

A close-up photograph of a wooden pencil with a sharpened lead tip, resting diagonally across a document. The document features a line graph with a grid. The y-axis has labels '100' and '50'. The x-axis has labels '93' and '98'. The pencil is positioned over the graph, with its tip pointing towards the bottom right. The background is slightly blurred, showing more of the document and the pencil's body.

Kosovo Accreditation Agency 2021-2022

NAIM GASHI
KAA DIRECTOR

MAIN DEVELOPMENTS IN THE ACCREDITATION AGENCY FOR 2021



- ▶ **KAA has successfully completed the accreditation processes for 239 study programs**
- ▶ Kosovo Accreditation Agency (KAA), during the year 2021 has managed to successfully complete the accreditation process for 239 academic programs and 9 institutional accreditation processes at the level of higher education institutions. Out of this number, 199 reports / decisions are positive for accreditation, while 40 are recommended not to be accredited.



Approved Documentation



- ▶ During 2021 the KAA has prepared and approved several essential documents for the increasing of quality in higher education
- ▶ Thematic Analysis Methodology
 - ▶ Two thematic analysis
- ▶ Strategic Plan 2021-2025
- ▶ Manual for International Experts
- ▶ Guidelines for the Internal Evaluation of Staff
- ▶ Monitoring Methodology
- ▶ Revision of standards
- ▶ Feasibility study on Digitalization
- ▶ Online issuing of Accreditation Confirmation
- ▶ New Website and Facebook Page

The methodology for thematic analysis has been approved



- ▶ With funding from the Embassy of the United States of America, WUS Kosovo has implemented the project "Support to the Kosovo Accreditation Agency to meet some of the recommendations of ENQA.".
- ▶ The project was implemented in the period September 2020 - September 2021.
- ▶ Two thematic analyzes were also completed:
 - ▶ Preparing Kosovar Graduates for the Labor Market - The Perspective of Employers and Graduates;
 - ▶ Thematic Analysis for Institutional Accreditation for HEIs.

Approval of the Strategic Plan of KAA 2021-2025



► Objectives:

- a) Restoration of KAA membership in ENQA and EQAR;
- b) Consolidated legal framework that guarantees the institutional and financial independence of the KAA in conducting external quality assurance processes;
- c) Advanced management and administration system of KAA through the increase of physical and professional capacities;
- d) Improving the quality of the higher education sector through efficient and effective accreditation and monitoring procedures;
- e) Advanced digitalization of KAA procedures for an effective management of information and data of external evaluation procedures.

The Manual for International Accreditation Experts has been approved



- ▶ The Kosovo Accreditation Agency (KAA) with the support of the Heras Plus Project has approved an Information and Training Manual to provide practice-based guidance for international assessment experts conducting an external evaluation of higher education institutions (HEIs) in Kosovo on behalf of the Kosovo Accreditation Agency (KAA).



The Guideline for Internal Evaluation of KAA staff has been approved



With the support of the WUS Kosova project, KAA has approved the Guide for Internal Evaluation of KAA staff, which has also been a recommendation of ENQA.



The Monitoring Methodology and post-accreditation procedures have been finalized



- ▶ The KAA has finalized the document on Monitoring Methodology and post-accreditation procedures. So far, the KAA has not had a monitoring mechanism nor post-accreditation procedures and this has been a major setback for quality assurance in higher education.
- ▶ The document has been put on the agenda for approval at the SCQ meeting in February 2022.



Revision of standards at the bachelor and master level



- ▶ Funded by the Austrian ADA, the Heras Plus Project is implementing standards review project at the bachelor and master level.
- ▶ This project includes MESTI, SCQ, KAA, HEIs, local and international experts, representatives of donors, civil society, academia, students, etc.



Feasibility for digitalization and automation of processes at the KAA



- ▶ With the support of the United States Embassy in Pristina - Fulbright Project, the Kosovo Accreditation Agency (KAA), on November 25, 2021, has finalized the project of implementing a feasibility study for the overall digitalization of processes.





Republika e Kosovës

Republika Kosova - Republic of Kosovo

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



ST. AGIM RAMADANI, STUDENT CENTER, SECOND FLOOR 10000
PRISTINA, RKS

[HTTPS://AKREDITIMI.RKS-GOV.NET/](https://akreditimi.rks-gov.net/)
+381 38 212761

DIGITALIZATION FEASIBILITY STUDY

This report was produced at the request of the Kosovo Accreditation Agency. The report was prepared independently by:

Dr. Trenia Walker from the University of New Mexico, Albuquerque, New Mexico, U.S.A.

