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***PBHE “Universum College”  
Design (Graphic) BA***

***ACCREDITATION***

**REPORT OF THE EXPERT TEAM**

*12.4.2021., Zagreb*



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## 1. INTRODUCTION

### 1.1. Context

**Date of site visit: 30<sup>th</sup> of March 2021**

**Expert Team (ET) members:**

- *Prof. Dr. Diana Milcic – University of Zagreb Faculty of Graphic Arts*

**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:**

**a) Received documents (English)**

- *Self-evaluation report, Program evaluation Design (graphic) /BA*
- *Syllabi*
- *Staff CVs*
- *Guidelines for Internal Review of Academic Programs*
- *Citing References & Avoiding Plagiarism*
- *Class Observation Form: 1; Class Observation Form: 1;*
- *Programme Advisory Board (PAB) (undated)*
- *Student questioner*
- *“Training and Development for staff” (sheet of paper, undated)*
- *Guidelines for Internal Review of Academic Programs (undated)*
- *Regulations on International Mobility*
- *Written Examinations*



### Criteria used for program evaluation:

- *Kosovo Accreditation Agency, Accreditation manual, July 2018*
- *Kosovo Accreditation Agency, The manual for external evaluation of higher education institutions, February 2021*

### 1.2. Site visit schedule

#### Expert Team

- Prof. Dr. Diana Milčić – University of Zagreb Faculty of Graphic Arts

#### 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

#### Site Visit Program

No slide presentation is allowed, the meeting is intended as a free discussion and this applies for each sessions.

**09.00 – 09.40 Meeting with the management of the faculty where the programme is integrated– Joint session**



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- 09:45 – 10:30** Meeting with quality assurance representatives and administrative staff - Joint session
- 10:30 – 11:15** Lunch break
- 11:15 – 12:15** Meeting with the heads of the study programme  
Graphic Design, BA - Separate session
- 12:20 – 13:00** Meeting with teaching staff – Separate session
- 13:05 – 13:45** Meeting with employers of graduates and external stakeholders – Separate session
- 13.50 – 14:00** Internal meeting of KAA staff and experts – Joint session
- 14:00 – 14:10** Closing meeting with the management of the faculty and program – Joint session

No	Study programs	Experts	Responsible persons of the program
1	Graphic Design, BA (Accreditation)	Prof. Dr. Diana Milčić	Bora Kelmendi Nevila Muka Hana Bakalli Drenusha Zeka Arben Grajqevci



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

*Universum Collage was established in March 2004 in Prishtina and Ferizaj.*

*The Universum Collage offers study programs at the BA and MA levels: four Bachelor programs in Business and Management, Political Science, Computer Science, English and two master programs in Management and Diplomacy. Furthermore, the Collage offers two professional programs accredited by Pearson Plc. – Level 5 in Nursing and Integrated Design.*

*The College is very proud of internationalization and globalization because established cooperation with some respected educational institutions in the world and has 78 Credit Mobility agreements. Besides that, according to the data on the College website, has more KA1 and KA2 projects than the majority of HEIs in Kosovo, combined.*

*The leadership at UC consists of The Board of Trustees, a President an Academic Council, which is led by Vice President for Academics, an Innovation and External Relations Vice President, an Operations Vice President and other bodies as determined by the Statute. The functions of the main governing bodies are premised on the principles of respect for normative acts, academic freedom, and refrain from political agenda, and respect for highest academic standards and rights.*

*The mission of Universum College is to support students to become good citizens, successful and broad-minded leaders and thrive in the Revolution 4.0, the digital and globalized era. They do this by providing one-on-one academic and life coaching, putting students and learning at the center in an innovative, digitally enhanced environment that fosters creativity, inquiry, teamwork and satisfactory knowledge.*

*The first of the five College mission pillars is: Student and Learning at the Centre. The Universum College policies put students and learning at the centre of their focus. The Universum College has modernized its curriculum by digitalizing the educational process in order to put students at the centre and enhance their learning process.*

*The mission of the new BA study program Design graphic, is accordance with the mission of the institution.*



## 2. PROGRAM EVALUATION

### 2.1. Mission, objectives and administration

*As it is mentioned in the SER, “the mission of the proposed program is to provide advanced university training in the broad academic field of Graphic Design and to graduate highly professional students while equipping them with theoretical and practical training that will prepare them for a multitude of career options, locally, regionally, and internationally.”*

