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AAB COLLEGE

FACULTY OF NURSING
BSC PROGRAM IN NURSING – GJAKOVA BRANCH

(ACCREDITATION)

REPORT OF THE EXPERT TEAM

26th of April 2021



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1. INTRODUCTION

1.1. Context

Date of site visit: 26nd April 2021

Expert Team (ET) members:

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- *Ms. Delia Gologan – University of Bucharest*

Coordinators from Kosovo Accreditation Agency (KAA):

- *Naim Gashi, Executive Director of KAA*
- *Shkelzen Gerxhaliu, Senior Officer for Evaluation and Monitoring*
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Sources of information for the Report:

- *Self-evaluation report*
- *Meeting with the Management of Faculty and extensive discussion between the responsibility persons of program and the expert team, and representatives of KAA*
- *List of attendees*
- *A presentation film on premises and equipment submitted by the faculty.*
- *The webpage of the*
- *Data collected during the site visit.*

Criteria used for program evaluation:

- *The KAA (re)accreditation manual – main criteria for evaluation of the status-quo;*
While for the recommendations made by the external team, two sources were used:
- *The ESG in QA of HE;*
- *The international recommendations and practices.*



1.2. Site visit schedule

26th April

09:00 – 09:40	Meeting with the management of the faculty where the programme is integrated.
09:45 – 10:45	Meeting with the heads of the study programme 1: Nursing/ BSc - Ferizaj
10:50 – 11:50	Meeting with the heads of the study programme 1: Nursing/ BSc - Gjakova
11:50 – 12:30	Lunch break
12:30 – 13:10	Meeting with quality assurance representatives and administrative staff
13:15 – 13:55	Meeting with teaching staff
14:00 – 14:40	Meeting with employers of graduates and external stakeholders
14:40 – 14:50	Internal meeting of KAA staff and experts
14:50 – 15:00	Closing meeting with the management of the faculty and program

Expert team (ET) was involved in a discussion with the management of the institution, the head of the study programme, quality assurance representatives and administrative staff, teaching staff, students, graduates, and employers of graduates. Due to the international pandemic situation, the evaluation took place online, but the expert team consider that this has not hindered the quality of the evaluation process. The discussions were productive and helped the expert team to clarify some aspects from the SER.

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

AAB College, in accordance with the Administrative Instruction on Licensing of Higher Education Institutions in Kosovo, operates its educational activity in two branch campuses in Kosovo, in Ferizaj and Gjakova city, besides Pristina (the main campus). These two branches have undergone accreditation at the institutional level three times so far, initially in 2011 than in 2013 and finally in 2019.(SER,p.3).



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The declared purpose of offering study program BA Nursing in Gjakova branches is to provide services closer to students while preserving the quality level. The same program is implemented by the faculty in Pristina, where the ET learned at the meeting that they have 250 students enrolled. The administration and management of the branches is built in a way that enables continuous interaction with the Centre in Prishtina. The teaching process in the branch will be monitored according to the same conditions and criteria established in the Centre in Prishtina. The branches also contribute to the development of the community and the context within the regions in which they operate and can more easily assess the achievement and fulfilment of the mission of the study programs. (SER, p.3).

The site visit and review included meetings with members of the Faculty of Nursing, management team, individuals responsible for designing study program, teaching staff, students, graduates and employers.

At a meeting with the management of the faculty, the dean says that in Pristina there are many students in the nursing program from Gjakovo, which is the furthest from other cities.

This report has been compiled in response to all of the information presented to the ET during the meeting. The ET would like to mention that the evaluation was done by comparing the current situation of the programme with the KAA standards.

The management justifies the need to open a branch in Gjakovo by saying that there is no such program and that the demand for study Nursing in this field is very high.

Another important fact is the number of students of the Faculty of Nursing in Prishtina who come from the Gjakova region. Gjakova compared to other big cities in Kosovo is the farthest in distance so opening a nursing branch in Gjakova would be very beneficial for these students. (SER, p. 4).

As concerning the organizational structure, the branch in Gjakova for the Nursing program will have the following composition: Director of the Branch; Coordinator of the Study program; Quality Assurance Coordinator ;Coordinator for practical work; Academic staff and Administrative staff. (SER, p. 5).



