

QUALITY ASSURANCE ANNUAL REPORT

Academic year 2020/2021

30 November 2021

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Acronyms:

EA	Evolution Academy
FD	Fashion Design
CD	Communication Design
ID	Interior Design
QAO	Quality Assurance Office
MEST	Ministry of Education, Science and Technology
KAA	Kosovo Accreditation Agency
MH	Ministry of Health
NIPHK	National Institute of Public Health of Kosova

1. Introduction

The circumstances created by the COVID-19 pandemic in the Republic of Kosovo and Worldwide, changed the workflow and activities of all institutions. This pandemic significantly affected learning process organisation in the Republic of Kosovo.

During the COVID-19 pandemic, the "Evolucion" Academy, like all educational institutions in the country, was forced to immediately move to the online platform all educational activities.

In order to strictly comply with decisions of the NIPHK and the Government of Kosovo to terminate the teaching/educational process in the Republic of Kosovo, to prevent the spread of the Corona virus pandemic (COVID-19), the management and academic staff of the "Evolucion" Academy committed, without wasting time, to identifying opportunities and providing conditions for organizing the distance learning process (online) for the academic year 2020-2021, in order to ensure the continuity of academic process and mitigate damages caused by this extraordinary situation. Given the situation created by the Covid-19 pandemic, the "Evolucion" Academy had to start distance learning on 18 October 2020.

According to the provisions of the EA's Statute, Quality Assurance Regulation and other regulations, the Management of this Academy made decision to undertake rigorous preparation for starting the new academic year 2020/2021 with the challenges it had ahead. In the framework of this decision, the EA's managerial and administrative staff engaged the working teams, which were established since the outbreak of this pandemic back in 2020.

The working group led by the Academic Council includes:

- Administrative staff
- Academic staff
- IT
- Quality Assurance Office

Pursuant to this Decision, this Working Group was put at the disposal of the academic staff and students to enable and facilitate online learning and to mitigate, as much as possible the damage to teaching caused by this extraordinary situation.

Organising and maintaining learning process online (and combined) during the academic year 2020/2021, was significantly easier, thanks to the experience gained by the teachers, students and the aforementioned Working Group with the online learning process, as this Academy moved to the same since 2020.

The QA Annual Report provides an overview of the quality control and evaluation, each and

every EA’s work segment is subject to this QA and evaluation. As such, the report describes the form of teaching process development during the academic year 2020/2021 in EA, including conditions, procedures, impact of online learning and evaluation of students performance by departments, monitoring the work of administration and teaching process.

In the academic year 2019/2020, 2020/2021 and 2021/2022 the "Evolucion" Academy has enrolled 557 students in its existing programs.

Of these, the Department of Fashion Design has 333 students, the Department of Communication Design has 108 students, the Department of Interior Design has 59 students, and the Department of Fashion Design (MA) has 57 students.

The following paragraphs presents in more detail the data and statistics on the number, structure and other information on students.

Table with total number of students enrolled in bachelor and master level in the academic years 2019-2020, 2020/2021 and 2021-2022:

PROGRAMS	Year I 2021-2022			Year II 2020-2021			Year III 2019-2020			In total
	Females	Males	Total	Females	Males	Total	Females	Males	Total	
Fashion Design, BA	108	10	118	113	7	120	87	8	95	333
Communication Design, BA	13	12	25	21	25	46	14	23	37	108
Interior Design, BA	11	10	21	23	7	30	4	4	8	59
Fashion Design, MA	17	3	20	19	1	20	17	0	17	57
Total	149	35	184	176	40	216	122	35	157	557

Fig. 1: Total number of students

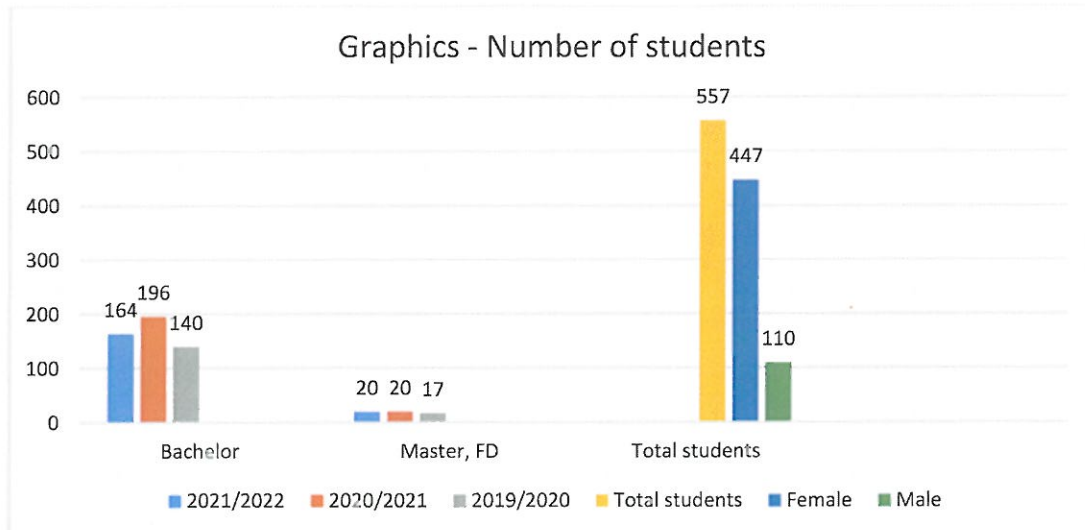


Fig.2. Total number of students attending studies in EA including gender statistics

This report has been produced by the Quality Assurance Office, which has the role of the executive mechanism of the Quality Assurance Committee. This office is headed by the Quality Assurance Officer, who is supervised by the Director of Administration

2. Quality Management

2.1 Organisation and Procedure of Quality Assurance at "Evolution" Academy

The "Evolution" Academy performs quality assurance control through the Quality Assurance Committee, which is composed of three members: the Academic Director, the QA Officer and a representative of the teaching staff.

