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Republika Kosova - Republic of Kosovo



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

HAXHI ZEKA UNIVERSITY (UHZ)

**BSC MANAGEMENT IN TOURISM HOSPITALITY
ENVIRONMENT**

REPORT OF THE EXPERT TEAM

JUNE 12 2022



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1. INTRODUCTION

1.1. Context

Date of site visit:

13.05.2022

Expert Team (ET) members:

- Prof.Dr.Olgun Çiçek, YÖDAK, N.Cyprus
- Rebecca Maxwell Stuart, UK

Coordinators from Kosovo Accreditation Agency (KAA):

- *Leona Kovaci, KAA Officer*

Sources of information for the Report:

- Self-Evaluation form of the study program
- Statue of the University
- Regulation for Bachelor Studies
- Code of Ethics
- Interview results
- University Web-page

Criteria used for institutional and program evaluations

- Standards & performance indicators for external evaluation according to the Accreditation Manual of KAA, July 2018



1.2. Site visit schedule

Site Visit Programme

Programme Re-accreditation Procedure at University “Haxhi Zeka” in Peja	
Programme:	Management in Tourism, Hospitality, and Environment BSc 180 ECTS Specialization: Tourism Management; Hotel Management; Environment Management.
Online site visit on:	13.05.2022
Expert Team:	<ul style="list-style-type: none"> • Prof Dr. Olgun Cicek • Rebecca Maxwell Stuart
Coordinators of the KAA:	<ul style="list-style-type: none"> • Leona Kovaçi, KAA Officer

Site Visit Programme

Time	Meeting	Participants/Comments
09:30 – 10:15	Meeting with the management of the faculty where the programme is integrated	
10:20 – 11:05	Meeting with quality assurance representatives and administrative staff	
11:15 – 12:15	Meeting with the heads of the study programme:	Bedri Millaku Bekë Kuqi Adem Dreshaj Behrije Ramaj Thëllëza (Latifi) Sadrija Enkeleda Lulaj
12:15 – 13:15	Lunch break	
13:15 – 14:00	Meeting with teaching staff	
14:10 – 14:55	Meeting with students	
15:00 – 15:45	Meeting with graduates	
15:50 – 16:35	Meeting with employers of graduates and external stakeholders	
16:35 – 16:45	Internal meeting of KAA staff and experts	



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16:45 – 16:50	Closing meeting with the management of the faculty and program	
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1.3. A brief overview of the institution under evaluation

Haxhi Zeka University in Peja is an institution of higher education and scientific research, a public institution that accepts students of all nationalities, genders, languages, religions and political beliefs, based on merit and ability. It is a university that offers qualifications in five faculties, in two cycles of higher education, undergraduate and postgraduate. The five faculties of UNHZ are: Faculty of Business; Faculty of Tourism, Hospitality and Environment; Faculty of Law; Faculty of Arts and Faculty of Agribusiness. Haxhi Zeka University is the successor to the Faculty of Applied Sciences in Business (FSHAB) in Peja, which was founded in 1960 by the decision of the Executive Council of KSAK as the Higher School of Economics and Trade in Peja. In the beginning, the school had only a commercial section in the company and a small number of teachers. In the first year of study 1960/61 120 students enrolled. Since then, the school has been training professional economic staff that corresponds to socio-economic conditions. The activity and development of the College of Economics has always been oriented towards the construction of this type of regular study programs that would form economists with modern education who will meet the needs of economic development and business in general. Thousands of economists have graduated from the College of Economics in Kosovo and other ethnic Albanian countries (Macedonia, Montenegro, Serbia, etc.).

This number of economist's best expresses the contribution of the school that gave to the economy of Kosovo and to all Albanian lands. The Higher School of Economics in Peja experienced some very interesting and important existential periods of time. These periods can be divided as follows: 1960-1974 – period of formation and creation of institutional identity 1975-1990 - period of affirmation of the School in Kosovo and in all other countries around Kosovo, 1991-1999 - period of survival, through continuity of the parallel organization of teaching in private homes 2000 - 2006 - the period of reorganization of FSHAB.

