UNIVERSITY OF PRISHTINA
"HASAN PRISHTINA"
FACULTY OF PHILOLOGY

PROGRAM: FRENCH LANGUAGE AND LITERATURE (MA),

ACCREDTITATION

REPORT OF THE EXPERT TEAM

Mai-June 2019, PRISTINA

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1. INTRODUCTION

1.1. Context

Date of site visit: 27ᵗʰ – 28ᵗʰ of May 2019

Expert Team (ET) members:

- *Prof. Dr. Thomas Bauer*
- *Prof. Dr. Barbara Kerovec*
- *Prof. Dr. Vjeran Kursar*
- *Prof. Dr. Anida Kisi*

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 University of Pristina "Hasan Prishtina";*
- *Course syllabi. Study program: Master: French language and literature*
- *Strategic plan of the university "Hasan Prishtina"2017-2019*
- *Information obtained during the site visit;*
- *Meetings conducted with the management of the institution, teaching and administrative staff, external stakeholders and employers of graduates;*
- *Supplementary documents requested by the ET (Appendix 1).*

Criteria used for program evaluation:

- *KAA Accreditation Manual*

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1.2. Site visit schedule

27th May

19.45   *Meeting at the Reception of the Hotel*

20.00   *Working dinner*

28th May

08.40   *Meeting at the reception of the hotel*

09.00 – 09.30   *Meeting with the management of the faculty where the programme is integrated (no slide presentation is allowed, the meeting is intended as a free discussion)*

09.35 – 10.35   *Meeting with the heads of the study programme*

10.40 – 11.10   *Meeting with quality assurance representatives*

11.10 – 12.15   *Lunch break*

12.20 – 13.00   *Meeting with involved teaching and administrative staff*

13.00 – 13.40   *Meeting with students and graduates*

13.40 – 14.20   *Meeting with external stakeholders*

14.20 – 14.50   *Visiting tour of the facilities and infrastructure (used for the implementation of the programme)*

15.00 – 15.15   *Closing meeting with the management of the faculty and program*

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

The Faculty of Philology has a long considerable tradition and experience since 1960 when the first Cathedra of Albanian Language and Literature was established and it operates within the framework of the University of Prishtina as an academic unit which is focused in providing study programs in the field of philological sciences starting from the study of national sciences (of Albanian language, literature and culture), teaching and studying foreign languages, literatures and cultures (English, German, French, Italian, Turkish, Arabic, Persian and Croatian) as well as studying journalism and communicative sciences.

According to the Self-Evaluation Report (SER), within the organizational structure of the Faculty of Philology there are 8 departments which offer 14 study programs at the Bachelor, Master and PhD levels. There are 8 BA programs: The Albanian Language, The Albanian Literature, The English Language and Literature, The German Language and Literature, The French Language and Literature, The Turkish Language and Literature, Orientalistics and Journalism. There are four MA programs in total: Albanian Language, Albanian Literature, English language and Literature and German Language and Literature. There are two study programs at the level of PhD which are organized in two main study fields: Linguistics and Literature.

Generally, (apart from the BA program in journalism) all the BA programs last for 4 years (8 semesters) and have a total of 240 ECTS or 60 ECTS per year. Besides the MA study program in English Language and Literature (MA), which lasts for 2 years (4 semesters) and has a total of 120 ECTS or 60 ECTS per year, all the other MA programs last 1 year (2 semesters) and have a total of 60 ECTS. Whereas, both programs of PhD last for three years (6 semesters) and have in total 180 ECTS or 60 ECTS per year.

Since 2015, an Advisory Body of the Faculty of Philology has been established, consisting of 9 members, 6 of whom came directly from the labor market. Based on the regulations and documentation issued by the Rectorate of the UP and the OAD as well as based on the documentation of AAK, the Faculty of Philology entitles the commissions for developing new study programs in certain departments. The proposed study programs should also be approved by a fivefold filter: the Studies Comision of the Faculty of Philology, Studies Committee, through the Council of the Faculty of Philology, the Office of Academic Development of UP, the Studies' Commission and the Senate of UP.

