



College ESLG

STUDENT SERVICES QUALITY IMPROVEMENT PLAN

As a result of Review of student services and resources conducted for the period 2017-2019, the following plan is adopted for the improvement:

Areas of improvement	Actions	Timeframe	Responsible actors	Performance metric
ENHANCE STAFF TO STUDENT RATIO	Hire junior faculty and young researchers	2020-2022	HR, Rector, Management Board	Bring the staff to student ratio to 1:10
ENHANCE COMPUTER TO STUDENT RATIO	Procure more computers and implement the agreement with UBT College for mutual use of infrastructure resources	2020-2022	Rector, Department of Logistics of UBT	Computer to student ratio 1:7
INCREASE ELECTRONIC BOOKS TO	Purchase electronic copies of relevant literature for	2020-2022	Procurement	Bring the ratio



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STUDENT RATIO	students		Department	to 10:1
STRENGTHEN EMPLOYMENT AND COUNSELLING SERVICES	Hire two employment and career counsellors	September 2021	HR	Bring the ratio to 1:50
INCREASE THE SQM PER STUDENT OF INFRASTRUCTURE	Change the building	October 2020	Rector	Achieve 5 m ² -1
INCREASE NUMBER OF TUTORS PER STUDENT RATIO	Hire new tutors for students	September 2021	HR	Achieve 1:20 ratio

Date: 21.10.2019

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