

PBHE - "Rezonanca"

Branch "Pristina"

Application for Accreditation:

- 1. Bachelor in 'Nursing'**
- 2. Master in 'Nursing'**
- 3. Bachelor in 'Biochemistry Laboratory'**
- 4. Bachelor in 'Sanitary Medicine'**
- 5. Bachelor 'Diagnostic Radiology'**
- 6. Master in 'Diagnostic Radiology'**
- 7. Bachelor in 'Community Pharmacy'**
- 8. Master in 'Pharmacy'**
- 9. Bachelor in 'Physiotherapy'**
- 10. Integrated Program (level 6 and 7) in Dentistry**

Site visit on the 22nd of April 2015

At the school site in in Pristina

Experts Team (ET):

- Prof. Dr. Danica Zeleznik/ Univ. College of Health Sciences Slov. Gradec (SI)
- Prof. Dr. Markus Paulmichl/ Paracelsus Medical University (AT)
- Prof. Dr. Helvi Kyngäs/ University of Oulu (FI)
- Prof. Dr. Gabor Gerber/ Semmelweis University (HU)
- Ms. Inguna Zarina/ European Students Union (ESU)

Coordinator's of KAA (CKAA):

- Prof. Dr. Ferdije Zhushi-Etemi - National Quality Council/ KAA
- Ms. Furtuna Mehmeti – Acting Director/ KAA (present at the site)
- Mr. Fisnik Gashi - Officer for Evaluation and Monitoring/ KAA
- Mr. Shkelzen Gerxhaliu - Officer for Evaluation and Monitoring/ KAA

The Task:

PrBHE "Rezonanca" separated from Iliria College and is now applying as an autonomous institution for accreditation of the following – already accredited - programs:

1. Bachelor 'Nursing'
2. Master in 'Nursing'
3. Bachelor in 'Biochemistry Laboratory'
4. Bachelor in 'Sanitary Medicine'
5. Bachelor 'Diagnostic Radiology'
6. Master in 'Diagnostic Radiology'
7. Bachelor in 'Community Pharmacy'
8. Master in 'Pharmacy'
9. Bachelor in 'Physiotherapy'
10. Integrated Program (level 6 and 7) in Dentistry

The site visit was on the 22nd of April 2015 at the school main sites in Prishtina, and organized as follows:

- Meeting with management
- Meeting with responsible persons for the study programs (curriculum, teaching, researches and fulfilment of ET-recommendations)
- Visit of the facilities and infrastructure
- Meeting with the students
- Meeting with the teaching staff
- Expert team (ET) consultation
- Closing meeting with management

Additional documents were requested on the 22.04.15. These documents include:

- 1. List of staff per study program**
- 2. Development plan (equipment) for the laboratory for Pharmaceutical Technology**
- 3. Revised ECTS schedule for the different curricula with special emphasis on the independent student work**
- 4. List of databases, e-books and journals, their content is fully accessible for the students and staff**

Additional information's were obtained on time.

Evaluation of the Institution:

PBHE-Rezonanca-Prishtina was established in 2003 and joint College "Iliria" in 2008. For strategic reasons, Rezonanca decided to split from Ilirial College and to proceed as an autonomous entity. In the past, Rezonanca study programs were organized by Rezonanca and the connection with Iliria was only felt at the management level. Today Rezonanca provided a sound program with all the requested management structures locally in place, as outlined in detail below.

Mission statement:

The mission statement is in full line with the different programs offered. It is the declared vision for the institution to be a leader within the educational sector offered by private institutions proposing programs in the area of healthcare. From the discussion with the management team the ET gathered that the school is entering a consolidation and internationalisation phase. This development is in line with the recent history of the school and is in tune with the capacities the school has acquired in the recent years. Regarding the infrastructure an important addition was recently added, allowing the relocation of a substantial number of laboratories and lecture halls into the new building. The school plans to remodel and enlarge the existing city-hospital owned by the school and is planning to finish a new hospital on-site by the end of 2016. In addition, the school is planning to open a new facility for rehabilitation on the outskirts of Pristina. By the end of 2016 this new facility should also be opened.

