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**UNIVERSITY OF GJAKOVA “FEHMI AGANI”**

**PROGRAM: ALBANOLOGY (MA, 120)**

***ACCREDITATION***

**FINAL**

**REPORT OF THE EXPERT TEAM**

*29.04.2022, GJAKOVË*



## TABLE OF CONTENTS

### Contents

TABLE OF CONTENTS.....	2
1. INTRODUCTION .....	4
1.1. Context.....	4
1.2. Site visit schedule .....	5
1.3. A brief overview of the institution under evaluation .....	8
2. INSTITUTIONAL EVALUATION.....	8
2.1. Public mission and institutional objectives.....	<b>Error! Bookmark not defined.</b>
2.2. Strategic planning, governance and administration .	<b>Error! Bookmark not defined.</b>
2.3. Financial planning and management .....	<b>Error! Bookmark not defined.</b>
2.4. Academic integrity, responsibility and public accountability.	<b>Error! Bookmark not defined.</b>
2.5. Quality management .....	<b>Error! Bookmark not defined.</b>
2.6. Learning and teaching.....	<b>Error! Bookmark not defined.</b>
2.7. Research.....	<b>Error! Bookmark not defined.</b>
2.8. Staff, employment processes and professional development .	<b>Error! Bookmark not defined.</b>
2.9. Student administration and support services.....	<b>Error! Bookmark not defined.</b>
2.10. Learning resources and facilities .....	<b>Error! Bookmark not defined.</b>
2.11. Institutional cooperation .....	<b>Error! Bookmark not defined.</b>
3. PROGRAM EVALUATIONS .....	<b>Error! Bookmark not defined.</b>
3.1. <i>Program 1</i> .....	<b>Error! Bookmark not defined.</b>
3.1.1. Mission, objectives and administration.....	<b>Error! Bookmark not defined.</b>
3.1.2. Quality management .....	<b>Error! Bookmark not defined.</b>

2



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

---

- 3.1.3. Academic staff ..... **Error! Bookmark not defined.**
- 3.1.4. Educational process content..... **Error! Bookmark not defined.**
- 3.1.5. Students..... **Error! Bookmark not defined.**
- 3.1.6. Research..... **Error! Bookmark not defined.**
- 3.1.7. Infrastructure and resources ..... **Error! Bookmark not defined.**
- 3.2. *Program 2* ..... **Error! Bookmark not defined.**
- 4. OVERALL EVALUATION AND JUDGEMENTS OF THE ET.. **Error! Bookmark not defined.**
- 5. APPENDICES (*if available*) ..... **Error! Bookmark not defined.**



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## 1. INTRODUCTION

### 1.1. Context

**Date of site visit: 29.04.2022, GJAKOVË**

**Expert Team (ET) members:**

- *Prof.asoc.dr Arlind Farizi*

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

- Ilirjane Ademaj Ahmeti, KAA Officer
- Leona Kovaçi, KAA Officer

**Sources of information for the Report:**

- A Self-evaluation Report (SER) **ALBANOLOGY (MA, 120) (accreditation)**
- B additional documents (Statute, Strategic Plan,, The National Qualifications Framework, CV, Syllabuses, other legislative documents)
- C supplemental documents requested by the last expert



- 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

- *The KAA- Accreditation Manual*
- *The KAA Manual for external reviewers*

### 1.2. Site visit schedule

*Insert site visit schedule (as provided by KAA)*

Program accreditation procedure at the University of Gjakova "Fehmi Agani"	
Programs:	<b>Albanologji MA</b>
Visit online with:	<b>29.04.2022</b>
Expert team:	Dr Prof. Arlind Farizi
KAA Coordinator:	Leona Kovaçi, KAA Coordinator

### Visit program

Meeting Time	Participants	Comments
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<b>09:00 – 09:45</b>	Meeting with the management of the faculty where the programme is integrated	<b>Kamber Kamberi - Dean</b>  <b>Labinot Berisha - Vice dean</b>  <b>Fridrik Dulaj - Head for the Albanian Language and Literature - Bachelor Program</b>  <b>Nazli Tyfekçi – Head of English - Translation and Interpretation – Bachelor Program</b>
<b>09:50 – 10:35</b>	Meeting with quality assurance representatives and administrative staff	<b>Elsa Vula – Head of the Quality Assurance Committee at the faculty level and member of the Central Committee for QA in UFAGJ.</b>  <b>Prof Fridrik Dulaj – member of the Quality Assurance Commission at the faculty level.</b>  <b>Nazli Tyfekçi – member of the Quality Assurance Commission at the faculty level.</b>  <b>Lorina Pervorfi - member of the Quality Assurance Commission at the faculty level.</b>