Dr. Krenare Pireva Nuci from the State Council of Quality (SCQ) of the Kosovo Accreditation Agency, Pristina, RKS.

Flamur Abazaj from the Kosovo Accreditation Agency (KAA), Pristina, RKS.

November 2021

Naim Gashi - KAA Director

Summary of discussion

Lack of information for HEI and their program in searchable manner and not only as documents (PDFs)

Continual communication request from parents with respect to program validity

There are many people that request the information whether the institution or program is accredited

I would like to have information from KAA as a trustworthy source for Universities and their accredited programs and then continue with external link that directs me to respective institution

The website was chaotic and not interactive, in a sense that we can not find data or extract any potential statistics

Monitoring of HEI through students and parents

External Expert Evaluation during institution and program re/accreditation should contribute into institutions reputation

We communicate with the KAA for different purposes (Board decisions, accreditation processes, projects, other documents - to name a few)

We communicate with KAA through phone, emails, social media and/or in-person

The eAkreditimi should contain all the communication that we perform through email, phone, paper. So the communication is within the system but we need just to change sequences and privileges depending on the level of communication (similar to ERP system, issuing a case/ticket number and monitor the progress with notifications until it is closed as a case)

The communication with the agency sometimes is delayed and in some cases we wait more then we expect (no deadlines are specified and we think that 24 hour is sufficient enough to respond).

All information with respect to eAkreditimi should not be updated even if we don't have any changes on our profile. One click confirmation is enough.

We experience a lot of downtime of eAkreditimi system once we want to update our documentation as required by the agency

The current eAkreditimi is not fully functional. The reset password is not functional. The system during the declaration time experience downtime.

Sharing the information among public eServices and not demanding the same data from different government agencies

