Council and 1 (one) expert external. The Head and Members of the unit are approved by the Academic Senate on the proposal of the rector.

Composition of IQAU for the academic year 2022-2023

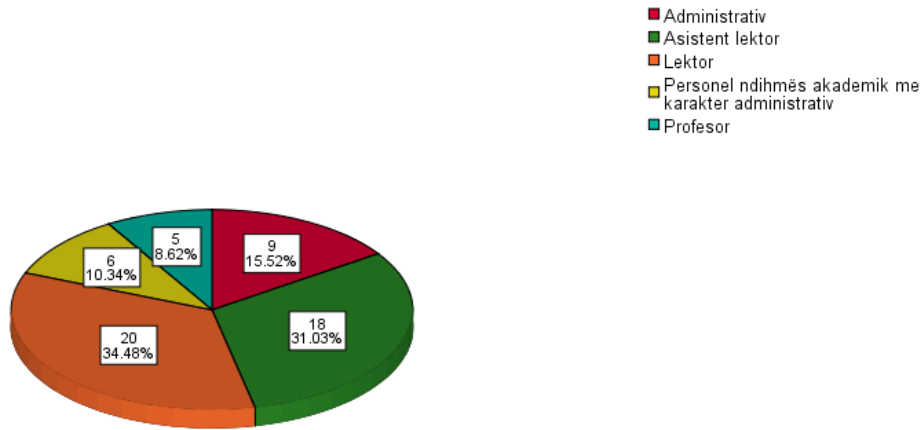
No.	name surname	function	representation
1	Mirela Cela	head	Faculty of Technical Medical Sciences
2	Elizabeth Susaj	member	Faculty of Economics, Technology and Innovation
3	Eda Cela	member	Faculty of Dental Medicine
4	Ramadan Chipuri	member	External expert
5	Francesco Brahollari	member	Student representative

In the period February-March 2023, the questionnaire format was sent to WBU staff via electronic format, Appendix No. 1. The questionnaire consisted of 21 questions and there were a total of 63 respondents, of which:

- 20 respondents administrative staff;
- 33 respondents academic staff;
- 3 respondents academic and administrative staff;
- 6 academic assistant respondents;
- 1 academic and administrative assistant respondent.

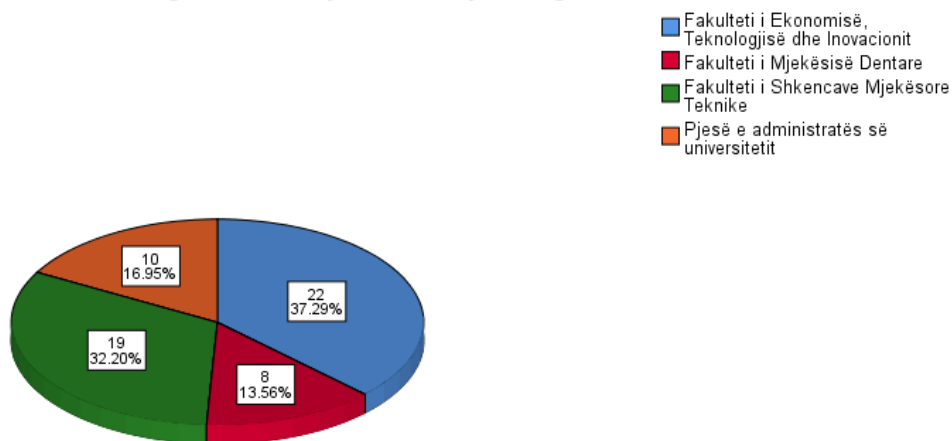
Categorized in the relevant profiles, the data are as follows:

**Në cilën nga kategoritë e mëposhtme bëni pjesë?**



The breakdown of respondents according to WBU constituent units is as follows:

**Në cilin nga fakultetet / njësitë e WBU jeni i angazhuar?**



The data presented is processed through the SPSS (Statistical Package for the Social Sciences) method, preference, and staff evaluation in connection with one list of the dedicated training and qualifications that will offer by the WB following follow the wing.

**4. Evaluation and ranking of the most requested trainings, referring to the importance and needs deposited by WBU staff**

The questionnaire was developed in order to plan the professional development needs of the WBU staff. Referring to the data related to the seniority of the staff, it is noted that 23.8% of the staff have less than 3 years of seniority in working and therefore, the training needs respond to the current structure and situation of the institution.