The Faculty of Management in Tourism, Hospitality and Environmental (FMTHE) is the successor of the department: Tourism and Hospitality Management (1969-1975), which was part of the Higher School of Economics. This school was established in 1960, as a two-year



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institution of higher education. In the academic year 2001/2002, the Higher School of Economics was reformed according of Bologna Declaration model and in the same year the Senate of the University of Prishtina approved the curricula according to this declaration for the bachelor level. This School was renamed the School of Business and then the Faculty of Applied Business Sciences. In the same period 2001/2002, the Department of Management in Tourism and Hospitality was reopened, which continues to function today as a Faculty itself. The Faculty of Management in Tourism, Hospitality and Environment of the Public University "Haxhi Zeka" in Peja (PUP), is the bearer of basic and other studies defined by the Law on Higher Education and the Statute of PUP.

Regular and correspondence studies at FMTHM, in Peja are organized in two languages, Albanian and Bosnian, to obtain the academic preparation Bachelor and Master of Science. FMTHE has a full staff of 12 full-time teachers and operates with the following capacities: 1263 students of which 184 are active, with a general administration and complete and ready for work, equipped teaching rooms, with temporary structures created and with well-designed programs for teaching and learning.

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

The mission of the faculty is to train competitive students for the labor market, in various sectors of the tourism and environmental industries, so that the development of this industry affects the economic development of the country and the overall development of society and the region. The faculty aims to have a leading role in the development of education related to the reform of management in tourism, hospitality and environmental protection, development of local tourism product and management of strategic projects for tourism development, scientific and professional training for management and development of each product resort and hotel and environmental management at home and abroad. The entire teaching and research activity that takes place in the faculty is based on the highest standards in the process

They are in line with the skills and competences listed in Level 6 of the National Qualifications Framework and the Qualifications Framework of the European Higher Education Area.

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For all issues of essential and academic procedures that need to be addressed continuously, the bodies of UHZ and the Faculty in MTHM has developed guidelines, policies and regulations for the following issues

The program of Management in Tourism in Bosnian language, constitutes a qualitative achievement for academic objectives at the Faculty of Management in Tourism, Hospitality and Environment will continue the academic tradition by preparing a competitive student for the job market, a future leader in the fields of tourism, hospitality and environment management, who will contribute to the overall development of society and the region.

Standard	Complaint?	
	Yes	No
1.1. The study programme mission is in compliance with the overall mission statement of the institution	X	
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	
1.3. The study programme has a well-defined overarching didactic and research concept	X	
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	
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	
1.6. All policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the programme are reviewed at least once every two years and amended as required in the light of changing circumstances.	X	
Overall Compliance		

Compliance level: Fully-compliant

ET recommendations:

1. *Allocate more budget to achieve the overall goals of the program.*
2. *Encourage the mobility of and internationalisation through offering language skills*



2.2. Quality Management

The University gives priority for the quality issues and the program undertakes to develop the culture and practices applied for efficient quality assurance and management. This area of assessment focuses on policies, organization and quality assurance of teaching, learning, assessment and research. It also covers learning outcomes, their assessment, dissemination and transfer. The mission is to achieve the goals of excellence, equality, transparency and efficiency. Quality assurance is based on internal and external quality assurance as explanatory self-assessment processes.

UHZ has consistently conducted student evaluations of academic staff. Whereas since 2019, the implementation of other questionnaires has started, such as the self-assessment of the academic staff, which is carried out every year, and the results obtained from the self-assessment are used to improve the quality; questionnaires with graduates, questionnaires with employers, student questionnaire administration and dean teacher. All FMTHE staff participates in these evaluations.

The Deans of the Faculties ensure that there are appropriate conditions for the implementation of evaluation activities within the quality assurance system of the academic unit while the Quality and Evaluation Officers in the academic units of the university implement the activities foreseen in the calendar of assurance activities and are supported continuously by the office. In accordance with the statutory provisions and other documents, so far the regular activities of the Quality Assurance Office through the coordinators of the academic units. Program planning is derived from feedback received from employers and graduates through the Advisory Bodies' suggestions, as well as quality assessment is derived from inputs from internal evaluation questionnaires such as student questionnaires and the results are published on the academic unit's website.

