UNIVERSITY OF PRISHTINA
"HASAN PRISHTINA"
FACULTY OF PHILOLOGY

BACHELOR OF FRENCH LANGUAGE AND LITERATURE

RE-ACCREDITATION

REPORT OF THE EXPERT TEAM

31st Mai 2021, TIRANA

1

TABLE OF CONTENTS

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: 15th of April 2021

Expert Team (ET) members:

- Prof. Dr. Anida Kisi

Coordinators from Kosovo Accreditation Agency (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

Sources of information for the Report:

- Self-evaluation report (SER)"Bachelor of French Language and literature", 05.01.2021, including course catalogue
- KAA Accreditation Manual (2018)
- KAA Manual Annex 4.4. Template of the External Review Report
- First Page Application for Accreditation
- Syllabi: Bachelor of French Language and Literature
- International cooperation and scientific projects of the Faculty of Philology
- Information obtained during the site visit;
  - List of participants for the programme evaluation
  - Meetings conducted online with the management of the institution, teaching and administrative staff, external stakeholders and employers of graduates;
- Staff CVs (Full time, part time)
- Annexes: Work and Scientific Projects, Information about the Study Program Bachelor of French Language and literature, Information about the Study Program Bachelor of French Language at the University of Leuven,

3

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

3

Supplementary documents requested by the ET (Appendix 1)

- Link or information concerning the Strategic Plan of the University of Prishtina, its mission and objectives
- Data about student and staff mobilities within the ERASMUS + program
- Previous External Review Report (Link or softcopy)

Received documents:

- Link to the Strategic Plan of the University of Prishtina
- Data concerning student and staff motilities within the ERASMUS + program
- Previous External Review Report (softcopy)

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. Anida Kisi

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

4

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

4

Site Visit Program

15th April

09:00 – 09:40   Meeting with the management of the faculty where the programme is integrated (no slide presentation is allowed, the meeting is intended as a free discussion)

09:45 – 10:30   Meeting with quality assurance representatives and administrative staff

Prof.dr. Lindita Rugova, dean
Prof.dr. Avdi Visoka, vice dean for teaching
Prof.asoc.dr. Isa Memishi, vice dean for infrastructure
MA. Besfort Krasniqi, secretary

10:30 – 11:10   Lunch break

11.10 – 12:10   Meeting with the heads of the study programme

Valbona Gashi- Berisha
Prof. dr.Avdi Visoka
Prof.ass. Nerimane Kamberi
Prof.ass. Lendita Gjikolli

12:15 – 12:55   Meeting with teaching staff

Prof.asoc. Bade Bajrami
Dr. Teuta Blakqori
MA. Krenare Luma

13:00 – 13:40   Meeting with students

Desantila MURIQI, Student
Rina HODA, Student

5

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

5

Fitore QORRAJ, Student
Aida HYSENI, Student
Herolindë QERIMI, Student
Qendresa AZEMAJ, Student

13:45 – 14:25   Meeting with graduates

MA: Kushtrim BULIQI : Coordinator of the Francophone Center in Vushtrri
MA Fikrije PLLASHNIKU-TETAJ : Secretary General in the Department for Cooperation and Cultural Activities, French Embassy
BA Kaltrina IBISHI, Management Assistant, Adem Jashari International Airport
BA Florije BEKAJ , "HAXHI ZEKA" HIGH SCHOOL ISTOG
MA Valentina KAPITI: Responsible for administration and culture, professors of French language/ French Alliance
BA Arjeta MUHAXHERRI, Administration Officer, U-call

14:30 – 15:10   Meeting with employers of graduates

Aroma DEMIRI: Senior Council of Europe official and responsible for Francophonie,
MFAHaxhi METAJ: Director of the socio-linguistic gymnasium "AHMET GASHI", Prishtina
Anne –Sophie VEYRIER , Director of the French Alliance
MA Fitore SADIKU , Administrative Director of the French International School in Prishtina