The QA Office is multidimensional composition of the various structures within the "Evolution" Academy, including Administration, students, the Director of Administration and the academic staff, thus representing the main interests of all stakeholders. This Office reports directly to the SC Council, the highest quality control body within the Evolution Academy.

The Quality Assurance Office is assigned with the following tasks:

- Performs the tasks undertaken by the QA Committee and reports on progress of the administrative and academic processes of the "Evolucion" Academy;
- Monitors Administration's work process;
- Performs surveys with the students and teachers through questionnaires; after analysing the paperwork, this Office reports to the Quality Assurance Committee.

In order to successfully evaluate and monitor the teaching process and standard:

- Professors are required to present detailed (and annually updated) course syllabus;
- The course's syllabus is introduced to students by the means of the study manual;
- Performs surveys with teachers with regard to success and encountered problems during the course;
- The purpose of surveys performed with the student is to find out more about the success and benefits from the course;
- The process of realization of materials is reported and discussed in the Academic Council;

In order to successfully evaluate and monitor the learning process and standard:

- Students are informed about the work procedures and the content of the courses through the study manual;
- Surveys are performed through questionnaires and deal with the study quality and process;
- The attendance and activities of the students during all activities in EA are recorded;

In order to successfully evaluate and monitor the Administration's work and its respective standard:

- Services provided to students and teachers are monitored;
- Staff that provides administrative services is trained;
- Reports from and requests to the Administration are recorded;
- Surveys are performed with students and teachers in order to find out more about the efficiency of Administration services;

Each and every segment of EA's work is subject to Quality Control and evaluation. The task of Quality Assurance procedures is to accurately and in timely manner analyse the effectiveness of the functioning of our institution.

Data analysis and reporting on various procedures - such as students' assessment and academic services, observing of teaching as well as training data analyses - contribute to the successful implementation of main processes of performance's management.

3. Teaching Process Implementation

The Internal Quality Assurance System is oriented towards the continuous improvement of the “Evolucion” Academy, it supports the improvement of the teaching process, the development of research/artistic work, and contributes to the development of management and administrative processes in EA.

In order to successfully evaluate and monitor the process of teaching and learning standard (as well as other standards required by the KAA), the evaluation of these standards was performed in three current educational programs of EA, organized in 3 departments:

- Fashion Design Program, Bachelor and Master levels;
- Interior Design Program, Bachelor level;
- Communication Design Program, Bachelor level;

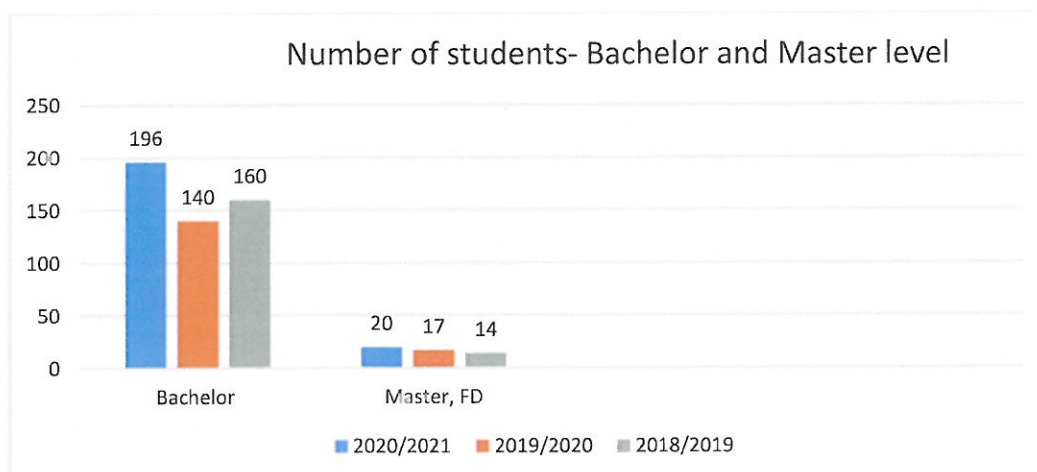


Fig 3: Number of students in Bachelor and Master level

The teaching/learning process during 2020/2021, was mainly done on the online platform. EA has strictly implemented the decisions of the Government, NIPHK and MEST regarding measures to prevent spreading of the COVID-19 virus. Also, the facilitation measures have been strictly implemented in terms of allowing students to sit exams and have learning and practices classes, consultations or even physical presence lecturing at EA, all with limited number of students in groups.

The teaching/learning process during Covid-19 pandemic, have forced EA’s teaching staff and students to adapt to some new rules, such as wearing a mask, keeping distance, and participating

in practical training in certain programs and campaigns, offering practice in practical subjects with fewer students in the classroom (only 5 students in a group), and strictly respecting the instructions of the NIPHK and the Government of Kosovo.

The platforms used for online teaching/learning are: Google Meet and Google Classroom.

These platforms were recommended because they had positive effects during the last semester of 2019-2020 academic year.

All technical activities were carried out to use the services of the aforementioned platforms, such as: rechecking all students' Gmail accounts and downloading students' email lists (according to the manual), and then emailing announcements about lectures (according to the teachers' schedules) by applying the platforms as follows:

- Google Meet - for lectures;
- Google Classroom - for creating subject groups, assigning tasks, and distributing materials.

As far as other lecturers/teachers, who recommended other distance learning platforms, are concerned, the Academic Council decided to continue with the same platforms, provided that the teaching reports were to be submitted on a regular bases to the Quality Assurance Office.

