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“Haxhi Zeka” University in Peja

Faculty of Arts

MA MUSIC EDUCATION

REACCREDITATION OF THE STUDY PROGRAMME

REPORT OF THE EXPERT TEAM

Zagreb, 13th June 2022



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1. INTRODUCTION

1.1. Context

Date of site visit: 13th of May 2022

Expert Team (ET) member(s):

- A red. prof. art. Marina Novak, University of Zagreb Academy of Music, Croatia
- B Mr Mārtiņš Upmacis, Jāzeps Vītols Latvian Academy of Music, Riga, Latvia

Coordinators from Kosovo Accreditation Agency (KAA):

- A Leona Kovaçi, KAA Officer

Sources of information for the Report:

- A Self-evaluation Report (SER) “Haxhi Zeka” University in Peja, Faculty of Arts (2022)
- B additional documents (Statute UHZ, Strategic Plan UHZ 2020-2024, The National Qualifications Framework, CV, Syllabuses, other legislative documents)
- C supplemental documents requested by expert (16/5/2022)
- D Information obtained during the on-line meetings with management of the institution, teaching and administrative staff, students, graduates, external stakeholders and employers of graduates; visiting relevant websites, video presentation of the facilities

Criteria used for institutional and program evaluations

- A KAA Accreditation Manual



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	<ul style="list-style-type: none">• Prof. Asoc. Hysen Nimani - Dean• Prof. Asoc. Mimoza Drançolli – Vice Dean• Msc. Shqipe Loshaj - Secretary of Faculty of Arts
10:20 – 11:05	Meeting with quality assurance representatives and administrative staff	<ul style="list-style-type: none">• Prof. Asoc. Syzana Jakupi - Member of Commission for Quality Assurance• Prof. Asoc. Alba Dehiri - Officer for Quality Assurance• Msc. Shqipe Loshaj - Secretary of Faculty of Arts• Lorentina Gashi - Student Officer
11:15 – 12:15	Meeting with the heads of the study programme:	<ul style="list-style-type: none">• Hysen Nimani
12:15 – 13:15	Lunch break	
13:15 – 14:00	Meeting with teaching staff	<ul style="list-style-type: none">• Prof. Asoc. Astrit Pallaska• Prof. Ass. Arsim Kelmendi• Prof. Asoc. Fatbardh Gashi• Prof. Ass. Drinor Zymberi (from University of Arts Pristina)• Prof. Arben Basha (from University of Arts Tirana)• Prof. Asoc.Zana Badivuku (from University of Arts Pristina)
14:10 – 14:55	Meeting with students	<ul style="list-style-type: none">• Besnik Bobaj (Music Education)• Miftar Rraci (Music Education)• Vesa Nushi (Music Education)• Blerina Kallaba (Music Education)• Erxhan Terpeza (Music Education)• Gentrif Mrasori (Music Education)
15:00 – 15:45	Meeting with employers of graduates and external stakeholders	<ul style="list-style-type: none">• Bekim Vishaj (Director of the directorate of education in Deçan)• Qemajl Sejdiija (Director of the directorate of education in Klina)



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		<ul style="list-style-type: none">• Urata Agagjyshi (representative Yunus Emre)• Faik Zekaj (spokesperson of the commune Peja / Advisory bodies FA)• Arba Hatashi (Festival directors ANIBAR)• Engelbert Zefaj
15:45 – 15:55	Internal meeting of KAA staff and experts	<ul style="list-style-type: none">•
15:55 – 16:05	Closing meeting with the management of the faculty and program	<ul style="list-style-type: none">• Prof. Asoc. Hysen Nimani - Dean• Prof. Asoc. Mimoza Drançolli – Vice Dean Msc. Shqipe Loshaj - Secretary of Faculty of Arts

*all meetings were held through Zoom video-communication service



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1.3. A brief overview of the institution under evaluation

Haxhi Zeka University in Peja (UHZ) was formally established in 2011 in the transformation process from an academic unit of the University of Prishtina to an independent university, as happened with five other regional universities in Kosovo. The relatively long tradition of providing higher education programs, cultural and artistic legacy promoted by the Economics High School, study programs in different majors/profiles, and close connection with the community and industry are some of the elements that have characterized the University of Peja as a good HE institution. Moreover, the attractive geographical position, and the identification of the city of Peja as a city of culture, as a destination of international tourism and mountain sports have necessarily been important in profiling the study programs that the University of Peja offers. These qualities have made UHZ attract students from the area of Peja and Kosovo and other Albanian-speaking countries in the region. Furthermore, as a public higher education institution in the Republic of Kosovo, the UHZ provides specific study programs in the Bosnian language to contribute to the inclusion of HE students and the integration of communities in Kosovo.

University consists of five faculties: *Faculty of Business, Law Faculty, Faculty of Tourism, Hospitality and Environment Management, Faculty of Agribusiness and Faculty of Arts (FA)*.

The number of students at the UHZ increased from about 1161 students in the academic year 2011/2012 to 11253 students in 2021, with 50.2% of women in the number of enrolled students. Currently, the Faculty of Arts has 215 students at the bachelor level. The majority of these students come from the western part of Kosovo, Albania and a small number from Montenegro and Bosnia and Herzegovina.

Haxhi Zeka University's mission says: "UHZ is a centre of scientific, artistic and professional education, which prepares competitive students for the labour market, future leaders in relevant fields who shall contribute to the development of society as a whole."

The mission of the FA is "...the training of students in the pedagogical aspect and professional training. According to the mission, the teaching activity is based on the highest standards in teaching, learning, and assessing students' knowledge, including scientific research and artistic activities. FA shall make efforts within its mission to be fully incorporated into the most advanced European standards of higher education according to the Bologna Declaration and the reform of European legal higher education. ..."

The Faculty of Arts offers the following study programs:

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- Bachelor of Arts “General Education in Music” (from 2012-2019)
- Bachelor of Arts “Education in Music” (from 2012-2024);
- Bachelor of Arts “Artistic Education in Wind Instruments” (from 2014-2019);
- Bachelor of Arts “Artistic Education in Performing” (from 2019-2022);
- Bachelor of Arts “Film and Television Directing” (from 2014-2017);
- Bachelor of Arts “Theatrical Performance Education” (from 2019-2022);
- Master of Arts “Music Education” (from 2019-2022)

The Music Education Programs have existed since the establishment of the UHZ and the Faculty of Arts respectively, since 2012. From 2012 onwards, FA has programs Music Education and General Education in Music. In 2016, FA started with the study program Artistic Education in Wind instruments, which is in reaccreditation cycle in 2022, expanded to other instrument tracks (Piano, Voice, Guitar and string instruments) and renamed *Artistic Education in Interpretation*. In 2019 FA started with a master study program *Master in Music Education (EMM)*.