Organisation and management:

The managerial structures the school has shared with Iliria College are now rebuild within the organogram of the autonomous BPrAL Rezonanca, including the (i) the Board, (ii) the Senat and (iii) the organization of the different Cathedras. The structure is in line with structures of similar institutions in the European Union.

Staff:

Major effort was undertaken in the staff development. However, the school should be encouraged to constantly improve the quality of the staff by adding new, young and highly qualified staff and by improving the capacity of the existing staff members. It is an expressed wish of the teaching staff to be able to enlarge their respective abilities and knowledge by being able to do more in-house research and by means of secondments to outside Kosovo institutions. In order to be more efficient in gathering funds for research from outside, the staff expresses the need of an office dedicated to grant applications and grant administration. In addition the staff expressed the wish to get an e-mail address offered by the institution, since there is the common view that such an institutional e-mail address would increase the professional appearance of the staff members outside the institution. The management of the school should also provide adequate offices to the teaching staff in order to organize their work related to teaching, research and administration and to have a quiet place to meet with students.

Students:

The students unanimously welcomed the Implementation of the Moodle platform, which improved the systematic access to information on study

courses, study materials, examinations, and furthermore ameliorated substantially the communication between students and academic staff as well as the total quality assurance and the entire quality of the study process. In addition, the students are satisfied with the teaching and learning process offered by the institution, which they believe is giving them a solid foundation for their professional life after graduation.

The new organizational structure of the institution – foremost the new structure of the Senat and the new student-union – gives them the opportunity to be actively involved into the decision making processes of the organization. The students mentioned in addition, however, that they would wish more internationalization (see below) i.e. exchange programs allowing them to spend study time abroad. They would welcome the Erasmus placement program in order to allow them to do structured secondments in European countries. In addition, the students would welcome more guest lectures from teachers abroad.

The students mentioned in addition, that access to appropriate information sources should be enhanced to improve the quality of the learning process, students individual works (especially diploma-theses) and would also support research of both students and academic staff. The library should regularly order recently published books (new editions) in all fields of studies. Furthermore, the institution should provide access to data bases of relevant scientific journals with full article access for all students and academic staff within and from outside the institution.

Finances:

The school has a solid financial plan and the ET enthusiastically welcomes the 200K € the institution has allocated for research in the different master programs. This financial contribution will be increased to 300K € when the Pharmacy and Dentistry program will be ready for the master thesis.

Development plan:

The management of the school has a firm vision regarding the development plan at the level of infrastructure for the years to come. More immediate the development plan for the curriculum is very much welcomed by the ET. As suggested by the ET it seems that the Kosovar government is installing a national board exam for different educational tracks in the healthcare sector. The school seems to be involved in the respective exploration talks and is prepared to install a new office, which should help the students to get prepared for the national exams.

Furthermore, the school will install an office to facilitate the international placements of the students and staff.

Internationalisation:

As mentioned above, the school will install an office to facilitate the international placements of the students and staff. For the students an access to the Erasmus-program would be crucial in order to allow the secondment of the students for a couple of month within the European Area.

PBHE Rezonanca in Prishtina applied for accreditation of the following program:

1. Bachelor 'Nursing'
2. Master in 'Nursing'
3. Bachelor in 'Biochemistry Laboratory'
4. Bachelor in 'Sanitary Medicine'
5. Bachelor 'Diagnostic Radiology'
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10. Integrated Program (level 6 and 7) in Dentistry

For all four programs:

It is remarkable, that the employment situation of the graduates from Resonanza seems to be very good, underlining the quality of teaching the institution provides. The ET acknowledged the need for continuing the above-mentioned programs in order to fulfil the local needs and to avoid the draining of young and promising students to neighbouring countries. All programs are already accredited under the past managerial structure and therefore mainly the institutional issues have been evaluated (see above). The ET acknowledged the effort that was undertaken by the institution in order to improve the quality of teaching and infrastructure at the Pristina site since the last accreditation in 2014. A major improvement is the successful implementation of 'Moodle' as the e-learning platform. The management emphasizes that this major effort improved the quality management within the institution and the exam organisation considerably. Both, students and teaching staff are enthusiastic by the new instrument in principle, however, the staff still needs additional support in order to make full use of the new instrument . The ET appreciates the considerable effort of the school to improve the

research capacities for the on going master program by allocating 200K euro exclusively for these tasks. Taken into account the considerable effort undertaken by the management to improve the infrastructure of the school, the ET would suggest that the maximum number of students can be increased by 30% where the management sees a need. According to the criteria and procedures for accreditation (Guidelines for Experts (Academic Programs), and following evaluation of all the fields/documents and the information given at the time of the site-visit the ET suggests to grant accreditation for the maximum time foreseen by law for the different programs at the Pristina site.

Details follow in the next section:

Ad. 1 Bachelor 'Nursing'

1. Academic Program and Student Management

The academic program corresponds to the institution's mission statement. The program is organized and conducted according European standards. The program was evaluated according the 60 students the school intends to assume in the bachelor program per year at the Pristina site.

New practical skill laboratories were build, allowing the effective teaching in small groups. The laboratories are well equipped, however, need continuous improvement.

At the re-accreditation these issues need to be checked!

2. Staff

At least 50% of the teaching staff for the nursing part of program, needs to be master in nursing. At the moment this requirement is not fulfilled, however, considering the increased numbers of students the institution envisions to assume in the years to come, special care should be taken in complying in total to this requirement.

At the re-accreditation this issues need to be checked!

3. International Co-operation

The school is advised to activate more international exchange programs as soon as possible! This is also an expressed wish from the students.

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure at the Pristina site is adequate to run the program. The teaching staff mentioned that a simulation center would be useful to improve the quality of teaching and learning outcomes. An issue rise at the last accreditation exercise was the outdated literature in the library and the limited access to online databases relevant to nursing. It is disturbing that this issue was not resolved adequately. The literature in the library is still outdated and the access to online databases relevant to nursing – although present at the moment for a limited time – seems not to be given for the future. Both issues need to be resolved asap.

At the re-accreditation these issues need to be checked!

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Very positive is the fact that the e-learning platform Moodle was implemented, which helps to further increase the quality of teaching.

Conclusion:

Recommendation by the Expert Panel:

The program for bachelor "Nursing", under the autonomous guidance of Rezonanca can be recommended for accreditation for the period foreseen by law for the Pristina site.

Ad. 2 Master of 'Nursing'

1. Academic Program and Student Management

The academic program corresponds to the institution's mission statement. The program is organized and conducted according European standards. The program was evaluated according the 50 students in the master program per year at the Pristina site.

The research plans for the master studies need to be elaborated in greater detail.

At the re-accreditation these issues need to be checked!

2. Staff

At least 50% of the teaching staff for the nursing part of program, needs to be PhD in nursing. At the moment this requirement is not fulfilled, however, considering the increased numbers of students the institution envisions to assume in the years to come, special care should be taken in complying in total to this requirement.

At the re-accreditation this issues need to be checked!

3. International Co-operation

The school is advised to activate more international exchange programs as soon as possible! This is also an expressed wish from the students.

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure at the Pristina site is adequate to run the program. An issue rise at the last accreditation exercise was the outdated literature in the library and the limited access to online databases relevant to nursing. It is disturbing that this issue was not resolved adequately. The literature in the library is still outdated and the access to online databases relevant to nursing – although present at the moment for a limited time – seems not to be given for the future. Both issues need to be resolved asap.

