



Republika e Kosovës
Republika Kosova - Republic of Kosovo

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EXPERT REPORT
POST-ACCREDITATION EVALUATION
UNIVERSITY

Faculty Name: Engineering and Informatics

Study Program: Industrial Engineering with Informatics

29 May 2025, Ferizaj



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Date of Accreditation Decision: from 1 October 2024 till the 30 September 2027

Date of Post-Accreditation Review: 29/05/2025

Experts Name: Mr. Flavio Canavero
Mrs. Laura Palac

Coordinator/s from Kosovo Accreditation Agency (KAA):
Milot Hasangjekaj, Head of Post-Accreditation Division
Elza Merovci, Senior Officer for Post-Accreditation Procedures

Sources of information for the Report:

- *Self-Improvement Report (SIR)*
- *Report of Expert Team for the previous accreditation/re-accreditation process*
- *Relevant institutional documentation and annexes, requested as additional documents:*
 1. *2024-1083-Vendim-USHAF.pdf*
 2. *Annex 1 - Vice Dean Gjelo Vataj.pdf*
 3. *Annex 2 - Vice Dean Labinot Topilla.pdf*
 4. *Annex 3 – Self Evaluation for the Professors*
 5. *Annex 4 – Individual Development Plan for Academic ...*
 6. *Annex 5 – Evaluation from the Dean for Prof. M...*
 7. *Annex 6 - Meeting Notes 27.12.2024.pdf*
 8. *Annex 7 - Certificate of Appreciation for Scientif ...*
 9. *Annex 8 - Meeting Notes 14 Feb 25.pdf*
 10. *Annex 9 – Syllabus for Algorithms and Data ...*
 11. *Annex 10 – Syllabus Internship.pdf*
 12. *Annex 11 - Regulation on the allocation of subsi ...*
 13. *Annex 12 - Rregullore per ndarjen e mjeteve nga ...*
- *Self-Improvement Report Post-Accreditation Evaluation- BSc Industrial Engineering with Informatics – With completed deadlines*
- *Site visit/online interviews*

Note: the process is based on the KAA METHODOLOGY on Monitoring and Post-accreditation Procedures



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Post-Accreditation Procedure has been carried out:

- a) in distance
- b) on-site visit

Date of on-site visit (if applicable): 29/05/2025

Post - Accreditation Procedure at University of Applied Sciences in Ferizaj	
Programmes:	Industrial Engineering with Informatics (BSc) Applied Informatics (BSc)
Site visit on	29/05/2025
Expert Team:	Mr. Flavio Canavero Mrs. Laura Palac (online)
Coordinators of the KAA:	Milot Hasangjekaj, Head of Post-Accreditation Division Elza Merovci, Senior Officer for Post-Accreditation Procedures

Site Visit Programme

Time	Meeting	Participants
09:00 – 9:30	Meeting at the KAA office	KAA staff and expert
10:15 – 11:30	Meeting with the management where the programs are integrated	Prof. Asoc. Dr. Bashkim Çerkini – Dean Prof. As. Dr. Gjelo Vataj – Vice Dean Prof. As. Dr. Labinot Topilla – Vice Dean
11:30– 12:30	Lunch break	
12:30 – 13:00	Visiting Facilities	



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13:00 – 14:15	Meeting with responsible people to discuss and identify improvement	<p>Prof. Asoc. Dr. Bashkim Çerkini – Dean</p> <p>Prof. Asoc. Dr. Fakiye Zejnullahu - Professor</p> <p>Prof. As. Dr. Gjelo Vataj- Vice Dean</p> <p>Prof. As. Dr. Labinot Topilla – Vice Dean</p> <p>Prof. Asoc. Dr. Milihate Aliu- Professor</p> <p>Prof. Asoc. Dr. Valdete Braha- Professor</p> <p>Prof. Asoc. Dr. Bashkim Mustafa- Professor</p>
14:15 – 14:20	Internal meeting of KAA staff and experts	
14:20 – 14:25	Closing meeting with the management of the faculty and program	



Section 1: General Information

1. Accreditation Period:

- Start Date: 01 October 2024
- End Date: 30 September 2027

2. Recommendations Overview:

- Total Recommendations: 16
- Recommendations Fulfilled: 7
- Recommendations Pending: 9

Section 2: Summary of Findings

Overall Fulfillment of Recommendations:

(Provide a general summary on the extent in implementation of recommendations from the accreditation process).

Introduction

(Provide 1-2 paragraphs about the process of post-accreditation).

