



FAMA International College

STUDY PROGRAM: COMPUTER SCIENCE

LEVEL: Bachelor

FINAL REPORT OF THE EXPERT TEAM

Date submitted: *March 19, 2025*

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INTRODUCTION

Sources of information for the Report:

- *Self-Evaluation Report (SER)*
- *Other documentation provided by the FEMA International College*
- *Virtual Interviews*

Criteria used for institutional and program evaluations

- *Kosovo Accreditation Manual*

Site visit schedule

Programme Accreditation Procedure at Fama International College	
Program:	Computer Sciences, BSc
Site visit on (hybrid):	25 February 2025
Expert Team:	Prof. Dr. Ahmad Zargari, Computer Sciences, BSc. Prof. Dr. Flavio Canavero, Computer Sciences, BSc. Ms. Laura Palac, Computer Sciences, BSc.
Coordinators of the KAA:	Naim Gashi, General Director Olsa Ibrahim, KAA

Site Visit Programme		
Time	Meeting	Participants
09:00 – 09:50	Meeting with the management of the faculty where the programme is integrated (joint meeting)	Prof. Ass. Bedri Drini Prof. Ass. Fitim Shishani Prof. Ass. Elvin Meka Prof. Ass. Nysret Demaku Prof. Ass. Drton Maliki
09:55 – 10:35	Meeting with quality assurance representatives and administrative staff (joint meeting)	Quality Assurance Office Driton Zeqiraj, General Secretary Gjelal Maloku, Finance Director Valentin Rrasaj, Head of Logistics/IT
10:40 – 11:40	Lunch break	Restaurant Pishat, Prishtine
11:50 – 12:30	Visiting Facilities	
12:30 – 13:20	Meeting with the heads of the study programme	Nysret Demaku Diellza Mati Erdet Kelliqi Anni Dasho
13:20 – 14:00	Meeting with teaching staff	Diellza Mati Erdet Kelliqi Anni Dasho

14:10 – 14:50	Meeting with employers of graduates and external stakeholders (joint meeting)	Valon Zeqiraj Dhurata Azemi Florian Petani Valdrin Olluri
14:50 – 15:00	Internal meeting of KAA staff and experts (joint meeting)	
15:00 – 15:05	Closing meeting with the management of the faculty and program (joint meeting)	Prof. Ass. Bedri Drini Prof. Ass. Fitim Shishani Prof. Ass. Elvin Meka Prof. Ass. Nysret Demaku Prof. Ass. Drton Maliqi

A brief overview of the programme under evaluation

FAMA International College (FIC) was registered as a private higher education institution in Kosovo on May 11, 2021. The college was established after closure of its predecessor, Fama College which ceased to exist after two unsuccessful attempts through the KAA.

The self-evaluation report indicates that the International FAMA College has been established to provide accessible, high-quality education and foster regional development through innovative academic programs.

According to the SER, the Faculty of Computer Science aims to meet the increasing demand for skilled CS/IT professionals in Kosovo and beyond, and the program is designed to align with global educational standards while addressing local and regional needs.

Although the FAMA College was closed in 2020, the faculty commitment to education remained, who chose to preserve the legacy by founding FAMA International College. This new institution is built upon FAMA's long and successful tradition, bringing forward the values and experience of its predecessor.

Looking ahead, FAMA International College is committed to providing quality education to its students while also strengthening its research capabilities. The college visions playing an active role in contributing to the development of the broader academic and local community, making it a valuable institution in Kosovo's higher education landscape.

According to the SER, the FAMA International College's organizational structure promotes accountability through clear hierarchies and defined roles. The integration of academic oversight with administrative management ensures that both the quality of education and operational efficiency are maintained.

PROGRAMME EVALUATION

1. MISSION, OBJECTIVES AND ADMINISTRATION

Standard 1.1 The study program is in line with the higher education institution's mission and strategic goals, needs of society and it is publicly available. (ESG 1.1)

The FIC's mission is to equip students with the knowledge, skills, and values needed for personal and professional success, fostering critical thinking and lifelong learning in a diverse and inclusive environment. Moreover, the study program of Computer Science aims to provide a comprehensive education in computer science, promote impactful research, and prepare students to contribute to technological advancements and global challenges. Emphasizing digital literacy, ethical responsibility, and industry readiness, the program aims to develop professionals skilled in cutting-edge technologies and capable of driving digital transformation (SER, page 13). Therefore, the program of Computer Science is in line with the institutional and the faculty mission.

