UNIVERSITY OF PRISHTINA "HASAN PRISHTINA", FACULTY OF MEDICINE

DENTISTRY

REACCREDITATION

REPORT OF THE EXPERT TEAM

6th of April, Prishtina/Kosovo

1

TABLE OF CONTENTS

Contents

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

2

1. INTRODUCTION

1.1. Context

Date of site visit: March 9th 2022

Expert Team (ET) members:

- *Dr. Joke Denekens*
- *Dr. Adrian Tudor Stan*
- *Marko Komšo, PhD Candidate*

Coordinators from Kosovo Accreditation Agency (KAA):

- *Arianit Krasniqi, Senior Officer for Evaluation and Accreditation*
- *Ilirjane Ademaj, Senior Officer for Evaluation and Monitoring*

Sources of information for the Report:

- *Self-evaluation report for Dentistry, integrated studies programme of University of Prishtina "Hasan Prishtina"*
- *KAA Accreditation Manual*
- *Staff CVs*
- *Syllabi*
- *University of Prishtina "Hasan Prishtina" policies, regulations, strategic plan, code of ethics*
- *The discussions and interviews during the on-line visit*
- *Financial plan and other documents provided after the online visit upon request*

Criteria used for program evaluation:

- *Standards & performance indicators for external evaluation according to the Accreditation Manual of KAA*

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

3

1.2. Site visit schedule

Programme Reaccreditation Procedure at **University of Prishtina "Hasan Prishtina",
Faculty of Medicine** Program: **Dentistry, Dr. Dent**
Online site visit on: **March 9th 2022**

Expert Team

- Dr. Joke Denekens
- Dr. Adrian Tudor Stan
- Marko Komso, PhD Candidate

Coordinators of KAA

- Arianit Krasniqi, Senior Officer for Evaluation and Accreditation
- Ilirjane Ademaj, Senior Officer for Evaluation and Monitoring

Site Visit Programme

09.00 – 09.45	Meeting with the management of the faculty where the programme is integrated *(no slide presentation is allowed; the meeting is intended as a free discussion)* **Prof. Dr. Suzana Manxhuka Kërliu, Prof. Ass. Valon Krasniqi, Prof. Ass. Fatos Sada, Prof. Ass. Pranvera Breznica**
09.50 – 10:35	Meeting with quality assurance representatives and administrative staff **Besnik Loxha, Denis Raka, Kreshnik Hoti**
10:40 – 11:40	Meeting with the heads of the study programme: (**Fatmir Dragidella, Resmije Ademi, Jehona Recica-Ahmedi, Teuta Pustina, Albena Reshitaj, Fehim Haliti, Zana Sejfija**)
11:15 – 12.25	Lunch break
12:25 – 13:10	Meeting with teaching staff **(Prof. Violeta Ukmata, Prof. Ass. Zana Agani, Prof. Miranda Stavileci, Prof. Agim Begzati, Ass. Ass. Zana Sllamniku, Ass. Linda Dula, Prof. Gloria Staka)**

4

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

4

13:15 – 14:00	Meeting with students
	Flamur Aliu, Blerta Rusinovci, Festina Misini, Diellza Leku, Jon Bicaj, Besir Salihu

14:05 – 14:50	Meeting with graduates
	Arbenita Guta, Fisnik Aliu, Driton Baloku, Dhurata Agusholli, Njomza Hajrullahu, Alban Devaja

14:55 – 15:40	Meeting with employers of graduates and external stakeholders
	Ardian Beqa, Enis Ahmedi, Luljeta Gjota, Mentor Deliu, Fisnik

Mekaj

15:40 – 15:50	Internal meeting of KAA staff and experts

15:50 – 16:00	Closing meeting with the management of the faculty and program

Other information

Overall instructions for HEIs

1. The students selected for the meeting should reflect a diversity in terms of fields of study, programme, study cycle, year of study, students with special needs if any, etc;
2. The teaching staff selected for the meeting should reflect a diversity in terms of faculties and programmes, full-time and part time, local and international, etc;
3. The students, graduates and employers of graduates should not be employed at the institution;
4. Anyone whose attendance won't be agreed in advance with KAA and the Expert Team will be asked to leave the interview session;
5. Nametags are to be provided for all people attending the meetings.

5

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

5

1.3. A brief overview of the institution and program under evaluation

In the Strategic Plan 2020-2022 of the University of Prishtina is stated that UP's mission is based "*on academic development, scientific and artistic research, and the provision of higher education through programs of strategic and development interest of the Republic of Kosovo. The University enables mobility of programs, students and academic staff on an ongoing basis, with the aim of achieving international level and competitiveness in the market. The mission of the university is based on the aspirations of the citizens of the country through quality assurance in higher education, academic, scientific, artistic development or even disciplines of national interest for the Republic of Kosovo*".