		<p><b>Arjeta Nikolla</b> – student member of the Quality Assurance Commission at the faculty level.</p> <p><b>Mentor Zejnullahu</b> - Student Service Officer.</p>
<b>10:40 – 12:00</b>	Meeting with the heads of the study programme:	<p><b>Mimoza Hasani Pllana</b></p> <p><b>Sazan Kryeziu</b></p> <p><b>Kamber Kamberi</b></p> <p><b>Gentiana Muhaxhiri</b></p>
<b>12:00 – 13:00</b>	Lunch break (provided at the evaluation site)	
<b>13:00 – 13.45</b>	Meeting with teaching staff	<p><b>Senad Neziri</b></p> <p><b>Pranvera Osmani</b></p> <p><b>Haki Hysenaj</b></p> <p><b>Yllka Imeri</b></p> <p><b>Petrit Duraj</b></p>



<b>14:55 – 15:40</b>	Meeting with employers of graduates and external stakeholders	<b>Eranda Kumnova</b> – Director of Education for Science and Technology <b>Ymer Alijaj</b> – School Director <b>Eldita Mullahasani</b> – TV Syri
<b>15:40 – 15:45</b>	Internal meeting of KAA staff and experts	
<b>15:45 – 16:00</b>	Closing meeting with the management of the faculty and program	

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

The University of Gjakova "Fehmi Agani" (UGJFA) is a continuation of the High School based in Gjakova that has been preparing teachers since the second half of the sixties (1958). The Centre of the Faculty of Education in Gjakova was initially established as a Pedagogical Academy with the Decision of the Municipal Assembly of Gjakova, no. 01- 5354 / I, dt. July 29, 1967, while its work started on October 1, 1967.

Since 1968, there was opened the department of Biology-Chemistry , and in 1977 was opened the Primary Education department ( 1-4 grade ). So, since 1977 onwards, this school worked with 5 teaching departments. In the academic year 1967, it functioned with three departments: Albanian Language and Literature, Mathematics and History-Geography, with a total of 794 students. 247 of them were full time students and 547 part time students. In 1968 the department of Biology-Chemistry was opened with 533 full time students and 536 part time





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---

students. Until 30.09.2004 in the High Pedagogical School of Gjakova there was a total of 3940 students who graduated learning in Albanian language.

In 2001, the Senate of the University of Prishtina approved curricula based on the Bologna Declaration for Bachelor's Degree. After the establishment of the Faculty of Education, from the academic year 2002/2003 there were no students enrolled in the High School programs, initially only in the department of Primary Education (1-4grade), and later on in other programs.

By decision no. 33/01 dated 07.05.2003 the Ministry of Education, Science and Technology decided that the Faculty of Education, with the regional centers in: Prishtina, Gjakova, Prizren and Gjilan (which was established by the Administrative Decision of September 9,2002) Academic Year 2003/2004 to start teaching programs for the preparation of teachers for the lower secondary cycle - course /subject teachers.

In September 2004, the UP Senate, with the proposals of the Joint Steering committee, approved curricula for the branch in Gjakova. Midwifery in the academic year 2011/2012 the Faculty of Medicine from the University of Prishtina started working in Gjakove with the department of Nursery and Midwifery. Also in the academic year 2011/2012 the Faculty of Mathematics and Natural Sciences from the University of Prishtina with the department of Educational Chemistry started working with the branch in Gjakova. The Faculty of Philology from the University of Prishtina with the programs of Albanian Language and English Language and Literature started working with the branch in Gjakova in the academic year 2010/2011.

The University of Gjakova "Fehmi Agani" started its work on October 1, 2013 with the Faculty of Education with Pre-Primary and Primary Programs, the Faculty of Medicine with Nursery and Midwifery programs and the Faculty of Philology with Albanian Language Programs and English Language and Literature programs accredited by the Kosovo Accreditation Agency in April 2013.



