

UBIT COLLEGE
(University for Business and Technology)

Integrated Studies in Pharmacy

REACCRREDITATION

May 21, 2019, Pristina

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1. INTRODUCTION

1.1. Context

Date of site visit: May 31, 2019

Expert Team (ET) members:

- A. Prof. Dr. Milan Pol
- B. Prof. Dr. Alan Brickwood
- C. Prof. Dr. Peter Parycek
- D. Prof. Dr. Zdravko Lackovic
- E. Prof. Dr. Ulrike Beier
- F. Student Expert TBC

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:

- A. A Self-Evaluation Report (SER) submitted by UBIT
- B. Information obtained during the site visit;
- C. Meetings conducted with the management of the institution, teaching and administrative staff, students, graduates, external stakeholders and employers of graduates;

Criteria used for program evaluation:

- A. KAA Accreditation Manual

1.2. Site visit schedule

31 May

- 09.00 – 10.30 Meeting with the management of the institution*
- 10.40 – 11.50 Meeting with quality assurance representatives and administrative services*
- 12.00 – 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*
- 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*

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

University for Business and Technology (UBT) is a private university located in Kosovo. The College was licensed to operate as a private bearer of higher education by the Ministry of Education, Science and technology no. 808/02-1, date. 18.10.2004. UBT student orientation is balanced between three broad areas: (1) ICT, mathematics and natural science, (2) Engineering, manufacturing and construction and (3) social science.

UBT operates in several locations and branches, and its infrastructure houses one the largest libraries in Kosovo and over 80 laboratories. It has offices and contact points in all regions of Kosovo and abroad (UBT Prishtina Campus, UBT Innovation Campus, UBT Prizren Campus, UBT Ferizaj Campus, UBT Peja Campus – Dukagjini College, UBT Gjilan Campus – Arberi College, UBT Austria Office, UBT Hungary Office)

Summarized general information about the institution and the Pharmacy program under evaluation,

Name of the institution	BPRAL UBT College
Faculty/Department	Department of Life Sciences
Main Campus or Branch	Main Campus
The program applies to Branch	No
Name of the study program	Integrated Studies in Pharmacy
Person responsible	Shpend Dragusha
Accreditation/Reaccreditation	Reaccreditation
NQF Qualification Level	NQF Level 7
Academic degree conferred	Master of Pharmacy
ECTS	300
Program profile (specialization)	Health Care (General Medicine)
Erasmus Code	12.5 Pharmacy (Medical Science)
Type of study	Full-time
Number of students	50
Minimum duration of the study	5 years
Permanent staff	

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

Higher Education at PBHE The UBT College is developed in compliance with the principles and standards of the European Higher Education Framework (EHEF), reflecting the principles and objectives of the Bologna Process (UBT Statute Article 4)

According to *UBT Statute*:

The mission of the BPrAL College UBT is:

- a) To create, convey, develop and generate knowledge through teaching, research, aiming to prepare qualified specialists and future scientists;
- b) Provide opportunities to benefit from lifelong higher education;
- c) To assist economic development at national and regional level;
- d) Contribute to the enhancement of the standards of democracy and civilization of society and in the preparation of young people for such a society;
- e) Realizes basic and applied research by means of organizational, core and subsidiary units;
- f) Provides service to third parties, in compliance with the mission and legal status.

According to self-evaluation report (SER) UBT Integrated Studies in Pharmacy (Faculty of Pharmacy) aims to produce pharmacy graduates and specialist graduates who will enhance health care through their patient-oriented understanding of aspects of a disease, health strategies, medicine and pharmacoeconomic of existing and new therapies. It also wants to deliver pharmacy graduates with the qualified skills required by the profession both for local and European market purposes. Lastly, it wants to encourage research by engaging high-quality pharmaceutical scientists capable of devising new drug entities, synthesis, analytical protocols, and delivery systems.

SER contains analyses of the Kosovo labour market demand for pharmacy professionals. SER, among other quantitative data, quote recent study of *higher education graduate demand in economic and skill sectors (EC/LSE, 2015) in Western Balkans and Kosovo*, production of pharmaceutical products and the employment in the corresponding skill sector for professionals is the highest and most dynamic in recent years. This development stems in part due to an increasing demand for pharmaceutical drugs. The level of health awareness and expenditure among Kosovans has increased in spite of low purchase parity. A change in lifestyle and the financial inability to consume foreign-manufactured product has given impetus to a thriving industrial sector. According to *Kosovo Labour Force Survey (2017)*, the economic sectors with one of the highest shares of employed professionals are in the manufacture of pharmaceuticals and health activities.

