



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

***UNIVERSITY OF PRISHTINA
CHEMISTRY, BSc***

REACCREDITATION

REPORT OF THE EXPERT TEAM

30 April 2021



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1. INTRODUCTION

1.1. Context

Date of site visit: 8-4-2021

Expert Team (ET) members:

- Prof. Dr. Antonio Sanchez Pozo

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-FMNS-Chemistry Bsc-Reacredittation 2020
- CHEMISTRY CV folder
- CHEMISTRY-BSC folder
- Annex - Study Programme-Bsc.Kimi
- Meetings 8-4-21
- Web site of the FMNS (not in English)
- Accreditation Report Faculty of Mathematics and Natural Sciences University of Prishtina

Criteria used for program evaluation:

- Standards and performance indicators for external quality assurance. KAA Accreditation Manual – July 2018

1.2. Site visit schedule

Insert site visit schedule (as provided by KAA)



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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. Idriz Vehapi (Dean),
Prof.Asoc.Dr. Avni Berisha (Vice-Dean for Teaching)
Prof.Ass. Dr. Kajtaz Bllaca (Vice-Dean for Finance)
Prof.Asoc.Dr. Sefer Avdija (Vice-Dean for Science and QA)

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

Dr. Ilir Mazreku (FSHMN),
Besnik Loxha (UP)
Artan Alidema (FSHMN)

10.35 – 11.35 Meeting with the heads of the study programme

Prof.asoc.Ramiz Hoti
Prof.ass. Hamit Ismaili

11:35 – 12:10 Lunch break (to be provided within the faculty premises)

12.10 – 12:50 Meeting with teaching staff

The teaching staff selected for the meeting reflect a diversity in terms of faculties and programmes. All are full time as indicated below.

Prof.asoc.Bardha Korqa. (Teach water analysis)
Prof.ass.Dr. Albert Maxhuni (Teach Organic Chemistry)
Ass.Dr. Kaltrina Jusufi. (Teach General Chemistry)

12.55 – 13.40 Meeting with student

The students selected for the meeting do not reflect a diversity in terms of fields of study, programme, study cycle, year of study, students with special needs if any, etc;

Arlinda Raci-studente (Bsc.Kimi) (second course)



13.45 – 14.25 Meeting with graduates

Graduates are not employed at the institution.

Medina Kqiku- e diplomuar (graduated last year)

Blerina Osmanaj- e diplomuar (graduated last year)

14.30 – 15.10 Meeting with employers of graduates

Employers are not employed at the institution.

Osman Hasku professor at gymnasium “Xhevdet Doda”

Azem Jaha. Director of Gymnasium “Xhevdet Doda”

15.10 – 15.20 Internal meeting of KAA staff and experts

15:20 – 15:30 Closing meeting with the management of the faculty and program

After the virtual visit, it was agreed the following agenda:

9/4/21	Send a list of documents relative to evidence to the FMNS
14/4/21	Receive the documents from FMNS
26/ 4/21	Elaborate a draft report
28/4/21	Receive the comments from FMNS
3/5/21	Elaborate the final report

Documents requested

- Appendices 1 and 2

Documents received

- Accreditation Report Faculty of Mathematics and Natural Sciences University of Prishtina
- A letter indicating the actions implemented in response to the previous accreditation and the existence of coordination meetings (appendix 3)



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

Insert general information about the institution and the program under evaluation, its legal status, its mission, and others.

University of Prishtina "HASAN PRISHTINA" is an autonomous public institution of higher education that develops academic education, scientific research, artistic creativity, professional counselling and other areas of academic activities” (article 6 of the UP Statute). It is the largest public higher education institution in Kosovo, since 1971/72, offering a diverse array of programs (bachelor, masters, and doctorate) in different Faculties. EECA (Emergent Europe and Central Asia) University ranking 301-350.

Faculty of Mathematical Natural Sciences was established in 1971, Previously the studies of Chemistry were part of the Faculty of Philosophy since 1960. There are five Departments.

The Department of Chemistry offers the following studies: Chemistry BSc., Engineering Chemistry BSc., Physical and Inorganic Chemistry MSc., Organic Chemistry BSc., Analytical and Environmental Chemistry BSc. and Chemistry PhD.

Bachelor of Sciences in Chemistry is a 3-year full time course (180 ECTS) with 60 study places. The program accepts 60 new students per year. The total number of students enrolled at present is 280 (<https://fshmn.uni-pr.edu/page.aspx?id=1,68>)

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

Standard 2.1.1. The study program mission is in compliance with the overall mission statement of the institution.

Substantially compliant.

Comments/Observations: Teaching and research are the two pillars. Relationships with enterprises exist but not formally established. Teaching and research are not well connected. Research seems to respond to academic promotion.