Standard	Complaint?	
	Yes	No
2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity	X	
2.2. Evaluation processes and planning for improvement are integrated into normal planning processes	X	



2.3. Quality assurance processes deal with all aspects of programme and delivery, including services and resources provided by other parts of the institution.	X	
2.4. Quality evaluations provide an overview of quality issues for the overall programme as well as different components within it; the evaluations consider inputs, processes and outputs with particular attention given to learning outcomes for students.	X	
2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance	X	
2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.	X	
2.7. Results of the internal quality assurance system are taken into account for further development of the study programme. This includes evaluation results, investigation of the student workload, academic success and employment of graduates.	X	
2.8. The institution ensures that reports on the overall quality of the programme are prepared periodically (eg every three years) for consideration within the institution indicating its strengths and weaknesses.	X	
2.9. The quality assurance arrangements for the programme are themselves regularly evaluated and improved.	X	
Overall Compliance		

Compliance level: **Fully compliant**

ET recommendations:

1. *The online registration for lectures needs to be introduced*
2. *Training to be given to Academic staff on the quality assurance issues of the program.*
3. *More dedicated staff to be assigned for the smooth operation of quality assurance processes.*

2.3. Academic Staff

There are 9 full-time academic staff and 8 External Collaborators for the program. Regarding the workload of the academic staff which will be included in this program, most of the workload will be in teaching, which includes: preparation and lecturing, preparation of



seminars, exams and colloquia, mentoring topics. The rest of the workload will be for research, mentoring, consultations with students who are scheduled 2 times a week for 2 hours. Academic staffs that have managerial positions are also engaged in administrative activities.

The engagement of teachers and quality collaborators in the Faculty of MTHM, including this program, is ensured through careful planning and selection based on public procedure. Procedures, selection criteria and evaluation of regular staff and associates are defined and developed in accordance, none of the academic staff that is part of this program has more than two teaching positions (one full-time, one part-time), within one academic year.

Standard	Complaint?	
	Yes	No
3.1. Candidates for employment are provided with full position descriptions and conditions of employment.	X	
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	
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	
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	
3.5. For each student group (defined by the statute of the institution) and for every 60 ECTS credits in the study programme, the institution has employed at least one full staff with PhD title or equivalence.	X	
3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.		X
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	
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	
3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials		X
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	



Overall Compliance:	
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Compliance level: *Substantially compliant*

ET recommendations:

1. *Encourage and provide opportunities for learning a foreign language for the academic staff*
2. *Provide training for high quality publications for academic staff*
3. *Establish links to reach the international library resources online.*

2.4. Educational Process Content

Curriculum Bachelor program is structured by combining basic and elective courses Tourism Management, which is necessary for the Faculty of MTHM to design a specific and appropriate policy for involving students in education according to the curriculum of the national qualifications framework. Designing such a policy, together with an appropriate plan for involving students in education, is very important, because it benefits students and teachers.

The program consists of 36 subjects, compulsory 24 and 12 electives. Depending on the volume, the subjects have 5, 6, 7, 8 and 10 diploma points, but they differ in the time and type of activities in which students are engaged. Some subjects have more exercises and practical work, and some less.

This program is designed in accordance with modern standards of higher education or the European Higher Education Area (Bologna Process).

A total of 180 ECTS credits are required to obtain the BSc degree of Management in Tourism, Hospitality divided into respective modules. 170 ECTS credits are obtained from the courses, 10 ECTS credits for the diploma thesis. All modules are assessed according to ECTS standards. Under current Kosovo legislation, an ECTS credit equals 25 hours of effective work. The



courses consist of lectures, seminars, exercises and assignments and project proposals. A combination of evaluation modes will be used. The program is offered in Bosnian.

Standard	Complaint?	
	Yes	No
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	
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	
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	
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
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
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	
4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment	X	



set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.		
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	
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
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	
4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated ETCS credits and the work of the students at the practical training organizations is monitored through activity reports; students during practice stages have assigned tutors among the academic staff in the study program.	X	
4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organizations/practical training units.	X	
Overall Compliance:		

Compliance level: **Substantially compliant**

ET recommendations:

1. *It is recommended that the level of English language proficiency for students need to be improved.*
2. *There is a need for adapting the infrastructure for students with special needs.*
3. *The allocation of more funds for research and development of the program content.*



2.5. Students

Secondary education is required for admission to undergraduate study programs in tourism management. The total number of students who will enroll in the Tourism Management program each year is 30. Each of the candidates (students) except those with a high school diploma or other equivalent study document is required to pass the matriculation exam, where they then have the right to enrol in studies at Haxhi Zeka University in Peja, in accordance with the applicable law (Article 29, Law No. 04 / 1-037 on Higher Education in the Republic of Kosovo) and the Statute of the University "Haxhi Zeka".