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Republika Kosova - Republic of Kosovo



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The University of Gjakova "Fehmi Agani" offers these bachelor programs:

The Faculty of Education from the academic year 2017-2021 functions with the programs  
Pre-Primary School (BA, 240 ECTS) • Primary (BA, 240 ECTS) The Faculty of Medicine from  
the academic year 2017-2021 works with the following programs: 5 • Nursery (BSc, 180  
ECTS) • Midwife (BSc, 180 ECTS) The Faculty of Philology from the academic year 2017-  
2021 works with the following programs: • Albanian Language and Literature (BA, 180  
ECTS)

UGJFA's academic staff is hired on the basis of a public call for application institution,  
which is advertised periodically and according to the needs of the university. So far there are  
49 full time staff (32 professors dhe 17 teaching assistants). Gradual development of internal  
(regular) academic staff is also foreseen in the Development Strategy of the University of  
Gjakova "Fehmi Agani".

The mission of the Faculty of Philology is the education and training of teachers in the field  
of education and school education as well as the preparation of specialized staff for leadership  
in education, teaching and curriculum development. Graduates of the Faculty of Philology  
acquire knowledge and competences in general, academic and didactic- methodological  
subjects. These competencies include: knowledge of their respective subject (academic  
knowledge), reflection and professional training needed to solve problems.

## **2. PROGRAM EVALUATION**

### **2.1 Mission, objectives and administration**

10



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Republika Kosova - Republic of Kosovo



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Agencija Kosova za Akreditaciju  
Kosovo Accreditation Agency

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*Standard 1.1.* The study program *Albanology MA* mission is not in compliance with the overall mission statement of the institution. -**Substantially compliant.**

*Standard 1.2.* Relevant academic and professional advice is considered when defining the intended learning outcomes which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. -**Substantially compliant**

*Standard 1.3.* The study program has a well-defined overarching didactic and research concept.

- **Partially compliant**

*Standard 1.4.* There are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. These are made publicly available to all staff and students. -**Substantially compliant**

*Standard 1.5.* All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.-**Substantially compliant**

*Standard 1.6.* All policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the program are reviewed at least once every two years and amended as required in the light of changing circumstances.



**- Substantially compliant**

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



**The study program is broadly harmonized with the NQF of the Republic of Kosovo in terms of duration (1 years, 60 ECTS).**

**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. It is advisable to define which general learning outcomes each subject contributes to clearly.**

**Compliance level: Substantially compliant**

## **2.1. Quality management**

*Standard 2.1.* All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity. - **Substantially compliant**

*Standard 2.2.* Evaluation processes and planning for improvement are integrated into normal planning processes. - **Substantially compliant**

*Standard 2.3.* Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution. **Substantially compliant**

*Standard 2.4.* Quality evaluations provide an overview of quality issues for the overall program as well as of different components within it; the evaluations consider inputs, processes and outputs, with particular attention given to learning outcomes for students. - **Partially compliant**



*Standard 2.5.* Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance. **Substantially compliant**

*Standard 2.6.* Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available. – **Fully compliant**

*Standard 2.7.* Results of the internal quality assurance system are taken into account for further development of the study program. This includes evaluation results, investigation of the student workload, academic success and employment of graduates. – **Substantially compliant**

*Standard 2.8.* The institution ensures that reports on the overall quality of the program are prepared periodically (eg. every three years) for consideration within the institution indicating its strengths and weaknesses. – **Fully compliant**

*Standard 2.9.* The quality assurance arrangements for the program are themselves regularly evaluated and improved. – **Substantially compliant**

Standart	compliance	
	yes	no
Standard 2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.	X	
Standard 2.2. Evaluation processes and planning for improvement are integrated into normal planning processes.	X	
Standard 2.3. Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.	X	
Standard 2.4. Quality evaluations provide an overview of quality issues for the overall program as well as of different components within it; the evaluations consider inputs, processes and outputs, with particular	X	



attention given to learning outcomes for students.		
Standard 2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance	X	
Standard 2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.	X	
Standard 2.7. Results of the internal quality assurance system are taken into account for further development of the study program. This includes evaluation results, investigation of the student workload, academic success and employment of graduates.	X	
Standard 2.8. The institution ensures that reports on the overall quality of the program are prepared periodically (eg. every three years) for consideration within the institution indicating its strengths and weaknesses.	X	
Standard 2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved.	X	

**Compliance level: Substantially compliant**

**2.3 Academic staff**

*Standard 3.1.* Candidates for employment are provided with full position descriptions and conditions of employment. To be presented in tabular form data about full time (FT) and part time (PT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contract, workload for teaching, exams, consulting, administrative activities,



research, etc. for the study program under evaluation. – **Partially compliant** – Based on all reviews I have seen that can be stated that this standard meets the conditions to be considered as:

- Within the employees (academic staff) we have full time professors, but also part-time, that are sufficient to develop the teaching process (there is only one case of part-time professor from the University of Prishtina, with which UFAGJ has institutional cooperation agreements).

