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Republika Kosova - Republic of Kosovo



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

*University Ukshin Hoti Prizren
Faculty of Philology; BA German Language and Literature*

RE-ACCREDITATION

REPORT OF THE EXPERT TEAM

April 6th, 2021; Mannheim



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1. INTRODUCTION

1.1. Context

Date of site visit: March 25th, 2021

Expert Team (ET) members:

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

Coordinators from Kosovo Accreditation Agency (KAA):

- Naim Gashi, Executive Director of KAA
- Shkelzen Gerxhaliu, Senior Officer for Monitoring and Evaluation
- Arianit Krasniqi, Senior Officer for Evaluation and Accreditation
- Leona Kovaçi, Senior Officer for Monitoring and Evaluation
- Ilirjane Ademaj, Senior Officer for Monitoring and Evaluation

Sources of information for the Report:

- Self-evaluation report “Bachelor of German Language and Literature”, 2021 (no precise date) including course catalogue
- KAA Accreditation Manual, July 2018
- Syllabi
- Staff CVs (Full time, part time)
- Annexes: Memorandum of Understanding between University Ukshin Hoti Prizren and Project implementation unit GIZ; Lektoratsprogramm OeAD – Ukshin Hoti Universitët Prizren; Agreement between University Ukshin Hoti Prizren and Gymnasium Loyola ; Agreement between University Ukshin Hoti Prizren and Universitetit të Shkodrës

Requested Documents:

- Informations about the Advisory Board of the Faculty
- Informations about the Center for Teaching Excellence
- Documents about student evaluation



Received Documents:

- Questionnaire for students on professor and assistant evaluation
- Comprehensive evaluation sheet
- Minute of the “Industrial Bordit”, February 10th, 2020
- Minute March 31st, 2020
- <https://www.youtube.com/watch?v=3ocy0Ud0Au0> (Video about the facilities of the Faculty of Law)

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, Plausibility

1.2. Site visit schedule

Date: 25th of March, 2021

Expert Team

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

Coordinators of KAA

- Naim Gashi, Executive Director of KAA
- Shkelzen Gerxhaliu, Senior Officer for Monitoring and Evaluation
- Arianit Krasniqi, Senior Officer for Evaluation and Accreditation
- Leona Kovaçi, Senior Officer for Monitoring and Evaluation
- Ilirjane Ademaj, Senior Officer for Monitoring and Evaluation

Site Visit Program



09.00 – 09.40	Meeting with the management of the institution
09.45 – 10:50	Meeting with the heads of the study programme
10:55 – 11:35	Meeting with quality assurance representatives and administrative staff
11:35 – 12:30	Lunch break
12:30 – 13:20	Meeting with the teaching staff
13:25 – 13.55	Meeting with employers of graduates and external stakeholders
14:00 – 14.10	Internal meeting – Expert Team and KAA
14:10 – 14.20	Closing meeting with the management of the institution

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

The Faculty of Philology is one out of 6 Faculties of the University of Prizren "UKSHIN HOTI", the second public higher education institution in Kosovo, founded in 2009, taking up teaching activity in October 2010. The Faculty of Philology offers three Bachelor programs (three-year studies): Albanian Language and Literature, English Language and Literature, German Language and Literature (Sources: the site of the University and the SER). The all-over number of students who have studied or are currently studying at the Faculty is 2135 (SER).

The Bachelor German Language and Literature aims at preparing students for two professional fields: teaching and translation on the one side, communication in German in various professional contexts on the other side. There is currently a maximum of 100 study places per year in this Bachelor program.

According to the SER a Philology Advisory Board has been established at the Faculty level in order to foster interaction and collaboration with regional organizations. The German Department has a strong position in the Faculty due to the qualifications of the full-time professors in the study program and due to the increasing demand of German teachers and German speaking professionals in Kosovo. Since the last evaluation the formal requirements, the contents and the procedures of the BA program have been considerably improved according to the recommendations of the experts.