The University has defined the following goals:

1. *To act as an institutional and leadership center for the advancement of knowledge, creative ideas and science in the Kosovo higher education system;*
2. *To play a leading role in the development of Kosovo's education, science, culture, society and economy;*
3. *To assist in the process of promoting civic democracy;*
4. *To aim at establishing and upholding the highest standards in the field of teaching and learning, scientific research and artistic creativity;*
5. *To use its resources as efficiently as possible;*
6. *To maximise cooperation and participate in all higher education activities at national, regional and international level;*
7. *To promote and implement European standards for sustainable development;*
8. *To be fully integrated into the European Higher Education Area, the European Research Area and to undertake adequate reform steps necessary to achieve this mission;*
9. *To be oriented towards innovation and excellence in scientific research.*

The Statute of the University of Prishtina and the regulations define the planned legal relations between the institution and the students. Based on the records of participation in lectures, exercises, seminars and completion of exams of the respective year, the administrative staff registers students in the respective semesters and years of study.

6

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

6

The Faculty of medicine is one of the 14 Faculties of the University of Prishtina and was established in 1969. The faculty is driven by values as humanism, academic integrity, respectful communication, gender equality.

The Faculty of Medicine offers 5 study programs:

General medicine, 6 years, doctor in Medicine

Dentistry, 5 years, Doctor in dentistry

Pharmacy, 5 years, master of Pharmacy

Physiotherapy, 3 years, bachelor in Physiotherapy

Nursing, 3 years, bachelor in Nursing.

The faculty offers also a master in education in health care and Physiotherapy.

PhD studies are offered in Preclinical medicine, Clinical medicine, Dentistry, Experimental Biomedicine and Public health.

There are 2500 students in the Faculty of Medicine and 400 enrollment places per year.

The collaboration of the Faculty of Medicine and the Prishtina Hospital was started in 1973 and the University Clinical Center began to operate as an academic unit.

The Dentistry program started in 1975/76. In 2009 the program of Dentistry was accredited for the first time. In 2016 the dentistry program was accredited for 5 years (October 1, 2016 – September 30, 2021). Because of Covid-19 pandemic the accreditation was expended till September 30, 2022.

Postgraduate Studies Programs were established during the 80st with also a Master Degree in Dentistry. The Master program of Dentistry is now aligned with the Bologna system. The University Dental Clinical Center of Kosovo performs educational activities for the Master program in Dentistry.

The Advisory Body of the Faculty of Medicine was established on June 29, 2016 as a communication mechanism that initiates dialogue and cooperation between the private sector and academia in terms of updating study programs and adapting curricula to market demands; development of research projects of common interest; providing professional practice so that students apply theoretical knowledge in practice and increase the chances for employment and self-employment after graduation.

In 1989/90 the program of Dentistry was extended from 5 years to six in order to reduce the workload. In 1991 the program was changed to integrative teaching for better integration between preclinical and clinical sciences and better integration of theory with practice.

7

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

7

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

The mission of the Integrated Dentistry Study Program is "*to educate and support students, so that when they graduate, they will have defined professional qualities and competencies, with basic knowledge in various disciplines of dentistry and medicine, in order to prepare theoreticaly and practicaly, to contribute to the advancement of the provision of oral health protection services, and at the same time of the general health and well-being of the population.*"(SER)

The Study Program (SER) is based on:
- Sectoral Directives of the European Union set for | Dentistry- Directive 2005/36 / EC of the European parliament and of the council on the recognition of professional qualifications / section 4 / dental practitioners / article 34
- Strategy for European Higher Education (Bologna Declaration) Higher Education Act Regulations, WHO Health Protection and Promotion Directives (21 Objectives of the 21st Century),
- Curriculum of Dentistry in FM in the region and Europe.
- MEST Strategy / Action Plan of the Strategic Education Plan in Kosovo 2017-2021- Objective 7

An international benchmark of the program has been made with the programmes of dental medicine at the following universities: university of Zagreb, university of Ljubljana, university of Vienna, university of Sarajevo, university of Skopje and university of Tirana. (SER)

In the SER the ET has read that the competences students can master upon completion of the study program are defined as follows:

- · *know the basic biological, medical, technical and clinical sciences of dentistry in order to recognize the difference between normal and pathological circumstances, which are related to clinical practice;*

8

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

8

- *have the ability to understand and solve problems, to make decisions, design and implement a program and evaluate;*
- *demonstrate professional skills and attitude;*
- *display professional responsibilities;*
- *demonstrate the ability to find, analyse, evaluate and synthesise information from multiple sources;*
- *be able to use modern technology;*

The formulation of the competencies in the syllabi is not always at the level of competences:

In the international (EU, 2009) profile of a Master in Dentistry much attention is given to practice evidence-based dentistry. Also competences of collaboration and communication are very important internationally. Especially the importance of the dental team approach to patient care is paramount. In the SER the skills and competences are described on p 10. The ET can see that these competences are aligned with the international standards for dentistry programmes in the EU.