Features

Searchable accreditable programs

Searchable expert suggestion from decision reports

Personalised recommender for potential future students

Accredited HEI Open Profiles

Customized statistics generation

HEI Institution rating

HEI Program rating

Applying online for program re/accreditation

Applying online for Institution re/accreditation

Validation of program holders

Case-based Communication

OneClick data confirmation

Creating APIs for specific purposes

Systems

Website

eAkreditimi

1 February
2022

Accreditation Confirmations are now issued online



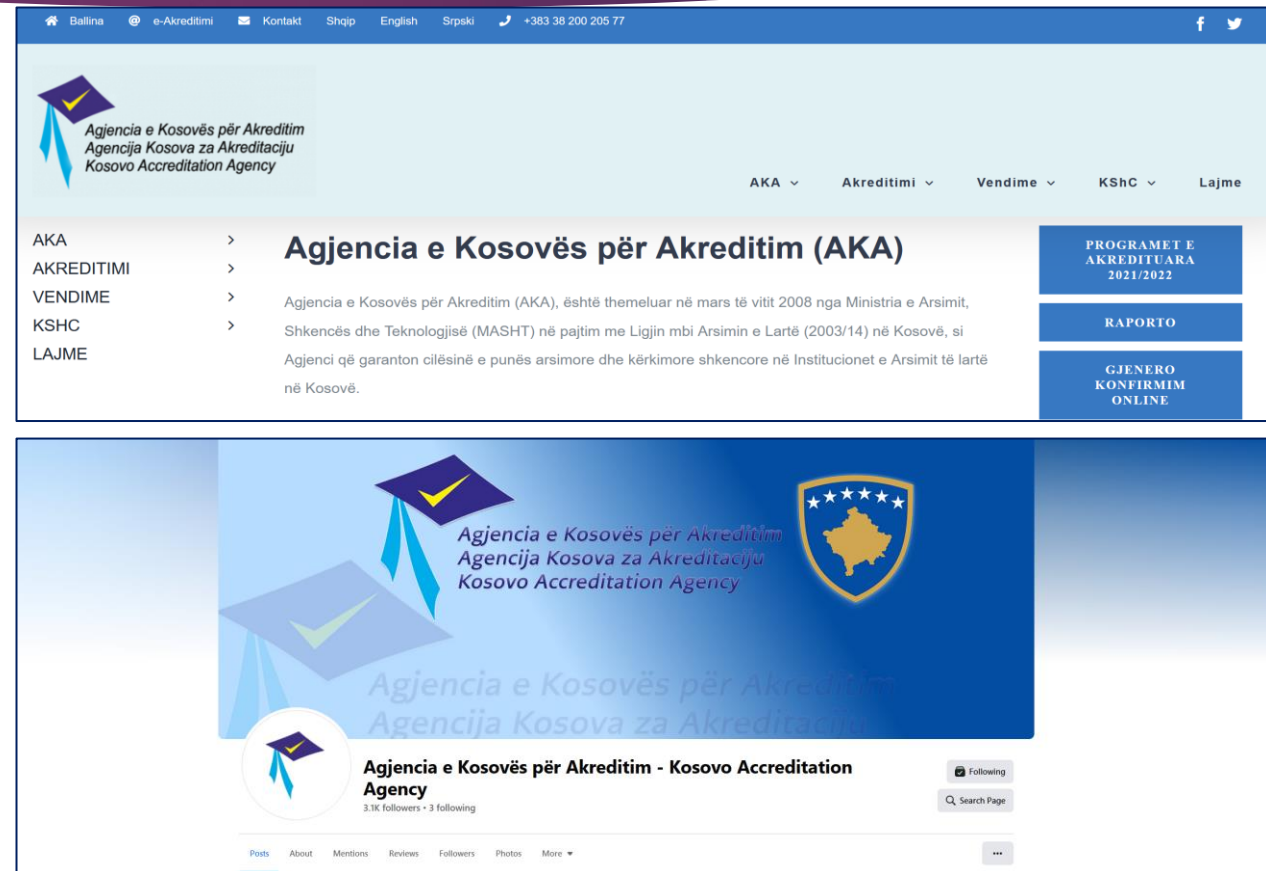
- ▶ With funding from the US Embassy, the KAA in the summer of 2021 has digitized the issuance of accreditation confirmations. All students and graduates who need to obtain certifications for the accreditation of their study programs can now get them online, without having to physically come to the Accreditation Agency.



The new KAA website and official Facebook profile have been launched



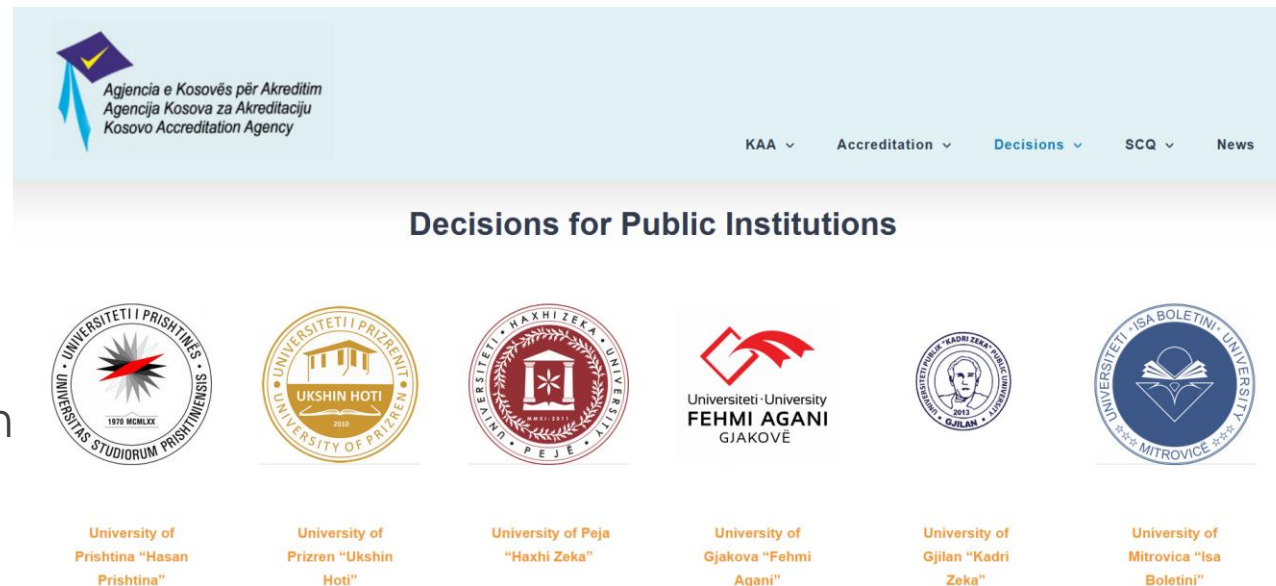
- ▶ Funded by the Embassy of the United States of America, the new KAA website has been developed and launched.
- ▶ The site is in three languages, Albanian, English and Serbian. All decisions and developments in KAA are published on the website.
- ▶ KAA has also launched the official Facebook profile, where all news, announcements, and developments in KAA are published.



