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Agencija Kosova za Akreditaciju
Kosovo Accreditation Agency

UNIVERSITY OF PRISHTINA

Program of Physiotherapy

RE/ACCREDITATION

FINAL REPORT OF THE EXPERT TEAM

Salzburg, , Slovenj Gradec, Tbilisi, Wednesday, 15 July 2020



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1. INTRODUCTION

1.1. Context

Date of site visit:

Expert Team (ET) members:

- Prof. Dr. Danica Zeleznik
- Prof. Dr. Markus Paulmich
- Ketevani Kankava

Coordinators from Kosovo Accreditation Agency (KAA):

- Naim Gashi, Acting Director of KAA
- Shkelzen Gerxhaliu, Senior Officer for Evaluation and Monitoring
- Ilirjane Ademaj, Senior Officer for Evaluation and Monitoring

Sources of information for the Report:

- Self-evaluation report
- Meetings and discussions which took place during the TC
- Publication list of the physiotherapy staff
- Publication list of the Department of Public Health

Criteria used for program evaluation:

- The Code of Good Practice, Guidelines for Site-Visit and Guidelines for Experts (academic programs) provided by the Kosovo Accreditation Agency.

1.2. Site visit schedule





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Kosovo Accreditation Agency (KAA)

Site Visit Program

Due to the Corona-Pandemic the re-accreditation procedure was done via TC, which was prepared very well and worked exceptional good for all participants.

Programme Re/Accreditation Procedure at University of Prishtina

Date: 26th of June 2020

Expert Team

- Prof. Dr. Danica Zeleznik, Faculty of health and social sciences Slovenj Gradec, Slovenia
- Prof. Dr. Markus Paulmichl
- Ketevani Konkava

Coordinators of KAA

- Naim Gashi, Acting Director of KAA
- Shkelzen Gerxhaliu, Senior Officer for Evaluation and Monitoring
- Ilirjane Ademaj, Senior Officer for Evaluation and Monitoring

Site Visit Program

26th of June

09.00 – 09.30 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 and this applies for each session)*

1. Full Prof. Suzana Manxhuka Kerliu, Dean
2. Assoc. Prof. Sefedin Muçaj, Vice dean for academic affairs
3. Assoc. Prof. Ibrahim Rrudhani, Vice dean for Health affairs
4. Assoc. Prof. Gloria Staka, Vice dean for financial affairs

09.30 – 10.40 Meeting with the heads of the study programme

1. Ass. Prof. Teuta Osmani Vllasolli



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- 10.40 – 11.20** **Meeting with quality assurance representatives**
2. Ass. Prof. Sebahate Zeqiri
 3. Ass. Prof. Ardiana Murtezani
 4. Full Prof. Hajrije Hysenaj
 5. Ass. Prof. Merita Qorolli
1. Ass. Professor Valon Krasniqi, Academic Development Coordinator
2. Assoc. prof. Kreshnik Hoti, Head of the Task force for reaccreditation
3. Besnik Loxhaj, Head of the Academic Development Office
- 11.20 – 12.10** Lunch break
- 12.10 – 13.00** **Meeting with teaching staff**
1. Full Prof. Hajrije Hysenaj
 2. Full Prof. Cen Bytyqi
 3. Ass. Prof. Sebahate Zeqiri
 4. Ass. Prof. Ardiana Murtezani
 5. Ass. Prof. Teuta Osmani-Vllasolli
 6. Ass. Prof. Merita Qorolli
- 13.00 – 13.40** Meeting with students
1. Rilind Shala
 2. Vigan Gashi
 3. Teuta Peci
 4. Lorik Recica
 5. Ylli Halili
 6. Egzon Zejnullahu
- 13.40 – 14.20** **Meeting with graduates**
1. Mimoza Zogaj PT, MSc
 2. Vlora Hoxha PT, MSc
 3. Mirjeta Hoti PT, MSc
 4. Valdrin Tahiri PT
- 14.20 – 15.00** **Meeting with employers of graduates**
1. Fejzullah Ahmeti PT, MSc
 2. Arben Krasniqi PT, MSc
 - 3.
- 15.00 – 15.10** **Internal meeting of KAA staff and experts**
- 15.10 – 15.20** **Closing meeting with the management of the faculty and program**