The ET advices to make for each course the exercise to show alignment of the assessment of the competences in the different courses with the competences of the program. Such tables give an overview to make clear that it is possible for students to master all the competences after they finished the program. In this way the unit of Dentistry can show evidence that learning has taken place properly and students master all competencies.

According to the needs of society in Kosovo the opinion of the ET is that more attention to competencies as prevention of oral diseases and promotion of dental health can be given in the dental program. In general "dentistry in society" is underexposed in the program.

According to the SER and the interviews during the side visit the ET is convinced of the alignment of the mission of the dentistry program with the mission of the University of Pristhina. (ST 1.1)The ET advice to give more attention to promotion of civic democracy and promotion and implementation of European Standards for Sustainable Development.

The SER stipulate that the "study program was created to contribute to the achievements of the UP, enabling the Republic of Kosovo to move closer to the European Higher education Area. (ST 1.2). During the site visit and by studying the syllabi, the ET can confirm the process of defining learning outcomes. (List in SER p 10)

9

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

9

The criteria for level 7 in the European Qualification Framework are defined as follows: "Specialised problem-solving skills required in research and/or innovation in order to develop new knowledge and procedures and to integrate knowledge from different fields.
Manage and transform work or study contexts that are complex, unpredictable and require new strategic approaches; take responsibility for contributing to professional knowledge and practice and/or for reviewing the strategic performance of teams"

In the opinion of the ET competences in the courses are defined mostly at the lower levels of Blooms taxonomy. In some syllabi the learning outcomes are only defined as knowledge or understanding. The ET understands that this is "work in progress" to realise fully the goals of the EQF.(ST1.2)

During the interviews the ET has not seen a well-defined overarching didactic and research concept. (ST1.3.) Although in the SWOT-analysis "student-centered approach " is mentioned as a strength and in the SER the different teaching and learning activities are listed up. The overview of the syllabi shows that not all courses are already student-centered and especially the assessment formats can be made more student-centered. Although the SER gives an overview of different teaching and learning activities, the teaching and learning activities can be more programmed as activities for students, and teachers as coaches(especially in the preclinical courses but also in the more theoretical parts of the clinical courses. For the moment there is not a systematic process/mechanism to make, judge and update the alignment between learning outcomes, teaching and learning activities and assessment explicit.(1.3)

In conclusion the ET establishes that the dental program is underway to become competence-based and student centered. Integration between theory and practice is realised and employers are asking for more and earlier integration in the program (site visit).

For the research component the ET has not seen an overarching research concept. Although all teachers are involved in research there is no guarantee that students are teached in a research modus. To handle this issue the ET advices to use the concept of Healey(2005) to define which teaching and learning activities are research-tutored, research -based, research -led and research-oriented to guide students to reach level 7 for research competencies.(1.3)

10

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

The documents of formal policies, guidelines and regulations are in place and publicly available for staff and students. Procedures are transparent. (1.4)

Academic integrity is defined in the ethical code. This code is available on the website and is mentioned by teachers at the start of the semester. (SER and site-visit) A program to detect plagiarism is in place and used for assignments of students.(1.5) An example of good practice of academic integrity in assessment is the 4 eyes principle(2 professors are marking and marks are compared and discussed in case of disagreement between the professors.)

All policies, regulations, terms of references and statements of responsibility relating to management and delivery of the program are regularly reviewed but not systematically every 2 years. (SER and site visit) (1.6)

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

Compliance level: Partially compliant

ET recommendations:

1. *Show alignment of the assessment of competences in the different courses with the defined learning outcomes and the teaching and learning activities. So there is evidence that all subcompetencies and competencies can be mastered by the students at graduation.*

2. *Give more attention to competencies as prevention of oral diseases and health promotion of dental health in the programme.*

2.2. Quality management

The self-evaluation report (SER) stated that "*for quality assurance and evaluation of study programs, respectively courses, the procedures by the Regulation on quality assurance and evaluation at the University of Pristhina are used (Protocol No 4/132, dated 30/12/2016) This regulation defines the roles and responsibilities of organisational and academic units at the University for the implementation of quality assurance and evaluation activitie*s."

