



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

University of Gjakova “Fehmi Agani”
PROGRAM: Albanian Language and Literature (BA)

ACCREDITATION

REPORT OF THE EXPERT TEAM

14.04.2021, GJAKOVA



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4. APPENDICES (if available) **Error! Bookmark not defined.**

1. INTRODUCTION

1.1. Context

Date of site visit: 10.03.2021

Expert Team (ET) members:

- Prof. Dr. Dhurata Shehri – University of Tirana

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:

- Self-evaluation report of University of Gjakova “Fehmi Agani”
- Syllabus of the subjects
- CV of the academic staff
- Appendixes
- Interview during the site visit

Criteria used for program evaluation:

3



- Accreditation Manual of Agency of Accreditation of Kosovo
- Professional and academic criteria

1.2. Site visit schedule

10th March

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*)

09.45 – 10:55 Meeting with the heads of the study programme 1. Albanian Language and Literature/ BA

11:00 – 12:00 Meeting with the heads of the study programme 2. Albanian Language and Literature/ MA

12:00 – 12.35 Lunch break

12.40 – 13:20 Meeting with quality assurance representatives and administrative staff

13.25 – 14.15 Meeting with teaching staff

14.20 – 15.00 Meeting with employers of graduates

15:05 – 15:15 Internal meeting of KAA staff and experts

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

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

The University of Gjakova "Fehmi Agani" (UGJFA) is a continuation of the High School based in Gjakova that has been preparing teachers since the second half of the sixties



(1958). The Centre of the Faculty of Education in Gjakova was initially established as a Pedagogical Academy with the Decision of the Municipal Assembly of Gjakova, no. 01-5354 / I, dt. July 29, 1967, while its work started on October 1, 1967.

Since 1968, there was opened the department of Biology-Chemistry , and in 1977 was opened the Primary Education department (1-4 grade). So, since 1977 onwards, this school worked with 5 teaching departments. In the academic year 1967, it functioned with three departments: Albanian Language and Literature, Mathematics and History-Geography, with a total of 794 students. 247 of them were full time students and 547 part time students. In 1968 the department of Biology-Chemistry was opened with 533 full time students and 536 part time students. Until 30.09.2004 in the High Pedagogical School of Gjakova there was a total of 3940 students who graduated learning in Albanian language.

In 2001, the Senate of the University of Prishtina approved curricula based on the Bologna Declaration for Bachelor's Degree. After the establishment of the Faculty of Education, from the academic year 2002/2003 there were no students enrolled in the High School programs, initially only in the department of Primary Education (1-4grade), and later on in other programs.

By decision no. 33/01 dated 07.05.2003 the Ministry of Education, Science and Technology decided that the Faculty of Education, with the regional centers in: Prishtina, Gjakova, Prizren and Gjilan (which was established by the Administrative Decision of September 9,2002) Academic Year 2003/2004 to start teaching programs for the preparation of teachers for the lower secondary cycle - course /subject teachers.

In September 2004, the UP Senate, with the proposals of the Joint Steering committee, approved curricula for the branch in Gjakova. Midwifery in the academic year 2011/2012 the Faculty of Medicine from the University of Prishtina started working in Gjakove with the department of Nursery and Midwifery. Also in the academic year 2011/2012 the Faculty of Mathematics and Natural Sciences from the University of Prishtina with the department of Educational Chemistry started working with the branch in Gjakova. The Faculty of Philology from the University of Prishtina with the programs of Albanian Language and English Language and Literature started working with the branch in Gjakova in the academic year 2010/2011.

The University of Gjakova "Fehmi Agani" started its work on October 1, 2013 with the Faculty of Education with Pre-Primary and Primary Programs, the Faculty of Medicine with Nursery and Midwifery programs and the Faculty of Philology with Albanian Language Programs and English Language and Literature programs accredited by the Kosovo Accreditation Agency in April 2013.

