



Republika e Kosovës
Republika Kosova - Republic of Kosovo



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

**Universum College
BA in English**

RE-ACCREDITATION

REPORT OF THE EXPERT TEAM

May 3rd, 2021, Mannheim



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1. INTRODUCTION

1.1. Context

Date of site visit: April 27th, 2021

Expert Team (ET) members:

Prof. Dr. Frank Baasner

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:

- Memorandum Mirekuptimi Vision Agency
 - MOU Vendore I
 - MOU Vendore II
 - MoU Vendore
 - CVs of staff
 - Regulations and Guidelines
 - Syllabus 20-21
 - SER_BA in English
-
- **Requested Documents:**
 - CV of Artan Limani
 - **Received Documents:**



Criteria used for program evaluation:

- Standards & performance indicators for external evaluation according to the Accreditation Manual of KAA, July 2018
- Criteria of Relevance, Efficiency, Effectiveness, Impact, Sustainability

1.2. Site visit schedule

Site Visit Program

27th April

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*)

- Suat Berisha - Chairman of Board of Trustees
- Alejtin Berisha - President of Universum College
- Filip Ruxho - Vice President for Innovation and External Relations

09:45 – 10:25 Meeting with quality assurance representatives and administrative staff

- Arlinda Qehaja - Vice President for Operations of Universum College
- Uran Raci - Deputy CEO of Universum College
- Atdhe Zogaj - Head of Quality Assurance Office of Universum College
- Qendresa Kukaj - Lecturer

10:25 – 11:15 Lunch break

11:15 – 12:15 Meeting with the heads of the study programme



- Mejreme Ymeri – Responsible person of the programme
- Artan Limani - Responsible person of the programme
- Jusuf Mustafai - Responsible person of the programme
- Artan Aliu – Programme coordinator

12:20 – 13:20

Meeting with teaching staff

- Admir Ibrahimimi - Lecturer
- Artan Aliu – Lecturer
- Atdhe Zogaj – Lecturer
- Donika Ymeri – Lecturer
- Dardane Bojaxhiu – Lecturer
- Miradije Miftari – Lecturer

13:25 – 14:05

Meeting with students

- Anila Qerimi
- Medina Berisha
- Rinesa Koci
- Aroma Berisha
- Djellza Gashi
- Valeza Misini
- Rinesa Iseni

14:10 – 14:50

Meeting with graduates

- Erblina Rashiti
- Rina Rrustemi
- Arlinda Sejdiu
- Forca Krivanjeva
- Shpend Lleshi



14:55 – 15:35	Meeting with employers of graduates <ul style="list-style-type: none">• Chris Wilson – Anglia Academy• Vilson Tuqi – Fox group• Edlira Dibrani – Finnish school• Naser Smajli – My solution• Mentor Abdullahu – Translator• Asdren Bytyqi – Prestige• Besart Konushevci – “Akademia” Platform
15:40 – 15:50	Internal meeting of KAA staff and experts
15:50 – 16:00	Closing meeting with the management of the faculty and program

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

Universum College (UC), founded in 2004, is well established in the Higher Education System in Kosovo. The existing programs concentrate on academic disciplines who correspond with the market needs in Kosovo and abroad. Universum College has made the choice to concentrate on student centred teaching, combining intellectual training and practical elements like internships. The concept and strategy of Universum College is comparable to Universities of applied sciences in other European countries. Recently UC succeeded in implementing a “dual system” of education, well known in German speaking countries. Private companies pay the fees of the students if they work part-time during their studies. This system is not only useful for good students who do not have the financial background to pay the tuition fees, but also for the companies who get to know their future employees.

The second strong element in the profile of UC is the internationalization. UC has more Erasmus and Erasmus+ agreements than any other university in Kosovo. Most students get the opportunity to spend a semester abroad, which is highly appreciated by the students.

The management of UC is modern, efficient and has a clear strategy for growth. UC regularly elaborates forecasts of the needs of the labour market. The excellent relations with the local



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economic actors allow UC to react quickly by adapting the programs to the changing needs of the employers.

