



Republika e Kosovës  
Republika Kosova - Republic of Kosovo



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

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***UNIVERSITY OF APPLIED SCIENCES***  
**FERIZAJ**

**RE-ACCREDITATION**  
**Professional Bachelor**  
**Graphic Design and Multimedia**

**REPORT OF THE EXPERT TEAM**

*02. 05. 2022., Zagreb*



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## 1. INTRODUCTION

### 1.1. Context

**Date of site visit: 4 April 2022**

**Expert Team (ET) members:**

- *prof. dr. Diana Milčić*

**Coordinators from Kosovo Accreditation Agency (KAA):**

- *Leona Kovaçi*
- *Arianit Krasniqi*

**Sources of information for the Report:**

#### ***a) Received documents (English)***

- *Self-evaluation report “Professional Bachelor Graphic Design and Multimedia” 2022*
- *Staff CVs*
- *Syllabi*
- *Video*

#### ***b) Documents available on the website in English***

- *Strategic plan of University of Applied Science in Ferizaj 2018 – 2020*
- *Provisional Statute of the University of Applied Sciences in Ferizaj, 2015*
- *Student Handbook (without date)*
- *Code of Ethics, 22.02.2019*
- *Regulation for Quality Assurance, 18.02.2020*
- *Regulation for Academic Mobility of the University of Applied Sciences in Ferizaj, 18.02.2020*
- *Regulation for Undergraduate Studies (Bachelor Studies), 09.01.2020*
- *Regulation of Behaviour of the Academic Staff, non-Academic Personnel, Students and other Workers in the University of Applied Sciences in Ferizaj, 27.12.2019*
- *Regulation for Scientific Research Activities. 09.01.2020*



- *Regulation on the principles of operation of the Industrial Board of the University of Applied Sciences in Ferizaj, 09.01.2020*
- *Regulation on Student Internship, 09.01.2020*
- *Student Transfer Regulation, 09.01.2020*

**c) Requested documents:**

- *Strategic plan of University of Applied Science*
- *the internal evaluation documents of QA (results and reports)*
- *Partnership agreements with institutions*
- *A minutes from the Industrial Board committees regarding the study program "Graphic Design and Multimedia"*
- *Document about criteria and list of teaching/ staff training activities (with name of activity and names of attendant)*

**d) Received documents:**

- *Draft Strategic Plan 2022-2026*
- *Program Evaluation Report: Graphic and Multimedia design from mobile for the academic year 2020/21 (without date)*
- *Partnership agreement with institutions (Albanian and English), "Pointprint" 19.04.2021*
- *Minutes from the Industrial Board (Albanian and English), 12.11.2021*
- *Introduction week of new academic staff, 24.10.2019*
- *New staff meeting attendance, 24.10.2019*

### **Criteria used for institutional and program evaluations**

*Standards & performance indicators for external evaluation according to:*

- *A Kosovo Accreditation Agency: Accreditation manual, 2021*



## 1.2. Site visit schedule

Time	Meeting	Participants/Comments
09:30 – 10:15	Meeting with the management of the faculty where the programme is integrated	Joint meeting with other programmes
10:20 – 11:05	Meeting with quality assurance representatives and administrative staff	Joint meeting with other programmes
11:15 – 12:15	Meeting with the heads of the study programme:	Florit Hoxha Lejla Ibrahim Faton Spahiu
12:15 – 13:15	Lunch break (lunch provided at place)	
13:15 – 14:00	Meeting with teaching staff	Joint meeting with other programmes
14:05 – 14:50	Meeting with students	Joint meeting with other programmes
15:00 – 15:45	Meeting with graduates	Joint meeting with other programmes
15:50 – 16:35	Meeting with employers of graduates and external stakeholders	Joint meeting with other programmes
16:35 – 16:40	Internal meeting of KAA staff and experts	
16:40 – 16:45	Closing meeting with the management of the faculty and program	



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

*The University of Applied Sciences in Ferizaj (UASF), the public higher education institution, was established by the Ministry of Education, Science and Technology (MEST) and licensed by the Assembly of the Republic of Kosovo in 16 July 2015. Although new as a university, the tradition of academic and scientific work in Ferizaj dates from 1976.*