The University of Gjakova "Fehmi Agani" offers these bachelor programs:

The Faculty of Education from the academic year 2017-2021 functions with the programs

- Pre-Primary School (BA, 240 ECTS)
- Primary (BA, 240 ECTS)

The Faculty of Medicine from the academic year 2017-2021 works with the following programs: 5

- Nursery (BSc,



180 ECTS) • Midwife (BSc, 180 ECTS) The Faculty of Philology from the academic year 2017-2021 works with the following programs: • Albanian Language and Literature (BA, 180 ECTS)

UGJFA's academic staff is hired on the basis of a public call for application institution, which is advertised periodically and according to the needs of the university. So far there are 49 full time staff (32 professors dhe 17 teaching assistants). Gradual development of internal (regular) academic staff is also foreseen in the Development Strategy of the University of Gjakova "Fehmi Agani".

The mission of the Faculty of Philology is the education and training of teachers in the field of education and school education as well as the preparation of specialized staff for leadership in education, teaching and curriculum development. Graduates of the Faculty of Philology acquire knowledge and competences in general, academic and didactic-methodological subjects. These competencies include: knowledge of their respective subject (academic knowledge), reflection and professional training needed to solve problems.

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

Standard 1.1. The study program mission is in compliance with the overall mission statement of the institution. **Substantially compliant**

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. - **Substantially compliant**

Standard 1.3. The study program has a well-defined overarching didactic and research concept. - **Substantially compliant**

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. - **Substantially compliant**

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.- **Substantially compliant**

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.- **Substantially compliant**

Compliance level: Substantially compliant



2.2. Quality management

Standard 2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity. - **Substantially compliant**

Standard 2.2. Evaluation processes and planning for improvement are integrated into normal planning processes. - **Substantially compliant**

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. **Substantially compliant**

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. - **Partially compliant**

Standard 2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance. **Partially compliant**

Standard 2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available. – **Fully compliant**

Standard 2.7. Results of the internal quality assurance system are taken into account for further development of the study program. This includes evaluation results, investigation of the student workload, academic success and employment of graduates. – **Substantially compliant**

Standard 2.8. The institution ensures that reports on the overall quality of the program are prepared periodically (eg. every three years) for consideration within the institution indicating its strengths and weaknesses. – **Fully compliant**

Standard 2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved. – **Substantially compliant**

Compliance level: Substantially compliant

2.3. Academic staff

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. – **Partially compliant – Because, there is no valid contact for four members of the academic staff involved in the study program:**



Elsa Vula, Ilir Kelmendi, Qemal Murati, Haki Hysenaj (their contact is valid till 30.6-1.10. 2021).

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.

– **Partially compliant - Also, according to the Bachelor Program in Albanian Language and Literature, some members of the staff, cover more than 2 ore three subjects, in more than a case 6 subjects, plus 2 ore 3 other subjects in the Master Program, subjects that are not always in the same field of studies that the professors cover in the Bachelor Program.**

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. – **Fully compliant**

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. – **Fully compliant**

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. – **Fully compliant**

Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties. – **Partially complied, because a very small number of the academic staff of the Faculty of Philology is involved in the international Projects as ERASMUS +, EUFORIA, SOCRE.**

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. – **Substantially compliant**

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. – **Fully compliant**

Standard 3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials. – **Partially compliant – because, in the SER is reported that: For teaching and learning methods, staff are trained through various national and international initiatives and projects, in other higher education institutions with which UGJFA has cooperation agreements, but in the CV of some of the staff members, there is no track of such trainings.**

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. – **Fully complied**

Compliance level: Substantially compliant

ET recommendations:



1. *To provide valid contract for all academic staff involved in the study program*
2. *To reduce the number of subjects that a professor can teach, including bachelor and master program.*

2.4. Educational process content

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. – **Partially 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. – **Substantially 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. **Substantially compliant.**

In conclusion:

1. to demonstrate deep academic knowledge of the disciplines to which they will engage- **Substantially compliant**
2. to successfully use didactic and pedagogical theories on linguistic and literary material,- **Substantially compliant**
3. gain knowledge in interdisciplinary fields - Partially compliant
4. update teaching - Partially compliant
5. demonstrate skills, methods and technologies that are effective - **Substantially compliant**
6. reflect the deep understanding of linguistic and literary disciplines – Partially compliant
7. reflect the deep understanding of learning – Partially compliant

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. – **Partially compliant** because: discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities,



students' assessment system, some time the minimal bibliography are not clear, some subjects have the same literature, some subjects have the same objectives; some subjects syllabus has "introduction books", some High school books (Albanian contemporary literature), some subjects have only on book (Communication theory); the literature of some subjects haven't any relation with the subject (Film and literature).