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1. Full Prof. Suzana Manxhuka Kerliu, Dean
2. Assoc. Prof. Sefedin Mucaj, Vice dean for academic affairs
3. Assoc. Prof. Ibrahim Rudhani, Vice dean for Health affairs
4. Assoc. Prof. Gloria Staka, Vice dean for financial affairs

Nr.	Study programs	Experts	Responsible persons of study programs		
1	Physiotherapy BSc / University of Prishtina	Danica Zeleznik Markus Paulmich Kati Kankava	1. Teuta Osmani Vllasolli	2. Sebahate Zeqiri	3. Ardiana Murtezani

Other information

Overall instructions for HEIs:

1. Each meeting should be attended by maximum 6 persons;
2. The students selected for the meeting should reflect a diversity in terms of study cycle, year of study, students with special needs if any, etc;
3. The teaching staff selected for the meeting should reflect a diversity in terms of full-time and part time, local and international, etc;
4. The students, graduates and employers of graduates should not be employed at the institution;
5. Anyone whose attendance won't be agreed in advance with KAA and the Expert Team will be asked to leave the interview session;
6. Nametags are to be provided for all people attending the meetings.

Contacts of the participants from KAA:



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Shkelzen Gerxhaliu – 044 836 831

Arianit Krasniqi – 045 499 951

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

University of Prishtina was established in 1969. The central vision of the governing team is to create a medical school of excellence. An international honorary advisory board with members from prestigious medical schools from Europe, U.S.A. and Australia has been appointed. Alumni working in the U.S.A. and Europe have been appointed as visiting professors to facilitate modern methods of teaching and telemedicine. Exchange programs for teachers and students are still in the process of development. The recent creation of e-and simulation labs as well as training facilities for clinical skills have greatly improved the quality of teaching and proved essential during the initial- and on going phase of the 2020 CORONA pandemic. The vice-dean for financial affairs briefly discussed the current budget. Finally, potential sources for budget increase in the future were discussed. Overall, the ET feels that vision and plans for improvement of the medical faculty are ambitious and likely to benefit UP.

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

The basic Program in Physiotherapy was established by Queens University in Canada in the years from 2001 to 2004, was then transferred to University of Limoges, France and was moved to UP in 2008. After adaption of the curriculum to fulfill EU guidelines, it was accredited in 2013. The program is consistent with UP's mission and principles of operation. The program is similar to the respective programs in Zagreb, Bucharest and Skopje. Collaborations are entertained with these three universities, but interactions with similar programs in Middle- or Western Europa are not evident.

The study program comprises 6 semesters over 3 years of full-time studies (180 ECTS). One (1) ECTS is equivalent to twenty five (25) hours of studies. All courses are graded by ECTS values. The allocation of ECTS is appropriate and justified and the assessment/examination methods are adequate.

The program enlists up to 50 students per year. Admission tests, qualifications and admission procedures are adequate. The academic degree of “Bachelor in Physiotherapy” is awarded after successful completion of the program.

After completion of the new structural facility the University envisions to increase the number of students in the program from 50 to 120. The leading team of the University and the study



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program could demonstrate the increased need for students numbers, however, it needs to be seen whether or not the new facility, staff and resources will be adequate for the substantial increase of student numbers.

Compliance level: Fully compliant

ET recommendations:

- 1. Before tripling the number of admitted students, a thorough evaluation of the facility, the staff numbers and resources need to be done.*

2.2. Quality management

The QM in place was explained in detail and was rigorously checked and challenged during the pandemic so far. Admission procedures are in place and effective. The e-learning platform proved very efficient in monitoring the technical aspects of teaching (attended lesson hours, performed exams, etc.) as well as the degree of performance of students as well as teaching staff. The accreditation team was very pleased to learn how efficient and smooth the QM challenges were mastered.