15:15 – 15:25   Internal meeting of KAA staff and experts

15:25 – 15:35   Closing meeting with the management of the faculty and program

Prof.dr. Lindita Rugova, dean
Prof.dr. Avdi Visoka, vice dean for teaching
Prof.asoc.dr. Isa Memishi, vice dean for infrastructure
MA. Besfort Krasniqi, secretary

Nr.	Study programs	Experts	Responsible persons of 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

1	French Language and Literature/ BA (Reaccreditation)	Prof. Dr. Anida Kisi	Valbona Berisha	Avdi Visoka	Nerimane Kamberi Lendita Gjikolli

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

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

According to the Self-Evaluation Report (SER), within the organizational structure of the Faculty of Philology there are 8 departments which offer 18 study programs at the Bachelor, Master and PhD levels. There are 8 BA programs: 1. The Albanian Language, 2. The Albanian Literature, 3. The English Language and Literature, 4. The German Language and Literature, 5. The French Language and Literature, 6. The Turkish Language and Literature, 7. Orientalistics and 8. Journalism.There are four MA programs in total: 1. Albanian Language, 2. Albanian Literature, 3. English language and Literature, 4. German Language and Literature, 5. The French Language and Literature, 6. The Turkish Language and Literature, 7. Oriental Cultural Studies and 8. Journalism and Public Relations. There are two study programs at the level of PhD which are organized in two main study fields: Linguistics and Literature.

As can be learned from the SER, in recent years there has been an increased interest for studying in these programs of the faculty. The opening of Kosovo towards other countries and foreign investments in the country constitute another reason for this increase of interest to study at this faculty. The Faculty of Philology is open today to people interested in all high school profiles, be that linguistic, scientific or professional. This institution accepts students

7

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

7

from Kosovo and other Albanian speaking regions and is open without exception to candidates of all nationalities and social strata. Generally, (apart from the BA program in journalism) all the BA programs last for 4 years (8 semesters) and have a total of 240 ECTS or 60 ECTS per year.

As stated in the SER, there are a considerable number of ERASMUS + agreements signed with well-known European universities. The educational agencies, such as DAAD, French Cultural Center, etc., support the mobilities of students and academic staff. Even Embassies, such as the Embassy of United States, Italy, France and Turkey often support students through mutual and bilateral scholarships as well as through the presence of foreign lecturers as a part of our teaching staff.

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

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

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

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

In the SER, the French Language and Literature program has three fundamental missions:
1. to prepare future teachers of French as a second foreign language in Kosovo schools
2. to prepare translators and interpreters from French into Albanian and vice versa

8

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

8

3. to prepare future philologists and researchers

The mission of this program is in full harmony with the mission of the University of Prishtina "Hasan Prishtina", stated in its highest legal act - the Statute. The proposed study programs should also be approved by the Studies' Commision at the faculty level and the Council of Faculty of Philology. Afterwards, they should be approved by the Study Commision at the central level and the UP Senate before proceeding to AAK for accreditation. Moreover, many of the teaching staff of the Faculty of Philology participate in various commissions established by MEST. They are involved with the preparation of curricula at the pre-university level, which directly affects the development of BA and MA curricula, with special emphasis in the field of teaching. Naturally, all these procedures proceed to the Studies Commision of the Faculty of Philology, Studies Committee, through the Council of the Faculty of Philology, the Office of Academic Development of UP, the Studies' Commission and the Senate of UP. A fivefold filter is a good indicator of this whole process

In the SER, it is stated that the program is based in terms of compliance in the "National Qualifications Framework according to which this study program belongs to its level 7 which includes the preparation of students for such study levels, specialized in this case in the field of media and communication. This field of study also complies with the Erasmus Subject Area Codes (ESAC) points 15,15.0,15.1, 15.2, 15.3, 15.9."
After having checked in the National Qualifications Framework,
https://akkks.rks-gov.net/uploads/national_qualification_framework_handbook_2020.pdf
and Erasmus Subject Area Codes (ESAC)
 http://www.ung.si/public/doc/mednarodni/erasmus_subject_area_codes.pdf
the ET notice that there are inaccuracies concerning intended learning outcomes at the descriptive level and the field of study.