At the re-accreditation these issues need to be checked!

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Very positive is the fact that the e-learning platform

Moodle was implemented, which helps to further increase the quality of teaching.

Conclusion:

Recommendation by the Expert Panel:

The program for master in "Nursing", under the autonomous guidance of Rezonanca can be recommended for accreditation for the minimum period foreseen by law for the Pristina site.

Ad. 3 Bachelor of ` Biochemistry Laboratory`

1. Academic Program and Student Management

The academic program corresponds to the institution's mission statement. The program is organized and conducted according European standards.

The program was evaluated according the 60 students the school intends to assume per year at the Pristina site.

Considerable effort was undertaken to improve and substantially increase the equipment for the practical work in the laboratory, allowing an adequate teaching environment.

The research plans for the master studies need to be elaborated in greater detail.

At the re-accreditation these issues need to be checked!

2. Staff

The teaching staff for the program, need to be master or PhDs in the discipline. At the moment this requirement almost fulfilled. However, the management presented a "development program" indicating the improvement of this issue in the next years.

At the re-accreditation this issues need to be checked!

3. International Co-operation

The school is advised to activate international exchange programs for staff and students as soon as possible!

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure at the Pristina site is adequate to run the program for 50 students. However, the laboratory needs constant improvement in order to allow an adequate teaching.

At the re-accreditation this issues need to be checked!

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Furthermore the institution implemented the Moodle-System as an e-learning platform and uses this platform for the exams and quality control.

Conclusion:

Recommendation by the Expert Panel:

The program for bachelor in "Biochemistry Laboratory", under the autonomous guidance of Rezonanca can be recommended for accreditation for the minimum period foreseen by law for the Pristina site.

Ad. 4 Bachelor of 'Diagnostic Radiology'

1. Academic Program and Student Management

The academic program corresponds to the institution's mission statement and principles of operation. The program is organized and conducted according to European standards. Furthermore, the teaching methods and content of teaching units are sufficient for the successful achievement of the program's goals and outcomes.

The programs were evaluated according to the 40 students the school intends to assume for the program per year.

2. Staff

The teaching staff for the program is adequate to fulfill the needs of the program.

3. International Co-operation

The school is advised to activate more international exchange programs for staff and students as soon as possible! This is also an expressed wish from the students.

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure is adequate to run the program. It is appreciated that the institution invested considerably in new imaging equipment which is top-line in the region.

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Furthermore the institution implemented the Moodle-System as an e-learning platform and uses this platform also for the exams and quality control.

Conclusion:

Recommendation by the Expert Panel:

The program for bachelor in “Diagnostic Radiology”, under the autonomous guidance of Rezonanca can be recommended for accreditation for the maximum period foreseen by law for the Pristina site.

Ad. 5 Master of 'Diagnostic Radiology'

1. Academic Program and Student Management

The academic program corresponds to the institution's mission statement and principles of operation. The program is organized and conducted according to European standards. Furthermore, the teaching methods and content of teaching units are sufficient for the successful achievement of the program's goals and outcomes.

The programs were evaluated according to the 40 students the school intends to assume for the program per year.

2. Staff

The teaching staff for the program is adequate to fulfill the needs of the program.

3. International Co-operation

The school is advised to activate more international exchange programs for staff and students as soon as possible! This is also an expressed wish from the students.

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure is adequate to run the program. It is appreciated that the institution invested considerably in new imaging equipment which is top-line in the region.

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Furthermore the institution implemented the Moodle-System as an e-learning platform and uses this platform also for the exams and quality control.

Conclusion:

Recommendation by the Expert Panel:

The program for master in “Diagnostic Radiology”, under the autonomous guidance of Rezonanca can be recommended for accreditation for the maximum period foreseen by law for the Pristina site.