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Standard 2.1.2. 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.

Partially compliant.

Comments/Observations: The definition is made following a bottom-up process from the department, faculty and University with participation of teachers and student representatives. And to a smaller extend employers. There is no formal participation of employers in the different commissions.

Standard 2.1.3. The study program has a well-defined overarching didactic and research concept.

Fully compliant.

Comments/Observations: The study program covers the main disciplines in Chemistry. In terms of didactic a variety of activities are used that seems adequate. Regarding research there is a possibility to do in the final work. The connection between research and teaching needs to be improved.

Standard 2.1.4. There are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. These are made publicly available to all staff and students.

Partially compliant.

Comments/Observations: Publicity is very limited. All people interviewed showed a high degree of satisfaction.

Standard 2.1.5. All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.

Fully compliant.

Comments/Observations: People interviewed declared to comply.

Standard 2.1.6. 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.

Substantially compliant.

Comments/Observations: As indicated in the Self Evaluation Report (SER) there is a need for an update in regulations.



Performance indicators

2.1.1. The institution has set Key Performance Indicators (KPIs) at the level of the study program. The data they provide is reviewed at least annually with overall performance reported to the decision-making structures.

Non-compliant.

Comments/Observations: Data not provided

2.1.2. Systems are established for central recording and analysis of course completion, program progression, completion rates and program evaluations, with summaries and comparative data distributed automatically to senior administrators and relevant committees at least once each year.

Fully compliant.

They have an electronic system for student management (SEMS)

Comments/Observations: SEMS consists of several modules which are: application module for student registration; grading module; student payment module; student and staff card module; diploma modules; quality assurance and evaluation module; module of competencies and teaching contents; library module and other modules as needed.

2.1.3. Policies and procedures include action to be taken to deal with situations where standards of student achievement are inadequate or inconsistently assessed.

Substantially compliant.

Comments/Observations: There are two instruments to deal with such situations: The Course Evaluation and Teaching and the Student Assessment Questionnaire. The teachers have the obligation to review eventual criticisms and to improve the curriculum.

2.1.4. Statistical data on indicators, including grade distributions, progression and completion rates are retained in an accessible central database and regularly reviewed and reported in periodic program reports.

Non-compliant.

Comments/Observations: Data not provided

2.1.5. The concepts of gender justice and the promotion of equal opportunities for students in special situations such as, for example, students with health-related impairments, students with



children, foreign students, students with an immigrant background and/or students from educationally disadvantaged families are put into practice at the level of the study program.

Fully compliant.

Comments/Observations: There is a great consciousness about this aspect. No data is provided.

Compliance level:

Fully compliant

X Substantially compliant

Partially compliant

Non-compliant

ET recommendations:

- 1. Connection between teaching and research should be increased, so that students can see from the very beginning the importance of research.*
 - 2. Employers' participation should be increased. The external reference is crucial for the design of the study programs, based in the competences that need the society. In addition, the collaboration in the practical skills from the enterprise perspectives enrich the education program.*
 - 3. There is a need to update the regulations/guidelines, etc*
 - 4. Regulations and key performance indicators should be public, for example in the Website of the Faculty. This is basic for assurance of quality.*
-

2.2. Quality management

Standard 2.2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.

Substantially compliant.

Comments/Observations: Most of this participation is at the level of the course.

Standard 2.2.2. Evaluation processes and planning for improvement are integrated into normal planning processes.

Substantially compliant.

Comments/Observations: There are committees (Study Committee, Faculty Committee for QA and evaluation) integrated in the structure of the Faculty. In addition, there is a Faculty



Coordinator for academic development and quality, which serves as connection between the faculty and the central bodies of the university.

Standard 2.2.3. Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.

Fully compliant.

Comments/Observations: QA is regulated by law (Law No. 04/L-037 on Higher Education in Republic of Kosovo) and the university has established the procedures (article 210- 225 of the Statute, the Senate of University of Prishtina on 30. 12. 2016).

Standard 2.2.4. 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.

Substantially compliant.

Comments/Observations: Quality is focussed in teaching and learning and in quality of scientific activity as can be seen in the questionnaires for academic staff and students. Regarding administrative staff the questionnaires are focused in work conditions (Administrative Instruction No, 1/438, dated 18. 05. 2018).

Standard 2.2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.

Partially compliant.

Comments/Observations: No data provided. Requested previous accreditation report ad actions undertaken.

Standard 2.2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.

Partially compliant.

Comments/Observations: Survey are done to academic staff, administration and students only. Public information was not available in the Website.

Standard 2.2.7. 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.

Partially compliant.



Comments/Observations: As mentioned early, the results of the student assessment questionnaire have to be attended by teachers. One of the limitations in the development of the study program is the insufficient funds, as declared in the SER. Not follow actions plan was provided.

