



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 Language and Literature (MA)**

**RE-ACCREDITATION**

**REPORT OF THE EXPERT TEAM**

*April 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-MA-German language and literature
- Annex-Study Program-German-MA
- Annex-Scientific work
- CV of the staff
- Faculty of Philology - International cooperations and scientific projects
- First page application
- Syllaby-MA German language and literature

• **Requested Documents:**

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



• **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

15<sup>th</sup> 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



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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. Isa Memishi, vice dean for infrastructure

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 | Prof. Dr. Frank Baasner | Vjosa Hamiti                          | Albulena Blakaj Gashi | Sadije Rexhepi<br>Naim Kryeziu |



|   |   |  |                |  |  |
|---|---|--|----------------|--|--|
|   | (Reaccreditation)                                       | Mr. Juraj Bogat                            |                |  |  |
| 2 | German Language and Literature/ MA<br>(Reaccreditation) | Prof. Dr. Frank Baasner<br>Mr. Juraj Bogat | Blertë Ismajli |  |  |

### 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 Master programs are mostly 1-year Masters.

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 for German language and literature are embedded in the overall strategy of the Faculty.

The MA-program German language and literature, which is under accreditation, is a 1-year program for specialization in German language and literature, and in a broader sense of German culture. The department of German language and literature is well established and has strong cooperation partners like the German DAAD and the Austrian OeAD.



## 2. PROGRAM EVALUATION

### 2.1. Mission, objectives and administration

The mission of this Master program is clearly defined: The MA “German Language and Literature” is designed by the Department of German Language and Literature to offer a superior academic qualification to the students. This program is based on the knowledge obtained during the 4-year BA-studies. The program gives the students the opportunity to expand their academic knowledge and skills in order to solve theoretical and practical problems in their different professions. Until now most of the Master students (60%) will become teachers in public and private schools in Kosovo (some in other countries). As currently there is a new Master program under accreditation which will aim specifically at the teaching profession (MA German as a Foreign Language) the traditional Master will have to sharpen its profile. Other professional options already exist, in the private as well as the public sector. The traditional Master is important insofar as it will prepare the best students for a PhD level. This is one of the assets of this Master, because PhD studies should be developed at the German department at Prishtina University, in cooperation with partner universities in Germany and Austria.

The department has strong cooperation partners, the academic exchange organizations of Germany and Austria as well as the Goethe Institute. 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 Master program(s).

| Standard  | Compliance |    |
|---|------------|----|
|   | Yes        | No |
| <b>Standard 1.1.</b> The study program mission is in compliance with the overall mission statement of the institution.  | X          |    |
| <b>Standard 1.2.</b> 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          |    |





|   |   |  |
|---|---|--|
| <b>Standard 1.3.</b> The study program has a well-defined overarching didactic and research concept.  | X |  |
| <b>Standard 1.4.</b> 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 |  |
| <b>Standard 1.5.</b> All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.   | X |  |
| <b>Standard 1.6.</b> 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 MA 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. If the new MA program “German as a Foreign Language” is implemented the traditional Master program will have to make sure that it is sufficiently attractive for students by offering special opportunities.

| Standard  | Compliance |    |
|---|------------|----|
|   | Yes        | No |
| <b>Standard 2.1.</b> All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.  | X          |    |
| <b>Standard 2.2.</b> Evaluation processes and planning for improvement are integrated into normal planning processes.   | X          |    |
| <b>Standard 2.3.</b> Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.   | X          |    |
| <b>Standard 2.4.</b> 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          |    |
| <b>Standard 2.5.</b> Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.   | X          |    |
| <b>Standard 2.6.</b> Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.   | X          |    |
| <b>Standard 2.7.</b> 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          |    |
| <b>Standard 2.8.</b> 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:

#### 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 MA 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 main centre for Albanian-German comparative linguistic studies.

| <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 German language and literature has been developed over the last years, aiming at constant improvement. The graduates of the MA have a good preparation in language skills and in methodology in teaching and research. They have the opportunity to continue their studies at the PhD level in Kosovo 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 MA program attend courses on pedagogical issues and are thus prepared for teaching in public or private schools.

The detailed description of the compulsory and elective courses of the two semesters shows the excellent design of the MA program.

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

If the new MA-program German as a Foreign Language is accredited and implemented, the task of the program management of this traditional MA program German Language and Literature will be to develop its profile. During the site visit graduates showed little interest in the courses on German literature. It might be interesting for the future to work on the literary courses, opening the contents to contemporary cultural developments in the German speaking countries.