2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

The vision of AAB College is to contribute to society through:

- providing quality and diversified programs of higher education and science applied to the labour market in Kosovo, the region and beyond;
- advancement, creation and dissemination of knowledge through scientific research in order to improve the welfare and health of the population, as well as the cultural, social and economic development;
- providing an environment that results in social mobility and personal development of the individual, a responsible citizen.((SER, p.9).

AAB College engages in dynamic dialogue with economic and social partners to provide relevant educational and research services and cultivates a secure environment that enables the creativity, critical thinking, tolerance and universal values of professors and students within a lifelong learning framework in accordance with the highest standards applied in the region and beyond.

The mission of the BA study program in Nursing in Gjakova is in line with the general mission of AAB College because it focuses on advanced teaching and learning methods, encourages the research work of academic staff and students, contributes to the community in raising the awareness of society by organizing various activities in terms of maintaining health and well-being and most importantly prepares specialized staff not only for Kosovo but also for the European labour market (SER, p.10).

The mission of the BA program in Nursing in the Gjakovo branch is in compliance with the vision and mission statement of AAB College.

The Faculty of Nursing guarantees the availability of the teaching, administrative and technical personnel needed to meet the goals and requirements of the study program. The essence of didactic and research concepts is to develop nursing competencies in students using a student-centred approach. In the program various didactic methods are used, which were mentioned during the online discussions. Various teaching methods are used that encourage interactive and research-based learning, problem solving and creative and critical thinking. The mission has a sufficiently obvious research concept of the program.

Procedural and academic issues in the Faculty of Nursing (FN) are regulated by formal policies, guidelines, and regulations. All regulations and guidelines relating to procedural or academic matters in the FN are available for all staff and students on the internal platform the FN is



using. All participants in the visit are familiar with this and according to their statements, they are all considered. The academic community follows of the Code of Ethics and the academic attendance.

Teachers, associates, staff and students are obliged to comply with the provisions of the Code of Professional Ethics and Conduct on the basis of ethical principles of the Code. Online discussions revealed that the members of the academic community were aware of their responsibilities derived from them.

The learning outcomes of the program, content and teaching methods are based on the Kosovo Qualifications Framework.

The goal of FN to include 200 students per year in the program at the Gjakovo branch is impossible given the conditions of education (working in small groups, large number of 2340 hours of clinical training, number of mentors, etc.) given the fact that FN has 250 students enrolled in Pristina. ET proposes that the KAA be the maximum number of students allowed per year at 50. Admission tests, qualifications, and admission procedures are appropriate. Upon successful completion of the program, the academic degree "General Nurse" is awarded.

Compliance level: *Substantially compliant*

ET recommendations:

1. *Cooperation with Nursing programs in the Middle- or Western Europa*
2. *Necessarily reduce the number of enrolled students per year, ET suggests a maximum number 50 in branch Ferizaj.*
3. *Encouraging research activities of the teaching staff and including the students in these research activities.*

2.2 Quality management

According to the SER *‘The academic staff is also involved in the self-assessment processes through questionnaires conducted by the Quality Assurance Office’* [SER, p.15] and the online discussions indicated that academic staff cooperates in improving the program. The college should involve the teachers in drafting the self-evaluation report for the external evaluations also.

‘College has introduced a number of other mechanisms which are integrated in the normal planning processes which aim at evaluating and improving the quality of study programs’



[SER, p.15] These mechanisms cover many of the aspects of the program planning and delivery: questionnaires about the curricula, syllabuses, the work of academic staff, the teaching process, the administrative services, the practical work and the QA structures also collect and analyse data on the student success rates [SER, p.16]. The mechanisms used are: questionnaires for students, academic staff, employers, graduates (Survey Monkey), [SER, p.16]

The college should consider evaluating the infrastructure and the satisfaction of employers as well as the quality of the clinical stages. Moreover, QA mechanisms should check if the learning outcomes were reached by the students. For example: randomly chosen final thesis could be evaluated.

Quality Assurance is focused towards improving the program (as confirmed by the faculty management and heads of the program also during the online discussions), but it is not clear if the college has internal QA standards or just uses the ones from the KAA manual.

Compliance level: Substantially compliant

ET recommendations:

1. consider evaluating the infrastructure and the satisfaction of employers as well as the quality of the clinical stages.
2. Develop QA mechanisms to check if students reach the pre-set learning outcomes.