Compliance level: Fully compliant

ET recommendations:

- 1. A concept for continuous improvement of the QM routines should be implemented. This seems particularly important in the light of the future substantial enlargement of the school in terms of student numbers.*

2.3. Academic staff

The staff engaged in the Program of physiotherapy is listed in the courses of the curriculum. The teachers from the physiotherapy department and other departments have been detailed in a list provided to the accreditation team. Overall, the teaching staff clearly is competent and the number of teachers is sufficient, but continued education of teaching members will be essential to adapt more modern teaching that enhances the learning effects.

Admission procedure for students is clear. There are on average 6 times more applications than available places and the selection is based on the performance at the admission exams. Still representatives of academic staff prefer the selection process to be more rigorous to ensure better academic achievements in the future.



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Compliance level: Fully compliant

ET recommendations:

- Continued education of teachers should have a high priority. After an initial trial period, continued education of teachers should become mandatory.
- The selection process for students should be more rigorous to ensure better academic achievements in the future.

2.4. Educational process content

The educational process meets the international BSc program standards.

Standard 4.1. *The study program is modelled on qualification objectives. These include subject-related and interdisciplinary aspects as well as the acquisition of disciplinary, methodological and generic skills and competencies. The aspects refer especially to academic competencies, to the capability of taking up adequate employment, contributing to the civil society and of developing the students' personality.*

Compliance level: Fully compliant

Standard 4.2. *The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The individual components of the program are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning.*

Compliance level: Fully compliant

Standard 4.3. *The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.*

The bachelor program in Physiotherapy is consisted of several mandatory and elective courses which are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning.

The check of Course Syllabuses include learning outcomes below:



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- The students will be able to applications the new methods of modern technology that is use for physiotherapeutic treatments.
- The students will be able of understanding with the basis of biomechanics and classic mechanics, with division of biomechanics, anthropometry, with biomechanical properties of the musculoskeletal system, determining the parameters of body segments, determining the centre of gravity of the body, types and classification of articulations and their movements, types of movements, goniometry and muscles function.
- The student will be able for physiotherapy application in the use of physical agents such as: movement, thermotherapy, electrotherapy, sonotherapy, hydrotherapy, etc., for the purpose of healing.
- The student will be able to understand the need of multidisciplinary approach and teamwork
- The student should be able to determine the need for physiotherapeutic treatment, introducing the methods of measuring of the different parameters of physical function.
- The student will be able to developing the beginning skills of becoming a critical consumer of the scientific literature.
- The student will be able to describe different types of therapeutic exercises, the purpose of applying each of these therapeutic exercises.

The group of experts found that the subject of first aid, which is extremely important, it is otherwise implemented as an elective subject, which means that it is chosen only by a certain number of students and might be better to place the subject as a mandatory subject.

Compliance level: Substantially Compliant

Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at the following:

1. the discipline's objectives,
2. the basic thematic content, learning outcomes,
3. the distribution of classes, seminars and applicative activities,
4. students' assessment system,
5. bibliography, which is too old and inadequately cited in most Syllabus (the cited bibliography is without year of publication or publisher etc).

Compliance level: Substantially Compliant



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Standard 4.5. *If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.*

The program is in Albanian language.

Compliance level: Fully compliant

Standard 4.6. *The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development.*

Compliance level: Fully compliant

Standard 4.7. *Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.*

The head of the first-cycle study program of Physiotherapy says that the faculty has two students with special needs who adapt the study process to them.

Compliance level: Fully compliant

Standard 4.8. *Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.*

Student assessment mechanisms are conducted according to course syllabuses and to Regulation of BSc study at the University of Prishtina "Hasan Prishtina". The assessment system ensures fairly, transparent evaluation of students' knowledge and skills. This program is appropriate for the different forms of learning and it is communicated to students at the beginning of courses.

In the interview students say that they are satisfied with the assessment mechanisms and that the assessment methods are presented to them at the beginning of the lectures.

Compliance level: Fully compliant



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Standard 4.9. *Appropriate, valid and reliable mechanisms are used for verifying standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.*

The Regulation of BSc study at the University of Prishtina “Hasan Prishtina” clearly describes the mechanism for appropriate, valid and reliable process for verifying standards of student achievement. This mechanism of evaluation is consistent over time (so said those responsible for the study program at our meeting) comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.

Compliance level: Fully compliant

Standard 4.10. *Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.*

Policies were presented during the meeting and procedures include actions to be taken in to dealing with situations where standards of student achievement are described according to Regulation of BSc study at the University of Prishtina “Hasan Prishtina”.

Compliance level: Fully compliant

Standard 4.11. *If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated 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.*

The syllabuses describe the responsibilities of academic staff and students to ensure that learning outcomes are understood by students. The courses are presented in ECTS credits and the work of the students at the practical training (30 ECTS) organizations is monitored through activity reports; students during practice stages are monitored by mentors selected among the academic staff in the study program. Clinical training is taking place directly in the clinical environment under mentorship of mentors in the educational institution. Faculty coordinators are included in clinical training (teachers/assistants). Educational institutions,



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where clinical training takes place, are conforming to the criteria of Ministry of Health Kosovo. Clinical training is an important part in obtaining professional competences.

The academic staff of the Faculty of Medicine are employer of University Clinical Center of Kosova which has 6000 beds and all students of the Faculty of Medicine, including the BSc in physiotherapy students can use the infrastructure of clinics, practical clinical units and scientific labs for their practical works. At the meeting, the head of the physiotherapy program told that one mentor cares for a maximum of three students. They also use a skills book of physiotherapy services. The Faculty has a list of the mentors engaged in the program which includes practical stages in clinics.

Compliance level: Fully compliant

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

The Faculty of Medicine UP can use the infrastructure of University Clinical Center of Kosova and practical clinical units, they have signed contract with them.

ET recommendations:

1. Consider including the subject of first aid in mandatory subjects.
2. Remove the mistakes from the Syllabus (correct citation of references).

2.5. Students

Admission procedure for students is clear and students feel that the criteria and process is fair. There are on average 6 times more applications than available places and the selection is based on the performance at the admission exams. Still representatives of academic staff prefer the selection process to be more rigorous to ensure better academic achievements in the future.

Students say that their rights and obligations as well as the specificities of university life are introduced during the first days at the university.

The study groups are composed of 8 students and for practical lessons, which involve interaction with patients the group is split into smaller groups of 3-4 students. This number can ensure effective teaching and learning.

Students state that their performance is measured using fair criteria and they can always



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communicate with the teaching staff in case of any further questions, doubts or need of academic appeal. They can also address special administrative units, but it is never necessary as interaction with the academic staff is easy and staff is always available for discussion or consultation.

There is no formal procedure of tracking the students' academic performance to identify those at high risk, but as students state, they are tracked by individual professor or teaching assistant. The same is confirmed by the representatives of academic staff.

According to the interview results with the staff and students, the students with special needs (including 2 or 3 students with physical disabilities, as mentioned by the representatives of the quality office) get appropriate support. Although the expert panel did not have opportunity to meet the students with students with physical disabilities.

There is a student council, which has representatives in university's governing bodies and students can address their needs to this council. In addition students' feedback is regularly collected using the surveys, which are accessible on-line, in the same system, where the students can track their marks. Students can't access the profile unless they fill in the questionnaire, this ensures high level of participation and representative results of the surveys. As the representatives of the quality assurance office mention, the main complaint from the students' side is lack of socialization. The examples of the analyses that were provided to the experts identify some more important issues that need to be investigated deeper and addressed appropriately (for example more than 25% of students don not agree, that both theory and practice of physiotherapy is taught by qualified physiotherapists). The analysis of the survey data contains only descriptive statistics of the responses in questionnaires rather than structured analysis of the survey data that would encompass analytical part with discussion of actions that need to be taken and ways to measure the improvements.

Students are satisfied with the educational material provided. The books provided are sufficient. The literature is both in English and Albanian, students also receive the hand-outs in Albanian language, which contain up-to-date information.



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Compliance level: Substantially compliant

ET recommendations:

- 1. Regularly perform deep analysis of student survey results and adjust the questionnaires where needed to receive honest and representative data. Ensure effective targeting of the issues identified by survey analysis.*

2.6. Research

While the teaching staff has enough scientific output, the self-evaluation report provides little, if any specifics regarding on going or planned research by students. Examples about research topics could have been provided. Research by students is essential for their development and use of evidence based practical methods. There is also little information about student exchange with other universities.

Collaborations with similar programs in Zagreb, Bucharest and Skopje have been mentioned, but it is not clear, whether research is part of the collaborations.

Compliance level: Substantially compliant

ET recommendations:

- Prepare a catalogue of potential topics for the diploma work of students, establish collaborations with universities from Middle- or Western Europe and develop student exchange programs with other universities.

2.7. Infrastructure and resources

Due to the format of the re-accreditation i.e.TC without physical side-visit, the infrastructure could not be inspected! The Faculty of Medicine seems to provide adequate space for lecture rooms and treatment facilities. Library services including use of computers with access to databases seems to be sufficient. The availability of a large number of patients suffering from a wide variety of diseases is clearly a strength of the program

ET recommendations:

- 1. Before the student numbers should be increased from 50 to 120 per year a detailed visit and inspection of the infrastructure by an accreditation team should be performed.*



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3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

Overall the study program of Physiotherapy gained in quality since the last evaluation procedure. Especially the e-learning capacity was substantially increased and proved to be very efficient. However, there is space for improvement. The detailed descriptions and background for the specific ET recommendations listed are given in the above sections:

1. *Before tripling the number of admitted students, a thorough evaluation of the staff numbers and resources need to be done.*
2. *A concept for continuous improvement of the QM routines should be implemented. This seems particularly important in the light of the future substantial enlargement of the school in terms of student numbers.*
3. Continued education of teachers should have a high priority. After an initial trial period, continued education of teachers should become mandatory.
4. The selection process for students should be more rigorous to ensure better academic achievements in the future.
5. Consider including the subject of first aid in mandatory subjects.
6. Remove the mistakes from the Syllabus (correct citation of references).
7. *Regularly perform deep analysis of student survey results and adjust the questionnaires where needed to receive honest and representative data. Ensure effective targeting of the issues identified by survey analysis.*
8. Prepare a catalogue of potential topics for the diploma work of students, establish collaborations with universities from Middle- or Western Europe and develop student exchange programs with other universities
9. *Before the student numbers should be increased from 50 to 120 per year a detailed visit and inspection of the infrastructure by an accreditation team should be performed.*

In conclusion, the Expert Team considers that the study program of Physiotherapy offered by University of Pristina is *overall Fully/Substantially compliant* with the standards included in the *KAA Accreditation manual* and, therefore, recommends *to accredit/not to accredit* the study program for a duration of 3 years with a number of 50 students/year to be enrolled in the program.

4. APPENDICES (if available)

1. none



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Expert Team

Chair

Prof. dr. Markus Paulmichl

Wednesday, 15 July 2020

Prof. dr. Danica Železnik

Wednesday, 15 July 2020

(Signature)

(Print Name)

(Date)

Member

Ketevani Kankava

Wednesday, 15 July 2020

(Signature)

(Print Name)

(Date)

Member

(Signature)

(Print Name)

(Date)

Member



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(Signature)

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(Date)

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(Signature)

(Print Name)

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