According to the management of the HEI and SER, the curriculum of the study program of Computer Science has been designed in cooperation with interested parties, such as businesses, state and public administration and institutions and representatives of other stakeholders. During the meeting with the external stakeholders, it was confirmed that they discussed the study program with the management and that some of their suggestions were taken into account. However, ET did not have access to a clearly documented analysis on employment perspectives, demand for the programme by potential students, etc.

Learning outcomes of the study program are in line with the FICs missions and goals but they are not publicly available on the website at the date of the site-visit.

FAMA International College provides sufficient teaching spaces such as lecture halls, a library and technological equipment that ensure the qualitative development of the academic process and the practical preparation of students in the computer science field. However, ET did not have access to a clearly documented analysis explaining the calculation behind the high request for 400 student places.

Standard 1.2 The study program is subject to policies and procedures on academic integrity and freedom that prevent all types of unethical behaviour. The documents are publicly available, and staff and students are informed thereof. (ESG 1.1)

The College has formal policies, guidelines and regulations dealing with recurring procedural or academic issues and they will be made publicly available to all staff and students on the College web page.

The FIC upholds a Code of Ethics, requiring both students and faculty to comply with its policies. The Ethics Committee will review cases and make concrete decisions regarding ethical violations. Also, Turnitin software will be used to detect plagiarism. This was confirmed by the heads of the study program and the teaching staff.

As stated in the SER, all students, faculty, and other stakeholders will be informed about these standards through the university's official website, Ethics Committee meeting minutes and programs that provide clear information on ethical guidelines and the use of anti-plagiarism software.

Standard 1.3 Relevant information is collected, analysed and used to ensure the effective management of the study program and other relevant activities and such information is publicly available. (ESG 1.7)

FIC plans to use the MIS for the Computer Science Study Program to ensure up-to-date and reliable information for program management and development. The system will store data on student performance, teacher assessments, labour market needs, and academic activities, including student achievements, attendance, and lecturer evaluations. According to the SER, the College will collect and analyse data through this system. This data will be used to modify and improve teaching methods, course content and assessment structure, as well as to propose new courses in line with new trends.

Standard 1.4 The delivery of the study program is supported by appropriate and sufficient administrative support to achieve its goals in teaching, learning, research, and community service. (ESG 1.6)

The management of the College is committed to ensure sufficient and qualified administrative staff to meet the needs of students and academic staff; also, the faculty management will plan and allocate funds to ensure sufficient resources for administrative and student service needs. The administrative staff involved in implementing the Computer Science Study Program follows a professional development plan designed to enhance their skills and competencies, ensuring effective support for students and academic staff. According to the SER, the General Secretary of the University evaluates the administrative staff's performance and proposes training and professional development based on the results.

Standard 1.5 The recommendations for quality improvement of the study program from previous internal and external quality assurance procedures are implemented. (ESG 1.10)

Not applicable.

ET recommendations: In experts' opinion, should the listed recommendations be completed within 3 years, the program will improve significantly.

- 1. Make sure that all the formal policies, guidelines and regulations dealing with recurring procedural or academic issues and programme delivery related information are made publicly available*
- 2. Create a development plan for the administrative staff*

2. QUALITY MANAGEMENT

Standard 2.1 The study program delivery is subject to an established and functional internal quality assurance system, in which all relevant stakeholders are included. (ESG 1.1)

According to the findings in the SER, the provided documents and the interviews during the site visit, the ET considers this standard is met. The QA system, focused on assurance and improvement, is based on comprehensive policies and incorporated in the management framework. Procedures are adopted to install a data-driven quality cycle. It must guarantee and enhance the quality of the study program that is subject to accreditation.

Key documents for the implementation of the quality assurance system are, among others, the Quality Assurance Regulation, Performance Planning and Evaluation Manual, Key Performance Indicators, and ECTS Guidelines. Each concerns a specific aspect of quality assurance (e.g. mechanisms, involved stakeholders and their respective roles, assessment of academic staff);

Institutionally, the QA system is managed by the Quality Assurance Office, with the support of dedicated Quality Assurance Coordinators at the study program level. The data-input is derived from surveys and different stakeholders' perspectives.

The program clearly adheres to national and international quality standards and pretends to benchmark itself to respected programs.