Standard 2.2.8. The institution ensures that reports on the overall quality of the program are prepared periodically (e.g., every three years) for consideration within the institution indicating its strengths and weaknesses.

Substantially compliant.

Comments/Observations: Data not provided. It seems the reports are done at least once every five years.

Standard 2.2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved.

Substantially compliant.

Comments/Observations: There is a Central Quality Assurance Commission that monitor the activities.

Performance indicators

2.2.1. Appropriate program evaluation mechanisms, including graduates' surveys, employment outcome data, employer feedback and subsequent performance of graduates are used to provide evidence about the appropriateness of intended learning outcomes and the extent to which they are achieved.

Non-compliant.

Comments/Observations: No evidences were provided

2.2.2. Reports are provided to program administrators on the delivery of each course and these include details if any planned content could not be dealt with and any difficulties found in using planned strategies. Appropriate adjustments are made in plans for teaching after consideration of course reports.

Fully compliant.

Comments/Observations: There is a Course evaluation and teaching at the end of every course.



2.2.3. *A comprehensive reassessment of the program is conducted at least once every five years. Policies and procedures for conducting this reassessment are published. Program review involves experienced people from relevant industries and professions, and experienced faculty from other institutions.*

Fully compliant.

Comments/Observations: Policies and procedures are well established for accreditation and reaccreditation (Standards and performance indicators for external quality assurance. KAA Accreditation Manual – July 2018) and implemented with external agents from industry and other institutions.

2.2.4. *Students participate in the design and implementation of quality assurance processes.*

Partially compliant.

Comments/Observations: There is a student in the Central Quality Assurance Committee. It seems that there is a lack of interest in quality.

Compliance level:

Fully compliant

Substantially compliant

X Partially compliant

Non-compliant

ET recommendations:

1. *To periodically publish the quality reports, including graduates' surveys, employment outcome data, employer feedback and subsequent performance of graduates used to provide evidence about the appropriateness of intended learning outcomes and the extent to which they are achieved.*
 2. *To publish plans for improvement in progress.*
 3. *To make public all relevant information about the program, including regulations, guidelines, the CVs of the teaching staff, infrastructures and facilities.*
 4. *To allocate specific funds for quality plans development.*
-



2.3. Academic staff

Standard 2.3.1. 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.

Substantially compliant.

Comments/Observations Employment is regulated by law. All teachers are full-time. Only qualifications and duration of the contract are presented in the corresponding table. According with that table 14/32 of the teachers have finished the contract. No data about workload is provided, although in the interviews attendants indicate 5 hours lecturing per week. The academic staff team is composed by 31 teachers: 7 are full professors;9, associate professors; 5 Assistant Professors and 10 Assistants. There are some discrepancies in the number in different part of the SER as well as in the list of CV.

Standard 2.3.2. The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.

Fully compliant.

Comments/Observations: staff selection for employment is regulated by law.

Standard 2.3.3. 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.

Substantially compliant.

Comments/Observations: No data was provided.

Standard 2.3.4. 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.

Fully compliant.

Comments/Observations: All academic staff are full-time employees.

Standard 2.3.5. 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.



Fully compliant.

Comments/Observations: Teachers responsible of the different courses are all PhD and full-time

Standard 2.3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.

Substantially compliant.

Comments/Observations: There is a Centre for Teaching Excellence.

Standard 2.3.7. The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service.

Substantially compliant.

Comments/Observations: No data about the engagement in the academic community is provided. The only student interview declared full availability for consultation.

Standard 2.3.8. 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.

Partially compliant.

Comments/Observations: Each semester regularly evaluates the academic staff by the students for each subject. The data are not made public, but are communicated to the management and the subject professor.

Standard 2.3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.

Partially compliant.

Comments/Observations: As shown in syllabi, teachers use a broad range of strategies. There are limitations for the use of the Internet. As shown in the video, some laboratories have been renewed. However, the equipment has no formal maintenance.

Standard 2.3.10. Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers.

Not applicable.

Comments/Observations: They do not have retired people involved in the program.



Performance indicators

2.3.1. Teaching staff are encouraged to develop strategies for the improvement of their own teaching and maintain a portfolio of evidence of evaluations and strategies for improvement.

Substantially compliant.

Comments/Observations: No data was provided.

2.3.2. Training programs in teaching skills are provided for both new and continuing teaching staff including those with part time teaching responsibilities; these include effective use of new and emerging technology.

Full compliant.

Comments/Observations: There is a Centre for Teaching Excellence providing programs. No data was provided about the academic staff that follows those courses. The self-study report (SER) indicates that there is a weakness in pedagogical skills.

2.3.3. The extent to which teaching staff are involved in professional development to improve quality of teaching is being monitored.

