EXPERT REPORT
POST-ACCREDITATION EVALUATION

Universum International College

Faculty Name: School of Global Studies and Societies

Study Program: BA in English (Spec: German)

15. 6. 2005, Prishtina

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Date of Accreditation Decision: 30. 5. 2024

Date of Post-Accreditation Review: 10. 6. 2025

Experts Name: Georg Schuppener, Matej Drobnic

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. Academic Integrity Policy.pdf
  2. Academic Policies and Procedures Manual_November 2024.pdf
  3. Assessment Policy_2425.pdf
  4. Assessment brief TEMPLATE.pdf
  5. Contract_Template.pdf
  6. Faculty Handbook_AY 2024- 25.pdf
  7. and 11. Organization of Internship.pdf
  8. KPIs for Academic Staff 2024-25.pdf
  9. Professional Development Report.pdf
  10. Research Strategy and Action Plan.pdf
  11. Revised Draft of the Curriculum.pdf
  12. Quality Assurance Manual.pdf
  12.1. Summary_of_Quality_Assurance_Regulation (1).pdf
  12.2. Summary_of_Quality_Assurance_Regulation (2).pdf
  13. Policy for disabled students.pdf
  14.COMMITTEE FOR THE EVALUATION OF TEACHING METHODOLOGY AT UNI
  – UNIVERSUM INTERNATIONAL COLLEGE.pdf
  15. Statuti_2024_ENG.pdf
  16. Students Handbook 2425.pdf
  17. Thesis Handbook.pdf
  18. Academic Misconduct Policy.pdf

19. Complaint Policy.pdf

20. Research Policy_2425.pdf

21. Grade Appeal Policy.pdf

22. Make up, resit exams policy.pdf

23. Mitigating Circumstances Policy.pdf

24. Policy for Maintaining Confidentiality.pdf

25. POLICY ON ACCESSIBILITY AND INCLUSIVENESS.pdf

26. Policy on Anti-Discrimination for Academic and Administrative staff.pdf

27. Policy_for_Industry_Advisory_Boards_Universum.pdf

28. Regulation on Fighting Corruption and Bribery.pdf

29. Regulation on Local Stakeholders and Outreach for UNI – Universum International College.pdf

30. RUBRICS - for Business, Technology & Design_.xlsx

31. Further additionally requested files, like e.g. Simplified Budget_English BA, Proof of record of professional practice, Erasmus+ Mobility Statistics_English Language

- *Site visit/online interviews*

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

Post-Accreditation Procedure has been carried out:
  a) in distance
  b) on-site visit (hybrid): Georg Schuppener online, Matej Drobnic on-site

Date of on-site visit (if applicable): 10. 6. 2025

Agenda and representatives met as part of the post-accreditation process:

Post - Accreditation Procedure at Universum International College	
Programmes:	English Language (BA)
Site visit on	**10/06/2025**
Expert Team:	Mr. Georg Schuppener Mr. Matej Drobnic
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
10:30 – 11:45	Meeting with the management where the programs are integrated	Isabel Salvat Stephen Keck Nesrin Jahja Aferdita Sahiti Arlinda Qehaja
11:45– 12:45	Lunch break	
12:50 – 13:15	Visiting Facilities	Arlinda Qehaja
13:15 – 14:30	Meeting with responsible people to discuss and identify improvement	Mihrije Morina Vjollca Jonuzi Artan Aliu Hekuran Syla Uran Rraci Aferdita Sahiti
14:30 – 14:35	Internal meeting of KAA staff and experts	
14:40 – 14:45	Closing meeting with the management of the faculty and program	

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Section 1: General Information

1. **Accreditation Period:**
   - Start Date: 01. 10. 2024
   - End Date: 30. 09. 2027

2. **Recommendations Overview:**
   - Total Recommendations: 31
   - Recommendations Fulfilled: 16
   - Recommendations Pending: 15 (13 partially fulfilled, 2 not fulfilled)

Section 2: Summary of Findings

Overall Fulfillment of Recommendations:

Introduction

The expert team acknowledges that the management and those persons which are responsible for improvements have taken the recommendations made by the evaluation committee seriously and have already made significant efforts to implement them as best as possible. In discussions with management and other parties responsible for implementing the improvement recommendations, the expert team was able to see the progress made. A truly impressive positive development was observed, even if the recommendations have not yet been fully implemented in all areas. However, it is clearly evident that there is a genuine effort to address the recommendations in substance and thus contribute to improving the formal and substantive conditions of the study program under investigation.