According to the SER, the study program will actively support and facilitate internal quality management training for all its staff, with improvements in performance and outcomes being acknowledged. There will be stakeholder involvement – especially students are mentioned – and transparency will be a key value.

At the program level quality assessment will aim at the program's goals and objectives. At the program level a vital role must be played by the Quality Committee and a Quality Management Office, including representatives of all relevant stakeholders.

Standard 2.2 The study program is subject to a process of design and approval established by the HEI. (ESG 1.2)

According to the SER, the design and development of the study program involved all relevant stakeholders in defining properly the needs it has to answer. Moreover, the program was conceived in line with the relevant quality frameworks.

All aspects of the organization of the study program aims to adhere – according to the SER – to the most advanced education standards. The program underwent the approval of the relevant internal bodies and stakeholders were involved via working groups during the conception phase. Lastly, the senior academic bodies gave their approval.

The SER foresees follow-up of the study program, guaranteeing continuous improvement in view of sustainable relevance.

According to the SER, all internal units including students will contribute to continuous, data-based, improvement.

Standard 2.3 The study program is periodically monitored and reviewed to ensure its objectives are achieved. The monitoring of the study program involves stakeholder participation. (ESG 1.9)

According to the SER, procedures for periodic monitoring and review of the study program are established. In this regard, the college claims that a structural role for the stakeholders will be provided in the monitoring process. In the first place, as a new program, the ‘feasibility’ must be assessed. Regular analysis of the collected data must keep the program ‘up to date’. The SER claims that the commitment to a process-driven approach to quality fosters an environment of academic excellence and institutional accountability.

Standard 2.4 All relevant information about the study program is clear, accurate, objective, up-to-date and is publicly available. (ESG 1.8)

The SER states that regulations and guidelines regarding the study program will be available to the public (accessibility via website publication). Transparency must lead to a broad understanding of the study program. Accessible information will concern the admission requirements, the enrollment quota, the content and structure of the study program, the methods of evaluation and the final qualification.

ET recommendations: ET recommendations: In experts’ opinion, should the listed recommendations be completed within 3 years, the program will improve significantly.

1. *It is recommended to invest in the empowerment of student (e.g. giving the student representation clear assignments to co-create, giving students sufficient feedback on topics they addressed, invite them to speak out in bodies.), especially since student participation is addressed as a weakness.*
2. *It is recommended to reflect on ways to directly involve external stakeholders' view (alumni, labor market representatives...) in the bodies managing the study program.*
3. *Invest in a strong network of alumni since it is a strong platform for their engagement in the study program.*
4. *Reflect on ways to benchmark the study programme to (foreign) academic peers on a structural/regular basis.*
5. *Though surveys are valuable instruments to gather feedback, it is recommended to also use qualitative feedback if relevant.*
6. *It is recommended to give 'quality officers' at programme level good training and substantial responsibilities, in cooperation with the programme management, in developing a culture of quality, since this 'decentralisation' helps to tailor the policies regarding quality to the programme's characteristics.*
7. *It is recommended to highlight a positive 'approach' of quality assurance, using the available data to showcase best practices, acknowledge excellent teachers, etc.*

3. ACADEMIC STAFF

Standard 3.1. The study program delivery is supported by teaching staff who are recruited in line with national legislation, and internal regulations in effect, and it is based on objective and transparent procedure. (ESG 1.5)

According to the SER and the ET's interview, the computer science program will be supported by internationally qualified academic staff with extensive academic and professional expertise. The academic staff have been recruited through public competitions and transparent procedures that outline job positions, specific field-related criteria, relevant qualifications, and academic experience. The SER confirms that the recruitment process is open to public scrutiny, with each stage published on the College website, ensuring a fair and transparent selection process. The employment of academic staff is based on national legislation and the legal framework established by the college. Each vacancy is proposed by the Faculty of Computer Science Council and subsequently approved by the College Senate. The recruitment process for academic staff positions is marked by a high level of competition and transparency.

Standard 3.2 The study program is supported by sufficient permanent academic staff who are adequately qualified to deliver the study program. (ESG 1.5)

The FAMA International College (FIC) recognizes the importance of building a robust academic and administrative staff structure for the new Computer Science program. This self-evaluation exhibits the current planning, strategies, and procedures related to faculty/staff

recruitment, employment processes as well as professional development of faculty, aligned with the standards and performance indicators for higher education institutions.