Partially compliant.

Comments/Observations: No data was provided. According with employer's opinions, there is no formal collaboration.

2.3.4. The results of the academic staff evaluation are taken into account for promotion purposes and renewal of contracts.

Partially compliant.

Comments/Observations: Promotion is largely based in research results.

Compliance level:

Fully compliant

X Substantially compliant

Partially compliant

Non-compliant

ET recommendations:

- 1. Include teaching activities and results as part of the academic staff promotion.*



- 2. Increase collaborations with professionals outside the university and apply to the program teaching.*
 - 3. Increase pedagogical skills, especially the online teaching by establishing a plan for teaching improvement and innovation.*
 - 4. Keep a record of the teaching evaluations and teacher portfolios.*
-

2.4. Educational process content

Standard 2.4.1. 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.

Substantially compliant.

Comments/Observations: The program develops approaches to address various issues related to chemistry. In addition, the program prepares students for communication skills and builds their future career in scientific research. The aspects refer to academic competencies and a little about employment. There are no elective courses.

Standard 2.4.2. 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.

Fully compliant.

Comments/Observations: The program covers main areas of chemistry: Inorganic Chemistry, Organic Chemistry, Physical Chemistry, Analytical Chemistry alongside with Mathematics and Physics. Courses are designed in ECTS and competences adequate to a bachelor level.

Standard 2.4.3. 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.

Substantially compliant.



Comments/Observations: The order seems appropriate (table 2 SER), although there is no a matrix of competences-disciplines. There is a surprising General Chemistry course on semester 5. This program is comparable to the ones in Ljubljana and Zagreb. Learning outcomes are defined as competences.

Standard 2.4.4. 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.

Fully compliant.

Comments/Observations: Most courses include discussions in their teaching methodology, but there is no time reserved for this in the student load. Bibliography is in general old. There some inconsistencies in the syllabi described in the SER and the one presented in the web page.

Standard 2.4.5. 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.

Not applicable.

Comments/Observations: Language is Albanian. However, there are 2 courses of English.

Standard 2.4.6. 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.

Fully compliant.

Comments/Observations: At the beginning of each course learning outcomes are explained and discussed with the students as declared by students.

Standard 2.4.7. 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.

Substantially compliant.



Comments/Observations: No data about how flexible the teaching strategies are used was provided. The only reference was for Biochemistry II, and it is unclear why this discipline is different to the others.

Standard 2.4.8. 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.

Substantially compliant.

Comments/Observations: At the beginning of each course the teacher informs the students with the assessment method, which is also described in detail in the syllabus.

Standard 2.4.9. 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.

Substantially compliant.

Comments/Observations: The syllabi present a description of the student evaluation. It is similar among the different disciplines. No data about the consistency over time or in relation to other institutions was provided.

Standard 2.4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.

Partially compliant.

Comments/Observations: No data was provided.

Standard 2.4.11. 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 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.

Not applicable.

Comments/Observations: There is no internships or external training periods. Chemical technology include practice in several factories in Kosovo. There is no detailed information about the practices.



Standard 2.4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units.

Not applicable.

Comments/Observations: No data about cooperation agreements was provided.

Performance indicators

2.4.1. The academic feasibility of the study program is ensured by taking into account the expected entry qualifications, a suitable design of the curriculum, a student workload that has been checked for plausibility as well as an adequate number of examinations.

Substantially compliant.

Comments/Observations: The program has been in use during many years. It is noticed that students do not have a good background in maths and laboratory. The student and graduates found the working load appropriate. However, it is noticed that the number of students in the program (280) in comparison with new entries (60 per year) represents a delay in the graduation that requires attention. This delay cannot be attributed to dedication to the program as all students are fulltime engaged.

2.4.2. Teachers use new IT resources (e-mail, personal web page, topics, bibliographies and other resources in electronic format and communication with students) and auxiliary materials, such as whiteboard, flipchart and video-projector.

Partially compliant.

Comments/Observations: There is a web page for each teacher in the Website, but with very little information.

2.4.3. The effectiveness of planned teaching strategies in achieving different types of learning outcomes is regularly assessed and adjustments are made in response to evidence about their effectiveness.

Substantially compliant.

Comments/Observations: At the end of each course there is a course evaluation and a student evaluation. See also Quality management performance indicators.



Compliance level:

Fully compliant

X Substantially compliant

Partially compliant

Non-compliant

ET recommendations:

1. *Include activities in the courses to increase the capability of taking up adequate employment and contributing to the civil society.*
 2. *Create and share with the students a matrix of competences-courses to better define the progression of the learning.*
 3. *Check the syllabi in order to update bibliography and harmonize internal coherence between parts (e.g., include discussions mentioned in teaching methodology in the activities and student workload)*
 4. *Include procedures to be taken in to dealing with situations where standards of student achievement are inadequate.*
 5. *Include external practical stages such as internships of tutorized training in the program.*
 6. *Include elective courses.*
-

2.5. Students

Standard 2.5.1. 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.