The *Master in Music Education (EMM)* program has a research-based curriculum that offers professional, artistic, and scientific education in this essential field of study. It is an advanced study model aimed at providing comprehensive knowledge in the field of music education. The curriculum establishes ties between theory and practice, laying the groundwork for a broad range of leadership roles in the relevant field. The Music Education program seeks to meet the demand for skilled personnel by preparing students who complete the Music Education program to work in the professional pedagogy and leadership sections.

Name of the institution	University “Haxhi Zeka” in Peja
Faculty / Department	Faculty of Arts (FA)
Name of the study program	Music Education (MA)
NQF Qualification Level	NQF Level Seven
Accreditation / Reaccreditation	Reaccreditation
academic degree and title of diploma in long and short form	Master of Arts in Music Education (MA)
Program profile (specialization)	Arts and Humanities
Erasmus Code	03.2 Music and Musicology



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Profile of the academic program (specialization)	-
The minimum duration of the study	1 year / 2 semesters
ECTS	60
Type of study	Regular/Full-time
Modules/Courses (titles)	<ul style="list-style-type: none">- Music Pedagogy- Solfeggio methodology- Analysis of Musical Works- Contemporary Harmony- Coral Conducting- Pedagogy and Andragogy- Knowledge on Orff Instruments- Psychology- Ethnomusicological research- Piano- Academic writing- Diploma thesis
Number of students	8 (eight) full-time students per year
Full time scientific / artistic staff (Number of staff per category)	Full-time: 8 Associate Professors, 2 Assistant Professors, 1 piano accompanist
Tuition Fees	Defined by the Ministry of Education Science and Technology; Last two years, according to the decision of the Ministry, all students have been released from tuition fees.



2. PROGRAM EVALUATION

2.1. Mission, Objectives and Administration

According to the Statute (Article 6), the mission of the UHZ is:

- *“...to act as an institution for the advancement of knowledge, ideas and science in the high education system of Kosovo;*
- *to act as an institution in the development of education, science, culture, society and economy of Kosovo;*
- *to help the process of promoting civic democracy;*
- *to aim on creating and supporting the highest standards in the field of teaching and learning, scientific research and artistic creativity;*
- *to utilize its resources most efficiently;*
- *to maximally cooperate and participate in all high education activities at national, regional and international level;*
- *to adapt to the European standards;*
- *to be fully integrated into the European High Education Area in the European Research Area and to take the appropriate reform steps necessary to achieve this mission. ...”*

According to the SER the mission of the study program Music Education (MA) is” *... to be a centre of artistic, pedagogical, and professional education that prepares competitive students for the labour market, future leaders in the fields of Music Pedagogy, and will contribute to society’s overall development, as stated in the Institution’s overall mission statement.”*

The study program mission complies with the mission of the UHZ. Standard 1.1.

According to The National Qualifications Framework¹ descriptors for the level 7 of the NQF *“... Individuals must have highly specialized, extensive and in-depth knowledge, some of which is fundamental in a field of work or study, and which relate to different fields as a basis for authentic ideas and research including a critical understanding of key theories principles, and concepts related to practical and conceptual knowledge of the subject, discipline or field of work - including relevant specializations; be able to apply specialized skills and techniques related to a subject or discipline, a professional field, including activities that require innovative ideas and research. They will have the attitude and know-how to evaluate new*

¹ https://akkks.rks-gov.net/uploads/national_qualification_framework_handbook_2020.pdf (28.5.2022) p. 46-48



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information, concepts and evidence from a wide range of sources and should be able to use specialized problem-solving skills, the development of new knowledge, and procedures and integration in various fields.

... Programmes in formal higher education Level 7 studies are conducted at specialized higher education institutions and include knowledge and understanding that is built on and linked to Level 6. Programmes are designed and delivered in accordance with the first cycle of the Bologna Process and relevant Dublin descriptors which lead to the Master's degree. Qualifications at this level are worth a fulltime credit for one or two full years of study. These qualifications are academic and professional.” (pp 47- 48)

The study program is harmonized with the NQF of the Republic of Kosovo in terms of duration (1 year, 60 ECTS) and general learning outcomes. However, learning outcomes for the proposed study program are set in general and very broad. They should be elaborated on in more detail. It is advisable to define which general learning outcomes each subject contributes to clearly. [Standard 1.2.](#)

The graduates of this program will have practical knowledge of musical transformation and management and the development of new and advanced models in the field of music pedagogy. In addition, through elective courses, they will be able to create an area of specialization that is more closely aligned with their personal, professional, and employment. The MA in Music Education is designed toward achievement through research and theory-practice teaching/learning focus.

The didactic and research concept of the study program is well-defined. [Standard 1.3.](#)

According to the submitted documents, there are regulations and procedures related to academic affairs (enrolment, course of studies, exams, manner of completing studies, etc.). They are mainly regulated at the level of the University. All documents are publicly available in the Albanian language (mainly) on the website of the UHZ/FA.

Formal policies, guidelines and regulations dealing with recurring procedural or academic issues, stated in the SER and other submitted documents, are following general principles applicable to the performance of the activities at the FA and UHZ. [Standard 1.4.](#)

Based on the Statute of UHZ and Code of Ethic the academic and administrative staff and students respectively must show courtesy and have high ethics in their research work, teaching

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and assessment. UHZ official website provides all documents, including the brochure “Rules of procedure of the Ethics Council and Code of Ethics for Academic Staff and Students”, which summarizes the rights to academic appeals: appeal to teachers' appraisals, appeals of decisions of the study committee, disciplinary committee, dean, council, Senate, etc. Student representatives also take care to promote these rights.

Teachers, associates, staff, and students comply with the Ethics Code UHZ and other related documents. Standard 1.5.

According to the document *Regulation on Quality Assurance and Quality Assessment System at UHZ*, all university and faculties bodies should regularly review their policies, laws, terms of reference, and declarations relating to program management. In SER is reported that FA reviews their documents every year.

A review of the policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the program is carried out on a one-year basis Standard 1.6.

FA provides sufficient explanations for the following performance indicators (p. 14-15 in SER)

Performance indicator 1.2. Systems are established for central recording and analysis of course completion, program progression, completion rates and program evaluations, with summaries and comparative data distributed automatically to senior administrators and relevant committees at least once each year.

Performance indicator 1.4. Statistical data on indicators, including grade distributions, progression and completion rates are retained in an accessible central database and regularly reviewed and reported in periodic program reports.

Performance indicator 1.5. The concepts of gender justice and the promotion of equal opportunities for students in special situations such as, for example, students with health-related impairments, students with children, foreign students, students with an immigrant background and/or students from educationally disadvantaged families are put into practice at the level of the study program.