The following objectives are put forward in the SER:

- Further development of curricula, ambition to open Master studies
- Intensive engagement in research
- Continuous training of academic staff
- Improvement of international cooperation

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

The SER describes the purpose of the BA program. The program “aims at providing quality education and building students’ research and development capacities.” (p. 11) The institution puts emphasis on a close relationship between the design of the curriculum and the needs of the labor market. The description of the objectives and profile of the program mentions two important fields of future professional careers of the students: teaching and translation as well as a broader, less defined area of “communication in German in professional fields”. The major objective is the acquisition of language competencies in German, with a specialization towards teaching German language and communication in German. The requirements refer to the European framework of higher education. The development of the program is based on recommendations of the last evaluation, of the PhAB and other stakeholders.

At the general level of information provided the mission of the BA program is in compliance with the overall mission of the institution.

During the interviews it became clear that the heads of the study program are well aware that there are some weak points in the syllabus. During the three year study program there is a relatively small number of courses dedicated to German literature and civilization. The professors explained that this is due to the fact that the first years are dedicated above all to language teaching. Courses on literature and cultural issues will have a bigger place in a possible Master program. The same analysis of the current situation applies to the research environment in the German department. The three full professors all hold a PhD degree from Vienna and are specialized at a very good level in linguistics, especially comparative linguistics. The research profile shows the same bias as the syllabus. The department being aware of this, they are aiming at strengthening the literary and cultural side of the research profile. So if there is still a lack in the field of German literature and culture, the perspectives and the projects planned already take into account this need to improve in this field.



There is a formalized regular interaction between the Department and the Advisory Board of the Faculty. In addition to the formal way of professional advice there is an informal group of employers, coming from the public institutions as well as from the private sector, including students, who is in constant contact with the department in order to improve the adaptation of the learning outcomes to the needs of the labor market in accordance with the Qualification Frameworks at the national and European level.

The administrative procedures of the Faculty and thus of the Department correspond to the standards. Some of the procedures have been established recently (f.i. Center for teaching excellence) and have not completely taking up their work due to the Corona-crisis. But all the necessary instruments are in place and can be further developed.

Standard	Compliance	
	Yes	No
Standard 1.1. The study program mission is in compliance with the overall mission statement of the institution.	X	
Standard 1.2. Relevant academic and professional advice is considered when defining the intended learning outcomes which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area.	X	
Standard 1.3. The study program has a well-defined overarching didactic and research concept.		X
Standard 1.4. There are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. These are made publicly available to all staff and students.	X	
Standard 1.5. All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.	X	
Standard 1.6. All policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the program are reviewed at least once every two years and amended as required in the light of changing circumstances.	X	



Compliance level: Substantially compliant

ET recommendations:

1. *Strengthen the teaching related to (contemporary) German literature and civilization*
2. *Improve the research environment by developing the international contacts with Austrian and German universities*

2.2. Quality management

The Quality management dedicated to the BA program German language and literature is organized at the Faculty level and is coherent with the quality management at the University level, decided by the Senate. The Committee for Quality Assurance of the Faculty has a well elaborated system of evaluation at all levels of the activities. As far as the feedback of students is concerned, it is not always easy to collect data from all students as they do not necessarily send in the questionnaire. The quality management has developed a strategy to have a maximum of student reactions concerning each single course. Besides the formal questionnaire students have the possibility to interact constantly with the teachers. If problems arise which cannot easily be faced by direct personal interaction, there is a speaker of the student group who can address the problems. And finally students have the opportunity to communicate their feedback directly to the office for quality assurance.

Concerning the teaching staff, there is a system of peer review established at the Faculty. During the Corona crisis teachers had to adapt quickly to online teaching methods. The support by the IT department was generally good, although there is a lack of personal in the IT sector. The IT-equipment also needs permanent improvement.

This also affects the presence of the faculty and the German department on the university website (which by the way is rather empty in its English version). If the department wants to improve its opportunities for international cooperation, especially in Europe, it should be assured that all relevant information (such as study programs, staff information, research activities) is available also in English on the website. The day of the site visit this was not the case. Discussing this issue with the program leaders they informed the external expert that they were aware of this problem and were actively working on a relaunch of the website.