As it was presented above, the WBU staff categories responded based on self-assessment of training needs and importance. According to the staff categories, training needs have also been defined. What is noticeable is the fact that some trainings are rated as more important than

others.

Respectively, in the table below, are presented the preferences for training:

No.	TRAINING ON	Preferences
1.	Design, application and management of WBU national and international projects	71.4%
2.	How to apply for mobility programs (Erasmus Plus, SUSI, Fulbright, etc.)	69.8%
3.	Advanced research methods	60.3%
4.	Developing knowledge on contemporary teaching methodologies	57.1%
5.	The art of public communication	52.4%
6.	WBU's performance evaluation and official accreditation processes at the institutional and study program level	47.6%
7.	Internal and external institutional communication	42.9%
8.	Carrying out double degree studies with other educational institutions abroad	42.9%
9.	Contemporary methods of public relations and marketing communication	42.9%
10.	The importance of effective organization of group work	39.7%
11.	Developing knowledge about the use of communication technologies	36.5%
12.	Preparing/updating the teaching curriculum of the study programs	34.9%
13.	Internal institutional audit	33.3%
14.	Issues related to protocol and archive	30.2%
15.	Methods of effective human resource management	30.1%
16.	Financial management	23.8%

As explained above, the training preference was self-determined by the staff category. For each of the staff categories, the most preferred training to be developed by them has been determined.

No.	Training Over	Preferences	Staff Category
1.	Design, application, and management of WBU national and international projects	71.4%	Assistant Lecturer Lecturer Administrative
2.	How to apply for mobility programs (Erasmus Plus, SUSI, Fulbright, etc.)	69.8%	Lecturer Assistant Lecturer Administrative
3.	Advanced research methods	60.3%	Assistant Lecturer Lecturer Administrative
4.	Developing knowledge of contemporary teaching methodologies	57.1%	Assistant Lecturer Lecturer Administrative
5.	The Art of public communication	52.4%	Assistant Lecturer

			Administrative Lecturer
6.	WBU's performance evaluation and official accreditation processes at the institutional and study program level	47.6%	Assistant Lecturer Administrative Lecturer
7.	Internal and external institutional communication	42.9%	Assistant Lecturer Administrative
8.	Carrying out double degree studies with other educational institutions abroad	42.9%	Assistant Lecturer Administrative Lecturer
9.	Contemporary Methods of public relations and marketing communication	42.9%	Assistant Lecturer Administrative Lecturer
10.	The importance of effective organization of group work	39.7%	Assistant Lecturer Administrative
11.	Developing knowledge about the use of communication technologies	36.5%	Assistant Lecturer Administrative
12.	Preparing/updating the teaching curriculum of the study programs	34.9%	Assistant Lecturer Lecturer
13.	Internal institutional audit	33.3%	Assistant Lecturer Administrative Lecturer
14.	Issues related to protocol and archive	30.2%	Administrative Assistant Lecturer
15.	Methods of effective human resource management	30.1%	Administrative Assistant Lecturer Academic Assistant
16.	Financial management	23.8%	Administrative Assistant Lecturer

## 5. Conclusions and recommendations

The questionnaire was settled as a method of data collection and processing, according to the self-assessment and needs of WBU staff, to be trained. The questionnaire was completed by 63 WBU staff members, according to the respective categories. It is noted that the staff is of a relatively young age and with less than 3 years of work experience. On the other hand, it is noticeable and worth noting the fact that the professor staff category has shown fewer needs or requests for training. This comes as a result of completing their professional and academic framework. This is an added value and a resource for the institution.

There are three categories of staff that have assessed the need for training the most.

- First, the category of assistant lecturer staff, whose training needs extend to training with a focus on the academic learning process, and also in training of a more institutional and administrative character.
- Secondly, the category of administrative staff, has shown interest not only in training that is directly related to the exercise of functions and the fulfillment of their duties but also in training that is not directly related to these duties and functions.

- Thirdly, the category of lecturers has shown interest in training that focuses on scientific research, projects, and the teaching process, but also additional training in the administrative or communication format.