*At the general level of information provided, the mission of the study program is in compliance with the overall mission statement of the institution.*

*Regarding the consistency of the program with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area, evidence-based information was provided in the SER and during the site visit. In particular, explicit formulations which would link the intended learning outcomes of the program to specific level descriptors relevant to the program were provided.*

*The SER contains very general statements on didactical approaches and research activities. Quite often the statements are rather abstract or normative statements without giving information on how they implemented in the study program practically.*

*According to the statements in the SER and the available documentation, and during the site visit in the meetings with the management of College and professors it can be concluded that there are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. It can be assumed that program topics related to administration and quality assurance of the program as well as the interaction between teachers and students and rights and duties of all stakeholder are well developed and well-known.*

*The Universum College does not publish relevant information and regulations on the web site of the College and are not available to all interested stakeholders.*

Standard	Compliance	
	Yes	No
<b>Standard 1.1.</b> The study program mission is in compliance with the overall mission statement of the institution.	<b>X</b>	



<b>Standard 1.2.</b> 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	
<b>Standard 1.3.</b> The study program has a well-defined overarching didactic and research concept		X
<b>Standard 1.4.</b> 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
<b>Standard 1.5.</b> All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.	X	
<b>Standard 1.6.</b> 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:** ~~Fully compliant~~ / **Substantially compliant** / ~~Partially compliant~~ / ~~Non-compliant~~

**ET recommendations:**

- 1. The study program should strive for a revision of the didactic and research concept considering modern teaching practice and integration of **research** at the program level and strengthening the linkages between teaching and research.*
- 2. Regardless of the fact that the management considers that it is not necessary to publish regulations publicly on the website, it is necessary to publish basic documents such as statute, student rights, study conditions etc. on the website in order for the general public to be aware of the College's activities.*





- 3. A particular priority should be to integrate e-learning and online teaching and learning at all levels of the teaching concept and the entire curriculum in a differentiated way.*

## **2.2. Quality management**

*The SER contains a description of how quality management at the university works and which instruments it contains.*

*While it was stated in the SER that "We perceive quality management as a factor of a primary importance toward increasing the overall academic success. These mechanisms and procedures are developed by the institution, ..." no evidence that evaluation and planning for improvement processes are integrated into the normal planning process.*

*From the available documents and the discussions on site, it is clear that the data collected will also be used for continuous development. The corresponding responsibilities have been defined and are carried out by the appropriate persons.*

*It is not clear whether the results of the survey data, is being collected from students, graduates and employers, are made publicly available. Unfortunately, there are no reports on how the public or university members are informed about quality development in a public report.*

*Despite the statement "Limited financial resources because of low tuition fees " the maintenance and improvement of the quality system do not require large funds.*

*An example, of inconsistency in the quality management is by observing statement in the SER "Faculty provide CVs in a truncated standardized format." But when observing CVs forwarded with the accreditation documentation, the standard form of CV is not noticed, some of them are in Albanian, some are in English, some have a list of papers / exhibitions other do not, etc.*

*The above-mentioned example leads to the conclusion that the prescribed procedures of the quality management system are not implemented in full.*



<i>Standard</i>	<i>Compliance</i>	
	<i>Yes</i>	<i>No</i>
<i>Standard 2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity</i>	X	
<i>Standard 2.2. Evaluation processes and planning for improvement are integrated into normal planning processes.</i>		X
<i>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.</i>	X	
<i>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.</i>	X	
<i>Standard 2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.</i>	X	
<i>Standard 2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.</i>		X
<i>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.</i>	X	
<i>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.</i>	X	
<i>Standard 2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved.</i>		X



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**Compliance level:** ~~Fully compliant~~ / **Substantially compliant** / ~~Partially compliant~~ / ~~Non-compliant~~

**ET recommendations:**

- 1. The results should be made public to make them available to everyone. The results are published without names, therewithal only general grades and descriptive statements.*
- 2. Make clear what changes have been brought about by evaluation results. Ensure students receive feedback on measures implemented based on their comments.*
- 3. Formalize and strengthen employee and student participation in assurance and continuous quality improvement.*
- 4. Involve all external stakeholders in the work.*
- 5. Establish internal mechanisms for monitoring the quality of scientific/research or artistic work that will be effectively implemented in practice.*