Ad. 6 Bachelor of 'Sanitary Medicine'

1. Academic Program and Student Management

The academic program corresponds to the institution's mission statement and principles of operation. The program is organized and conducted according to European standards. Furthermore, the teaching methods and content of teaching units are sufficient for the successful achievement of the program's goals and outcomes. According to the course instructors, the program is a success and fulfills the needs in the region, despite the fact that it is obviously the only program in sanitary medicine in Kosovo.

The programs were evaluated according to the 40 students the school intends to assume for the program per year.

2. Staff

The teaching staff for the program is adequate to fulfill the needs of the program.

3. International Co-operation

The school is advised to activate international exchange programs for staff and students as soon as possible! This is also an expressed wish from the students.

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure is adequate to run the program.

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Furthermore the institution implemented the Moodle-System as an e-learning platform and uses this platform also for the exams and quality control.

Conclusion for Pristina Branch:

Recommendation by the Expert Panel:

The program for bachelor in "Sanitary Medicine", under the autonomous guidance of Rezonanca can be recommended for accreditation for the maximum period foreseen by law for the Pristina site.

Ad. 7 Bachelor of 'Community Pharmacy'

1. Academic Program and Student Management

The academic programs correspond to the institution's mission statement. The programs are organized and will be conducted according European standards. The program was evaluated according the 50 students the school intends to assume per year at the Pristina site.

For historical reasons the programs in Pharmacy are separated in bachelor and master in order to allow a stepwise growth of the institution in knowledge, infrastructure and capacity, however, it would be advisable for the future to offer the pharmacy program as an integrated (level 6 and 7) program in Pharmacy.

2. Staff

The teaching staff for the program, needs to be master in the respective disciplines. This goal is almost achieved. However, the management presented a "development program" indicating the improvement of this issue in the years to come. According the development the ET experienced so fare the ET put trust into the prosperous development in the future.

At the re-accreditation this issues need to be checked!

3. International Co-operation

The school is advised to activate international exchange programs for staff and students !

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure is adequate to run the program. The two responsible persons for the laboratory for pharmaceutical technology proudly presented the new equipment acquired by the institution, however, also mentioned that additional effort is needed in order to further improve the laboratory situation. The institution could demonstrate that respective plans are present and will be fulfilled in the near future.

At the re-accreditation this issues need to be checked!

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Courses for the continuous improvement for the staff members need to be developed. Very positive is the fact that the e-learning platform Moodle was implemented recently, which helps to further increase the quality of teaching.

Conclusion:

Recommendation by the Expert Panel:

The program for bachelor in “Community Pharmacy”, under the autonomous guidance of Rezonanca can be recommended for accreditation for the period foreseen by law for the Pristina site.

Ad. 8 Master of 'Pharmacy'

1. Academic Program and Student Management

The academic programs correspond to the institution's mission statement. The programs are organized and will be conducted according European standards. The program was evaluated according the 50 students the school intends to assume per year at the Pristina site.

For historical reasons the programs in Pharmacy are separated in bachelor and master in order to allow a stepwise growth of the institution in knowledge, infrastructure and capacity, however, it would be advisable for the future to offer the pharmacy program as an integrated (level 6 and 7) program in Pharmacy.

2. Staff

The teaching staff for the program, needs to be PhD in the respective disciplines. This goal is almost achieved. However, the management presented a "development program" indicating the improvement of this issue in the years to come. According the development the ET experienced so fare the ET put trust into the prosperous development in the future.

At the re-accreditation this issues need to be checked!

3. International Co-operation

The school is advised to activate international exchange programs for staff and students !

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure is adequate to run the program. The two responsible persons for the laboratory for pharmaceutical technology proudly presented the new equipment acquired by the institution, however, also mentioned that additional effort is needed in order to further improve the laboratory situation. The institution could demonstrate that respective plans are present and will be fulfilled in the near future.

At the re-accreditation this issues need to be checked!

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Courses for the continuous improvement for the staff members need to be developed. Very positive is the fact that the e-learning platform Moodle was implemented recently, which helps to further increase the quality of teaching.