Standard	Compliance	
	Yes	No
Standard 2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.	X	
Standard 2.2. Evaluation processes and planning for improvement are integrated into normal planning processes.	X	
Standard 2.3. Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.		X
Standard 2.4. Quality evaluations provide an overview of quality issues for the overall program as well as of different components within it; the evaluations consider inputs, processes and outputs, with particular attention given to learning outcomes for students.	X	
Standard 2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.	X	
Standard 2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.		X

Compliance level: Substantially compliant

ET recommendations:

1. *Make sure that the relevant documents are available on the website, also in English in order to prepare more international collaborations*
2. *Use the Corona situation to improve constantly on online-teaching methods*
3. *Improve the digital equipment for online teaching*



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2.3. Academic staff

Since the last evaluation the progress in the field of academic staff is evident. Today three fulltime professors lead the program. They all match highlevel requirements for leading academic staff and are competitive on an international European level. The research profile is above all linguistic with a specialization in comparative linguistics, which is absolutely necessary for good academic teaching in this BA program focusing on the linguistic competencies of the students.

In addition to the fulltime professors there are part-time professors from Pristina and also from Tirana University. They all have an excellent profile and cover especially the field of German literature and culture. The department has a strong partner in the Austrian Service for Academic Exchange (OeAD) who has sent a fulltime lecturer to strengthen the teaching of literature, philosophy and culture of the German speaking countries. Additional teaching is provided by academic teachers from Kosovo and Austria.

The academic staff has a high workload in teaching. The university offers reasonable working conditions for teaching and research. If the research environment has to be improved, university and the Ministry should make sure that the professors have better access to funding and more support during application processes for international projects. Students should be provided more opportunities for study trips or grants (Erasmus and others) for a longer stay in a German speaking country.

Concerning the learning material (physical library, online resources) the situation is good if compared to other departments, but it has to be constantly improved. The SER mentions a lack of textbooks and other learning materials.

Professors and the whole teaching staff of the department have an important role in the multilingual and multicultural community in Prizren and the whole region. The graduates of the program contribute to the general level of education in the region, by becoming teachers, interpreters, employees of private companies or tourist guides. Considering the outstanding role of the German language in Kosovo the German department has a high visibility and great responsibility for the future development of Kosovo.



<i>Standard</i>	<i>Compliance</i>	
	<i>YES</i>	<i>NO</i>
Standard 3.1. Candidates for employment are provided with full position descriptions and conditions of employment. To be presented in tabular form data about full time (FT) and part time (PT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contract, workload for teaching, exams, consulting, administrative activities, research, etc. for the study program under evaluation.	X	
Standard 3.2. The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.	X	
Standard 3.3. Academic staff do not cover, within an academic year, more than two teaching positions (one full-time, one part-time), regardless of the educational institution where they carry out their activity	X	
Standard 3.4. At least 50% of the academic staff in the study program are full time employees, and account for at least 50% of the classes of the study program.	X	
Standard 3.5. For each student group (defined by the statute of the institution) and for every 60 ECTS credits in the study program, the institution has employed at least one full time staff with PhD title or equivalent title in the case of artistic/applied science institutions.	X	
Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.	X	
Standard 3.7. The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service.	X	



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

Compliance level: Substantially compliant

ET recommendations:

- The strategy for internationalization of the contacts should include a strategy for receiving more adapted teaching materials, eventually from Austrian or German authorities*
- University should consider the strong research profiles of the program leaders of the BA in German language and literature in the context of the joint research initiative*

2.4. Educational process content

The study program has been elaborated accurately following international standards. It complies with the national and European qualification framework. It aims at qualifications and competencies which correspond to the needs of a three year BA study program. The contents of the courses have been compared with study programs for German language and literature in other European countries, and they are at the same level.

The SER gives plenty of details about each single course and about the learning outcomes. The course descriptions are very precise and differentiated, only in some cases the description of the objectives and the outcome are redundant. The learning outcomes descriptions are numerous and precisely adapted to each single course. The 6 semesters and the courses of each semester build a coherent system of language acquisition, transmission of methodological and general skills.

In order to ensure a good level of German from the beginning of the program, there is an admission exam. In the past, the level of knowledge of the German language has not always



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been satisfactory. Many applicants had to be excluded from the study program. In addition to this, many students abandoned after one or two years because they could not deliver the necessary level of language acquisition. This situation will improve in the next years because more and more applicants coming from highschools in Kosovo will have an excellent level of German, as German language has become mandatory in the Kosovo school system.

During the sixth semester there is a mandatory internship in school (4 ECTS points). This course is very important because most of the students will find an employment in the public or private school system. The course is well prepared and could be nevertheless by a more systematic interaction between the school management and the leaders of the BA program. During the interviews the head of Gymnasium Loyola offered his availability to cooperate with the department in order to prepare and improve the very important pedagogical internship.