 The objectives of the BA program in French Language and Literature are focused on developing linguistic knowledge, basic knowledge of literature and its periodization, basic theoretical knowledge of the linguistic structure of French, basic knowledge of the history of French language and literature, general knowledge of the culture and societies of the French-speaking countries as well as basic knowledge and ability to apply teaching methods of French as a foreign language, to plan the teaching process, to use various didactic tools, etc.

 According to the SER, this program is based on the most advanced standards in line with formal policies provided by the Law on Higher Education, MEST Administrative Instructions, UP Statute, regulations concerning procedural matters such as studies at this

9

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

9

level. Adopted by the UP Senate, the regulation and recommendation of the election, re-election and promotion of academic staff, the UP Code of Ethics, syllabi, and other relevant documents that are public on the faculty and university website. https://filologjia.uni-pr.edu/Ballina.aspx

Reporting on the completion of the course and the progress of the program is done by each teacher through the declaration of results in the Electronic Student Management System and relevant authorities within the hierarchy who have direct access to statistical data that show summaries and analysis of the results of the courses held.

During the meetings with professors and students, both parties confirmed to us that a good level of compliance with internal regulations relating to ethical conduct in research, teaching and assessments in most of the relevant areas has been achieved so far.

In order to respect intellectual property and academic honesty, diploma candidates sign an honest statement at the beginning of their career but there is not a system for plagiarism detection.

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	

10

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

10

Compliance level: 85% Substantially compliant

ET recommendations:
1. Correct and / or update the intended learning outcomes at the descriptive levels to the National Qualifications Framework and Erasmus Subject Area Codes (ESAC) (maybe it should be replaced by level 6 and field 09 LANGUAGES AND PHILOLOGICAL SCIENCES?)

2.2. Quality management

Since its first accreditation, the Department of French Language and Literature has continuously improved its quality by focusing on developing areas where there were weaknesses. It has collaborated with other faculties for professional experience, established the Francophone University Center, has an annual international seminar, is supported by the Embassy of France, the French Alliance in Pristina, the Embassy of Switzerland and the Belgian Embassy for the realization of any kind of educational-cultural activity or scientific work.

The Department of French Language and Literature has the Francophone University Center (QUF) at its disposal. This center is a space equipped with educational resources and state-of-the-art technical equipment for modernizing teaching, increasing the attractiveness of Francophone university offerings and increasing the visibility of local Francophone actions through specific French-proposed activities and plurilingualism.

According to the SER, the university of Prishtina "Hasan Prishtina" prepares electronic questionnaires for students through which it assesses quality, complaints, suggestions, student requests and academic staff performance, but the findings are not sent to each academic unit, therefore the management of UP is competent of this assessment. Unfortunately, there are no reports on how the public or university members are informed about quality development in a public report. During the meeting of the ET with representatives of the Faculty, the need to find a better self-evaluation mechanism, more credible and efficient was discussed and confirmed.

In addition, the students have confirmed that consultations with them are also regularly held and they will have to answer an evaluation questionnaire when they take their exam. So the mechanism exists, but it must be made efficient and better exploited in the service of quality growth.

According to the SER (P.11, the Faculty does not own any specific office or a network for former students, but they rely on individual communication with them after their graduation. Unoffically, it is confirmed that graduates in the departments of the Faculty of Philology are employed in: in public and private educational institutions; In organizations dealing with projects in support of economic, political and cultural development (such as translators, project managers, advisers, etc.); Printed and online media; Officials in various ministries and directorates; In independent entrepreneurships (such as translators, writers, publicists, etc.).

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		X

regularly evaluated and improved.		