*The University of Applied Sciences in Ferizaj offers study programs at the BA and MA levels. The University organizes teaching in five faculties with nine accredited study programs. One of faculty is Faculty of Applied Arts.*

*Since 2019, the program Graphic Design and Multimedia (Professional Bachelor) is offered in the Faculty of Applied Arts.*

*All faculties use documents and regulations at the University level, which can be found on the University main website.*

*First of all, the Panel would like to commend the programme 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, especial with alumni. The communication between the students, teachers and the management seems to be very open.*

*The self-evaluation report (SER) is written very concisely and abbreviated, which made very difficult to get the necessary data. A number of translation and formatting errors have been recorded across all sections of original self-evaluation reports, which often impeded understanding and raised further questions. In many places it is not clear whether something is being done or will be done, for example "Theoretical teaching will be organized mainly in the university premises ,..." pp12.*

*Instead of SER to be written descriptively without evidence, it should had been written legibly, clearly with the facts evidence mentioned.*



## 2. PROGRAM EVALUATION

*The institutional evaluation consists of 7 subheadings through which the administration, organisation and management of the institution, as well as teaching and research are assessed.*

### 2.1. Mission, Objectives and Administration

*As it is mentioned in the SER “The mission of the program is to develop specialized professionals in the field of Graphic Design, focusing on Graphic Design Services using the latest technology and applications, which easily meet the demands of the labour market”.*

*Since the name of study program is " Professional Bachelor Graphic Design and Multimedia ", it should be necessary to mention multimedia in the mission.*

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

*The SER contains very general statements on didactical approaches and research activities. Quite often the statements are rather abstract or normative without providing any information on their practical implementation in the study program.*

*Based on the statements in the SER, the available documentation, and information provided during meetings with the management of Faculty and professors in the site visit it can be concluded that there are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. Therefore, 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 stakeholders are well developed and well-known*

*Based on the SER, it is impossible to determine whether 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 due to the changing circumstances.*

*The statements on the research in the SER are very general definitions of objectives in a research but this 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 presented results of scientific and artistic work of academic staff are insufficient.*

Standard	Compliance	
	Yes	No
<b>Standard 1.1.</b> <i>The study program mission is in compliance with the overall mission statement of the institution.</i>	X	
<b>Standard 1.2.</b> <i>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.</i>	X	
<b>Standard 1.3.</b> <i>The study program has a well-defined overarching didactic and research concept</i>		X
<b>Standard 1.4.</b> <i>There are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. These are made publicly available to all staff and students</i>	X	
<b>Standard 1.5.</b> <i>All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.</i>	X	
<b>Standard 1.6.</b> <i>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.</i>		X

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

**ET recommendations:**

1. *Since the name of study program is " Professional Bachelor Graphic Design and Multimedia ", it should be necessary to mention multimedia in the mission.*





2. *The study program should strive for a revision of the didactic and research concept by applying modern teaching practices (e.g. coherent concept of student centred teaching and learning) integrate research at the program level and strengthening the linkages between teaching and research.*
3. *All policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the program should be reviewed at least once every two years, and amended as required in the light of changing circumstances.*

## **2.2. Quality Management**

*The SER contains a description of how quality management at the University of Applied Sciences Ferizaj and Faculty of Applied Arts works and which instruments it contains.*

*The University continuously conducts evaluation activities in areas such as Student evaluation of the program, Student evaluation of university services and administration, Student assessment of academic staff and subject matter, Staff evaluation of university services and administration, Self-assessment of academic staff, Self-assessment by alumni, Self-assessment by partner businesses, Peer self-assessment, Self-assessment of academic staff by the manager. The University uses a set of questionnaires for conducting the evaluation, but in the provided documentation one could not find information whether evaluation processes and planning for improvement are integrated into normal planning processes.*

*According to the SER, statement “the staff is given the opportunity to review the syllabus and discuss the organization of practical work”, continuous improvement of the curriculum is the responsibility of the lecturer.*

*From the available documents, it is concluded that the results of the internal quality assurance system are taken into account for further development of the study program.*

*Unfortunately, there are no reports on how the public or university members are informed about quality development.*