### 2.3. Academic staff

*According to tabular presentation of data of the academic staff (23 /24 pp) for the study program BA Graphic Design is engaged a total of 27 academic staff, 21 of them have full-time and 6 part-time contract. The academic staff formally consists of one associate professors and 26 lecturers.*

*Curricula vitae for 7 teachers were not included in the documentation, so it was not possible to check their competencies. Furthermore, the study program lists 3 teachers (Noli Mati, Floriana Lytfin, Valdrin Dervishaj) for whom there is nor data on employment or CV. Only two engaged teachers have doctoral degrees, and one of them is on part time. The most of other teachers are masters of arts.*

*At the Universum College website, in the "About us" section, there is the "Academic staff" section where can be found the list of academic staff, assuming that they are employees of Universum College. At that list is only few, exactly 6, name of academic staff who are engaged in the study program Graphic Design. This list is not corresponding with the list of engaged staff which is mentioned in the SER. Consequently, according to these different data, it is not clear how many of the academic staff are full time employees of the College.*

*The academic staff have been provided with relevant training opportunities and improvement of teaching competencies, but unfortunately there is no data on who of the teachers completed some education or training.*

*Academic staff evaluation is conducted regularly by students each mid semester and semester, professional parties and Head of Department. It is not clear whether the results of the evaluation are made publicly available. When it is said publicly available, it is mean the cumulative assessment of teachers involved in the study program without specific names.*

*The efforts of the institution and academic staff to participate in Erasmus staff mobility are commendable. Nevertheless, it has not been proven that these mobility is part of the strategy which will lead to teaching quality enhancement and improvement of the learning materials.*



Standard	Compliance	
	Yes	No
<b>Standard 3.1.</b> 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	
<b>Standard 3.2.</b> The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.	X	
<b>Standard 3.3.</b> 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	
<b>Standard 3.4.</b> 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
<b>Standard 3.5.</b> 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
<b>Standard 3.6.</b> Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.	X	
<b>Standard 3.7.</b> 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	



<b>Standard 3.8.</b> 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.		<b>X</b>
<b>Standard 3.9.</b> Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.		<b>X</b>
<b>Standard 3.10.</b> Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers.	<b>X</b>	

**Compliance level:** ~~Fully compliant/Substantially compliant/~~ **Partially compliant** /~~Non-compliant~~

**ET recommendations:**

1. *Continue evaluating and improving the standards of quality of teaching and learning.*
2. *Develop a clear strategy for the development of teaching competencies for the present and future teaching staff.*
3. *Motivate full-time academic staff to achieve the formal titles required to maintain the study program.*
4. *Increase number of full time academic staff (it is advisable that more than 50% of staff are full time employees)*
5. *Define a research strategy, motivate and involve the academic staff actively to achieve the goals defined in the research strategy.*



## 2.4. Educational process content

*The curriculum covers a range of qualifications required to work as a graphic designer in local or regional companies, professional firms in the field of different branches of the economy. External stakeholders have confirmed the local community's need for a study program that would educate designers for the market needs. The study program harmonizes and integrates the artistic and creative requirements with the academic need for a professional designer.*

*Overall, little information was provided about the why and how of the curriculum's structure corresponds to level 6 of the European Qualifications Framework, however, in general the definition of the learning outcomes at the program level corresponds to level 6 of the European Qualifications Framework.*

*The disciplines represented in the curriculum are provided in a logical flow and they meet the defined competencies at a general level. The learning outcomes are defined at the study program level, there is a sufficient number of comprehensible specificities.*

*Teachers believe that they have a well relationship with students because they have a lot of experience in working with students. At the beginning of the semester, learning outcomes are explained to help students understand their relevance to student's development. 4.6.*

*The teaching method, which is in used, is an interactive method, student-centred, where the student conducts seminars, various projects for different subjects, as well as field research required for this level of study.*

*According to the information, the complete lack of e-learning and online teaching as key elements of a modern teaching strategy was spotted.*

*The College has appropriate and valid mechanisms for verifying standards of student achievement. It is foreseen the given the teacher's experience in working with students, that appropriate, valid and reliable mechanisms will be used for verifying standards of student's achievement.*



*In the available documentation there is no evidence that the policies and procedures include actions to deal with issues where standards of student achievement are inadequate or inconsistently assessed.*

