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UBT COLLEGE

Bachelor Programme on Information Systems

REACCREDITATION

REPORT OF THE EXPERT TEAM

April 2021

UBT College, Faculty of Information Systems



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1. INTRODUCTION

1.1. Context

Date of site visit: 19th March 2021

Expert Team (ET) members:

- *Prof. Dr. Josip Balen*
- *Ms. Laura Palac (student expert)*

Coordinators from Kosovo Accreditation Agency (KAA):

- *Mr. Naim Gashi*
- *Mr. Shkelzen Gerxhaliu*

Sources of information for the Report:

- *Self evaluation report*
- *Syllabuses - BSc*
- *Academic staff list nad CVs*
- *Video presentation*
- *Faculty of Information Systems Strategic Plan 2020 – 2025*
- *The list of Publications*
- *Books at the UBT Library for Information Systems Program*
- *Academic Promotion Regulation of the UBT College*
- *Research description*
- *List of international partner institutions*
- *Code of Ethics*
- *Regulations for student complains*
- *Organizational chart*
- *UBT Staff development policy*
- *Stakeholder Survey*
- *Graduate Students Survey*



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- *Teaching performance assessment*
- *Questionnaire for evaluation of administrative staff performance*
- *Survey with employers - results*
- *List of the partnership agreements*
- *Sample of the partnership agreement*
- *Staff training plan*
- *Regulation - Scientific research and publication*
- *Regulation and procedure for staff recruitment*
- *Industry Board Member List at Faculty of Information Systems*

Criteria used for program evaluation:

- *Standards & performance indicators for external evaluation according to the Accreditation Manual of KAA, July 2018*

1.2. Site visit schedule

Expert Team

- Prof. Dr. Josip Balen – Faculty of Electrical Engineering, Computer Science and Information Technology, Osijek, Croatia
- Ms. Laura Palac

Coordinators of KAA

- Naim Gashi, Executive Director of KAA
- Shkelzen Gerxhalii, Senior Officer for Evaluation and Monitoring
- Arianit Krasniqi, Senior Officer for Evaluation and Accreditation
- Leona Kovaci, Senior Officer for Evaluation and Monitoring
- Ilirjane Ademaj, Senior Officer for Evaluation and Monitoring



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Site Visit Program

Meeting with the management of the Faculty	
Time	Participants in the meeting
09.00 – 09.40	Prof.Dr Edmond Hajrizi, Rector Blerton Abazi, Head of Department Arta Abdullahu, Coordinator of the faculty
Meeting with the heads of the study program	
Time	Participants in the meeting
09.45 – 10.45	Prof.Dr Edmond Hajrizi, Head of the study program Amet Shabani, Head of the study program Gelina Maliqi, Head of the study program Blerton Abazi, Head of the study program
Meeting with quality assurance representatives and administrative staff	
Time	Participants in the meeting
12.30 – 13.10	Ylber Limani, Quality Assurance Officer Besnik Skenderi, Research and Development Edon Maliqi, Student Support Dashmir Istrefi, Infrastructure and Resources Mirjeta Domniku, Teaching and Learning Process
Meeting with teaching staff	
Time	Participants in the meeting
13.15 – 14:05	Shpresim Vranovci, Academic Staff Naim Preniqi, Academic Staff Fidane Spahija - Gjokolli, Academic Staff Krenare Pireva - Nuqi, Academic Staff

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	Zhilbert Tafa, Academi, Staff Agon Memeti, Academic Staff
Meeting with students	
Time	Participants in the meeting
14.10 – 14.50	Poema Berisha, Student Qëndrim Çallaki, Student Engji Goga, Student Sara Canhasi, Student
Meeting with graduates	
Time	Participants in the meeting
14.55 – 15.35	Harisa Hoxha, Alumni Fatbardh Retkoceri, Alumni Diellza Cakaj, Alumni Betina Hyseni, Alumni
Meeting with employers of graduates	
Time	Participants in the meeting
15:40 – 16:20	Fatos Fondaj, Stakeholders - Katrori ITS Gzim Ademi, Stakeholders - KEP Microfinance Altin Ukshini, Stakeholders - Diatom Labs Albert Aliu, Stakeholders - GlobalCT Digital

