

QUALITY IN HIGH EDUCATION

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SUMMARY

Idea for increasing the quality of educational system in High education in Kosovo. Through representing the opportunities for quality implementation. Important elements are co-operation between institutions of higher education of the countries with well developed educational system. Kosovo is evaluated to have a considerable number of university institutions, meanwhile a high number of students which seek a place with quality.

Work represents specifications which are connected to high education and shone by concrete proposals for implementation which will be elaborated at next points, applicable according to the quality standards.

Keywords: high education, quality in education, standards in quality, producing quality

1. INTRODUCTION

The quality of education project, which one could see from two points. Especially in Republic of Kosovo.

In openly way quality of higher education could be daily for users that's needs education(results) in accordance with norms and quality's standards.

In closely way, the higher education (which one could do with university's preparation and professional quality). Every time, in cooperation with higher education institution, than coder of production that needs for society, state and professionalism creation in accordance with norms and quality's standards[1].

From this sight, welfare's process and quality of higher education should identification from users of this activity.

Users of quality in higher education always should search in some spaces, like student's population, which have usage in out trade from quality, which arrive from institution of higher education.

The quality system in higher education should arrive standard's quality. In this context, like in the other models the quality system is one or more aspects. Ideas ant stands in this direction can change in dependence from countries, culture to cultures, determinations usages and same

things like those. Pearled with evolution of education system, the quality system should have in consideration final proposing with national propose for higher education and Bologna process propose, too[2].

2. THE QUALITY OF HIGHER EDUCATION PERIODONTAL VIEW

In this part, is too important the creation of international system's agency for quality insurance in higher education.. (Insurance European system of quality). Every country evolves education system for needs and with norms and international quality standards international. This is important for our country, too, Republic of Kosovo[4,5,6].

In all every the world exists too many organizations, from which could be done. Verification of quality system or verification from the third parties. In different countries are recognize those organization, like p.s. in Europe is recognize the well know European Consortium for Accreditation in high Education-ECA, which is foundation in November, 2003 and it's mission is reciprocity recognize ached to guarantee the quality in institution of higher education. In USA are recognize the well know professional organization for Accreditation, which are from different subjects.

3. STANDARDS AND DIRECTION FOR INSURANCE OF QUALITY IN EUROPE'S SPECIES IN HIGHER EDUCATION

The project for quality implementations in institutions of higher education should be in plan systematic way. In this aspect should define the mission and vision with quality. In this context, is clarity the ambition of quality and clarify determination to the quality definition. In this aspect we could define this points him higher education:

- the quality is instrument to get the point
- the quality is system to arrive in continuing
- the quality should be enough for users
- the quality is the way how we can find the recognizes and to make psychologies changes to the users etc.

Before that implementation will start the system of higher education, is too important to give the answers for some questions which are in table no.1. Parallel with evidently determination featured in table no.1 ore featured concepts for quality putting.

The question how it can putt the concept of quality in institution of higher education.

1. How could evolve the system of quality (where could be under back and key the elaboration and the verification of project, whey and how, how the process could be organize)?
2. Which definition we can use first?
3. Which approach we can pick up, as p.s. In accordance norms ISO, EFQM and the other standards (or something new with especially value?
4. Which sectors and which activities can be under lock and key in project (presentations, searches, services, management) etc[3].
5. From which corner of value and trust can be under fack and key from intern or extern way.
6. Which gauge is locked for following and understanding?
7. Which confederates and systems of quality's are with strategy of education institution
8. Which employees from institution can be locked in the project in implementation of quality system and how ?

9. Which system should be in function (information system)
10. How will prepaid instructive personal of education.
11. How and what should undertake for the best of students
12. Which politic of communication is in system of quality's (reciprocity recognize).

Table.1. Table of Prishtina University students for the period 1991/92-2004/05.

TABLE OF PRISHTINA UNIVERSITY STUDENTS FOR THE PERIOD 1991/92-2004/05

Academic year	In Albanian		In Turkish & Bosniac lang.		Total		
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Total
1991/92	15826	3796	0	0	15826	3796	19622
1992/93	11867	3812	0	0	11867	3812	15679
1993/94	8481	3612	0	0	8481	3612	12093
1994/95	7769	3763	0	0	7769	3763	11532
1995/96	9231	4574	0	0	9231	4574	13805
1996/97	10880	5495	0	0	10880	5495	16375
1997/98	10813	5902	0	0	10813	5902	16715
1998/99	9987	5037	0	0	9987	5037	15024
1999/00	14225	7833	0	0	14225	7833	22058
2000/2001	14596	5681	0	0	14596	5681	20277
2001/2002	16664	4534	0	0	16664	4534	21198
2002/2003	20755	2420	0	0	20755	2420	23175
2003/2004	24466	2324	119	0	24585	2324	26909
2004/2005	24862	3706	264	0	25126	3706	28832

The system of quality in higher education should be directionally based on ISO 9001 standards or based to the other references in theory and practice are many different though for standards in higher education[5,6,7].

It's important the contact with university's from evolution's countries, which can be model for countries that they're in transition.