*According to SER, "An important component of any curriculum is the involvement of non-academic partners ..." which is very commendable. It is not clear whether the College has signed cooperation agreements with partners as required by the standard.*

<b>Standard</b>	<b>Compliance</b>	
	<b>Yes</b>	<b>No</b>
<b>Standard 4.1.</b> <i>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.</i>	<b>X</b>	
<b>Standard 4.2.</b> <i>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.</i>	<b>X</b>	
<b>Standard 4.3.</b> <i>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.</i>	<b>X</b>	
<b>Standard 4.4.</b> <i>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.</i>	<b>X</b>	





<p><b>Standard 4.5.</b> <i>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.</i></p>		X
<p><b>Standard 4.6.</b> <i>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.</i></p>	X	
<p><b>Standard 4.7.</b> <i>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.</i></p>	X	
<p><b>Standard 4.8.</b> <i>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.</i></p>	X	
<p><b>Standard 4.9.</b> <i>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.</i></p>	X	
<p><b>Standard 4.10.</b> <i>Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.</i></p>		X
<p><b>Standard 4.11.</b> <i>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.</i></p>	n/a	



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<i><b>Standard 4.12.</b> In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units.</i>	<i>n/a</i>	
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**Compliance level:** ~~Fully compliant~~ / **Substantially compliant** / ~~Partially compliant~~ / ~~Non-compliant~~

**ET recommendations:**

- 1. Establish clear policies and procedures which will include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed. Define the procedures when a student complains about the obtained grades.*
- 2. The College should sign cooperation agreements and define forms of cooperation with the institutions/organisations with whom it already has good cooperation.*



## 2.5. Students

*The Universum College has a clear and formally adopted admission procedure at institutional level which the study program complies when organizing students' recruitment. According to the documentation admission requirements is consistently and fairly applied on all students.*

*The College has defined appropriate admission criteria for applicants and published them publicly.*

*The College uses the software DMIS, which hold all information of the students regarding their activities such as personal information, grades, passing/failure rate.*

*The submitted student assignments, seminar papers, or final papers have an adequate check for plagiarism through Academia Platform, the first anti-plagiarism system in the Albanian language. This statement is publicly available through the web site.*

*The rights and obligations of students are not publicly available. According to the SER, all regulations are explained in detail in the free and online UC accessible resources and through orientation day at the beginning of the academic year. However, the documents which deal with students' rights and obligations for example Status, Code of Ethics, Code of conduct, etc. are not available publicly on the main website of the College.*

*According to the teacher's statement, and the SER it is their obligation to be available at scheduled times for consultation and advice to students.*

<b>Standard</b>	<b>Compliance</b>	
	<b>Yes</b>	<b>No</b>
<b>Standard 5.1.</b> <i>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.</i>	<b>X</b>	



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



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**Compliance level:** ~~Fully compliant~~ / **Substantially compliant** / ~~Partially compliant~~ / ~~Non-compliant~~

**ET recommendations:**

- 1. The students' rights and obligations should be made public to make them available to everyone, even some new potential students to be ready for the obligations that await them at the College*
- 2. Define and specify regulations of the students' transfer between higher education institution, faculties and study programs. These regulations should be publicly accessible to inform the students from other higher education institutions about the possibility of transfer to your College.*



## 2.6. Research

*The study program has not defined scientific/applied research objectives, it is only mentioned: “Our aim is to expand our research range, quality, and products. To this end, we have adopted a new research strategy and created a stronger mechanism to carry out the objectives.”*

*At the Universum College web homepage under section “Research”, is the section “Research Strategy” where can be found only general statements related to research.*

*This general statements could be applied to all faculty and study programs and cannot replace the description of the particular action that would foster the involvement of students and academic staff in research activities at the program level as well as on the course level. The self-evaluation report does not contain information on the research development plan nor does it give information on the research plan of the study program regarding the reflection of scientific / applied research objectives.*

*Regardless of the fact that teachers have the obligation to publish with students in "Student Scientific Journal and Conference" (at least 4 articles) it is not clear how these are considered in staff evaluation and promotion criteria.*

*The statements " Engagement in research activities of teaching staff will be taken into consideration in staff evaluation processes and recommendations for potential promotion will be considered. " and “The research department has in place mechanisms to ensure that our staff complies with requirements by the institution and also national norms.” could not be confirmed by any available document.*

*According to the data from SER statistics on the number of published papers of academic staff and researcher it could be noted that they did not produce at least an average of one scientific /applied research publication or artistic outcomes/product per year for the past three years.*

*Most of the attached data is older than three years. The presented results of scientific and artistic work of academic staff are insufficient.*

*At the web homepage under section “Research”, in the section “Staff Publication” there is no data of the publication of teachers who will be engaged in the study program Design,*



regardless of the fact that they are full-time employees of the College. The published data of the papers have not been updated, and the last publication date is from 2019 (only one).

