



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

**AAB College
Dentistry
REACCREDITATION**

REPORT OF THE EXPERT TEAM

May 30th 2019, Pristina



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1. INTRODUCTION

1.1. The task

The AAB College applied for reaccreditation of the following program:

- 6-year Level VII study program of Dentistry leading to Doctor of Dentistry, 70 students per year

1.2. Site visit

Date of site visit: 30th of May 2019

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- Prof. Dr. Alan Brickwood
- Prof. Dr. Peter Parycek
- Prof. Dr. Zdravko Lackovic
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Coordinators from Kosovo Accreditation Agency (KAA):

- Avni Gashi, Acting Director of KAA
- Shkelzen Gerxhaliu, Senior Officer for Evaluation and Monitoring
- Arianit Krasniqi, Senior Officer for Evaluation and Accreditation

Sources of information for the Report:

- Self-Evaluation Report (SER) submitted by AAB College
- Information obtained during the site visit
- Meetings conducted with the management of the institution and program, quality assurance representatives and administrative, teaching staff and external stakeholders
- Supplementary documents (Budget Dentistry) requested by the ET (Appendix 1).

Criteria used for program evaluation:

- KAA Accreditation Manual



1.3. Site visit schedule

The site visit was on the 30th of May at the Faculty site and organized as follows:

09.00 – 10.30	Meeting with the management of the institution
10.30 – 11.20	Meeting with quality assurance representatives and administrative services
11.20 – 13.00	Meeting with the heads of study programs
13.00 – 13.50	Lunch break
13.50 – 14.50	Visiting tour of the facilities and infrastructure
14.50 – 15.40	Meeting with teaching staff
15.50 – 16.40	Meeting with students
16.50 – 17.40	Meeting with graduates (not for the Dentistry program)
17.50 – 18.40	Meeting with employers of graduates and external stakeholders
18.45 – 19.00	Internal meeting – Expert Team and KAA
19.00 – 19.15	Closing meeting with the management of the institution



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

AAB College is the biggest non-public institution in Kosovo. The Dentistry program was accredited in 2017 with the following restrictions:

- the number of students in the study program must be limited to 25
- changes to the curriculum (diploma thesis with 20-30 ECTS)

The restrictions were implemented, in the study year 2017/2018 and 2018/2019 only 25 students were enrolled. The ECTS of the diploma thesis were changed to 20 ECTS in total (study year 6 eleventh semester: 5 ECTS and study year 6 twelfth semester: 15 ECTS-see SER page 304).

The documentation for the reaccreditation of the Dentistry program was, at the time of the site-visit, in place, and almost sufficient. Only the dental budget couldn't be read out by the general AAB budget plan offered in the SER (Appendix 3), but the Dentistry budget plan (study year 2019/2010 to 2023/2024) was presented immediately during the site visit by the faculty (please see additional documents 1). Apart from that the SER was prepared properly.

2. PROGRAM EVALUATION

The Dentistry program evaluation consists of 7 areas as follows:

- 1. Mission, objectives and administration**
- 2. Quality management**
- 3. Academic staff**
- 4. Educational process content**
- 5. Students**
- 6. Research**
- 7. Infrastructure and resources**

2.1 Mission, objectives and administration

The Dentistry study program mission is in compliance with the overall mission statement of the institution and the learning outcomes are in accordance with the National Qualifications



Framework and the Framework for Qualifications of the European Higher Education Area. After the accreditation procedure in 2017 all restrictions were implemented by AAB College. For this reason only 25 students were enrolled in the study year 2017/2018 and 2018/2019 although the college applied for 80 to 200 students per year in 2017.

Additionally the ECTS of the diploma thesis were changed from 10 to 20 ECTS in total in order to be compatible with similar programs in the European Community (study year 6 eleventh semester: 5 ECTS and study year 6 twelfth semester: 15 ECTS-see SER page 304).

At this time the minimal requirements that a student has to fulfil to enter the exam of a specific course are mentioned in the SER (pages 292-298), What underlines the good prepared SER and good defined overarching study program. The workload numbers look reasonable and manageable and will prepare the students well for the dental daily practice.

Compliance level: 83,34% Substantially compliant

ET recommendations:

1. When the dental students start treating patients in AAB Clinic policies and regulations should be revised at least once every two years, as several circumstances change in a dynamic environment.

2.2 Quality management

At AAB College a Central Quality Assurance Office (CQAO) and Quality Assurance Committee is installed since 2005. During the meeting it was mentioned that in the upcoming months an additional officer will be employed to support the Central Quality Assurance Office with fundamental IT support knowledge.