*Standard 3.2.* The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.

– **Partially compliant**

*Standard 3.3.* Academic staff do not cover, within an academic year, more than two teaching positions (one full-time, one part-time), regardless of the educational institution where they carry out their activity. – **Fully compliant**

*Standard 3.4.* At least 50% of the academic staff in the study program are full time employees, and account for at least 50% of the classes of the study program. – **Fully compliant**

*Standard 3.5.* For each student group (defined by the statute of the institution) and for every 60 ECTS credits in the study program, the institution has employed at least one full time staff with PhD title or equivalent title in the case of artistic/applied science institutions. – **Fully compliant**

*Standard 3.6.* The faculty continuously supports the needs of the staff for academic development, such as: teaching exchange, participation in research projects, participation in





scientific conferences, support of staff members who have research positions abroad, etc. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties. – **Partially complied., because a there just considerable numbers of the academic staff of the Faculty of Philology isn;t involved in the international Projects as ERASMUS +, EUFORIA, SOCRE.**

*Standard 3.7.* The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service. – **Substantially compliant**

*Standard 3.8.* Academic staff evaluation is conducted regularly at least through self-evaluation, students, peer and superiors’ evaluations, and occur on a formal basis at least once each year. The results of the evaluation are made publicly available. – **Fully compliant**

*Standard 3.9.* Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.). – **Partially compliant..**

*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. Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers. Retirement or loss of regular teacher status is done according to the laws in force (65 is the retirement age and up to 70 years is the age of engagement as external staff– **Fully compliant.**

Standard	compliance	
	yes	no
Standard 3.1. Candidates for employment are provided with full position descriptions and conditions of employment. To be presented in tabular form data about full time (FT) and part time (PT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contract, workload for teaching, exams, consulting,	X	



administrative activities, research, etc. for the study program under evaluation.		
Standard 3.2. The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.	<b>X</b>	
Standard 3.3. Academic staff do not cover, within an academic year, more than two teaching positions (one full-time, one part-time), regardless of the educational institution where they carry out their activity	<b>X</b>	
Standard 3.4. At least 50% of the academic staff in the study program are full time employees, and account for at least 50% of the classes of the study program		<b>X</b>
Standard 3.5. For each student group (defined by the statute of the institution) and for every 60 ECTS credits in the study program, the institution has employed at least one full time staff with PhD title or equivalent title in the case of artistic/applied science institutions.		<b>X</b>
Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.	<b>X</b>	
Standard 3.7. The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service.	<b>X</b>	
Standard 3.8. Academic staff evaluation is conducted regularly at least through self-evaluation, students, peer and superiors' evaluations, and occur on a formal basis at least once each year. The results of the evaluation are made publicly available.	<b>X</b>	



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

**Compliance level:**

**Partially compliant**

**ET recommendations:**

- 1. To provide a valid contract for all academic staff involved in the study program*
- 2. To provide new employments.*
- 3 To reduce the number of courses a professor can teach, including the bachelor and master program.*
- 4. To Reduce the number of retired professors or coming from other universities.*

**2.2. Educational process content**

*Standard 4.1.* The study program **Albanology MA (120)** 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. – **non compliant.**

*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. – **Substantially compliant.**

*Standard 4.3.* The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation. **Partially compliant.**

In conclusion:

1. to demonstrate deep academic knowledge of the disciplines to which they will engage- **Partially compliant**
2. to successfully use didactic and pedagogical theories on linguistic and literary material,- **Substantially compliant**
3. gain knowledge in interdisciplinary fields - **Substantially compliant**
4. update teaching - **Substantially compliant**
5. demonstrate skills, methods and technologies that are effective - **Substantially compliant**
6. reflect the deep understanding of linguistic and literary disciplines – **Substantially compliant**
7. reflect the deep understanding of learning – **Substantially compliant**



*Standard 4.4.* The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, the minimal bibliography, etc. The full course description/ syllabuses of each subject/ module should be attached only in electronic form to the self-assessment report for the study program under evaluation. – **Partially compliant** because: discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, some time the minimal bibliography are not clear, some subjects have the same literature, some subjects have the same objectives; some subjects syllabus has "introduction books" .