According to SER the number of per capita pharmacists in Kosovo is well below the European average. In 2017 Kosovo had 800 practicing pharmacists, majority of whom work in the private sector. A regional comparison reveals that Kosovo at the bottom of European countries in terms of the number of pharmacists per 100,000 residents (Eurostat, 2017), while for western European countries is $>1/1000$ residents according to (WHO 2018). The data extracted using Eurostat and Kosovo Statistical Agency indicate that Kosovo would need an additional 800 – 900 pharmacists to reach the EU average or additional 480 to approximate the Western Balkans average, considering also the fact that pharmacists are also required in the hospital sector as one pharmacist per 50 patient beds, while in public hospitals in Kosovo their number is extremely limited and this is another opportunity of the labour market for the pharmacy sector.

The UBT curriculum generally adheres to the EC Directive and meets the minimum theoretical/practical ratio defined therein.

According to SER the UBT curriculum generally adheres to the EC Directive and meets the minimum theoretical/practical ratio defined therein. The Pharmacy program is structured into 10 semesters. The studies last 5 years and include 9000 hours of theoretical instruction, practice, assessment, colloquia and self-learning. The total student workload throughout the integrated studies including theoretical instruction, practice, preparation and exams equals 300 ECTS.

The provisions of EU Directive state the Pharmacy programs (a) should be at least five years duration, (b) include at least four years of full-time theoretical and practical training at a university or at a higher institute, (c) include a six-month traineeship in a pharmacy which is open to the public or in a hospital, (d) include the minimum subjects specified in the Directive Annex V: plant and animal biology, physics, general and inorganic chemistry, organic chemistry, analytical chemistry, pharmaceutical chemistry including analysis of medicinal products, general and applied biochemistry, anatomy and physiology, medical terminology, microscopy, pharmacology and pharmacotherapy, pharmaceutical technology, toxicology, pharmacognosy, legislation and professional ethics.

The Directive is vague in terms of the number of hours dedicated to theoretical instruction and practice. However, the institution has attempted to follow the Bologna and Munich Declarations on health care education and enshrined the good practices recommended by the World Federation of Medical Education and consulted a number of curricula in EU counties

The learning activities in theoretical component of the course of education are organized to support the subject and the competences the student must explore and develop. Education and study methods comprise a broad range of activities varying between lectures, student presentations, theoretical exercises and assignments, dialogue-based and discussion-based

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education, case-based education, training in skills lab, authentic patient/citizen contacts through patient organizations. as well as project-based education including presentation and communication of result and product; counselling in connection with individual and common assignments also including projects; different types of virtual learning facilities; reading and study groups.

Compliance with particular KAA standards:

Standard 1.1. The institution has a defined mission statement that includes three main pillars: teaching, research and community service. YES

Standard 1.2. The mission of the institution has been defined and, if the case, revised, based on a consultation process involving external and internal stakeholders. YES

Standard 1.3. In discussions during the visit some participants did not shown complete understanding of the mission. From the published document the mission could be easily recognized by the members of the academic community of the institution. Partially YES

Standard 1.4. The institutional mission provides an effective guide for strategic planning, decision making and operations of the institution. YES

Standard 1.5. Medium and long term institutional objectives are consistent with and support the mission. YES

Overall compliance level: 100% Fully Compliant

2.2. Quality management

The overall quality assurance policy and procedure is based on *UBT Quality Manual*.

According to SER some of the strategic goals of UBT College are:

- Achieving Academic Excellence - The institution aspires excellent quality standards and consistent active learning approaches which offer authentic experiences and an inspiring, values-based learning environment to a diversity
- Developing Research, Innovation and Social Responsibility - Offer innovative ways for learners, spin-in and spin-out companies as well as external clients to engage with enterprise supports and applied research, thus creating new knowledge and new employment.
- Creating a Positive Working and Learning Environment - Creating a Positive Working and Learning Environment Aims to offer a high-quality and supportive working and learning environment for all types of students (full-time, part-time, priority groups) and staff.
- Maintaining and increasing internationalization and regional partnerships - Maintaining and increasing internationalization and regional partnerships Formation of the new local and international higher education alliances and continued excellent performance against international and regional efficiency and effectiveness benchmarks.
- Partnering with the community - Partnering with the community Will continue to forge strong links with industry and wider society, which will be supported through

mainstream funding, alternative income streams and volunteering arrangements in order to provide service to industry and the community at institutional, staff and student level

Those strategic goals of UBT College normally applies also to Integrated Study of Pharmacy.