Another specific point in the educational process regards the economic situation of the students. Many of them have to work during their studies in order to earn their living and help their families. This is not due to the inscription fees which are very low with 25 Euros per semester, it is due to the general economic situation of many families. The program management offers students a very flexible system by organizing the courses in a way that allows students to have part-time jobs while studying. The aim is to maintain them in the program even if they have to work at the same time. The experience shows that once the students leave the program for work it is more difficult to get them back into the department.

This economic aspect of the student life is one of the reasons why a high percentage of the 100 new students admitted every year do not reach the final BA exam after 3 years. Some leave because they do not reach the necessary level, others leave because they have to work during the studies and even if they would like to come back they do not have the time, and others do not see the need to finish because they already get interesting jobs and they do not wish to finish even if they could. In other words, the rate of students who abandon the study program is not due to the educational contents. The labour market being very dynamic and in demand of graduates in German, it might be necessary to increase the number of study places from 100 to 120/130. The reason is the following: If the regional and national labour market needs 80 graduates every year and too many out of 100 leave the university before (neither because of the contents nor because of their intellectual potential) the situation might improve if the number of students in the first year goes up to 120-130. The number of applications is high enough to recruit good students without lowering the standards. On the contrary, considering the long term improvement of the general level of education of the younger generations all

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should be done to keep as many students as possible until the degree of BA in German. This would not only be good for the students themselves, but also for the society as a whole.

Standard	Compliance	
	Yes	No
Standard 4.1. The study program is modelled on qualification objectives. These include subject-related and interdisciplinary aspects as well as the acquisition of disciplinary, methodological and generic skills and competencies. The aspects refer especially to academic or artistic competencies, to the capability of taking up adequate employment, contributing to the civil society and of developing the students' personality.	X	
Standard 4.2. The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The individual components of the program are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning.	X	
Standard 4.3. The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.	X	
Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, the minimal bibliography, etc. The full course description/ syllabuses of each subject/ module should be attached only in electronic form to the self-assessment report for the study program under evaluation.	X	
Standard 4.5. If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.	X	
Standard 4.6. The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development.	X	



Standard 4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.	X	
Standard 4.8. Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.	X	
Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.	X	
Standard 4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.	X	
Standard 4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated ETCS credits and	X	
Standard 4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units.	X	

Compliance level: Fully compliant

ET recommendations:

- 1. Increase the number of study places per year from 100 to 120/130*
- 2. Increase the number of agreements with companies/institutions for practical training*
- 3. Improve preparation of students for the pedagogical internship*

2.5. Students

The admission procedure is clear and transparent. It also takes into account the multilingual situation of the region offering information not only in Albanian, but also Bosnian language. All students possess high school graduation or equivalent qualification. All the standards concerning students are met.



As already mentioned above the program management pays particular attention to the specific need of every single student. Different forms of part time study are possible if students have to work during studies.

What is lacking to a certain degree are opportunities for study travels or longer stays at foreign, especially Austrian or German universities. The strategy of the program management and the concrete plans for the next years take into account this need, and will apply for exchange programs and grants, even if the manpower for such a strategy is scarce. The SER report explains the next steps for improvement of student mobility, and the discussions during the site visit have confirmed those plans. The program management acts in a very responsible way in order to improve opportunities for the students.

Another weak point mentioned in the SER concerns the teaching material, a point we already talked about before. As the site visit took place online it has not been possible to have a concrete impression. But it is clear that teaching material is decisive for the success of the students, even if today the existing online-tools may help to reduce the need of classical printed learning material. The strategy of internationalization as it has been already developed by the professors responsible for the program should include agreements about more learning materials, eventually provided by the Austrian or German authorities (f.i. Goethe Institut in Athens).

As the number of students who have graduated from the German department at Prizren University has been growing over the last 10 years, it might be helpful to strengthen the alumni network. It seems to exist in a more centralized way. As many of the former students of the BA in German have entered interesting careers, an intensive exchange with them can help the department to improve its offers and also the younger students to find their way into the labour market. Some of the former students are already engaged in the informal network of employers which interacts with the German department. This reality shows that there is a good potential for more networking with the alumni.