Conclusion:

Recommendation by the Expert Panel:

The program for master in "Pharmacy", under the autonomous guidance of Rezonanca can be recommended for accreditation for the minimum period foreseen by law for the Pristina site.

Ad. 9 Bachelor in of 'Physiotherapy

1. Academic Program and Student Management

The academic program corresponds to the institution's mission statement. The program is organized and will be conducted according European standards. The program was evaluated according the 40 students the school intends to assume per year at the Pristina site.

From the discussion with the representatives from the school the ET gathered that the area of physiotherapy in Kosovo is getting close to saturation and only the normal turnover needs to be covered for the future, however, there would be a need for specialized master programs, which Rezonanca at the moment is not applying for.

2. Staff

The teaching staff for the program can fulfill the requirements.

3. International Co-operation

The school is advised to activate international exchange programs for staff and students!

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure is adequate to run the program. Currently, the cabinet for physiotherapy is not properly and sufficiently equipped for students exercises.

Although new equipment was acquired, the teacher involved in the physiotherapy course see a need for more tables and more equipment for the biomechanics laboratory, which should be acquired soon.

At the re-accreditation this issues need to be checked!

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Courses for the continuous improvement for the staff members need to be put into place. Very positive is the fact that the e-learning platform Moodle was implemented recently, which helps to further increase the quality of teaching.

Conclusion:

Recommendation by the Expert Panel:

The program for bachelor in “Physiotherapy”, under the autonomous guidance of Rezonanca can be recommended for accreditation for the one year minimum period foreseen by law for the Pristina site.

Ad. 10 Integrated Study (level 6 and 7) in `Dentistry

1. Academic Program and Student Management

The academic programs correspond to the institution's mission statement. The programs are organized and will be conducted according European standards. The program was evaluated according the 40 students the school intends to assume per year at the Pristina site.

2. Staff

The teaching staff for the programs, need to be master or doctors in the discipline. At the moment this requirement is not entirely fulfilled. However, the management presented a "development program" indicating the improvement of this issue in the years to come and immediate past demonstrates that the respective improvements will materialize.

At the re-accreditation this issues need to be checked!

3. International Co-operation

The school is advised to activate international exchange programs as soon as possible! This is also an expressed wish from the students.

4. Finances and Infrastructure/Space and Equipment

A budget is in place and the infrastructure is adequate to run the program. However, the literature needs to be updated since in several

rapidly growing subjects like ganathology, cariology etc. even the suggested English language books are more than 15 years old.

The additional funds provided by the management for all studies at the master level (200K €, see above) will substantially help to allow a respectable quality for the respective thesis projects needed.

5. Quality management

A quality management plan is in place and the program is so far evaluated accordingly. The ET acknowledged the effort undertaken by the institution to further improve the quality of teaching. Very positive is the fact that the e-learning platform Moodle was implemented recently, which helps to further increase the quality of teaching.

Conclusion:

Recommendation by the Expert Panel:

The integrated program (level 6 and 7) in “Dentistry”, under the autonomous guidance of Rezonanca can be recommended for accreditation for the minimum period foreseen by law for the Pristina site.

Overall conclusion:

Recommendation by the Expert Panel:

1- The PBHE Rezonanca (Pristina site) programs for:

1. Bachelor in 'Nursing'
2. Master in Nursing
3. Bachelor in 'Biochemistry Laboratory'
4. Bachelor in 'Sanitary Medicine'
5. Bachelor 'Diagnostic Radiology'
6. Master in 'Diagnostic Radiology'
7. Bachelor in 'Community Pharmacy'
8. Master in 'Pharmacy'
9. Bachelor in 'Physiotherapy'
10. Integrated Program (level 6 and 7) in Dentistry

can be recommended for accreditation under the autonomous guidance of Rezonanca for the period mentioned above for the Pristina site.