There is no proven existence of policies establishing intellectual property rights and clear procedures set out for commercialization of ideas. As this is important part of the today's design work these have to be developed for staff and students.

<b>Standard</b>	<b>Compliance</b>	
	<b>Yes</b>	<b>No</b>
<b>Standard 6.1.</b> <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.</i>		<b>X</b>
<b>Standard 6.2.</b> <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.</i>	<b>X</b>	
<b>Standard 6.3.</b> <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.</i>	<b>X</b>	
<b>Standard 6.4.</b> <i>The academic staff has a proven track record of research results on the same topics as their teaching activity.</i>		<b>X</b>
<b>Standard 6.5.</b> <i>The academic and research staff publish their work in specialty 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.</i>		<b>X</b>
<b>Standard 6.6</b> <i>Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centers, scientific parks and other structures for validation.</i>		<b>X</b>



<i>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.</i>		<b>X</b>
<i>Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.</i>	<b>X</b>	
<i>Standard 6.9. 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. .</i>	<b>X</b>	
<i>Standard 6.10. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students..</i>	<b>X</b>	
<i>Standard 6.11. Students are engaged in research projects and other activities.</i>	<b>X</b>	

**Compliance level:** ~~Fully compliant/Substantially compliant/~~**Partially compliant**~~/Non-compliant~~

**ET recommendations:**

- 1. The study program needs to add the applied research objectives based on the priority areas of research.*
- 2. Provide clear policies for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program.*
- 3. Develop policies establishing intellectual property rights and clear procedures set out for commercialization of ideas for staff and students.*
- 4. Improve networking with international universities and/or international researchers in the interest fields. Try to establish joint organisation of research conferences.*





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5. *Stimulate students and researchers to apply for the independent research grant and funds from the external funding, donors and projects.*
6. *Define higher influence of the published research papers and scientific publications in the career development for the teachers and assistants.*



## 2.7. Infrastructure and resources

*The Universum College is located in the three Campuses: Prishtina, Ferizaj and Gjakova. As is mentioned in the Self-report, all campuses have modern infrastructure and offer well study conditions for students and the organization of the academic teaching process, as well as offers suitable opportunities for conducting research work.*

*The above-mentioned is shown in the video “Universum College Virtual Campus Tour” and “Universum College Design lab”*

*Considering that all three campuses are shown in the video material, it is not clear in which campus the teaching of the study program Design Graphic will take place.*

*According to the SER, UC management developed a strategic financial plan, but there is the impression that financial plan at the level of the study program are not demonstrate the sustainability of the study program for minimum of three years. It is not clear from the document how the study program is planned to be funded.*

*The facilities of The Universum College have lecture halls, laboratories equipped with adequate equipment such as computers, projectors, scanners and 3D scanners, printers, 3D printer, professional cameras, etc. According to the available data, there is no information about the adequate software required to maintain the study program.*

*The number of seats in the lecture rooms and seminar rooms according to the number of students in groups is sufficient.*

*According to the SER, the Universum has enough computers, but there is lack of adequate software for the disciplines of study included in the curriculum, with utilisation licence.*

*The Universum has its own library and reading room, it has enough room for the number of students who are admitted each academic year.*

*The efforts made to improve and enrich the book stock are commendable. However, at present moment, the library does not own a sufficient number of books.*

*At present, the infrastructure of the Universum is not adapted to meet the needs of students with disabilities.*



<i>Standard</i>	<i>Compliance</i>	
	<i>Yes</i>	<i>No</i>
<i>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.</i>	<b>X</b>	
<i>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.</i>		<b>X</b>
<i>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:</i> <i>a) owned or rented spaces adequate for the educational process;</i> <i>b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;</i> <i>c) adequate software for the disciplines of study included in the curriculum, with utilisation licence;</i> <i>d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.</i>	<b>X</b>	
<i>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.</i>	<b>X</b>	