The BA English under accreditation in this report has been limited until now to 60 study places, although there have been up to 300 applications every year. The companies ask for more graduates with qualifications in English and German (one of the specializations of this BA is German as a second language). It is reasonable to increase the number of study places, we will come back to this conclusion at the end of the report.

It has been a pleasure to notice during the site visit that UC is not only following economic interests. In the SER the institution puts forward that the college sees itself in a responsible role for the Kosovo society, by educating young citizens to become an active part of the modern democracy in Kosovo. Students as well as graduates confirmed during the site visit that the program helped them to become self-confident, to see themselves as a part of the value system in European democracies in the 21st Century.

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

“Our mission 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.” This self-description shows that the institution chooses a holistic approach when teaching specific topics. The mission is organized around five pillars: Students at the centre of all activities; Quality improvement; Innovation and entrepreneurship; Digital transformation and Internationalization. This choice makes sense for a relatively new and small institution. The orientation aims at following closely the newest developments in technology, needs of the labour market and at fostering student autonomy. Research activities have less importance, if compared with traditional universities. Nevertheless, the institution is working on research initiatives, focussing on applied research approaches.

The management of Universum College is dynamic, very modern, has an excellent international network and is eager to improve continuously.



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

Compliance level: Substantially compliant

ET recommendations:

- 1. Work on research strategies when planning programs at the MA level*

2.2. Quality management

Universum College as an institution and the management of the BA in English have a sophisticated system of quality management, following the contemporary standards of higher education institutions in Europe (and beyond). During the site visit it has been a pleasure to see that UC is not only concerned with the formal aspects of quality assurance, but considers quality management as one of the crucial advantages in the competitive field of higher

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education in Kosovo. The institution fully matches all the standards defined by KAA. The employees have enough international experience and are well qualified for maintaining this high level of quality management.

Standard 2.6. should be discussed, because it may lead to misunderstandings. If “is made publicly available” means “published on the website” this is not possible considering the data protection of students and teachers. If it means “is made publicly available inside the organization” it is reasonable and the institution does meet this standard.

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



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.	X	
Standard 2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved.	X	

Compliance level: Fully compliant

ET recommendations:

2.3. Academic staff

The study program is organized in an interdisciplinary way and includes many different topics, belonging to different academic disciplines. The specializations include business, media and German as a foreign language. The academic profiles of the professors and the whole teaching staff reflect this multidisciplinary program. The full-time professors and leaders of the BA program in English have their PhD mainly in English studies (language or literature), but also in the faculty of education. Other teachers have their qualification in social sciences, business studies and in German (in linguistics and in German as a foreign language).

The level of linguistic competencies in English is excellent or at least very good, the level of German is astonishing. As the program aims at linguistic proficiency in these two languages and in linguistic, cultural, communicative and practical skills, the profiles of the teachers correspond to the mission.

The cooperation between the different departments seems efficient and allows to cover all topics with competent teachers. The academic staff is well trained in online-learning and has made important investments in adapting the examination system to online examinations (“open book” system). The relationship with the students is very collaborative, teachers react quickly when students seek the contact. Graduates and students have even a personal relationship with their professors, who see themselves also as personal coaches for the students.



Standard 3.8. is as problematic as the standard 2.6. and should be changed or at least should be more precise. In fact the results of the evaluations are discussed with the students and the teachers.

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



Standard 3.7. The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service.	X	
Standard 3.8. Academic staff evaluation is conducted regularly at least through self-evaluation, students, peer and superiors' evaluations, and occur on a formal basis at least once each year. The results of the evaluation are made publicly available.	X	
Standard 3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.	X	
Standard 3.10. Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers.	X	

Compliance level: Fully compliant

ET recommendations:

2.4. Educational process content

The specific profile of all the programs at UC aims at combining theoretical academic learnings with practical elements. The close relationship with the employers in Kosovo allows a quick adaptation of the contents of the program to the needs of the labour market. This focus on practical skills is coherent with the overall mission of the institution. The syllabus shows that all courses are clearly defined in their contents, pedagogical objectives and learning outcomes. The combination of different topics, besides the core competencies in English language and communication skills, covers different fields of future professional development of the students. The two specializations offered (a. German and b. business and media) allow students to choose two orientations according to their interests and talents. The demand of German speaking young professionals is still increasing so that the combination of English with German is an answer to the needs of the labour market in Kosovo. The courses concerning German



language are taught by highly competent teachers, with a level of linguistic competence similar to native speakers. If the number of study places will be increased, the task of the program leaders will be to assure the same high level teaching for all students.