Compliance level: 80% Substantially compliant

ET recommendations:

1. Ensure that appropriate program evaluation mechanisms are used to provide evidence about the appropriateness of intended learning outcomes and the extent to which they are achieved.
2. Improve student participation in the design and implementation of quality assurance processes.
3. Taking advantage of the opportunities created by the technology, set up data collection systems (online forms) to have better and objective visibility of student employability.
4. Ensure better and constructive public access to survey results.

2.3. Academic staff

According to the SER, the Department of French Language and Literature has currently 2 associate professors, 2 assistant professor, 1 regular professor, 1 doctor lecturer, and 1 doctor assistant.

Most of the academic staff have completed their postgraduate studies at well-known French universities. In addition to the good relationships they have built with various academic institutions in the region and beyond, they have increased the quantity and quality of scientific research activity, publishing articles, books, and 1 joint scientific journal in France (Revue "Cahiers d 'Histoire Culturelle", 2017, no.28, Tours), as well as by organizing scientific debates and conferences (such as the International Francophone Conference organized annually by the French Department here in Prishtina) on various issues relevant to the study programs offered by their department, and by participating in joint projects with the Faculty of Tirana, namely the French language department there, in the field of teaching, the excellence of scientific research, and the excellence of professional skills.

But, as it is mentioned in the SER, due to the lack of budget, the French Department staff does not participate in numerous conferences organized in France and Francophone countries; therefore, it is difficult to pursue advanced innovations in the field of research and

13

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

13

advancement. There are difficulties in finding serious scientific support for membership and indexing on global science databases from a financial point of view

According to the SER, p. 22, every academic year the University of Pristina evaluates the staff through SEMS. But it is not clear if there are any other strategies, more specific to the Department of the French language, aiming to improve the quality of teaching and learning materials.

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. Standard	X	
3.7. The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service.	X	
Standard 3.8. Academic staff evaluation is conducted regularly at least through selfevaluation, students, peer and superiors' evaluations, and occur on a formal basis at least once each year. The results of the evaluation are made	X	

14

publicly available		
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.	Not applicable	

Compliance level: 100% Fully compliant

ET recommendations:
1. All CVs were signed in 2018/2019. Update the content of the CVs, if this is the case.
2. Ensure that teaching staff are encouraged to develop strategies for the improvement of their own teaching and maintain a portfolio of evidence of evaluations and strategies for improvement.
3. Establish a regular process of survey revision in order to ensure their reliability and so that they are fit for purpose and provide sufficient details to serve as basis for improvement. (This comment concerns the Standard 3.8: Although academic staff evaluation is conducted regularly, the results are not made publicly available (as already mentioned earlier in this report, in the chapter 2.2. Quality management, pp. 12-13), which should be changed on the level of the Faculty, i.e. the University.)

2.4. Educational process content

The study program is modeled on the qualification objectives. Students of this program during the educational process develop their skills for theoretical knowledge and their application in the reality of our society. Content of the teaching process includes major subject areas of study such as; French language and literature, methodology, French civilization, translation, etc., and enables students to acquire the necessary knowledge in the field of study. This study program is balanced between the theoretical and practical part of the work in the field of study.

As it stated in the SER, (pp.24, **Standard 4.2.) t**he study program is in accordance with the National Qualifications Framework and the Qualifications Framework of the European Higher Education Area and this field of study also complies with the Erasmus Subject Area Codes (ESAC) points 15,15.0,15.1, 15.2, 15.3, 15.9. The ET has already highlighted (pp.9, standard 2.1) the incorrectness of references with regard to level and field of study and the need to redefine these two components in an adequate way.

15

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

15

At least 7 learning outcomes for the study program under evaluation are listed. The disciplines of this program of study create opportunities for students to form the knowledge and competencies necessary for the field of study, as well as for specific areas of this programming that are covered by the content of the subject.