According to the SER, there are a considerable number of ERASMUS + agreements signed with well-known European universities. The educational agencies, such as DAAD, French Cultural Center, etc., support the mobilities of students and academic staff. Even Embassies,

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such as the Embassy of United States, Italy, France and Turkey often support students through mutual and bilateral scholarships as well as through the presence of foreign lecturers as a part of our teaching staff.

The Curricula, subject syllabi, academic staff and their CVs, administrative staff, lecture hours, exams and other information regarding studies at the Faculty of Philology can be found on the Faculty website: https://filologjia.uni-pr.edu/Ballina.aspx

The Department of French Language was created in 1971 and prepares its students to various employment opportunities as teachers, translators, researchers, coordinators of francophone centers at a university level, etc. At present, within the organizational structure of the Faculty of Philology, at the University of Prishtina, the department of French Language and Literature offers bachelor studies in French language and literature. The Masters program on French Language and Literature aims to offer an expanded qualification of basic bachelor studies.

Education Laws of the Republic of Kosovo require that teachers of senior high schools (gymnasiums and other schools of this educational level) be equipped with masters diplomas, therefore, this MA program containing courses that offer qualification on the field of methodology and didactics of French as foreign language provides the opportunity for employment at different educational institutions such as public or private schools, schools of foreign languages and universities. Students of this program can be also employed as translators, administrators, attachés, guides to public institutions, such as Ministry of Foreign Affairs (MFA) and non-public institutions (Embassies, Alliances, and other NGOs).

The program also enables students to continue their studies in the next cycle, namely in doctoral studies.

The Department of French Language collaborates with other faculties on professional teaching practicum, it has founded the Francophone University Centre, it has its annual international seminar; the French Embassy in Kosovo, The French Alliance in Prishtina, The Alliance Française in Prishtina, the Swiss Embassy and the Embassy of Belgium, support the department on any educational, cultural and scientific activities.

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2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

Standard	Compliance	
	Yes	**No**
Standard 1.1. The study program mission is in compliance with the overall mission statement of the institution.	X	
Standard 1.2. Relevant academic and professional advice is considered when defining the intended learning outcomes which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area.	X	
Standard 1.3. The study program has a well-defined overarching didactic and research concept.	X	
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.	X	
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.	X	
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.	X	

Expert Team comments

According to the SER, the Faculty operates in complete accordance with the UP Statute and Administrative guidelines issued by MEST. The review and approvement of the new curricula is done in agreement with the standards appointed by the OAD and by the office for quality assurance in the central level of the UP. The market requirements, standards of European higher educational domain, graduates' comments and experts' recommendations from accreditation procedures are taken into the consideration. Based on the regulations and documentation issued by the Rectorate of the UP and the OAD as well as based on the doccumentation of AAK, the Faculty of Philology entitles the commissions for developing new study programs in certain departments. The Departments co-operate in harmonizing study programs within a deadline based on the labor market needs of graduates, while trying to harmonize with other study programs similar to European universities and taking into account the administrative guidelines of MEST of the Republic of Kosovo.

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The proposed study programs should also be approved by Studies Commision of the Faculty of Philology, Studies Committee, through the Council of the Faculty of Philology, the Office of Academic Development of UP, the Studies' Commission and the Senate of UP. A fivefold filter is a good indicator of this whole process.