All decisions and reports of international accreditation experts are published



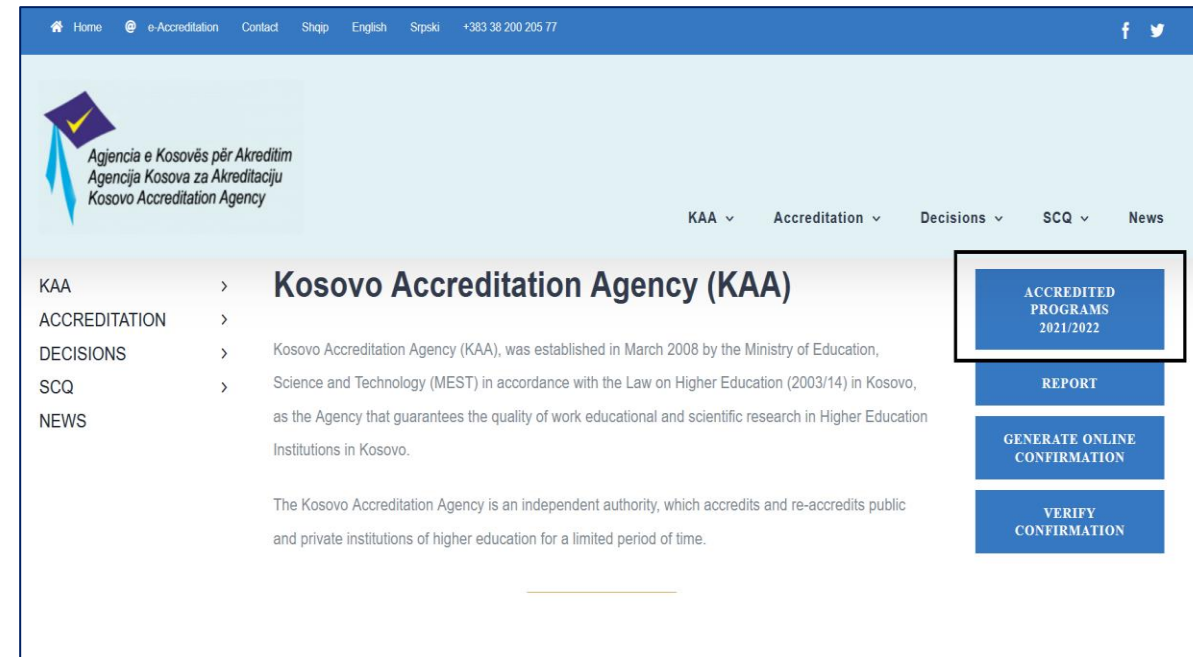
- For the purpose of full transparency and accountability to the public, the Kosovo Accreditation Agency (KAA) has published on 13.08.2021 all decisions and final reports of international accreditation experts.
- The KAA publishes all its documents on its official website.