Another element of the educational process that could be developed in the future are the internships. The department already has a number of cooperation agreements with public institutions and private companies. If the new Master program will cover the teaching professions, this traditional Master might concentrate on the other sectors of activity.

| Standard  | Compliance |    |
|---|------------|----|
|   | Yes        | No |
| <b>Standard 4.1.</b> 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          |    |



|   |   |  |
|---|---|--|
| <b>Standard 4.2.</b> 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 |  |
| <b>Standard 4.3.</b> 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 |  |
| <b>Standard 4.4.</b> 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 |  |
| <b>Standard 4.5.</b> 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 |  |
| <b>Standard 4.6.</b> 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 |  |
| <b>Standard 4.7.</b> 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 |  |
| <b>Standard 4.8.</b> 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 |  |
| <b>Standard 4.9.</b> 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 |  |



|  |   |  |
|--|---|--|
| <b>Standard 4.10.</b> Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.  | X |  |
| <b>Standard 4.11.</b> 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 ECTS 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 |  |
| <b>Standard 4.12.</b> 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:**

- Continue cooperation agreements for internships with private companies and public institutions

## 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.

The BA program at the department has 120 study places. As it is a 4-year program – the decision has been taken after discussions with the employers and according to the legislation about teachers in the Kosovo school system – many graduates enter the job market and do not continue their studies. Therefore the number of 20 study places for this MA program seems appropriate. It will be a challenge to attract good students if another 15 places will be offered in the new MA program German as a Foreign Language.





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

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 |
| <b>Standard 5.1.</b> 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          |    |





|  |   |  |
|--|---|--|
| <b>Standard 5.2.</b> All students enrolled in the study program possess a high school graduation diploma or other equivalent document of study, according to MEST requirements.  | X |  |
| <b>Standard 5.3.</b> The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.  | X |  |
| <b>Standard 5.4.</b> Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.  | X |  |
| <b>Standard 5.5.</b> The results obtained by the students throughout the study cycles are certified by the academic record.  | X |  |
| <b>Standard 5.6.</b> Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.   | X |  |
| <b>Standard 5.7.</b> Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.  | X |  |
| <b>Standard 5.8.</b> Effective procedures are being used to ensure that work submitted by students is original.  | X |  |
| <b>Standard 5.9.</b> 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 |  |
| <b>Standard 5.10.</b> The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.  | X |  |
| <b>Standard 5.11.</b> 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 and the leader of the study program are part of a DAAD research network. The publications are relevant for the subjects of the Master program. The research activities and plans are part of the research plans of the whole Faculty.

The MA program gives students the opportunity to participate in research activities. The program management has the ambition to allow students also to publish their research results in academic journals. Unfortunately there is no specific Student Journal, given the dynamic situation of German studies in Kosovo it might be an option to create such a student journal in the future.

The excellent contacts with German and Austrian universities allows Master students to participate in mobility activities related to research. These opportunities and international cooperations are important for the level of PhD studies and research.

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.

| Standard  | Compliance |    |
|---|------------|----|
|   | Yes        | No |
| <b>Standard 6.1.</b> 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          |    |



|  |   |  |
|--|---|--|
| <b>Standard 6.2.</b> 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   | X |  |
| <b>Standard 6.3.</b> 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 |  |
| <b>Standard 6.4.</b> The academic staff has a proven track record of research results on the same topics as their teaching activity.   | X |  |
| <b>Standard 6.5.</b> 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 |  |
| <b>Standard 6.6.</b> Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.   | X |  |
| <b>Standard 6.7.</b> 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 |  |
| <b>Standard 6.8.</b> Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.  | X |  |
| <b>Standard 6.9.</b> 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 |  |
| <b>Standard 6.10.</b> Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.   | X |  |
| <b>Standard 6.11.</b> 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 MA 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. This need is furthermore emphasised with the potential introduction of the new MA study (German as a Foreign Language (GFA)). GFA will most likely benefit from the current literature in the library, but the “old” MA study, with regard to a new approach, will need to acquire newer, relevant and state-of-the-art literature in order to attract the same number of students and to conduct new research. 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 run. 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 MA 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 |
| <b>Standard 7.1.</b> 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          |    |
| <b>Standard 7.2.</b> 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          |    |
| <b>Standard 7.3.</b> 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:<br><br>a) owned or rented spaces adequate for the educational process;<br><br>b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;<br><br>c) adequate software for the disciplines of study included in the curriculum, with utilisation licence;<br><br>d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula. | X          |    |



|  |   |   |
|--|---|---|
| <b>Standard 7.4.</b> The number of seats in the lecture rooms, seminar rooms and laboratories must be related to the study groups' size (series, groups, subgroups); the applicative activities for the speciality disciplines included in the curricula are carried out in laboratories equipped with IT equipment.   | X |   |
| <b>Standard 7.5.</b> The education institution's libraries must ensure, for each of the study programs:<br><br>a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;<br><br>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;<br><br>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;<br><br>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;<br><br>e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission. | X |   |
| <b>Standard 7.6.</b> The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs  |   | 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*
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. The MA program under re-accreditation will be offered as an alternative to the new MA for German as a Foreign Language. It has to be assured that the two options are clearly defined and presented as two alternatives for a high level academic education, offering different job opportunities.

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.

| 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  |



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

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|                              |                         |
|------------------------------|-------------------------|
| Infrastructure and resources | Substantially compliant |
| <b>Overall Compliance</b>    | <b>Fully compliant</b>  |

In conclusion, the Expert Team considers that the study MA-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 re-accredit the study program for a duration of **3 years** with a number of **20** students to be enrolled in the program.

**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)