One critical point regarding the process for reviewing the recommendations, however, is that in many cases the documents cited by Universum International College as evidence were not available at the outset but were only provided upon request. Furthermore, sources cited as evidence for improvements were irrelevant or inappropriate for the improvements in question. Unfortunately, not all of the documents requested were subsequently made available to the expert commission. This significantly hampered the process. Therefore, improved accuracy of the evidence would be highly desirable in the future in the interests of an optimized information policy.

Description of Actions and Evidence

1. **Mission, Objectives and Administration**
   Status received: Substantially Compliant
   Number of recommendations: 7

   Recommendation 1: partially fulfilled
   The objective of this recommendation was to enhance the technical integration. On this basis the UIC already provided faculty specific training on AI-driven translation tool. The integration of computer-assisted translation tools (CAT) into relevant courses is ongoing. The same is true for the introduction of digital platforms for translations projects and linguistics software.

   Recommendation 2: fulfilled
   The objective of this recommendation consists in the modification of the career mapping. The UIC has already completely improved the career mapping according realistic pathways.

   Recommendation 3: partially fulfilled
   The objective of this recommendation was to maintain the European standards in the cooperation with Arizona State University (ASU). The UIC has already started to map the learning outcomes against European Qualification Framework (EQF). The UIC also endeavors to align current teaching methods and learning outcomes with European standards. The process is nearing completion.

   Recommendation 4: fulfilled
   The objective of this recommendation was to revise the learning outcomes according the specific needs of the study program. The UIC has already successfully implemented the necessary changes in respect to the recommendation.

   Recommendation 5: partially fulfilled
   The objective of this recommendation was to clarify the details of the German specialization of the study program. The UIC has already convincingly completed the clear definition of the German specialization in the study program. The update of the program descriptions in all materials is in good progress and is nearing completion. Further attention is needed to the student orientation sessions to explain the specialization choices.

   Recommendation 6: fulfilled
   The objective of the recommendation was to strengthen the detection of plagiarism. The UIC has already completed implemented credible, useful and effective measure to detect plagiarism at all stages of the education process.

   Recommendation 7: partially fulfilled
   The objective of this recommendation was to increase faculty involvement in the development of the curriculum. The UIC has already established a faculty curriculum

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revision committee and integrated it into the development of the curriculum. The implementation of regular faculty consultations is clearly in progress. Further, the encouragement of the faculty to propose course adjustments on feedback is ongoing. Finally, incentives for faculty engagement in curriculum development are take into consideration. The complete fulfilment of the recommendation can be expected soon.

2. **Quality Management**
Status received: Partially Compliant
Number of recommendations: 5

Recommendation 1: partially fulfilled
The objective of this recommendation was to intensify the linkage the Quality Manual with the Quality Assurance Regulations. The UIC already started successfully measures in all details of this recommendation. So, e.g. good progress is already reached in the integration of cross-referencing between relevant documents of QA. The implementation is still ongoing.

Recommendation 2: partially fulfilled
The objective of this recommendation was to publish the main QA-related regulatory documents on the UIC website. The UIC management clearly demonstrated that they already created and implemented a public access portal for students and faculty to view QA policies. The update of the official UIC webpage is ongoing and intends to include all the QA-related documents which are relevant the stakeholders and the general public. The assignment of QA-officers is in preparation.

Recommendation 3: fulfilled
The objective of this recommendation was to streamline feedback mechanisms for program improvement. The UIC management and the responsible staff already implemented all the recommended measures successfully.

Recommendation 4: fulfilled
The objective of this recommendation was to increase the monitoring of the learning outcome achievement. The UIC management and the responsible faculty completely fulfilled the suggested measures, e.g. the implementation of semestral performance audits on learning outcomes achievements. Further, training on aligning assessments with learning objectives is implemented for relevant faculty.

Recommendation 5: fulfilled
The objective of this recommendation was to introduce quantitative goals for KPIs and to monitor their achievement. The UIC successfully implemented all the recommended measures to reach this objective. For instance, specific targets for KPIs such as retention rate, graduation rate, and student satisfaction scores have been clearly defined. Further, biannual KPI review meetings with faculty and administrative staff are scheduled now.

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3. **Academic Staff**
   Status received: Fully Compliant
   Number of recommendations: 3

   Recommendation 1: partially fulfilled
   The objective of this recommendation was to increase the recruitment of experienced staff with research background. The UIC has so far only partially succeeded in implementing this complex task. The revision of the hiring criteria is already completed so that candidates with research experience are prioritized yet. The efforts to develop a faculty recruitment plan focusing on hiring PhD-qualified academics with research credentials and the implementation of a mentorship system where new hires receive guidance from senior faculty are still ongoing.
   Recommendation 2: partially fulfilled
   The objective of this recommendation was to attract high-level international researchers and faculty. The UIC management already completely implemented a deepened partnership with ASU to facilitate faculty training measures and knowledge transfer. The first steps to establish an international visiting scholar program by offering short-term contracts for international experts are already done. The development of this program is ongoing. Further, the UIC is expanding their ERASMUS+-agreements to enhance the opportunities for faculty exchanges.
   Recommendation 3: fulfilled
   The objective of this recommendation was to make training sessions mandatory for the faculty. All the necessary measures are completely implemented by the UIC management.