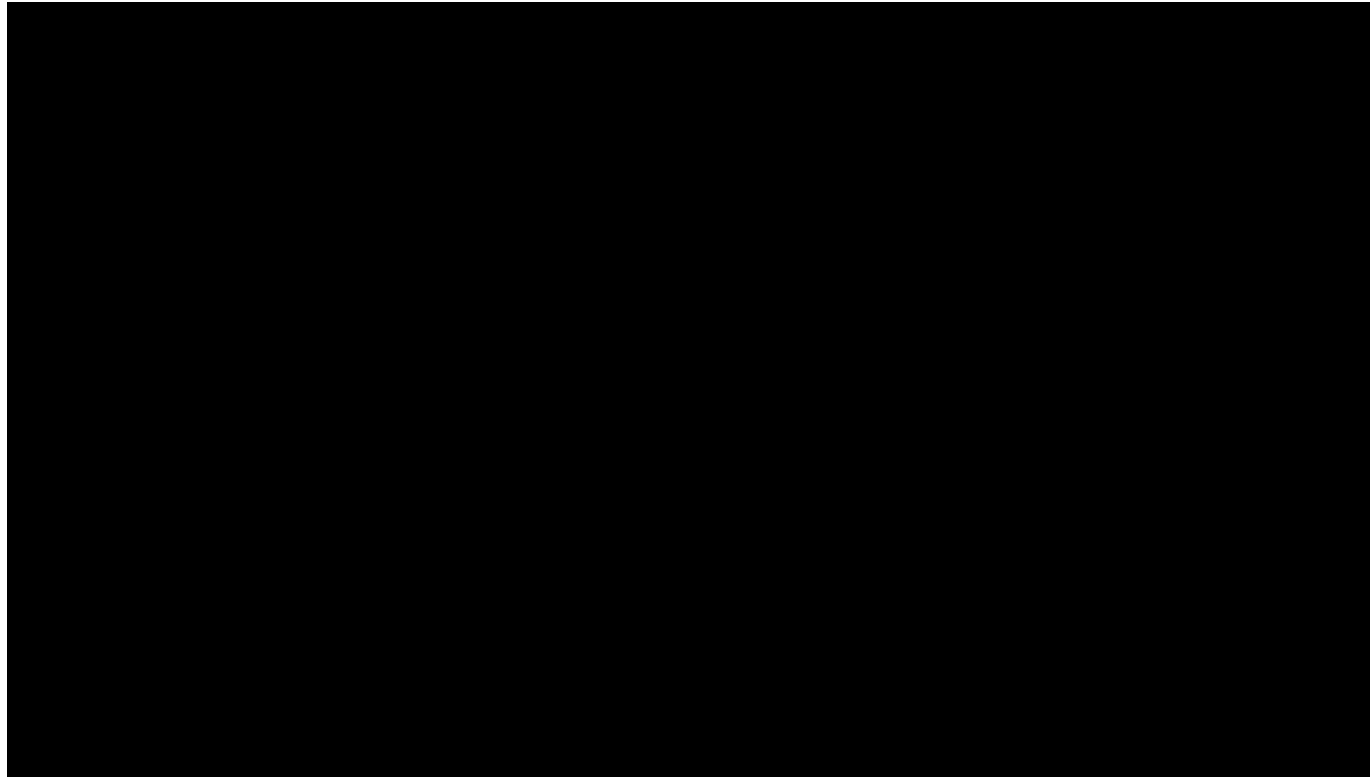
KAA publishes the list of accredited programs and information videos



- ▶ Kosovo Accreditation Agency has published on 06.08.2021 the list of programs accredited in higher education institutions in the Republic of Kosovo for the new academic year 2021/2022.
- ▶ Also, with its own budget the KAA has published an advertising video which advises young students to visit the KAA website before deciding to apply in any of the Kosovo HEIs.



Awareness Raising Video for students



AShI guarantees the cyber security of KAA



- In addition to the creation of the new website, the transfer of KAA servers to the Agency for Society Information (AShI) was also done. From now on the website of the Agency, the issuance of electronic confirmations for accreditation and the E-Accreditation platform where it stores the data of over 4000 academic staff, is guaranteed by AShI.





- Mirësevini,

e-Akreditimi Supervisor

Këshilli Shtetëror i Cilësisë (KSHC)

Agjencia e Kosovës për Akreditim (AKA)

Aplikacionet për Akreditim

Pasqyra e Stafit Akademik

Pasqyra e Stafit AkademikV2

Faturat për Proces të Akreditimit

Financa/Shpenzimet

Te dhenat nga ATK

Emri Mbiemri	Emri i Biznesit	Numri fiskal	Muaji \ Viti	Primar/Sekondar
EMRI I BIZNESIT	Em Group SH. R.K.	810872946	10 \ 2021	Primar
EMRI I BIZNESIT	Kolegji i Menaxhimit dhe Shkencave të Tëknologjive	810514853	10 \ 2021	Primar

Total (2)

Previous

1

Next

International Cooperation



- ▶ ENQA and EQAR
- ▶ CEENQA
- ▶ European Commission
- ▶ Austrian ADA
- ▶ HERAS Plus
- ▶ QAIN
- ▶ Alled II
- ▶ ATMAE USA

Twinning between Kosovo and Austria Accreditation Agencies



- ▶ With the support of the Heras Plus project, funded by the Austrian Agency for International Development (ADA), the Kosovo Accreditation Agency is twinned with the Austrian counterpart Agency for Quality Assurance and Accreditation.
- ▶ This project increases the cooperation in the field of education between Kosovo and Austria.