The Self-Improvement report is well written and gives an overview of the actions that have been undertaken to improve the respective recommendations.

Participants in the interviews during the site visit were very open and showed serious commitment and extreme willingness to improve practices according to the content of the recommendations.

The approach of the expert team during the sessions was to examine the standards one by one, and gain insight in how the institution addressed all recommendations. The expert team intends to commend the management team and the academic and administrative staff for their motivation and participation during the interviews.

Description of Actions and Evidence

(Provide a general summary on the extent in implementation of recommendations from the accreditation process).

1. Mission, Objectives and Administration

Status received: Substantially compliant

Number of recommendations: 2



Recommendation 1: partially fulfilled

In order to increase the involvement of external actors in the process of reviewing and designing programs, the Faculty of Engineering and Informatics has conducted a project to identify the needs of the labor market and adapt the curricula for the program BSc. Applied Informatics.

Future evaluations will also include alumni and other external stakeholders, such as Industry partners.

Activities include internal evaluation at the faculty and program level, with the participation of internal (academic staff, administrative staff and students) and external (alumni and industry representatives) stakeholders. Also, improvements related to increasing efficiency and transparency, are expected once evaluation methods have been digitalized.

Finally, the dean of the academic unit will develop an action plan aimed at addressing the necessary improvements of staff, course and program.

Recommendation 2: partially fulfilled

All regulations have been published and are accessible on the university's website. Each regulation specifies the review and amendment processes. Participation to a project from SHER will help the University to update strategic documents/regulations, with the involvement of all internal and external stakeholders.

Communication with staff and students has been improved through the publication of regulations and changes of the SMU platform.

UASF management intends to hold regular working meetings to analyze the effectiveness of policies and propose improvements.

2. Quality Management

Status received: Substantially compliant

Number of recommendations: 4

Recommendation 1: fulfilled

UASF has approved the Regulation for the Evaluation and Development of Academic and Administrative Staff, which clearly defines the responsibilities and activities for the evaluation, monitoring and development of the staff.

According to the Regulation on the Evaluation and Development of Academic and Administrative Staff, the dean of the faculty analyzes the evaluation data of the academic staff and defines the measures for improvement, which are forwarded to the Vice-Rector for Teaching and Academic Affairs in order to plan activities for the development of the academic staff. The regulation states that the University organizes continuous training for the academic staff to advance and raise the quality of teaching. In accordance with the findings from the evaluation reports, if certain teachers receive unsatisfactory results, the university organizes individual or group training for them.

Recommendation 2: fulfilled



UASF, in order to ensure transparency and access to quality assessment data and results, has requested each academic unit to publish the Program assessment reports on an annual basis to the university website.

Recommendation 3: fulfilled

A thorough and objective evaluation of the program, focusing on its compatibility with the needs of the labor market, has been conducted, including the entire program committee, representatives from the industry, alumni, students and external experts.

Recommendation 4: partially fulfilled

A plan has been created for periodically reviewing the program, collecting data from businesses, alumni, and students, and identifying opportunities for improvement. Vice-Deans for Learning, International Cooperation, and Quality Assurance have been charged to monitor this process. After students complete their internships, the subject professor will meet with students and representatives of the companies where they attended internships. The scope of these meetings is, to identify student learning gaps and suggest improvements.

3. Academic Staff

Status received: Substantially compliant

Number of recommendations: 2

Recommendation 1: partially fulfilled

UASF is drawing up a plan of activities for the professional development of the academic staff. This plan specifies: Activities and training for new academic staff, and additional activities and training for the continuous development of existing staff.

A staff survey is being conducted to identify training needs, and action steps are being taken based on the findings.

The University has defined activities to be carried out with new staff during their first week of employment, including information sessions and training on the use of electronic platforms. For new staff lacking sufficient teaching experience, the university organizes training in Teaching in Higher Education and Planning and Implementation of Teaching in Higher Education through the Center for Excellence in Teaching at the University of Pristina "Hasan Prishtina," with which the UASF center has an agreement.

Recommendation 2: partially fulfilled

In order to promote the involvement of the academic staff in activities for the community, UASF has set as a criterion for self-evaluation and advancement the active involvement in activities that contribute to the development of the community. This commitment will be evaluated and will affect opportunities for professional advancement.

In addition, the UASF will examine forms and opportunities to motivate staff to engage in these activities, providing the necessary support and incentives.