In following part, featured the structure and conditions that , in accordance with standards and for insurance of quality as like as higher education in European countries ENQA.

The standard no.1. Politics and procedures

- always evolving written politics and procedures in quality insurance
- putting the globosity of quality

The standard no. 2 Consideration, Monitoring and periodic view

-model's putting inconsideration of quality

The define of monitoring way

- plans putting and procedures for periodic view

The standard no. 3. Student's consideration

- alignment of models for consideration

- alignment of procedures and rules for periodic view

The standard no.4. Insurance of quality for instructive cadre

- to define clearly the way of instructive coder.
- the standard no.5. Treasure for students protection
- the evolve of treasure in infrastructure's protection and the species for teaching
- the define and evolve of student's protection way

The standard no.6. Information system

- the evolve of information system in organization strategy

The standard no.7. Public information

- the information about teaching programs
- the communicate evolving in quality direction in higher universities institutions

One base of requests from standards no.1.

The institution should define politic and procedures for quality insurance and reward system. Institution should define the culture of quality and to direction evidently the quality, which is good for their needs. It should define the strategy in continual way for quality evolution. The politic should be openly and could be locked in rules for students and the other interesting parts.

The politics of quality should have these future elements:

- te from instructive activities to institutional activities.
- te institutional strategy in quality context
- te organization of systems insurance of quality
- te system organization in quality insurance.
- te department responsible and cathedras, faculty's schools and the other organization in education system about quality insurance.
- te locked of students in process of quality insurance
- te finding easier way, which politics can be implementation in consideration?

On base of standard no.3. The institutions should have the mechanism for consideration, the periodic view and programs monitoring and system of reward and consideration.

For this process should regard like:

- publishing evolution and dairy for the future for quality of students.
- the define and pacification in teaching program.
- the specific model of define (using full time, or less time, dedicated specification in learning from distance) dependency from specifics and education sorts, as academics learns, specialist, etc.
- shows of best ways in teaching
- procedures for teaching programs for parts which aren't under lock and key in teaching plan in accordance with standards.
- monitoring and evolution about student's progress
- periodic view of programs that are locked in intern and extern.
- reversion of employments, trade persons and labor power in well-known institutions.
- the participation of students in activity for quality insurance.

Consideration of students is one well know elements in higher education, which represent in standard no 3. In this standard should define open creativity public, role cane change time.

From procedure to role for student's consideration could wait:

- that undertaking which are projected and should have institutions intent.
- to be good for that aspect.
- to have criterion for consideration.

- to be used from persons this can understand the student's consideration in direction to quality plans.
- to insurance opportunity, in that way that could do consideration from many professors.
- that student to have his right in anguses of illness or the other reasons.
- annotation to insurance the consideration in harmony with institutions poultrices.
- to be verification from administrate and to be for users version.
- always students should be certifying, well-known with consideration strategy.

I'm standard no 4. The institution should do all what it needs, because it should have good harmony for quality of instructive eiders. It's important to insurance quality coders, which have new well-known. In institutions should define clarify procedure for future coder of consideration. It should define minimal request and conditions in quality contest, which should have employed cadre. Education should have cadres which should be training to arrive the quality in accordance with standards. Anytime, when haven't present that are training we should stop instructive activity[6].

The request for treasure insurance of students are define in standard no.5. Here we have physic treasure, like p.s.; libraries informatics cabinets or any consultant and the other things like those. All this should be easy for students that are projected for their needs. Educations institutions should have program and procedures, monitoring with efficacy ambition and affectivity[6,7].

The request for information system is define in standard no.6.in accordance with institutions should insurance to done information system .Information system which is in quality system and his functioned, it dependence from to many reasons, as like as;

- The class of success for students
- The eanployment class of diplomated students
- Students enjoying with instructive and cadres
- The indicator institution ling with locked process and something same.

Always, information system should define in accordance with some institution and their performances in standard no.7.are define conditions for public's information. Information should be in quality aspect and quantitative of teaching process and consideration. For this condition, organization should define responsibilities and to have programs of information, which wants, plan and other considerations, information's for procedures of teaching presentations. The information should have in consideration from employments, former students, and students, too like first condition should be information that is true, objective and understanding.

4. CONCLUSIONS

The system of quality standards and their implementations is global process, which is true expansion. With this, the request applied. This shows the system of higher education. In this context before in Japan like in Europe and America too are evolving many institutions And associations for accreditation and implementation of quality in studies program, studies condition, and the other elements with quality in higher education institutional. In Republic of Kosovo ore in standards. Especially to process implementation of Bologna in public institutions. Private institution are in accreditation faze. Needs for standard is necessarily to arrive a quality education. The quality system in higher education could be shows in base in accordance with ISO 9001 model, the model EFQM in accordance with the other European foundation, or in accordance with the other European standards and global standards. In different literature can find opportunities for implementation. This active result of conditions

in university of Republic of Kosovo and positive effect with European universities. In this description are represent same directions that could be used as continuing base for same universities for this model quality system.

5. REFERENCE

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