COMPLETING RECOMMENDATIONS FOR ENQA AND EQAR

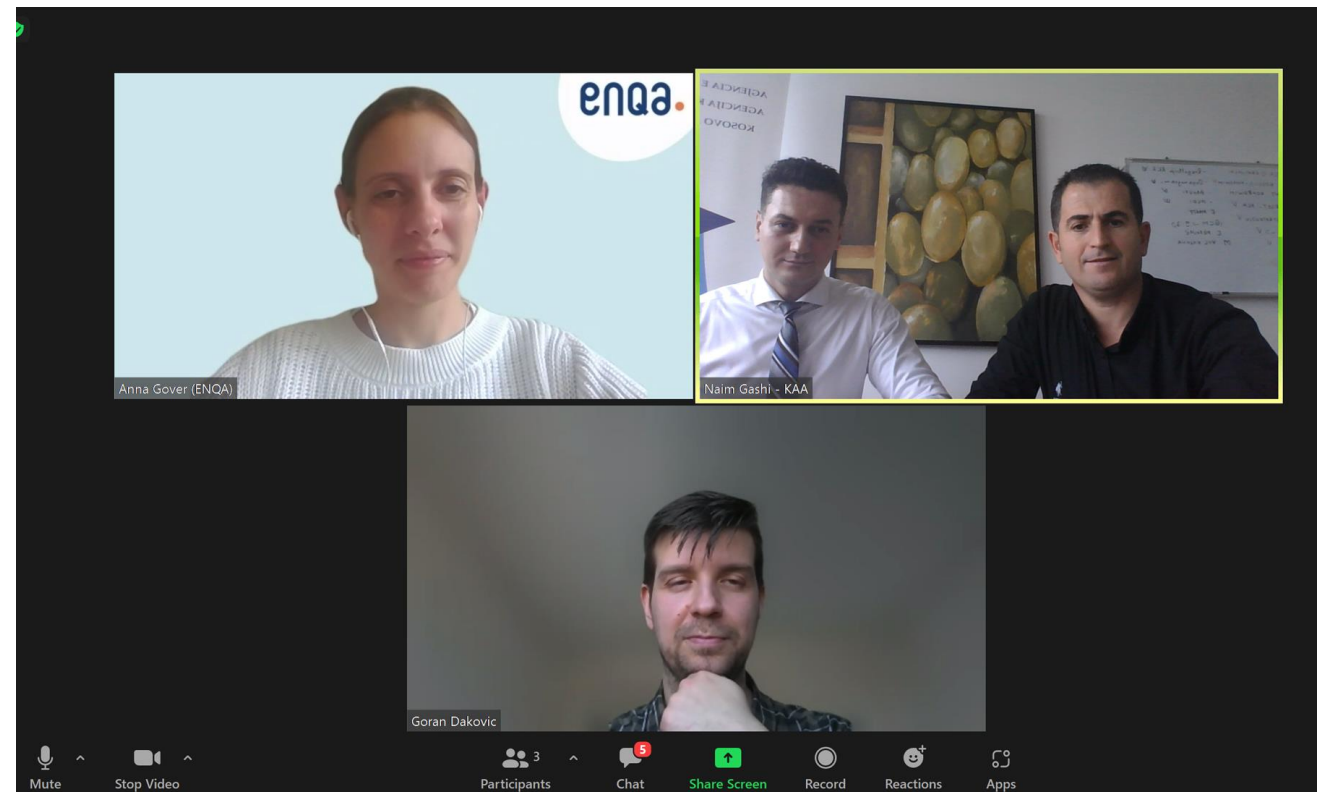


- ▶ With the proposal of the Minister of Education, Science, Technology, and Innovation, Arbërie Nagavci, the Government of the Republic of Kosovo, in the meeting held on 10.12.2021, approved the Draft Law on the Kosovo Accreditation Agency.
- ▶ This Draft Law regulates the status of the Kosovo Accreditation Agency as a regulatory agency in the processes and responsibilities of accreditation, re-accreditation, validation, and monitoring, to ensure quality in higher education in the Republic of Kosovo.
- ▶ All relevant actors, experts from MESTI, the Accreditation Agency, representatives of the academic community, donors and civil society are involved in the drafting of this draft law.