The goals of quality assurance and evaluation are well defined in the SER:

1. *Identify and promote good practices*
2. *Quality of scientific activity*
3. *Ensure the continuous advancement of the quality of activity in the academic unit(University)*
4. *Meet the requirements of the accreditation system in Kosovo, which have been strengthened by the Accreditation Agency in Kosovo.*

12

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

12

For the evaluation of programs 7 criteria are used: Quality of teaching and learning, quality of scientific activity, international cooperation, graduates' perceptions of the quality of the studies, employers' perceptions of the quality of the graduates, quality of services of students, quality of organisational culture and management.

After the interviews during the site visit it was clear to the ET that all staff participate in evaluations and cooperate with reporting and improvement processes in their sphere of activity (Standard 2.1). Last 5-6 years lots of improvements are made, filling the gaps in policy. Regulations for responsibilities for heads of departments/units are well defined with significant impact in the quality assurance enhancement. The workshops of the Academic development office at UP level have played an important role in the development of the quality assurance system and to create a quality culture that include all staff/ all units. The vice dean of academic affairs plays a central role in assuring the quality and the update of the program. (site visit QA)

Also according to the SER the Quality Assurance Committee at the Faculty of Medicine works in cooperation with the Quality Management Office of the University of Pristhina to establish principles, criteria and methods of quality assurance according to Law no 04/L-037 on higher education in the Republic of Kosovo. The ET is convinced that evaluation processes and planning for improvement are integrated into normal planning processes (standard 2.2)

The ET concludes that quality assurance processes deal with all aspects of the program planning and delivery, including services and resources provided by other parts of the institution (SER) (Standard 2.3) and that data are collected from students, graduates and employers. The results are not publicly available (2.6).

The assessment of the University activities is guided by the Central Quality Assurance and Evaluation Commission at the University and all status groups at the University participate in this commission. According to the SER, the Quality Assurance Central Committee and Assessment at the Rectorate develops a five-year plan and an annual action plan for the units, which elaborates the activities undertaken each year. It includes evaluation of the activities of academic units.

The questionnaires for students are developed within a European project based on international good practices (students, academic staff, administrative staff, alumni).

13

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

13

Evaluation is undertaken each semester at the end of the semester with a questionnaire for students. Student participation is voluntary and completely anonymous (SER).If the response rate is less than 30% (SER), results cannot be used to define proper actions for amelioration. Evaluation fatigue can be a problem in obtaining representative results. In this questionnaire there are no questions about learning outcomes at the course level and at program level, no questions on the workload for students. On p.13 the SER says: Student learning outcomes are assessed with different components of information entry, where processes and outcomes provide a summary of quality issues for the overall curriculum (Standard 2.4). Also the workload of students is not measured and there is no question on workload in the questionnaire for students. However on p. 14 of the SER it is stipulated that *"internal quality assurance system includes results of student workload assessment, student academic success and graduate employment"*. (Standard 2.7)

Aside from the questionnaires, there are many other tools (mentioned in the SER) utilised to gather information about the quality of the teaching and learning processes: "final student evaluation report, matrixes to evaluate the diploma thesis defense, a course report on the academic integrity of assessments, teaching monitoring forms, mobile teaching monitoring, forms to evaluate the progress of teaching, daily forms to identify the participants and the topic being delivered to the students and monthly forms of teaching activities" This process is guided by the Academic Development Coordinator at the faculty of Medicine and is quite dynamic. Every month professors have to deliver how the teaching process was done. Every semester students evaluate the teaching and learning processes. When there are discrepancies and goals are not met discussion takes place with the teacher and if necessary teacher has to follow workshop in the Center for Teaching Excellence at the central level of UP.

Also questionnaires at program level are used. Conclusions of these reports are used to ameliorate the program and in the re-accreditation processes.(SER)(Standard 2.4). The Vice Dean for academic affairs plays a central role in this process.
Data management is fully digitalised with application of the Quality Management and Monitoring System and the Electronic Management System for Students (SER).
The results of the information are used for annual strategic planning and for prioritising development activities (SER).

Results are communicated with individual teachers and in case of problems teachers have to follow professionalisation sessions in the Centre for Teaching Excellence at the central level

14

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

14

of the University (SER) (Standard 2.5). Results and actions undertaken are not communicated with the students (site visit). There is an annual report on aggregated level (no names).