All professors responsible for this study program have conducted research and published their work in reputable international journals indexed in SCOPUS and/or the Web of Science (WOS) Core Collection, as mandated by the accreditation standards and the National Quality Council.

The expert team believes that the currently employed six full-time Faculty of Computer Science are sufficient to implement the program at this time, and the College has made a commitment that at least 50% of academic staff will be full-time with a doctoral degree in their field of study.

Standard 3.3 The study program is supported by teaching staff who are subject to advancement and reappointment based on objective and transparent procedures which include the evaluation of excellence. The advancement of staff arises from the higher education institution's strategic goals and is in line with the legislation and internal regulations in effect. (ESG 1.5)

FAMA International College is committed to adopting a transparent, merit-based recruitment process in compliance with national legislation and internal guidelines. The institution's strategic goals focus on the advancement of faculty and staff which includes the CS faculty. The Colleges plans to implement clear and transparent promotion policies based on merit and excellence. These policies will align with national legislation and institutional strategic goals. The SER indicates that promotion criteria will include teaching effectiveness, research productivity, professional development, and student feedback. A long-term operational plan will guide staff development, supporting the growth of academic staff while aligning with FIC's mission.

The Expert Team believes that the existing procedures meet the criteria for Standard 3.3 and the Computer Science program will have the potential to make progress in the future.

Standard 3.4 The academic staff engaged in the delivery of the study program is entitled to institutional support for professional development. (ESG 1.5)

According to the SER, FIC is dedicated to supporting the professional development of all teaching staff through targeted training and assignments designed to enhance skills and gain valuable skills. The FIC is also committed to facilitating research and scientific activities by providing the necessary conditions and offering financial support to academic staff, enabling them to achieve competitive results at both national and international levels.

“FIC is in the process of drafting an internal regulation on scientific research to provide financial support to academic staff who successfully publish scientific papers in international journals indexed in the SCOPUS and Web of Science databases (Core Collection: SCIE, SSCI, AHCI)”

Although FIC's commitment to provide institutional support for faculty and staff professional development is evident in the SER, the expert team cannot confirm that a budget line has been allocated to support teaching faculty's professional development and scholarship.

Standard 3.5 External associates who teach at the study program have adequate qualifications and work experience for the delivery of the study program and achievement of the intended learning outcomes. (ESG1.5)

The first-year courses will be covered by full-time faculty. Beginning second year, the program will need additional external associates from industry and academia on a part-time basis to cover hands-on lab courses. The SER states that specific training will be provided to ensure these external associates understand the academic standards of FIC and are prepared to align their teaching with the study program's learning outcomes.

This process of engaging external associates will be carried out in accordance with regulations that FIC plans to establish, specifically a Regulation on the Procedures for the Engagement of External Collaborators.

Although the CS faculty is committed to ensuring that qualified applicants are chosen as associates to deliver various courses, the feasibility and availability of such candidates is not clear.

ET recommendations: In experts' opinion, should the listed recommendations be completed within 3 years, the program will improve significantly.

- 1. Plan for recruiting teaching staff to sustain the program.*
- 2. Allocate funds for employing additional faculty.*
- 3. Begin identifying qualified applicants associates to help with delivery laboratory instructions.*

4. EDUCATIONAL PROCESS CONTENT

Standard 4.1 The intended learning outcomes of the study program are formulated clearly, accurately and comprehensively according to best practices; they are consistent with the mission and published strategic goals of the institution/academic unit and are available for the public (ESG 1.2)

The Computer Science Program aims to prepare the graduate to independently analyse, plan, and implement solutions for developing and integrating skills and competencies in the field of study in private and public companies, at the national and international level. The objectives and goals are defined according to the FIC Strategic Plan. In fact, the Faculty of Computer Science at FIC implement the Bologna system and the Dublin descriptor as a basis for formulating learning outcomes for students. This study plan has been designed to fully meet the objectives and goals of this level of qualification.

This program prepares young computer scientists with in-depth knowledge and practical skills, allowing them to contribute to the improvement of computer field businesses and industry in Kosovo and abroad. This program aims to develop students' logical and critical reasoning skills, enabling them to draw independent conclusions.

The program was designed in collaboration with a diverse group of stakeholders to ensure its relevance and responsiveness to industry trends and societal needs. The Computer Science Study Program (BS) lasts three years (6 semesters). Students earn the degree of Bachelor, and can continue their studies at the master's level in accredited programs, or can integrate into the private and public sectors of Republic of Kosovo.