The ET evaluates that the mission of the program in complete accordance with the mission of of the University of Prishtina "Hasan Prishtina", which is declared in its highest juristic act – the Statute. *The mission of the program adheres to the National Qualifications Framework and to Erasmus Subject Area Codes (ESAC).Regulations and other documents related to the mission, program objectives and administration are available to the staff and the students (Electronic Student Management System). The promotion of the concept of gender justice to specific social groups is part of the basic documents of the institution, i.e. of the program.*

Compliance level: 100% Fully compliant

2.2. Quality management

Standard	Compliance	
	Yes	**No**
Standard 2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.	X	
Standard 2.2. Evaluation processes and planning for improvement are integrated into normal planning processes.	X	
Standard 2.3. Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.	X	
Standard 2.4. Quality evaluations provide an overview of quality issues for the overall program as well as of different components within it; the evaluations consider inputs, processes and outputs, with particular attention given to learning outcomes for students.	X	
Standard 2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.	X	
Standard 2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.		X
Standard 2.7. Results of the internal quality assurance system are taken into account for further development of the study program. This includes evaluation results, investigation of the student workload, academic success and employment of graduates.	X	
Standard 2.8. The institution ensures that reports on the overall quality of the program are prepared periodically (eg. every three years) for consideration within		X

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the institution indicating its strengths and weaknesses.		
Standard 2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved.	X	

Expert Team comments

According to the SER, the university of Prishtina "Hasan Prishtina" prepares electronic questionnaires for students through which it assesses quality, complaints, suggestions, student requests and academic staff performance, but the findings are not sent to each academic unit, therefore the management of UP is competent of this assessment. During the meeting of the ET with with representatives of the Faculty, the need to find a better self-evaluation mechanism, more credible and efficient was discussed and confirmed.

Compliance level: 77% Substantially compliant

ET recommendations:

1. *Ensure that appropriate program evaluation mechanisms are used to provide evidence about the appropriateness of intended learning outcomes and the extent to which they are achieved.*
2. *Ensure that the quality assurance arrangements for the program are themselves regularly evaluated and improved.*
3. *Improve student participation in the design and implementation of quality assurance processes.*
4. *Organise seminars, workshops, trainings and similar programs to promote institution quality;*

2.3. Academic staff

Standard	Compliance	
	Yes	No
Standard 3.1. Candidates for employment are provided with full position descriptions and conditions of employment. To be presented in tabular form data	X	

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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.		
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.	X	
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.	X	
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.	X	
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 PhD title or equivalent title in the case of artistic/applied science institutions.	X	
Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties. Standard	X	
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.	X	
Standard 3.8. Academic staff evaluation is conducted regularly at least through selfevaluation, 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	X	
Standard 3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.		X
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.		X

Expert Team comments

According to the SER, the Department of French Language and Literature has currently 3 associate professors, 1 assistant professor, 1 doctor lecturer, and 1 doctor assistant. Most of the academic staff have completed their postgraduate studies at well-known French universities. In addition to the good relationships they have built with various academic institutions in the region and beyond, they have increased the quantity and quality of scientific research activity, publishing articles, books, and 1 joint scientific journal in France (Revue "Cahiers d 'Histoire Culturelle", 2017, no.28, Tours), as well as by organizing

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scientific debates and conferences (such as the International Francophone Conference organized annually by the French Department here in Prishtina) on various issues relevant to the study programs offered by their department, and by participating in joint projects with the Faculty of Tirana, namely the French language department there, in the field of teaching, the excellence of scientific research, and the excellence of professional skills.

Kosovo's membership in the Francophonie could expand the opportunities for a better future of French language in all areas of life (work, studies/research, translations, cultural activities, etc.). The relationship established with French institutions (FUA, CNRS, French Alliance, etc.) would provide all the staff with useful opportunities in the future.

But, as it is mentioned in the SER, due to the lack of budget, the French Department staff does not participate in numerous conferences organized in France and Francophone countries; therefore, it is difficult to pursue advanced innovations in the field of research and advancement. There are difficulties in finding serious scientific support for membership and indexing on global science datapases from a financial point of view.

According to the SER, p. 53, every academic year the University of Pristina evaluates the staff through SEMS. But it is not clear if there are any other strategies, more specific to the Department of the French language, aiming to improve the quality of teaching and learning materials.