Standard	Compliance	
	Yes	No
<b>Standard 2.1.</b> All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity	X	
<b>Standard 2.2.</b> Evaluation processes and planning for improvement are integrated into normal planning processes.	X	
<b>Standard 2.3.</b> Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.	X	
<b>Standard 2.4.</b> 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	
<b>Standard 2.5.</b> Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.	X	
<b>Standard 2.6.</b> Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.		X
<b>Standard 2.7.</b> 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	
<b>Standard 2.8.</b> 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	
<b>Standard 2.9.</b> The quality assurance arrangements for the program are themselves regularly evaluated and improved.	X	



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

**ET recommendations:**

1. *Adapt the questionnaires to the specifics of the Faculty and the small groups of students to ensure the students anonymity*
2. *Define the process of evaluation process including publishing the results of evaluation from the general surveys. Ensure that this would not include personal information of the students and/or lecturers.*
3. *Make clear what changes have been brought as a consequence of the evaluation results. Ensure that the students receive feedback on implemented measures based on their comments.*
4. *Involve external stakeholders in the work of Quality Assurance Office.*
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**

*The Statute of the University of Applied Sciences is the main regulations document. The Code of Ethics is based on the Statute, and aims to establish the rules of conduct for the academic staff. It must be applied at all Faculties. One of the statement in the Code is “Academic staff enjoys academic freedom in research, scientific work and teaching methodology.”. Most staff act in accordance with the above statement. Most of them have professional titles (formal qualifications) and a proven track record of academic activities in the chosen area.*

*The teachers are selected according to the “the Law on Higher Education, the Labour Law, the University Statute, and the Regulation on Appointment, Reappointment and Advancement of Academic Staff at UASF., which clearly defines which academic staff could occupy what teaching position. The faculties staff formally consists of professors, associate professors,*



*assistant professors, lecturers and without teaching assistants. Staff ranking is determined by educational, scientific and service criteria.*

*According to the SER, a total of 13 regular academic staff are engaged in the study program, but on website The Faculty-Program Staff in tabular presentation of data of the academic staff are only 11.*

*Despite the disagreement of the mentioned number of academic staff involved in the study program, it is evident from the formal staff profiles, CV submitted prior to the review, that academic staff has the experience, both professional and teaching, to deliver an effective high-level learning experience through relevant programmes and curricula for students.*

*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 semester. Also, they are implemented peer and superiors' evaluations and self-evaluation. Furthermore, from the statement "In addition to the regular evaluation of teachers by students, the university also implements the evaluation of teachers by colleagues..." it is not evident do they occur on a formal basis at least once each year. The aim of teaching observations, peer and superiors' evaluations, is to enable academic staff to receive feedback from their colleagues as part of a process of reflection on teaching performance.*

*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.*

*There is no information whether they are teachers are obliged to provide the students with the necessary teaching materials before teaching and whether there is a strategy for quality enhancement of 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. The results of the conducted surveys should be publicly available as a complete presentation without specifying names.*

## 2.4. Educational Process Content

*The study program and the subjects within the study program are well harmonized with the needs of the labor market and comparable to similar programs offered in the region and beyond.*

*The disciplines represented in the curriculum are provided in a logical flow.*

*The learning outcomes are divided into the two groups: general and specific at the study program level, but there is insufficient number of comprehensible specificities. Listed learning outcomes can be applied to any profession. Some of them is duplicated: "use modern computer programs" and "Utilize modern computer programs".*





*It is not clear the difference between “Plan, initiate and execute various engineering projects” and “Manage Graphic Design projects from the idea, design to development throughout their lifecycle”, what is the difference between “engineering project” and “design projects”?*

*The study program title is "Professional Bachelor Graphic Design and Multimedia" but from the leaning outcomes none is apply to multimedia.*

*One of possible learning outcomes, instead “Contribute to new ways of thinking and innovative processes” for example might be “Demonstrate critical thinking and problem-solving and innovative skills for multimedia project planning, design, and creation”.*