<i>Standard</i>	Compliance	
	Yes	No
<i>Standard 1.1.</i> The study program mission is in compliance with the overall mission statement of the institution.	X	
<i>Standard 1.2.</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.		X
<i>Standard 1.3.</i> The study program has a well-defined overarching didactic and research concept.	X	
<i>Standard 1.4.</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.	X	
<i>Standard 1.5.</i> All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.	X	
<i>Standard 1.6.</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.	X	

Compliance level: substantially compliant

ET recommendations:

- 1. define QA procedures and indicators of QA specifically for music-related study programs*
- 2. define precisely practical (skills-based), theoretical (knowledge-based) and generic outcomes and link the learning outcomes of each subject with the general learning outcomes at the study level*



2.2. Quality Management

According to the QA Manual and SER **all staff of the FA participates in self-assessments and cooperates with the processes of reporting and improvement in their field of activity** [Standard 2.1](#). Evaluation results from the questionnaire "Self-assessment of academic staff" are used to improve and enhance the quality of working conditions and professional development. The results and recommendations for improvement are implemented once a year, at the beginning of the academic year and are based on the University Statute (Article 211), which regulates the quality evaluations to achieve the objectives, adjust the work and keep the measures taken.

The QA is regulated through the *Regulation on Quality Assurance and Quality Assessment System* at UHZ which explains that quality policies, procedures, processes and initiatives focus on continuous improvement through regular periodic self-evaluation at least once a year, with objectives, standards of performance, progress review and overall evaluation.

It can be concluded that evaluation processes and planning for improvement are integrated into normal planning processes. [Standard 2.2](#).

According to SER and *Regulation on Quality Assurance and Quality Assessment System* at UHZ and *Quality Assurance Guide* it can be concluded that **QA processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.** [Standard 2.3](#).

Office for Academic Development makes evaluations of the quality. They serve as an overview of the efficiency and effectiveness of the functioning of the FA and faculty programs with all their components. Performance appraisals and quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the Faculty and the University. The report about the assessment are made at the end of each semester. **It serves the leadership of the FA and the responsible governing bodies of the UHZ for quality assurance and quality improvement measures, as well as for decisions related to the learning outcomes for students.** [Standard 2.4](#).

FA in SER emphasizes that the *Revised Strategic Plan for quality assurance 2020–2024* has set, in addition to the revision of the strategy for quality assurance, a special strategic objective



for quality – a consolidated quality assurance system in accordance with international standards.

According to the SER and additional documentation, it can be concluded that **there is a mechanism that checks, evaluates, analyses and provides guidelines for QA system improvement.** [Standard 2.5.](#)

FA in SER reports that UHZ has developed the SEMS system (Electronic System for Student Management). It managed the learning process, including student assessment and the publication of syllabi and teaching materials. From 2021 student teaching staff evaluation and student administration are done through this system at the end of a semester. In addition, UHZ added a new Quality Management System (QMS) module to the SEMS to collect data from the student surveys. FA reports that the questionnaires are adopted and updated regularly.

Moreover, from 2020 FA conducts student evaluations of the administration. Besides dean assessment, teaching staff self-evaluates their work.

For the same purposes, they also, once a year, collect data from graduates and employers through the Alumni Association. **Statistical data is stored and used digitally through a central database. They publish the quality assessment results on the website of UHZ.** [Standard 2.6.](#)

FA reports that results of the internal quality assurance system are taken into account for further development of the study program. [Standard 2.7.](#) The data from the evaluations (assessment results, student workload, academic success and graduate employment) are taken as a basis for the development of study programs with a focus on student support.

According to the SER, a review and evaluation of the program are carried out during the reaccreditation process, and changes are made where there is room for improvement. Faculties in UHZ are obliged to perform self-evaluation reports every year. Moreover, **FA ensures that reports on the overall quality of the program are prepared on a quarterly basis for review within the institution, indicating its strengths and weaknesses when the program self-evaluation reports are reviewed and revised.** [Standard 2.8.](#)

In SER is stated that it is constant attention to improving weak points and overcome the challenges, especially on the content of the learning process and the development of the study program. [Standard 2.9.](#) FA states that, besides standard methods of data collection and analysis (questionnaires), other methods are used, such as thematic discussions and ad hoc commissions, to solve specific problems. Nevertheless, there is no evidence of assessment of



the quality assurance system itself, i.e. how its efficiency and the work of its bodies are measured and improved.

FA provides sufficient explanations for the following performance indicators (p. 22-23 in SER)

Performance indicator 2.1. Appropriate program evaluation mechanisms, including graduates' surveys, employment outcome data, employer feedback and subsequent performance of graduates are used to provide evidence about the appropriateness of intended learning outcomes and the extent to which they are achieved.

Performance indicator 2.2. Reports are provided to program administrators on the delivery of each course and these include details if any planned content could not be dealt with and any difficulties found in using planned strategies. Appropriate adjustments are made in plans for teaching after consideration of course reports.

Performance indicator 2.4. A comprehensive reassessment of the program is conducted at least once every five years. Policies and procedures for conducting this reassessment are published. Program review involves experienced people from relevant industries and professions, and experienced faculty from other institutions.

<i>Standard</i>	Compliance	
	Yes	No
<i>Standard 2.1.</i> All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.	X	
<i>Standard 2.2.</i> Evaluation processes and planning for improvement are integrated into normal planning processes.	X	
<i>Standard 2.3.</i> Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.	X	
<i>Standard 2.4.</i> 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	
<i>Standard 2.5.</i> Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.	X	



<i>Standard 2.6.</i> Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.	X	
<i>Standard 2.7.</i> 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	
<i>Standard 2.8.</i> 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	
<i>Standard 2.9.</i> The quality assurance arrangements for the program are themselves regularly evaluated and improved.	X	

Compliance level: fully compliant

ET recommendations:

1. *define specific standards appropriate to the art fields, especially music,*
2. *develop and elaborate quality indicators,*
3. *develop new QA procedures based on the results of self-evaluations and external evaluations of quality assurance systems,*
4. *increase student participation in academic life, including active involvement in the design and implementation of quality assurance processes,*
5. *develop additional activities that would monitor the professional development of graduates.*

2.3. Academic Staff

Academic positions at UHZ are defined in the relevant documents (Statute and Regulation for Academic Staff Selection at UHZ) and are publicly available on the official website.

SER provides proscribed data (name, qualification, academic title, duration of the official (valid) contract, the workload for teaching, exams, consulting, administrative activities) about full time (FT) and part-time (PT) academic staff. Standard 3.1. There are listed 11



FT and six PT members of the academic staff. Some CVs of the listed academic staff are not provided. In provided documents, the contract duration for PT academic staff is not specified. However, in a conversation with the management of the faculty, they cleared that the contracts are concluded for one academic year with the possibility of extension.

