



Republika e Kosovës
Republika Kosova - Republic of Kosovo



Agjencia e Kosovës për Akreditim
Agencija Kosova za Akreditaciju
Kosovo Accreditation Agency

***COLLEGE OF MEDICAL SCIENCES “REZONANCA”
BSc DENTAL ASSISTANT AND DENTAL HYGIENIST***

ACCREDITATION

REPORT OF THE EXPERT TEAM

28th of May 2021, Timisoara



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1. INTRODUCTION

1.1. Context

Date of site visit: 11th of May 2021, on-line

Expert Team (ET) members:

- *Assist. Prof. Dr. Adrian Tudor Stan - University of Medicine and Pharmacy “Victor Babes”, Timișoara, ROMANIA*

Coordinators from Kosovo Accreditation Agency (KAA):

- *Naim Gashi, Executive Director of KAA*
- *Shkelzen Gerxhaliu, Senior Officer for Evaluation and Monitoring*
- *Arianit Krasniqi, Senior Officer for Evaluation and Accreditation*
- *Leona Kovaci, Senior Officer for Evaluation and Monitoring*
- *Ilirjane Ademaj, Senior Officer for Evaluation and Monitoring*

Sources of information for the Report:

- *Self-evaluation report for BSc DENTAL ASSISTANT AND DENTAL HYGIENIST programme, Rezonanca College, February 2021*
- *KAA Accreditation Manual*
- *Staff CVs*
- *Syllabi*
- *Rezonanca College Policies, Memorandums and other internal regulations*
- *The discussions and interviews during the on-line visit*
- *Additional documents received*

Criteria used for program evaluation:

- *Standards & performance indicators for external evaluation according to the Accreditation Manual of KAA*



1.2. Site visit schedule

11th of May

09.00 – 09.45	Meeting with the management of the faculty where the programme is integrated (<i>no slide presentation is allowed, the meeting is intended as a free discussion</i>) – Joint session
09.50 – 10:30	Meeting with quality assurance representatives and administrative staff - Joint session
10:30 – 11:10	Lunch break
11:10 – 12:10	Meeting with the heads of the study programme
12:15 – 12:50	Meeting with teaching staff
12:55 – 13:40	Meeting with employers of graduates
13.40 – 13:50	Internal meeting of KAA staff and experts
13:50 – 14:00	Closing meeting with the management of the faculty and program

No	Study programs	Experts	Responsible persons of study programs			
1	Dental Assistant and Dental Hygienist/ BSc (Accreditation)	Prof. Dr. Adrian Stan	Vlorë Cakolli	Ngadhnjim Domi	Jeta Kelmendi	Granita Cena



1.3. A brief overview of the institution and program under evaluation

College of Medical Sciences “Rezonanca” was established in 2003 as a private higher education institution. The College of Medical Sciences "Rezonanca" offers bachelor studies in BSc Biochemistry Laboratory, BSc in Community Pharmacy, BSc in Physiotherapy, BSc in Nursing, BSc Sanitary Medicine, BSc in Diagnostic Radiology, Integrated Dentistry Program (300 ECTS Dr.stom.), and two master programs: MSc in Pharmacy and MSc in Nursing.

The College of Medical Sciences “Rezonanca” offers high-level studies only for medical fields for the population of Kosovo. It currently has 1441 students. The College has a mission to organize university studies, based on European standards for higher education, professional and scientific research standards, which will contribute to overall regional development, as a precondition for equalizing with the developed area of Europe.

Most of the college's operational activities are automated. The college implements the automated information system for student issues, human resources, accounting, online learning, assessment, library, etc.

At the present time, Rezonanca College is proposing for accreditation 5 new study programmes, all in relation to the health field: Clinical Psychology, Dental Assistant and Hygienist, Health Management, Public and Environmental Health, Senior Technician of Anaesthesia and Intensive Care.