Standard	Compliance		
	Yes	No	
Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organising students' recruitment. Admission requirements are consistently and fairly applied for all students.	X		



Standard 5.2. All students enrolled in the study program possess a high school graduation diploma or other equivalent document of study, according to MEST requirements.	X		
Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.	X		
Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.	X		
Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record.	X		
Standard 5.6. Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.	X		
Standard 5.7. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.	X		
Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original.	X		
Standard 5.9. Students' rights and obligations are made publicly available, promoted to all those concerned and enforced equitably; these will include the right to academic appeals.	X		
Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.	X		
Standard 5.11. Academic staff is available at sufficient scheduled times for consultation and advice to students. Adequate tutorial assistance is provided to ensure understanding and ability to apply learning.	X		

Compliance level: Fully compliant



ET recommendations:

1. *Continue to promote mobility opportunities for the students*
2. *Further develop networking with the alumni of the German department*

2.6. Research

The professors responsible for the program are all well established researchers in their field of specialization. They have published in internationally recognized journals, have participated in numerous conferences and established an excellent network with colleagues, especially in Austria and Germany. The qualifications of the three fulltime professors are the basis for further development.

Fully aware of the needs for improvement of the research profile of the program, the department and the faculty have developed a research plan and a strategy to implement this plan. The Faculty's Strategic Plan 2020-2024 puts emphasis in the development of research capacities in the different departments. The German department is in an excellent position because they have very clear objectives for the next years.

Given the scarce financial resources it is remarkable that the strategy for the next years aim at implication of the students in research activities. The teachers are supposed to participate in national and international conferences, and the students can learn methods of research by contributing to the preparation of conferences.

The fulltime professors at the German department are part of the planning team for further development of research at the faculty. During the discussions with the program leaders it has become clear that they share a common strategy for research improvement in the department and in the faculty. The good contacts to the Austrian and German exchange authorities will allow to strengthen the opportunities for teachers and students to participate in international activities by mobility grants.

The program management has a clear vision of the research plans for the forthcoming years. The SER clarifies what already has been planned and what needs to be done in the next years. The plans are coherent, plausible and realistic. As we all know it takes time to establish a research environment and to strengthen an international academic network. This is one of the reasons why the accreditation of this well established BA program should be given for 5 years. Otherwise the high potentials which this BA program offers for the Prizrin University and for the whole greater region of Prizrin, cannot made profitable.



What the German department already has achieved shows the potential of the faculty and the University. It is highly recommended for the University to establish a unit for research development, a unit that might support the different Faculties in their struggle for international funding, project applications and networking. The German department has shown that more research activities are possible and fruitful for the whole faculty.

<i>Standard</i>	Compliance	
	Yes	No
<i>Standard 6.1.</i> The study program has defined scientific/applied research objectives (on its own or as part of a research centre or interdisciplinary program), which are also reflected in the research development plan of the institution; sufficient financial, logistic and human resources are allocated for achieving the proposed research objectives.	X	
<i>Standard 6.2.</i> Expectations for teaching staff involvement in research and scholarly activities are clearly specified, and performance in relation to these expectations is considered in staff evaluation and promotion criteria.	X	
<i>Standard 6.3.</i> Clear policies are established for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program.	X	
<i>Standard 6.4.</i> The academic staff has a proven track record of research results on the same topics as their teaching activity.	X	
<i>Standard 6.5.</i> The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.	X	
<i>Standard 6.6.</i> Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.	X	



<i>Standard 6.7.</i> Each academic staff member and researcher has produced at least an average of one scientific/applied research publication or artistic outcome/product per year for the past three years.	X	
<i>Standard 6.8.</i> Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.	X	
<i>Standard 6.8.</i> Academic staff are encouraged to include in their teaching information about their research and scholarly activities that are relevant to courses they teach, together with other significant research developments in the field.	X	
<i>Standard 6.9.</i> Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.	X	
<i>Standard 6.10.</i> Students are engaged in research projects and other activities		X

Compliance level: Substantially compliant

ET recommendations:

- 1. The University should establish a unit for the promotion of research planning (according to the strategy 2020-2024 at University level)*
- 2. The research strategy of the German department should make sure that students can participate*

2.7. Infrastructure and resources

To certify to which degree the department and the faculty match the standards in the field of infrastructure and resources a physical site visit is necessary. Under Corona conditions we tried to learn as much as possible about the situation in the Faculty for Philology and the German department. The SER was of great help as well as the discussions with the program leaders, the quality managers and the teachers.



