University of Pristina
Faculty of Arts
Product Design, BA

ACCREDITATION

REPORT OF THE EXPERT TEAM

5 April 2021, Zagreb

1

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

TABLE OF CONTENTS

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

2

1. INTRODUCTION

1.1. Context

Date of site visit: 19 March 2021

Expert Team (ET) members:

- *Prof. dr. Diana Milčić, PhD*

Coordinators from Kosovo Accreditation Agency (KAA):

- Ilirjane Ademaj

Sources of information for the Report:

a) Received documents

- *Self-evaluation report accreditation of Product Design*
- *Syllabi*
- *Staff CVs (Full time, part time)*
- *Video "Vedeo final per akreditimin e fakultetit te arteve"*

b) *Documents available on the website in english* **https://www.uni-pr.edu/**

- *Statute of the University of Prishtina "Hasan Prishtina"*
- *Code of Ethics for the Academic Staff*
- *A Short Guide for Reviewing and Revising Syllabi*

Criteria used for program evaluation:

- *Kosovo Accreditation Agency, Accreditation manual, July 2018*
- *Kosovo Accreditation Agency, The manual for external evaluation of higher education institutions, February 2021*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

3

1.2. Site visit schedule

Expert Team

- Prof. Dr. Diana Milčić – University of Zagreb Faculty of Graphic Arts

Coordinators of KAA

- Naim Gashi, Executive Director of KAA
- Shkelzen Gerxhaliu, 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

Site Visit Program

No slide presentation is allowed; the meeting is intended as a free discussion.

09.00 – 09.40   **Meeting with the management of the faculty where the programme is integrated**– Joint session:

Hazir Haziri (Dean), Mehmet Behluli (vice Dean Visual Arts), Besar Zahiti (vice dean Dramatic Arts), Drinor Zymeber (vice Dean, Music Arts), Albana Sadikaj (Secretary of Faculty), Genc Rezniqi (Coordinator of Quality Assurance)

09.45 – 10:30   **Meeting with quality assurance representatives and administrative staff - Joint session:**

Besnik Loxha, Director of Quality Assurance in UP. Genc Rezniqi Coordinator of Quality Assurance in FA

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

4

10:30 – 11:15   Lunch break

11:15 – 12:15   Meeting with the heads of the study programme 2. Product Design, BA -
                       Separate session :

                        Lyra Zajmi, Eliza Hoxha, Ardita Byci

12:20 – 13:00   **Meeting with teaching staff**

13:05 – 13:45   **Meeting with employers of graduates and external stakeholders:**

                        Abroa Riza, Hana Arapi, Rron Cena

13.50 – 14:00   Internal meeting of KAA staff and experts – Joint session

14:00 – 14:10   **Closing meeting with the management of the faculty and program – Joint session**: Hazir
                Haziri (Dean), Mehmet Behluli (vice Dean Visual Arts), Besar Zahiti (vice dean
                Dramatic Arts), Drinor Zymeber (vice Dean, Music Arts), Albana Sadikaj (Secretary of
                Faculty), Genc Rezniqi (Coordinator of Quality Assurance)

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

5

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

The Faculty of Arts is organized as an academic unit of the University of Pristina "HASAN PRISHTINA", the largest public higher education institution in Kosovo. The Department of Fine Art started working in the academic year1971. /72., and Academy started to work one year later. In the academic year, 1986/87 Academy was transformed into the Faculty of Arts with Fine Arts, Music and Dramatic Arts section.

The self-evaluation report (SER) is written very concisely and abbreviated, which made very difficult to get the necessary data. Besides that, another obstacle is the fact that the Faculty website is available only in Albanian.
The general data as well as the basic documents the Statute and some regulation are available in English, but can only be found on the website of the University of Pristina

According to (SER), the mission of the Faculty of Arts is "the comprehensive preparation of the visual, applied, musical and dramatic profiles in Kosovo" and it is in accordance with the University's mission.