2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

The general mission of the Rezonanca College is stated to be: “to teach students the knowledge and skills required to become competent dental assistant, as associate degree, able to perform a variety of tasks in multiple, dental settings. The Dental Hygienist bachelor programme will ensure new graduates to register as Dental Hygienists and respond to the challenge of meeting oral health needs in the future as a key part of the dental team”. Institutional mission is based on three pillars: teaching, research and community service. It is specialized higher education institutions and focused only on the programmes in the field of health. All the objectives are in accordance with the mission statement and supported by the staff, both academic and administrative.

At the present time, Rezonanca College is proposing for accreditation 5 new study programmes, all in relation to the health field: Clinical Psychology, Dental Assistant and Hygienist, Health Management, Public and Environmental Health, Senior Technician of Anaesthesia and Intensive Care. The College should reflect, based on its current mission and objectives if it can support the constant increase in number of study programmes and if its focus and main resources are shifting from enhancing the current programmes to only developing new ones.

The Dental Assisting and Dental Hygienist Program's is a two years + two years programme, which consist of Associate degree for Dental Assistant (first two years) and Bachelor's degree for Dental Hygienist (last two years). After a student completes the first two years of their four-year bachelor's degree, they have earned their associate degree. Taking into consideration that some similar study programmes thought Europe and possibly other similar programmes starting fall time 2021 in Kosovo offer a 3 years study for dental assistant or dental hygienist, Rezonanca College should reflect upon changing and concentrating their curriculum in the near future from 4 to a 3 years study programme, to be more competitive on the market.

Efforts to adhere to mission statement are clearly visible, however research is still lagging as it contains very general statements in the self-assessment report. The research concept is not well defined and research activity lacks overall.



There should pointed out that at the present moment there are no other dental assistant or dental hygienist programmes running in Kosovo (although some others might start during fall time) and the market needs for such graduates is gradually increasing.

Standard	Compliance	
	Yes	No
Standard 1.1. The study program mission is in compliance with the overall mission statement of the institution.	X	
Standard 1.2. Relevant academic and professional advice is considered when defining the intended learning outcomes which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area.	X	
Standard 1.3. The study program has a well-defined overarching didactic and research concept.		X
Standard 1.4. There are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. These are made publicly available to all staff and students.	X	
Standard 1.5. All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.	X	
Standard 1.6. All policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the program are reviewed at least once every two years and amended as required in the light of changing circumstances.	X	

Compliance level: Substantially compliant



ET recommendations:

1. Should reflect and consider changing and concentrating to a 3-years programme to become more competitive on the long term.
2. A closer approach to integration of research at programme level and strengthening the linkages between teaching and research in academic staff.
3. Reassess on an institutional level if the constant development of new study programmes if affecting the current ones. One of the main goals should be moving from programme compliance to enhancement

2.2. Quality management

The College has defined QA Policies and Procedures that are part of the Statute and the QA Policy Framework. It describes the system of institutional QA, mechanisms, reporting system, data collection, responsibilities, etc. There is also established the Office for Quality Assurance, however, it appeared that the administrative staff is not professionally trained in this regard. The evaluation of academic staff is done less than once a year, by evaluating the main aspects of responsibilities with the Academic Staff Performance and Assessment Form, which includes staff self-evaluation, student assessment and supervisor evaluation, but no peer on peer assessment.

There are sufficient financial resources allocated for the purpose of quality assurance, however this might be overshadowed by the staff lack of interest and motivation for inclusion in quality assurance processes and quality improvement. Unfortunately, there are no reports on how the public or university members are informed about quality assurance policies and outputs, as the website lacks also this information. Even though survey data is being collected from students on a constant basis, the output of the results collected are not made publicly available on the college's website, thus the feedback loop not being closed.