Procedures, selection criteria and evaluation of regular staff and associates are defined and developed following the Law on Higher Education, Labour Law, UHZ Statute, Regulation on Evaluation Procedure for Election and Advancement of Academic Personnel, Regulation on Evaluation Procedure for the Engagement of UHZ Foreign Associates and Administrative Instruction no. 015/2018. These legal criteria are considered for election, re-election, and advancement in academic titles.

FA provides evidence that teaching staff comply with all legal requirements. The listed full-time staff and their qualifications are appropriate for the current study programme. Standard 3.2.

The holder of the study program claims that the teaching staff that are part of this program comply with the legal requirements related to the profession and teaching positions. Standard 3.3. Article 166 of the UHZ Statute proscribes that staff in regular employment cannot have another full-time employment contract in any Higher Education institution. Also, full-time staff, which may be engaged, elected or appointed to another public institution, do not have the right to be elected to governing bodies but have the right to vote.

A total of 17 teachers, 11 full-time employees, and six external associates are involved in the performance of this study program's compulsory and elective subjects or can mentor a final thesis. According to their current workload, the **full-time employees perform the majority of the classes.** Standard 3.4.

The study program enrolls a small number of students (up to 10), and since some courses require individual, one-to-one form teaching, the workload of the teaching staff is dependent mainly on the number of students. According to the submitted data, the **FA has an adequate number of full-time teachers in the appropriate artistic academic title**, equivalent to a scientific one. Standard 3.5.

UHZ and FA provide teaching staff opportunities for presenting research and artistic work in a local and broader context. However, these activities are not sufficiently financially supported. In a conversation with the management of FA and academic staff, they mentioned that teachers had support and training in online teaching during the pandemic period and the creation of



teaching content in the online environment. However, there is **no evidence of support for the continued development of teaching competencies or for testing and support for teaching staff starting their academic careers.** [Standard 3.6.](#)

There is an obligation for the full-time academic staff of 40 working hours weekly. According to the obligations deriving from article 182 of the Statute of UHZ, during this time teaching staff fulfils the following tasks:

- Prepare and offer lessons, seminars, exercises, and other lecture forms.
- Prepare university textbooks and literature suitable for studies within the course structure.
- Supervise seminar papers, papers and master's thesis
- Ensure the proper running of exams during the set exam period.

They also have consultations for students, where each academic staff must set a day for consultations within the week, lasting at least two (2) hours. The engagement of teaching staff in the academic and broader community is good elaborated, as well their contacts with students outside the regular teaching and consultation hours. [Standard 3.7.](#)

FA reports a regular assessment of teachers and associates by students twice a year. In addition, academic staff is obliged to perform self-evaluations of their work, and the dean and other colleagues also evaluate them on an annual basis. Some of the results (student survey) are publicly available inappropriate way. [Standard 3.8.](#)

The FA reports that they have organized several workshops for teaching staff through various projects. Mainly to introduce new or different methods that they can implement in lectures and exercises. Academic staff is required to supplement curricula with contemporary literature. However, there is no evidence of a system that would provide continuous support to teachers in their professional development nor an incentive to create new professional and academic literature in the narrower field of specialization. Furthermore, there is **no evidence for quality assurance procedures regarding improving teaching strategies and the quality of learning materials.** [Standard 3.9.](#)

According to the UHZ statute, **an academic staff member retires at the age limit proscribed by the law with a possibility of part-time engaging them in the teaching process** even after retirement until the age of 70. [Standard 3.10.](#) There are procedures related to disciplinary proceedings and the procedures and conditions for the revocation of titles, suspension or termination of staff employment. Steering Council, after consultation with the Senate, determined related regulations.



FA provides sufficient explanations for the following performance indicators (p. 28-29 in SER)

Performance indicator 3.3. The extent to which teaching staff are involved in professional development to improve quality of teaching is being monitored.

Performance indicator 3.4. The results of the academic staff evaluation are taken into account for promotion purposes and renewal of contracts.

<i>Standard</i>	Compliance	
	Yes	No
<i>Standard 3.1.</i> 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	
<i>Standard 3.2.</i> The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.	X	
<i>Standard 3.3.</i> 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	
<i>Standard 3.4.</i> 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	
<i>Standard 3.5.</i> 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	
<i>Standard 3.6.</i> Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.		X
<i>Standard 3.7.</i> 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	
<i>Standard 3.8.</i> 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	



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

Compliance level: Substantially compliant

ET recommendations:

- 1. employ new teaching staff, especially teaching assistants related to the narrow field of music pedagogy*
- 2. define in more detail within the QA system indicators related to the development of teaching and related skills*
- 3. encourage and support academic staff to gain PhD in music pedagogy or related sciences*
- 4. consider transferring teaching and related skills within the FA and other collaborating institutions (e.g. public and music schools)*
- 5. develop teacher continuous training programs and support, especially for newly employed*
- 6. encourage continuous improvement of teaching and other academic skills*
- 7. establish a publishing board, make a publishing plan*
- 8. encourage the development of new and improvement of existing teaching materials*

2.4. Educational Process Content

The content of the study programme Music Education MA is based on the knowledge and skills gained during the student's undergraduate university studies in the field of music. It requires more specific knowledge and intellectual autonomy. Students are expected to apply their previous knowledge authentically.

It also meets the standards of the Ministry of Education, Science and Technology of the Republic of Kosovo (MEST) standards for employees to achieve 300 ECTS credits as a teacher



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in schools, based on surveys conducted with students and other parties listed above. Individual components of the study programme are comparable to similar study programs at other European higher education music institutions. [Standard 4.1.](#)

As previously mentioned, the study program is broadly harmonized with the National Qualifications Framework of the Republic of Kosovo and the Framework for Qualifications of the European Higher Education Area in terms of duration and general learning outcomes. **Individual program components are combined in a way to best meet the specified training objectives and provide adequate forms of teaching and learning.** [Standard 4.2.](#)

Disciplines within the study program are provided in a logical flow. As mentioned in standard 1.2., learning outcomes for the proposed study program are set in general and very broad. **They should be elaborated on in more detail and specified on practical (skills-based), theoretical (knowledge-based) and generic outcomes on a study and course (subject) level.** [Standard 4.3.](#)

It is preferable to interconnect the learning outcomes of each subject with appropriate, general learning outcomes at the study programme level. Learning outcomes at the study level are described quite generally. In this way, it is difficult to monitor and evaluate their realization. It would be good to consult AEC recommendations¹ when defining more specific outcomes.