Standard 4.2 The study program intended learning outcomes complies with the National Qualification Framework and the European Qualifications Framework level descriptors. (ESG 1.2)

The Computer Science Study Program (BS) is in line with the National Qualifications Framework and the European Qualifications Framework of the European Higher Education Area, respectively level six (6) of the NQF, following the Statute and Strategic Plan of FIC and the Law of Higher Education in Kosovo, as well as the Bologna declaration, providing a broad framework and adequate combination of activities offered. The Faculty of Computer Science follows the model of progressive differentiation of candidates' learning, and this study program is particularly devoted to the connection with practice.

All academic staff use IT resources (eg, e-mail and SMU for communication with students) and media (eg, whiteboard and video projector).

Standard 4.3 The content and structure of the curriculum is coherent and enable the students to achieve the intended learning outcomes and to progress smoothly through their studies. (ESG 1.2)

The Computer Science Study Program (BS) is structured to combine core and elective subjects, and a comprehensive project addressing real-world challenges. In each semester, the group of elective courses includes different areas of computer science, allowing students to choose courses that match their academic and professional interests.

The Quality Assurance Office conducts a Program Learning Outcomes Achievement Review, which evaluates the program's overall effectiveness in meeting its objectives. Concurrently, a Development Plan for Program Learning Outcomes is designed to align the program with evolving educational standards and market needs.

Graduates will be qualified to contribute to various fields related to computers and its application. Employment prospects include the private sector, the public institutions, as well as in non-governmental organizations.

The general structure of this program makes it comparable to the curricula of internationally recognized universities, thus offering an adequate combination of activities and ensuring a balance between theory and practice.

Standard 4.4 If the study program leads to degrees in regulated professions, it is aligned with the EU Directives and national and international professional associations. (ESG 1.2)

The Computer Science Study Program (BS) is harmonized with the National Qualifications Framework (NQF-KKK) in Kosovo, and with the European Qualifications Framework (EQF) of the European Higher Education Area (EHEA).

This compliance enables students to benefit from a standardized education, recognized at national and international level and creates the basis for exercising regulated professions in the labour market in Kosovo and wider Europe.

Standard 4.5 The intended learning outcomes of the student practice period are clearly specified, and effective processes are followed to ensure that learning outcomes and the strategies to develop that learning are understood by students (if applicable). (ESG 1.2)

The Computer Science Study Program (BS), which is offered in the Albanian language, aims to provide students with in-depth theoretical and practical skills in the field of computer science.

Complementing the lectures with the intervention of guest lecturers from abroad is commended; however, simultaneous translation should not be adopted, since the participation to classes in English is profitable for students.

The Faculty of Computer Science intend to provide internship opportunities, through cooperation agreements with various public and private organizations and institutions, ensuring that students will have the opportunity to engage directly in practical processes and develop their professional skills.

Through cooperation agreements, the study program will prepare students to be ready to act in a professional reality, developing practical skills that are necessary for success in the business and management field. The integration of practical and theoretical learning is fundamental to the development of students as responsible and qualified professionals in the field of computer and related fields.

Standard 4.6 The study program is delivered through student-centred teaching and learning. (ESG 1.3)

The study program is implemented with the scope of actively involving students in the learning process, engaging them to develop the skills necessary to be successful professionals in the field of computers and their applications.

The Faculty of Computer Science encourages collaboration and the assessment of students as individuals and as future professionals, in the field of computers. The academic staff is committed to providing numerous opportunities for consultation and to providing detailed information on the topics and learning outcomes to be achieved during the course.

At the beginning of each course, the academic staff is required to ensure that students have a full understanding of the teaching plan and of the course content. Student-centric methodology means that students are not only present to lectures, but are also actively engaged in discussions, analyses, and activities that improve their critical and practical skills.

The evaluation process is designed to use a variety of assessment methods that include projects, tests, assignments, and seminars. Academic staff provides regular consultation opportunities, thus allowing students to receive additional information and guidance to improve their performance and to understand in detail what they can adjust or develop further.