Compliance level: 80% Substantially compliant

ET recommendations:

1. *Ensure that teaching staff are encouraged to develop strategies for the improvement of their own teaching and maintain a portfolio of evidence of evaluations and strategies for improvement.*
2. *Establish a regular process of survey revision in order to ensure their reliability and so that they are fit for purpose and provide sufficient details to serve as basis for improvement;*

2.4. Educational process content

Standard	Compliance

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	Yes	No
Standard 4.1. The study program is modeled on qualification objectives. These include subject-related and interdisciplinary aspects as well as the acquisition of disciplinary, methodological and generic skills and competencies. The aspects refer especially to academic or artistic competencies, to the capability of taking up adequate employment, contributing to the civil society and of developing the students' personality.	X	
Standard 4.2. The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The individual components of the program are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning.	X	
Standard 4.3. The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.	X	
Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, the minimal bibliography, etc. The full course description/ syllabuses of each subject/ module should be attached only in electronic form to the self-assessment report for the study program under evaluation.	X	
Standard 4.5. If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.	X	
Standard 4.6. The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development.	X	
Standard 4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.	X	
Standard 4.8. Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.	X	
Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying	X	

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standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.		
Standard 4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.	X	
Standard 4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated ETCS credits and the work of the students at the practical training organisations is monitored through activity reports; students during practice stages have assigned tutors among the academic staff in the study program.	X	
Standard 4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organizations/practical training units.	X	

Expert Team comments

The Master's degree program of French Language and Literature is thought as an expanded qualification beyond undergraduate bachelor's degree studies and aims at deepening theoretical and methodical knowledge and training in the respective fields of this program. By acquiring and applying knowledge in these fields, students will be able to identify, analyze and solve problems related to teaching and translation needs and will be able to continue their doctoral studies. The MA of French Language and Literature lasts for one year, namely two semesters. Both semesters contain courses and at the same time the student should plan the time to prepare the Master's thesis.
The proposed compulsory curses are:

Sem I

Semantics C
Comparative literature C
Scientific research methodology C
Glottodidactics C

Sem II

Text analysis C
Francophone literature C

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Master's thesis

The elective courses are:

Sem I

Selected author 1 E
Translation and media E
Intertextuality studies E
Psycholinguistics and methodics of foreign language teaching E
Comparative phraseology E
SEM II

Contrastive grammar E
Selected author 2 E
Literature and cinematography E
Teaching French literature E
Text grammar E

According to the SER, this study program is balanced between the theoretical and practical part of the study area. During the educational process, students of this program develop their skills for theoretical knowledge and their implementation in the reality of our society. The content of the learning process that includes the subjects of the study area such as; French Linguistics and Literature, Methodology, French Civilization, Translation, etc., enables students to acquire the necessary knowledge in the field of study. While in methodology, students develop the appropriate skills in two of the basic subjects in this regard, qualitative methods of social science research and quantitative methods of social science research. In combination with the theoretical part of the courses and exercises for these subjects, students develop their personality and as the later results show, they find a place in the labor market.

The study program is in line with the National Qualifications Framework, according to which this study program belongs to its 7th level, which includes the preparation of students for such levels of study. This field of study is also in line with Erasmus Subject Area Codes (ESAC) points; 15,15.0,15.1, 15.2, 15.3, 15.9.

The disciplines of this study program create opportunities for students to form the necessary knowledge and skills for the field of study, as well as specific areas of this program which are covered with the content of the respective subjects.

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The part of practice in this program is covered by practical exercises that are focused on the implementation of the theories taught by lectures. Exercises comprise up to 30 percent of student activity during their assessment and are part of the ECTS credits earned by the courses. At this level of study, practical work is focused on exercises and the reproduction of learning materials.

Although the disciplines within the curriculum are provided in a logical flow presenting the course description, course aims, expected outcomes, teaching and learning methods, teaching resources, assessment methods and passing criteria, ratio theoretical/practical part and the requires literature, there is need to determine better the general and specific competencies in most of the proposed courses.