Fully compliant.

Comments/Observations: Regulated by law. Published on the FMNS website (SEMS)

Standard 2.5.2. All students enrolled in the study program posse a high school graduation diploma or other equivalent document of study, according to MEST requirements.

Fully compliant.

Comments/Observations: All admitted students have a maturity certificate (diploma) certificate from a vocational school.



Standard 2.5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.

Substantially compliant.

Comments/Observations: Theory classes include 50-60 students. Lab classes between 10-15

Standard 2.5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.

Fully compliant.

Comments/Observations: Feedback is usually done 10 days after the examination. No mechanisms for assistance were provided. In case of disagreement the student can call the evaluation committee described at UP statute FMNS Regulation for Bachelor studies.

Standard 2.5.5. The results obtained by the students throughout the study cycles are certified by the academic record.

Fully compliant.

Comments/Observations: A record of the results is maintained in the electronic system so called SEMS.

Standard 2.5.6. Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.

Partially compliant.

Comments/Observations: No information was provided. Exams can be done using the SEMS.

Standard 2.5.7. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.

Substantially compliant.

Comments/Observations: A record of the results is maintained in the electronic system so called SEMS. No data was provided.

Standard 2.5.8. Effective procedures are being used to ensure that work submitted by students is original.

Substantially compliant.



Comments/Observations: Plagiarism is controlled by the teachers according with the Code of Ethics of the University of Prishtina.

Standard 2.5.9. Students' rights and obligations are made publicly available, promoted to all those concerned and enforced equitably; these will include the right to academic appeals.

Fully compliant.

Comments/Observations: There is The Student Council of the Faculty of Mathematical-Natural Sciences representing the 5 student organizations. e in student elections. Through the Council as a representative body, the students of the Faculty of Mathematical-Natural Sciences, have their representatives in the decision-making bodies of the Faculty, such as the Faculty Council and the study commission of the Faculty.

Standard 2.5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.

Fully compliant.

Comments/Observations. Regulation for the mobility is regulated (no. 2/111, date: 14.07.2017) and published in UPHP website.

Standard 2.5.11. 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.

Fully compliant.

Comments/Observations: Each teacher reserves 10 hours per course to consultations and the time schedule is published in their door offices.

Performance indicators

2.5.1. If necessary, an adequate selection process as well as recognition rules for foreign qualifications pursuant to the Lisbon Recognition Convention as well as qualifications obtained outside higher education institutions are defined.

Fully compliant.

Comments/Observations: Mobility is regulated by the University. The Faculty participates in Erasmus+ Programs.



2.5.2. *Systems are established for monitoring and coordinating student workload across courses. Systems are in place for monitoring the progress of individual students with assistance and/or counselling is given to those facing difficulties. Year to year progression rates and program completion rates are monitored and analysed to identify and provide assistance to any categories of students who may be having difficulties.*

Partially compliant.

Comments/Observations: teachers declare to have regular meetings every two weeks. No evidence is provided.

2.5.3. *Grading of students' tests, assignments and projects is assisted by the use of matrices or other means to ensure that the planned range of domains of student learning outcomes are addressed. Arrangements are made within the institution for training of teaching staff in the theory and practice of student assessment.*

Non-compliant.

Comments/Observations: No evidence was provided

2.5.4. *Support services (e.g., regarding the study program, student counselling in case of emotional, financial or family-related problems, career guidance, international matters, legal advice etc.) as well as subject-related and interdisciplinary guidance are provided.*

Substantially compliant.

Comments/Observations: No evidence was provided

2.5.5. *Textbooks and reference materials are up to date and incorporate the latest developments in the field of study. Textbooks and other required materials are available in sufficient quantities before classes commence.*

Partially compliant.

Comments/Observations: Reference materials are not up to date. Library is relatively small for the number of students.

2.5.6. *The academic or professional fields for which students are being prepared are monitored on a continuing basis with necessary adjustments made in the program and in text and reference materials to ensure continuing relevance and quality.*

Partially compliant.

Comments/Observations: Disciplines such as Biochemistry are not up to date, and the syllabus lack important subjects (e.g., nucleic acids).



Compliance level:

Fully compliant

X Substantially compliant

Partially compliant

Non-compliant

ET recommendations:

1. *Mechanisms for assistance and support services are needed.*
 2. *Use some recognized systems (e.g., Turnitin) to check for academic integrity and avoid plagiarism*
 3. *Coordination between teachers, especially in relation to evaluation should be improved. the use of matrices may help.*
 4. *Reference materials need to be updated.*
-

2.6. Research

Standard 2.6.1. 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.