Compliance with particular KAA standards

Standard 2.1. The institution has a strategic plan for a period of minimum three years or longer with prediction of further technological development **YES**

Standard 2.2. The strategic plan is drafted in close consultation with the academic community at the institution, as well as external stakeholders and private sector. **YES**

Standard 2.3. Strategic planning seems to be integrated with annual and longer term budget processes that provide for regular adjustments. **YES**

Standard 2.4. In economical and political environment of Kosovo The strategic plan takes as much as possible realistic account of aspects of the internal and external environment affecting the development of the institution. **YES**

According to Standard 2.5. The implementation of the strategic plan is monitored on short and medium term targets, and outcomes are evaluated. This is partially present in a document but reliable methodological details is not easy to develop **YES**

Standard 2.6. The institution has a decision making system and internal operating regulations in conformity with current legal provisions. **YES**

Standard 2.7. The election criteria and processes of the decision makers and other elected positions are clear, transparent and published in institutional regulations. **YES**

Standard 2.8. The responsibilities of the decision making bodies are defined in such a way that the respective roles and responsibilities for overall policy and accountability, the senior administration for management, and the academic decision making structures are clearly differentiated and followed in practice. **YES**

Standard 2.9. Student representatives are members of all decisional, executive and consultative bodies. The mechanism for electing student representatives is clearly explained in internal regulations. There is a democratic, transparent and non-discriminatory election procedure that does not limit students right to represent and to be represented. The institution is not involved in the process of electing student representatives. Some individual students are not completely aware or not interested of that partially **YES**

Standard 2.10. The higher education institution has an administration that is effective in terms of organization, staffing levels and qualifications, and functions rigorously. **YES**

Standard 2.11. The responsibilities of administrative staff are clearly defined in position descriptions and they match the qualifications of the individual. **YES**

Compliance level: 100 % fully compliant

2.3. Academic Staff

There are 31 (17 PhD) full time and 4 (3 PhD) part time staff at Faculty of Pharmacy. Thus more than 85 % of the academic staff in the study program are full-time employees and account for 95 % of the classes of the study program.

The Year-End Review is a report that creates a record of staff productivity in the areas of research, teaching, service and administration. Staff Evaluation Report is sent to the Faculty Council and UBT Academic Council Committee for Staff Selection, Promotion and Assessment.

Compliance with particular KAA standard:

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. YES

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. YES

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. YES

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. YES

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 Ph.D. title or equivalent title in the case of artistic/applied science institutions. YES

Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties. NO (partially)

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. YES

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. NO

Standard 3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials. YES

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. Not Applicable

Overall Compliance: 95% Fully Compliant

2.4. Educational process content

The Integrated Studies in Pharmacy program provides theoretical, practical and clinical learning experiences. Students have the opportunity to first practice, then become capable of a variety of competencies. Students prove competence during real-life experiences in a clinical setting. The EU Directive EC 2005/36 and EU Directive EP 2013 provide the basic and minimum standards of the profession of Pharmacist. According to EU Directive EC 2005/36, the training of Pharmacy shall comprise a total of at least five (5) years of study, which may in addition be expressed with the equivalent ECTS credits and shall provide at least four (4) theoretical training and at least six (6) months of practice.

The study program aims to provide the students with both theoretical knowledge as well as clinical and managerial skills via range of activities such as: theoretical instruction, participating in laboratory, participating in multidisciplinary meetings at which biochemical and drugs are presented and discussed in light of various clinical cases, attending clinics at which patients are being investigated. Educational supervisors play a role in organizing the clinical part in more than one centre.

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Teaching is organised at the Faculty, UBT Medical Laboratory Clinic, UBT Biochemistry Clinic and medical institutions contracted by the Faculty – Kosovo University Clinical Centre. A part of practical courses is mentored and evaluated by Faculty Associates elected to professional titles and designed by the Kosovo University Clinical Centre.