Almost all syllabuses are elaborated in detail (basic information, subject description, purpose of the subject, expected results/learning outcomes). Student load for the course is described by activities. Methodology for the realization of the learning topics is given. The assessment method according to individual parts of student obligations in the course is described (in%). A list of basic literature and extra materials and a lecture plan are also correctly given. As already mentioned, **there are no learning outcomes specific for all subjects as well as their connection with LO at the level of the study program is missing.** Some titles of the courses differ in tables and electronic versions of descriptions. [Standard 4.4.](#)

The study program is offered in Albanian, but the study materials in some subjects are in other languages. In SER is mentioned that in case professors are from a foreign country, students are provided training sessions. [Standard 4.5.](#)

¹ https://www.aec-music.eu/userfiles/File/customfiles/aec-learning-outcomes-2017-english_20171218113003.pdf



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Through discussion with the students and teaching staff, it was noted that communication between them is clear and that the goals and learning outcomes at the individual level of communication are well explained. [Standard 4.6.](#)

Teaching strategies correspond to these study program's specifics and are flexible enough to adapt to the student's pre-knowledge. Since most work is teaching in small groups or one-to-one instruction, the flexibility that achieves optimal results for each student is meant. [Standard 4.7.](#)

Assessment methods are appropriate. As mentioned before, teachers communicated all information clearly at the beginning of the course. Procedures for appealing the exam grades are clear. [Standard 4.8.](#)

According to the SER, student engagement in modular programs is calculated for all subjects (courses) and other additional teaching or research activities during an academic year. Student engagement does not exceed 40 hours per week, including lectures, exercises, research activities, presentations, practical work, seminars, individual work, and various forms of work and evaluation. **The student workload aligns with similar study programs at other HE institutions in Europe.** [Standard 4.9.](#)

Due to the specific, mainly student-centred approach, the assessment system includes specific monitoring methods such as seminar papers and midterm exams; mandatory exercises are applied to assess student's progress during their studies. The interaction between the theoretical and practical parts is dependent on the program's implementation and ensures that the theoretical and practical aspects acquire the required degree of knowledge.

Policies and procedures in situations where standards of student achievement are inadequate or inconsistently assessed are well described. [Standard 4.10.](#) Mainly they are regulated by UHZ Statute and Regulation for Postgraduate Studies. Besides, other additional learning activities are offered, i.e., tutoring.

The study program includes practice within the course *Music Pedagogy*. This course is compulsory, and students must complete the internship/ apprenticeship during the semester at public or private institutions with all documents issued by the Faculty of Arts, specifically the Centre for Career Development. However, the description of the course **does not provide details, obligations and assessment methods related to the practice** outside FA other than



the number of hours (30). Other official documents (besides contracts with some educational institutions) are not provided. [Standard 4.11.](#)

In the additional documentation, the **FA submitted copies of cooperation agreements with local cultural and educational institutions** in which students conduct their internships or conduct research related to obligations in individual subjects and the preparation of a master's thesis. [Standard 4.12.](#)

FA provides sufficient explanations for the following performance indicators (p. 32 in SER)

Performance indicator 4.1. The academic feasibility of the study program is ensured by taking into account the expected entry qualifications, a suitable design of the curriculum, a student workload that has been checked for plausibility as well as an adequate number of examinations.

Performance indicator 4.3. The effectiveness of planned teaching strategies in achieving different types of learning outcomes is regularly assessed and adjustments are made in response to evidence about their effectiveness.

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



and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.		
Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, the minimal bibliography, etc.	X	
Standard 4.5. If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.	NA	NA
Standard 4.6. The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development.	X	
Standard 4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.	X	
Standard 4.8. Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.	X	
Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.	X	
Standard 4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.	X	
Standard 4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated		X



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.		
Standard 4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements	X	

Compliance level: substantially compliant

ET recommendations:

1. *consult AEC recommendations¹ when defining more specific outcomes at the study program level*
2. *link learning outcomes in individual courses with general outcomes at the study level*
3. *develop procedures related to the monitoring of student practice in music schools (protocols, selection of mentors in schools, reports, methods of monitoring and evaluation)*
4. *consider the possibility of including more elective courses from other UHZ studies*

2.5. Students

Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organising students’ recruitment. Admission requirements are consistently and fairly applied for all students.

The admission procedure is clear and formally adopted. It is consistently and fairly applied for all students. There is a chapter “Conditions for enrolment in studies” in the Regulation for Postgraduate (Master) studies. The regulation is available on the webpage of the UHZ.

¹ https://www.aec-music.eu/userfiles/File/customfiles/aec-learning-outcomes-2017-english_20171218113003.pdf



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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.

Since the master program's amount is 60 ECTS credits, a candidate must have completed a Bachelor's degree program in Music Arts with the amount of 240 ECTS credits. In order to be enrolled, the candidates are evaluated according to the following criteria: (1) success in basic studies (30 percent of the total score), (2) success in the entrance exam (70 percent of the total score).

Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.

Since this is master level study program, the number of students in the lecture groups is relatively small. ET considers it as benefit for students and for teaching staff as well, because it is possible for the teaching staff to take into account student interests and needs, which is not possible in big lecture groups. There are about 8 students in one lecture group, which is good enough to ensure effective and interactive teaching and learning process.

Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.

Feedback to students on their performance and assessment results is given promptly, directly by the teaching staff and accompanied by mechanisms for assistance if needed. The final grade for the course is published in the Electronic Student Management System (SEMS) within one week after the exam, and students have the right to refuse the mark.

Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record.

SEMS is used to manage the results of students. Academic records verify all results achieved by students throughout the study cycles. Based on statistics reports, the Quality Office generates the student passing rate report for five exam sessions once each exam deadline is completed.



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.

Through meetings with students and teachers at FA UHZ, it was emphasized that there is the flexible treatment of students concerning deadlines and formal requirements in the program and examinations in exceptional situations. Also, the Article 109 of the Statute of the UHZ states that upon request, the student may be allowed by the Dean of the academic unit, to enter early in exam, if he takes part in an international exchange program for study or is doing practical training abroad during the period assigned to the exam.

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.

Records of student completion rates are kept for all courses and the program as a whole. According to the documents provided to the ET, they are also considered in the context of quality assurance.

Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original.

The MEST Administrative Instruction regulates the submission of the Diploma thesis in digital form. In addition to this rule of law, UHZ has sanctioned acts of plagiarism. If the research is not original, it is refused. Ethical aspects are considered in the UHZ Statute, Regulation for Postgraduate (Master) Studies and Code of Ethics. All these documents are available on the website of the UHZ and easily accessible to every student, every academic staff member, and every stakeholder.

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.

Students rights and obligations are regulated through the UHZ Regulations for Postgraduate (Master) Studies (Article 17) and Statute (Article 143 and Article 144). The students' rights and obligations include the rights to appeal against different decisions. All documents are publicly available on the UHZ website.



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Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.

The Statute regulates the transfer and recognition of credits earned at other institutions of higher education (Article 132). According to the UHZ Statute, the transfer between study programs is defined in Article 138. According to the Regulation of Postgraduate (Master) studies, article 14, the Dean of the Faculty, decides on changing the study program or transfer from the respective faculty of other local universities or from any other University abroad to the departments of the UHZ. The director of the study program informed ET in the visit, that there have not been such cases yet in this study program.