Partially compliant.

Comments/Observations: There is no a clear research plan connected to the program. There is a possibility of doing research at the end as a graduation work. It is unclear the sentence in SER “the objective has been set because it is a bachelor program.

Standard 2.6.2. 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.

Partially compliant.



Comments/Observations: Publications are the main criteria in academic promotion. Research also has a discount in teaching of approximately 20%. No information about scholarship is provided.

Standard 2.6.3. 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.

Substantially compliant.

Comments/Observations: The Ministry of Education, Sciences and Technology has defined research in different coefficients: e.g., coefficient one: publications in Web of Science, Scopus, EBSCO, DOAJ, and Word cat. Journals. Publications listed in Bell's list are excluded.

Standard 2.6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity

Substantially compliant.

Comments/Observations: The CV including research results were well documented.

Standard 2.6.5. 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.

Substantially compliant.

Comments/Observations: Publications are well documented; however, no information is provided regarding contracts, consultancy, etc.

Standard 2.6.6. Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.

Fully compliant.

Comments/Observations: Research is validated by publications. See table in page. 94 SER.

Standard 2.6.7. 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.

Substantially compliant.



Comments/Observations: The majority of the staff have a good number of publications.

Standard 2.6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.

Substantially compliant.

Comments/Observations: Most of them. Exceptions are related with special collaborations outside Kosovo.

Standard 2.6.9. 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.

Non-compliant

Comments/Observations: No information is included in syllabi. Not encouraged not included in syllabi

Standard 2.6.10. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.

Non-compliant.

Comments/Observations: On information is provided

Standard 2.6.11. Students are engaged in research projects and other activities.

Substantially compliant.

Comments/Observations: Students participate only during the diploma work.

Performance indicators

2.6.1. Assistance and support are given to teaching staff to develop collaborative research arrangements with colleagues in other institutions and in the international community.

Substantially compliant.

Comments/Observations: Support comes mainly by international programs, such as Erasmus.

2.6.2. The study program periodically organises scientific sessions, symposiums, conferences, round tables, with the involvement of teaching staff, researchers, students and graduates, while proceedings are published in ISBN, ISSN scientific reports or in magazines dedicated to that particular activity.



Non-compliant

Comments/Observations: No data was provided.

2.6.3. Support is being provided for junior teaching staff in the development of their research programs through mechanisms such as mentoring by senior colleagues, inclusion in project teams, assistance in developing research proposals, and seed funding.

Substantially compliant

Comments/Observations: Junior staff is involved in research. No details about the support were provided.

2.6.4. Strategies are introduced for identifying and capitalizing on the expertise of teaching staff and students in providing research and development services to the community.

Non-compliant.

Comments/Observations: No data was provided.

2.6.5. The institution is monitoring and supporting staff's contribution to attracting financial resources through research/applied/artistic projects and products. Staff capacity to generate such financial returns is considered in the individual performance review system.

Non-compliant.

Comments/Observations: No data was provided.

2.6.6. Cooperation with local industry and with other research agencies is encouraged. When appropriate, these forms of cooperation involve joint research projects, shared use of equipment, and cooperative strategies for development.

Partially compliant.

Comments/Observations: There are some connections. No data was provided.

Compliance level:

Fully compliant

X Substantially compliant

Partially compliant

Non-compliant

ET recommendations:



1. *Policy regarding publications should emphasize the impact of the research and select journals included in the Journal Citation Reports.*
 2. *Visibility of the research associated to the program should be increased by organizing periodically scientific sessions.*
 3. *Information about the research of the teachers should be included in the syllabi*
 4. *Knowledge and technology transfer is necessary. Strategies to produce patents, services and in general any kind of cooperation with society should be increased.*
 5. *Central research facilities shared among different research groups are recommended.*
-

2.7. Infrastructure and resources

Standard 2.7.1. 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.

Substantially compliant.

Comments/Observations: There is a need for more space and to renew some of the laboratories. Laboratories and shared with students of other studies offered by the Department of Chemistry.

Standard 2.7.2. 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.

Partially compliant.

Comments/Observations: The budget for practices (10000€) and for equipment (10000€) seems insufficient.

Standard 2.7.3. The higher education institution must demonstrate with adequate documents (property deeds, lease contracts, inventories, invoices etc.) that, for the study program submitted for evaluation it possesses the following, for the next at least three years:

- a) *owned or rented spaces adequate for the educational process,*

Full compliant.

Comments/Observations: All the activities are carried out in the premises of the Faculty.

- b) *owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;*

Substantially compliant



Comments/Observations: Equipment seems insufficient and requires renovation.

c) adequate software for the disciplines of study included in the curriculum, with utilisation licence;

Non-compliant

Comments/Observations: There are complains about the availability of the Internet.

d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.