UC has decided to organize teaching as a mentorship with small groups of students, giving more place to interactive parts in a dialogue with students. This approach certainly helps those students who are still developing their personality and autonomy. Again it has to be made sure that this approach can be also maintained when the number of study places will be much higher.

The Center for Excellence in Learning and Teaching has been founded in order to maintain and improve the level of teaching. This regards the contents but also the technical equipment and the online-teaching skills of the professors and all teachers. UC is member of a European project called CONSUS, aiming at a sustainable development of new techniques in teaching and learning. This allows UC to be in permanent contact with other European institutions of higher education in the European Union.

Standard	Compliance	
	Yes	No
Standard 4.1. The study program is modelled on qualification objectives. These include subject-related and interdisciplinary aspects as well as the acquisition of disciplinary, methodological and generic skills and competencies. The aspects refer especially to academic or artistic competencies, to the capability of taking up adequate employment, contributing to the civil society and of developing the students' personality.	X	
Standard 4.2. The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The individual components of the program are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning.	X	
Standard 4.3. The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.	X	



Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, the minimal bibliography, etc. The full course description/ syllabuses of each subject/ module should be attached only in electronic form to the self-assessment report for the study program under evaluation.	X	
Standard 4.5. If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.	X	
Standard 4.6. The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development.	X	
Standard 4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.	X	
Standard 4.8. Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.	X	
Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.	X	
Standard 4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.	X	
Standard 4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated ETCS credits and 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.	X	



Standard 4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units.	X	
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Compliance level: Fully compliant

ET recommendations:

1. Make sure that the high level teaching and the tutorship approach can be maintained with an increased number of study places

2.5. Students

The BA program in English attracts many students from all over Kosovo and neighbouring countries. Around 300 applications per year with currently 60 study places obliges the institution to refuse applicants who would have all the qualifications needed for a successful study. This is why we recommend to increase substantially the number of study places. 150 study places per year will allow the institution to accept the best candidates.

During the site visit the students expressed their satisfaction with the teaching methods, the contents of the courses and the offer of extracurricular activities. Their relationship with the teachers has been described as trustful, open minded and friendly. The teaching staff reacts quickly if problems arise and students have many opportunities to express their needs.

Interactive teaching processes allow them to strengthen independence and autonomous thinking.

UC has developed a system that allows students to study part-time, as many work during their studies. The BA program which normally is a 3 year program can be accomplished over a longer period if necessary. The combination of job and study is thus made possible.

The admission procedure is transparent. The criteria for admission are based on the high school grades and on an admission test. Students who are admitted to the program sign a contract with the institution.

The institution will have to make sure that there are sufficient teachers in order to cope with the higher number of study places. In order to match the standard 5.3. more staff should be employed or the employees will have to take responsibility for more courses and learning groups.



Standard	Compliance	
	Yes	No
Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organising students' recruitment. Admission requirements are consistently and fairly applied for all students.	X	
Standard 5.2. All students enrolled in the study program possess a high school graduation diploma or other equivalent document of study, according to MEST requirements.	X	
Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.	X	
Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.	X	
Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record.	X	
Standard 5.6. Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.	X	
Standard 5.7. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.	X	
Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original.	X	
Standard 5.9. Students' rights and obligations are made publicly available, promoted to all those concerned and enforced equitably; these will include the right to academic appeals.	X	



Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.	X	
Standard 5.11. Academic staff is available at sufficient scheduled times for consultation and advice to students. Adequate tutorial assistance is provided to ensure understanding and ability to apply learning.	X	

Compliance level: Fully compliant

ET recommendations:

1. Make sure there is enough teaching staff when the number of study places will increase.

2.6. Research

Universum College has made the choice to concentrate on excellent teaching and preparation of the students for the job market. In a university of applied science like UC, research has a different role than in traditional universities where fundamental research has an important place. If research has a less relevant place in the BA program, this does not mean that students are not trained in research methods. In the SER, the institution has explained its strategy for the next years. Some departments already have research units and concrete research projects, mainly focusing on business-related topics. In the BA program in English the main objective is to give students the opportunity to get familiar with different research methods in order to sharpen their critical thinking. Research strategy should be further developed especially when the institution may plan a MA level in English and/or German. The SER has shown that UC is currently working on research strategies in all departments.