According to the SER after each semester the Office of the Vice-Rector for quality Assurance organises meetings to discuss the results of the questionnaires and other tools used to gather the information. The Vice-Dean for Academic affairs and Chief of the program is responsible for assessing and monitoring the quality of teaching performance and to see which methods are used by the teaching staff. This process includes evaluation of the contents delivered during each lecture, organised during periodic visits made to all teachers (Standard 2.5)

Student support services are also evaluated. An example of good practice is that the tool to do this is developed together with the students. (Standard 2.3)

At the end of the academic year the staff in cooperation with the Coordinator/Office for Academic development undertake a review of the program and the syllabi, so there is evidence that the standards are met (Standard 2.8)

The evidence that learning has taken place is obtained from the results of assessments of the students (SER and site visit): professional knowledge and tasks, creating a substantive essay, where students can demonstrate the integration of knowledge, skills and attitude. There are not enough aggregated data to judge the quality of assessments, neither is there a system of external peers to judge the quality of products delivered by students. Given the information in the SER the ET is not convinced that Master Thesis are at level 7 of the European Qualification framework.

According to the SER, the Vice-Dean for Academic Affairs and the Coordinator for Academic development compile all the recommendations for the Faculty Management and the Teaching and Scientific Council. It is the responsibility of the Teaching and Scientific Council and Management to respond to recommendations from the Vice Dean for Academic Affairs by drawing up concrete action plans that enable quality improvement including improvement of the tools used and structures involved (SER) (Standard 2.8 and Standard 2.9)
Students are actively involved in all the processes and representatives of the Student Council are represented in the various working groups (site visit and the SER).

15

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

15

Finally the most important question is about the efficiency of the quality system. In other words how does the system contribute to realising the goals of the strategic plans of the Dentistry Unit/faculty and the institution? The ET has not seen data of monitoring and progress in the different defined goals.

The sense is that the transparency of the system may be at stake because the ET did not see neither a systematic feedback of the results to the students, neither an overview of actions implemented on the basis of the results of the questionnaires, and other instruments, or an overview of the actions undertaken after the last accreditation process in the SER or annexes. So it is difficult for the ET to estimate progress. The implementation of more transparency would stimulate motivation to fill in the questionnaires and make the system more valid.

For Standard 2.7 weaknesses are the lack of feedback and assessment from the labour market and limited feedback on the career of graduates (SWOT in the SER)). During the site visit the management mentioned the Alumni network, but regrettably the graduates had not heard of it.

According to the SWOT analysis in the SER following topics are defined as weaknesses and challenges of the program: lack of teachers with academic degree, lack of complex technological infrastructure, insufficient advancement of the academic staff, insufficient financial support, lack of connections to market needs, lack of experts due to staff migration, limited number of qualified professionals to ensure the quality of studies, due to administrative restrictions on staff recruitment.

Standard	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	

16

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

16

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 attention given to learning outcomes for students.	X	
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

ET recommendations:
1. *The ET advices to give in a systematic way feedback to stakeholders about the results of the questionnaires they filled in.*

17

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

17

2.3. Academic staff

The quality and experience of Academic staff is one central key element in delivering high quality teaching and learning. The SER provides a table that lists the names of 41 full time or part time academic staff of the Dentistry program, together with their qualifications (PhD or otherwise), their discipline and the duration of their appointment.

There are 3 full Professors, 2 Associate Professors, 9 Assistant Professors and 29 Assistants, 27 of them have a "Doctor of Science" = PhD??? title and 14 are PhD candidates. In the opinion of the ET there is a lack of academic degree of full professors and associate professors. This topic is also mentioned in the SWOT analysis in the SER.
Staff of the Department of General Medicine is carrying out the theoretical and practical teaching of general medicine subjects according to the curriculum. The CVs of all staff are set out in a separate document. (standard 3.1)

In the SER (p 15) is mentioned that "the Faculty of Medicine, University of Pristhina, rigorously implements the "Regulation on Selection and Advancement of Academic Staff" that meets the legal requirements related to the academic position in the Administrative Instruction on Accreditation". The University Statute "Regulation on Selection and Advancement of Academic Staff" covers issues such as staff appointments and promotions and attaches genuine importance to the development of all staff activities (e.g. academic, research, creative etc) . According to the ET the qualifications and experience of the staff cohort are in accordance with the study program content. (Standard 3.2)

At the start of the academic year staff has to sign a statement that they are not engaged in more than 2 teaching positions (one full time and the other part time) and must have approval from the University management for teaching with part time. This engagement is reported annually to the Kosovo Accreditation agency of the Republic of Kosovo at the beginning of the academic year. (Standard 3.3).