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 language of instruction is Albanian**

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. – **Partially 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.- **Partially 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. – **Partially compliant**

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. – **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. – **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 ETCS credits and the work of the students at the practical training organizations is monitored through activity reports; students during practice stages have assigned tutors among the academic staff in the study program. – **Substantially 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. – **Fully compliant**

Compliance level: Substantially compliant



2.5. Students

Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organizing students' recruitment. Admission requirements are consistently and fairly applied for all students. – **Substantially compliant**

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.- **Substantially compliant**

Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process. – **Substantially compliant**

Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed. – **Substantially compliant**

Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record. – **Fully compliant**

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. – **Substantially compliant**

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. – **Fully compliant**

Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original. – **Substantially compliant**

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. – **Substantially compliant**

Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.- **Partially compliant** because there is a big difference between other Bachelor study programs in the Republic of Kosovo and Republic of Albania. The only similar Bachelor Program is in the University of Prishtina.

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.- **Substantially compliant**

Compliance level: Substantially compliant

2.6. Research



Standard 6.1. The study program has defined scientific/applied research objectives (on its own or as part of a research center 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**

Standard 6.2. Expectations for teaching staff involvement in research and scholarly activities are clearly specified, and performance in relation to these expectations is considered in staff evaluation and promotion criteria.- **Substantially compliant**

Standard 6.3. Clear policies are established for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program. – **Substantially compliant**

Standard 6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity.- **Substantially compliant**

Standard 6.5. The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad. - **Partially compliant**, because, in some cases the conferences and the magazines in which the staff members participate are not in the appropriate level.

Standard 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. – **Partially compliant**, because, in some cases the conferences and the journals in which the staff members participate are not in the appropriate level.

Standard 6.7. Each academic staff member and researcher has produced at least an average of one scientific/applied research publication or artistic outcome/product per year for the past three years.- **Substantially compliant**

Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full time staff. – **Partially compliant** – Not always, because there is no budget to realized scientific conferences or to publish a Scientific journal of the University of Gjakova, especially in the Faculty of Philology.

Standard 6.8. 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. – **Partially compliant** – The research is not included in all scholarly activities.

Standard 6.9. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students. – **Not Compliant**

Standard 6.10. Students are engaged in research projects and other activities.- **Partially compliant**

Compliance level: Partially compliant



ET recommendations:

- 1. To create a scientific magazine in faculty or university level*
- 2. To organize scientific conference in university or faculty level*

To related quite every time the research with the subjects taught.

2.7. Infrastructure and resources

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. – **Substantially compliant**

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. – **Substantially compliant**

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:

- a) owned or rented spaces adequate for the educational process;
- b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;
- c) adequate software for the disciplines of study included in the curriculum, with utilisation licence;
- d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula. – **Partially compliant** (the library is more furnished than two years ago, but needs to be improved with the books that are included in the syllabus).

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. – **Substantially compliant**

Standard 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;
- 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;
- 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;



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;
e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.

- **Partially compliant** (the number of the books is improved but much more work has to be done. In the internal survey of the students, the part dedicated to the library has the worst result: 3.15).

Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs. – **Partially compliant**

Compliance level: Partially compliant

3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

According to all the observations above mentioned referring to the evaluation process, the quality at study program level, the site visit, in conclusion, the Expert Team considers that the study program (Albanian Language and Literature (BA)) offered by (University of Gjakova “Fehmi Agani”, Philology Faculty) 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 (40) students to be enrolled in the program.

Expert Team

Chair

(Signature)

(Print Name)

(Date)

Member

(Signature)

(Print Name)

(Date)



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Member

DHURATA SHEHRI

14.04.2021

(Signature)

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