In addition to the above mentioned platforms, other platforms have been used such as: Apowersoft- for recording lectures and their subsequent use (<https://www.apowersoft.com/free-online-screen-recorder? C = 1,>), platforms Zoom, Skype, Viber, as well as communication via email.

The teaching/lecturing were generally performed according to the schedule of academic year 2020/2021, slightly changed for Fashion Design Department, Bachelor level.

Transition from physical presence to online learning or lecturing has had its challenges, given that in Fashion Design Department there are occupational subjects, which during lectures and exercises require supporting and direct supervising of students during the cutting and sewing. Difficulties of this nature have been reported in the **Sewing Modules courses (1 and 2)** first year, and **Sewing Modules course (3 and 4)** second year. Online teaching of these 2 subjects was not possible to organise for, due to the course specifics as well as the fact that a number of students do not have sewing machines in their homes, thus online lecturing of this course was senseless. The teachers and the students mutually agreed to postpone teaching/learning of this subject, to be held at the premises of EA as soon as possible. When Kosovo Government eased the anti COVID-19 measures, these classes were held face-to-face in smaller groups at EA (strictly adhering to the NIPHK's prevention measures and rules) thus meeting the curriculum without missing any lecture.

A change of the schedule took place at Fashion Design Department (third year), due to the specifics of 2 courses that were originally planned to be held in the Winter Semester but were postponed for Summer Semester:

1. Patternmaking (Analysis and Composition)
2. Modelling the dress on the model doll

Students have been informed by the teachers, in a timely manner, with the syllabus of the courses as well as with the teaching material. Based on the teacher's reports, the online teaching as well as the combined face-to-face teaching have been successful and have implemented the planned curriculum for the academic year 2020/2021 completely.

3.1 Exams Pass Rate

The table below reflects the passing rate of students in exams according to the academic years mentioned in the table.

PROGRAMS	Passing rate of students in exams according to the academic years		
	2020/2021	2019/2020	2018/2019
Fashion Design, BA	82.67%	77.24%	86%
Communication Design, BA	79.10%	75%	81.45%
Interior Design, BA	81.70%	79.20%	83%
Fashion Design, MA	77.54%	73%	84.30%

Fig. nr.4. Students' exam passing rate

3.2 Number of graduates

The number of graduates during 2020 is 61 students (50 females, 11 males) and the number of graduates during 2021: 75 students (66 females, 9 males).

The number of 136 students graduated from the "Evolucion" Academy in the academic year 2019/2020 and 2020/2021 as well as other students expected to graduate in the academic year 2021/2022 is a very promising indicator of the interest of our students to study in the "Evolucion" Academy and an extremely positive opportunity for the labor market in the fields that our students graduate.

PROGRAMS	Year 2019-2020			Year 2020-2021		
	Females	Males	Total	Females	Males	Total
Fashion Design, BA	40	4	44	47	1	48
Communication Design, BA	3	3	6	3	5	8
Interior Design, BA	1	3	4	7	3	10
Fashion Design, MA	6	1	7	9	0	9

Fig.nr.5. Number of graduates

The total number of graduated students at EA is presented through the graph below:

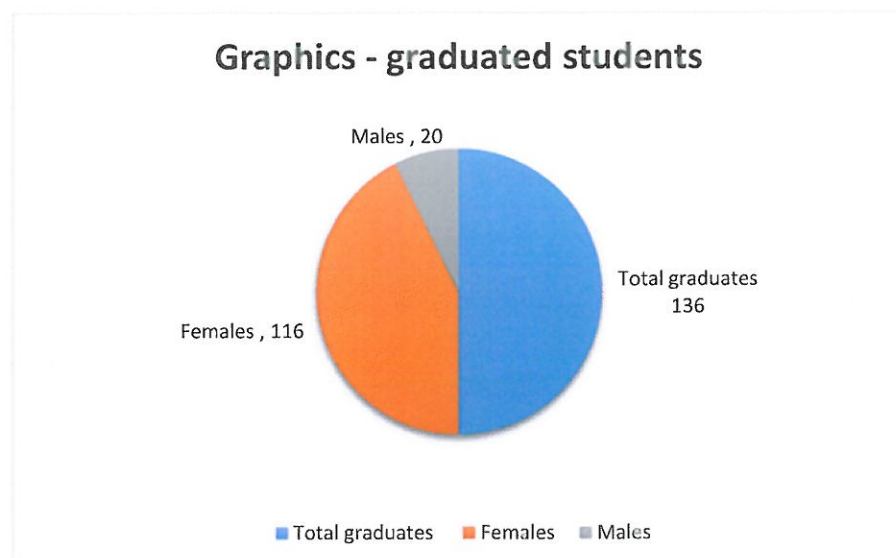


Fig.6. Number of graduates including gender statistics

3.3 Termination of studies

Number of students who terminated their studies during 2019- 2020: 3 students (1 male, 2 males).

Number of students who terminated their studies during 2020-2021: 9 students (8 female, 1 male).

Some of the reasons for terminating their contracts are: emigration, family matters, employment, health condition, financial situation, lack of willingness due to pandemics, etc.