*Student learning outcomes state what students are expected to know or be able to do upon completion of a course or program. At both the course and program level, student learning outcomes should be clear, observable and measurable, and reflect what will be included in the course or program requirements. For this reason, it is necessary to reformulate the learning outcomes, for example: " Know the general principles of design, processes, technologies, techniques and working tools " should be " Apply graphic design principles in the ideation, development, and production of visual messages "; “Know tools and drawing techniques” should be “Demonstrate drawing techniques using different drawing tools”; “Understand measurements and proportion in drawing,, should be “ Analyse and Explain measurements and proportion in drawing or Describe measurement or Evaluated....”. The above listed learning outcome is some of examples taken from syllabus. It is necessary to check all subjects and learning outcomes.*

*Learning outcomes should start with an active verb and must be measurable. A well-written learning outcome will focus on how the student will be able to apply their new knowledge in a real-world context.*

*The full course description within the curriculum has analytical syllabuses which comprise all necessary data. At the beginning of the semester, learning outcomes are explained to help students understand their relevance to student's development.*

*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. The teaching strategy is presented in a rather normative way without giving information on how it is implemented in the study program practically. Further*



information on how an important concept such as student-centred learning is implemented was not provided.

From the statement "The University has developed an e-learning system as part of the University Management System, and is in its development phase. During 2020 all staff will be trained in the use of this system and will be an obligatory part of their work." it is not clear whether teachers use e-learning and online teaching or not. It is gain an impression the complete lack of e-learning and online teaching as key elements of a modern teaching strategy.

The given the teacher's experience in working with students, appropriate, valid and reliable mechanisms is used for verifying standards of student's achievement.

The Faculty has appropriate and valid mechanisms for verifying standards of student achievement.

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





<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 underevaluation.</i>	<b>X</b>	
<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>	<b>n/a</b>	
<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>	<b>X</b>	
<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>	<b>X</b>	
<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>	<b>X</b>	
<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>	<b>X</b>	
<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>	<b>X</b>	



<i><b>Standard 4.11.</b> 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>	<b>X</b>	
<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>	<b>X</b>	

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

**ET recommendations:**

- 1. Review all courses to implement consistent learning outcomes, by the use of Dublin Description.*
- 2. It would necessary to organize for the teacher's courses on how to write good learning outcomes*
- 3. It is recommended to put on put on the Faculty's web page he cooperation agreements, contracts or other documents with institutions/organisations/practical training units*

**2.5. Students**

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



*The University uses the software SMU, according to SER, 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 a check for plagiarism through the anti-plagiarism system in the Albanian language.*

*The documents which deal with students' rights and obligations for example Status, Student Handbook. Regulation for Undergraduate Studies (Bachelor Studies) are publicly available on the main website of the University.*

*The procedure of the student's transfer between higher education institutions, faculties, and study programs is regulated in formal internal document Student Transfer Regulation.*

*According to SER it is teacher's 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>	
<b>Standard 5.2.</b> <i>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>	
<b>Standard 5.3.</b> <i>The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.</i>	<b>X</b>	
<b>Standard 5.4.</b> <i>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>	



<b>Standard 5.5.</b> <i>The results obtained by the students throughout the study cycles are certified by the academic record.</i>	<b>X</b>	
<b>Standard 5.6.</b> <i>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>	
<b>Standard 5.7.</b> <i>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>	
<b>Standard 5.8.</b> <i>Effective procedures are being used to ensure that work submitted by students is original.</i>	<b>X</b>	
<b>Standard 5.9.</b> <i>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>	
<b>Standard 5.10.</b> <i>The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.</i>	<b>X</b>	
<b>Standard 5.11.</b> <i>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>	

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

**ET recommendations:**

- In addition to personal tutor, students should be provided with professional orientation (counseling) to ensure their professional and personal development*



## 2.6. Research

*According to the SER and available data research concept at the program level depends a lot on the academic staff. Inclusion of teaching staff in research and academic activities is clearly defined. The performance related to these expectations is considered in the criteria for staff evaluation and promotion. However, the study program has to define and develop its own research priorities and objectives.*

*According to the data from SER statistics and staff's CV 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.*

*Since it is a study program of graphic design and multimedia, every academic staff should, if he or she does not have the opportunity to publish a scientific and applied research paper, has at least one exhibition or work on a joint project with colleagues or students*

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

*Policies establishing intellectual property rights and clear procedures set out for commercialization of ideas do not exist and have to be developed for staff and students as it mentioned.*

Standard	Compliance	
	Yes	No
<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>		X