2.3 Academic staff

The selection of academic staff is done in a transparent way, based on the public tender, which is published by the AAB Senate. Recruitment of academic staff in the branch is a process organized from the centre in Prishtina in accordance with the Law on Labour of the Republic of Kosovo, the Statute of AAB College, the Administrative Instruction on Accreditation of HEIs in Kosovo, and other internal regulations. Employed academic staff, full-time or part-time, is provided with an employment contract as well as a job description (SER, p.21). The Faculty of Nursing for the Nursing program in the Gjakova branch, which is a 3-year program with 180 ECTS, has employed separately academic staff, respectively 3 + 3 professors with full-time employment. Of the regular staff members, none of them is engaged more than in another institution, except for engagements in university clinics and medical service centres. For those who practice in clinical and medical center, the ET recommends a close monitoring of the workload and avoiding them to teach in more than one study program (especially for those who will commute to provide services in Ferizaj).



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For the branch in Gjakova , the Faculty of Nursing has at its disposal a total of 152 staff members, of which 35 regular staff, 40 engaged staff and 75 clinical mentors. Of the total number of academic staff, one has a PhD degree, 8 of them are pursuing doctoral studies and the rest have a Master of Science degree. (SER,p. 22). For each 60 ECTS credits in the study program, respectively for 180 ECTS of the Nursing program in the Gjakova branch, the Faculty of Nursing has employed full-time professors who hold a Master of Science degree, which does not mean that all the above will teach only in the Ferizaj branch, some teachers will drive with, so they presented at our meeting. For all those who will have to commute, the faculty has to ensure that the scheduling is convenient, but without making it disagreeable for the students (e.g. avoiding more than 8hours of educational activity per day or schattered schedules with long breaks between activities). The faculty management promised that the commuting costs for the academic staff will be covered by the college.

Faculty of Nursing, AAB College provides training, which is more related to teaching methods, practical work, training in terms of quality assurance and curriculum development, other professional and academic training.

Academic staff receives a description of their duties and responsibilities after signing the contract which is drafted in accordance with the Regulation on Systematization of Jobs of AAB College. After the end of each semester the academic staff of the branch will subject to evaluation by the students. The evaluation will be done electronically each semester anonymously and the results will be generated through a database from the Quality Assurance Office, which are then submitted to each staff member individually.

The Quality Assurance Office prepares special reports for the evaluations of the academic staff which contain the shortcomings identified by the students during the academic process (SER, p.24). Each member of the academic staff who reaches the retirement age, respectively the age of 65, changes the status of engagement, from full-time professor to part-time professor.

The staff engaged in the program of Nursing is listed in the course curriculum. Overall, the teaching staff clearly is competent, and the number of teachers is sufficient, but continued education of teaching members will be essential to adapt more modern teaching that enhances the learning effects. In our understanding the existing staff seems to be qualified for running the existing programmes, especially about the teaching aspects. It should be pointed out, though, that research activity is vastly underdeveloped amongst the academic staff now and this shortcoming should be in focus of future improvement efforts.



From the table in the SER and from conversations with the head of the Program Nursing we learned about the candidates, either employees or participants in the program. Academic staff is qualified for the master's degree.

The table on pages 26 to 29 (SER) lists the teachers and mentors who will participate in the pedagogical process at the Gjakova branch. This is a very large number of participants. ET wonders about the real number, as teachers must cover education in Pristina (250 students). The number of mentors is realistic, but not enough for clinical training (one mentor one student) not for all three levels of health care (primary, secondary tertiary) and 2340 hours of direct contact with the patient under the supervision of a mentor, therefore we cannot approve enrollment in the branch of 200 students.

It is necessary to include nurses with a PhD in the nursing program. We believe the faculty will succeed in this in the future.

The academic staff of the Faculty of nursing is declared in KAA, in accordance with the criteria set out by the KAA in terms of teaching positions. The full-time nursing staff program have MSc.

Compliance level: Substantially compliant

ET recommendations:

1. *Increase employment of academically educated higher education teachers in the field of nursing.*
2. *Encourage teachers to educate at the third level of nursing*
3. *Provide enough competent teachers in the Gjakova branch*
4. *Increase the number of mentors in the Gjakova branch.*
5. *Provide quality education to a small number of students in accordance with the necessary resources in the clinical environment.*
6. *Establish and strengthen research in the field of nursing in Gjakova branch.*
7. *Education of teachers and training of clinical mentors should have a high priority.*
8. *Encourage teachers to continue to write books and scripts for students in Albanian.*
9. *Financially support teachers involved in doctoral studies.*

2.4 Educational process content

The study program offered in the Gjakova branch is exactly the same as the curriculum offered in the main branch in Prishtina. The main structure of the study program is the same,



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respectively the program consists of the theoretical part and the practical part, where the practical part in addition to laboratories in Gjakova branch will be held in the regional. The curriculum is based on the international experience of the program development team. The mission of the BA Nursing program in the Gjakova branch is also the same as that of the study program offered in the centre in Prishtina, except that it emphasizes the service and contribution to the community of the Gjakova region.