Compliance level: 100% Substantially compliant

2.5. Students

Standard	Compliance	
	Yes	**No**
Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organizing students' recruitment. Admission requirements are consistently and fairly applied for all students.	X	
Standard 5.2. All students enrolled in the study program posses a high school graduation diploma or other equivalent document of study, according to MEST requirements.	X	
Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.	X	
Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.	X	
Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record.	X	
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.	X	
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.	X	

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Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original.		X
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.	X	
Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents	X	
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.	X	

Expert Team comments

As it is mentioned in the SER, the students are admitted according to the rules set by the University of Prishtina, through a public competition which is organized by the University itself and the competition criteria are set by the University of Prishtina which announces the competition for enrolling new students.

The Department of French Language and Literature, consistently schedules no more than 25 students for enrolling master studies in order to ensure an effective and interactive teaching and learning process. Evaluation mechanisms are pursuant to the Bologna Chart. At the beginning of every semester, the professors disseminate among students the courses syllabi in which the mechanisms and the evaluation procedures are described properly. Through their studies, the students are constantly assessed for their academic achievements. Furthermore, based on the rules and evaluation mechanisms, the students can earn university scholarships and receive acknowledgments as distinguished students issued by the academic units.

The Statute of the University of Prishtina allows three examination terms. However, the management based on the specific students' requirements organizes exam sessions that comply with students, especially those who are delayed in fulfilling the requirements they have during lectures. Periodically, the study program in co-ordination with the administration, it monitors the passing rate and the fulfillment of students responsibilities according to the level. From the provided data such as: the passability, ECTS credits collection, it is also the evaluation of the quality indicators, of the stagnation and the steps which are supposed to be taken for achieving even greater quality in the following years.The cases of fraud and plagiarism which are considered to be offensive issues are covered by the courses syllabi

The Department continually introduces the students to their rights and obligations based on the Statute, the Regulation and the Code of Ethics. In specific situations, the students also use the legal opportunity for academic appeals, respectively the chance to undergo a specific exam in front of the members of the commissions which are set by the academic unit. The students transfer within institutions of higher education, faculties and study programs is

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regulated at the University level, with Regulation 2/111 of 14.7.2017, which is public and posted on the University's website and the Faculty of Philology.

The academic staff is obliged to appoint the consultation schedule at least twice a week. Moreover, the academic staff has published an electronic address through which can communicate with their students via e-mail. Furthermore, an alternative way of communication is made possible through closed Facebook groups, where students receive notifications, materials and online literature.

Compliance level: 90% Substantially compliant

ET recommendations:

1. *Ensure that the effectiveness and relevance of student administration and support services is regularly monitored through processes that include satisfaction surveys, and that services are modified in response to evaluation and feedback;*
2. *Provide more formally institutionalised services for academic counselling, career planning and employment advice;*

2.6. Research

Standard	Compliance	
	Yes	No
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.		X
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.	X	
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.	X	
Standard 6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity.	X	

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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.	X	
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.	X	
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.	X	
Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full time staff.	X	
Standard 6.9. 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.		X
Standard 6.10. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.	X	
Standard 6.11. Students are engaged in research projects and other activities.		X

Expert Team comments

As concerning research and international cooperation, only CV and other documents offered have enable the experts to have an idea about exchanges. Over the years the staff of the Department of French Language and Literature have published research and other academic publications which are detrimental to the study of this field in the context of the Kosovar reality. The number of francophones has provided a significant increase in the field of today's research because of the International Organization of la Francophonie (OIF). This primarily increases the research value of a Kosovar French speaker with a Master degree.
Thanks to the Francophone University Center opened at the French Department of the Faculty of Philology, contacts with professional researchers from around the world are increasing.

But, as it is mentioned in the SER there is a lack of serious scientific support for membership and indexing on world-wide scientific platforms from a financial point of view. It is nececcery to underline also the devaluation of local and regional quality publications in the selection of academic staff and creation of separate lists for publication by MEST and Rectorate. Many weaknesses observed are un obstacle for a better performance in activity research of the academic staff, such as the insufficient financial support for research and projects, the poor infrastructural conditions to carry out researches, the lack of access to electronic

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publications for teachers and students, lack of culture and habits for research work in joint scientific group projects with experimental verification.