PROGRAMS	Year 2019/2020			Year 2020/2021		
	Females	Males	Total	Females	Males	Total
Fashion Design, BA	1	0	1	6	0	6
Communication Design, BA	0	2	2	1	1	2
Interior Design, BA				1	0	1

Fig.7. Number of students who terminated studies during 2019-2020 and 2020 - 2021

4. Attendance of the Students in the Lectures

4.1 Winter Semester

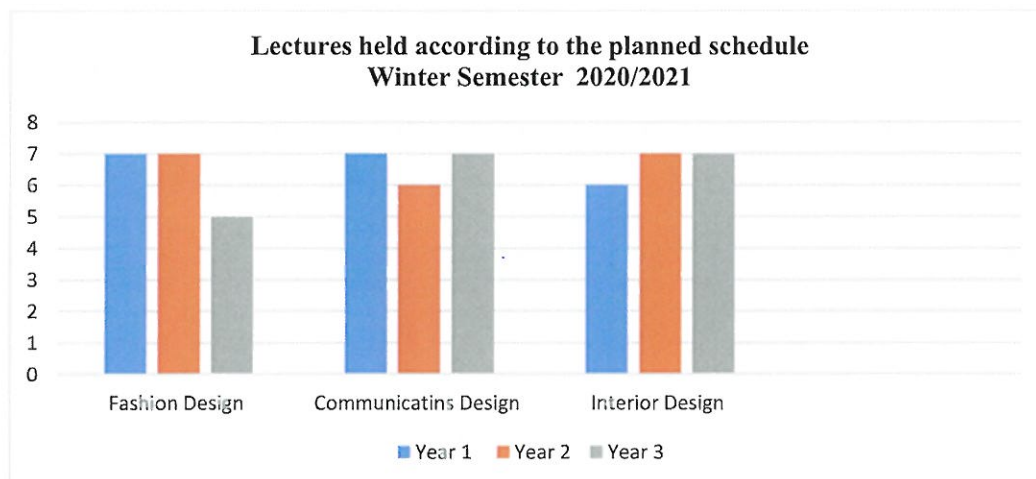


Fig 8: Lectures held according to the planned schedule-winter semester

➤ **Fashion Design**

The graph below reflects attendance of the Fashion Design students in the lectures during the winter semester.

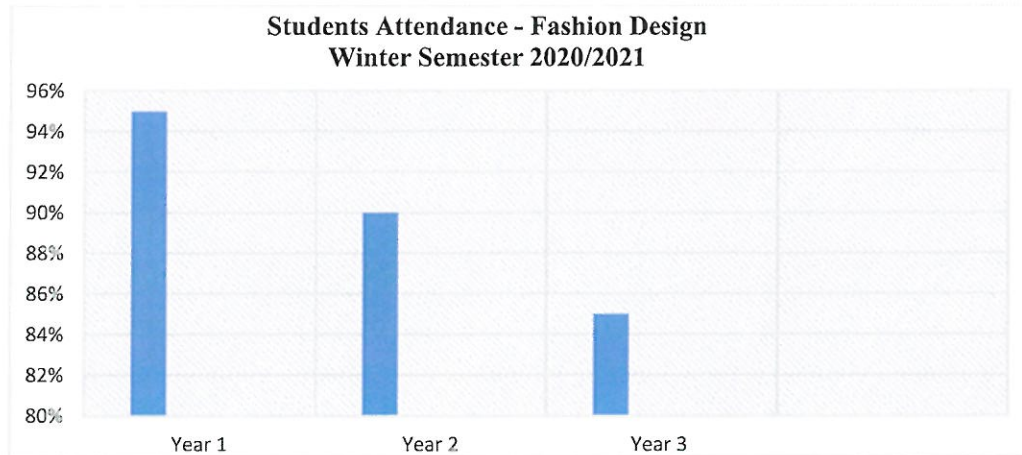


Fig.9: Students attendance FD-winter semester

➤ **Communication Design**

The graph below reflects attendance of the Communication Design students in the lectures during the winter semester.

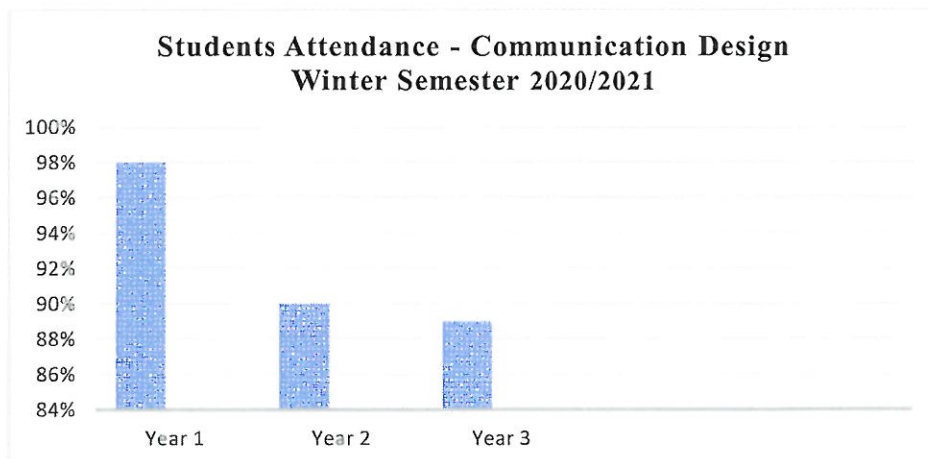


Fig.10: Students attendance CD-winter semester

➤ **Interior Design**

The graph below reflects attendance of the Interior Design students in the lectures during the winter semester.