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.

According to the information provided in SER, the academic staff is accessible to advise students in a timely manner. In collaboration with the quality coordinator, all professors and teaching assistants have established a structured plan for providing guidance and consultations to students. In addition to this plan, students can contact academic staff for guidance via their official e-mail during working hours. Students informed the ET during the visit that they usually choose to have a consultation after they are informed about the grades.

FA provides sufficient explanations for the following performance indicators (p. 56-57 in SER)

Performance indicator 5.1. The rules for the recognition of qualifications for titles, diplomas, and examinations by recognized and licensed local or foreign institutions of higher education are determined in accordance with the Lisbon Convention rules and special regulations of the Ministry, according to the provisions of the University Statute (Articles 132-134). According to MEST's Administrative Instruction on the principles and procedures for the recognition of diplomas from higher professional schools and university degrees earned outside the Republic of Kosovo, UHZ has the authority to recognize diplomas from higher professional schools and university degrees, as well as certificates from specific periods of study, in order to continue studies. The student has the right to continue studies at university if the qualifications are recognized.



Performance indicator 5.2. The quality office of UHZ keeps a record of and coordinates the workload of students in each discipline. Annual success rates and student progress through courses are monitored and assessed in order to identify and support any students who may be underperforming.

Performance indicator 5.3.

1. Following each exam term, the quality office compiles statistical report on the students passing rate.
2. At the end of each semester, the quality office publishes statistical reports on evaluations of teachers by students.
3. The UHZ's career development office assists students with their professional growth.
4. The UHZ's tutorial system aims to assist students who are having difficulties with any course (by organizing additional lessons and redirecting them to relevant materials that will help students to overcome their difficulties).

The use of matrices or other techniques to assess student tests, assignments, and projects helps to guarantee that the targeted range of student learning outcomes areas are addressed.

Performance indicator 5.4. According to Article 104 of the Statute, academic success and methods of student evaluation are defined as follows:

1. Exams;
2. Midterm exams;
3. Seminar papers;
4. Apprenticeship;
5. Practical test during exercises.

The following grades are used by all academic units at the UHZ: ten and nine (excellent); eight (very good); seven (good); six (enough); five (insufficient). With a grade of six to ten, the student successfully completes/passes the exam. The Senate issues a Regulation outlining the exact grading criteria (Article 105).

Professors from IOWA University (USA) conducted a three-day course on teaching methodology within the UHZ.

The UHZ's Career Office offers support services (such as counseling students in cases of emotional, financial, or family problems, career assistance, foreign affairs, legal advice, and so on) as well as relevant subjects and multidisciplinary guidelines.



Performance indicator 5.5. The UHZ library’s books and reference materials are up to date and incorporate the most recent developments in the field of study. Before the beginning of lessons, sufficient amounts of textbooks and other essential materials are available. UHZ received 131 copies (books in English) from the CONSUS project in 2016, 56 from the EUFORIA project in 2017, and 54 from the CONSUS project in 2018.

The quality office continuously monitors the academic and professional areas for which students are trained. Students participate in site visits and research, which is supported by advisory bodies, both professionally and academically. This group has made significant contributions to the design of the Music Education program, ensuring that it fulfills the needs of the market.

<i>Standard</i>	Compliance	
	Yes	No
<i>Standard 5.1.</i> There is a clear and formally adopted admission procedure at institutional level that the study program respects when organising students’ recruitment. Admission requirements are consistently and fairly applied for all students.	X	
<i>Standard 5.2.</i> All students enrolled in the study program possess a high school graduation diploma or other equivalent document of study, according to MEST requirements.	X	
<i>Standard 5.3.</i> The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.	X	
<i>Standard 5.4.</i> Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.	X	
<i>Standard 5.5.</i> The results obtained by the students throughout the study cycles are certified by the academic record.	X	
<i>Standard 5.6.</i> Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.	X	
<i>Standard 5.7.</i> Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.	X	



<i>Standard 5.8.</i> Effective procedures are being used to ensure that work submitted by students is original.	X	
<i>Standard 5.9.</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.	X	
<i>Standard 5.10.</i> The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.	X	
<i>Standard 5.11.</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.	X	

Compliance level: Fully compliant

ET recommendations:

- To internationalise the study process by organising study programme or part of the study process in English.*

2.6. Research

Standard 6.1. The study program has defined scientific/applied research objectives (on its own or as part of a research centre or interdisciplinary program), which are also reflected in the research development plan of the institution; sufficient financial, logistic and human resources are allocated for achieving the proposed research objectives.

There are five objectives defined in the Strategy for Scientific Research 2019-2024 available on the webpage of the UHZ: (1) *Enhance and develop scientific research activity*, (2) *Create and develop research programs*, (3) *Establish international cooperation in the field of scientific and artistic research*, (4) *Create a sustainable infrastructure environment in the field of*



research, (5) Financial support to scientific research - but these are institution level objectives. ET did not find any specific research objectives of the master study program Music Education in the SER.

Standard 6.2. Expectations for teaching staff involvement in research and scholarly activities are clearly specified, and performance in relation to these expectations is considered in staff evaluation and promotion criteria.

The evaluation criteria and the promotion of academic staff include research and scholarly activities and artistic (music) performance. To promote scientific research in the field of music pedagogy the Faculty of Arts has already started organizing an annual international conference. The Research Strategy of UHZ for the period 2019-2024 foresees the organization of the annual international festival by the FA, participation of the staff and student in international festivals, organization of the local and international festival, organization of the Student Art Week and semester concerts. For all these activities, some budget is planned.

Standard 6.3. Clear policies are established for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program.

Despite the information in the SER that UHZ Senate has drafted several documents, regulations and manuals in which the scientific and research activities are clearly defined, the field of artistic research in music is, at present, generally inadequately defined, which makes it difficult to compare it to international standards and established norms for scientific research. However, scientific research in the Music Education and Musicology field must meet the international standards and established criteria as set in the policy and regulations of UHZ.

Standard 6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity.

In SER and CV's of full-time teachers, evidence of their artistic and professional activity in the field they teach is provided. During the meeting with the academic staff the ET obtained proof that the academic staff has research results on the same topics as their teaching activity.

Standard 6.5. The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.



The FA, in cooperation with the Faculty of Law, organized International Conference on Law and Arts in the framework of the UHZ in 2018 and 2020. Despite the limited opportunities for public presentation during the pandemic, SER reports that each academic staff member has delivered concerts and participated in artistic events in Kosovo and abroad and has published or presented at least one scientific work and/or artistic performance per year.

Standard 6.6. Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.

There is very general information regarding this standard about the validation of the research in the SER. No information was provided about technological transfer.

Standard 6.7. Each academic staff member and researcher has produced at least an average of one scientific/applied research publication or artistic outcome/product per year for the past three years.

