



Republika e Kosovës  
Republika Kosova - Republic of Kosovo



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

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**UNIVERSITY OF PRISHTINA  
“HASAN PRISHTINA”  
FACULTY OF PHILOLOGY**

**German as a Foreign Language (MA)**

**ACCREDITATION**

**REPORT OF THE EXPERT TEAM**

*April 6<sup>th</sup> 2021, Mannheim*



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## 1. INTRODUCTION

### 1.1. Context

**Date of site visit: March 23<sup>rd</sup>, 2021**

**Expert Team (ET) members:**

- Prof. Dr. Frank Baasner, University of Mannheim (DE)

**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:**

- SER-MA-German as a foreign language
- Annex-Study Program-German-MA - DAF
- Annex-Scientific work
- CV of the staff
- Faculty of Philology - International cooperations and scientific projects
- Syllaby-MA German as a foreign language

• **Requested Documents:**

- Information about the Faculty Committee of Quality Assurance

• **Received Documents:**

- Letter signed by the Vice-Dean for Quality assurance
- Minute (March 2021) of the Working group for the Master's program of translation



### Criteria used for program evaluation:

- Standards & performance indicators for external evaluation according to the Accreditation Manual of KAA, July 2018
- Criteria of Relevance, Efficiency, Effectiveness, Impact, Sustainability

### 1.2. Site visit schedule

#### Site Visit Program

#### 23<sup>rd</sup> March

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

Prof.dr. Lindita Rugova, dean  
Prof.dr. Avdi Visoka, vice dean for teaching  
Prof.asoc.dr. Isa Memishi, vice dean for infrastructure  
Prof.asoc.dr. Milote Sadiku, vice dean for quality assurance and international relations  
MA. Besfort Krasniqi, secretary

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

Mr. Besnik Loxha, Head of the Academic development Office  
Dr. Alban Zeneli, academic development officer  
Mr. Emanuel Gjoleka, officer for students relations, MA

**10:30 – 11:15** Lunch break

**11:15 – 12:15** Meeting with the heads of the study programme

Prof.asoc.dr. Milote Sadiku



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

Prof.ass.dr. Blertë Ismajli  
Prof.ass.dr. Vjosa Hamiti  
Prof.asoc.dr. Sadije Rexhepi

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

Ma. Shpresa Shala, Municipal Education Director  
Mr. Petrit Sadriu, Goethe Zentrum  
Mr. Arbër Xheladini, Deutschzentrum

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

**14:00 – 14:10** 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  
Prof.asoc.dr. Milote Sadiku, vice dean for quality assurance and international relations  
MA. Besfort Krasniqi, secretary

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

The Faculty of Philology at University of Prishtina has a long tradition of teaching and research activities in the field of philology. In the last years the Faculty has modernized its organization. The development is remarkable, considering the number of study programs, the number of students and the efforts to match international standards of higher education. The study fields cover Albanian language and literature as well as the major foreign languages and literatures of the European partners, Turkish and Oriental cultural studies. More recently there has been established a program for journalism. All departments offer the BA and the MA level, some also a PhD track. Most of the BA programs are 4-year Bachelor programs. The SER of the whole Faculty shows that there is a coherent system of quality assurance, student management and a strong will to improve contents and procedures. The documentation



is complete and shows clearly that all existing programs as well as the new MA program for German as a foreign language are embedded in the overall strategy of the Faculty.

The new MA-program “German as a foreign language”, which is under accreditation, is a 1-year program for specialization in foreign language teaching, namely teaching of German. The department of German language and literature is well established and has strong cooperation partners like the German DAAD and the Austrian OeAD. The plan to establish a new Master’s program “German as a foreign language” goes back to a central recommendation in the last evaluation report of the MA-program German language and literature.

## 2. PROGRAM EVALUATION

### 2.1. Mission, objectives and administration

The mission of this new Master program is clearly defined: improve the number and the quality of well trained teachers of German language and culture in Kosovo. The SER mentions the main objectives of the program: “This program is built on the knowledge and skills acquired during undergraduate studies. The program provides students the opportunity to expand and deepen their academic knowledge and skills in order to be able to deal with the theoretical and practical problems of the profession.” The implementation of this new program will be realized in cooperation with the Goethe Institute and in cooperation with the Universities of Skopje and Tirana. Goethe will provide technical support, literature and professional support during the first years. A cooperation agreement will be signed in the near future.

The efficiency of this cooperation has been proved recently by a Goethe Institute donation of books (value more than 10.000 Euro), digital equipment and a renovated study room. All this material is dedicated to the German department and especially for the new Master program.

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

**ET recommendations:**

## 2.2. Quality management

Quality management is considered an important task by the whole University and the Faculty of Philology. The Senate has defined the general rules for quality assurance. At the Faculty level, there is no formal Council for Quality Assurance, but the Dean, the Vice-Dean for Quality Assurance and the Quality Coordinator work together in a regular process on all quality topics in the Faculty. The highest body dealing with the decisions is the Faculty Council, which shows the importance given to quality issues by the Faculty. The documentation concerning the internal processes for quality management is complete and available on the website, many of the documents also in English. Nevertheless, the website still can be improved, especially the English version.

During the visit, the German Department and the program leader showed the results of employment statistics regarding the graduates of the BA and MA in German language and

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literature. There is no unemployment of the graduates. A majority works in the field of public or private education, and there is obviously a growing need of teachers of the German language.

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	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	





**Compliance level:** Fully compliant

**ET recommendations:**

1. *Improve the accessibility of information on the website, especially the English version*

**2.3. Academic staff**

The German department has excellent academic staff with high level qualifications in teaching and research. The main teachers engaged in the new MA program hold a PhD degree from Vienna University, they have all published in international journals. In order to be prepared for the new syllabus, they attended special courses dedicated to teaching German as a foreign language, including online teaching. The long teaching experience and the specific preparation will allow the new program to be implemented immediately at a high level. All teachers are familiar with the infrastructure at the Faculty and the German department.

<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
<b>Standard 3.1.</b> 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	
<b>Standard 3.2.</b> The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.	X	
<b>Standard 3.3.</b> 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	



<b>Standard 3.4.</b> 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	
<b>Standard 3.5.</b> 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	
<b>Standard 3.6.</b> Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.	X	
<b>Standard 3.7.</b> 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	
<b>Standard 3.8.</b> 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	
<b>Standard 3.9.</b> Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.	X	
<b>Standard 3.10.</b> Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers.	X	

**Compliance level:** Fully compliant

**ET recommendations:**



## 2.4. Educational process content

The one-year Master program has been designed in cooperation with the Goethe Institute, an institution with a long experience and specialization in teaching German as a foreign language. The contents of the Master program build on the 4-year BA program at Pristina University. The graduates of the BA have a good preparation in language skills and in methodology in teaching and research. With the new Master they will have the choice between the Master in German language and literature and the new one, dedicated to teaching German as a foreign language. The syllabus is in line with international standards and the teachers are well prepared to teach the courses. The graduates of the BA program already have had courses on pedagogical issues.

The detailed description of the compulsory and elective courses of the two semesters shows the excellent design of the MA program, which has been developed according to the recommendations of the expert in the evaluation of the MA program in German language and literature in 2016. Special emphasis is given to the teaching internship. Several agreements with teaching institutions have been signed to ensure opportunities and high quality experiences for all students.

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 under evaluation.	X	
Standard 4.5. If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.	X	
Standard 4.6. The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development.	X	
Standard 4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.	X	
Standard 4.8. Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.	X	
Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.	X	
Standard 4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.	X	
Standard 4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated ETCS credits and the work of the students at the practical training organisations is monitored through activity reports; students during practice stages have assigned tutors among the academic staff in the study program.	X	



Standard 4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units.	X	
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**Compliance level:** Fully compliant

**ET recommendations:**

### 2.5. Students

The number of applicants for the study programs in German language and literature is high in Kosovo. The needs for good qualification in German is increasing, and the labour market offers many opportunities to those who have a degree in German language and literature. It is time to establish a special MA program for German teachers, needed in the public and the private schools. There is an obvious need for good academic qualification of the numerous teachers in the school system.

The number of 15 study places seems adequate to the market situation. The quality of the Master students is controlled by previous study results at the undergraduate level and the entrance examination. In the future efforts should be made to improve the student's possibilities to participate in research activities, eventually by publishing working papers in journals or by presenting research results in international conferences. The academic staff has good international contacts (Südosteuropäischer Germanistenverband) that could be used for the student participation.

It is true that there are only few opportunities for the students to make their internship in Germany or Austria, due to travel regulations. And it is also well known that there is a constant risk to loose students once they find a good job opportunity in the private sector, in Kosovo or in German speaking countries. The program leaders think that the number of students who quit during the BA program has been reduced in the last years, as many employers insist on an academic grade and students understand that they will have better careers with a BA or MA grade.



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 organising students' recruitment. Admission requirements are consistently and fairly applied for all students.	X	
Standard 5.2. All students enrolled in the study program possess a high school graduation diploma or other equivalent document of study, according to MEST requirements.	X	
Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.	X	
Standard 5.4. Feedback to students on their performance and results of assessments 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

**ET recommendations:**

1. *Continue to improve opportunities for student's research*
2. *Look for more partnerships for the internship, including in Germany or Austria*

**2.6. Research**

The research level of the German department is excellent. The fulltime professors all have a good list of publications in various journals. The German department and the leader of the study program are part of a DAAD research network. The publications are relevant for the subjects of the new Master program. In the last years there has been an increasing interest in research about teaching of German as a foreign language.

<i>Standard</i>	<b>Compliance</b>	
	<b>Yes</b>	<b>No</b>
<i>Standard 6.1.</i> 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	
<i>Standard 6.2.</i> 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	





<i>Standard 6.3.</i> 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	
<i>Standard 6.4.</i> The academic staff has a proven track record of research results on the same topics as their teaching activity.	X	
<i>Standard 6.5.</i> The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.	X	
<i>Standard 6.6.</i> Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.	X	
<i>Standard 6.7.</i> 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	
<i>Standard 6.8.</i> Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.	X	
<i>Standard 6.9.</i> 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	
<i>Standard 6.10.</i> Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.	X	
<i>Standard 6.11.</i> Students are engaged in research projects and other activities	X	

**Compliance level:** Fully compliant

**ET recommendations:**

1. *Intensify the cooperation with German and Austrian Universities*
2. *Establish a unit for research-funding at the Faculty level*





## 2.7. Infrastructure and resources

The general infrastructure of the University and the Faculty of Philology is satisfactory, but would need renovation. There are enough study places in the library. Thanks to the new room and the specialized library donated by the Goethe, the students of the MA program will have good working conditions.

Nevertheless, there is a lack of online literature and online teaching material. The University should establish as soon as possible an online learning platform. The financial budget for this MA program is part of the University plan for the next years.

<i>Standard</i>	<b>Compliance</b>	
	<b>Yes</b>	<b>No</b>
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	



<p>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:</p> <p>a) owned or rented spaces adequate for the educational process;</p> <p>b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;</p> <p>c) adequate software for the disciplines of study included in the curriculum, with utilisation licence;</p> <p>d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.</p>	X	
<p>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.</p>	X	



<p>Standard 7.5. The education institution's libraries must ensure, for each of the study programs:</p> <p>a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;</p> <p>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;</p> <p>c) their own book stock from Albanian and foreign speciality literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or speciality courses of recognised publishers, from the last 10 years;</p> <p>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;</p> <p>e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.</p>	X	
<p>Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs</p>		X

**Compliance level:** Substantially compliant

**ET recommendations:**

- 1. Participate in efforts of the Faculty and the University to improve infrastructure*
- 2. Apply for installation of online-learning platforms together with other universities*



## 2. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

During the interviews, all participants were well prepared and could answer all questions in a competent and transparent way. The Faculty and the German department have an efficient and modern management. There is no doubt that the new MA program will be quickly implemented.

The excellent contacts with German and Austrian authorities will allow the MA program to attract good students and to improve the general level of education in the Kosovo school system.

The application documents for the accreditation are excellent. Everything that could be done and organized on the department level has been done. The only weak points, mentioned also in the SWOT analysis in the SER, do not depend on the department but on the entire University.

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



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In conclusion, the Expert Team considers that the study program “German as a foreign language” offered by University of Prishtina “Hasan Prishtina” is **Fully compliant** with the standards included in the *KAA Accreditation manual* and, therefore, recommends to accredit the study program for a duration of **3 years** with a number of **15** students to be enrolled in the program.

### 3. APPENDICES (*none*)

#### Expert Team

##### Chair

**Frank Baasner**

**April 7<sup>th</sup>, 2021**

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(Signature)

(Print Name)

(Date)