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

UBT was established in Prishtina, Kosovo in 2001 as IEME – Institute for Enterprise Management and Engineering and in October 2004 became the UBT – University for Business and Technology. UBT holds the license of the Ministry of Education, Science and Technology (MEST) No.808/02-1 dated 18.10.2004 in Kosovo and it is Accredited by the Kosovo Accreditation Agency. UBT is based in Prishtina and it operates in six different

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campuses: UBT Prishtina, UBT Innovation Campus (Science and Technology Park) – Lipjan, UBT Prizren, UBT Ferizaj, UBT Gjilan and UBT Peja. UBT consists of 19 Faculties with 25 Accredited Study Programs and one quarter of all courses are given in English or other foreign languages. In total, it has more than 500 employees and 300 visiting staff and over 17.000 registered students (80% bachelor, 20% master) with more than one hundred foreign visiting students per year.

The UBT College is governed by the UBT Governing Board, Academic Council, President and Executive Council and the Faculty of Information Systems works under the College management. Every statutory body has standing and ad-hoc structures, sub-committees and working groups. The Governing Board is collectively responsible for the management and control of affairs of the College and for ensuring that an effective system of internal control and representation is implemented in the institution. The Faculty of Information Systems is led by the Dean, assisted by two program coordinators and by several other teaching assistants with various faculty duties. The Faculty Council is the principal academic body of the Faculty and it is responsible for implementing academic policies and overseeing academic performance of the Faculty. Furthermore, it is authorized to adopt study programs, to propose departments of study, issue guidelines about study programs, curricula and authorize the award of scientific degrees. The Faculty Council is composed of Faculty management, study program chairs, staff representatives, student representatives and industry representatives. The Faculty of Information Systems operates in two locations and is attracting students from various areas of Kosovo, Presevo valley, Macedonia and Albania with the mix of both genders. The provision of education activities has been catered and tailored to meet the demands of contemporary developments in the industry and society. The Faculty is responsible for the academic strategy, student examination, teaching and learning, research and development, links with industry, operational and procedural aspects including quality policy implementation.

The general goals of the Information Systems study program are to equip graduates with the theories and practices of modern information systems and services at the national, regional and international levels. The study program enables students to gain an understanding and knowledge of information systems, information system design and information system organization and management.

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2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

The Faculty of Information Systems follows the key strategic research goals of UBT College and develops according to its vision and role. The Information Systems Bachelor study program is designed on the basis of Kosovo Qualification Framework and the good practices suggested by the Association for Computing Machinery (ACM) and the International Association for Computer Information Systems (IACIS). The management of the College claims that the Industry board also participated in the creation of this study program and that meetings with industry representatives have been held on a monthly basis, at which the program curriculum and labor market demand are discussed. Industry board consists of five members from different companies and organizations from the surroundings. Feedback from industry representatives confirmed that their suggestions are taken into consideration and on the basis of these suggestions changes are made in the program curriculum, such as the introduction of new technologies, e.g. Internet of Things, and modernizing the content of the course Data Mining. Furthermore, industry representatives participate in modernizing the program content through various workshops, guest lectures, research papers, etc. External stakeholders and Alumni are also included in questionnaires regarding satisfaction with the knowledge and skills this program provides.

The study program enables students to gain an understanding and knowledge of important areas of information systems, information system design, organization and management. The program contains mandatory courses that provide students with basic knowledge in the field of information systems, programming, but also economics, management and marketing. The Faculty assures that the competences and skills of graduates are in accordance with labour market demand through internships, seminars, projects and practical work. Various teaching methods are used to achieve learning outcomes such as lectures, laboratory exercises, seminars, practical works, projects, discussions, etc. Relevant academic and professional advice is considered when defining the intended study program learning outcomes but for several courses (mentioned under 2.4) there is inconsistency with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area.