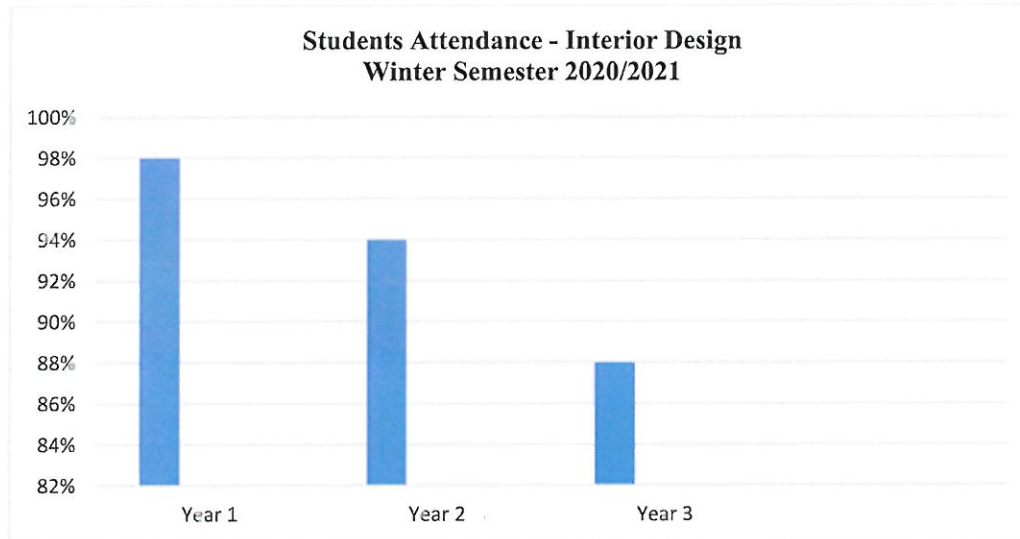


Fig.11: Students attendance ID – winter semester

➤ **Fashion Design – Master level**

The graph below reflects attendance of the Fashion Design students - Master level in the lectures during the winter semester.

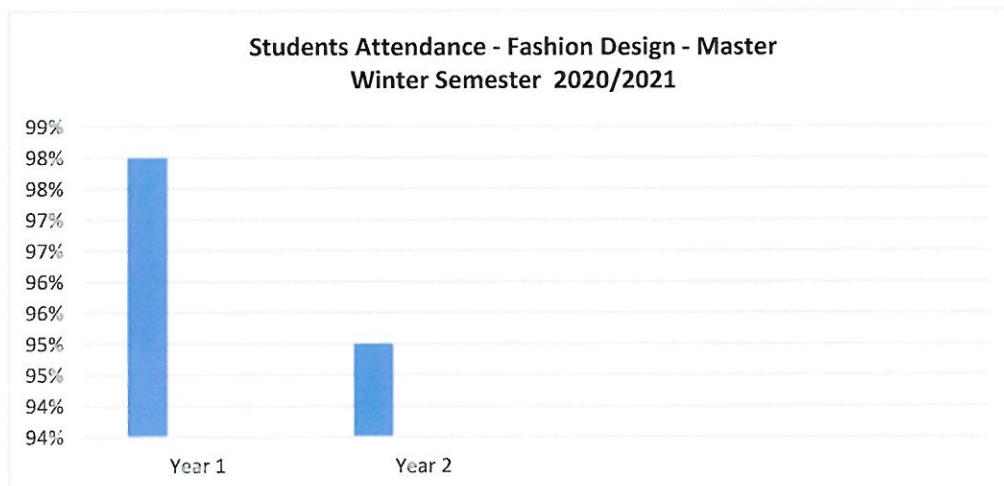


Fig.12: Students attendance FD, Master level - winter semester

4.2 Summer Semester

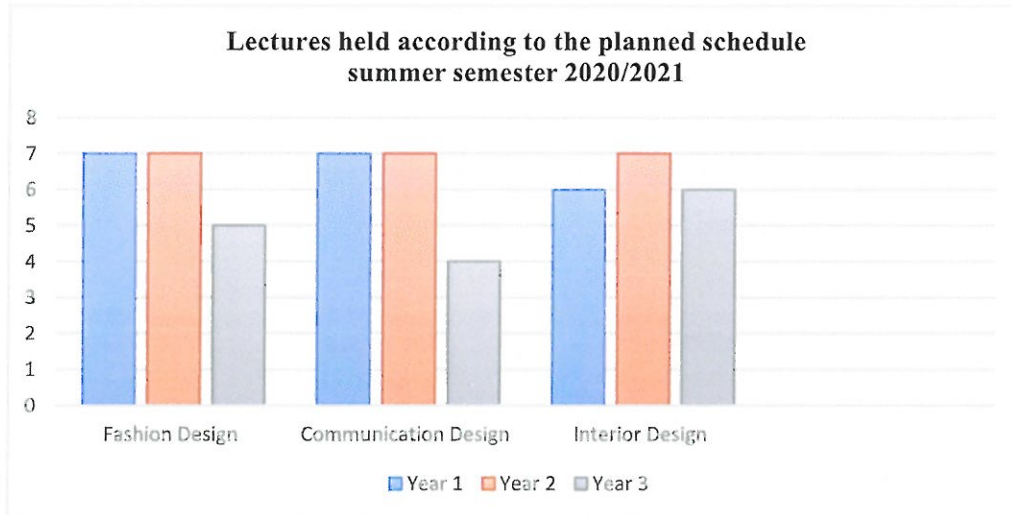


Fig.13: Lectures held according to the planned schedule-summer semester

➤ Fashion Design

The graph below reflects attendance of the Fashion Design students in the lectures during the summer semester.