4. **Educational Process Content**
   Status received: Partially Compliant
   Number of recommendations: 7

   Recommendation 1: partially fulfilled
   The objective of this recommendation was to initiate a major revision of the curriculum of the study program. The UIC management and the responsible staff have already done the first steps on the way of a substantial curriculum revision. The review of the curriculum structure is in progress and the logical progression of learning elements and outcomes is to be done in the near future. The expansion of translation and media-related coursework is ongoing. Further, the revision intends to reduce the focus on language acquisition and to modify the program in respect to a stronger focus on applied linguistic components.
   Recommendation 2: partially fulfilled

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The objective of this recommendation was to provide more flexibility for German-specialized students. Currently the recommended expansion of the elective options for German-specialized students is not fulfilled. Especially the increase of courses for German-specialized students from 12 to 16, offering students more flexibility is not implemented yet. The evaluation of the feasibility of a standalone BA in German is ongoing and basically demonstrated. In these both details the UIC has to increase their efforts in the nearer future.

Recommendation 3: fulfilled
The objective of this recommendation was to ensure that attendance is no part of the final grading. All the necessary measures to fulfil this recommendation are already be implemented by the UIC.

Recommendation 4: partially fulfilled
The objective of this recommendation was to revise the core bibliography. Although the UIC management gave some relevant hints that they have obviously already conducted a syllabus audit to identify outdated materials, the course syllabi are currently not sufficiently updated to include recent authoritative texts. Further, the establishment of a review cycle for bibliography updates is not adequately demonstrated yet.

Recommendation 5: fulfilled
The objective of this recommendation was to conduct a mapping exercise between CLOs and PLOs. The evaluation team came to the assessment that the UIC management and the relevant staff have already implemented all the necessary measures to fulfil this recommendation.

Recommendation 6: fulfilled
The objective of this recommendation was to clarify the thesis and capstone requirements. The UIC has already completely performed the necessary changes in the study program so that the recommendation can be seen as totally fulfilled.

Recommendation 7: fulfilled
The objective of this recommendation was to redesign the internship objectives and the monitoring. All the necessary details of this recommendation have been implemented successfully by the UIC so that this point is completely fulfilled.

5. **Students**
Status received: Substantially Compliant
Number of recommendations: 4

Recommendation 1: partially fulfilled
The objective of this recommendation was to clarify the publicly available information on the college website. The UIC gave strong hints that the review and continuous development of the website to ensure consistent program descriptions is in

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progress. The same is true for the updates of the marketing materials with the focus to reflect accurately the offerings of the study program. The preparation of FAQs for students explaining program distinctions is ongoing. The complete fulfilment of these tasks is clearly linked with the progress of the implementation of measures in no. 4 Educational Process Content.

Recommendation 2: fulfilled

The objective of this recommendation was to clarify the role of interviews in the admission process. The UIC management and responsible staff demonstrated clearly that all the necessary measures to clarify this relevant aspect are completely implemented yet.

Recommendation 3: fulfilled

The objective of this recommendation was to ensure that consultation hours are binding for all faculty. The UIC management and the responsible staff provided clear evidence that this recommendation is completely fulfilled now. All the necessary regulations and measures are successfully implemented.

Recommendation 4: fulfilled

The objective of this recommendation was to strengthen policies on academic integrity and plagiarism detection. The UIC successfully implemented useful and effective measures against plagiarism. An integrated plagiarism detection software tool is already implemented. Further, mandatory trainings for faculty on academic integrity enforcement are in place. Finally, student and faculty handbook have already been updated according the needs of stronger academic integrity and avoidance of plagiarism.

6. **Research**

   Status received: Partially Compliant
   Number of recommendations: 1

   Recommendation 1: partially fulfilled

   The objective of this recommendation was to significantly intensify the efforts in the field of research. The UIC has already updated their research and publication policy guidelines to increase the research and publication output. For the same purpose research has already made an integral part of the faculty contracts and KPIs. Further, the UIC management provided credible evidence for the fulfilment of the detail recommendation to give financial support for faculty to publish. The cooperation with ASU is ongoing in respect to increase the research quality and outputs. The efforts to intensify the collaboration with international faculty with significant experience in research are in progress. The same is true for measures to increase the international visibility in respect to research and research collaboration. Special further attention is necessary for the complete fulfilment of this recommendation.