<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>
<b>Standard 6.7.</b> <i>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>
<b>Standard 6.8.</b> <i>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>	
<b>Standard 6.9.</b> <i>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>	
<b>Standard 6.10.</b> <i>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>
<b>Standard 6.11.</b> <i>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. Improve networking with international universities and/or international researchers in the interest fields. Try to establish joint organisation of research conferences.*
- 4. Stimulate students and researchers to apply for the independent research grants and funds from the external funding, donors and projects.*
- 5. Develop policies establishing intellectual property rights and clear procedures set out for commercialization of ideas for staff and students.*
- 6. Define higher influence of the published research papers, exhibitions and projects in the career development of the teachers and assistants.*

## **2.7. Infrastructure and Resources**

*The SER and the available document do not provide data of the Faculty's size of the physical space and the type of space. The data on the size of the space and the type of space is given generally for the whole University. According to the SER the available space, the number of seats in the lecture rooms and seminar rooms are sufficient for learning and group works.*

*The Faculty of Applied Arts, as other academic units, according to the Provisional Statute of the University of Applied Sciences in Ferizaj has right to a percentage of the financial resources that come from student's fees. This percentage is decided by the Steering Council of*





*the University of Applied Sciences. The percentage of student's fees have to be used "for the development of educational services in accordance with this Statute. "Therefore, the Faculty no legal competencies for independent financial planning and management.*

*The SER and the available documents do not provide data of the Faculty's budget. As a result of all above mentioned, there is no financial plan at the level of the study program that would demonstrate the sustainability of the study program for at list the next three years. In SER it is only statement "As a Public Institution of Higher Education, University's financial sustainability is guaranteed by the Mid-Term Expenditure Framework for the next three years. "*

*The University has library, but the books stock should be supplemented with literature in the field of design and multimedia according to the teachers' primary and recommended literature for each subject in the study program. According to SER, the weaknesses are lack of licensed software.*

<b>Standard</b>	<b>Compliance</b>	
	<b>Yes</b>	<b>No</b>
<b>Standard 7.1.</b> <i>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>	
<b>Standard 7.2.</b> <i>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>





<p><b>Standard 7.3.</b> The higher education institution must demonstrate with a equate 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>	<b>X</b>	
<p><b>Standard 7.4.</b> 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>	<b>X</b>	
<p><b>Standard 7.5.</b> 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 recognized 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>		<b>X</b>
<p><b>Standard 7.6.</b> The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs.</p>	<b>X</b>	



**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. *The possibility of access to the electronic open library and journals resources, for example: EBSCO, DOAJ - Directory of Open Access Journals, <https://openlibrary.org> should be considered. Furthermore, workshops for introducing various sources of literature should be organized for students*

**3. FINAL RECOMMENDATION OF THE ET**

*Having considered the documentation provided and discussions conducted on site, the Reaccreditation Panel recommends the following:*

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



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

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

- 1. The defined learning outcomes do not clearly describe the knowledge and skills which students should obtain upon the completion of the study programme. The Panel detected various discrepancies between the formulation of learning outcomes that led it to conclude that the Faculty does not have clear and uniform learning outcomes methodology. It is strongly advised to formulate a precise methodology of defining learning outcomes and apply it.*
- 2. It would be necessary to further develop and integrate e-learning as a form of teaching strategy and provide online courses that are feasible to specifically needs of students.*
- 3. The Faculty 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.*
- 4. To achieve greater publicity about Faculty and its activities, it is recommended to put on the Faculty's web page students and teacher's achievements and all faculty activities would be presented. This would enable the public to be better acquainted with Faculty's capabilities and working methods.*

*In conclusion, the Expert Team considers that the study program Professional Bachelor Graphic Design and Multimedia program offered by University of Applied Sciences Ferizaj is **Substantially compliant** with the standards included in the KAA Accreditation manual and, therefore, recommends to **accredit** the study program for a duration of five years with **50** students to be enrolled on the programme.*



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Republika Kosova - Republic of Kosovo



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

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### Expert Team

**Member**

**Prof. Diana Milčić, PhD**

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(Signature)

(Print Name)

(Date)

**Member**

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(Signature)

(Print Name)

(Date)

**Member**

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(Signature)

(Print Name)

(Date)