The SER states that academic staff is deployed only for the branch program in accordance with the requirements of the KAA Accreditation Administrative Instruction, while the management of the learning process and practical work is managed by branch structures under the supervision of the center, Pristina Dean's Office. (SER, p.10). In the interviews with the higher education teachers, we learned that some teachers will be driving to the Gjakova location.

The study program is designed in such a way that it includes the general nature and ethical principles of the profession, the basic principles of health and health care, universal health care as well as specialized care within specific medical branches, such as surgery, mental health, childcare health and paediatrics, maternal and new-born care and the elderly. Clinical education also includes all the above areas of health care. The program also has a strong focus on health, social care, and the ethical and legal aspects of the nursing profession (SER, p.31).

The study program in Nursing has a modular structure. Each module is a discrete unit of study with clearly defined learning outcomes including a variety of teaching and learning methods.

The study program is comprised of 6 semesters over 3 years of full-time studies (180 ECTS). One (1) ECTS is equivalent to thirty (30) hours of studies. All courses are graded by ECTS values. The program is designed in such a way that over a three-year study period, students accumulate 5,400 hours of theoretical and practical learning including self-directed learning. Student workload includes lectures, exercises, seminars, clinical practice, and independent learning. Clinical exercises contribute half the hours (2430 hours) according to EU guidelines (2005/36 / EC) and take place in places where students have direct contact with patients.

Mentors who are already working as nurses are certified as mentors to oversee the clinical practice of students in branch Ferizaj.

The list of electives A+B includes 11 elective courses, all of which are evaluated with 3 ECTS, so in the third year it is a mistake, as the elective course is evaluated with 6 ECTS.

Detailed syllabuses have been prepared for each subject of this study program including learning outcomes, teaching units for each week, assessment forms as well as the proposed



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literature for each subject. Syllabuses have added in the form of an electronic annex to this self-evaluation report.

The study program is offered in Albanian language, and students do not undertake any entrance exam in English or another language. However, due to the Career Program that provides students with employment in Germany, AAB has provided all students with German language training and education within its campus.

Learning outcomes are presented to the students in the beginning of the year and check them through exams and tutorials. Faculty of Nursing in the Gjakova branch has a coordinator for practical work of students who deals exclusively with arranging the practical work of students in health institutions. The faculty submitted a list of a mentors, but the number is not sufficient for mentoring (one mentor and one student in accordance with the EU directive) and for all three levels of health care. It is not ethically acceptable to have 6-8 students standing by the patient's bed with one mentor.

Before entering a professional clinical environment, in the first semester of the first-year, students perform practice exercises in the laboratories of AAB College on the campus of Gjakova where they study under the supervision of an assistant. Students are divided into groups according to standards, where each practical group has 9-12 students. Given the space for conducting cabinet exercises in the Gjakova branch, where they have only three beds with three mannequins, it is necessary to consider a smaller number of students in the group, a maximum of 8. The nursing skills first are demonstrated by the assistant, then continue to be practiced and subsequently acquired by the students. This provides a safe and even creative learning environment for students. Professional practice in the winter semester takes place in Nursing laboratories, while in the summer semester in all municipalities of Kosovo in Primary level health care.

In the SER on the page 38 is written that AAB College has cooperation agreements with Ministry of Health (no clinical training is provided at the ministry), University Clinical Centre of Kosovo, which includes seven regional hospitals and Mental Health Centres; Association of Kosovo Municipalities for the realization of the practice in primary health care; Private primary health care centres, which provide daily nursing services and home care for patients (Caritas Kosovo). In these institutions' students are supervised by clinical mentors contracted by AAB College who are also employees in these institutions. Each of the mentors has 8-10 students under supervision (SER, p.37), which is too much, as mentoring must be carried out in the manner of one mentor by one student.