Standard	Compliance	
	Yes	No
Standard 2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.	X	
Standard 2.2. Evaluation processes and planning for improvement are integrated into normal planning processes.	X	
Standard 2.3. Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.	X	
Standard 2.4. Quality evaluations provide an overview of quality issues for the overall program as well as of different components within it; the evaluations consider inputs, processes and outputs, with particular attention given to learning outcomes for students.	X	
Standard 2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.	X	
Standard 2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.		X
Standard 2.7. Results of the internal quality assurance system are taken into account for further development of the study program. This includes evaluation results, investigation of the student workload, academic success and employment of graduates.	X	
Standard 2.8. The institution ensures that reports on the overall quality of the program are prepared periodically (eg. every three years) for consideration within the institution indicating its strengths and weaknesses.		X
Standard 2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved.	X	



Compliance level: Substantially compliant

ET recommendations:

1. Invest in training and professionalization of administrative staff
2. Make clear distinction between the responsibilities of staff, both academic and non-academic
3. Publication of QA results from the general surveys on the college's website and a summarization of those results to the public
4. Reflect and consider introducing also peer to peer assessment

2.3. Academic staff

The academic staff of the College may be in regular or part-time employment. All appointments are made after reviewing the applications of the candidates by the Professional Committee, formed by the Faculty Council.

The academic staff of the College is qualified with a Master's and Doctor's degree in science, and specialization for clinical courses, as well as with academic degree: Prof.Dr., Prof. Asoc., Prof.Ass, Assistant, Lecturer. There will be 68 full-time academic staff and 2 part-time, in total 70 academic staff, out of which 23 hold a PhD degree.

Rezonanca is proposing for enrolment a number of 70 students in the dental assistant and dental hygienist programme and has calculated a student/staff ratio of 1.03/1. This can be misleading as the ratio should be forecasted for all 4 years of the dental assistant and dental hygienist programme (240 intended for all 4 years!). Moreover, the academic staff is also shared with the dental medicine programme (285 enrolled students in 2021 for all 5 years!). The number of faculty positions must be sufficient and calculated appropriately to implement the programme's goals and objectives.

The academic staff to student ratios must be sufficient to ensure the development of competence and ensure the health and safety of the public. In preclinical, clinical and radiographic clinical and laboratory sessions, there must not be less than one faculty for every five students. The maximum number of admitted students should be viewed in this regard.



Teaching staff also has opportunity to attend trainings in order to improve their academic and teaching skills. However, not all the staff members are equally aware of this information. What is lacking is the system of transferring the information, the consequence is that often certain number of instructions never reach the proper audience.

The list of part-time staff shows that their contracts will expire in a couple of months. The renewed contracts or their possibility of termination should have been provided.

<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
Standard 3.1. Candidates for employment are provided with full position descriptions and conditions of employment. To be presented in tabular form data about full time (FT) and part time (PT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contract, workload for teaching, exams, consulting, administrative activities, research, etc. for the study program under evaluation.	X	
Standard 3.2. The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.	X	
Standard 3.3. Academic staff do not cover, within an academic year, more than two teaching positions (one full-time, one part-time), regardless of the educational institution where they carry out their activity	X	
Standard 3.4. At least 50% of the academic staff in the study program are full time employees, and account for at least 50% of the classes of the study program.	X	
Standard 3.5. For each student group (defined by the statute of the institution) and for every 60 ECTS credits in the study program, the institution has employed at least one full time staff with PhD title or equivalent title in the case of artistic/applied science institutions.	X	



Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.		X
Standard 3.7. The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service.	X	
Standard 3.8. Academic staff evaluation is conducted regularly at least through self-evaluation, students, peer and superiors' evaluations, and occur on a formal basis at least once each year. The results of the evaluation are made publicly available.		X
Standard 3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.		X
Standard 3.10. Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers.	X	

Compliance level: Substantially compliant

ET recommendations:

1. Provide more trainings for different teaching methods
2. Take into consideration a better ratio between the academic staff and students and recalculate the ratio properly
3. Strongly reconsider the intended number of student admission
4. Implement a longer pedagogical skills training for each academic staff



2.4. Educational process content

Study programme is modelled on qualification objectives. The study programme refers to academic competences, the ability to get adequate employment to meet the needs of the labour market, the ability to acquire adequate employment by combining the theoretical aspect with the practical one and developing the student's personality in the specialization area. An academic year corresponds to 60 points of ECTS. The programme is designed within the first cycle of higher professional education, level 6 under the NQF / KEC (EQF). The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programmes and curricula delivered in the EHEA. Taking into consideration that some similar study programmes thought Europe and possibly other similar programmes starting fall time 2021 in Kosovo offer a 3 years study for dental assistant or dental hygienist, Rezonanca College should reflect upon changing their curriculum in the near future to be more competitive on the market.