Dynamic Plan for the return to ENQA and EQAR



- ▶ AA has compiled and submitted to MESTI the Dynamic Plan for Return to ENQA and EQAR.
- ▶ According to this Plan, out of the 13 main recommendations for return to ENQA and EQAR, over 90% have already been fulfilled. After the Law on KAA is approved in the Assembly and the bylaws are issued, it is considered that the criteria are met at the level of 100%.



New KAA building



- ▶ The Ministry of Education, Science, Technology, and Innovation (MEST) has decided that the new public building, in the location "Prishtina e Re", be dedicated to the KAA. The facility is modern with over 1000 square meters and meets all the needs of the KAA.
- ▶ The construction of the new headquarters is planned to be completed at the beginning of 2022 and it is expected that KAA will move to the new facility by the end of 2022.



European Commission Report on Kosovo



- ▶ The European Commission Report for Kosovo, October 2021 in the section on the Kosovo Accreditation Agency (KAA) is accurate, very positive and encouraging for the work of the KAA and gives hope for a return to ENQA and EQAR.
- ▶ Although affected by the pandemic, the European Commission estimated that, quote: **"The Agency managed to complete the full cycle of accreditation for the academic year 2021-2022, reducing the number of programs and institutions, based on quality criteria."**



KAA receives a grant from the US Embassy



- The Accreditation Agency, on October 8, 2021, was announced the winner of a grant from the US Embassy in Kosovo. The funded project aims to increase student involvement in the quality assurance process, creating a direct impact on the higher education system in Kosovo and turning students into key stakeholders within the system.



The KAA and ATMAE Association work together to promote quality in higher education



- ▶ At the invitation of the American counterpart agency - Association for Technology, Management and Applied Engineering (ATMAE), which accredits all academic programs in the field of technology and engineering in the US, the delegation of the Kosovo Accreditation Agency (KAA) and MESTI (NARIC Center), in November 2021 stayed for a week in Orlando, Florida, USA.
- ▶ During meetings with US counterparts, ATMAE has expressed its readiness to support KAA with eminent experts to promote the development of academic programs in the field of technology and engineering in Kosovo.



CEENQA presents the success of KAA in the process of digitalization of services



- The December issue of the network of the Central and Eastern European Network of Quality Assurance Agencies of Higher Education of (CEENQA), presented the successful work of the Kosovo Accreditation Agency (KAA) in finalizing the implementation project for general digitalization of processes in the KAA.



CEENQA | CENTRAL AND EASTERN EUROPEAN NETWORK
OF QUALITY ASSURANCE AGENCIES IN HIGHER EDUCATION

July 2021
Volume 11 No. 1

Newsletter

Contents

Message from the President	p. 1
Upcoming Events	p. 3
News from Members and Partners:	
AIKA/HEPDAK	p. 4
KAA	p. 5
NAQA	p. 7
HEAARS	p. 8
NCEQE	p. 10
YÖDAK	p. 14



SCQ and KAA visits to all higher education institutions



- The President of the State Council of Quality (SCQ), members of the Council and the leaders of the KAA, have visited all accredited institutions of higher education in Kosovo. During the visits, in addition to the management, meetings were held with student representatives and the academic community.



Meetings with students



- During the visits, except for the management, meetings have taken place with students and the academic community.



Cooperation with civil society



- ▶ KAA has signed a Memorandum of Understanding with the QAIN project, which enables the local organization ORCA to monitor the work of the Agency and SCQ.
- ▶ BIRN also monitors the work of the SCQ.
- ▶ In all the reports of these two organizations it appears that KAA is very transparent and accountable to the public.



State Advocacy: KAA is not endangered by any court dispute



- ▶ The State Advocacy of Kosovo on 11.11.2021 has concluded that KAA is fully respecting the legal framework in the Republic of Kosovo and is not endangered by any court dispute.
- ▶ The State Advocacy has pledged to fully support the Accreditation Agency, not only for legal protection in the courts, but also for the drafting of legal acts, so that they are fully in line with applicable law and cannot be challenged in the courts.



Thank you for your attention!



See you at the next event!



Naim Gashi

Kosovo Accreditation Agency

Address: Student's Center, 2nd floor

10000 Prishtina, Republic of Kosovo

Tel: +383 38 212762

Email: naim.m.gashi@rks-gov.net

Website: <https://akreditimi.rks-gov.net/>