The Faculty of arts offers study programs at the BA and MA levels.
The programs are conducted by three Departments: Department of Fine Arts, Department of Dramatic Arts and Department of Musical Arts. The data in the tables not consistent (two tables with the same description and different data, pp13), which makes impossible to determine how many students are at the Faculty at this moment.

The members of the Faculty's management are aware of the new Product Design study program, but are not familiar with it. In this moment they are focused on improving and re / accrediting the programs they have been working on for many years.
The development of the new study program was started by the previous management and administration. All relevant information about the new study program was obtained during an interview with the team who developed the program. They consider that the study program mission is in compliance with the overall mission of the institution.
During the site visit, The Faculty's management stated that a new regulation is being worked on to make the teaching load in line with other faculties at the University. The teaching load should be 6 hours per week so that teachers have more time for research.
The Management hopes that the construction of a new Faculty building will soon begin, which will be adjusted to the needs of the study programs.

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

6

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

As mentioned in the SER, the purpose of the BA study program in Product Design is "to advance the knowledge of product design - from realization of the original idea to realizing it in practice, with the aim of enabling new frameworks for independent product design activity in industry." The program emphasizes that the study program "pushes for collaborations, contributes to research and development projects dedicated to the development of the economy and productivity in the country".
At the general level of information provided, the mission of the study program is in compliance with the overall mission of the institution.

The SER and the site visit did not presented evidence that the study program is consistent to National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. No explicit formulations which would link the intended learning outcomes of the program to specific level descriptors relevant to the program were provided.

The SER contains very general statements on didactical approaches and research activities. Quite often the statements are rather abstract or normative statements without giving any information on their practical implementation in the study program practically. Additional information on how an important concept such as student-centred learning is implemented was not given.

Formal policies, guidelines and regulations dealing with recurring procedural or academic issues are stated in the study program proposal. Above mentioned are in accordance with general principles applicable to the performance of the activities based on the faculty's regulations and guidelines of the academic council and statute of University of Pristina. But there is the impression that program topics related to administration and quality assurance of the program, the interaction between teachers and students and the rights and duties of all stakeholder are not well developed and well-known.

On the other hand, it could be noted that a good level of compliance with internal regulations has been achieved so far in most of the relevant areas relating to ethical conduct in research, teaching and assessments.

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

7

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

Compliance level: ~~Fully compliant~~/ ~~Substantially compliant~~ /**Partially compliant**/~~Non-compliant~~

ET recommendations:

1. *The program mission should clearly define the intended learning outcomes which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area.*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

8

2. *The study program should strive for a revision of the didactic and research concept by applying modern teaching practices (e.g. coherent concept of student centred teaching and learning) integrate research at the program level and strengthening the linkages between teaching and research.*

3. *All policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the program should be reviewed at least once every two years, and amended as required in the light of changing circumstances.*

.

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

9

2.2. Quality management

The SER contains a description of how quality management at the University of Pristina and Faculty of Arts works and which instruments it contains.

The University continuously conducts evaluation activities in areas such as Evaluation of the quality of teaching, Evaluation of study programs and organization of studies, Evaluation of research activities, Evaluation of artistic work. The University uses a set of questionnaires for conducting the evaluation ,but in the provided documentation one could not found information whether evaluation processes and planning for improvement are integrated into normal planning processes.

According to the SER, continuous improvement of the curriculum is the responsibility of the lecturer. Based on the results of the student assessment questionnaire about the course and the lecture, the lecturer is obliged to review any appeals and possible critiques and to improve the curriculum based on such feedback. This evaluation mechanism is a dynamic one and including the introduction of the new literature and innovations that they encounter in the given field, the lecturers will constantly refresh the syllabus of the course they teach.

From the available documents, it is concluded that the 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.

Unfortunately, there are no reports on how the public or university members are informed about quality development.