For every study program a Quality Assurance Coordinator is appointed, for the dentistry program Mr. Bleron Azizi is responsible.

At the moment only the first two study years of the dentistry program could be investigated for quality management, but as AAB College has a long tradition of quality assurance it can be expanded easily in the future, as at the moment the staff satisfaction and academic monitoring is not measured by questionnaire yet.

Compliance level: 77,8% Substantially compliant



ET recommendations:

1. Develop an academic staff evaluation questionnaire
2. Install a complaints office for patients when the dental clinic starts to receive and deal with external complaints
3. Implement surveys for graduates and employers in the future
4. Formalize academic success monitoring

2.3 Academic staff

At the moment 10 full time and 7 part-time academic lecturers (8 Dentistry, Medicine, Pharmacy, Medical Informatics) are engaged for the Dentistry program.

The core disciplines in dentistry are as follows:

- Restorative Dentistry (including Endodontics, Preventive Dentistry, Periodontics, Pediatric Dentistry, Oral Health)
- Prosthodontics
- Orthodontics and
- Oral Surgery/Maxillofacial Surgery

Although the number of teachers in total has decreased from 19 (2017) to 17 (2019) in total, all 4 dental disciplines are now covered and 10 lecturers are holding a PhD degree. In Prosthodontics the teacher is employed part-time at the moment (and full-time at University Pristina), but the meeting with the committed teachers revealed that a full time position will be covered in Prosthodontics with a PhD in the next few months. When the dental clinic starts a full-time prosthodontist will be at AAB Dental Clinic. When the clinical courses start a full-time teacher has to be present the whole time during dental clinic treatment for supervisory responsibilities.

Some staff members have already went abroad to participate in some research projects and a few have already earned an international PhD. Additionally all mentioned teachers are in research projects, even some found time to write a dentistry textbook.

A training program for lecturers and teaching assistants, to improve the quality of teaching and research environment for the AAB Academic staff by enhancing their knowledge and pedagogical exists. During discussions it became clear that most of the dentists are very experienced in their field and in lecturing in dentistry as well. They really prefer the small group teaching in dentistry (up to 10 students) and realistically it can be expected that they could supervise a maximum of 2-3 diploma theses per year.

Compliance level: 80% Substantially compliant

ET recommendations:



1. Extend the academic staff evaluation from only student evaluation, to other components (self-evaluation, superior, peer);

2.4 Educational process content

The Dentistry Program is planned as a 6 year-study-program leading to the Doctor of Dentistry (Dr. Dent.) and modeled on qualification objectives. The study program is in accordance with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The different disciplines are provided in a logical flow resulting in a good defined overarching study program.

The dental students will start with practical lab courses in the Dental Laboratory at AAB College in the second study year, this allows the students to check the manual dexterity they get self-awareness of their skills for dental work and in case of infeasibility it is not too late to quit the program (especially from a financial point of view). These technical courses are followed by preclinical dental courses where students do dental treatment in phantom heads. In the 4th year of study the students start with the clinical treatment of patients in the Dental Clinic that planned to be installed in the AAB College building.

For the practical courses all students will be separated in smaller groups up to 8-10 students per teacher.

Concerning the practical courses the minimal requirements that a student has to fulfil to enter the exam of a specific course are mentioned in the SER (pages 292-298). The workload numbers look reasonable and manageable and will prepare the students well for the dental daily practice. At this time no patient treatment is performed yet, as the study program is only two years old, if the written requirements are performed during clinical work have to be evaluated in the future. In terms of treatments costs for the patients, they will only have to pay the materials used. This strategy could be a good strategy to attract patients, but this has to be evaluated in the future as well.

During the site visit it was visible, that the teachers use new IT resources and up-to date dental technology in the practical courses.

The written admission test will cover the topics English, Chemistry and Biology. During discussions with the teachers it became clear, that good knowledge of the English language is important for the future students at AAB college, because dental literature and content of some subjects will be told in English language. The results attained in this way of admission procedure can guarantee the college that the future students are able to follow the English content of the subjects.



Compliance level: 83,34% Substantially compliant

ET recommendations:

1. Create a procedure for monitoring the clinical program and attract patients to the AAB dental Clinic

2.5 Students

As the study program is only two years old, only students from the first and second year were present during the site visit meeting. They all have a high-school diploma and the admission procedure was well defined and visible to them. The Dentistry students at AAB College are highly motivated and happy to study at AAB, especially because of the small group teaching with the direct feedback and the up –to date dental equipment, especially the new CAD/CAM technologies even in the preclinical courses. The academic staff is available at sufficient scheduled times for consultation and for advice to students. When the students start treating patients at AAB Clinic more flexible treatment in special situations (e.g. if there are not enough patients for dentures or overcoming the insecurity of a student after his/her clinical failure with the consequence of tooth loss) will be needed and can't be ensured at the moment for the clinical years (Standard 2.5.6). As it is planned to increase the number of students in the future (70/per year to a total of 420 students) effective procedures have to be elaborated to ensure that work submitted by all students is original (Standard 2.5.8).