7. Infrastructure and Resources
Status received: Substantially Compliant
Number of recommendations: 4

Recommendation 1: not fulfilled
The objective of this recommendation was to update the relevant holdings in the library. During the site visit the expert team came to the conclusion that all the details of this recommendation are not fulfilled yet due to the planned new library facilities. So, the relevant tasks of this recommendation are still open, i.e. to conduct an inventory audit of library resources in English and German; to acquire access to new, relevant academic textbooks and research materials for both specializations through ASU respository; to establish a faculty-library collaboration committee to ensure curriculum-aligned book acquisitions; and to improve the efforts to obtain digital library access to international academic databases.

Recommendation 2: fulfilled
The objective of this recommendation was to perform a budget calculation for the study program. The UIC provided clear evidence for the fulfilment of this recommendation. A detailed budget overview for the study program was provided to the expert team.

Recommendation 3: fulfilled
The objective of this recommendation was to assess the resource availability for increased student enrolment. The discussion with the UIC management and responsible staff gave clear evidence for the fulfilment of this recommendation. An investigation on infrastructure capacity has been already performed to determine if the program can accommodate 250 students. Further, clear and useful considerations on resource expansion have been done, too.

Recommendation 4: not fulfilled
The objective of this recommendation was to ensure that the library offers sufficient study spaces. The expert team concludes on the basis of the observations during the side visit and on the basis of the discussion with the UIC management and relevant staff that this recommendation is not fulfilled yet. Since the UIC intends to transfer the library to new rooms in the nearer future, it can be expected that the new environment of the library offers the necessary study spaces soon. The implementation of this recommendation is therefore likely soon.

- **Strengths Identified:**

  - ✓ *Great progress, albeit from a low starting point, has been made in the field of research.*
  - ✓ *Significant progress has already been made in the area of quality assurance.*

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✓ *It is clear that there is a general effort to improve quality.*

- **Areas for Further Improvement:**

  ✓ *All relevant regulations the study program should be published on the web page.*
  ✓ *The activities in the field of research need further support and continuous evaluation. The international research visibility has to be improved, e.g. by registering all the professors in renown networks like ResearchGate, Google Scholar, ORCID etc.*
  ✓ *The recruitment of qualified staff is still an aspect where significant improvements according the recommendations of the evaluation team should be performed in the future.*
  ✓ *The updating of the syllabuses should be completely finished, especially in respect to current research literature and to completion of the course holder names.*
  ✓ *The facilities and equipment of the library have to be adapted to current needs.*
  ✓ *All other areas in which the recommendations have not yet been fully implemented should be improved as soon as possible.*

Section 3: Final Evaluation

- **Final Fulfillment of Recommendations**

Universum International College has made essential improvements to the evaluated study program, some of which have already been completed and implemented. Altogether more than a half of all recommendations have been fully implemented. Some further improvement measures are in progress and can be completed in the near future if sufficient commitment is shown. The evaluation team is aware that the insufficient implementation of the recommendations for improvement in the area of infrastructure is due to the current structural situation. Overall, progress is clearly visible and very positive.

In the case of the two currently unfulfilled recommendations, the team of experts acknowledges the efforts of the UIC to fulfill them soon. In view of the structural development, this expectation appears justified.

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	7 recommendations with action taken out of the 7 recommendations: • 1.1.3. is already completely fulfilled, 1.1.1. and 1.1.2 are still in progress. • 1.2. is already fulfilled. • 1.3. is in progress. • 1.4. is already fulfilled. • 1.5.2. is already fulfilled, 1.5.1. and 1.5.3. are in progress. • 1.6. is already fulfilled. • 1.7.1. is already fulfilled, 1.7.2.-1.7.4. are in progress.
2. Quality management	5 recommendations with action taken out of the 5 recommendations: • 2.1.1.-2.1.3. are still ongoing. • 2.2.2. is already completely fulfilled, 2.2.1. and 2.2.3. are in progress. • 2.3. is already fulfilled. • 2.4. is already fulfilled. • 2.5. is already fulfilled.
3. Academic staff	3 recommendations with action taken out of the 3 recommendations: • 3.1.3. is already fulfilled, 3.1.1. and 3.1.2. are in progress • 3.2.3. is already fulfilled, 3.2.1. and 3.2.2 are still in progress. • 3.3. is already completely fulfilled.
4. Educational process content	7 recommendations with action taken out of the 7 recommendations: • 4.1. is in progress. • 4.2.2. is in progress, 4.2.1. is currently not fulfilled. • 4.3. is already fulfilled.