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The base for the administration of studies is the Statute of the College and the Regulation for Undergraduate/Graduate Studies. Changes in the organization of studies are made with decisions of the Academic Council. The Vice-Dean for Teaching in cooperation with Subject Leaders determine the Plan and program for the academic year. The Plan and program is posted on the official Faculty website. Academic staff and students are obliged to comply with the provisions of the Code of Professional Ethics and Conduct at UBT College. Furthermore, after the meetings with management, heads of this study program and teachers, experts gained an impression that the staff and students comply with all the internal regulations.

The Faculty Council is the principal academic body of the Faculty. The Council meets at least twice per semester and is responsible for implementing academic policies and overseeing academic performance of the Faculty. It is authorized to adopt study programs, to propose departments of study, issue guidelines about study programs, curricula and authorize the award of scientific degrees.

All the formal policies, guidelines and regulations dealing with recurring procedural or academic issues are publicly available at the Faculty web page and are regularly reviewed and updated. However, only basic contact information regarding the academic staff is available on the Faculty web page and this should be updated by adding teaching and scientific information.

<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
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	



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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	

Compliance level: Fully compliant

ET recommendations:

1. *Update the profile of the academic staff on the official faculty web page by adding teaching and scientific work.*

2.2. Quality management

The quality assurance processes and quality management structure is very well organized at the both levels, the College and the Faculty level. The Faculty of Information Systems has a designated Quality Assurance Officer and Quality Assurance Sub-Committee that work in conjunction with the Quality Assurance Committee and Quality Manager at the College level. All the academic and administrative service evaluation, as well as preparation and supervision of the self-evaluation process is conducted at the Faculty level and all staff participate in the quality improvement processes. The main quality management tool is a survey/questionnaire that is conducted once per semester for students and once per year for all other important stakeholders (teaching and administrative staff, graduates, employers). Surveys/questionnaires for all groups of stakeholders are very well prepared. However, the



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provided templates are not addressing one of the most important components of the educational process, the learning outcomes. All results are stored in the institutional database, analyzed and delivered to the academic staff privately. Furthermore, results of the internal quality assurance system are taken into account for further development of the study program and the Faculty undertakes a regular periodic evaluation of programs once in every three years.

<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
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	



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

Compliance level: Substantially compliant

ET recommendations:

- 1. Improve surveys and questionnaires for all groups of stakeholders by addressing the learning outcomes.*

2.3. Academic staff

The Faculty of Information Systems in total counts 58 full time academic staff and in general the full study program is covered by full time employees that have only one teaching position at the UBT College. Furthermore, 48 full time academic staff holds a PhD degree, and therefore the condition that 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 degree, is satisfied.

Procedures for selection, appointment, appraisal and development of academic staff comply with the legal requirements since they are conducted in accordance with the Law on Labour and Law on Higher Education of the Republic of Kosovo. All internal procedures are based on the following documents: the UBT Regulation, Procedure for Staff Recruitment and the UBT the Quality Manual. They should ensure that the criteria for staff selection is fair and transparent, and no complaints were mentioned during the online visit. The Human Resource Manager is responsible for developing, managing, evaluating and implementing appropriate selection, appointment and recruitment procedures.



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Staff development is an integral part of the Faculty strategic planning process and staff training plans and reports are created and submitted on a yearly basis. Academic staff have different opportunities for additional development of professional and teaching skills since during an academic year several trainings, workshops or lectures covering different fields are organized. The academic staff is in general attending those training sessions, however they do not receive any credits for it. The established Institute for Development of Education and Academic Affairs (IDEAA) is mainly focused on providing effective pedagogical skills and training. An example of a good practice is that the academic staff can also get funds for online trainings and certifications. Although the majority of academic staff have scientific profiles on online scientific platforms (such as Google Scholar and Research Gate), on the official Faculty web page only basic contact information is available and this should be improved by adding teaching and scientific information as a part of the academic staff profile.

The current workload for a full time academic staff is divided on teaching (40%), administration (20%), research (30%) and academic community and community service (10%). The responsibilities of academic staff include their full engagement in all activities within the Faculty, however no examples were provided for the community service and this field should be improved. Although the teaching workload is within the defined limits, with the higher number of enrolled students it could go above the limit.