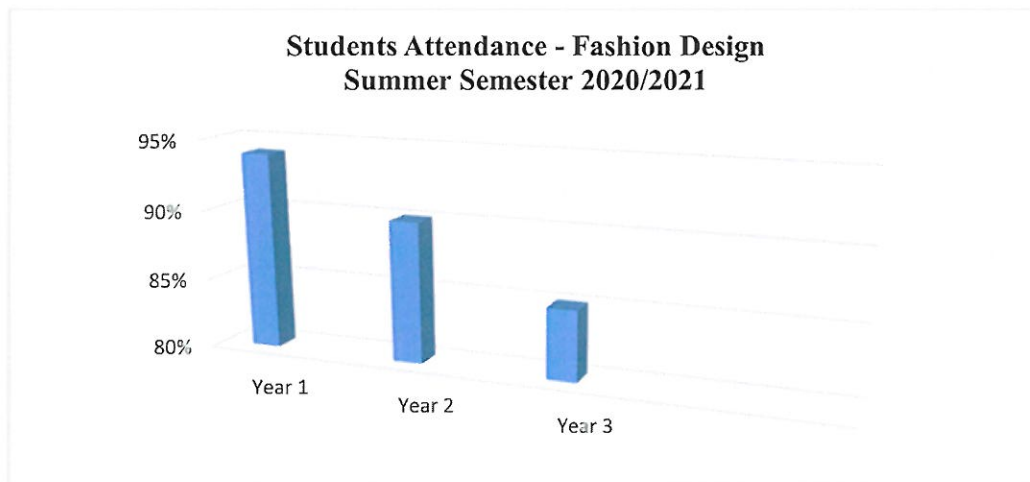


Fig.14: Students attendance FD – summer semester

➤ **Communication Design**

The graph below reflects attendance of the Communication Design students in the lectures during the summer semester.

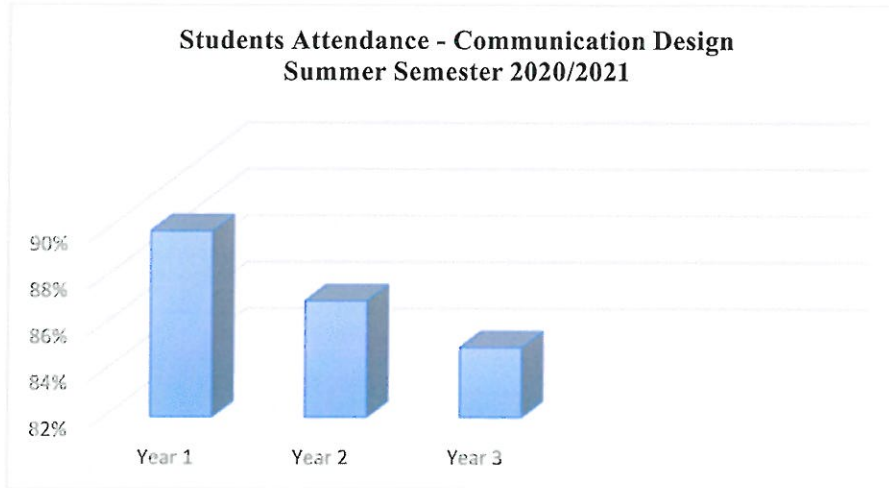


Fig.15: Students attendance CD-summer semester

➤ **Interior Design**

The graph below reflects attendance of the Interior Design students in the lectures during the summer semester.

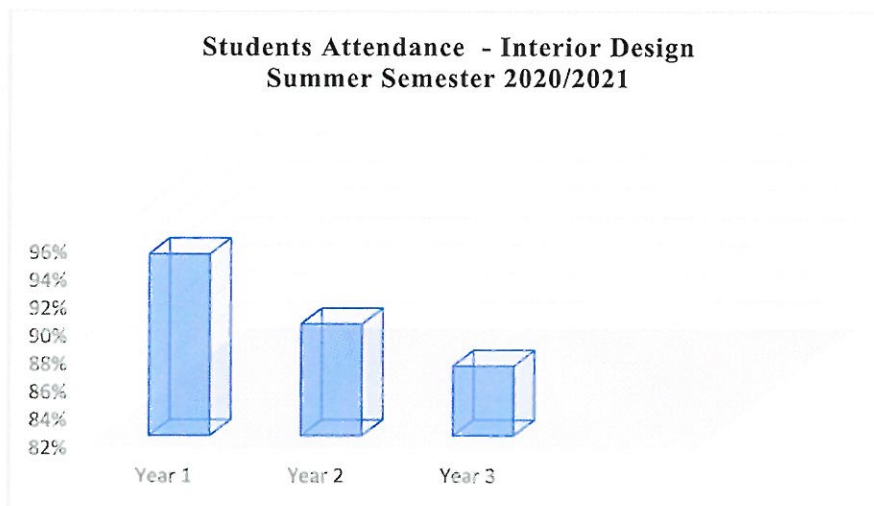


Fig.16: Students attendance ID – summer semester

➤ **Fashion Design – Master level**

The graph below reflects attendance of the Fashion Design students - Master level in the lectures during the summer semester.

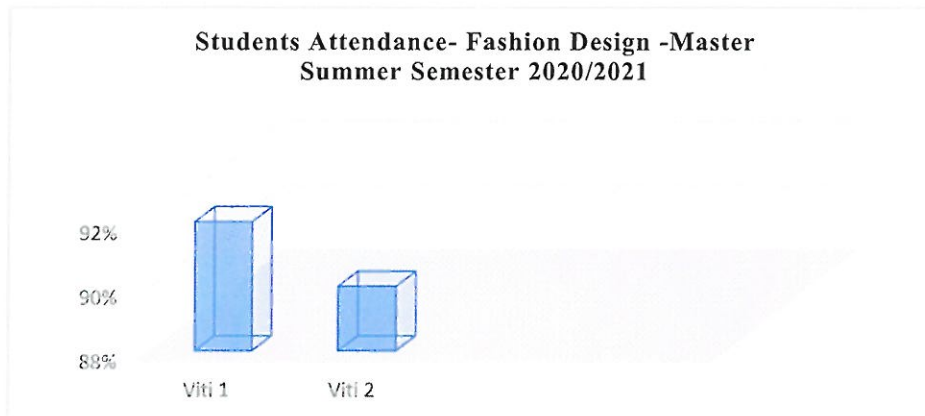


Fig.17: Students attendance FD, Master level - summer semester

5. Administration

During the online lessons, the academic staff and students were informed in a timely manner by the management and administration of the EA regarding the decisions of the Government of Kosovo, NIPHK, MEST and EA for the measures which had to do with the process of organizing the learning process in Kosovo caused as a result of the Covid-19 pandemic.

