



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

**UBT College
Dental Technician
ACCREDITATION**

REPORT OF THE EXPERT TEAM

May 31st 2019, Pristina



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1. INTRODUCTION

1.1. The task

The UBT College applied for accreditation of the following program:

- 3-year Level VI study program of Dental Technician leading to academic degree Dental Technician, 100 students per year

1.2. Site visit

Date of site visit: 31st of May 2019

Expert Team (ET) members:

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- Prof. Dr. Alan Brickwood
- Prof. Dr. Peter Parycek
- Prof. Dr. Zdravko Lackovic
- Prof. Dr. Ulrike Webersberger
- Ms. Oana Sarbu

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 UBT 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 I** (requirements for the practical work-Student Practice Card) requested by the ET (Appendix 1)
- **Supplementary documents II** after the draft version (1. Comments Dental Technician and 2. Annex 1 Staff dental technician)



Criteria used for program evaluation:

- KAA Accreditation Manual

1.3. Site visit schedule

The site visit was on the 31th 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 (not for the Dental Technician program)
16.50 – 17.40	Meeting with graduates (not for the Dental Technician 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

UBT College was established in Prishtina, Kosovo in 2004. At the moment 19 faculties with 25 accredited study programs are run.

The documentation for accreditation of the Dental Technician study program was, at the time of the site-visit, in place, however, not correct and sufficient. Better preparation of the SER has to be done in the future.

2. PROGRAM EVALUATION

The Dental Technician study 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 Dental Technician study program mission, objectives and administration chapter is almost identical with the mission and objectives of the study program of Integrated studies of Stomatology at UBT-it appears that there was some copy and paste done and no individual mission and objectives for the study program were formulated. There is incongruity in the name of the study program-Dental Technician or integrated dental Technician (page 573), Dental technician dentist (page 574), Dental Technician medicine (page 575) followed by the 8 categories representing the areas of professional domain of doctors of dental medicine (page 575) –if this seems to be for the Dental Technicians this would be very misleading as it allows the interpretation of clinical and radiological examinations (page 576-6. Diagnosis and treatment planning) which belongs to the medical duties-and shouldn't be allowed to dental Technicians.



Compliance level: 33,34% Partially compliant

ET recommendations:

1. The whole chapter has to be overworked in detail and adapted to an individual Dental Technician study program.

2.2 Quality management

UBT College has a history of quality management and has an office for quality assurance. A quality management plan is in place and the already existing programs are so far evaluated accordingly. All data is collected, stored and processed in the institutional database. An academic staff evaluation questionnaire is used at UBT College in the past four years. Although the study program is not installed yet the whole quality management office and its experience can be used for the Dental Technician study program.

Compliance level: 77,8% Substantially compliant

ET recommendations:

1. Publish the results of the academic staff evaluation questionnaire in the SER
2. Implement surveys for graduates and employers in the future related to the study program
3. Formalize academic success monitoring

2.3 Academic staff

At the moment 19 academic lecturers were mentioned in the SER (page 591) as fulltime lecturers for the Dental Technician program at UBT College. In the table presented the workload of teaching is only shown as percentage-not in hours, this doesn't allow objective assessment. During discussions with teachers it turned out, that these persons are full-time employed at UBT-but not 100% for the dental Technician program as they lecture for different study programs as well. It seems that the percentage was used to hide that there are not so many real fulltime lecturers for the dental technician program at the moment.

For each student group (defined by the statute of the institution) and for every 60 ECTS credits in the study program, the institution has to employ at least one full time staff with PhD, for the Dental Technician program (180 ECTS) the following 3 lecturers with PhD were mentioned:



1. Burim Kiseri PhD in Prosthodontics
2. Nexhmije Ajeti PhD in Endodontics
3. Aida Namani PhD in Pedodontology

Burim Kiseri and Nexhmije Ajeti are mentioned as fulltime for Dental technician program (SER page 590) as well as fulltime for the Integrated Studies of Stomatology program (SER pages 508 and 509). This is not allowed-they can only be full-time in one of the study programs, otherwise the Integrated studies of Stomatology can't not be reaccredited. The presented table in the SER with the full-time staff is very misleading and non compliant.

After the draft report a new academic staff list was presented with 16 full-time staff members (please see list supplementary documents II 2. Annex staff), 4 of them with contracts not until to 2020. UBT stated that the full-time staff members have a workload of 2 teaching hours per week. Additionally they clarified, that Burim Kiseri, Nexhmije Ajeti and Aida Namani are full-time staff members in Dental Technician with part-time teaching in Stomatology.

For a practical study program and therefore with a lot of contact hours with students especially when separated into small groups for practical teaching and having in mind a huge study group per year (UBT is applying for 100 students per year) the student contact hours is a serious topic and the SER has to demonstrate how to realize the teaching workload with the employed academic staff.