Academic staff evaluation is conducted regularly on a semester basis and at the end of each academic year the Staff Evaluation Report that contains a record of staff productivity in the areas of research, teaching, service and administration is created and evaluated. The whole evaluation and reporting procedure is very well prepared by the Quality Assurance Sub-Committee and also it is based on Regulation for Staff Appraisal. Furthermore, the Dean and the Faculty Council and Academic Council Committee are participating in the process. All results are stored in the institutional database, analyzed and delivered to the academic staff privately.

The Faculty Teaching, Learning and Assessment Strategy (TLA) document describes the strategy of active learning and it is a part of the Faculty Strategic plan 2020 - 2025. It includes the improvement of the teaching strategies and quality of learning materials

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accompanied by the appropriate facilities, technology and equipment. At the Faculty of Information Systems there are currently no academic staff who have retired.

<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
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.	X	
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.	X	
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.	X	



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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.	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	

Compliance level: Fully compliant

ET recommendations:

1. *Improve the community service of the academic staff.*

2.4. Educational process content

The Information Systems BSc study program aims to provide graduates with the theories and practices of modern information systems and services. The study program enables students to gain an understanding and knowledge of important areas of information systems, information system design, organization and management. The program contains mandatory courses that provide students with basic knowledge in the field of information systems, programming, but also economics, management and marketing. Furthermore, the elective courses that enable students to choose courses according to their interest are also offered (e.g. Computer Forensics, Data mining, Leadership, etc.). UBT College also aims to assure that the skills and competences of graduates are matching the labour market demand. This is done through consultation with industry representatives and through internships, seminars, projects and practical exercises for students. During the meeting with employers of graduates it was stated that in general they are satisfied with the knowledge and skills that students acquired in the current study program, but feel that they lack soft skills that was also confirmed during the meeting with the industry representatives. Therefore, it is needed to introduce new elective courses on soft skills development. An example of a good practice is that all first-year



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students have mandatory courses Foreign Language I and II and the main aim of these courses is to introduce students to English/German language used in their future workplace. The study program complies with the level 6 of the National Qualifications Framework. The disciplines within the curriculum are provided in a logical flow and learning outcomes on the program level meet the precise determination of the general and specific competencies. The courses within the curriculum have analytical syllabuses which are available online and explained and discussed with students in the beginning of each semester. Course syllabuses contain student assessment mechanisms which are also clearly communicated to students at the beginning of every course. The minimum guidelines for syllabus content are determined by the Faculty Council. Experts noted that several courses do not have well-defined learning outcomes and it is necessary to improve them (e.g. Knowledge Management, Network Distribution Systems and Telecommunications, Fundamentals of Database Management Systems, Algorithms, programming and application development, Business Models, Information Systems Theory and Practice, Fundamentals of Management, Programming, Data Files and Object Structures, etc.).

By using various teaching methods and a mentoring system in the study program, active learning is supported. Those teaching methods include lectures, laboratory exercises, discussions, practical works, projects and seminars. The use of these teaching methods is also enabled by a favourable teacher-student ratio and small study groups. The organization of the exam deadlines, their number and schedule, as well as the rights and responsibilities of the students regarding the registration and taking of the exams are regulated by the Regulation of the Faculty for University and Postgraduate Studies and it can be concluded that student assessment mechanisms are conducted fairly and objectively. The content of the exam is determined by the syllabus of the course, while the exam method, evaluation and duration of some parts of the exam are regulated by the Faculty Council. Written exams are determined by the course leader and the course committee. The practical part of the exam can be taken separately from the theoretical part. If a student considers that the examination is not carried out in accordance with the Regulations and UBT College Statute, he/she can object to the grade awarded. The objection is submitted to the Vice Dean for Teaching and Learning within 36 hours of awarding the grade. The Vice Dean evaluates students' objection and brings a decision within 24 hours of receipt of the objection. If the objection is accepted, the student earns the right to retake the examination before the Examination Board. Therefore,

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the whole student appealing procedure assures fairness and fast feedback. Based on the provided documentation and the online visit it can be concluded that the study program is student-centered, which was confirmed in a conversation with students and graduates. Students have to participate in mandatory questionnaires every semester where they evaluate the academic staff and the content of the courses. Students confirmed that they are informed about the results and measures taken based on the results of these questionnaires.