The Integrated Studies in Pharmacy program is based on following courses /modules:

A. *Basic subjects*

Chemistry
Physics
Biology
Mathematics

B. *General Medicine Subjects*

- Anatomy
- Physiology
- Biochemistry (or physiological chemistry)
- Pathophysiology
- Microbiology
- Hygiene
- Toxicology

C. *Pharmacy subjects*

- Plant and animal biology
- General and inorganic chemistry
- Organic chemistry
- Analytical chemistry
- Pharmaceutical chemistry, including analysis of medicinal products
- Pharmacology and pharmacotherapy
- Pharmaceutical technology
- Pharmacognosy

D. *Social Sciences*

- Foreign Language
- Statistics
- Legislation and professional ethics

Elective courses: “Hemopathy” preparation technology, Principles of Aerobiology and Alergology, Alternative Medicine Production of Pharmaceuticals, Pharmacotherapy during pregnancy and lactation

Courses should include: Lectures, Live *simulation - interactions with practitioners currently working in specialist biomedical laboratory*. In small groups, students work with these industry colleagues and take on the role of observer and, with guidance, communication skills, such as active listening and responding. *Laboratory skills, Structured decision-making activities, Individual learning plans, Clinical placement* provided in specialist medical settings across a range of clinical contexts including hospice settings, primary health care services and community centre and *E-Learning*.

The number of students per lecture and seminar is between 15-25 students and between 8-10 students for clinical subject courses. Students may make up for the missed lectures in a way determined by the Faculty if the reason of non-attendance is justified and in case that no more than 30% of the classes is missed. Attendance logbook of a student at all types of courses is mandatory. The student who misses more than 30% of practical courses shall repeat the year of studies.

Compliance with particular KAA standards

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. NO (or partially)*

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. YES*

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. YES*

Overall compliance: 66% substantially complied

ET recommendations:

- A. *Syllabus "Drug Management" should include EU Directives and the work and recommendations of European Medicine Agency (EMA)*
- B. *Syllabus on ethics should include bioethics and research ethics*

2.5. Students

A *candidate* seeking admission in the program should: (a) have passed the high school national examination, with Physics, Chemistry, Biology and English being key requirements. Successful applicants should have achieved 40% or higher national Matura examination in these subjects. Additionally, students should be at least 17 years of age at the time of application and should demonstrate that they are medically and legally fit for the profession.

Admission to the study is performed on the basis of a public call and the conducted entrance examination. The entrance examination is conducted by the Commission for the Entrance Examination appointed by the Faculty council for a period of three years. Based on the results of the entrance examination, the Commission creates a ranking list determining which

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candidates have become entitled to enrol on the basis of the results achieved in the entrance examination and who have psychophysical abilities for the title of a Master of Pharmacy.

Core subjects are mostly practice-oriented and typically organized as laboratory-based courses that assume active participation in hands-on assignments and teamwork, involving both creative and research tasks. Individual work is typically research, analysis, testing or finishing a task or project started during the course.

Mentor is allocated to each student. Mentor should provide the student group with effective guidance and support

Knowledge assessment is done continually during the coursework and at the end of each course. Exams are obligatory for all the mandatory and elective courses. Exams are public except for the practical parts. Only persons who can prove their legal interest are eligible to have an insight into the exam records.

Faculty Code of Ethics and Student Conduct regulates students expected standards of behaviour during education, examination and written assignments

Important quantitative parameters are shown in a table:

	Indicator	Baseline	Year
1	Staff-student ratio	1/1.08	2019
2	Student-class ratio	13/1	2019
3	Student-computer ratio	1/1	2019
4	Student-book ratio	1/30.4	2019
5	Student attendance rate	80%	2019
6	Teaching Plan implementation rate	100%	2019
7	Student transition rate	75%	2019
8	Student attainment rate	100%	2019
9	Staff training rate	31%	2019
10	Staff research rate	31%	2019
11	Syllabus – Learning Outcome Compatibility Rate	97%	2019

Compliance with particular KAA standards:

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.

Compliance: YES

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. **YES**

Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process. **YES**

Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed. **YES**

Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record. **YES**

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. **YES**

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. **YES**

Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original. **YES**

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. **YES**

Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents. **YES**

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. **YES**

Compliance level: 100% Fully compliant

ET recommendations: *Integrated Study of Pharmacy should end with Master Thesis. Requirements, procedures should be described*

2.6. Research

The main research topics of the Pharmacy program are:

- Personalised Patient Care,
- Computational modelling (in collaboration with the Faculty of Computer Science and Engineering).
- Health Services and Patient Safety
- Mental Health
- Diabetes and Cardiovascular Diseases
- Health inequality and social determinants - Research into respiratory diseases in the faculty attempts to uncover the impact of various drugs in asthma lung diseases treatment. It also seeks to improve lung function and quality of life for patients with chronic obstructive pulmonary disease

UBT clearly defines the output of the academic staff as a research articles published in indexed journals, conference papers, proceedings and books. However, research, consistent with international standards from KAA standards are mixed with publications without

international peer review like conference papers, proceedings and books. Internationally visible output should be separated from or more local or more professional achievements.