The disciplines within the curriculum have analytical syllabi which include at least: discipline objectives, core thematic content, learning outcomes, class distribution, seminars and applied activities, student assessment system, minimum bibliography, etc. Full course descriptions / syllabi for each subject should only be attached electronically to the self-assessment report for the study program under evaluation. The discipline within the syllabus as well as each syllabus is regulated separately by issues of thematic content, how to achieve learning and outcomes, dissemination of obligations such as seminars and related activities, including the form of ongoing assessment.

As the SER mentions (pp.25, Standard 4.6) and the students confirmed during the site visit, learning outcomes are explained and discussed with students. Responsibility for learning outcomes is outlined in the subject syllabi and they are implemented throughout the semester. The results of student and professor obligations are discussed on an ongoing basis, thereby fulfilling ongoing assessment. Student assessment mechanisms are developed fairly and objectively, they are appropriate to the different forms of learning required and are clearly communicated to students at the beginning of the course. Evaluation mechanisms are based on the Bologna Cart. At the beginning of each semester, professors distribute subject syllabi that clearly explain the assessment mechanisms and its forms.

The internship phases are divided into ECTS credits and student work in internships is monitored through activity reports; students during the internship stages have assigned teachers from the academic staff to the study program. The practice part of this program is covered by practical exercises that are focused on applying the theories learned from the lectures.
all academic staff use official e-mails for communication and with each generation creates a group on the social network, Facebook, as a means of continuous communication, for the distribution of literature, various electronic materials and different announcements. Also, video projectors and other supporting materials are in constant use by all academic staff.

16

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

16

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

17

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

17

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/organizations/practical training units.	X	

Compliance level: 90% Substantially compliant

ET recommendations:

1. B Correct and / or update the intended learning outcomes at the descriptive levels to the National Qualifications Framework and Erasmus Subject Area Codes (ESAC) (maybe it should be replaced by level 6 and field 09 LANGUAGES AND PHILOLOGICAL SCIENCES? Links for verification:
https://akkks.rks-gov.net/uploads/national_qualification_framework_handbook_2020.pdf
http://www.ung.si/public/doc/mednarodni/erasmus_subject_area_codes.pdf
2. The titles and content of the courses offered by the French department are in line with the expected standards. However, after checking the contents, the expert makes two proposals:
   - Make more visible the presence of course content related to intercultural communication, which is inseparable from language teaching / learning. For example, the title of the course "The Reception of Albanian Culture in France, seems restricted in relation to the description of the course (This course will inform students in the field of intercultural reception. It aims to analyze the

18

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

18

different types, forms and modes of intercultural reception, especially those of the Albanian culture in France. Students will be first introduced to the basic concepts of intercultural reception, then to their evolutions to contemporary trends in these cultural phenomena)

- The concepts of e-learning and the use of technology in education are almost absent in the content of the programs. The ET notes that teachers and students in the department have a good command of the use of technologies for research and communication purposes. The evolution of ICT makes essential the mastery of knowledge and skills relating to distance education, digital books, teaching platforms, etc. In this context, we recommend that serious consideration be given to the inclusion of ICT in the curricula.

2.5. Students

The Faculty of Philology operates on the basis of guidelines issued by the Statute of the University of Prishtina and the Study Regulations. Teaching process is regular and it is organized according to the class schedule from Monday to Friday, from 8am to 8pm. Classes are announced on the notice boards of each department, on the hallways and on the website of the Faculty of Philology. In all the aforementioned programs, the mandatory and elective courses are organized and delivered in the form of lectures and tutorials. The elective courses (usually 2 per semester), which in most programs are scheduled for the third semester of the second year become mandatory at the moment they are selected by the students. Alongside the teaching process, teachers hold consultations with students regularly, (minimum three times a week). Individual counselling is done especially in the process of writing the diploma paper, during seminar work and during the internships in schools and in the media. Student consultations are usually appointed by the course professor, but students can be also contacted through e-mail address.