The Faculty staff is engaged in community activity on offering professional assistance for Ministry of Rural Development in developing of system for data collection from all institutions. UASF in the May 2025 organized the job fair as well.



4. Educational Process Content

Status received: Fully compliant

Number of recommendations: 5

Recommendation 1: fulfilled

Objectives and learning outcomes are included in each syllabus.

Each academic staff reviews and updates, if needed, the syllabus, and all syllabuses have to be approved by the program committee in a meeting held before the beginning of the semester.

Recommendation 2: partially fulfilled

All business recommendations have been taken into consideration during the preparation of the self-evaluation report for the curriculum and for the syllabuses. The recommendation of having more applied engineering mathematics was accepted and an engineering mathematics subject was added.

The definition of preconditions for each subject is taken at the beginning of every academic year by the committee of the program, and the decisions are reflected in the description of the modules.

Recommendation 3: fulfilled

All syllabuses of each subjects are improved with more detailed descriptions of assessment methods and ensuring that the listed learning outcomes are effectively measured and achieved.

Recommendation 4: partially fulfilled

The university has a regulation for student evaluation and a mechanism for expressing dissatisfaction. An electronic system is used by the managerial staff to generate statistics and monitor student performance.

Recommendation 5: fulfilled

The syllabus for the course Internship has been updated to specify in detail the procedures that students must follow to complete a project, and the concrete application of the results is required. Students are encouraged to work in groups for the project; expanding the working team to include students from other faculties within UASF is encouraged. Every year, the Internship syllabus is updated and sent to the program committee for approval.

5. Students

Status received: Fully compliant

Number of recommendations: none

6. Research

Status received: Substantially compliant

Number of recommendations: 3

Recommendation 1: fulfilled



UASF specified the minimum level of output for staff members. Also, the grant deliberated for staff members to increase their commitment to the publication of scientific articles, participation in research activities, and conferences is currently implemented.

Recommendation 2: partially fulfilled

UASF has created the Action Plan for Internationalization 2022-2026, and in the short-term and long-term plans, the main focus is the creation of collaborations with local and international institutions that have a proven experience in research activities and involvement in international research grants.

Recommendation 3: partially fulfilled

UASF is working on building the logical framework for research commercialization, in collaboration with industry partners, in order to enable technology transfer and the transformation of research results into market-ready products and services.

7. Infrastructure and Resources

Status received: Fully compliant

Number of recommendations: none

- **Strengths Identified:**

List key strengths that emerged from the post-accreditation evaluation.

- ✓ Openness and respect during interviews
- ✓ Willingness and very strong commitment to realize the recommendations and to go for the best quality
- ✓ Enthusiasm of dedicated staff
- ✓ Quality of the infrastructure, especially the technological labs where students are prepared with real working settings
- ✓ Strong policy for faculty development aimed at encouraging more full time academic staff to hold the PhD title, thus making the program more research-based.

- **Areas for Further Improvement:**

Highlight areas that still need attention or improvement.

- ✓ Active involvement of external stakeholders
- ✓ Accelerate and strengthen the implementation of a research-based education, by supporting visiting professors and integrating international visiting professors in the academic staff
- ✓ Systematically involve the academic staff in services to the community, by means of offering consultations to local/regional, public or private Companies and Organizations.



Section 3: Final Evaluation

- **Final Fulfillment of Recommendations**

(Provide final evaluation statement for State Quality Council)

(The supposed recommendation has been fulfilled/partially fulfilled/not fulfilled)

Taking into consideration the content of the SIR and its annexes and documentation made available, along with the information gained through the undertaken interviews, the Expert Team finds the Study Programme evaluated to have met the KAA post-accreditation requirements with the following level of compliance:

Standard	Recommendation Status
1. Mission, objectives and administration	two recommendations with action taken out of the two recommendations (both partially fulfilled)
2. Quality management	Four recommendations with action taken out of the four recommendations (three fulfilled and one partially fulfilled)
3. Academic staff	two recommendations with action taken out of the two recommendations (both partially fulfilled)
4. Educational process content	Five recommendations with action taken out of the five recommendations (three fulfilled and two partially fulfilled)
5. Students	N/A
6. Research	three recommendations with action taken out of the three recommendations (one fulfilled and two partially fulfilled)
7. Infrastructure and resources	N/A

In conclusion, the Expert Team considers that the **BSc in Industrial Engineering with Informatics** study programme offered by University of Applied Sciences in Ferizaj **has taken actions** to implement all 16 recommendations, as follows:

7 recommendations (i.e., 44 %) fulfilled

9 recommendations (i.e., 56 %) partially fulfilled.