Standard 4.7 The evaluation and assessment used in the study program are objective and consistent and ensure that intended learning outcomes are achieved. (ESG 1.3)

Student assessment is determined by the teacher and is included in the course syllabus. The methodological framework for student assessment is based on the Statute and Regulations for bachelor studies at FIC. The relevant statutes and Regulations are published on the website and such a procedure is also described in the Guide for New Students. The Statute and Regulations for bachelor studies provide for written or verbal or combined assessment. The teacher is obliged to respect the framework of the relevant Statute and Regulations while maintaining the autonomy of assessment. The course teacher is obliged to communicate the assessment methodology to students at the beginning of the semester. Usually, within a semester, one mid-term exam (test) is organized for the respective subject. The final exam is similarly organized but with more questions. Points earned from the mid-term and final exam are added to the points for participation in lectures, class activities, assignments, and seminar or research papers and finally, the final grade is obtained from the total points.

If students do not achieve satisfactory results in the assessment, they are required to retake the same exam. If students claim that they have not been adequately assessed, they have the right to submit a request to the Dean's Office for assessment by a committee.

The curriculum includes a mandatory course (6 ECTS credits), in the form of professional practice. Such a course is mandatory in the sixth semester. The course is offered in a combined manner, including the practical simulation part in the relevant field and professional practice in organizations with which FIC has agreements.

Standard 4.8 Learning outcomes are evaluated in terms of student workload and expressed in ECTS. (ESG 1.2)

The Quality Assurance Committee and the Quality Assurance Officer monitor the implementation of the program and its effectiveness, especially the achievement of learning outcomes. These mechanisms also monitor the performance of students through their grades.

The course syllabi include the objectives of the discipline, the basic content of the subject, learning outcomes, class distribution, seminars and applied activities, the student evaluation system, basic and supplementary literature, study visits, guest lecturers, etc.

The Office for Quality Assurance compiles a report on the implementation of the syllabi by the teachers and presents it to the Faculty Council.

ET recommendations: In experts' opinion, should the listed recommendations be completed within 3 years, the program will improve significantly.

1. *A mechanism of yearly supervision of the curriculum must be established.*
2. *The learning outcome sections of the syllabi are somewhat confusing: each intended learning outcome should be assigned to one or more courses to clarify where these competences can be gained.*
3. *Intervention of external (possibly foreign) teachers in courses should be encouraged for the students to practice their English; simultaneous translation should not be provided.*
4. *The form of the Course content in syllabi should be unified.*

5. STUDENTS

Standard 5.1 Clear admission policies, including requirements, criteria and processes for the study program are clearly defined and are publicly available. (ESG 1.4)

The admission procedure is clearly defined and will be publicly announced through various platforms, including the FIC website. To enrol in this study program, students must possess a high school diploma, pass the Matura exam and have a minimum Grade Point Average (GPA) of 4.0 or equivalent. Student Admission Committees and Appeals Committees will be established to ensure that these criteria apply fairly to all students. The College has established a transparent procedure for recognizing periods of study.

Standard 5.2 Student progression data for the study program are regularly collected and analysed. Appropriate actions are taken to ensure the student's completion of the study program. (ESG 1.4)

The HEI will use an online system which allows students to access their data. Moreover, students will be able to see the feedback on their performance (results of exams, list of grades, etc) through the Student Management System (SMU). All the results obtained by students throughout the study cycles are recorded and processed by the administration of FIC, according to the SER. The College has planned a system to annually monitor student progression and completion rates, with measures in place to address any identified issues. This was confirmed by the heads of the study programme and the teaching staff.

Standard 5.3 The study program ensures appropriate conditions and support for outgoing and incoming students (national and international students). (ESG 1.4)

The College is prepared to regularly inform students about opportunities for international exchange mobility programs, ensuring transparency and support once students are enrolled and programs are active. Moreover, according to the management of the faculty and heads of the study programme, the College has established plans to support students in international exchange mobility programs and regulations for recognizing ECTS credits. The College plans to organize studies in Albanian and other official languages of Kosovo. According to the Statute of FAMA International College (Article 125), lectures may also be held in other languages by decision of the Senate. The Office for International Cooperation will facilitate international exchange opportunities for students. The institution plans to ensure that international students receive adequate support.

Standard 5.4 The study program delivery is ensured through adequate resources for student support. The needs of a diverse student population (part-time students, mature students, students from abroad, students from under-represented and vulnerable groups, students with learning difficulties and disabilities, etc.) are taken into account. (ESG 1.6)

The number of staff providing support to students in the study program is currently insufficient. However, the College demonstrates a strong commitment to employing qualified professional, administrative, and technical staff to provide comprehensive student support. According to the SER, the FAMA College will develop a comprehensive student handbook, which will cover all phases of the student life cycle. FIC plans to recruit qualified administrative staff to provide services such as academic advising, career guidance, and mental health support. Additionally, it aims to ensure that all students are well-informed about these support services, as well as their rights and responsibilities. A transparent and easily accessible student complaint procedure is being developed to guarantee a fair and unbiased resolution of complaints.