Partially compliant.

Comments/Observations: Space and library funds are very limited.

Standard 2.7.4. 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.

Partially compliant

Comments/Observations: Amphitheatre may allocate more than 60 students. Usually, the attendance is around 50. Laboratory are relatively small for groups of 10-15 students. No information about IT was provided.

Standard 2.7.5. The education institution's libraries must ensure, for each of the study programs:

A) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;

No data provided

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;

No data provided

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;

No data provided

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;

No data provided



E) 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;

No data provided

Standard 2.7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs.

Non-compliant.

Comments/Observations: Not adapted as declared in SER.

Performance indicators

2.7.1. Formal plans are developed for the provision and improvement of infrastructure and resources, and the implementation and effectiveness of those plans is monitored on a regular basis.

Non-compliant

Comments/Observations: There is no a formal plan.

2.7.2. A senior staff member is assigned the responsibility for oversight and development of infrastructure and resources.

Full compliant

Comments/Observations: There is a vice-dean in charge.

2.7.3. The effectiveness and relevance of infrastructure and resources is regularly monitored through processes that include surveys of student usage and satisfaction. Infrastructure and resources are modified in response to evaluation and feedback.

Non-compliant

Comments/Observations:

Compliance level:

Fully compliant

Substantially compliant

x Partially compliant

Non-compliant



ET recommendations:

1. *A formal pluriannual plan for infrastructure and resources is recommended.*

3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

Evaluation has been carried out in agreement with the protocol provided by the KAA. All meetings took place as scheduled, without incidences. The participation of teachers, students, graduates and employers were low. In the case of students only one, in the case employers no one from industry attend the meeting. This low participation makes difficult to draw strong conclusions. Moreover, information provided in the SER was very poor. As a result, most of the evaluation is based in declarations without documented evidence.

Mission, objectives and administration was consistent with a public university program, although transfer of knowledge and technology to society, as well as services, need to be improved. In this sense, a lack of start-ups, spin-offs etc is observed. Budget and infrastructure seem limited. Academic staff is of good quality with a remarkable research production. Research is conducted mainly for promotion more than to impact in science and society in term of patents, services, etc. In addition, the necessary connection between research and teaching in the different disciplines is poor. The educational processes are well organized, although with little flexibility for students to choose their way. Students are well represented and seems to be satisfied, although participation in quality issues is low. Quality management is well organized with fluid connections between university and faculty; however, it deserves special attention as SER does not provide evidence and a few data and indicators are public, according with the goal of transparency of EHEA.

The steering committee of the program declared they plan to increase scientific quality and networking. For these regards, I recommend to focus in increasing the visibility of the research by mean of publication in top quality journals more than to increase the number of publications and by participation and/or organization of scientific events. I also recommend to implement the recommendations indicated in The Faculty of Mathematics and Natural Sciences University of Prishtina Accreditation Report (May 30, 2016), not just the one indicated to the Chemistry Program, but all, as they address important points affecting the Chemistry Program.

In conclusion, the Expert Team considers that the study program Chemistry offered by University of Prishtina is *Substantially compliant* with the standards included in the KAA



Accreditation manual and, therefore, recommends to *accredit* the study program for a duration of 3 years with a number of 60 students per year to be enrolled in the program.

Evidence for the standards and key performance indicators should be provided to the KAA during the first year and key performance indicators published in the Web site of the program.

4. APPENDICES *(if available)*

1. Documents requested before the visit
2. Documents requested after the visit
3. Letter regarding documents requested in 2.
4. Letter indicating no comments to the draft report.

Expert Team

Chair

Antonio Sánchez Pozo

30-4-2021

(Signature)

(Print Name)

(Date)

Member

(Signature)

(Print Name)

(Date)



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

Member

(Signature)

(Print Name)

(Date)

Member

(Signature)

(Print Name)

(Date)

Member

(Signature)

(Print Name)

(Date)

Member

(Signature)

(Print Name)

(Date)



APPENDIX 1

CHEMISTRY PROGRAM REACCREDITATION

Please provide evidence for the following Key Performance indicators
(A link to the site where the evidence is will be sufficient)

1.1. The institution has set Key Performance Indicators (KPIs) at the level of the study program. The data they provide is reviewed at least annually with overall performance reported to the decision-making structures.

1.2. Systems are established for central recording and analysis of course completion, program progression, completion rates and program evaluations, with summaries and comparative data distributed automatically to senior administrators and relevant committees at least once each year.

1.3. Policies and procedures include action to be taken to deal with situations where standards of student achievement are inadequate or inconsistently assessed.