Internships at the UBT College are managed by the Career Office, however they are not mandatory. The first and second year practical training is mainly conducted in UBT College laboratories and focused on teamwork. The third year internship is individual, usually conducted in a company or an institution that the Faculty or the College cooperates with and students have a freedom in choosing a company for their internship. During the internship in industry, students have assigned mentors and upon completion of the internship the feedback from students and their mentors is submitted. In order to facilitate internships, the UBT College has cooperation agreements with different institutions and organizations, but the Expert team encourages the Faculty to further improve the collaboration and sign more formal agreements with companies from surroundings. Furthermore, since an internship is a very important part of the whole educational process that was also confirmed during the meetings it is necessary to make an internship mandatory for students and assign ECTS credits accordingly. The diploma thesis evaluation committee, responsible for assessing the diploma thesis and conducting the exam, is appointed by the Vice-Dean for Teaching. The bachelor degree is conferred upon successfully completing all the exams and defending the diploma thesis.

<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
Standard 4.1. The study program is modelled 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 developing the students' personality.	X	

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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	X	



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are clearly communicated to students at the beginning of courses.		
Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying 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.	X	
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/organisations/practical training units.	X	

Compliance level: Substantially compliant

ET recommendations:

1. *Introduce more (elective) courses on soft skills development.*
2. *Improve the learning outcomes of specific courses and make them more uniform across all courses in the proposed study program.*
3. *Sign more cooperation agreements with industry partners in order to facilitate the internship process.*
4. *Make an internship mandatory for students and assign ECTS credits accordingly.*



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2.5. Students

Student admission is regulated by the Faculty Council Admission Regulation. The admission criteria for enrollment are clearly defined and publicly announced. Admission to the study program of Information Systems (BS) is done on the basis of a public call by submitting the application to UBT College. To enroll in this study program, a student must be at least 18 years of age at the time of application and must show that they are medically and legally fit for continuing their university studies. Furthermore, he/she must have passed the national high school exam, with major requirements in Physics and Mathematics and have achieved 40% or higher at the National Matura Exam in these subjects, and these criteria apply to all students. The Program Coordinators create a list that specifies which candidates have been eligible to enroll in the study program based on the results of the public call and the submitted documents.

The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process, 35 to 50 students in lecture study groups and 20 to 25 students in (laboratory) exercise study groups. At a meeting with heads of this study program, it was said that they did not increase the number of students in online study groups during the COVID-19 pandemic because they believe this is the optimal number of students in groups to ensure an effective and interactive teaching and learning process. At the meeting with the students, it was confirmed that feedback to students on their performance and results of assessments are given promptly and accompanied by mechanisms for assistance if needed. The students confirmed that they were informed about the results of each exam within a reasonable time, and after each exam a consultation is held with the professor who graded it. The results obtained by students throughout the study cycles are certified by the academic record. In the self-evaluation report it is stated that a Disability Assistance at UBT College provides support to students with disabilities and that students with disabilities are required to enroll accordingly at admission to UBT College to ensure that they receive appropriate assistance during their studies. However, at the meeting with the academic staff it was stated that there are no policies or regulations that regulate the process of adapting exams for students with disabilities. The Expert Team recommends to include this regulation in existing policies and regulations.



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The UBT College collects and analyzes the pass rate and grades of students in all courses through the Student Management Information System (SMIS) and the obtained data is used to improve the quality of the studying process. Also, students have to participate in mandatory questionnaires every semester where they evaluate their teachers and the content of the courses. Students confirmed that they are informed about the results and measures taken based on the results of these questionnaires and that the progress in a case of poor results can be seen. UBT College provides counselling and support to students during the three phases. Phase one is after the enrollment process, students receive individual and group announcements of the mission statement and vision of the institution, as well as a summary of the curriculum. In phase two students have the right to attend weekly meetings with tutors and also with access to Moodle platform their communication and interaction with course supervisors is facilitated. In phase three students are advised and offered individual consultations on their areas of concentration, career orientation and support for further study or placement. Students have confirmed that this support system is useful and that they have an open and honest relationship with mentors.