For the above, the IQAU recommends:

***Recommendation no. 1*** Organizing training for the organization and functioning of the WBU, including structures, functions, and study programs, in reference to staff recruitment.

***Recommendation no. 2*** Organizing three training for Assistant Lecturer, Lecturer, and administrative staff, during the period April - May 2023.

Training topics:

1. Design, application, and management of WBU national and international projects
2. How to apply for mobility programs (Erasmus Plus, SUSI, Fulbright, etc.)
3. WBU's performance evaluation and official accreditation processes at the institutional and study program level

***Recommendation no. 3*** Organizing three training for Assistant Lecturer, Lecturer, and administrative staff, during the period of September-October 2023.

Training topics:

1. Developing knowledge of contemporary teaching methodologies
2. The art of public communication
3. Advanced research methods

***Recommendation no. 4*** The training may be organized using two mechanisms:

- The mechanism of self-training skills, through the current staff of the WBU, who have professional experience in the respective topic
- The training mechanism, through trainers, and experts in the respective fields, outside the WBU.

## **Appendix no. 1 Questionnaire**

### **WESTERN BALKANS UNIVERSITY** QUESTIONNAIRE FOR THE PROFESSIONAL DEVELOPMENT OF ACADEMIC AND ADMINISTRATIVE STAFF

This questionnaire is developed with members of the academic and administrative staff of *Western Balkans University* in the framework of planning needs for professional development. The questionnaire was designed by the "Internal Quality Assurance Unit" (IQUA). Its data will serve for the organization of the work plan for training and professional development of WBU staff.

Completing the questionnaire is anonymous.

Thank you for your time!

#### **PART I – GENERAL DATA**

##### **1. Your engagement type**

Lecturer  
Assistant Lecturer  
Administrative  
Other

##### **2. Which of the following categories do you belong to?**

Professor  
Lecturer  
Assistant lecturer  
Academic assistant staff with an administrative character  
Other

##### **3. In which of the WBU faculties are you engaged?**

Faculty of Dental Medicine  
Faculty of Technical Medical Sciences  
Faculty of Economics, Technology and Innovation

##### **4. How many years of experience at work you have done since the beginning of your career?**

Less than 3 years  
3 to 5 years  
6 to 10 years  
11 to 15 years  
Over 15 years

## PART II – ASSESSMENT OF TRAINING NEEDS

Please read the questions in this category carefully and rate the importance of each one from 1 to 5. ) \_ \_ \_ \_

5. How important is a training on "**Internal and external institutional communication**" to you?

1                      2                      3                      4                      5

6. How important is a training on "**Design, application and management of national and international WBU projects**" for you?

1                      2                      3                      4                      5

7. How important is a training on "**how to apply to mobility programs (Erasmus Plus, SUSI, Fulbright, etc.)**" for you ?

1                      2                      3                      4                      5

8. How important is a training on "**developing knowledge about the use of communication technologies**" for you ?

1                      2                      3                      4                      5

9. How important is a training for "**developing knowledge on contemporary teaching methodologies**" for you?

1                      2                      3                      4                      5

10. How important is a training on "**advanced research methods**" for you ?

1                      2                      3                      4                      5



11. How important is a training on "**preparation/updating the teaching curriculum of study programs**" for you ?

1                      2                      3                      4                      5

12. How important is a training on " **double degree studies with other educational institutions abroad**" for you ?

1                      2                      3                      4                      5

13. How important is a training on "**WBU performance evaluation and official accreditation processes at institutional level and study program**" for you ?

1                      2                      3                      4                      5

14. How important is a training on "**effective human resource management methods**" for you ?

1                      2                      3                      4                      5

15. How important is a training on "**financial management**" for you ?

1                      2                      3                      4                      5

16. How important is a training on "**the importance of effective group work organization**" for you ?

1                      2                      3                      4                      5

17. How important is a training on **the "art of public communication"** for you ?

1                      2                      3                      4                      5

18. How important is a training on "**contemporary methods of public relations and marketing communication**" for you ?

1                      2                      3                      4                      5

19. How important is a training on "**institutional internal audit**" for you ?

1                      2                      3                      4                      5

20. How important is a training on issues related to "**protocol and archive**" for you ?

1                      2                      3                      4                      5

21. In evaluating other needs you may have for your professional development, please list the topics below that you think are of most value to you:

Answer: