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Agencija Kosova za Akreditaciju
Kosovo Accreditation Agency

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

German Language and Literature (BA)

RE-ACCREDITATION

REPORT OF THE EXPERT TEAM

April 25th, 2021, Mannheim, Zagreb



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1. INTRODUCTION

1.1. Context

Date of site visit: April 15th, 2021

Expert Team (ET) members:

- Prof. Dr. Frank Baasner, University of Mannheim (DE)
- Mr. Juraj Bogat (HR)

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:

- RVV-BA-German language and literature
- Annex-Study Program-German-BA
- Annex-Scientific work
- CV of the staff
- Faculty of Philology - International cooperations and scientific projects
- Syllabi Germanistics BA
- Annex Curriculum Uni Maribor

• **Requested Documents:**

- Report of the Deutsch-Kosovarische Wirtschaftsvereinigung on the economic perspectives of the labour market



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• **Received Documents:**

- The manual for foreign investors: <https://oegjk.org/manuali-per-investitoret-e-huaj/>
- Study of the Role of the Kosovar diaspora in economic and social development of the homeland – by Kantar/Index Kosova [Role-in-Homelands-Economic-and-Social-Development.pdf](#)
- Study on the investments of the direct German diaspora and other investors –by Deloitte [Diaspora-Investments-and-FDI-from-Germany-The-Impact-on-Kosovos-economy.pdf](#)

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

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*)

Prof.dr. Lindita Rugova, dean

Prof. Ass. Dr. Elton J. Bahtiri, Vice Rector for Quality and Academic Development

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



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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 – 11:10 Lunch break

11:10 – 12:10 Meeting with the heads of the study programme: German Language and Literature/ BA

Prof. Ass. Dr. Vjosa Hamiti

Prof. Asoc. Dr. Albulena Blakaj-Gashi

Prof. Asoc. Dr. Sadije Rexhepi

12:15 – 13:10 Meeting with the heads of the study programme: German Language and Literature/ MA

Prof. Ass. Dr. Blertë Ismajli

13:15 – 13:55 Meeting with teaching staff

Prof. Asoc. Dr. Milote Sadiku

Prof. Asoc. Dr. Naser Mrasori

Prof. Ass. Dr. Seniha Krasniqi

14:00 – 14:40 Meeting with students

Brisilda Kaçiu

Drin Podrimqaku

Valona Asllani

Iliriana Beqiraj

14:45 – 15:25 Meeting with graduates

Lejla Bajrami

Arbnore Bajraktari



Fllorent Krasniqi
Argita Tolaj
Shpresa Karanezi Zeka

- 15:30 – 16:10** Meeting with employers of graduates
Petrit Sadriu, Goethe Zentrum
Nora Hasani, Deutsch-Kosovarische Wirtschaftsvereinigung
- 16:15 – 16:25** Internal meeting of KAA staff and experts
- 16:25 – 16:35** 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. Milote Sadiku, vice dean for quality assurance and international relations

MA. Besfort Krasniqi, secretary

Nr.	Study programs	Experts	Responsible persons of study programs		
1	German Language and Literature/ BA (Reaccreditation)	Prof. Dr. Frank Baasner Mr. Juraj Bogat	Vjosa Hamiti	Albulena Blakaj Gashi	Sadije Rexhepi Naim Kryeziu
2	German Language and Literature/ MA (Reaccreditation)	Prof. Dr. Frank Baasner Mr. Juraj Bogat	Blertë Ismajli		



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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 are embedded in the overall strategy of the Faculty.

The BA-program “German language and literature”, which is under re-accreditation, is a 4-year program in Germanistics. The department of German language and literature is well established and has strong cooperation partners like the German DAAD and the Austrian OeAD. The BA-program has been evaluated several times since the year 2011, with positive results.

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

The mission of this BA program is clearly defined: improve the number and the quality of well trained teachers of German language and culture in Kosovo as well as qualify the students for the private and public labour market as a whole. The decision to make a 4-year BA program instead of a 3-year program has been taken by the department and the Faculty years ago after discussions with employers and other external stakeholders. The mission and the objectives of the program match not only academic criteria, comparable to programs of German Language and Literature in other European Universities, but also the specific needs of the labour market in Kosovo and in the German speaking countries.

The administration of this program is well established and follows the processes defined at the department and Faculty level as well as at the University level. There are constant review systems and the management has shown that it is able to react quickly to the needs of the



students and the employers. The constant dialogue with external stakeholders and with the advisory board of the Faculty guarantees an excellent match of the study offer and the needs of the labour market and the society in Kosovo.

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 gave clear information regarding the graduates of the BA in German language and 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. The number of students who quit the studies has decreased in the last years. This tendency shows that the program has a high reputation and allows students, thanks to a flexible management, to study and to work at the same time.

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	

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 BA program hold a PhD degree from Vienna University, they have all published in international journals. All teachers are familiar with the infrastructure at the Faculty and the German department. The academic and the pedagogical qualifications of the staff correspond to the needs of the BA program. The level of competence in the German language is extremely high, so that all courses can be taught in German, which allows the students to reach a high level of linguistic competence themselves. At the same time,



the staff participates in research activities in national and international contexts. The main research field of the staff is linguistics, mainly comparative linguistics. The German department of Pristina University is the centre for Albanian-German comparative linguistic studies.

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	
Standard 3.8. Academic staff evaluation is conducted regularly at least through self-evaluation, students, peer and superiors' evaluations, and occur on a formal basis at least once each year. The results of the evaluation are made publicly available.	X	
Standard 3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.	X	
Standard 3.10. Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers.	X	

Compliance level: Fully compliant

ET recommendations:

2.4. Educational process content

The BA program has been developed over the last years, aiming at constant improvement. The graduates of the BA have a good preparation in language skills and in methodology in teaching and research. With the MA-program at the department they have the opportunity to continue their studies, choose another MA-Program at Prishtina or elsewhere (some continue their studies at German or Austrian Universities) or enter the job market immediately.

The syllabus is in line with international standards and the teachers are well prepared to teach the courses. The students of the BA program attend courses on pedagogical issues and are thus prepared for teaching or continue specialization for teaching German at the Master's level.

The detailed description of the compulsory and elective courses of the eight semesters shows the excellent design of the BA program.

The course on Albanian language at the first semester might seem astonishing, but turns out to be a relevant element of the linguistic training. Comparative analysis of the grammar, and



morphology in particular, allow a better understanding of the specific characteristics of the German language.

Graduate students expressed their satisfaction with the educational processes and the overall structure of the program.

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	

Compliance level: Fully compliant

ET recommendations:



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2.5. Students

The number of applicants for the study BA-program 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. During the visit students told us that there was a severe competition for admission – 300 or even 400 applicants for 120 study places. The admission system is based on a national law with 60% of the points based on the High School grades and 40% on the test in German language. The program splits up the new students during the first year into two groups according to their language level in order to allow those who are not yet sufficiently prepared to catch up quickly.

The number of 120 study places seems adequate to the market situation. Efforts have been made successfully to limit the number of those who abandon the studies. Students are very satisfied with the relationship to their teachers and faculty in general. Even when graduated they stay in touch and thus have created an informal alumni network, even if there is no formal organization.

During the Corona crisis teaching went on successfully, although the IT infrastructure at the University is not fully satisfying.

Students have different opportunities and processes to enter in contact with the teaching staff. If there are problems with specific teachers the representatives of the students can address these problems. During the visit students told us that there have been only very few cases of complaints and that these problems could be solved within the existing processes. Students also have direct access to their professors who are very reactive and open to dialogue with the students.

Mobility programs are highly appreciated by the students. Numerous cooperation and exchange agreements have been signed with Universities in Germany and Austria. The number of scholarships is not yet high enough to satisfy all needs, but the development of the last years shows an increasing number of opportunities for the students.

Another element very appreciated by the students are internships. The department is very active in this field, at the BA level and at the MA level, in order to allow students to have practical experience in various fields of the job market.

The Department truly values its students and puts incredible amounts of effort into modelling them to become proud members of society. Both current and ex-students seem to have acquired and kept a lot of knowledge in their particular fields of interest, and most importantly, they use the acquired knowledge in real word and on the real job market where they definitely stand



out. Not only that, but they seem to be smart, informative and critical thinkers which is definitely an indicator that the faculty and its professors are doing a great job. The students have also showed a great amount of collegiality and helpfulness for all other students at the faculty, and especially their department.

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:

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 is part of a DAAD research network and of the *Südosteuropäischer Germanistenverband*.

The teaching staff members publish regularly their research results in national and international journals and publications. Most of them participate in international conferences, especially in the network of Germanic studies. The growing number of cooperation agreements with German and Austrian Universities not only offers opportunities to the students, but also to the research activities of the teaching staff. The research activities and plans are part of the research plans of the whole Faculty.

There is a clear lack of resources for more research initiatives, including students. The strategy of the University should be to improve the access to international funding of research in order to maintain the excellent level of the German department.

The professors try to integrate students in the research work, but at the BA level the courses are mainly concentrating on research methodology. The students are well prepared during the BA studies to do their own research at the Master's level.



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 abroad.	X	
Standard 6.6. Research is validated through: scientific and applied research publications, artistic products, and 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: Fully compliant

ET recommendations:

- 1. University of Pristina should improve funding of research activities in the German department and also support the department in its access to research funding.*

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 “German study room” and the specialized library donated by the Goethe, the students of the BA program will have better working conditions. However, it is necessary, in order to conduct relevant and state-of-the-art research, to secure access to international journals and data bases. The department should try to convince higher instances into granting them that request.

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 academic year under Corona conditions has shown how important a secure and flexible teaching infrastructure is for successful teaching and learning. The professors often share their private libraries and access to online journals with the students – which is a proof of their commitment but not the best solution in the long term. Moodle software seems like an elegant solution in this case. Professors could easily share relevant literature and resources in very short amounts of time. Current procedures are either relatively slow (SEMS) or unsecure (social media, like



Facebook), especially in the manner of copyright infringement. The software also provides an option to conduct online (video) class.

The financial budget for this BA program is part of the University plan for the next years.

Infrastructure is barely adapted to the students with special needs, and it seems not all of their needs are properly addressed. The needs of the students with visual or hearing impairments are not addressed as well as needs of the students with extremity impairment. One of the solutions that arises, as seen in practice at the Faculty of Humanities and Social Sciences in Zagreb, is to provide personal assistants to students with special needs. Assistant is usually another student of the same faculty who helps and guides or navigates a student with special needs around the faculty premises. The assistant engages in that kind of activity as a way of working out (instead of paying) some or all of his or hers scholarship fee, and as well as out of empathic and altruistic reasons. The benefits of implementing this or similar kind of assistance are enormous for all parties included - the Faculty, the person with special needs and the student assistant.

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	



<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 (f.i. moodle)*
3. *Acquisition of access to international journals and data bases*



3. 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 BA program will be successful and constantly improving.

The important role of the German language in Kosovo guarantees a high number of applications in the next years. The good contacts with German and Austrian authorities as well as the private sector will allow the BA graduates to enter the job market quickly or to continue with their academic career, in Kosovo or in partner Universities abroad. The BA program also is an important contribution to the general level of education of the young generation in Kosovo.

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.

Standard	Compliance Level
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
Overall Compliance	Fully compliant



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In conclusion, the Expert Team considers that the BA study program “German language and literature” 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 **5 years** with a number of **120** students to be enrolled in the program.

4. APPENDICES (*none*)

Expert Team

Chair

Prof. Dr. Frank Baasner

22.04.2021.

(Signature)

(Print Name)

(Date)

Member

Juraj Bogat

22.04.2021.

(Signature)

(Print Name)

(Date)