



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

PUBLIC UNIVERSITY “KADRI ZEKA” GJILAN FACULTY OF EDUCATION
PROGRAM: TEACHING OF ALBANIAN LANGUAGE AND LITERATURE
ACCREDITATION

REPORT OF THE EXPERT TEAM

15.04.2021, GJILAN



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1. INTRODUCTION

1.1. Context

Date of site visit: 12th of March 2021

Expert Team

- Prof. Dr. Dhurata Shehri – University of Tirana, Albania

Coordinators of 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 public University “Kadri Zeka” Gjilan
- Syllabus of the subjects
- CV of the academic staff
- Appendixes
- Interview during the site visit
- Other documents required during the site visit: Bachelor program in Albanian Language and Literature; Understanding Agreement between Faculty of Philology and Faculty of Education for the *Science of Teaching in Albanian Language and Literature Master Program*



Criteria used for program evaluation:

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

1.2. Site visit schedule

12th 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*)

1. Prof. Asoc. Dr Merxhan Avdyli-Dekan
2. Prof. Asoc. Dr. Bashkim Dalipi- Prodekan
3. Kushtrim Demi, Zyrtar Ligjor

09.45 – 10:55 Meeting with the heads of the study programme

1. Prof. Asoc. Dr Merxhan Avdyli- Bartës i programit

11:00 – 11.40 Meeting with quality assurance representatives and administrative staff

1. Prof. Asoc. Dr. Xhevdet Thaçi-prorektor për mësim
2. Fitore Malaj- Zyra per Cilesi
3. Prof. Ass. Dr. Voglushe Kurteshi - Koordinatore për Cilësi
4. Xhevat Bekteshi, koordinator i mësimit praktik
5. Arjeta Rexhepi, zyrtare për Shërbim të Studentëve

11.40 – 12:20 Lunch break

12.25 – 13.15 Meeting with teaching staff

1. Prof. Asoc. Dr. Nevrije Ismaili
2. Prof. Ass. Dr. Emin Krasniqi
3. Prof. Ass. Dr. Mensur Neziri
4. Prof. Ass. Dr. Nerxhivane Krasniqi



5. Msc. Liridona Mehmeti
6. Msc. Rina Rasimi

13.20 – 14.00 Meeting with employers of graduates

1. Shyhrete Krasniqi, zyrtare në DKA Gjilan,
2. Zahir Doda, drejtor i DKA-së Kaçanik
3. Florim Maloku, drejtor i shkollës fillore “Selami Hallaçi”, Gjilan,
4. Ramadan Dërmaku, drejtor i shkollës fillore “Musa Zajmi”, Gjilan
5. Qemajl Hyseni, drejtor i shkollës fillore “Dëshmorët e Vitisë”, Viti
6. Hazir Berisha, drejtor i shkollës fillore “Dëshmorët e Kombit”, Kamenicë

14:05 – 14:15 Internal meeting of KAA staff and experts

14:15 – 14:30 Closing meeting with the management of the faculty and program

1. Prof. Asoc. Dr Merxhan Avdyli-Dekan
2. Prof. Asoc. Dr. Bashkim Dalipi- Prodekan

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

UKZ was established by Decision of the Government of Kosovo No. 118/03 of 6 March 2013, which was approved by the Assembly of Kosovo on 30 May 2013. The decision of the Assembly of Kosovo fulfilled the decades-long goal and work that has been done in Gjilan with higher education, since 1958 when the Teacher Training Centre was established (teachers training school). The establishment of UKZ made possible the involvement in university higher education of the largest number of students in Eastern Kosovo, the Presevo Valley (Serbia), the Kumanovo region (North Macedonia) and other areas of Kosovo. On 10 December 2020, the Assembly of Kosovo approved the Statute of UKZ, by which UKZ gains administrative independence and eventually becomes independent from the Ministry of Education and Science.

The mission is based on several pillars: teaching and knowledge; fostering critical thinking, the spirit of entrepreneurship, research, technological development, community assistance, virtual society, globalization and open labour markets. This mission clearly expresses the orientation of a new and contemporary university, ready to face the virtual and global world, while taking care and developing the basic values of human society. Therefore, UKZ has a special role and



responsibility in advancing and developing the intellectual, scientific, artistic and cultural wealth of the region, as well as in strengthening and developing mutual cooperation with relevant institutions of the world in the field of knowledge and scientific research.

