



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

UBT College
Integrated Studies of Stomatology
REACCREDITATION

REPORT OF THE EXPERT TEAM

May 31st 2019, Pristina



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

TABLE OF CONTENT

1. INTRODUCTION	3
1.1. <i>The task.....</i>	3
1.2. <i>Site visit.....</i>	3
1.3. <i>Site visit schedule.....</i>	4
1.4. <i>A brief overview of the institution and program under evaluation.....</i>	5
2. PROGRAM EVALUATION.....	5
2.1 <i>Mission, objectives and administration</i>	6
2.2 <i>Quality management.....</i>	7
2.3 <i>Academic staff.....</i>	7
2.4 <i>Educational process content.....</i>	8
2.5 <i>Students.....</i>	10
2.6 <i>Research</i>	10
2.7 <i>Infrastructure and resources</i>	11
3 OVERALL COMPLIANCE	13



1. INTRODUCTION

1.1. The task

The UBT College applied for reaccreditation of the following program:

- 5-year Level VII study program of Integrated Studies of Stomatology leading to Doctor of Stomatology, 100 students per year

1.2. Site visit

Date of site visit: 31st of May 2019

Expert Team (ET) members:

- Prof. Dr. Milan Pol
- 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, students and external stakeholders
- **Supplementary documents I** during the site visit (1. Student Practice Card Stomatology with the preclinical and clinical requirements, 2. Contract maxilla-facial specialist Kreshnik Musa) requested by the ET (Appendix 1 and 2)



- **Supplementary documents II** after the draft version (1. Comments Dr UBT Dentistry 2019, 2. Previous ET Report 2017 (version from UBT), 3. Dentistry Clinical Workload, 4. Staff Questionnaire, 5. Survey Results, 6. Dentistry Staff-CV attached from KAA), 7. UBT Dental Clinic

Criteria used for program evaluation:

- KAA Accreditation Manual

1.3. Site visit schedule

The site visit was on the 31st 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 Integrated Studies of Stomatology 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 faculty of Stomatology was established in 2016 as a non-public provider of higher education studies in dentistry. The Studies of Stomatology program was accredited in 2017 with the following restrictions:

- the number of students in the study program must be limited to 20
- change into a 6-year study program
- raise of the clinical workload numbers in prosthodontics (at the last site visit only 1 total or 1 partial denture were necessary to become a dentist)

The above mentioned restrictions were not implemented. In the study year 2017/2018 **23** and 2018/2019 even **34** students were enrolled-in total **53** students as mentioned in the SER page 449. The dental budget is calculated on the basis of 53 +100 students for the study year 2019/2020 (SER page 559). The study-program is still a 5-year study program and only 1 total or 1 partial denture has to be done in patients to become a dentist (Supplementary documents I 1.).

After the first draft UBT mentioned that the information presented by the institution concerning the study number was not correct-now they communicate that in the first study year 21 and in the second study year 22 (in total 43) are enrolled in the study program (Supplementary documents II 1.). UBT assured that they had no recollection and official documents to change the 5-year curriculum into a 6-year curriculum.

The documentation for reaccreditation of the Integrated Studies in Stomatology program was, at the time of the site-visit, in place, however, not correct and sufficient.

Better preparation of the SER is essential and has to be done in the future meticulous.

2. PROGRAM EVALUATION

The Studies of Stomatology 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 Integrated Studies of Stomatology program mission is in compliance with the overall mission statement of the institution. The mentioned 6-year study Dentistry program in Graz, Austria was mentioned in the SER (page 493) as professional advice to become consistent with the National qualification Framework that describes what learners should know, therefore it seems to be quite surprising, that although in the mentioned and the other study programs the requirements of practical workload are much higher, the UBT overall practical workload with patients turned out to be so small (e.g. minimum one denture in one patient during the whole study program, please see supplementary documents I 1. -students practice card).

After the draft version UBT submitted a new document with the requirements of the clinical workload that is completely different to the first one (please see supplementary documents II 3.) The new clinical requirements are useful and should be implemented in any case.

If the practical workload and the requirements are raised an overarching didactic concept with more individual responsibility and subject-oriented learning in the clinical courses could be established.

Compliance level: 66,67% Partially compliant

ET recommendations:

1. The SER should contain what details the UBT College assumed for their own study program from the mentioned international study programs (standard 1.2) when defining the learning outcomes
2. Raise practical workload in patients as mentioned in the supplementary document II 3. to establish an overarching didactic concept with more individual responsibility and subject-oriented learning
3. Implement the mentioned restrictions from the expert team



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. The discussions with the students revealed, that UBT uses regular surveys on a regular base. 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. The sample questionnaire was presented after the draft and is attached to the supplementary documents II 4. Questionnaire. The Dentistry staff was offered the questionnaire, but no results concerning the single dentistry program were published in the SER.