Teaching and assessment strategies are appropriate for the study programme and enable achievement of intended learning outcomes. Different teaching methods are encouraged that encourage interactive learning based on research, problem solving, and creative and critical thinking (for example, individual and group projects, collaborative learning, problem-based learning, field work, and other interactive methods). The staff has to be trained in different education methods to be able to deliver the most effective one for the specific student group. The lack of up to date textbooks in Albanian necessitates that the teachers translate respected textbooks and literatures for the student.

Each course should have had a detailed syllabus as stated in the SAR, which is more detailed than a course program and describes topics to be covered during the course – objectives, subject content for each week, organization of work, requirements for seminar and individual work, gives a list of required and recommended reading and sets of attendance and specific assessment rules. The full course/lecture description and learning outcomes are missing in some subjects.



Standard	Compliance	
	Yes	No
Standard 4.1. The study program is modelled on qualification objectives. These include subject-related and interdisciplinary aspects as well as the acquisition of disciplinary, methodological and generic skills and competencies. The aspects refer especially to academic or artistic competencies, to the capability of taking up adequate employment, contributing to the civil society and of developing the students' personality.	X	
Standard 4.2. The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The individual components of the program are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning.	X	
Standard 4.3. The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.	X	
Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, the minimal bibliography, etc. The full course description/ syllabuses of each subject/ module should be attached only in electronic form to the self-assessment report for the study program under evaluation.		X
Standard 4.5. If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.	n.a.	n.a.



Standard 4.6. The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development.	X	
Standard 4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.	X	
Standard 4.8. Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.	X	
Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.	X	
Standard 4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.	X	
Standard 4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated ETCS credits and the work of the students at the practical training organisations is monitored through activity reports; students during practice stages have assigned tutors among the academic staff in the study program.		X
Standard 4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units.	X	

Compliance level: Substantially compliant



ET recommendations:

1. The staff has to be trained in different education methods to be able to deliver the most effective one for students
2. Up to date textbooks are needed in Albanian as well
3. Increase awareness about the concept of student-centred learning and ensure that internal quality assurance systems supports implementations of SCL, monitor its application, and share of best practices
4. Ensure that all assessment instruments and criteria are closely linked to expected learning outcomes
5. Remaking and integrating the full course description and learning outcomes on each subject in the syllabi

2.5. Students

There is a clear and formally adopted admission procedure at college level that the study programme adheres to when organising students' recruitment. Admission requirements are consistently and fairly applied for all students.

The college has defined the size of the groups according to the Rule of Studies, article 23, according to which the new group of lectures is created when the number of students is over 120, seminar groups, workshops are held in groups of about 16-20 students, exercises, small groups, clinical and problem-based learning is conducted with 8-10 students, while outpatient visits and clinical practice take place in groups of 6 students.

Feedback to students on their performance and results of assessments is given and accompanied by mechanisms for assistance, if needed. Assessments (formative exam, summative exam, quizzes, etc.) made on Moodle platform generate instant feedback. The Moodle platform is also used for communicating online feedback. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.

Insufficient knowledge of foreign languages, especially English, by futures students can be a threat and should be intercepted in the first year of studies as it's written in the curriculum, with a strong emphasis in this regard.



At the moment, the college has no software program to detect plagiarism or similarities with other works, although it has prepared a manual for information on the methodology for the preparation of seminars, academic essays, diploma theses, etc.