*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. - **Partially compliant**

*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.– **Partially compliant**

*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.- **Partially compliant**

*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. – **Partially compliant**



*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. – **Fully compliant**

*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. – **Fully compliant.**

*Standard 4.11.* If the study program *Albanology MA (120)* 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. – **Substantially compliant**

*Standard 4.12.* In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units. – **Substantially compliant**

Standard	Compliance	
	yes	no
Standard 4.1. The study program is modelled on qualification objectives. These include subject-related and interdisciplinary aspects as well as the acquisition of disciplinary, methodological and generic skills and competencies. The aspects refer especially to academic or artistic competencies, to the capability of taking up adequate employment, contributing to the civil society and of developing the students' personality.	X	



Standard 4.2. The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The individual components of the program are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning.	X	
Standard 4.3. The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.	X	
Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, the minimal bibliography, etc. The full course description/ syllabuses of each subject/ module should be attached only in electronic form to the self-assessment report for the study program under evaluation.	X	
Standard 4.5. If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.	X	
Standard 4.6. The student-teacher relationship is a partnership in which each		X



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.		
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 Xthat learning are understood by students. The practice stages are allocated ETCS credits and the work of the students at the practical training organisations is	X	





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, contracts or other documents with institutions/organisations/practical training units	X	

**Compliance level: Partially compliant**

**ET recommendations:**

1. *To complete the literature for some subjects;*
2. *To take care of the quality of the master's works through plagiarism technology*
3. *To add literature of recent years, modern scientific literature*
4. *develop procedures related to the monitoring of student practice in schools (protocols, selection of mentors in schools, reports, methods of monitoring and evaluation).*

**Students**

*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. – **Substantially compliant**

*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.-

**Substantially compliant**



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

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

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

*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. – **Substantially compliant**

*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. – **Fully compliant**

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

*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. – **Substantially compliant**

*Standard 5.10.* The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.- **Partially compliant** because there is a big difference between other Master study programs in the Republic of Kosovo and Republic of Albania.

*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.- **Substantially compliant**



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



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

**Compliance level: Substantially compliant**

**ET recommendations:**

- 1. The university is strongly recommended to establish a system to check corresponding examination papers and theses for plagiarism and take appropriate measures.*
- 2. The university is strongly recommended to establish an access to electronic libraries*

**2.3. Research**

*Standard 6.1.* The study program **Albanology MA** 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.

– **Partially compliant**



*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.- **Substantially compliant**

*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. –**Partially compliant**

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

*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. - **Fully compliant**, because, in on the regulation for scientific research activities of UFAGJ and the administrative instruction of MEST of the Republic of Kosovo, the academic staff of the Faculty of Philology they have published scientific papers on the platforms approved by these two institutions, which means that they are at the right level because based on these publications they have been promoted to academic degrees. They have also participated in conferences of national and international level.

*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. – **Partially compliant**, because, in some cases the conferences and the journals in which the staff members participate are not in the appropriate level.

*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.- **Partially compliant**



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

*Standard 6.8.* 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. For this standard they can state that when planning the general budget for the university, the organization of conferences and various meetings are foreseen and we as the Faculty of Philology have planned to deliver an international conference in June this year entitled "Language, Literature and Literary Translation Issues". Also, the provision of financial means is done by the Steering Council of UFAGJ, which with a special decision, in the interest of the University has already approved budgetary means for the planned conference. ( the decision is attached in the document). – **Fully compliant**

*Standard 6.9.* Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students. – **Partially Compliant**

*Standard 6.10.* Students are engaged in research projects and other activities.- **Substantially compliant**

Standard	Compliance	
	Yes	No
Standard 6.1. The study program has defined scientific/applied research objectives (on its own or as part of a research centre or interdisciplinary program), which are also reflected in the research development plan of the institution; sufficient financial, logistic and human resources are allocated for achieving the proposed research objectives.		X
Standard 6.2. Expectations for teaching staff involvement in research and scholarly activities are clearly specified, and		X



performance in relation to these expectations is considered in staff evaluation and promotion criteria.		
Standard 6.3. Clear policies are established for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program.	X	
Standard 6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity.	X	
Standard 6.5. The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.		X
Standard 6.6. Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.		X
Standard 6.7. Each academic staff member and researcher has produced at least an average of one scientific/applied research publication or artistic outcome/product per year for the past three years.	X	
Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.	X	
Standard 6.9. Academic staff are encouraged to include in their teaching information about their research and scholarly activities that are relevant to courses they teach, together with other significant research developments in the field.	X	