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Section 4: Annexes

1. Annex 1. Synthetic approach of the recommendation implementation process



Annex 1

Synthetic approach of the recommendation implementation process

Number	Recommendation	Evaluation (Fulfilled / Partially Fulfilled / Not Fulfilled)	Recommended deadline to fulfill
1. Mission, Objectives and Administration			
1.	<i>It is recommended to actively involve external stakeholders more in the program design process to ensure alignment with industry needs. Additionally, clarity is needed on the methods and frequency of monitoring and evaluating the program's effectiveness, along with specifying actions based on the results obtained.</i>	<i>Partially fulfilled</i>	<i>February 2026</i>
2.	<i>It is recommended to enhance transparency and clarity in the review and amendment process of policies and regulations governing the program. Additionally, establishing a robust monitoring system is advised to ensure effectiveness.</i>	<i>Partially fulfilled</i>	<i>October 2026</i>
2. Quality Management			
1.	<i>It is recommended to enhance transparency and clarity in the review and amendment process of policies and regulations governing the program. Additionally, establishing a robust monitoring system is advised to ensure effectiveness.</i>	<i>Fulfilled</i>	
2.	<i>It is recommended to enhance transparency and accessibility of quality assessment data and results.</i>	<i>Fulfilled</i>	
3.	<i>It is recommended to analyses the composition of the program committee to reduce potential conflicts of interest. Consider involving external experts or representatives from relevant industries to provide an objective perspective on program quality.</i>	<i>Fulfilled</i>	
4.	<i>It is recommended to analyses the composition of the Fulfilledprogram committee to reduce potential conflicts of interest. Consider involving external experts or representatives from relevant industries to provide an objective perspective on program quality.</i>	<i>Partially fulfilled</i>	<i>February 2026</i>
3. Academic Staff			



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1.	<i>Despite the recent improvements, University should devise a systematic plan of activities aimed at the professional development of academic staff. This plan should be articulated in (a) modules and activities for the newcomers to academic staff (possibly inexperienced of teaching and of academic life), and (b) an offer of modules, renewable every year and always updated to the state-of-the-art, enhancing the technical skills of staff.</i>	<i>Partially fulfilled</i>	<i>October 2025</i>
2.	<i>The academic community should plan to be systematically involved in services to the community, both from the editorial point of view (writing books, participating to the review of editorial material, holding conferences for the large public, etc) and from the professional point of view (offering consultancy to the local/regional government and/or public utilities for specific projects with social impact).</i>	<i>Partially fulfilled</i>	<i>October 2026</i>
4. Educational Process Content			
1.	<i>Incorporate objectives related to scientific/applied research and learning outcomes on data handling into course descriptions.</i>	<i>Fulfilled</i>	
2.	<i>Although the disciplines within the program appear logically organized and aligned with both general and specific competencies, it's essential to periodically reassess and update these alignments to remain responsive to changing industry and societal needs.</i>	<i>Partially Fulfilled</i>	<i>October 2026</i>
3.	<i>While the syllabi of each subject seem comprehensive, there could be improvements in providing more detailed descriptions of assessment methods and ensuring that the listed learning outcomes are effectively measured and achieved.</i>	<i>Fulfilled</i>	
4.	<i>It is recommended to ensure the inclusion of appropriate, valid, and reliable mechanisms for verifying standards of student achievement, along with maintaining consistency in work standards over time and ensuring comparability with other reputable study programs.</i>	<i>Partially Fulfilled</i>	<i>February 2026</i>
5.	<i>It is strongly recommended to verify and update Internship syllabus.</i>	<i>Fulfilled</i>	
5. Students			
1.	N/A		
6. Research			



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1.	<i>Devise a strategy aimed at the objective of having a more homogeneous production rate among the academic staff and increasing the production of all members above the , minimum level requires by standards</i>	<i>Fulfilled</i>	
2.	<i>Elaborate a plan for increasing research capacity of the university through collaborations with the local and foreign institutions with the proven research record and international research grants</i>	<i>Partially fulfilled</i>	<i>October 2026</i>
3.	<i>Strengthen the research commercialization structure of the university in collaboration with industry partners</i>	<i>Partially fulfilled</i>	<i>October 2026</i>
7. Infrastructure and Resources			
1.	<i>N/A</i>		

Experts

Member

Flavio Canavero

27 June 2025

Laura Palac

27 June 2025