According to the information provided about concerts and other art events of the FA teaching staff in Kosovo and abroad, at least a satisfactory average artistic presentation was achieved. Since this is the accreditation procedure of the study program Music Education and main emphasis is not on the scientific research publications, ET has taken into account the specifics of this study program and considers artistic presentations/ artistic outcome with equal weight s scientific publications therefore considers this standard as fulfilled.

Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full time staff.

According to the SER, the academic staff of the Faculty of Arts publishes scientific papers and other scientific and academic activities under the name of the institution with which they have a regular partnership. The elected academic and research staff publishes under the name of the "Haxhi Zeka" University.

Standard 6.9. Academic staff are encouraged to include in their teaching information about their research and scholarly activities that are relevant to courses they teach, together with other significant research developments in the field.



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Academic staff of the FA is encouraged to include in their teaching information about their research and artistic and scientific activities that is relevant to the course they teach as well as other significant artistic and research developments in the field of the study program.

Standard 6.10. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.

In regard to intellectual property and procedures for the commercialization of ideas developed by staff, UHZ has established clear rules through the Publishing regulation. This regulation defines the terms and procedures of the publication, reproduction and translation of the publications which are issued by UHZ. The Code of Ethics for Academic Staff and Students also addresses the intellectual property topic.

Standard 6.11. Students are engaged in research projects and other activities.

Every academic year, the Faculty of Arts and the Faculty of Law collaborate to host an international scientific conference, and the Faculty of Arts organized the third International Scientific Conference on “Art and Justice” in November 2021. In addition, certain scientific papers from this conference were published in the Faculty of Arts’ scientific journal, demonstrating the close collaboration among the academic staff. During the meeting with the students, the ET was informed about the several examples how students are engaged in the research projects.

FA provides sufficient explanations for the following performance indicators (p. 64-65 in SER)

Performance indicator 6.1. The “Haxhi Zeka” University has allocated funds and provided assistance to academic staff in the implementation of joint artistic, research, and scientific projects, as well as the development of cooperative agreements with other international institutions related to scientific research, as part of its 2019 -2024 Strategic Plan. As a result, UHZ will continue to support academic staff in the implementation of joint scientific projects and the expansion of the collaborative network, contributing to the improvement of program quality and, in particular, the provision of new opportunities for students, as outlined in this Strategic Plan for the next four years.

Performance indicator 6.2. In addition to providing long-term scientific and research development, the study program has offered and organized international conferences, which have become a Faculty of Arts tradition, as well as discussions and round tables with advisory

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bodies on open topics, all of which have positively influenced academic staff awareness and student participation in these scientific, academic, and practical activities.

Performance indicator 6.3. Professors provide ongoing support to new teaching staff in the implementation of their research projects, as well as assistance to new teaching staff in gaining experience in teaching but under the supervision of a professor. Participation in these working groups facilitates mutual cooperation between academic staff and all of these other stakeholders, the transmission of necessary experiences and information from professors to teaching assistants, students, and other stakeholders as well.

Performance indicator 6.4. The potential for applying the experience of academic staff in the field of scientific research and students in order to provide research and development services for the community have been identified based on the Strategy for Scientific Research 2019-2024. So, until 2024, all research activities funded financially by the “Haxhi Zeka” University are clearly outlined in this strategy, and it is anticipated that these activities, particularly research projects, would have a positive impact on the community.

Performance indicator 6.5. “Haxhi Zeka” University has continuously supported the academic staff in the implementation of research - scientific projects, publication of scientific papers in international scientific journals with impact factor and has financially supported the participation in international scientific conferences. At the level of UHZ, the Scientific Research Group has been formed by decision of the Rector, which consists of the academic staff of all academic units and this scientific group has the task in accordance with the 2019 - 2024 Strategic Plan to monitor and support the activity. scientific and research of the academic staff as well as the contribution of each member of the academic staff for attracting financial resources through research and application projects. Of course, the contribution and capacity of the academic staff to attract financial resources in the implementation of scientific projects is considered and taken into account when evaluating performance.

Performance indicator 6.6. Most companies in the Dukagjini region and beyond have signed cooperation agreements with the university. An Advisory Body has also been established with the Municipalities - Directorates of Education and Culture and organizations with whom various agreements have been concluded - which continuously supports the University in the implementation and proposals for new programs based on the labor market needs. The academic staff of the Faculty of Arts has consistently realized and will continue its tradition of collaboration with the Minister of Culture in the implementation of joint artistic projects, the organization of national and international academic concerts, and other activities aimed at

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improving the quality of study programs and advancing knowledge to graduate students in these programs.

Standard	Compliance	
	Yes	No
<i>Standard 6.1.</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.		X
<i>Standard 6.2.</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.	X	
<i>Standard 6.3.</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.		X
<i>Standard 6.4.</i> The academic staff has a proven track record of research results on the same topics as their teaching activity	X	
<i>Standard 6.5.</i> The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.	X	
<i>Standard 6.6.</i> Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.		X
<i>Standard 6.7.</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.	X	
<i>Standard 6.8.</i> Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full time staff.	X	
<i>Standard 6.9.</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.	X	



<i>Standard 6.10.</i> Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.	X	
<i>Standard 6.11.</i> Students are engaged in research projects and other activities.	X	

Compliance level: Substantially compliant

ET recommendations:

- To define scientific/applied research objectives for the MA Music Education study program.*
- To establish clear policies for defining what is recognized as research in the MA Music Education study program.*
- To define ways how to validate research through various methods, including technological transfer.*

2.7. Infrastructure and Resources

FA provide evidence of current premises, human resources and equipment. Currently, all study programs at FA have at disposition five classrooms, five individual learning cabinets, a library/reading room with 40 seats, a computer room with ten seats, and a concert hall with a capacity of 70 seats. Faculty of Arts is settled in an object inherited from the army and now adopted for teaching. This object with a space of 5000m² is shared with the Faculty of Law. In 2018, begins the construction of the new building of the Faculty of Arts with about 5600m². The finalization of the construction is planned for autumn 2022. UHZ guarantees funds for equipping the new building (instruments and other classroom equipment and technical equipment for the concert hall) and financing the utilities and maintenance costs. In addition, the FA and UHZ plan to raise funds to purchase concert pianos in collaboration with the local community and private organizations. In addition to the current 11 employed teachers, the Ministry of Education has consented to employ two new teachers at the FA. [Standard 7.1.](#)

SER reports that **there is a financial plan of the FA at the level of the study program that will demonstrate the sustainability of the study program at least for the next four years.** [Standard 7.2.](#) However, provided information shows that, even though FA is part of a public

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and state-funded University, there are financial difficulties in conducting study programs of this type.

UHZ, respectively, the FA possesses all the necessary documents to prove the facilities available for the FA (property deeds, inventories, invoices, etc.) that, for the study program submitted for evaluation, is foreseen for the next four years.