UKZ has 5 (five) faculties and 1 Organizational Unit (University Library) and currently, in these faculties, 10 study programs are offered: 8 bachelor level programs and 2 master level programs. UKZ has 12 study programs in the process of re-accreditation, of which there are six programs in the new accreditation process: Primary and Preschool (BA), Computer Science (BA), Finance and Applied Accounting (BA), E-government (MA), Local Government and Democratic Society (MA) and it also has in process six new programs for accreditation: Teaching in Albanian Language and Literature (MA), Teaching and Curricula (MA), Systems Control and Artificial Intelligence (MSC), Management and Entrepreneurship (MSC), LegalCriminal (MSc), EU Administration and Law (BSc).

Currently there are two bachelor degree programs within the Faculty of Education: Preschool Education and Primary Education. Based on current laws in the Republic of Kosovo governing the field of education, in particular the levels of study that need to be accredited, the Faculty of Education applies for accreditation in the Teaching of Albanian Language and Literature.

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. **Partially 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. - **Partially compliant (The didactic concept is not well-defined).**

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

ET recommendations:

1. To redefine the didactic concept of the program, to make sure that the two main disciplines of studies, language and literature are in balance. There is not a good report between Albanian and Word literature.

2. According to the SER, in this master can be enrolled students that have a bachelor degree in Primary and Preschool (BA). According to the Ba program, a student with such degree can NOT be a suitable candidate to be registered in the Master Teaching of albanian language and literature.

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

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**

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 Education 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**

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 reduce the number of subjects that a professor can teach, including bachelor and master program.*
- 2.To increase the participation in international mobility 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 – because the subjects in the Master program in accreditation miss some balance between two main disciplines included in it: the study of literature and linguistic.**

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. – Partially compliant – because:

1. According to the program, the student can have some information about the theory and practice of teaching methodic and methodology of Albanian Language and Literature, but no competences of the fields, no competences about the standards and evaluation in education
2. So, the student can learn approximately how to teach, but not what to teach.
3. The combination between the mandatory and optional subjects has no compatibility with the aims of the Program, to prepare future teachers of Albanian language and literature

In conclusion:

1. to demonstrate deep academic knowledge of the disciplines to which they will engage- Partially compliant
2. to successfully use didactic and pedagogical theories on linguistic and literary material,- Substantially compliant
3. gain knowledge in interdisciplinary fields - Substantially compliant
4. update teaching - Substantially compliant



5. demonstrate skills, methods and technologies that are effective - Partially compliant
6. reflect the deep understanding of linguistic and literary disciplines – Substantially compliant
7. reflect the deep understanding of learning – Substantially 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, the minimal bibliography are not clear, some subjects have the same literature, some subjects have the same objectives; some subjects syllabus has "introduction books", not allowable in a Master Program;

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. – **Substantially 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. – **Substantially 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 organisations 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

ET recommendations:

1. *To introduce in the program more subjects about the Albanian Language and World Literature, replacing the subjects related to the academic research methodology and some too theoretical subjects as Aesthetic, Comparative linguistic.*
2. *The subject Technology of education must be related to the teaching of language and literature, not as it is, a theoretical subject.*
3. *To improve the syllabuses of the subjects that have the same objectives and literature and to replace them.*

2.5. Students

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. – **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.- **Substantially compliant**

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 centre or interdisciplinary program), which are also reflected in the research development plan of the institution; sufficient financial, logistic and human resources are allocated for achieving the proposed research objectives. – **Partially compliant**

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.- **Partially compliant** (Not always)

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 jurnal of the University of Gjakova, or 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. - **Partially compliant**
Standard 6.10. Students are engaged in research projects and other activities.- **Substantially complied**

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*
3. *To related more often 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 utilization license;
- d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula. – **Substantially complied**



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** (lack of the books, recent titles)

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

Compliance level: Substantially compliant

ET recommendations:

1. *To refresh the title of the library*
2. *To relate the literature of the syllabus with the titles that the students can find in the faculty library.*

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 (Master in Teaching in Albanian Language and Literature) offered by University "Kadri Zeka" Gjilan, Faculty of Education 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 *30* students to be enrolled in the program.



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Expert Team

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