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UNIVERSITY OF PRIZREN "UKSHIN HOTI"
FACULTY OF PHILOLOGY
DEPARTMENT OF ALBANIAN LANGUAGE AND LITERATURE
STUDY PROGRAMME: ALBANIAN LANGUAGE AND LITERATURE (BA)
REACCREDITATION

REPORT OF THE EXPERT TEAM

31.05.2021, PRIZREN



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TABLE OF CONTENTS

Contents

TABLE OF CONTENTS.....	2
1. INTRODUCTION.....	3
1.1. Context.....	Error! Bookmark not defined.
1.2. Site visit schedule	4
1.3. A brief overview of the institution and program under evaluation.....	5
2. PROGRAM EVALUATION	5
2.1. Mission, objectives and administration.....	5
2.2. Quality management	6
2.3. Academic staff	7
2.4. Educational process content.....	8
2.5. Students.....	10

2



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

2.6.	Research.....	11
2.7.	Infrastructure and resources	13
3.	OVERALL EVALUATION AND RECOMMENDATION OF THE ET.....	14
4.	APPENDICES (<i>if available</i>)	Error! Bookmark not defined.

1. INTRODUCTION

1.1. Context

Date of Site Visit 7th of May 2021

Expert Team

- Prof. Dr. Dhurata Shehri

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 University of Prizren “Ukshin Hoti”
- Syllabus of the subjects

3



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Republika Kosova - Republic of Kosovo



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- CV of the academic staff
 - Appendixes
 - Interview during the site visit

Criteria used for program evaluation:

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

1.2. Site visit schedule

7th of May

09:00 – 09:40	Meeting with the management of the faculty where the programme is integrated
09:45 – 10:30	Meeting with quality assurance representatives and administrative staff
10:35 – 11:35	Meeting with the heads of the study programme
11.35 – 12:15	Lunch break
12:15 – 12:55	Meeting with teaching staff
13:00 – 13:40	Meeting with students
13:45 – 14:25	Meeting with graduates
14:30 – 15:10	Meeting with employers of graduates
15:15 – 15:25	Internal meeting of KAA staff and experts
15:25 – 15:35	Closing meeting with the management of the faculty and program



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Republika Kosova - Republic of Kosovo



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Agencija Kosova za Akreditaciju

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

In the Faculty of Philology, University of Prizren “Ukshin Hoti”, currently, there are 2332 students enrolled since the first academic year (2014/15). The Faculty of Philology offers only Bachelor degree programmes. Within a short-term period it plans to open Master degree programmes. Bachelor Degree Programs: - Albanian Language and Literature - English Language and Literature - German Languages and Literature Scientific research and academic staff results are measured by the publication of scientific papers in international journals indexed on platforms published under the Administrative Instruction of the Ministry of Education, Science and Technology of the Republic of Kosovo.

The BA programme on Albanian Language and Literature lasts 8 semesters. By the end of the studies, a student must accumulate 240 ECTS. These ECTS credits are accumulated from obligatory and elective courses. The student has an average of 20-22 hours per week, while the overall workload per semester contains around 750 hours (contact hours: 326, others include independent student work in research, projects, assignments, presentations, seminars, etc.). This workload of 750 hours corresponds to 30 ECTS per semester (1 ECTS = 25 hours). 7 Bachelor studies conclude with successful defense of a thesis.

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**



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Republika Kosova - Republic of Kosovo



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Agencija Kosova za Akreditaciju

Kosovo Accreditation Agency

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. - **Substantially 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**



Republika e Kosovës

Republika Kosova - Republic of Kosovo



Agjencia e Kosovës për Akreditim

Agencija Kosova za Akreditaciju

Kosovo Accreditation Agency

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 - 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 two cases 8 subjects, that are not always in the same field of studies.**

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. – **Partially compliant because Prof. Vjollca Dibra that is a full time professor in the University of Prizren, cover also the position of Vice Rector in the University of Gjakova.**

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**

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**

7



Republika e Kosovës

Republika Kosova - Republic of Kosovo



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Agencija Kosova za Akreditaciju

Kosovo Accreditation Agency

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*
2. *To enrol new staff*

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.

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**

8



Republika e Kosovës

Republika Kosova - Republic of Kosovo



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Agencija Kosova za Akreditaciju

Kosovo Accreditation Agency

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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 very old (1964, 1969, 1984 but not classic) literature, some subjects have the same objectives; some subjects syllabus has “introduction books”, some High school books (Antic literature). The disciplines that cover the Albanian literature are unproportionally in a greater number compared to the World literature. Ancient world literature is elective but some theoretical subjects are compulsory.

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**



Republika e Kosovës

Republika Kosova - Republic of Kosovo



Agjencia e Kosovës për Akreditim

Agencija Kosova za Akreditaciju

Kosovo Accreditation Agency

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

Recommendation:

- 1. To refresh the literature of some subjects**
- 2. To organise the program in a more balanced relationship between literature and linguistic, and between Albanian and world literature.**
- 3. To avoid repetitions between some linguistic subjects**

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**

10



Republika e Kosovës

Republika Kosova - Republic of Kosovo



Agjencia e Kosovës për Akreditim

Agencija Kosova za Akreditaciju

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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 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**

11



Republika e Kosovës

Republika Kosova - Republic of Kosovo



Agjencia e Kosovës për Akreditim

Agencija Kosova za Akreditaciju

Kosovo Accreditation Agency

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. – **Substantially compliant**

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 related quite every time the research with the subjects taught.



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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 some 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;

13



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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 Prizren “Ukshin Hoti”, 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)



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