All exams are held within the announced exam schedule. Regular exam schedules are appointed as: January session (winter), June session (spring) and September session (autumn). Two exams from the mandatory subjects can not be taken on the same day by the student of the certain department or year. The exam schedule must be announced no later than three days before the exam date. After being announced, the exam schedule becomes mandatory both for the exam administrator and the student.

The exam dates for the academic year 2019/2020 have been announced in September 2019 for all three exam sessions. The application for the exams begins no earlier than 6 weeks

19

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

19

before the end and no later than 8 days before the exam period starts. The issue of student complaints about exams is regulated by the Statute of UP, whereas, the student's rights for re-examination are also defined by the UP Statute. Only students who have fulfilled their legal obligations towards the Faculty can sit the exam, otherwise the Dean's office may apply penalties. Midterm tests and final tests are part of the continuous evaluation of the student's work. Participation and engagement in teaching as well as research assignments collect a certain percentage of the evaluation.

According to SER, all the regulations rely mainly on the articles of the Statute of UP and Senate decisions, MEST guidelines, and other relevant documents of the field. In regards to procedures used to ensure that work submitted by students is original, the department refers to the criterion set by the University of Pristina, but it turns out that there is no adequate check for plagiarism in submitted works or final papers.

The Department of French Language and Literature intends to accept approximately 70 students of the Bachelor - French Language and Literature program.

Standard	Compliance	
	Yes	No
Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organizing students' recruitment. Admission requirements are consistently and fairly applied for all students.	X	
Standard 5.2. All students enrolled in the study program posses a high school graduation diploma or other equivalent document of study, according to MEST requirements.	X	
Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.	X	
Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.	X	
Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record.	X	
Standard 5.6. Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.	X	
Standard 5.7. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.	X	
Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original.		X

20

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

20

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: 90% Substantially compliant

ET recommendations:

1. Provide more formally institutionalised services for academic counselling, career planning and employment advice;
2. Establish effective procedures to check corresponding examination papers and theses for plagiarism and take appropriate measures.

2.6. Research

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

According to the Academic staff scientific work, each full-time staff member has published more than one scientific-research publication in the last three years. Data on these activities of the department staff are published in their CVs. Scientific symposia and conferences are periodically organized within the department where this program is offered. At least once a year, staff members of the department participate in the organization and presentation of their work at the International Conference on French Language and Literature, in cultural sessions addressing the issues of our field of study organized at the Faculty of Philology, Pristina, and the Faculty of Foreign Languages in Tirana.

The University of Prishtina in recent years has provided its staff with access to various

21

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

21

scientific platforms that can serve to expand and deepen the latest knowledge and research in the relevant fields. The platforms that UP staff have access to are: ScienceDirect, Web of Science, etc. To promote staff participation in research and conference participation, UP has also made available a separate office, the UP Sponsored Research and Project Office.

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

With regard to projects and mobility, the French department is already part of an Erasmus + project with the University of Caen(4 students are in mobility). The opening of the Francophone University Center in the French department of the Faculty of Philology is another opportunity to have good, direct relationships with professional researchers from around the world.

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 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	X	

22

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

22

abroad.		
Standard 6.6. Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.	X	
Standard 6.7. Each academic staff member and researcher has produced at least an average of one scientific/applied research publication or artistic outcome/product per year for the past three years.	X	
Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full time staff.	X	
Standard 6.9. Academic staff are encouraged to include in their teaching information about their research and scholarly activities that are relevant to courses they teach, together with other significant research developments in the field.	X	
Standard 6.10. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.	X	
Standard 6.11. Students are engaged in research projects and other activities.	X	

Compliance level: 80 % Substantially compliant

ET recommendations:
1. The study program needs to add the scientific/applied research objectives based on the priority areas of research
2. Establish effective cooperation with local actors and with other research agencies involving joint research projects, shared use of equipment, and cooperative strategies for development.
3. Continue working towards the organisation of scientific sessions, symposiums, conferences, round tables, with the involvement of teaching staff, researchers, students and graduates, while proceedings are published in ISBN, ISSN scientific reports or in magazines dedicated to that particular activity.