Out of 25 full time and 6 part time, total of 31 employee (according to CV) SER presents details and partial list of publications of only 7 employers. Partial verification of several oter in PubMed data base shows no publications. Although KAA standard 6.7. might be unrealistically high the fact that only 7 out of 31 employee are internationally visible, during long period, calls for specific action of UBT College.

UBT College is aware of not sufficient internationally visible research as shown in SWOT analyses

<i>Strengths</i>	<i>Weaknesses</i>
<ul style="list-style-type: none"> • <i>Infrastructure</i> • <i>Prepared academic staff and inclusion of students in research.</i> • <i>International co-operation pharmaceutical industries in Kosovo</i> • <i>UBT is a Higher Education Institute based on research and will continue this tradition in pharmacy</i> 	<ul style="list-style-type: none"> • <i>Insufficient knowledge of English</i> • <i>Inadequate use of the UBT Library</i>
<i>Opportunities</i>	<i>Threats</i>
<ul style="list-style-type: none"> • <i>Mobility projects</i> • <i>Increase financial support for the design and implementation of research projects</i> • <i>Increase of existing capacities, in particular increase of laboratory space, and increase of the number of laboratory equipment</i> • <i>Continuous training of the academic staff of the Faculty of Pharmacy</i> • <i>Many educational institutions provide opportunities for research for academic staff and students.</i> 	<ul style="list-style-type: none"> • <i>Institutional Failure for Research Projects</i> • <i>The small availability of publications in international journals</i>

Compliance with particular KAA standards:

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. YES

Standard 6.2. 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. NO

Standard 6.3. 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. YES (partially consistent with international standards)

Standard 6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity. YES (only part of academic staff)

Standard 6.5. 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. NO

Standard 6.6. Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation. **NO**

Standard 6.7. 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. **YES**

Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full time staff. **NO**

Standard 6.8. 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. **YES**

Standard 6.9. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students. **YES**

Standard 6.10. Students are engaged in research projects and other activities. **YES**

Overall compliance level: 70% Substantially Compliant

ET comments and recommendations:

Additional research topics that can be performed by relatively simple methodology for Faculty of Pharmacy might be:

A. *Drugs utilisation and misuse,*

B. *Home Pharmacy and Rational behaviour etc*

(both topics could be nationally important but at the same time methodologically done by more simple approach)

C. *In SER interesting research topic Health inequality and social determinants is presented as only the issue of respiratory functions, drugs and quality of life. This could be a separate topic of respiratory disease and quality of life. On the other hand Health inequality and social determinants sound as socially very important issue.*

2.7. Infrastructure and resources

The premises of the Pharmacy Program are situated in the UBT Innovation Campus Lipjan. The institution operates in a medium-size modern facility build in 2017. The premises as well as the Biomedical and Pharmacy Laboratory were erected last year in a large investment and development portfolio UBT Hospital. The premises were constructed and tailored for higher education purposes by the institution. The institution does not pay rent thus leaving more potential resources for future capital investments. The Faculty premises includes 4 four auditoriums and 9 smaller seminar rooms and 18 polyclinics. In addition, it has designated office space for staff and students. All rooms are equipped with modern teaching equipment and are easily adaptable to various modes of teaching. A videoconferencing auditorium has been arranged in 2017 with technical aids, conference equipment, a television set, a video projector and a smart board. The Faculty also has printing and photocopy equipment for students. It will be possible for students to print in colour, scan and copy materials.