The Faculty Code of Ethics regulates the standards of student conduct during education, presentations and written assignments. The Sub-Committee of Ethics is responsible for promotion of ethical behaviour in teaching, learning, research and projects. Alleged violations of the Code are dealt with by the Sub-Committee. During online exams, students have to turn on two cameras, one camera is used to monitor the environment and the other to monitor the student. Furthermore, the usage of other applications and browsers is blocked during online exams. A plagiarism detection program Turnitin is used for detection of potential violations, but it is not so useful to use it since most seminars and bachelor theses are written in Albanian, not in English. However, academic staff are encouraged to conduct the plagiarism check manually.

The students' transfer between higher education institutions, faculties and study programs is regulated in formal internal documents and the transfer is monitored by the Transfer Commission. All students' rights and obligations are made publicly available.



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<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
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.	X	
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.	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 are 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	
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	X	



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internal documents.		
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	

Compliance level: Fully compliant

ET recommendations:

1. *Include regulations of the process of adapting exams for students with disabilities to the existing policies and regulations.*

2.6. Research

Scientific research is an important part of the Faculty of Information Systems Strategic plan 2020-2025 and key strategic research goals are in accordance with the UBT College mission and strategic goals. The general regulations on the scientific work are defined in the document “Regulation on Scientific Research and Publications (October 2019)”. Policies that support high quality scientific research and publications are partially covered by UBT Staff Development Policy document created for each academic year containing an individual plan for each staff member. The Research Office continuously records staff performance with scientific research publications and creates special research files for the staff.

In general, the expectations for research activities are clearly specified and they are following international standards in the field of the study program. The minimum standards are set in the employment contract and scientific performance is considered during staff evaluation and promotion processes. Several academic staff members have a proven track record with a high quality and quantity of publications in international journals and conferences while several are only producing the minimum of one scientific publication per year. An example of a good practice is an Annual International Conference organized by UBT College in various fields for the past ten consecutive years, with a special track devoted to the Information systems field. Furthermore, UBT College publishes an interdisciplinary peer reviewed International Journal of Business and Technology with papers in the field of technology and business.



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UBT College is allocating financial resources for scientific publications and all academic staff members have an opportunity to get financial support for journal fees and conference registration and accommodation expenses while publishing their work under the name of UBT College. Furthermore, UBT College is also providing important financial and organizational support for the academic staff involved in PhD study. Moreover, an established Information Systems Research Centre is providing support for research projects and other related activities.

The policy on intellectual property and procedures for commercialisation of ideas are clearly defined at an UBT College level through the document “Research and Innovation Strategy”. In the case of staff members, these policies are also referred to in their work contracts. UBT College provides several opportunities for academics and students based on the research project engagement and during the meeting with students it was confirmed that they are in general involved in the projects and other related activities.

<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
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 academic 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 6.8. (1) 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 6.9. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.	X	
Standard 6.10. Students are engaged in research projects and other activities.	X	

Compliance level: Fully compliant

ET recommendations:

1. *Identify academic staff with low scientific activity and find a model to improve it.*
2. *Regularly improve the content of courses by including state of the art scientific findings and results.*
3. *Increase the involvement of students in the scientific and project work.*



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2.7. Infrastructure and resources

UBT is based in Prishtina and it operates in six different campuses: UBT Prishtina, UBT Innovation Campus (Science and Technology Park) – Lipjan, UBT Prizren, UBT Ferizaj, UBT Gjilan and UBT Peja. The total UBT infrastructure is 37.132m² and it is dedicated to Amphitheaters, Laboratories, Classrooms, Studios, Library, Dental clinic, Clinical room, Advisory Center, Translation Room, Reading hall and offices. Furthermore, part of the new facility will be used as a dormitory (27.000m²), which construction was initiated based on the requests made by students who need accommodation close to the UBT College. Furthermore, UBT plans to expand its Faculty premises in Prizren with the innovation park during the next academic year.