Compliance level: 77,8% Substantially compliant

ET recommendations:

1. Publish the results of the academic staff evaluation questionnaire in the SER
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 program related and publish the results in the SER
4. Formalize academic success monitoring

2.3 Academic staff

In the SER (page 507 to 510) 35 full time staff members are mentioned for the study program but only 26 CVs were attached for the full-time staff at UBT Stomatology including 7 dentists. For the staff student ratio (1:1,4) 36 staff members/53 student (page 500) were used. These discrepancies have to be avoided as they forbid any objective assessment. It took long time during the meeting with the academic staff to clarify and update the information. What turned out during these discussions was that the mentioned full-time staff is 100% fulltime at UBT-but not 100% fulltime for the study program of Integrated Studies in Stomatology-therefore the whole staff-student ratio calculation is wrong, as full-time equivalents have to be used.

One additional dentist was mentioned in the additional documents (Contract maxilla-facial specialist Kreshnik Musa) as he wasn't engaged at the time of the SER preparation, therefore as in 2017 all core disciplines are covered by a specialist.

Additionally one dental technician is employed at the moment.

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

7



students) and from institutional side it is a rule that every teacher can supervise a maximum of 3 diploma theses per year.

After the draft UBT mentioned that they have now 14 full-time academic staff for 53 students (not 43?) - in the future these information has to be present in the SER in a clear and structured format.

Compliance level: 60% Partially compliant

ET recommendations:

1. 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)
2. Full-time equivalents should be used in the SER to avoid confusion
3. Add the specialty of the staff in the table
4. Underline the dentists and dental technicians
5. Calculate the staff/student ratio additionally in relation to the desired number of students and the small group teaching as this guarantees an realistic overview that can be used for future planning as well

2.4 Educational process content

The Integrated Studies in Stomatology Program is still as a 5 year-study-program leading to the Doctor of Stomatology and modeled on qualification objectives. UBT College applied for reaccreditation for 100 students per year. 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 UBT 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. The preclinical courses look reasonable and manageable for the accredited 20 students per year at the moment.

In the 3rd year of study program (semester 5-see SER page 529) the students will start with the clinical treatment of patients in the Dental Clinic that will be installed at the UBT building at Innovation Campus Lipjan. For the practical courses all students will be separated in smaller groups up to 8-10 students per teacher.



The minimum requirements for all preclinical and clinical courses were presented in the additional documents in the students practice card (Appendix 1).

The minimal clinical requirements that a student has to fulfil to finish the study program in Restorative Dentistry and Prosthodontics are much too low and don't fit European standard.

The minimal requirements in Prosthodontics clinical course are as follows:

- 1 bridge (minimum 3 crown)
- 1 inlay or onlay
- 1 total or partial denture
- no single crowns
- no posts
- no repairs and underlinings of dentures

In Restorative Dentistry only a minimum of 3 endodontic treatments have to be performed in mature roots. These requirements must be increased about five-to tenfold.

As mentioned in 2.1 after the first draft version UBT submitted a new document with the requirements of the clinical workload that is completely different to the first one (please see supplementary documents II 3.) The new clinical requirements are useful and should be implemented in any case.

If the practical workload and the requirements are raised an overarching didactic concept with more individual responsibility and subject-oriented learning in the clinical courses could be established.

Additionally, the Faculty finds the suggestion to switch to a 6-year programme as reasonable and will be proposed to the Faculty Council. The Faculty management and staff had no recollection of the ET recommending any change into the length and duration of the programme.

In terms of treatment costs for the patients, UBT will cover the treatment costs for the patients to attract more patients-in some cases the patients only have to pay the necessary materials used. Bearing in mind that UBT College is no official dental clinic treating dental patients yet the fulfillment of the requirements for all planned 100 students can't be guaranteed at the moment as patients are not a renewable resource.

Compliance level: 60% Partially compliant



ET recommendations:

1. Change 5 year study-program into 6 year study-program
2. Increase the minimal clinical requirements that a student has to fulfil to finish the study program
3. Create a procedure for monitoring the clinical program and attract patients to the UBT 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. For every study year more than 70 applicants took part in the UBT admission procedure for the program (75 and 88). The Dentistry students at UBT College are highly motivated and happy to study at UBT, especially because of the small group teaching with the direct feedback. They don't mind the bus-shuttle to Campus Lipjan-the organised bus transfer works well for them. The academic staff is available at sufficient scheduled times for consultation and for advice to students.