In terms of information technology, the Faculty has a computer laboratory equipped with 52 computer PC and 8 notebooks. Additionally, the institution also operates a Learning system for supporting learning and teaching activities. To provide comfortable and easy access to all virtual tools and info environments of the Faculty there will be a LS Page which will open automatically and present all information related to modules, email, mailing lists etc. The students will also be able to access the information on lecture times and venues during the entire year. A user account in Faculty's server will be created for each student as soon as they enter their studies. Communication between different courses will be done mainly by mailing lists and which will allow communication with fellow students, members of teaching staff and student body. Monitoring of learning outcomes and professional development of students will be done through the e-Portfolio environment. The Faculty will have access to one of the most modern and equipped Libraries in Kosovo. The library catalogue with information on books related to its subject of studies is presented in the Library sub-section. Students will also be able to use several electronic scientific and educational databases

Space and Facilities, Laboratories, Equipment and IT are presented in details (including number of some glassware, which is not necessary)

Compliance with particular KAA standards

*Standard 10.1. Adequate financial resources are provided for acquisitions, cataloguing, equipment, and for services and system development. **YES, compliant***

*Standard 10.2. Books, journals and other materials are available in Albanian and English (or other languages) as required for programs and research organised at the institution. **YES** (although learning material in Albanian language is very thin)*

*Standard 10.3. Reliable and efficient access to online databases, research and journal materials relevant to the institution programs is available for users **YES***

*Standard 10.4. Adequate facilities are provided to host learning resources in a way that makes them readily accessible. Up to date computer equipment and software are provided to support electronic access to resources and reference material. **YES***

*Standard 10.5. Library and associated facilities and services are available for extended hours beyond normal class time to ensure access when required by users. **YES***

*Standard 10.6. Reliable systems are used for recording loans and returns, with efficient follow up for overdue material. Effective security systems are used to prevent loss of materials. **NA** (not assessed)*

*Standard 10.7. The institution provides an adequate, clean, attractive and well maintained physical environment of both buildings and grounds. Facilities fully meet Kosovo legislation on health and safety. **YES***

*Standard 10.8. Quality assurance processes used include both feedback from principal users about the adequacy and quality of facilities, and mechanisms for considering and responding to their views. **YES***

*Standard 10.9. Appropriate provision for both facilities and learning resources is made for students and staff with physical disabilities or other special needs (such as visual or hearing impairments). **NO***

*Standard 10.10. Complete inventories are maintained of equipment owned or controlled by the institution including equipment assigned to individual staff. Space utilization is monitored and when appropriate facilities reallocated in response to changing requirements. **YES***

*Standard 10.11. Adequate computer equipment is available and accessible for teaching, staff and students throughout the institution. The adequacy of provision of computer equipment is regularly evaluated through surveys or other means. **YES***

*Standard 10.12. Technical support is available for staff and students using information and communications technology. Training programs are provided to ensure effective use of computing equipment and appropriate software for assessments, teaching and administration. **YES***

Compliance level: 95% substantially compliant

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ET recommendations: *None*

1. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

SER is well documented, high quality document. It is composed in high logical order following KAA standards. Visit to UBT was useful to obtain realistic view of the Faculty of Pharmacy.

Recommendation of the Expert Team 2019

- A. Integrated Study of Pharmacy should end with *Master Thesis*. Requirements, procedures etc. should be described
- B. Only a fraction of teaching staff has research publications in internationally visible medical journal. UBT College should develop all possible measures to make its research internationally visible:
 - 1. Create a research plan for the study program – clear research objectives, research themes and resources. Several suggestions were made by Expert Team (*Drugs utilisation and misuse, Home Pharmacy and Rational behaviour* etc.)
 - 2. Motivate academic staff to increase research production by considering research results as more important promotion criterion;
- C. *Drug abuse and dependence* should be a new mandatory course
- D. *Drugs and Aging* should be a new elective course
- F. *Drugs and Sport* (or *Doping*) should be a new elective course
- G. Syllabus “Drug Management” should include EU Directives and the work and recommendations of European Medicine Agency (EMA)
- I. Syllabus on ethics should include bioethics and research ethics (fabrication, falsification, plagiarism)
- J. Literature in Albanian language should be available for all courses. Minimally high quality manuals (collection of “hand-outs”) should be available ASP. Professors should be stimulated to write textbooks in Albanian language (on the other hand students should be obligated to use professional literature not only in Albanian but in English language as well)

In conclusion, the Expert Team considers that the study program **Integrated study of Pharmacy/MS** offered by **UBT College** is **95% fully** compliant with the standards included in the KAA Accreditation manual and, therefore, recommends to accredit UBT College study

program Integrated Study of Pharmacy/MS for a duration of 5 years with a number of 50 students to be enrolled in the program.

Expert Team

Chair

(Signature) (Print Name) (Date)

Member

(Signature) (Print Name) (Date)

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