The administration staff as an office for support of students and professors has been more engaged than usual in organizing smaller groups of students to attend exams, consultations, practical work with physical presence in EA. As a result of this situation caused by the pandemic and in order to be available to students and professors, the administration staff has decided to postpone to next year the participation in the trainings planned for the administration staff.

In the period when by decision of the Government it was necessary to work with reduced staff, the Department of Administration of the "Evolution" Academy has coordinated and organized the work in groups in order to enable students and academic staff to perform administration services in EA.

The Department of Administration with all its units has created a good work experience and easily manages the work with students and academic staff, whether teaching is held on the online platform or with a physical presence in EA.

The commitment and successful work of this Department has been shown during the registration process of new students for the academic year 2021/2022. The frequent attendance of candidates to be interested in enrollment, most of them accompanied by parents as financiers of studies, has made this department to have numerous communications with clients and has been a reflection of EA.

6. The Library of "Evolucion" Academy

The library at the "Evolucion" Academy is an institutional library serving the research and educational purposes of the "Evolucion" Academy. The library has a suitable space in the facility, and has a fund of 557 special books, with different titles.

The main fund of the library is in the fields of these subjects that are taught in the "Evolucion" Academy, with the addition of general reference materials and well-known books of interest. Most books are available for "check-out" and home study, although reference books should remain on the library premises. The library also serves as a central place for the display of those documents that have been made available to the community before being presented to the Academic Council of the "Evolucion" Academy.

The library at the "Evolucion" Academy is the main door for the needs of students and academic staff with the necessary services it offers, with books and electronic materials through the existing fund of books and databases available EKON-BIZ and EBSCO. Also accurately, efficiently and in a timely manner have been processed, classified and are cataloged all new books purchased, especially the book fund donated by the Library of Peja with which the Academy "Evolution" has a memorandum of cooperation.

This year, too, the cooperation with the National Library of the city of Peja has continued, especially the borrowing of materials that we do not have, as well as with the University Library of Kosovo. During this time the library has paid special attention to the promotions of books by local authors of scientific and cultural importance.

The "Evolucion" Academy has introduced new resources in the library, enabling access to several virtual international libraries such as:

1. Royal Borough of Kensington and Chelsea
<https://www.rbkc.gov.uk/libraries-0/read/online-resources-and-digital-library/fashion-and-art>
2. The Architecture open library
<https://www.architectureopenlibrary.com/>
3. Fashion Design Books
<https://fashiondesignbooks.com.ng/>

4. Smithsonian Libraries
<https://library.si.edu/digital-library/art-and-design>
5. "Evolucion" Academy of Art University Library.
[https://library.Academy "Evolucion" art.edu/](https://library.Academy)

6.1 Electronic Services and Social Media

The "Evolucion" Academy offers to its students and staff a range of electronic services, for communication and efficient management of teaching and learning processes such as:

- **The Electronic Student Management System and the Administrative and Academic Staff (SEMSA)** is a platform created to provide electronic services to the Students and Administrative and Academic Staff of the "Evolucion" Academy. SEMSA consists of several modules which are: module for student enrollment; grading module; student payment module; quality assurance and evaluation module; the module of competencies and teaching contents and the module of the Library.
- **The official electronic mail of the "Evolucion" Academy** provides students and the public as a whole a real-time information, faster communication, basic information on programs, regulations, academic staff, student events and achievements, calendars, announcements and many other opportunities of the "Evolucion" Academy which are available through the website: www.akademiaevolucion.com

In addition, the "Evolucion" Academy has several social media pages available describing educational experiences and other public events organized by the "Evolucion" Academy:

Official sites at:

- Website: <https://akademiaevolucion.com/>
- Instagram: (www.instagram.com/akademia.evolucion)
- Facebook: (www.facebook.com/akademia.evolucion)
- Youtube: (www.youtube.com/channel/UCS1dxx4XRHJv1ZNbn2g9H_g)

- **E-Library** is one of the services offered and used only within the "Evolucion" Academy.

The e-Library provides the students of the "Evolucion" Academy with sufficient resources received from every corner of the world, so that they can be equipped with sufficient knowledge in their academic life. The contents of the academic library represent a wide range of books, journals and other resources, which are ideally suited for students' access to independent learning. Furthermore, our students' access to the library supports the research of academic units, students and graduates of the "Evolucion" Academy.

- Servers with modules for: staff, finance, salary, accounting, IT
- Wi-Fi is distributed throughout the "Evolucion" Academy and covers all its spaces.

7. Activities and Projects

The situation with the Covid-19 pandemic has led to the reduction of a number of planned activities and projects of the "Evolucion" Academy, due to the measures to prevent spreading of Covid-19.