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

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 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	

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

11

Compliance level: ~~Fully compliant~~/ ~~Substantially compliant~~ /**Partially compliant**/~~Non-compliant~~

ET recommendations:

1. *Adapt the questionnaires to the specifics of the Faculty and the small groups of students to ensure the students anonymity*

2. *Establish an Activity Plan which will include all activities that must be carried out in connection with monitoring and quality improvement such as standardization of syllabuses*

3. Define the process of evaluation process including publishing the results *of evaluation from the general surveys. Ensure that this would not include personal information of the students and/or lecturers.*

4. *Make clear what changes have been brought as a consequence of the evaluation results. Ensure that the students receive feedback on implemented measures based on their comments.*

5. *Involve external stakeholders in the work of Quality Assurance Office.*

6. *Establish internal mechanisms for monitoring the quality of scientific/research or artistic work that will be effectively implemented in practice.*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

12

2.3. Academic staff

The Statute of the University of Pristina is the main regulations document. The Code of Ethics is based on the Statute, and aims to establish the rules of conduct for the academic staff. It must be applied at all Faculties. The objective of the Code is "to encourage all academic staff to be free to pursue and teach what is true, in line with the relevant academic research standards". Most staff act in accordance with the above statement. Most of them have professional titles (formal qualifications) and a proven track record of academic activities in the chosen area.

According to the additional provided documents, a total of 22 regular academic staff from four faculties is engaged in the BA study program Product Design: Faculty of Arts, Faculty of Civil Engineering, Faculty of Architecture and Faculty of Economics. The teachers are selected according to the "Regulation on the selection/re-election and promotion of academic staff", which clearly defines which academic staff could occupy what teaching position. The faculties staff formally consists of full professors, associate professors, lecturers and teaching assistants- Ph.D. candidates. Staff ranking is determined by educational, scientific and service criteria.

It is evident from the formal staff profiles, CV submitted prior to the review, that academic staff has the experience, both professional and teaching, to deliver an effective high-level learning experience through relevant programmes and curricula for students.
The Faculty staff have been provided with relevant training opportunities and improvement of teaching competencies and skills through the Centre for Teaching Excellence of the University of Pristina. Unfortunately, according to the documents, only two teachers finished that training.

Academic staff evaluation is conducted regularly by students each semester, but from available data provided, in the documentation and the panel discussion, it is not clear whether they are implemented as self-evaluation, or peer and superiors' evaluations, and do they occur on a formal basis at least once each year. The aim of teaching observations, peer and superiors' evaluations, is to enable academic staff to receive feedback from their colleagues as part of a process of reflection on teaching performance.

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

13

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 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	

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

14

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~~/ **Substantially compliant** /~~Partially compliant/Non-compliant~~

ET recommendations:

1. *Continue evaluating and improving the standards of quality of teaching and learning.*

2. *Implement self-evaluation, peer and superiors' evaluations for the teachers.*

3. *Motivate academic staff to finish some workshops in the Centre for Teaching Excellence, as a precondition to be a teacher, especially for a young staff*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

15

2.4. Educational process content

The curriculum covers a broad range of qualifications required to work as a product designer in local or regional companies, professional firms in the field of different branches of the economy. External stakeholders have confirmed the local community's need for a study program that would educate designers for the market needs. The study program Product Design harmonizes and integrates the artistic and creative requirements with the academic needed for a professional product designer.

As mentioned above, the study program and the subjects within the study program are well harmonized with the needs of the labor market and comparable to similar programs offered in the region and beyond. Furthermore, they take into account the predictions of the future development of the profession.

The disciplines represented in the curriculum are provided in a logical flow and they meet the defined competencies at a general level. Nine learning outcomes are defined at the study program level, but there is insufficient number of comprehensible specificities.

Student learning outcomes state what students are expected to know or be able to do upon completion of a course or program. At both the course and program level, student learning outcomes should be clear, observable and measurable, and reflect what will be included in the course or program requirements. For this reason, it is necessary to reformulate the learning outcomes, for example: "adopt portfolio and 3D digital presentation and utilize them as effective tools when presenting to clients" should be "utilize portfolio and 3D digital presentations effective tools when presenting to clients". Learning outcomes should start with an active verb and must be measurable. A well-written learning outcome will focus on how the student will be able to apply their new knowledge in a real-world context.