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The individual components of the program are combined in the best way to achieve the specified qualification objectives and provide for adequate forms of teaching and learning. The curriculum structure leaves room for independent study, reflections and analysis, and the workload seems to be well manageable by students. Curriculum is comprehensibly written. Learning outcomes and core competences are logically connected to aim of the program.

Program in Nursing consists of several mandatory and elective courses, which are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning. Quality Office ensures that knowledge, skills, and competences are correct, objective, valid, reliable, practical, transparent, and effective. The curriculum of this profile provides the logical flow of disciplines, and the continuity in the possession of knowledge, skills, competences, whether general or specific.

The disciplines within the curriculum have analytical syllabuses which comprise at the following:

1. the discipline's objectives,
2. the basic thematic content, learning outcomes,
3. the distribution of classes, seminars and applicative activities,
4. students' assessment system,
5. bibliography

As the branch program is not yet accredited, they do not have any students with special needs, but the ET recommends that they open the possibility for such students to enroll.

Student assessment mechanisms will be conducted according to course syllabuses and Regulation of Nursing study. The assessment system will ensure a fair, transparent evaluation of students' knowledge and skills. This program is appropriate for different forms of learning and it is communicated to students at the beginning of courses.

The Regulation of Nursing study describes the mechanism for appropriate, valid and reliable process for verifying standards of student achievement.

No specific reference to what is done in case of any inconsistency in assessment of student achievement was mentioned.

Before students go to clinical training, they must complete the practical part of the study obligations in the laboratories. Clinical training is taking place directly in the clinical



environment under mentorship of mentors in the educational institution. Faculty coordinators are included in clinical training (teachers/assistants). Educational institutions, where clinical training takes place, are conforming to the criteria of Ministry of Health Kosovo.

To implement clinical practice, AAB has concluded contracts with various health care institutions. Clinical mentors are very important, providing mentoring in line with advanced nursing knowledge. Because mentoring is extremely important (2340 hours of clinical training), AAB needs enough competent mentors. Students can also perform practical work abroad, which is carried out through cooperation agreements with relevant institutions (student exchange), during the COVID -19 epidemic, of course, exchanges are not allowed.

Compliance level: Substantially compliant

ET recommendations:

- 1. Include the correct ECTS number for the elective in the curriculum.*
- 2. Provide enough competent clinical mentors.*
- 3. Individual mentoring in a clinical setting is required to ensure the quality of knowledge – thus quality procedures regarding the practical/clinical training should be developed and implemented.*
- 4. The selection process for students should be more rigorous to ensure better academic achievements in the future.*
- 5. Before students go to clinical training, they must complete the practical part of the study obligations in the laboratories in small groups (8 students).*
- 6. Develop QA instruments to monitor if learning outcomes are met at the end of the studies (e.g. by analysing final thesis in a random manner).*

2.5 Students

The AAB College has a formally adopted admission procedure, that will be applied also in the new branch (in Ferizaj). It includes a public competition based on admission criteria that are publicly announced by the college – and which are consistent with the criteria used in the main campus. All candidates have to have completed highschool education and passed the Matura exam.

The study groups are designed according to the number of students admitted in such a way that they don't go over 60 students for lectures and 9-12 students for practical laboratories. The



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groups should probably be even smaller for clinical stages, thus the college has to ensure it has enough clinical mentors contracted and trained.

In the AAB College feedback is provided to students through on-going evaluations and this will also be the case for the new branch. The AAB College should make sure that the feedback is also accompanied by recommendations to improve so that students reach learning outcomes by the end of the semester/year/study program.

Students rights and responsibilities will be communicated to students. They are regulated by the Statute of AAB College and the Regulation on Bachelor studies. The ET recommends publishing them. They include the right to reject the grade in 48h since they found out the results of the exam. The ET recommends that an appeal procedure should be developed that would allow students to signal when they feel disadvantaged by a teacher and ask for the re-evaluation of their paper (e.g. by a different commission). Such a procedure would allow students not miss an examination session.

Flexible treatment for students in special situation is not regulated, but the SER describes [at page 46] some flexibility of the scheduling of exams. Similar flexibility should be shown for students with medical conditions that miss lectures or exams (especially now, during the COVID-19 pandemic there can be a situations when students miss on their activity due to quarantine or hospitalization).

AAB Student results are registered in an electronic platforms. This will also apply for the new branch.

The transfer of students to the Nursing program is done through the Transfer Office which in cooperation with the quality assurance coordinator within the Faculty and the branch coordinator verifies the files of each candidate [SER, p.47].