Standard	Compliance	
	Yes	No
Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organising students' recruitment. Admission requirements are consistently and fairly applied for all students.	X	
Standard 5.2. All students enrolled in the study program possess a high school graduation diploma or other equivalent document of study, according to MEST requirements.	X	
Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.	X	
Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.	X	
Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record.	X	
Standard 5.6. Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.	X	
Standard 5.7. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.	X	
Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original.		X



Standard 5.9. Students' rights and obligations are made publicly available, promoted to all those concerned and enforced equitably; these will include the right to academic appeals.	X	
Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.	X	
Standard 5.11. Academic staff is available at sufficient scheduled times for consultation and advice to students. Adequate tutorial assistance is provided to ensure understanding and ability to apply learning.	X	

Compliance level: Substantially compliant

ET recommendations:

1. Encourage students to learn English for gaining access to up to date scientific information
2. Ensure that a software for detecting plagiarism is used constantly by the college and prepare a methodology for its using

2.6. Research

The development of research activities in the newly proposed programme is in relation with the Dentistry Research Program. Areas of research interest are determined by some general criteria: the need for development of the field in Kosovo; nurturing developing this profile generally in Kosovo; investment priorities from local and international institutions in the field of medicine; opportunities for cooperation with other local and international institutions; sufficient infrastructural and human resources.



According to the self-assessment report, the research activity of the academic staff is presented as follows: the academic staff for the period 2016-2020, has realized 515 publications, from which 202 publications in scientific journals, and 313 abstract of works presented at scientific meetings. The average number of publications was 7.6 publications per academic staff. This could not be verified as the responses during the interview were ambiguous and evasive, and the research appendices related to the SER (Appendix 5-7. Staff Research Activity) are blank. There are clearly stated expectations from the staff members to publish and to be research active, at least in the written format, however it is a question how much it is a reality. After the on-line visit and upon experts' request, the research activity of academic staff was provided. It could be identified the well under one publication/staff/academic year research output.

Some articles in the list of research publications were provided with an external link and some other articles were randomly selected to show that the academic staff publishes under a different institutions' name most of the time, not Rezonanca College.

The lack of government funding for scientific research and the deficit of financial resources for research projects remain the key problems at institutional level. The development plan includes the budget with projections for money allocation in publications, training, workshops, seminars, development projects, cooperation and conferences as well as the coverage for research expenditures, but no such opportunities have been accessed by the academic staff yet.

It appears that, quite often, research work and individual publications, as well as their external activities such as participation in conferences, is very much left to the individual researcher himself.

On Rezonanca College website (<https://rezonanca-rks.com/en>) under the *studies* tab there is a research sub-section where only some general knowledge on research is stated. The research output, as publications, reports, strategy, etc. is missing altogether.

Standard	Compliance	
	Yes	No
Standard 6.1. The study program has defined scientific/applied research objectives (on its own or as part of a research centre or interdisciplinary program), which are also reflected in the research development plan of the institution; sufficient financial, logistic and human resources are allocated for achieving the proposed research objectives.		X



<i>Standard 6.2.</i> Expectations for teaching staff involvement in research and scholarly activities are clearly specified, and performance in relation to these expectations is considered in staff evaluation and promotion criteria.	X	
<i>Standard 6.3.</i> Clear policies are established for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program.	X	
<i>Standard 6.4.</i> The academic staff has a proven track record of research results on the same topics as their teaching activity.		X
<i>Standard 6.5.</i> The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.		X
<i>Standard 6.6.</i> Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.		X
<i>Standard 6.7.</i> Each academic staff member and researcher has produced at least an average of one scientific/applied research publication or artistic outcome/product per year for the past three years.		X
<i>Standard 6.8.</i> Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.		X
<i>Standard 6.8.</i> Academic staff are encouraged to include in their teaching information about their research and scholarly activities that are relevant to courses they teach, together with other significant research developments in the field.	X	
<i>Standard 6.9.</i> Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.	X	
<i>Standard 6.10.</i> Students are engaged in research projects and other activities		X



Compliance level: Partially compliant

ET recommendations:

1. Make sure that the allocated money is really used for research
2. Make a better and more transparent allocation of financial funds for research
3. Ensure a proper information of academic staff in accessing allocated research funds
4. Publication in international papers with impact factor should be encouraged
5. Scientific student activity should be encouraged
6. Ensure a balance between strategic research priority areas and research arising from individual interests
7. Constantly update the Rezonanca College website on research output
8. Encourage the academic full-time staff to publish under the Rezonanca Colleges' name

2.7. Infrastructure and resources

The College of Medical Sciences "Rezonanca" states that it has provided sufficient physical resources, human resources and sufficient and contemporary equipment that enable the long-term realization of the study programme. The college has good learning-teaching space, it is directly linked to the clinical setting and as a whole represents a good teaching environment. In addition, students already have very good conditions for physical activities and different sports. The whole campus is well maintained and well equipped for specific activities. There are also computer rooms and students could easily have access to use them. Moodle platform is available and used for different purposes in the teaching process.