ET recommendations: In experts' opinion, should the listed recommendations be completed within 3 years, the program will improve significantly.

- 1. Prioritize the completion and full implementation of all student support systems. Since many of these systems are still in development, it is crucial to have them fully operational by the time students enroll to provide timely and effective support.*
- 2. Once enrollment begins, focus on establishing active international exchange programs, ensuring students have clear and accessible opportunities for global learning experiences. Additionally, ensure that language courses for international students are fully functional as soon as the student body becomes active.*

6. RESEARCH

Standard 6.1. The study program aligns with the institution's/academic unit's mission and the research strategic goals.

The FIC Strategic Plan 2025-2029, containing a chapter on Scientific research, calls for action to place scientific research at the heart of FAMA International College. According to the mentioned strategic plan, *The Computer Science Study Program* developed a research work plan. Research is organized in teams according to fields, aiming at interdisciplinarity and coordination with the work of institutes. The implementation of the study program is ensured through sufficient financial, logistical and human resources provided by the institution to achieve the proposed research objectives. The study program is initially supported by internal funds, which guarantee the functioning and expansion of academic and scientific activity for the next five-year period.

The FIC applies specific policies that define recognized scientific research based on international standards for academic selection/recruitment only scientific articles published in journals indexed on recognized international platforms.

Standard 6.2. The academic staff engaged in the study program are committed and supported to achieve high-quality research work and/or professional activity.

The College promotes the research and scientific work of academic staff, providing support, both in technical and financial terms. FIC intends to establish a specific science fund on an annual basis to stimulate scientific work. The fund can be used for:

Scientific publications by academic staff for publications in the SCOPUS and Web of Science databases. Participation to at least one international scientific conference per year by each academic staff is required.

The use of anti-plagiarism software by both staff and students is encouraged. Also, the access to several well-known open scientific databases is provided by the Institution to support the scientific activity of staff and students.

The scientific achievements and the quality of publications of the academic staff are validated by a review committee, whose report goes through all steps of the academic hierarchy, up to the Senate that expresses a final vote on the scientific research work; the Senate validates also the activity of academic staff who are considered for advancement.

Standard 6.3 The academic staff engaged in the delivery of the study program is encouraged to participate in different aspects of cooperation with national and international partners.

FIC plans to establish its Labor Market Board aiming to increase the level of cooperation

with institutions and business entities, mainly in Kosovo and in the region. The scope of such a board is to help FIC building a better image, connecting with the industrial environment, handling research grants, and organizing student internships. Academic staff engaged in the study program is involved in identifying and utilizing expertise and providing research and development services to the community.

Since Professors of the Faculty of Computer Science have previously established relations and collaborations with colleagues from the country and abroad, it is expected they are successful in cooperations and implementations of various scientific activities outside FIC. The participation to European programs for students and teaching exchanges (eg, Erasmus grants) and for research exchanges (eg, COST) should also be pursued by this Institution.

Standard 6.4 The teaching staff engaged in the study program has a proven record of research results on the same topics as their teaching activity.

The Faculty of Computer Science at FAMA International College has developed a comprehensive research and teaching strategy that reflects the competences of its staff.

The list of publications included in the report indicates that only part of the staff are authors of publications.

ET recommendations: In experts' opinion, should the listed recommendations be completed within 3 years, the program will improve significantly.

- 1. 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 required by standards.*
- 2. Elaborate a plan for increasing research and teaching capacity of the university through collaborations not only with national but also with foreign institutions having proven research records and international research grants.*
- 3. Devise a research commercialization structure developing a university strategy for industry cooperation.*

7. INFRASTRUCTURE AND RESOURCES

Standard 7.1. The HEI ensures adequate premises and equipment for performing education processes and research. ESG (1.6)

The Fama International College has adequate premises and solid equipment for its current educational activities and research. Additionally, the institution has access to another building on the outskirts of the city, which can in the future (after reconstruction) accommodate a larger number of students as enrolment increases, supporting future growth and expansion of its academic offerings.