In the study program proposal, it is proposed that almost all subjects are to be taught over two semesters during the academic year. The study program proposer considers that due to the specificity of the study, this is the best solution. However, due to the harmonization of the study program with similar programs in Europe and greater and easier mobility of students across Europe, it is recommended that subjects will be one-semester long.

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

16

Overall, little information was provided about the why and how of the curriculum's structure corresponds to level 6 of the European Qualifications Framework, however, in general the definition of the learning outcomes at the program level corresponds to level 6 of the European Qualifications Framework.

The full course description within the curriculum has analytical syllabuses which comprise all necessary data but the syllabi provided reveal uneven quality levels of course descriptions. This could be improved by making template with a clear and explicit explanation of what the course description has to contain.

Teachers believe that they have a well relationship with students because they have a lot of experience in working with students. At the beginning of the semester, learning outcomes are explained to help students understand their relevance to student's development.

The teaching method, which is in used, is an interactive method, student-centred, where the student conducts seminars, various projects for different subjects, as well as field research required for this level of study. The teaching strategy is presented in a rather normative way without giving information on how it is implemented in the study program practically. Further information on how an important concept such as student-centred learning is implemented was not provided.
According to the information, the complete lack of e-learning and online teaching as key elements of a modern teaching strategy was spotted.

It is foreseen the given the teacher's experience in working with students, that appropriate, valid and reliable mechanisms will be used for verifying standards of student's achievement.

The Faculty has appropriate and valid mechanisms for verifying standards of student achievement.

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

17

Standard	Compliance	
	Yes	No
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 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 underevaluation.	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

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

18

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 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.	**n/a**	
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.	**n/a**	

Compliance level: ~~Fully compliant~~/ **Substantially compliant** /~~Partially compliant/Non-compliant~~

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

19

ET recommendations:

1. *It is strongly advised that the program includes courses of only one-semester for easier monitoring of the student workload and achievement and compatibility with other study programs.*

2. *Review all courses to implement consistent learning outcomes, by the useof Dublin Description.*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

20

2.5. Students

The University of Pristina has a clear and formally adopted admission procedure at institutional level which the study program complies when organizing students' recruitment. According to the documentation admission requirements is consistently and fairly applied on all students.
The university has defined appropriate admission criteria for applicants and published them publicly.

Since only few students are enrolled in the study program, the study groups are formed to ensure an effective and interactive teaching and learning process

According to the SER principles of scheduled student assessment procedures and methods are in accordance with the provisions of the Statute of the University of Pristina.
From the available documents, it was not possible to determine whether there is an adequate check for plagiarism in submitted student's work or final papers.
All rights and obligations of students are publicly available and regulated by the Statute of the University of Pristina.

According to the teacher's statement, it is their obligation to be available at scheduled times for consultation ad advice to 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 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	

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

21

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**
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**	

Compliance level: ~~Fully compliant~~/ **Substantially compliant** /~~Partially compliant/Non-compliant~~

ET recommendations:

1. *Institution should use mechanisms, for example, online plagiarism detection tools to ensure that work submitted by students is original and academically appropriate.*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

22

2.6. Research

The study program has not defined scientific/applied research objectives, it is only mentioned: "The Product Design Program foresees ongoing research by academic personnel and students in the two faculty's facilities, studios and creative laboratories, fieldwork, digital platforms and international workshops." Another statement is "In addition to the scientific / artistic (mostly individual) research initiative of the academic staff, other research will be realized through the cooperation between the University of Pristina and the University of Zagreb" This general statements could be applied to all faculty and study programs and cannot replace the description of the particular action that would foster the involvement of students and academic staff in research activities at the program level as well as on the course level. The self-evaluation report does not contain information on the research development plan of the Faculty of Arts nor does it give information on the research plan of the study program regarding the reflection of scientific / applied research objectives.

It is not possible to find information about research and research policy aot even at the University of Pristina web homepage under section Scientific research. The section Scientific research consists of nine subsections, however, almost all of them are empty.