Compliance level: 81,82% Substantially compliant

ET recommendations:

1. Effective procedures have to be elaborated to ensure that work (especially dental lab work and research thesis) submitted by all students is original
2. Tutorial advice during patient treatment has to be evaluated in the near future when the patient treatment starts at AAB Clinic

2.6 Research



The Dentistry study program has defined scientific/applied research objectives, which are also reflected in the research development plan of the institution.

Although the Dentistry faculty is a very young faculty they have a lot of cooperation with local and international industry (e.g. Sirona). With the background of AAB College scientific sessions, symposia and conferences are organized on a regular base. With this collaborations students and academic staff research support can be provided but more time is needed to establish a profound research structure. As some of the teachers went abroad for their PhD they still use these connections for research projects. Detailed list of publications (peer reviewed journals, textbooks, conference proceedings, abstracts) of the teaching staff for regional and international were provided in the CVs. The international collaborations with the following universities still exist:

- Faculty of Medicine in Tirana, Albania
- Aldent College in Tirana , Albania
- Dental Clinic in Graz, Austria

These experienced lecturers have the knowledge and experience to establish more dental research structures at AAB College.

Compliance level: 60% Partially compliant

ET recommendations:

1. Create a research plan for the study program – clear research objectives, research themes and resources;
2. Motivate academic staff to increase research production by considering research results as promotion criterion;

2.7 Infrastructure and resources

The AAB College applied for reaccreditation of the 6-year Dentistry study for 70 students per year. The annual study fee is 3600 Euro per year. A financial budget plan for the dentistry program was added during the site visit (please see Appendix 1) for the next 5 study years.

Study year	Number of students	Income in Euro total
2019/2020	70	279564,00
2020/2021	140	407760,00



2021/2022	210	547170,00
2022/2023	280	632976,00
2023/2024	350	730590,00

As already seen in 2017 lecture and seminar rooms are present, as well as the study program management infrastructure with student office.

For the practical part of the Dentistry study program, a lot of investment has been performed. All Dentistry related lectures and practical courses can be realized in the AAB building structure. Dental Laboratory and up-to-date equipment were visible as there are 4 preclinical laboratories installed including one phantom room for the preclinical courses with 10 phantom heads, 10 micromotors and 10 working stations (see SER page 310) for the preclinical dental treatment.

For the clinical exercise starting in the 4th year of study one clinical room with 13 dental chairs and dental equipment was realized.

Additionally a digital panoramic x-ray machine and dental cone beam (Galileos, Sirona) is in place-and the software for use

The whole device is digital and state of the art to educate students with digital radiology techniques and treat patients with reduced radiation exposure.

The library is well equipped with reading rooms, group work rooms and its own book stock now located in the basement of the ABB building.

Compliance level: 50% Partially compliant

ET recommendations:

1. Already advertise the dental treatment bearing in mind that AAB College is no official dental clinic yet and the fulfillment of the requirements for all planned 70 students intake per year (total 420) have to be guaranteed



3 OVERALL COMPLIANCE

Standard	Compliance level
1. Mission, objectives and administration	Substantially compliant
2. Quality management	Substantially compliant
3. Academic staff	Substantially compliant
4. Educational process content	Substantially compliant
5. Students	Substantially compliant
6. Research	Partially compliant
7. Infrastructure and resources	Partially compliant
Overall compliance	Substantially compliant

The External Expert was impressed by the improvements performed by AAB Dentistry Faculty and considers the Dentistry programme proposed by AAB College to be substantially compliant with the standards included in the KAA Accreditation Manual. The Dentistry program is on the right way but to ensure a successful future the Dentistry program can only be reaccredited with certain restrictions. The number of students in the study program can be increased as there are multiple improvements and investments, but must be limited to a intake of 30 students per year at the moment. This means in the next study year from our point of view 80 students in total (all 3 study years (25+25+30)) could be present in contrast to the suggested number of 70 in the budget plan for the upcoming study year. The number of chairs and phantom heads is now suitable for 30 students per year, if the students number should be increased much more investments concerning infrastructure (chairs) must be performed. The External Expert therefore recommends the Dentistry study programme to be reaccredited for a duration of 3 years with no more than 30 students enrolled on the programme each study year.



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June 26th 2019

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