On *Appendix 3-1. Budget Plan 2019-2021* the financial plan for the whole college and other study programmes can be found, however the detailed budget plan for dental assistant and dental hygienist programme is missing. With the intended annual student fee of 1000€/year it is likely that together with the dentistry taxes income, the programme can be run financially successful in the future.



The exact number of dental units could not be properly established during the discussions, some stating that there are roughly 60 chairs, and others around 40. This important aspect related to equipment was left out of the SER also. In relation to a previous report on the Integrated Dentistry study programme reaccreditation in 2020, in the Dental Clinic there were 24 dental units on 100 m², which is too crowded even after the COVID-19 threat will pass. There is a memorandum in place, made only with Rezonanca College, with the public dental clinic which has 126 dental chairs. After the visit and upon request, the number of dental units was provided as being 58.

The recommended literature is only the foreign one, with the local Albanian books missing altogether. Most of the academic staff help students learn by sharing power point presentations, translating and compiling different chapters from international book to make them accessible. The college is praised by the internationally known and recognized recommended bibliography, nevertheless it should strive to develop new speciality books in local language.

<i>Standard</i>	Compliance	
	Yes	No
Standard 7.1. The adequate long-term implementation of the study program is ensured in quantitative terms as regards premises, human resources and equipment. At the same time, it is guaranteed that qualitative aspects are also taken into account.	X	
Standard 7.2. There is a financial plan at the level of the study program that would demonstrate the sustainability of the study program for the next minimum three years.		X



Standard 7.3. The higher education institution must demonstrate with adequate documents (property deeds, lease contracts, inventories, invoices etc.) that, for the study program submitted for evaluation it possesses the following, for the next at least three years: a) owned or rented spaces adequate for the educational process; b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities; c) adequate software for the disciplines of study included in the curriculum, with utilisation licence; d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.		X
Standard 7.4. The number of seats in the lecture rooms, seminar rooms and laboratories must be related to the study groups' size (series, groups, subgroups); the applicative activities for the speciality disciplines included in the curricula are carried out in laboratories equipped with IT equipment.	X	
Standard 7.5. The education institution's libraries must ensure, for each of the study programs: a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program; b) a number of seats in the group work rooms corresponding to at least 10% of the total number of students in the study program; c) their own book stock from Albanian and foreign speciality literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or speciality courses of recognised publishers, from the last 10 years; d) a book stock within its own library with a sufficient number of books so as to cover the needs of all students in the cycle and year of study the respective discipline is provided for; e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.		X
Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs	X	



Compliance level: Partially compliant

ET recommendations:

1. Develop a separate financial detailed plan for the study programme
2. Include in the recommended bibliography Albanian books and incentivize the academic staff in writing them on long term
3. Hiring more academic staff to assure sustainability of the programme in the following years if the college wishes to admit more students

3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

Standard	Compliance Level
Mission, objectives and administration	Substantially compliant
Quality management	Substantially compliant
Academic Staff	Substantially compliant
Educational Process Content	Substantially compliant
Students	Substantially compliant



Research	Partially compliant
Infrastructure and resources	Partially compliant
Overall Compliance	Substantially compliant

In conclusion, the Expert Team considers that the study program **BSc Dental Assistant And Dental Hygienist** offered by **Rezonanca College** is **Substantially compliant** with the standards included in the KAA Accreditation manual and, therefore, recommends **to accredit** the study program for a duration of **3 years** with a number of **20 students** to be enrolled in the program.

4. APPENDICES (if available)

none

Expert Team

Chair

(Signature)

Assist. Prof. Dr. Adrian Tudor Stan

(Print Name)

28.05.2021

(Date)