According to the SER and discussion during site visit research concept at the program level depends a lot on the academic staff which is very motivated. Inclusion of teaching staff in research and academic activities is ted and clearly defined. The performance related to these expectations is considered in the criteria for staff evaluation and promotion. However, the study program has to define and develop its own research priorities and objectives.

University of Pristina has a subscription to Elsevier, through which academic staff and students are enabled membership and access to e-libraries of scientific papers. Membership in Elsevier enables access to company products such as Science Direct. Academic staff and students are provided access to the Elsevier / Scopus science database.

According to the data from SER statistics on the number of published papers of academic staff and researcher it could be noted that they did not produce at least an average of one scientific /applied research publication or artistic outcomes/product per year for the past three years.

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

23

Most of the attached data is older than three years. The presented results of scientific and artistic work of academic staff are insufficient.

Policies establishing intellectual property rights and clear procedures set out for commercialization of ideas do not exist and have to be developed for staff and students.

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**	
Standard 6.5. The academic and research staff publish their work in specialty 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 centers, 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**

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

24

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	

Compliance level: ~~Fully compliant~~/ ~~Substantially compliant~~ /**Partially compliant**/~~Non-compliant~~

ET recommendations:

1. *The study program needs to add the applied research objectives based on the priority areas of research.*

2. *Provide clear policies for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program.*

3. *Develop policies establishing intellectual property rights and clear procedures set out for commercialization of ideas for staff and students.*

4. *Improve networking with international universities and/or international researchers in the interest fields. Try to establish joint organisation of research conferences.*

5. *Stimulate students and researchers to apply for the independent research grant and funds from the external funding, donors and projects.*

6. *Define higher influence of the published research papers and scientific publications in the career development for the teachers and assistants.*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

25

2.7. Infrastructure and resources

Since the study program is interdisciplinary and inter-facultative teaching processes and practical exercises will take place in the two faculties, Faculty of Arts and Faculty of Architecture. The data on the size of the physical space and the type of space were not provided. According to the discussion on site visit, the available space at the both faculty is sufficient for creative learning and group works especially with a small number of students in the groups.

The Faculty of Arts and Faculty of Architecture, as other academic units, according to the Statute of the University of Pristina have right to a percentage of the financial resources that come from student's fees. This percentage is decided by the Steering Council of the University of Pristina. The percentage of student's fees have to be used to improve educational quality as well as to cover unforeseen expenditures educational staff. Therefore, the Faculty no legal competencies for independent financial planning and management.

The SER and the available documents do not provide data of the Faculty's budget. As a result of all above mentioned, there is no financial plan at the level of the study program that would demonstrate the sustainability of the study program for at list the next three years.

The facilities of these Faculties have lecture halls, laboratories but are not equipped with adequate resources such as computers especially Apple Mac computers, and 3D printers. Furthermore, according to SER, the weaknesses are lack of licensed software and inability for maintenance of the existing equipment. The number of seats in the lecture rooms and seminar rooms are sufficient for the number of students in groups.

The Faculty of Arts and Faculty of Architecture have library, but the books stock should be supplemented with literature in the field of product design according to the teachers' primary and recommended literature for each subject in the study program. On the other hand, it should be noted that the students of the Faculty also have access to the National Library of Kosovo (KCB), which has over 400 student reading and learning rooms.

The information about a space and infrastructure could not be found in the SER. In the video "Vedeo final per akreditimin e fakultetit te arteve" is showed the infrastructure of the Faculty of Arts. From the above mentioned video it could be concluded that the Faculty of arts is not adapted to meet the needs of students with disabilities. Furthermore, according to the

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

26

statements during site visit, the Faculty of Architecture is also not adopted to the needs of students with disabilities.