Compliance level: 20% non compliant

ET recommendations:

1. Rework the whole SER meticulously
2. Document the staff seriously with a total amount of teaching hours per week (not only percentage) for full-time and part-time staff (and what percentage part-time)
3. Full-time equivalents should be used in the SER to avoid confusion
4. Add the specialty of the staff in the table
5. Underline the dentists and dental technicians
6. Calculate the increased staff and teaching workload when it comes to small group teaching in detail separately as this guarantees an realistic overview that can be used for future planning as well



2.4 Educational process content

The Dental Technician Program is planned as a 3 year-study-program leading to the academic degree Dental Technician for 100 students per year.

In the SER page 595 (Standard 4.1) there is kind of confusion concerning the study length and the different names of the study program-it seems to be more a copy and paste of the Integrated Studies of Stomatology program:

“180 ECTS are structured in 9 semesters. The integrated studies of dentistry results in the title of Dental Technician”. In the comments to the drafts UBT college stated that this was just a typographic mistake.

In Standard 4.3 page 598 in the SER only doctors of dental medicine are mentioned-no focus on the job profile of a dental technician.

In Europe the focus of a dental technicians work is on the production of all kinds of fixed or extractable dental replacements, be they crowns, bridges or prostheses. In addition, they deal with the production of orthodontic devices such as braces. Another part of the training is the field of CAD/CAM, which imparts the knowledge of computer-aided construction and production of dental replacement. In general it is a very handicraft business-therefore it doesn't seem to be useful that in the first semester there is no manual course at all. There are too many theoretical courses-better related to the integrated Studies of Stomatology study program, e.g. course 20 Medical Psychology 3 ECTS shouldn't be compulsory for this study program. Course 34 Oral Pathology is too much medical related as well as course 35 with the maxillofacial practicals-this seem to belong to the Stomatology study program. Syllabus 30 Restorative Dentistry (ECTS 7) in the practical course program preparation of cavities has to be performed-this time should better used for dental technology courses.

In the last semester a thesis with 20 ECTS is mentioned-this is master level- and too much for a 3 year study program. Additionally no business courses are offered in the study program-although most of the participants might open their own dental laboratory after this study program.

The minimal requirements that a student has to fulfil to finish the study program (see Appendix 1 requirements) don't deal with orthodontic appliances, aligners or provisionals at all –the whole requirements have to be increased, therefore the theoretical lectures can be reduced.

At the moment the study plan is not focused on students to become Dental Technicians and therefore non-compliant.



Compliance level: 20 % Non- compliant

ET recommendations:

1. Rework the curriculum design and courses

2.5 Students

As the study program is not implemented yet no recommendations can be done at the moment. As UBT College has a lot of experience with students of different study programs the ET believes in a substantially compliant level.

Compliance level: Substantially compliant

ET recommendations:

None at this time.

2.6 Research

The study program research plan is identical with the Integrated Studies of Stomatology and called Stomatology research plan what is a part of the UBT institutional research strategy and organised in the following five themes:

- Dental Biomaterials
- Oral Health
- Biomedical engineering and prosthetics
- Computer use in dentistry
- Dental radiology

With the background of UBT College scientific sessions and conferences can be organized on a regular base. With existing collaborations students and academic staff research support can



be provided but more time is needed to establish a profound research structure as the faculty in Stomatology was just established 3 years ago.

Compliance level: Partially compliant

ET recommendations:

1. Create a research plan for the Dental technician 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 UBT College applied for accreditation of the 3-year Dental Technician study program for 100 students per year. The annual study fee is 2000 Euro per year. A financial budget/income plan for the study program is mentioned in the SER (page 626-627) for the next 3 study years.

Study year	Number of students	Income in Euro total (student fee, projects, services, donations)
2019/2020	100	308000,00
2020/2021	200	616000,00
2021/2022	300	924000,00

The dental technician dental theoretical and practical part will be performed at the UBT building (1600qm) at Innovation Campus Lipjan. The students have to share the facilities with the students of Integrated Studies of Stomatology.

The dental technical part is on the second floor with a dental lab room with 10-12 technical places and additional lab rooms for gypsum and casting work procedures.

Dental Laboratory equipment is visible.

Lecture and seminar rooms are present, as well as the study program management infrastructure with student office and library.

UBT College mentioned that in October 2019, the new Stomatology Building will be completed, it will house an additional 2 laboratories, to account for the increase in the new



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programs and the number of students-these facts have to be checked carefully at the next time of accreditation procedure and before mentioned in the SER.

Compliance level: Partially compliant

ET recommendations:

1. As the dental technical students have to share the facilities with the Integrated Studies of Stomatology students the student number has to be rethought carefully in the future, as this could influence further reaccreditation of the already running Integrated Studies of Stomatology program
2. A granted fund should be established to finance future investments



3 OVERALL COMPLIANCE

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

Conclusion:

Recommendation by the Expert Panel:

The Dental technician study program was rated partially compliant, therefore the study program cannot be accredited.

The study program accreditation should be withdrawn at the moment as the whole Study program has to be reworked meticulous, especially the high student number has to be re-thought.

Ulrike Webersberger

July 3rd 2019

(Signature)

(Print Name)

(Date)