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	• 4.4.2. is in progress, 4.4.1. and 4.4.3. are currently not fulfilled. • 4.5. is already fulfilled. • 4.6. is already fulfilled. • 4.7. is already fulfilled.
5. Students	4 recommendations with action taken out of the 4 recommendations: • 5.1.1.-5.1.3. are in progress. • 5.2. is already fulfilled. • 5.3. is already fulfilled. • 5.4. is already fulfilled.
6. Research	1 recommendation with action taken out of the 1 recommendation: • 6.1.1., 6.1.4., 6.1.5. are already completely fulfilled, 6.1.2. and 6.1.3. are in progress
7. Infrastructure and resources	2 recommendations with action taken out of the 4 recommendations: • 7.1. is currently not fulfilled. • 7.2. is already fulfilled. • 7.3. is already fulfilled. • 7.4. is currently not fulfilled.

In conclusion, the Expert Team considers that the **BA in English (Spec: German)** study programme offered by Universum International College **has taken actions** to implement for 29 recommendations meaning for **93,5 %** of the total recommendations of 31 as follows:

16 recommendations (i.e. 51,6 %) fulfilled,

13 recommendations (i.e. 41,9 %) partially fulfilled,

2 recommendations (i.e 6,5 %) not fulfilled.

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.	*Enhance Technological Integration*	*Partially Fulfilled*	*15.2.2026*
2.	*Realistic career mapping*	*Fulfilled*	*–*
3.	*Maintain European standards in ASU collaboration*	*Partially Fulfilled*	*30.9.2026*
4.	*Revise learning outcomes*	*Fulfilled*	*–*
5.	*Clarify the German Specialization*	*Partially Fulfilled*	*15.2.2025*
6.	*Strengthen Plagiarism Detection*	*Fulfilled*	*–*
7.	*Increase Faculty Involvement in Curriculum Development*	*Partially Fulfilled*	*15.2.2025*
2.	**Quality Management**		
1.	*Link the Quality Manual with the Quality Assurance regulation*	*Partially Fulfilled*	*30.9.2025*
2.	*Publish the main Quality Assurance-related regulatory documents on the College website*	*Partially Fulfilled*	*30.9.2025*
3.	*Streamline feedback mechanisms for program improvement*	*Fulfilled*	*–*
4.	*Increase monitoring of learning outcomes achievement*	*Fulfilled*	*–*
5.	*Introduce quantitative goals for KPIs and monitor their achievement*	*Fulfilled*	*–*
3.	**Academic Staff**		
1.	*Increase recruitment of experienced staff with research backgrounds*	*Partially Fulfilled*	*30.9.2026*
2.	*Attract High-Level International Researchers and Faculty*	*Partially Fulfilled*	*15.2.2026*
3.	*Make some training sessions mandatory for faculty*	*Fulfilled*	*–*
4.	**Educational Process Content**		

1.	Major Curriculum Revision	*Partially Fulfilled*	30.9.2026
2.	Provide Flexibility for German-Specialized Students	*Partially Fulfilled*	30.9.2026
3.	Ensure attendance is not part of final grading	*Fulfilled*	–
4.	Revise core bibliography	*Partially Fulfilled*	15.2.2026
5.	Conduct a mapping exercise between PLOs and CLOs	*Fulfilled*	–
6.	Clarify Thesis and Capstone Requirements	*Fulfilled*	–
7.	Redesign internship objectives and monitoring	*Fulfilled*	–
5.	**Students**		
1.	Clarify publicly available information on the College website	*Partially Fulfilled*	15.2.2026
2.	Clarify the role of interviews in the admission process	*Fulfilled*	–
3.	Ensure consultation hours are binding for faculty	*Fulfilled*	–
4.	Strengthen policies on academic integrity and plagiarism detection	*Fulfilled*	–
6.	**Research**		
1.	The efforts in research should be significantly intensified	*Partially Fulfilled*	30.9.2026
7.	**Infrastructure and Resources**		
1.	Update the holdings in the library	*Not Fulfilled*	30.9.2026
2.	Perform a Budget Calculation for the Study Program	*Fulfilled*	–
3.	Assess resource availability for increased student enrollment	*Fulfilled*	–
4.	Ensure the library includes sufficient study spaces	*Not Fulfilled*	30.9.2026

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Expert/s

Member		**30.6.2025**
Prof. Dr. Dr. Georg Schuppener	(Signature)	(Date)

Member		**30.6.2025**
Matej Drobnic	(Signature)	(Date)