Development of research also at the BA level is absolutely possible. It may be perfectly in line with the pragmatic approach. Research might concern studies on communication in professional contexts in foreign languages (as mentioned in the SER), studies on code switching, on the use of different languages in the social media and so on. The outstanding international network of the institution and the participation in various European programs will allow UC to further strengthen its research profile in the future.



Together with other universities in Kosovo and the region, UC organizes a students scientific journal and conference every year, which is a good opportunity for students to get familiar with research situations and to go beyond the topics taught in their courses. Students of the BA in English have actively participated in this activity.

Standard	Compliance	
	Yes	No
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.		X
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.	X	
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.	X	
Standard 6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity.	X	
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.	X	
Standard 6.6. Research is validated through: scientific and applied research publications, artistic products, and technological transfer through consultancy centres, scientific parks and other structures for validation.	X	



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.		X
Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.	X	
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.	X	
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.	X	
Standard 6.11. Students are engaged in research projects and other activities	X	

Compliance level: Substantially compliant

ET recommendations:

1. Continue to work on research fields regarding English and German language in pragmatic contexts.

2.7. Infrastructure and resources

The infrastructure of UC is modern and has an excellent level on all campuses, Prishtina, Ferizaj and Gjakova. Classrooms are equipped with high tech devices, the library has numerous working places with computers. The library is well equipped with books in Albanian and English, but has also a good online library with access to databases and journals. UC has started a very successful and ongoing project with donors from the US in order to reinstall a library system in Kosovo, which is supposed to become a public network of modern libraries.

The IT devices for teaching and administration are up to date and allow an efficient work of students, teachers and administration staff. The Moodle platform is an asset when it comes to



e-learning, especially under pandemic conditions, even if it has been implemented before. Big Blue Button is used as a learning and teaching platform.

The digital equipment (laptops, computers, printers...) for the teaching staff and for the students is remarkable. Even if the number of study places will be increased, the infrastructure will be sufficient for all students. UC has been able to build up important capacities in modern infrastructure and it can be assumed that the institution will continue to improve the equipment in order to be competitive in the education market.

The number of staff dealing with the maintenance of the campuses and the electronic equipment is sufficient in order to guarantee the high level achieved by the institution.

Students are offered transportation for special activities when needed. Sports fields are available for students and staff.

The infrastructure and the overall resources of UC are very good and can satisfy the needs of students and staff. During the last 15 years UC has shown that the institution is able to grow constantly without taking high financial risks and without losing the high standards in learning and working conditions. UC will be able to adapt to a higher number of students in the BA in English.

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



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



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

Compliance level: Fully compliant

ET recommendations:



3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

Universum College is a modern, well managed and successful university. Its focus on applied science and on student centred higher education is coherent and convincing. The growth strategy is sustainable and economically serious. The institution is contributing to the development of the democratic system in Kosovo, strengthening the young generation of citizens in the Republic of Kosovo.

The interviews with all groups of UC have been open-minded, well informed, transparent and trustful. The offer of UC corresponds to the dynamic labour market in Kosovo. The BA program in English with its specializations in Business and Media or German matches the needs of the country for the next years.

As the teaching capacities, the infrastructure and the number of applications are very satisfying, we consider that the number of study places in this BA program can be increased up to 150 places. We are convinced that the institution will be able to adapt to this situation and guarantee the high level also in the future. The number of 150 study places takes into account the number of approximately 300 applications per year and the fact that increasing by 150% the number of study places will allow the institution to grow fast but with sustainable results.

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



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In conclusion, the Expert Team considers that the study program BA in English offered by Universum College is **Fully 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 150 students** to be enrolled in the program.

4. APPENDICES *(if available)*

Expert Team

Chair

Frank Baasner

May 9th, 2021

(Signature)

(Print Name)

(Date)