Pursuant to Article 93 and 94 of the Law on Higher Education (Official Gazette of the Republic of Macedonia No. 82/2018, Official Gazette of the Republic of N. Macedonia No. 178/21 and 58/24), and article 23 of the Statute of University American College Skopje, the University Senate at its 2-nd session held on 5.2.2025 adopted the following:

QUALITY ASSURANCE POLICY

Vision Statement

Mission of UACS is to provide excellence in higher education by combining the best of European and American educational standards.

Quality Assurance has always been the most important element of UACS operations.

Scope
Article 1

UACS encourages quality control and ongoing development in all areas where it seeks to accomplish and grow its institutional goals. In order to achieve this, it depends on a system of university bodies, principles, and actions that are all designed to further the institutional goals.

This Quality Assurance Policy (QAP, or QA Policy) establishes guidelines that direct the University's actions towards quality objectives and specifies the strategies used to accomplish them, serving as the framework for all procedures pertaining to the Quality Assurance System at the University.

The QA Policy aims to promote a culture of continuous improvement and excellence in higher education through support for professional development, and promotion of innovative practices that ensure the highest standards of teaching, learning, and student support.

Continuous Improvement and Diversity
Article 2

UACS pays close attention to the quality of procedures and outcomes as well as to meeting the needs of all of its primary stakeholders, students, employees and the control and regulatory bodies.

UACS regularly collects, analyzes, and uses information important for the successful implementation of study programs and other complementary activities in order to achieve continuous improvement of the quality of the education provided at UACS.

UACS respects the diversity of students and their needs and allows for flexible learning approaches. Different models of teaching implementation are used where possible, as well as a multitude of pedagogical methods.

PART I
Overview of Quality Assurance Processes and Governance

Quality Assurance Scheme
Article 3

UACS's approach to quality assurance operates under the following scheme of management:

A. Planning and Implementation Processes:

1. Strategic & Operational Planning:

The strategic planning process produces a three-year Strategic Plan which establishes key strategic goals and objectives. These are implemented through programs set out in University functional units as annual operational plans.

2. Development, Documentation and Implementation of Policies and Procedures:

In addition to the strategic planning process, the University provides detailed guidance on planning and implementation in relation to the quality of specific aspects of its human, physical, technological, information and financial resources; internal academic and administrative operations; and communications through approved and documented policies and procedures.

B. Evaluation and Improvement Processes:

1. The University has instituted processes to facilitate evaluation and enhancement of the quality of its academic and non-academic operations and outputs. These include processes for continuous monitoring and periodic review of the operations of a specific University functional unit, or a specific operational process which may span multiple University functional units.

2. Recommendations emanating from internal and /or external quality reviews shall be transformed into Self- Improvement Plans (SIPs) for implementation by the University functional units under review as far as possible.

C. Internal and External Quality Assurance Reviews and Self-Evaluation:

As part of its commitment to continuous improvement and excellence, and governmental and international accreditation requirements, UACS undertakes systematic internal and external quality assurance reviews and self-evaluation processes.

E. Capacity-Building:

The University provides support for the implementation of corrective actions and improvement initiatives arising out of its evaluation exercises and the results of the employee's appraisals.

F. Quality Assurance and Self-Evaluation Committee (QAC)

The general tasks, quality assurance reports and policies at UACS are primarily conducted and/or overseen through/by the work of the University's Quality Assurance and Self-evaluation Committee (QAC).

The QAC is a body established by the UACS Senate with the following main objectives:

- Continuous improvement of the quality of academic and administrative staff,

- Continuous improvementat of the quality of teaching and scientific research activity,
- Control and improvement of the quality of the entire educational process and the quality of education that students acquire at UACS,
- Support in the implementation of self-evaluation and internal evaluation,
- Support in the implementation of external evaluation,
- Promotion of a culture of continuous improvement and excellence in higher education.

PART II
Specific (Core) Quality Assurance Activities

The Role of the QAC in Dissemination of Best Practices and Policies
Article 4

QAC serves as a catalyst for the dissemination of good practices and policies.

QAC functions as communication channel within various UACS units**,** necessary to prevent and overcome "silo vision"[1]. Accordingly, the QAC shall periodically organize events to highlight:

- Recent developments,
- Innovative teaching and grading methodologies,
- Best practices,
- Technological advancements, and
- Other relevant matters.

These sessions might be named: Teach Improvement, or Teach and Research Improvement (TRSS), or any other name that the head of the QAC deems appropriate

The Role of QAC in the Evaluations, Self-Evaluations, Statuary QAR and Accreditation Processes
Article 5

Primary task of the QAC is to prepare the statutory QARs and assist units in their external accreditations and evaluations and self-evaluations.

QAC does not directly perform the evaluation of various aspects such as teaching, research, and services. It reviews and analyses data from various sources (HR, Deans, Quality Circle, Career Centre, Alumni Office, etc.)

The QAC is authorized to conduct additional surveys as deemed necessary

Comprehensive Quality Assurance Activities
Article 6

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[1] "Silo vision" refers to a mindset where different departments or units within an organization operate in isolation from each other, like separate silos. This can lead to a lack of communication and collaboration, which may result in inefficiencies and missed opportunities. It's often seen as a barrier to effective teamwork and organizational success.

In order to address all areas vital to the quality assurance system, UACS implements a broad array of activities. These include but are not limited to fostering mentorship, overseeing research activities, defining and reviewing learning outcomes, periodically reviewing syllabi, aligning exams with expected outcomes, coordinating annual quality assurance activities, adopting best practices, and monitoring statistical data to provide informed recommendations.

PART III
Fundamental Quality Assurance Principles

Article 7

The overarching ideas that guided the creation of the UACS University Quality Policy, in line with the University's mission, vision and Strategic Plan are:

1. *People-Centric Approach*

The person is at the core of all the university does, including students, faculty, and technical and administrative staff. Above all, it aims to provide students with a human experience of sharing an open-minded, critical mindset and exchanging idea. The university responds to the needs and desires of its students through processes and entities that are specifically designated for that purpose.

Through specialized training and development initiatives, internal staff members are supported in their cultural and professional development.

2. *Ethical Approach*

Preventing all types of discrimination including but not limited to gender identity, ethnicity, political beliefs, religious beliefs, abilities, age, sexual orientation, and contractual status is the foundation of UACS University's actions and very being. UACS seriously admonishes any act by its faculty members and students that is contrary to legal or ethical norms.

3. *Academic Approach*

The quality of university teaching depends on its relation to the most important frontiers in scientific research, in the relevant methodological and applied domains.

Research is of utmost importance for the development and testing of new ideas in the academic world, and UACS takes it seriously.

4. *Professional and Business Engagement Approach*

UACS nurtures ongoing connections with the business and professional worlds through various forms of collaboration—from mentoring and teaching to cooperative research and knowledge-transfer. This collaboration is a distinctive aspect of its operations.

UACS aims to provide its students a thorough cultural base and solid understanding that blends theory and real-world application. This is done through structured approach to student

engagement and well-defined work expectations, practical activities, internship, and continuous feedback mechanisms.

PART IV
Final Provisions

Article 8

This policy enters into force as of the date of its adoption.

Article 9

All and any interpretations are to be done by the University Senate.

Article 10

The Policy shall be distributed to the members of University Senate, members of Rector's board, Chief Academic Officer, Record's Office, Self-Evaluation Committee, Secretary General, Deans of the Schools, all the faculty and staff and the University Archives.

University Senate
Asst . Prof. Dr. Ivona Mileva, President

Ивона Милева
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Date: 2025.02.05 13:55:40 GMT