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

**Compliance level: Partially compliant**

**ET recommendations:**

- 1. To create a scientific journal at the faculty or university level, with an international board and indexed*
- 2. To organize a scientific conference at the university or faculty level, and to internationalize it.*
- 3. To take care of the quality of scientific works.*
- 3. organizing of professional development trainings related to research in the field of Albanian language.*

**2.7 Infrastructure and resources**

*Standard 7.1.* The adequate long-term implementation of the study program **Albanology MA** 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. –

**Substantially compliant**





*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. –

**Substantially compliant**

*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. – **Substantially compliant** (The Faculty Library is very rich in literature and is constantly enriched with a budget allocated especially by the University, but also in the form of donations from various institutions (Albanian Academy of Sciences, Albanian Institute of History, Albanological Institute of Prishtina etc.). In addition to this, within our library students have ONLINE access to the National Library of Kosovo "Pjetër Bogdani"<sup>1</sup> and can use all the literature that this library possesses; they can also use the Gjakova City Library with which we have a cooperation agreement).

*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

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<sup>1</sup> <https://uni-gjk.org/al/lajme/710/ugjfa-nenshkruan-marreshje-bashkepuni-me-biblioteken-kombetare-te-kosoves>



for the speciality disciplines included in the curricula are carried out in laboratories equipped with IT equipment. – **Substantially compliant**

*Standard 7.5.* The education institution’s libraries must ensure, for each of the study programs:

a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;

- a) a number of seats in the group work rooms corresponding to at least 10% of the total number of students in the study program;
- b) 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;
- c) 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;
- d) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.

- **Partially compliant compliant**

*Standard 7.6.* The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs. – **Substantially compliant**

Standard	Compliance	
	Yes	No
Standard 7.1. The adequate long-term implementation of the study program is ensured in quantitative terms as regards premises, human resources and equipment. At the same time, it is guaranteed that qualitative aspects are also taken into account		X



Standard 7.2. There is a financial plan at the level of the study program that would demonstrate the sustainability of the study program for the next minimum three years		X
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; 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	X	



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.		
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. Develop the list of free library resources to all categories of users (from students – up to professors).

**4. Develop the construction of facilities dedicated to the students with special needs**



### 3. FINAL RECOMMENDATION OF THE ET

According to all the observations mentioned above, referring to the evaluation process, and previous evaluation in terms of quality at the level of the study program, field visit, in conclusion, (Master in Albanology 120 ects) offered by (University of Gjakova "Fehmi Agani", Faculty of Philology), And Based on the review from of all previous sections that the level of compliance with all standards is **not met!**

So, taking into account the complaint and the explanations (comments) and the above-mentioned reasons again do not meet the conditions to give a final answer for the Albanology program (master 120 credits) to receive a answer, our final opinion is **negative..**

THE TEAM OF EXPERTS, I AS PROF.DR ARLIND FARIZI - EXPERT, I CONSIDERS THAT THE STUDY PROGRAM IS **PARTIALLY COMPLIANT** IN LINE WITH THE STANDARDS INCLUDED IN THE KAA ACCREDITATION MANUAL AND THEREFORE I RECOMMENDS **NOT TO ACCREDIT!**

STANDARD	COMPLIANCE LEVEL
Mission, objectives and administration	<b>Substantially compliant</b>
Quality management	<b>Substantially compliant</b>
Academic Staff	<b>Partially compliant</b>
Educational Process Content	<b>Partially compliant</b>
Students	<b>Partially compliant</b>
Research	<b>Partially compliant</b>
Infrastructure and resources	<b>Partially compliant</b>
<b>Overall Compliance</b>	<b>Partially compliant</b>

**COMPLIANCE LEVEL: Partially COMPLIANT**

**Student quota recommended:** 0 students per academic year

**Duration of reaccreditation:** 0 years



Republika e Kosovës  
Republika Kosova - Republic of Kosovo



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

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## 1. APPENDICES

### 1. A Compliance calculation

#### Expert Team

##### Member

**ARLIND FARIZI**

**13.04.2022**

(Signature)

(Print Name)

(Date)