1.4. Statistical data on indicators, including grade distributions, progression and completion rates are retained in an accessible central database and regularly reviewed and reported in periodic program reports.

1.5. The concepts of gender justice and the promotion of equal opportunities for students in special situations such as, for example, students with health-related impairments, students with children, foreign students, students with an immigrant background and/or students from educationally disadvantaged families are put into practice at the level of the study program.

2.1. Appropriate program evaluation mechanisms, including graduates' surveys, employment outcome data, employer feedback and subsequent performance of graduates are used to provide evidence about the appropriateness of intended learning outcomes and the extent to which they are achieved.

2.2. Reports are provided to program administrators on the delivery of each course and these include details if any planned content could not be dealt with and any difficulties found in using planned strategies. Appropriate adjustments are made in plans for teaching after consideration of course reports.

2.4. A comprehensive reassessment of the program is conducted at least once every five years. Policies and procedures for conducting this reassessment are published. Program review involves experienced people from relevant industries and professions, and experienced faculty from other institutions.

2.5. Students participate in the design and implementation of quality assurance processes.

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- 3.1. Teaching staff are encouraged to develop strategies for the improvement of their own teaching and maintain a portfolio of evidence of evaluations and strategies for improvement.
- 3.2. Training programs in teaching skills are provided for both new and continuing teaching staff including those with part time teaching responsibilities; these include effective use of new and emerging technology.
- 3.3. The extent to which teaching staff are involved in professional development to improve quality of teaching is being monitored.
- 3.4. The results of the academic staff evaluation are taken into account for promotion purposes and renewal of contracts.
- 4.1. The academic feasibility of the study program is ensured by taking into account the expected entry qualifications, a suitable design of the curriculum, a student workload that has been checked for plausibility as well as an adequate number of examinations.
- 4.2. Teachers use new IT resources (e-mail, personal web page, topics, bibliographies and other resources in electronic format and communication with students) and auxiliary materials, such as whiteboard, flipchart and video-projector.
- 4.3. The effectiveness of planned teaching strategies in achieving different types of learning outcomes is regularly assessed and adjustments are made in response to evidence about their effectiveness.
- 5.1. If necessary, an adequate selection process as well as recognition rules for foreign qualifications pursuant to the Lisbon Recognition Convention as well as qualifications obtained outside higher education institutions are defined.
- 5.2. Systems are established for monitoring and coordinating student workload across courses. Systems are in place for monitoring the progress of individual students with assistance and/or counselling is given to those facing difficulties. Year to year progression rates and program completion rates are monitored and analysed to identify and provide assistance to any categories of students who may be having difficulties.
- 5.3. Grading of student's tests, assignments and projects is assisted by the use of matrices or other means to ensure that the planned range of domains of student learning outcomes are addressed. Arrangements are made within the institution for training of teaching staff in the theory and practice of student assessment.
- 5.4. Support services (e.g., regarding the study program, student counselling in case of emotional, financial or family-related problems, career guidance, international matters, legal advice etc.) as well as subject-related and interdisciplinary guidance are provided.



5.5. Textbooks and reference materials are up to date and incorporate the latest developments in the field of study. Textbooks and other required materials are available in sufficient quantities before classes commence.

5.6. The academic or professional fields for which students are being prepared are monitored on a continuing basis with necessary adjustments made in the program and in text and reference materials to ensure continuing relevance and quality.

6.1. Assistance and support are given to teaching staff to develop collaborative research arrangements with colleagues in other institutions and in the international community.

6.2. The study program periodically organises scientific sessions, symposiums, conferences, round tables, with the involvement of teaching staff, researchers, students and graduates, while proceedings are published in ISBN, ISSN scientific reports or in magazines dedicated to that particular activity.

6.3. Support is being provided for junior teaching staff in the development of their research programs through mechanisms such as mentoring by senior colleagues, inclusion in project teams, assistance in developing research proposals, and seed funding.

6.4. Strategies are introduced for identifying and capitalizing on the expertise of teaching staff and students in providing research and development services to the community.

6.5. The institution is monitoring and supporting staff's contribution to attracting financial resources through research/applied/artistic projects and products. Staff capacity to generate such financial returns is considered in the individual performance review system.

6.6. Cooperation with local industry and with other research agencies is encouraged. When appropriate, these forms of cooperation involve joint research projects, shared use of equipment, and cooperative strategies for development.

7.1. Formal plans are developed for the provision and improvement of infrastructure and resources, and the implementation and effectiveness of those plans is monitored on a regular basis.

7.2. A senior staff member is assigned the responsibility for oversight and development of infrastructure and resources.

7.3. The effectiveness and relevance of infrastructure and resources is regularly monitored through processes that include surveys of student usage and satisfaction. Infrastructure and resources are modified in response to evaluation and feedback.

APPENDIX 2