Student enrolment in the Tourism Management program is offered to all interested students who have completed high school and generally meet all the criteria established in accordance with the provisions of the University Statute (in accordance with the provisions of the Statute of the University).

<i>Standard</i>	Compliance	
	YES	NO
Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organizing students' recruitment. Admission requirements are consistently and fairly applied for all students	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 are 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: Substantially compliant

ET recommendations:

1. The institution should allocate more staff to deal with student issues timely and effectively
2. It is advised that the industry relations to be strengthened to provide more employment opportunities for graduates.



2.6. Research

The University has drafted the Regulation of Scientific Research. This regulation defines the rules, procedures and other supporting documents for the organization of scientific research activities of academic staff, researchers and students. The Research Regulation requires each academic staff to publish an average of one paper per year.

In order to manage and support research activities, the University has established a Commission for Research and Science consisting of:

- Vice Rector for Teaching, Science and Student Affairs (Chairman),
- Three Academic Staff with the title of Assistant Professor and above,
- A student representative delegated by the Student Parliament
- Research Support Officer.

Research is one of the main pillars of the UASF Strategic Plan 2018-2020, and Strategic Plan 2021-2026 which is in the process of drafting. This plan includes the spectrum and quality of research and laboratory work at UASF involving both staff and students and in particular those of postgraduate studies.

In the last three years the MSc program academic staff in Management and Innovation in Tourism have published 116 papers in journals and many papers in international conferences presented.

Standard	Complaint?	
	Yes	No
6.1. The study program has defined scientific/applied research objectives (on its own or as part of a research center or interdisciplinary program), which are also reflected in the research development plan of the institution; sufficient financial, logistic and human resources are allocated for achieving the proposed research objectives.	X	
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	
6.3. Clear Policies are established for defining what is recognised as research, consistent with international standards and established norms in the field of study of the program.	X	
6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity.	X	
6.5. 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,	X	



expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.		
6.6. Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centers, scientific parks and other structures for validation.		X
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	
6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.	x	
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	
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
6.11. Students are engaged in research projects and other activities.		X
Overall Compliance:		

Compliance level: Substantially compliant

ET recommendations:

1. *Increase the funding for development of research activities*
2. *Provide more professional resources for the enhancement of research activities,*
3. *Encourage more research projects by easing the application process*
4. *Use also national publications, presentations for the promotion of faculty*

2.7. Infrastructure and Resources

The Haxhi Zeka University strategic plan for 2017-2022 envisages the expansion and improvement of infrastructure and resources, where this plan envisages the construction of a new building of the MTHM faculty, as well as the construction of dormitories and a student canteen.

Facilities and resources necessary for the smooth running of the teaching process at the MTHM Faculty, this teaching unit uses part of this building together with the Faculty of Business.



Currently, the facilities are adequate and sufficient to accommodate the current number of students. There are four facilities for the development of the learning process and each of them has a section for access to facilities for people with disabilities.

<i>Standard 7</i>	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 considered.	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	
Standard 7.3. The higher education institution must demonstrate with adequate documents (property deeds, lease contracts, inventories, invoices etc.) that, for the study program submitted for evaluation it possesses the following, for the next at least three years: a) owned or rented spaces adequate for the educational process; b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities; c) adequate software for the disciplines of study included in the curriculum, with utilisation licence; d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.	X	
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.	X	
Standard 7.5. The education institution's libraries must ensure, for each of the study programs: a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;	X	



<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>		
<p>Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs</p>	<p>X</p>	

Compliance level: Fully compliant

ET recommendations:

1. *Ensure that students are able to use international electronic library*
2. *Provide more funds for the update / upgrade of resources*

3. FINAL RECOMMENDATION OF THE ET

As per the evaluations, assessments and judgements mention on above areas, the expert team agreed to state that the BSc program has achieved most of the standards and criteria at substantial level. Therefore, it is recommended to grant the UHZ Program for re-accreditation for three years.

Compliance level: Substantially compliant

Student quota recommended 50 (fifty) annually for Three Years



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Expert Team

Member

(Signature)

PROF.DR.OLGUNÇIÇEK

(Print Name)

04/06/2022

(Date)

Member

(Signature)

Rebecca Maxwell Stuart, UK

(Print Name)

04/06/2022

(Date)



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