The number of seats in lecture halls, seminars and laboratories is satisfactory and sufficient in responding to the needs of the study program. Computer laboratories are equipped with 264 PCs or laptops in total and have between 20 and 60 seats available. From the delivered video it can be seen that the quality is satisfying. Since several laboratories are shared with the Computer Science study program and since the planned number of enrolled students in the study program is high, organization of the exercises could be challenging. Overall, it seems that the Faculty has enough premises, human resources and equipment to satisfy the needs of this study program but with a reduced number of students. Furthermore, UBT College infrastructure has been certified to meet the minimum standards for students with special needs.

The provided financial plan for the next three years is not based only on the evaluated study program, rather on the both Faculty of Information Systems studies (BSc and MSc) and includes all Faculty activities, which is satisfying. It can be seen that the predicted income is covering all predicted expenses. The Faculty has several sources of income such as consulting services and trainings, through the small grants received from the industry and the public sector, as well as from the donations from local and international donors.

UBT College owns one of the largest libraries in the region with more than 80.000 titles, as well as an electronic library where students and academic staff have access to online



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scientific databases (such as EBSCO host, J-Store and Sage journals) with access to scientific papers and professional literature.

<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
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	
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 utilisation licence; 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 speciality 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%	X	



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<p>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 speciality literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or speciality courses of recognised 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.</p>		
<p>Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs.</p>	X	

Compliance level: Fully compliant

ET recommendations:

1. *Reduce the number of students that will enroll in this program to maximum 150 per year.*



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3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

Based on the research of extensive submitted documentation and an online visit to the Faculty of Information Systems that was very professionally organized, the expert committee for the re-accreditation process prepared this report based on defined Standards & performance indicators for external evaluation according to the Accreditation Manual of KAA (July 2018) and gave an overview of the current situation. UBT College is a large non-public institution that has an important role for the local but also regional higher education landscape. The recent rapid growth of the College and the Faculty in the number of the employees and the study program in the number of students is proof that there is a healthy relationship between the quality and content of the study program offered, the students interest and the needs of the labour market. This growth is also accompanied with the achieving a high degree of institutional maturity in terms of organization, management and leadership.

The teaching and administrative processes of the Faculty of Information Systems are adjusted to the needs of students and the general goals of the proposed study program Bachelor on Information Systems, which are also in line with the mission and strategic goals of the Faculty and the College. However, there are several improvements that are necessary in order to further improve the quality of the evaluated study program:

- Reduce the planned number of enrolled students from 300 to 150 in order to keep the educational standard and quality, and avoid infrastructure and workload issues.
- Improve further the study program curriculum by improving the learning outcomes of specific courses and make them more uniform across all courses in the proposed study program. Furthermore, regularly improve the content of courses by including state of the art scientific findings and results.
- Improve surveys and questionnaires for all groups of stakeholders by addressing the learning outcomes.
- Although the organization of the internship is adequate it is needed to make it mandatory for students, assign ECTS credits accordingly and sign more cooperation agreements with industry partners in order to facilitate the practice stage.
- Increase the visibility of academic staff by improving their profile information on the official faculty web page and by increasing their community service.

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- Develop a model to improve the scientific activity of academic staff with a minimal productivity and for increasing the involvement of students in the scientific and project work.

Considering the documentation provided and discussions with the program development team, experts gave the following compliance level:

Standard	Compliance Level
Mission, objectives and administration	Fully compliant
Quality management	Substantially compliant
Academic Staff	Fully compliant
Educational Process Content	Substantially compliant
Students	Fully compliant
Research	Fully compliant
Infrastructure and resources	Fully compliant
Overall Compliance	Fully compliant

The Expert Team wants to point out that the self evaluation report is well written with a detailed elaboration on the majority of the standards, which has greatly facilitated the reaccreditation process. We believe that you have a good study program that has a bright future, and we encourage you to improve it further and to continue with good practices.

In conclusion, the Expert Team considers that the study program Bachelor on Information Systems offered by the Faculty of Information Systems is Fully compliant with the standards included in the KAA Accreditation manual and, therefore, recommends to accredit the study program for a duration of five years with a number of 150 students to be enrolled in the program.

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4. APPENDICES *(if available)*

None

Expert Team

Member

Signature


Josip Balen

27.04.2021.

Member (Student)

Signature


Laura Palac

27.04.2021.