All staff is full time except 3 persons (standard 3.4). (SER, table p 17-24) The University of Prishtina has employed for every 60 ECTS credits in the study program at least one full time staff with PhD title (standard 3.5) (SER table p 17-24).

The Centre for Teaching Excellence (CTE) offers sources for professionalisation with topics as teaching methods, assessment methods, planning and implementation of teaching in higher education. 80% of staff has completed 2 trainings offered by the CTE 20% have completed one training. (standard 3.9)

In case of problems with evaluations by students or otherwise detected problems the vice dean for academic affairs sends the teacher for training in the field of difficulties to the center for Teaching excellence so the teacher can ameliorate his/her performance (SER, site visit)

Furthermore the SER mentioned that "*the University of Prishtina is offers opportunities for professional development of staff in the framework of projects and internationally cofinanced cooperation with universities and high quality organisations from the European Union and beyond*".

The ET is assured at the site visit that all staff present had undertaken courses at the CTE and not just on one occasion.(Standard 3.6)

One responsibility or obligation of the teaching staff, and this is stipulated in the regulations, is to set aside adequate time for consultation with students. It was clear from answers from both staff and students at the site visit that this practice was indeed followed. In respect of standard 3.7, students, when asked, stated that they had full access to staff when required.

As indicated above, one strength of the UP system is the attention paid to evaluation of staff and making adjustments if and when required. This occurs at least once each year and the results are made public. (standard 3.8)

In considering staff development the Faculty of Medicine stipulates that all staff should be engaged in research and staff are also encouraged to engage students in research mentoring their activities. The staff CVs detail publication output testifying to their involvement in research. In the SWOT analysis it is stated that delays in promotion of academic staff can affect potentially negatively self-improvement.

The SER mentioned that teachers who have retired due to age or for other reasons may be considered as part-time teachers, only in special cases where regular staff is insufficient to cover the workload of the respective subjects.(standard 3.10)

19

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

19

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, administrative activities, research, etc. for the study program under evaluation.	X	
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.	X	
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	X	
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.	X	
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.	X	
Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.	X	
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.	X	

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

20

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.	X	
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: Fully compliant

ET recommendations:
   1. -

2.4. Educational process content

The study program complies with the National Qualifications Framework and the Qualifications Framework of the European area of Higher Education, in the field of Dentistry. The integrated study program of dentistry consists of obligatory and elective subjects, they are combined and compiled by taking into consideration other study programs curricula, for example Faculty of Dental Medicine of the University of Zagreb, Faculty of Dental Medicine of the University of Ljubljana and consultations and comparisons with the dentistry program from the Medical University of Vienna. Comparisons have been made also with other dentistry programs, such as the Faculty of Dentistry in Sarajevo in Bosnia and Herzegovina, as well as the Faculty of Dentistry in Skopje and the Faculty of Dental Medicine at the University of Tirana. The reasoning behind is by having the same background with countries from the former Yugoslavia and Croatia being a member of the European Union. Thus, the program can achieve academic cooperation with international partners. This will ensure a higher quality of research, internationalization, mobility, promotion and exchange of theoretical knowledge and practical skills.

21

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

21

Subjects within the program have analytic syllabuses, which contain the standard form of presenting information about the course objective, basic topic composition, learning results, class distribution, seminars and applicative activities, student assessment, minimum bibliography.

The disciplines within the curriculum should be provided in a more logical flow. "Human Dental Anatomy and Morphology" should be moved from the 2nd year to the 1st for students to already have some general knowledge as early contact between patients and dental students should take place. In particular, it is necessary in first or second-year dental students to have some contact with patients, at least for anamnesis. The diploma thesis from the last semester of the 6th year should include a research project. At the moment it is only a literature review and not research oriented/based.

The learning outcomes specified upon graduation:

•   Ability to communicate with patients, including the ability to listen, respond and to provide appropriate information from the patients;

•   Ability to analyse oral health by relating symptoms to pathology;

•   Necessary skills to prevent, diagnose and treat anomalies and diseases of teeth, mouth, jaws and associated structures at all ages;

•   Ability to treat patients based on evidence-based evidence;

•   Understand pharmacology in clinical practice and get acquainted with the pharmacology of general medicine;

•   Apply the scientific principles of sterilization, disinfection and infection control;

•   Recognize the risk of ionizing radiation and their effects on biological tissues;

•   To understand the importance of continuing professional education, as well as interdisciplinary cooperation in various dental fields;

•   Ability to contribute to their community;

•   Ability to work effectively as a team member;

Student evaluation mechanisms are based on the syllabus of the subject and regulation of basic studies of the Faculty of Medicine, University of Pristhina "Hasan Pristhina". The evaluation system ensures fair, transparent, assessment of the students' skills and knowledge. Given the intensive nature of the dental curriculum adequate numbers of clinical/academic educators and administrative staff should be in place. The number of academic staff has slightly decreased from the last evaluation, 41 teaching staff in 2022 and 43 in 2016. The future number of admitted students should be viewed in this regard.