During the academic year 2020/2021 several activities/projects were organised, with the participation professors and students in common projects such as:

- April and November 2021. Participation of the Academic Unit of Fashion Design in collaboration with the students of the "Evolucion" Academy in the prestigious event "Prishtina Fashion Night". The "Evolucion" Academy's Fashion Design Unit and its student have successfully presented the Spring / Summer and Autumn / Winter collections. In this event which is organized and sponsored by the "Evolucion" Academy takes part as organiser and sponsor.
- Engagement of the Communication Design students' in creating newspapers and brochures - typography;
- Participation of the Interior Design students in a project for designing the interior of their classrooms for renovation at their department, providing a warm and incentive environment for learning;
- Collaboration that involved the EA's Executive Director and a group of AE's students with the team of teachers and students of Chiang Mai Polytechnic College of Thailand, the event "Thailand's Silk Road in the 2020 World", hosted by the Kingdom of Thailand. In this event the "Evolucion" Academy presented a theme "Xhubleta in silk";
- Organising the workshop through Google Meet (webinar) "Zero Waste Methods in Fashion Design". It was dedicated for the Fashion Design students of the first and second year, Master Level;
- November 2019. Participation in the 3rd International Symposium on Textile and Garment Technology, organized by KAMA-USAID. In the framework of this event, the Management of the "Evolucion" Academy has been part of the discussion on the current state of technology and development of clothing in Kosovo and the region. While a group of students has participated in a competition organized within this symposium and have won key positions in their careers;

- December 2019 - 2020. Participation of the Executive Director and Head of the Fashion department with the support of the lecturers of the "Evolucion" Academy in the national project "Albania Designers Competition", held in a prestigious Vizion Plus Medium in Albania. In this project/competition the "Evolucion" Academy has been successfully represented by three its FD's students who were winner of the first, third and fourth place. They are awarded by "Evolucion" Academy with a scholarships for the Master's level at the "Evolucion" Academy;
- Training of 2 EA's finance officers, who have attended training of practical accounting with the program EXPERT-Application for accounting management;
- Coordinator of the Erasmus Kosovo Office, with her collaborators paid a visit to "Evolucion" Academy. There was an open and very concrete discussion with the EA's Executive Director and many topics were deliberated, such as: modernization, curriculum's reform and projects for cooperation in the field of education with the aim of advancing work;
- Participation in the organization of the discussion on "Design and Textile and all the Challenges in a Due Course of Creating a Genuine Designer", organized by THY Organization.

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8. Surveys

The Quality Assurance Office has implemented the evaluation instruments, referred to in articles 2 and 3 of the QA Regulation of the "Evolucion" Academy, as well as according to the European QA standards and guidelines the standards.

Internal evaluations were performed through self-evaluation process:

- Through questionnaires and self-evaluation performed by academic staff;
- Through anonymous students' evaluation questionnaires;
- Through continuous monitoring of the process by the quality officer, director of administration and academic director;
- Through the analysis of parameters based on work reports and fulfilment of tasks, with the help of which the proposed measures are determined to the controlled units to be taken in order to maintain and improve quality.

- After the completion of each evaluation of reports and monitoring of the work process, a written report is prepared regarding the evaluation procedure, results and proposed measures;
- The results of the report are reviewed by the Quality Assurance Committee and serve as a basis for further plans for improvement and quality assurance in the Academy;
- The Quality Assurance Office implemented the recommendations and carried out the tasks undertaken by the Quality Assurance Committee.

Several different questionnaires were applied such as questionnaires for new registered students', students' semester questionnaires, questionnaires for professors' self-assessment, evaluation of Administration, questionnaire for online learning, evaluation by administrative staff, questionnaire for students during the graduation process, surveys with graduates.

The results and recommendations of the questionnaires are presented in the relevant reports for each questionnaire, prepared by QA Office.

9. Registration of the New Students in the Academic Year 2021/2022

Teaching process at EA for the academic year 2021/2022 has started at the Bachelor level on 16 October 2021, and the Master level on 30 November 2021. The lecturing is mainly done in face-to-face way, with the exception of some theoretical subjects which are organised online.

The kick off of the new academic year went quite normal and the learning activities are conducted according to the planned schedule and curriculum in the following programs:

- Fashion Design Program, Bachelor and Master level;
- Interior Design Program, Bachelor level;
- Communications Design Program, Bachelor level;

The number of students registered in the academic year 2021/2022 is:

PROGRAMMES	Year I		Total
	Females	Males	
Fashion Design, BA	108	10	118
Communications Design, BA	13	12	25
Interior Design, BA	11	10	21
Fashion Design, MA	17	3	20
Total:	149	35	184

FIG.17: Number of students academic year 2021/2022

10. Conclusion

Through the activities of evaluation, monitoring, surveys, interviews and questionnaires, it is aiming is to identify good practices as well as to identify situations that require intervention to improve the current situation where necessary.

The Quality Assurance Office has not encountered any problems to carry out its work process at the "Evolucion" Academy. The work is based on the Quality Assurance Regulation of the "Evolucion" Academy and in accordance with European Standards and Guidelines for quality assurance.

It is worth noting that there was no lack of cooperation between the Quality Assurance office with the involved parties in the quality assurance process, because for everyone it was a clear principle that the evaluation is done to improve and not to prejudice.

Despite all the challenges posed by the Covid-19 pandemic, it can be concluded that the academic year 2020/2021 ended successfully.

This success is significantly influenced by the gained experience of professors, students, EA's management and staff for managing online learning, an experience gained since 2020 when it was first passed in the learning of the online platform.

The curriculum during the academic year 2020/2021 was fully realized, and there are no missed hours. Classes which are not held due to the calendar of state holidays or eventual cancellations of classes by professors (for health or various reasons) are held during the same academic year.

The "Evolucion" Academy throughout the academic year has adhered to and continues to strictly adhere to the defined preventive measures against the Covid-19 virus, thus ensuring a safe working environment for all staff (academic, managerial, administrative) and her students.

Regarding the connection to the online platforms, there were no reports of any problems that affected the non-delivery of lectures. EA's professors, in addition to lectures, exercises and assignments, have also been involved in mentoring Bachelor and Master degrees, adhering to the curriculum of the academic year 2020/2021.