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
Standard 7.3. The higher education institution must demonstrate with a equate 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. 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 speciality literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or speciality 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**

Compliance level: ~~Fully compliant~~/ **Substantially compliant** / ~~Partially compliant /Non-compliant~~

ET recommendations:

1. *Develop a financial plan at the level of the study program that would demonstrate the sustainability of the study program for at least the next three years.*

2. *The Faculty should invest in the equipment needed for the study program.*

3. *The possibility of access to the electronic open library and journals resources, for example: EBSCO, DOAJ - Directory of Open Access Journals, https://openlibrary.org should be considered. Furthermore, workshops for introducing various sources of literature should be organized for students*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

28

4. *The rooms in which classes are held needs to be reconstructed to enable access for students with special needs.*

3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

First of all, the Panel would like to commend the programme development team for their proactive engagement with the Panel during the validation event. The Panel is very pleased with the level of optimism and positive atmosphere among development team and the teachers. The communication between the management and development team should be on a higher level, as the management state that they are not familiar with the study program being proposed.

Having considered the documentation provided and discussions conducted on site, the Reaccreditation Panel recommends the following:

Standard	Compliance Level
1. Mission, objectives and administration	**Partially Compliant**
2. Quality management	**Partially Compliant**
3. Academic Staff	**Substantially Compliant**
4. Educational Process Content	**Substantially Compliant**
5. Students	**Substantially Compliant**
6. Research	**Partially Compliant**
7. Infrastructure and resources	**Substantially Compliant**
Overall Compliance	**Substantially Compliant**

*The overall compliance is assessed by the experts at the level of **Substantially Compliant**.*

However, the following recommendations need to be considered in relation to programme reaccreditation:

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

29

1. *A number of translation and formatting errors have been recorded across all sections of original self-evaluation reports, which often impeded understanding and raised further questions. Instead of SER to be written descriptively without evidence, it should had been written legibly, clearly with the facts evidence mentioned.*

2. *Regarding evaluation of staff performance, it is suggested that the following criteria are integrated into individual staff records:*
   • Systematic collection of data career progression and feedback from alumni and include their opinion in learning process;
   • Peer observation of teaching as required (with development of appropriate observation criteria);
   • Regular staff appraisal in terms of identifying staff development requirements;
   • Staff membership in the educational and professional bodies;
   • Staff involvement in learning and teaching research initiatives;
   • Participation in learning and teaching events and conferences, the Faculty should develop effective policies for teachers' improvement.

3. *The defined learning outcomes do not clearly describe the knowledge and skills which students should obtain upon the completion of the study programme. The Panel detected various discrepancies between the formulation of learning outcomes that led it to conclude that the Faculty does not have clear and uniform learning outcomes methodology. It is strongly advised to formulate a precise methodology of defining learning outcomes and apply it.*

4. *It would be necessary to further develop and integrate e-learning as a form of teaching strategy and provide online courses that are feasible to specific needs of students.*

5. *The University has developed quality policy and procedures that include regular collection and analyses of relevant data. The faculty has used the University policies and procedures related to quality, but this is not enough. The faculty should adapt the surveys to its specifics, especially since these are small groups of students on the study programs. The purpose of collection and analyses of data is to ensure and improve the quality of all institutional activities. Nevertheless, there is room for improvement, especially in actively involving external stakeholders in the decision making processes.*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

30

6. *It is strongly recommended to translate the Faculties web page on English so that foreign students could get information about the study program.*

7. *To attract more regular foreign guest lecturers and students, Faculty should offer some courses in English. Furthermore, the Faculty should try to attract incoming students not only from the region but also students from a variety of European countries.*

8. *To achieve greater publicity about study program and its activities, it is recommended to set up a separate active Faculty's page where student and teacher achievements and all activities would be presented. This would enable the public to be better acquainted with Faculty's capabilities and working methods.*

*In conclusion, the Expert Team considers that the study program Product Design BA program offered by Faculty of Arts and Faculty of Architecture, University of Pristina is **Substantially compliant** with the standards included in the KAA Accreditation manual and, therefore, recommends to **accredit** the study program for a duration of **three** years with a number of **12** students to be enrolled in the program.*

Expert Team

Chair

Diana Milčić   5. 4. 2021.

Member

(Signature)   (Print Name)   (Date)

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

31