2.7. Infrastructure and resources

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

23

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

23

Kosovo with the Law on the Budget and dependent on the income that the institution generates.

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

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

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

The infrastructure aspect for students with special needs requires improvement. However, it is relevant to underline that this is not a competence of this study program, but the responsibility of the Faculty and the University. According to the SER, there is a budget inability to follow the new technological trend in teaching and science. The classrooms are generally fit for purpose, the classrooms seem orderly and well structured, equipped with internet access and projectors. And there is an Interpretation Lab in the French Department.

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 adequate documents (property deeds, lease contracts, inventories, invoices etc.) that, for the study program submitted for evaluation it possesses the following, for the next at least three years: a) owned or rented spaces adequate for the educational process; b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities; c) adequate software for the disciplines of study included in the curriculum, with utilization license; d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.	X	

24

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

24

Standard 7.4. The number of seats in the lecture rooms, seminar rooms and laboratories must be related to the study groups' size (series, groups, subgroups); the applicative activities for the specialty disciplines included in the curricula are carried out in laboratories equipped with IT equipment.	X	
Standard 7.5. The education institution's libraries must ensure, for each of the study programs: a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program; b) a number of seats in the group work rooms corresponding to at least 10% of the total number of students in the study program; c) their own book stock from Albanian and foreign specialty literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or specialty courses of recognized publishers, from the last 10 years; d) a book stock within its own library with a sufficient number of books so as to cover the needs of all students in the cycle and year of study the respective discipline is provided for; e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.	X	
Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs.		X

Compliance level: 83 % - **s**ubstantially compliant

ET recommendations:

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

3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

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

Through this report, the Expert Team would like to express its gratitude publically and formally to all the KAA representatives, who provided all the requested information and

25

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

25

procedures regarding the accreditation procedures. The Expert Team would also like to thank the faculty management, academic staff members, and all other parties involved who provided great hospitality and clarified the numerous questions posed by the team.

The Self-evaluation report is structured in line with the KAA Accreditation Manual. The institution has provided sufficient explanatory information for each individual standard, as requested by the KAA SER template. The SWOT analysis requested and provided for each general area, provides a self-critical analysis of that general area specifically. For the most part, the institution demonstrated a good level of self-critical capacity, both in the submitted documentation, as well as in the meetings conducted during the site visit. We believe that this is a clear indicator that shows the objective and positive attitude of this institution. This also shows the high level of this institution's self-awareness regarding its current and upcoming challenges, its ability to identify risks, and its honesty and willingness to address these risks accordingly. We found that all the main actors of the educational program we met during the site visit, were open and honest when referring to its weaknesses, shortcomings, and areas in need of development.

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

With regard to the Bachelor's program "French Language and Literature", the Expert Team believes that the French Department has sufficient qualified staff bearing appropriate scientific and academic degrees, expertise, infrastructure and sufficient equipment for both academic staff and students.

Standard	Compliance level
1. Mission, objectives and administration	Substantially compliant (85%)
2. Quality management	Substantially compliant (80%)
3. Academic staff	Fully compliant (100%)
4 Educational process content	Substantially compliant (90%)

26

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

26

5. Students	Substantially compliant (90%)
6. Research	Substantially compliant (80%)
7. Infrastructure and resources	Substantially compliant (83%)
Overall compliance	**Substantially compliant (87%)**

In conclusion, the Expert Team considers that the study program **Bachelor of French Language and Literature** offered by Faculty of Philology at the University of Prishtina "Hasan Prishtina" **is Substantially compliant** with the standards included in the KAA Accreditation manual and, therefore, recommends to accredit the study program for a duration of 5 years with a number of **70 students** to be enrolled in the program.

Expert Team

Chair/Membre

	Anida Kisi **31ˢᵗ Mai 2021**
(Signature)	(Print Name) (Date)

27

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

27