22

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

22

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.	n.a.	n.a.

23

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

23

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 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.	X	
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: Substantially compliant

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

24

ET recommendations:

1. *Remaking and integrating the full course description and learning outcomes on each subject in the syllabi*
2. *Rearrangement of disciplines within the curriculum that should be provided in a more logical flow*

2.5. Students

The evaluation process has confirmed the presence of information, outside the documents supplied in advance of the visit, that demonstrate institution-wide arrangements for student admissions, rights of representation, student feedback via 'satisfaction surveys', what students can expect during the studies, what is expected of them and what support can be provided if something goes wrong.

The Faculty of Medicine (Dentistry) at University of Prishtina has regulations to deal with academic misconduct, including plagiarism and other forms of cheating: Code of Ethics for Academic Staff, Code of Ethics for Students, Code of Ethics for Non-Academic Staff. The faculty has a program that checks student papers for plagiarism which is available in the domestic language the program is being held in. Students have been integrated in all student bodies, from the Senate to the Council.

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	

25

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

25

Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.	X	
Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.	X	
Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record.	X	
Standard 5.6. Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.	X	
Standard 5.7. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.	X	
Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original.	X	
Standard 5.9. Students' rights and obligations are made publicly available, promoted to all those concerned and enforced equitably; these will include the right to academic appeals.	X	
Standard 5.10. The students' transfer between higher education institutions, faculties and study programs 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: Fully compliant

ET recommendations:
   1. –

26

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

26

2.6. Research

Scientific research has established the office of the Coordinator for Science. Through this office, scientific work of the academic staff is identified and analysed. This has resulted in the definition of research/applied research objectives (either on its own or as part of a partner research institution or interdisciplinary program); the public plan for scientific research in the medical field is known as 3rd priority in the National Plan for Science in the Republic of Kosovo. There exists also a Strategy Group in the Ministry of Education in Kosovo and the academic staff can apply there directly with grants, projects etc. with offered support from the faculty to write their proposals. It appears that, quite often, research work and individual publications, as well as their external activities such as participation in conferences, is very much left to the individual researcher himself.

There is a regulation for funding of the scientific, artistic and sports research at the University of Prishtina which defines ways of funding of the Program for Encouraging Scientific and Research Publishing for the academic staff and the for the PhD students at the University of Prishtina. The money allocated for the research budget is roughly 1% of the university total budget. It appears not to be divided or streamlined, which can lead to mistrust from researchers and academic staff of the whole process activity. Teaching staff are allocated money twice per academic year for research publishing. Faculty support for conducting and publishing results from well-designed research studies addressing learning outcomes are to be encouraged.

The connection between the research and the students' teaching regarding their involvement is missing. There appears to be no opportunities for students to do research, although they feel they can ask for help. The bachelor's thesis should be a good starting point for a more research oriented perspective. At the moment the thesis is only theoretical, a literature review and lack of funding is one of the main negative aspects noticed.

From the current data analysed from the Science Coordinator Office in collaboration with the academic staff, 1161 scientific publications have been recorded for the faculty of medicine in the University of Prishtina. These journal publications are indexed mainly on the Web of Science platform (618 and with impact factor <1 to >8 (19)), Scopus 871, Pubmed (824), and other eligible databases (116). The number of publications where staff were first authors is 880, corresponding authors 780 and Co-authors 965, from year 2000 to 2020. For dentistry the total number of publications is **116**.

There is a lack of consistency in the staff CV's research publications, while some lack recent updates. Some on-line checked published staff research are not published under the University of Prishtina, but as private dental offices/practices. Upon request an additional list was provided containing a comprehensive list of academic staff publications in recent years.