Second cycle studies rely much more heavily upon the student undertaking individual research than do first cycle studies, and the team is concerned that the resources available for effective second cycle research may not be available to students of the French Language and Literature program. Although this raises extremely difficult questions of funding, external assistance (donations), and other resource acquisition and allocation questions, the team would like to express their solidarity with the staff members who expressed some concern that there were inadequate resources for the proper functioning of second cycle research. Access to research databases in particular is to be encouraged, if funding or resource assistance can be located.

Compliance level: 72% Substantially compliant

ET recommendations:

1. *Ensure assistance and support to teaching staff to develop collaborative research arrangements with colleagues in other institutions and in the international community*
2. *Establish effective cooperation with local actors and with other research agencies involving joint research projects, shared use of equipment, and cooperative strategies for development.*
3. *Continue working towards the organisation of scientific sessions, symposiums, conferences, round tables, with the involvement of teaching staff, researchers, students and graduates, while proceedings are published in ISBN, ISSN scientific reports or in magazines dedicated to that particular activity.*

2.7. Infrastructure and resources

Standard	Compliance	
	Yes	No
Standard 7.1. The adequate long-term implementation of the study program is ensured in quantitative terms as regards premises, human resources and equipment. At the same time, it is guaranteed that qualitative aspects are also taken into account.	X	
Standard 7.2. There is a financial plan at the level of the study program that would demonstrate the sustainability of the study program for the next minimum three years.	X	

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Standard 7.3. The higher education institution must demonstrate with adequate documents (property deeds, lease contracts, inventories, invoices etc.) that, for the study program submitted for evaluation it possesses the following, for the next at least three years: a) owned or rented spaces adequate for the educational process; b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities; c) adequate software for the disciplines of study included in the curriculum, with utilization license; d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.	X	
Standard 7.4. The number of seats in the lecture rooms, seminar rooms and laboratories must be related to the study groups' size (series, groups, subgroups); the applicative activities for the specialty disciplines included in the curricula are carried out in laboratories equipped with IT equipment.	X	
Standard 7.5. The education institution's libraries must ensure, for each of the study programs: a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program; b) a number of seats in the group work rooms corresponding to at least 10% of the total number of students in the study program; c) their own book stock from Albanian and foreign specialty literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or specialty courses of recognized publishers, from the last 10 years; d) a book stock within its own library with a sufficient number of books so as to cover the needs of all students in the cycle and year of study the respective discipline is provided for; e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.		X
Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs.		X

Expert Team comments

The spaces in the Department French Language and Literature guarantee the development of this program in solid conditions. Policies of financial investment have been regulated in higher levels of management, including in the level of the academic unit and the University. However, the basic infrastructural and operational expenses for the program are included in the budget of the University of Prishtina. The budget is determined by the Assembly of Kosovo with the Law on the Budget and dependent on the income that the institution generates.

The Department has a Centre of University Activities of la Francophonie which operates as part of the International Organisation of la Francophonie.

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The basic work programs, such as Microsoft Office, are programs that are used in this curriculum and the University offers these licensed programs for use through its IT staff. The library is equipped with reading rooms, group work rooms and book stocks in concordance with disciplines included in the curriculum. The Faculty of Philology has a library which is also used by students of this program. The library is equipped with basic books of this program as well.

The Department of French Language and Literature possesses rooms with capacity for 50 students. These rooms are equipped with internet access and projectors which can be used to realise the study program.

The infrastructure aspect for students with special needs needs improvement. However it is relevant to underline that this is not a competence of this study program, but the responsibility of the Faculty and the University. According to the SER, there is a budget inability to follow the new technological trend in teaching and science.
The classrooms are generally fit for purpose. The team noted that the classrooms seem orderly and well structured, equipped with internet access and projectors. And there is an Interpretation Lab in the French Department.
It remains a source of concern to the expert team that research resources may not be adequate for the most effective MA scholarship. Although the team certainly understands that resources are finite, it does place a difficult burden upon both student and mentor when a researcher has no access to the best modern books in the field, or to research database.