Following the SER, “Infrastructure capacities and other resources are currently sufficient for the regular teaching process.” (p. 110). There is a youtube-video (<https://www.youtube.com/watch?v=aXW2Ow84lt8>) that shows the physical conditions of the Faculty and the information given here is coherent with the SER and the discussions held on March 25th.

The library of the German department is above the average of the Faculty libraries, as it contains around 5000 books related to German studies. It is continuously growing thanks to the increasing international relationships with Austrian and German Universities.

The IT equipment does not seem to correspond to the necessities of online teaching.

<i>Standard</i>	Compliance	
	Yes	No
Standard 7.1. The adequate long-term implementation of the study program is ensured in quantitative terms as regards premises, human resources and equipment. At the same time, it is guaranteed that qualitative aspects are also taken into account.	X	
Standard 7.2. There is a financial plan at the level of the study program that would demonstrate the sustainability of the study program for the next minimum three years.	X	



<p>Standard 7.3. The higher education institution must demonstrate with adequate documents (property deeds, lease contracts, inventories, invoices etc.) that, for the study program submitted for evaluation it possesses the following, for the next at least three years:</p> <p>a) owned or rented spaces adequate for the educational process;</p> <p>b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;</p> <p>c) adequate software for the disciplines of study included in the curriculum, with utilisation licence;</p> <p>d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.</p>	X	
<p>Standard 7.4. The number of seats in the lecture rooms, seminar rooms and laboratories must be related to the study groups' size (series, groups, subgroups); the applicative activities for the speciality disciplines included in the curricula are carried out in laboratories equipped with IT equipment.</p>	X	



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

Compliance level: Substantially compliant

ET recommendations:

1. *Improve the IT-infrastructure at the faculty level*
2. *Use all international contacts in order to make the library of the German department grow*



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3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

The Faculty management as well as the program leaders have been of great help during the virtual site visit. All participants have been cooperative and willing to give all the information needed for the evaluation. The reaction of the department to the first draft of the evaluation report shows that the responsible persons agree on the recommendations, and most of the proposals for improvement are already planned or under construction. It has been a pleasure to work with such a professional team, doing an excellent job and still wishing to improve.

The profile and the quality of the German Department are astonishing if we take into account that Prizren University is only 12 years old. There is a clear strategy for growth and increasing quality. The leaders of the BA program in German Language and Literature have an excellent academic CV, as well as the other part-time professors and teachers. The general educational context in Kosovo gives a crucial importance to the German language in the school system. There is no doubt that the need for well trained teachers of German in the public and private school system will increase during the next years. The general labour market in Kosovo will allow the students, once graduated, to have interesting careers.

As discussed in chapter 5 the economic situation of many students obliges them to work during their studies. The program management has a pragmatic attitude allowing the students to combine part-time work and study time. It is in the general interest of Kosovo society to have a great number of young citizens who hold a BA degree after three years of study.

In order to achieve this goal the number of places should be more than 100, because too many of the students quit their studies before graduation. I strongly recommend a number of 120 or 130 study places. The number of applications is high enough to assure a good quality of the students.

The plans for the research activities and for a stronger internationalization are convincing and well prepared. It was good to see that the time between the publication of the self evaluation report and the site visit had been used to work on the quality and strategy – the situation of the library, to give an example, has been considerably improved in the last months. Given this situation I recommend to accredit this BA for a duration of 3 years in order to give the program management the opportunity to implement their strategy.



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

In conclusion, the Expert Team considers that the study program “German language and literature” (BA) offered by University Ukshin Hoti Prizren 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 **120 students to be enrolled** in the program.

Recommendations:

The promising strategy of the German department should concentrate on the following points:

1. Improve the research environment by developing the international contacts with Austrian and German universities and make sure that students can participate.
2. Make sure that all relevant documents are available on the website, also in English, in order to prepare more international collaborations.
3. Continue to promote mobility opportunities for the students.
4. Further develop networking with the alumni of the German department.
5. Improve the IT-infrastructure at the faculty level



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4. APPENDICES (*none*)

Expert Team

Chair

Frank Baasner

April 12th, 2021

(Signature)

(Print Name)

(Date)