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 performance in relation to these expectations is considered in staff evaluation and promotion criteria.	X	
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 6.8. 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.	X	
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.	X	
Standard 6.10. Students are engaged in research projects and other activities		X

Compliance level: Partially compliant

ET recommendations:

1. *Make sure that the allocated funds are really used for research and that the budget for the dentistry study programme has a separate file for research.*
2. *Make a better and more transparent allocation of financial funds for research*
3. *Scientific student activity should be encouraged, especially within the bachelor's thesis*
4. *Ensure a balance between strategic research priority areas and research arising from individual interests*
5. *Make sure the academic full-time staff will publish under the University of Prishtina's name*

29

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

29

2.7. Infrastructure and resources

The Department of Dentistry carries out the educational, health and scientific activity in the building of the University Dental Clinical Center of Kosovo (UDCCK), with an area of 3300 m^2. The building of UDCCK consists of 5 floors where the Clinics of the Department of Dentistry are located, as well as Classrooms, Dental X-ray diagnostics, Preclinical Dentistry and Dental Laboratory. There are a total of 98 dental chairs.

There are two classrooms in UDCCK: Amphitheatre with 60 seats and a seminar room with 40 seats. In the hall of the dental preclinic there are 21 work tables (phantoms) for preclinical exercises from the dental fields. UDCCK Dental Laboratory has 22 work tables (seats) from all technical fields of dentistry. The dental X-ray unit has the Sirona Dentsply 3D camera, and two digital retro-alveolar X-ray machines.

There is not a financial plan at the level of the study program, only at the faculty of medicine level, which does not demonstrate the sustainability of the study program for the next minimum three years, as the budget has decreased dramatically since 2018, from 1.000.000 € to 205.000 € in 2021, with the SARS-CoV-2 pandemic being one of the factors. Upon request, a financial plan was provided after the online visit.

The need of extension in terms of space in currently in progress with a new building to be risen in the front yard of the old building. The new space is soon to be finished, but the small allocation of funds and SARS-CoV-2 pandemic have slowed down the process.

Overall the students are satisfied with the infrastructure of the university. A suggestion for improvement of spaces would be the acquirement of locker spaces for students to deposit their belongings, without the fear of unlawful taking and carrying away of property without the consent of its owner.

The groups in the clinical years have around 8 students allocated with only 1 teaching staff per group. While all students can have patients at the same time, this can lead to a lack of supervision with a lower result in the quality of teaching and the dental procedure.

The list of dental equipment included in the SAR was as follows: "Er: Nd YAG laser, Diode laser, Thermal and aging measurement, T-scan, Stereomicroscope, Electronic periodontal probe, surgical fusiodispenser, Endodontic microscope, Odontometer". While there can be a commendation on acquisitioning of lasers, diode lasers, endodontic microscopes, Florida probe, there is an uncertainty on students actually working with them. Moreover a laser or the Florida probe is not needed for the general dental practitioner, only

30

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

30

for the future specialists. For example, the faculty should focus more on acquiring endodontic motors, rotary instrumentation besides the manual one should be learned in the faculty.

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	

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

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: Substantially compliant

ET recommendations:
1. *Acquiring new locker spaces for students*
2. *Consider a lower number of students per group in the clinical years*
3. *Acquisitioning more modern diagnostic and therapeutic equipment designed for the general dental practitioner*

32

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

32

3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

Standard	Compliance Level
Mission, objectives and administration	Partially compliant
Quality management	Substantially compliant
Academic Staff	Fully compliant
Educational Process Content	Substantially compliant
Students	Fully compliant
Research	Partially compliant
Infrastructure and resources	Substantially compliant
Overall Compliance	**Substantially compliant**

At the moment there are approximately 1900 registered dentists in Kosovo with 85% of them concentrated in the capital city of Prishtina. According to the WHO, the appropriate dentist-population ratio should be 1:7500. Many dental councils view a 1:2000 ratio as a saturation target. In the capital city the current dentist-population ratio is **1:250** and at the entire Kosovo level being roughly **1:930**. Most future graduates do not intend to go work abroad and without a nationwide policy for an outreach programme in the rural areas of the country the number of dentists and their density in relation to the current population remains

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

33

high. The dentist-population ratio does not always provide a clear picture as more demographic data should be taken into account, but nonetheless the future number of admissions should be viewed in the above mentioned regard.

In conclusion, the Expert Team considers that the study program DENTISTRY-INTEGRATED STUDY offered by UNIVERSITY OF PRISTINA "Hasan Prishtina" is *Substantially compliant* with the standards included in the *KAA Accreditation manual* and, therefore, recommends *to accredit* the study program for a duration of *3 years* with a number of 70 students to be enrolled in the program.

Expert Team

Chair

	Dr. Adrian Tudor Stan	**06.04.2022**
(Signature)	(Print Name)	(Date)

Member

	Dr. Joke Denekens	**06.04.2022**
(Signature)	(Print Name)	(Date)

Member

	Marko Komšo	**06.04.2022**
(Signature)	(Print Name)	(Date)

34

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

34