Compliance level: 72,73% Substantially compliant

ET recommendations:

1. The tutorial advice during patient treatment has to be evaluated in the near future when the patient treatment starts at UBT Clinic.

2.6 Research

The Integrated Studies of Stomatology study program has defined scientific/applied research objectives, which are also reflected in the research development plan of the institution as it is part of the UBT institutional research strategy. The research plan in stomatology is 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 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 the faculty in Stomatology was just established 3 years ago. But they already engage the students in research projects and activities. 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.

Compliance level: 70% Substantially 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 UBT College applied for reaccreditation of the 5-year Integrated Studies of Stomatology program for 100 students per year. The annual study fee is 4000 Euro per year. A financial budget/income plan for the study program is mentioned in the SER (page 559) for the next 3 study years.

Study year	Number of students	Income in Euro total (student fee, projects, services, donations)
2019/2020	53+100	812000,00
2020/2021	153+100	1392000,00
2021/2022	253+100	2132000,00

The dental practical preclinical and clinical part will be performed at the UBT building (1600qm) at Innovation Campus Lipjan. Since last site visit the 3rd floor was added.

The preclinical part is still on the second floor consists of three rooms:



- A room for preclinical treatment training with 16 phantom heads with dental simulation models
- A dental lab room with 10-12 technical places and
- An additional lab room for gypsum and casting work procedures

Dental Laboratory equipment is visible. The number of phantom heads is the same as already seen in 2017. But UBT College wants to accredit a 3-year study program Dental Technician with 100 students per year intake who would use the facilities as well.

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

For the clinical part additional space was created using the third floor of the building and separating the clinical chairs in the two floors:

In the clinical part the following dental chairs were visible:

- 3 for dental screening
- 12 in the division of Restorative Dentistry (Preventive Dentistry, Endodontics, etc.)
- 3 in the division Oral Surgery
- 2 in the division of Periodontology
- 2 in the division of Orthodontics and
- 3 in the division of Prosthodontics

Investment has been done by installing a dental microscope and camera (for dental teaching) as well as CAD/CAM equipment. The xray is still analog (Gendex, Orthoralix SD2, no CT yet. The patient charts are partially digital and a Moodle platform exists and is used.

Compliance level: 50% Partially compliant for 100 students/per year intake, 66,67% Substantially compliant for 20 Students/year intake

ET recommendations:

1. Already advertise the dental treatment bearing in mind that although UBT College is official dental clinic no dental patient treatment is performed yet and the fulfillment of the requirements for all planned 100 students have to be guaranteed
2. Statistical data about the performed dental treatments of the official dental clinic UBT have to be incorporated in the SER
3. A granted fund should be established to finance future investments (e.g. running costs like material for patient treatment).



3 OVERALL COMPLIANCE

Standard	Compliance level
1. Mission, objectives and administration	Partially compliant
2. Quality management	Substantially compliant
3. Academic staff	Partially compliant
4. Educational process content	Partially compliant
5. Students	Substantially compliant
6. Research	Substantially compliant
7. Infrastructure and resources	Partially compliant (100 students /y) Substantially compliant (20 students/y)
Overall compliance	Partially compliant (100 students /y) Substantially compliant (20 students/y)

Conclusion:

Recommendation by the Expert Panel:

The External Expert trusts in the statements of the UBT College that the Faculty management and staff had no recollection of the ET recommending any change into the length and duration of the programme. Therefore the Integrated Studies of Stomatology program can be reaccredited, but with with certain restrictions.

The number of students in the study program must be limited to 20 per year, this quota limitation has to be applied for the second, third fourth, fifth and sixth study year as well. The number of chairs and phantom heads is now suitable for 20 students, especially in focus of the clinical part with patient treatment-therefore in the next study year a maximum of 20 students can be admitted.

The accreditation period should be limited to 3 years, as this period is critical for the implementation of important new additions and changes to the curriculum:



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

- **Change into a 6-year study program**
- **Serious and meticulous preparation of SER**
- **Increase of the clinical requirements in the clinical part**
- **Check of the professional patient acquisition for the planned student number**

If the students number should be raised much more investments concerning infrastructure (chairs) must be performed.

Member

Ulrike Webersberger

July 1st 2019

(Signature)

(Print Name)

(Date)



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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