Students benefit of consultation hours as each teacher is required to announce and organize 2h of consultations every week.

Compliance level: Substantially compliant



ET recommendations:

- 1. Make sure that the scheduling is done in a manner that favours learning – e.g. avoiding programming more than 8h/day of educational activities, avoiding long breaks between educational activities etc.*
- 2. facilitate the commuting for students to the clinics where the practical stages are organized and/or cover their costs.*
- 3. Contract and train more clinical mentors so that you can ensure clinical stages take place in smaller study groups (e.g. maximum 6 students/group) to ensure the quality of learning and the adequate context for the patients.*
- 4. Develop an appeal procedure (different from rejecting the grade possibility).*
- 5. Publish the students rights and regulations;*
- 6. Organize an orientation week;*

2.6 Research

The Faculty of Nursing has a Strategic Research Plan for 2020 - 2025 which is drafted in the spirit of the priorities of the college's overall development strategy. This strategic plan has the following main objectives:

- Raising research awareness
- Strengthening networks and research collaboration
- Supporting students and academic staff to be active in scientific research

The development of research activities in the Nursing Program follows the objectives set out in the AAB strategic plan and is based on academic competence, infrastructure, and internal and external co-operation.

According to internal regulations, each member of the academic staff must attend at least one national or international scientific conference and the publication of these articles must be done in international journals with a high impact factor. Expectations for research work towards the academic staff are also defined under the employment contract which stipulates that each academic staff must produce a scientific publication within an academic year. (SER, p. 48).

The academic staff of the Faculty of Nursing is involved in research through scientific publications, participation in various international conferences and the organization of symposia and other events within the Faculty. The academic staff at the Faculty of Nursing of AAB College, during the 4-year period from 2016-2020 has organized 2 symposia. In 2017,

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the first symposium was held within the Department of Nursing Sciences, which reflected experience on health-related scientific findings with a special focus on the topics of depression and anxiety as the main theme of the International Health Day. In 2018, the second symposium was held with the topic "Integrated Approach to Health and Health Education". The purpose of this symposium was to promote and integrate access to health and health education. In this symposium there were many research papers that reflected the focus on aspects of Health Education and Health Promotion by nurses (SER, p.49).

The lecture is conducted based on the latest research evidence available to them and the academic staff translates the research work and includes it in the content of the lectures. The ET recommends the college to continue its efforts to facilitate access to international journals and databases for their teachers and students, no matter in which branch they teach/learn.

The regular academic staff of each unit of AAB College is obliged to publish papers on behalf of AAB College. In addition, according to the contract, the academic staff must promote AAB College as their primary employer. Intellectual property issues are provided, inter alia, in the Academic Staff Contract, Article 14, which stipulates that intellectual property rights in any work involving or created by the employee during the employment relationship (during working hours and in the workplace), are counted as the work of the employer and given the full guarantee of the holder (SER, p. 51). The objectives of the Faculty of Nursing are to involve students in the organization of research projects.

Nursing program staff also engage in research as a necessity for their re-election and advancement, by presenting at local and international conferences and congresses, and publishing their findings in scientific journals indexed with impact factors. Some research is also published as part of a doctoral study that some teachers are completing. Publication in scientific journals depends on each individual and research area. Some have more publications, others less. The publication of nursing care has been increasing in recent years, which is a good thing.

Compliance level: **Substantially compliant**

ET recommendations:

- 1. Take special care of the development of research staff in the field of nursing*
- 2. Consider research topics in which students could be included for the student*
- 3. Consider increasing publication in professional and scientific journals*



4. *Increase the involvement of staff and students in nursing research activities.*
5. *The results of research done as part of the diploma work should be published at scientific conferences and symposia.*
6. *Increase access and utilization of the subscriptions to international journals and databases.*

2.7 Infrastructure and resources

The infrastructure includes facilities that provide a conducive atmosphere for a good learning and living experience. For the BA Nursing program AAB College is sought to create spaces students need to practice, research, engage, learn, and succeed.

The Faculty of Nursing in the Gjakova branch has 2 administrative staff which provide services to students and academic staff, but there are several other offices which in cooperation with the central administration of AAB College in Prishtina support the teaching process, academic staff and students such as: Central Administration, Software Development Office, IT Support Office, Transfer Office, Career Office, etc. Also, part of the services and communication between students - academic staff and the Dean's Office is developed through the electronic platform e-Student. Students and academic staff receive most of the services through this platform such as receiving teaching materials, setting grades is done electronically, generating reports and student transcripts is done through the electronic system, etc. (SER, p. 51).