Compliance level: 67% Substantially compliant

ET recommendations:

1. *Ensure that the effectiveness and relevance of infrastructure and resources is regularly monitored through processes that include surveys of student usage and satisfaction. Infrastructure and resources need to be modified in response to evaluation and feedback.*

3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

Overall compliance:

Standard	Compliance level

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1. Mission, objectives and administration	Fully compliant (100%)
2. Quality management	Substantially compliant (**77%**)
3. Academic staff	Substantially compliant (80%)
4 Educational process content	Substantially compliant (100**%**)
5. Students	Substantially compliant (90%)
6. Research	Substantially compliant (**72%**)
7. Infrastructure and resources	Substantially compliant (67%)
Overall compliance	**Substantially compliant (84%)**

Overall observations of the ET

The overall accreditation process of the Master program "French Language and Literature" was very well organized. The Expert Team conducted a very efficient site visit during which they had the possibility to meet with the management of the faculty, the heads of the study program, the quality assurance representatives, the involved teaching and administrative staff, and other different external stakeholders. Also during this visit any necessary and requested documentation was made available to the Expert Team.

Through this report, the Expert Team would like to express its gratitude publically and formally to all the KAA representatives, who provided all the requested information and procedures regarding the accreditation procedures. The Expert Team would also like to thank the faculty management, academic staff members, and all other parties involved who provided great hospitality and clarified the numerous questions posed by the team.

The Self-evaluation report is structured in line with the KAA Accreditation Manual. The institution has provided sufficient explanatory information for each individual standard, as requested by the KAA SER template. The SWOT analysis requested and provided for each general area, provides a self-critical analysis of that general area specifically. For the most part, the institution demonstrated a good level of self-critical capacity, both in the submitted documentation, as well as in the meetings conducted during the site visit. We believe that this is a clear indicator that shows the objective and positive attitude of this institution. This also

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shows the high level of this institution's self-awareness regarding its current and upcoming challenges, its ability to identify risks, and its honesty and willingness to address these risks accordingly. We found that all the main actors of the educational program we met during the site visit, were open and honest when referring to its weaknesses, shortcomings, and areas in need of development.

Despite the centralization of decision-making by the Rectorate, the "Expert Team" is very optimistic regarding the existence of several progressive elements. The "Expert Team" views very positively the opening and the internationalization of the exchanges of the faculty, such as the increasing number of Erasmus + agreements, cooperation with foreign educational agencies, embassies, research activities, etc.

With regard to the Master's program "French Language and Literature", the "Expert Team" believes that the French Department has sufficient qualified staff bearing appropriate scientific and academic degrees, expertise, infrastructure and sufficient equipment for both academic staff and students.
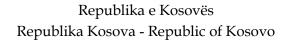
The "Expert Team" found that the compulsory courses are carefully and appropriately chosen. The compulsory courses appear to provide information that undergraduate students will not previously have encountered in a serious form. Similarly, the electives offer a good variety of choices, when taking into account the inevitable restrictions imposed by staff time, academic resources, and student numbers.

In conclusion, the Expert Team considers that the study program Master in " French Language and Literature" offered by the Faculty of Philology at the University of Prishtina "Hasan Prishtina" **is *Substantially compliant*** with the standards included in the *KAA Accreditation manual* and, therefore, recommends *to accredit* the study program for a duration of *3 years* with a number of **20 students** to be enrolled in the program.

4. APPENDICES *(if available)*

1. A
2. B
3. C

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Expert Team

Chair

_____

(Signature)   (Print Name)   (Date)

Member

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(Signature)   (Print Name)   (Date)

Member

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(Signature)   (Print Name)   (Date)

Member

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(Signature)   (Print Name)   (Date)

Member

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(Signature)   (Print Name)   (Date)

Member

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(Signature)   (Print Name)   (Date)