FA is now settled in the object of the Law Faculty at about 500 m². The library and reading room are shared with Law Faculty. Unfortunately, due to the pandemic conditions, there was no possibility to check the conditions live.

The FA is in the process of constructing a new facility with about 5600 m² which will be completed within a short time. It is planned to be fully available for use at begging of the academic year 2022/2023.

Due to limitations caused by the pandemic in the past and this academic year, UHZ developed the opportunity to attend lectures and exercises online through the Student Electronic Management System (SEMS) based on Google Platform (Google Meet), giving students and academic staff access to distance learning.

There is no evidence provided about adequate licenced music software. For the core of the study program, it is much more important to be equipped with acoustical adopted classrooms and practice rooms, appropriate music instruments, ergonomic musician chairs, music stands, audio-video reproduction systems and a relevant number of music books and scores, as well as have approach to the relevant online databases.

The library does not have a large number of books, sheet music and music records. Still, it is emphasized that the databases of scientific papers the University of Tirana are available to students and teachers. [Standard 7.3](#).

According to the available data, the number and size of classrooms should correspond to the nature of teaching and the size and number of students groups. The number of seats in the classrooms for the current number of students are adequate. The FA is in the process of building a new facility which should meet certainly all needs. [Standard 7.4](#)

As mentioned before, the library of the FA provides a sufficient number of seats in the reading room. Professional music literature is missing, especially in Albanian. During the online meeting, faculty members stated that FA enabled their employees and students to use online databases through the University of Tirana. Regardless of that fact, it would be necessary to systematically enrich the book, music score and audio and video recordings fund of the



specialized library and encourage the translation of the essential professional literature to the Albanian. In addition to the EBSCO database, it is advisable to subscribe to databases that include scientific works in art, especially in music, such as RILM, JSTOR, etc. Furthermore, it would be good to have a subscription to one of the online services specializing in classical and jazz music, such as Naxos Music Library. [Standard 7.5](#).

FA provides evidence that infrastructure and facilities dedicated to the implementation of the program are adapted to students with special needs. [Standard 7.6](#)

FA provides sufficient explanations for the following performance indicator (p. 70 in SER)

[Performance indicator 7.1](#). Formal plans are developed for the provision and improvement of infrastructure and resources, and the implementation and effectiveness of those plans is monitored on a regular basis.

<i>Standard</i>	Compliance	
	Yes	No
<i>Standard 7.1</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.	X	
<i>Standard 7.2</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.	X	
<i>Standard 7.3</i> . 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; 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; 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; 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; e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.		X
Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs.	X	

Compliance level: Partially compliant

ET recommendations:

1. *continuous procurement of necessary and maintenance of existing musical instruments and other equipment for teaching and practising, IT equipment and software,*
2. *make a plan and purchase relevant textbooks, literature, music sheets, audio and video recordings,*
3. *subscribe to specialized databases and online services,*
4. *educate of teaching staff and professional person help to adapt teaching materials to students with special needs,*



3. FINAL RECOMMENDATION OF THE ET

“Haxhi Zeka” University in Peja has developed policies, legal frameworks and procedures related to the operation of the quality assurance system. It would be good to show an even more significant connection between the mechanisms of QA and concrete measures and actions related to the functioning of the Faculty of Arts and improving the performance of studies.

The teaching staff is competent and motivated. It is advisable that artistic and scientific activities are (financially) supported and indicators developed to show success in that area. FA should consider the possibility of hiring younger professionals to be teaching assistants to improve the structure of the teaching staff and guarantee its continuous quality in the future.

Moving to a new and entirely appropriate building will provide the Faculty of Arts with opportunities to implement current study programs and new modules, respectively. Adequate financing of material costs should accompany this process.

Standard	Compliance level
1. Mission, objectives and administration	Substantially compliant
2. Quality management	Fully compliant
3. Academic staff	Substantially compliant
4. Educational process content	Substantially compliant
5. Students	Fully compliant
6. Research	Substantially compliant
7. Infrastructure and resources	Partially compliant
Overall compliance	Substantially compliant

Therefore, recommendations follow that could contribute to that.

- 1. define QA procedures and indicators of QA specifically for music-related study programs*
- 2. define specific standards appropriate to the art fields, especially music*
- 3. develop and elaborate quality indicators*
- 4. develop new QA procedures based on the results of self-evaluations and external evaluations of quality assurance system*
- 5. increase student participation in academic life, including active involvement in the design and implementation of quality assurance processes*



6. *develop additional activities that would monitor the professional development of graduates*
7. *employ new teaching staff, especially teaching assistants*
8. *define in more detail within the QA system indicators related to the development of teaching and related skills*
9. *encourage and support academic staff to gain PhD in music pedagogy or related sciences*
10. *consider transferring teaching and related skills within the FA and other collaborating institutions (e.g. public and music schools)*
11. *develop teacher continuous training programs and support, especially for newly employed*
12. *encourage continuous improvement of teaching and other academic skills*
13. *establish a publishing board, make a publishing plan*
14. *encourage the development of new and improvement of existing teaching materials*
15. *consult AEC recommendations¹ when defining more specific outcomes at the study program level*
16. *link learning outcomes in individual courses with general outcomes at the study level*
17. *develop procedures related to the monitoring of student practice in music schools (protocols, selection of mentors in schools, reports, methods of monitoring and evaluation)*
18. *consider the possibility of including more elective courses from other UHZ studies*
19. *internationalise the study process by organising study programme or part of the study process in English.*
20. *define scientific/applied research objectives for the MA Music Education study program.*
21. *establish clear policies for defining what is recognized as research in the MA Music Education study program.*
22. *define ways how to validate research through various methods, including technological transfer.*
23. *continuous procurement of necessary and maintenance of existing musical instruments and other equipment for teaching and practising, IT equipment and software,*
24. *make a plan and purchase relevant textbooks, literature, music sheets, audio and video recordings,*
25. *subscribe to specialized databases and online services,*

¹ https://www.aec-music.eu/userfiles/File/customfiles/aec-learning-outcomes-2017-english_20171218113003.pdf



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

26. educate of teaching staff and professional person help to adapt teaching materials to students with special needs,

In conclusion, the Expert Team considers that MA study program *Music Education* offered by “Haxhi Zeka” University in Peja Faculty of Arts is *Substantially compliant* with the standards included in the *KAA Accreditation manual* and, therefore, recommends to *accredit* the study program for a duration of 5 years with a number of *eight (8)* students to be enrolled in the program.

Compliance level: Substantially compliant

Student quota recommended: eight (8) students per academic year

Duration of reaccreditation: five years

Expert Team

Chair

(Signature)

(Marina Novak)

(13.06.2022)

Student Expert

(Signature)

(Mr Mārtiņš Upmacis)

(13.06.2022)