In the video the ET could see well-equipped rooms with computers, impressive rooms, offices for communication with students (on the line), but modestly equipped cabinets where students learn nursing skills on mannequins and other models. The space has three beds with mannequins. Regarding laboratories, 2 laboratories have been prepared for the Nursing program in the Gjakova branch: a general laboratory with 60 m² with three beds, followed by 3 CRP mannequins for adults (SER, p.51). Students in the Gjakova branch need to be provided with the same study conditions as students in Prishtina. Unfortunately, the equipment of the cabinet for teaching nursing skills does not prove this enough on site. ET is aware that studying during an epidemic is particularly desirable and financially attractive and beneficial for the faculty, but quality must come first.

The building of AAB College in Gjakova has lecture halls, classrooms, computer rooms, library, laboratories, student relaxation corners, quiet reading rooms, cafeteria, etc. Regarding the accommodation of groups of students, the branch facilities in Gjakova are sufficient for the 50 number of students of the Faculty of Nursing.



AAB College has a Rich library with literature both in Albanian, English and German. The library is computerized with rich collection of latest reference books, journals, periodicals, newspapers, magazines, and e-journals in Albanian and English. Specifically, the literature for the needs of nursing studies could not be verified. The ET recommends buying relevant books and preparing learning materials are ensured urgently for the Gjakova branch in a sufficient number to cover the needs of the future students.

The library in the Gjakova branch has a space of over 150 m², with dozens of reading tables and computers that have free internet access. The number of seats in the reading room and the number of seats in the group work rooms corresponds to 10% of the total number of students for the BA Nursing study program in Gjakova. Also, the teaching materials cover at least 50% of the subjects and / or disciplines which are foreseen within the study curriculum. Students have free access to all electronic resources that are published on the AAB website just like the students of the centre in Prishtina. Physical books are classified according to library standards and there is a professional staff, which is always ready to help all users in the Library.

AAB College students in the Gjakova branch will have access to electronic platforms such as J-STOR; Edward Elgar, EBSCO; DOAJ - Directory of Open Access Journals; SCIENCE COMMONS - Open access Law Journal; BioOne Research Evolved; IOP Electronic Journals; Oxford Reference; OECD iLibrary; Directory of Open Access Books; The New England Journal of Medicine; ASTM COMPASS; IMF eLibrary; e-Duke Journals Scholarly Collection; eIFL Kosovo Consortium. These platforms are accessible to students and academic staff and are good resources and references for scholarly articles, thus enhancing the quality of teaching and learning.(SER, p.53). The facility also has the relevant infrastructure for students with special needs.

Compliance level: Substantially compliant

ET recommendations:

1. *Pay more attention to the care program equipment and continue investing in them in order to better serve the needs of the program.*
2. *Additionally, equip nursing cabinets.*
3. *Get beds and extra mannequins.*
4. *Carefully consider scheduling of the educational activities between the different locations of the college.*



3 OVERALL EVALUATION AND RECOMMENDATION OF THE ET

In conclusion, the expert group believes that the nursing study program offered by the Faculty of Nursing AAB College is essentially in line with KAA standards for its implementation at the Gjakova branch.

We have received comments from AAB College and we understand the management that they need a certain quota of students per year in the Nursing program to make the program worthwhile to run in the Gjakova branch. However, it should be noted that the AAB is already educating at least 250 students in this program in Pristina. Health programs are specific and their implementation requires special care. This is not just about profit and employment abroad, it is necessary to think about quality education. The first start of the program without experience in the branch means flirting with shortcuts, instead of a thorough theoretical and practical training - as it is necessary to properly prepare the clinical environment. ET, after careful consideration, proposes the maximum possible number of enrolled students **60** in the Gjakovo branch for a period of 3 years.

In conclusion, the Expert Team considers that the study program Nursing BSc – Gjakovo branch offered by the AAB 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 60 students to be enrolled in the program.

4 APPENDICES (if available) – Not applicable

Expert Team

Chair

Prof. dr. Danica Železnik

(Signature)

(Print Name)

(Date)

Member

Mrs. Delia Gologan

(Signature)

(Print Name)

(Date)

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