<p><b>Standard 7.5.</b> <i>Standard 7.5. The education institution's libraries must ensure, for each of the study programs:</i></p> <p>a) <i>a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;</i></p> <p>b) <i>a number of seats in the group work rooms corresponding to at least 10% of the total number of students in the study program;</i></p> <p>c) <i>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 recognized publishers, from the last 10 years;</i></p> <p>d) <i>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;</i></p> <p>e) <i>a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.</i></p>	X	
<p><b>Standard 7.6.</b> <i>The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs.</i></p>		X

**Compliance level:** ~~Fully compliant~~/ **Substantially compliant**/ ~~Partially compliant~~ /~~Non-compliant~~

**ET recommendations:**

1. *Development of 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.*
2. *Continue to develop the book stock and the idea of making the library available to the general public.*
3. *It is considerable to encourage translation of the essential literature to the Albanian language.*
4. *Continue to procure the necessary software in accordance with the requirements of the study program.*



### 3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

*First of all, the Panel would like to commend the programme development team for their proactive engagement with the Panel during the validation event. The Panel is very pleased with the level of optimism and positive atmosphere among all interviewed groups.*

*Having considered the documentation provided and discussed it with the programme development team, the Reaccreditation Panel recommends the following:*

<b>Standard</b>	<b>Compliance Level</b>
1. Mission, objectives and administration	Substantially Compliant
2. Quality management	Substantially Compliant
3. Academic Staff	<i>Partially Compliant</i>
4. Educational Process Content	Substantially Compliant
5. Students	Substantially Compliant
6. Research	<i>Partially Compliant</i>
7. Infrastructure and resources	Substantially Compliant
<b>Overall Compliance</b>	<b>Substantially Compliant</b>

*The overall compliance is assessed by the experts at the level of **Substantially Compliant**.*

*However, the following recommendations need to be considered in relation to programme reaccreditation:*

- 1. The self-evaluation report is written very well, providing a lot of significant information, but to enable proper evaluation there should be more documents mentioned in the self-report attached. Besides, lack of the documents, all attached documents need to be translated into English. Without these documents it is hard to properly evaluate and give recommendations.*



2. *Regarding the evaluation of staff performance, it is suggested that the following criteria are integrated into individual staff records:*
  - *Systematic collection of data career progression and feedback from alumni and include their opinion in the learning process;*
  - *Regular staff appraisal in terms of identifying staff development requirements;*
  - *Staff membership in the educational and professional bodies;*
  - *Staff involvement in learning and teaching research initiatives;*
  - *Participation in learning and teaching events and conferences, the College should develop effective policies for teachers' improvement in the research.*
3. *It is necessary to further develop and integrate e-learning as a form of teaching strategy and provide online courses that are feasible to the specific needs of students.*
4. *The College has developed quality policy and procedures that include regular collection and analyses of relevant data with the purpose of ensuring and improving the quality of all institutional activities, especially student participation. Nevertheless, there is room for improvement, especially in actively involving the student body and external stakeholders in the decision making processes.*
5. *To attract more regular foreign guest lecturers and students, College should offer some courses in English. Furthermore, the College should try to attract incoming students not only from the region but also students from a variety of European countries.*
6. *To achieve greater publicity about College and its activities, it is recommended to set up a separate active College's web page where student and teacher achievements and all college activities would be presented. This would enable the public to be better acquainted with College's capabilities and working methods.*
7. *It is necessary to regularly update the College website, with current relevant information, as an example of relevant information are the list of teachers, the list of publications, etc.*
8. *It is strongly recommended that important documents such as the Statute, the regulations for students' transfer from other institutions, etc. are publicly available.*



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*In conclusion, the Expert Team considers that the study program (insert name of the study program) offered by (insert name of the higher education provider) is (insert overall compliance level - ~~Fully compliant~~/ **Substantially compliant** /~~Partially compliant~~/~~Non-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.*

### Expert Team

#### Chair

	<b>Diana Milčić</b>	<b>12.4.2021.</b>
(Signature)	(Print Name)	(Date)

#### Member

(Signature)	(Print Name)	(Date)
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#### Member

(Signature)	(Print Name)	(Date)
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#### Member

(Signature)	(Print Name)	(Date)
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