The College documents on premises and equipment (property deeds, lease contracts, inventories, invoices etc.) are valid for a minimum of five years – in this case, the College owns premises. The College has solidly equipped laboratories that meet the needs of all compulsory courses in the curriculum, including those with analytical components, and are supported by up-to-date IT technologies. The College has adequate software for the courses of study programs included in the curriculum, with a valid license. The space, equipment, and infrastructure at the College, including laboratories, IT services, and work facilities, are appropriate for the delivery of the institution's study programs and support the achievement of the intended learning outcomes. This is further demonstrated by documentation proving the institution's right to use the premises and equipment, as well as the optimal number of students to be enrolled in relation to the available resources. There is a possibility to optimize premises for students with special needs, such as toilets. The College ensures that academic staff members have sufficient office space to support their teaching and administrative duties. The institution provides facilities for cultural and other extracurricular activities to promote student engagement and well-being.

Adequate food service facilities are being built to meet the needs of both staff and students, ensuring a comfortable campus environment. A senior staff member has been assigned the responsibility for overseeing and developing the infrastructure and resources to support the institution's growth and operational needs.

Standard 7.2 The HEI ensures adequate library resources for study program. (ESG 1.6)

The College library is equipped with reading rooms and a diverse book stock tailored to the disciplines included in the curricula, supporting a collaborative learning environment. This infrastructure enables students to engage in individual and group study, enhancing their academic experience.

The library ensures that the number of seats in the reading rooms is sufficient, meeting the requirement of at least 10% of the total number of students in each study program, providing ample space for study and research. This thoughtful allocation of space promotes an effective learning environment for all students.

Similarly, the FAMA library ensures that the number of seats in the group work rooms meets the 10% requirement, fostering collaborative learning and teamwork among students. This provision supports the dynamic needs of students working together on academic projects and assignments.

The library's book stock includes both domestic and foreign specialty literature, covering all courses within the curricula, with at least 50% of the books representing recent titles from recognized publishers. This diverse and up-to-date collection ensures students have access to relevant, high-quality resources for their studies.

The library maintains enough books to cover the academic needs of all students, ensuring that students can access necessary resources to support their coursework and research. The availability of a comprehensive collection contributes to a rich learning environment.

The library offers a range of domestic and foreign electronic resources, ensuring that students have access to up-to-date information in line with the institution's mission. This access to a variety of digital resources supports the academic and research needs of students across all programs.

The library and its services are planned to be accessible beyond regular class hours, accommodating the diverse schedules and study habits of students. This extended availability, combined with reliable systems to track book borrowing and returns, enhances the overall library experience and ensures efficient resource management.

Standard 7.3 The study program is appropriately funded to deliver its intended educational activities and research. (ESG 1.6)

Fama International College has a financial plan at the level of the study program which demonstrates the sustainability of the study programs for the next five years. The main source of income represents student fees. The College also envisages to some extent income from the projects – this sum is not very high and now it is not clear what projects are/will be in focus and whether the plan will be realistic.

The same can be said about other financial resources that are considered for the use for study programs development and improvement. This planning is not specified enough, but it is clear there are resources at the institution to use, if necessary.

ET recommendations: In experts' opinion, should the listed recommendations be completed within 3 years, the program will improve significantly.

- 1. Prioritize optimizing the College premises and infrastructure to better accommodate students with special needs, including enhancing accessibility features such as accessible toilets and ensuring that all spaces are fully inclusive.*
- 2. While the College has made significant strides in planning for expansion and providing adequate facilities, focusing on inclusivity will ensure that all students, regardless of physical ability, have equal access to educational resources and campus services.*

OVERALL EVALUATION AND RECOMMENDATION OF THE EXPERT TEAM

The expert team finds that the FAMA International College's Computer Science Program meets the accreditation standards as follow: One (1) fully compliant, five (5) substantially compliant, and one (1) partially compliant. The expert team recommends that the Computer Science program be granted accreditation for 3 years with student quota of 100 annually. It is the team's opinion that the CS faculty, using the team's 23 overall recommendations, would build a sustainable computer science program.

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

Expert Team

Chair



Dr. Ahmad Zargari

March 10, 2025

(Signature)

(Print Name)

(Date)

Member



Dr. Flavio Canavero

March 10, 2025

(Signature)

(Print Name)

(Date)

Member



Ms. Laura Palac

March 10, 2025

(Signature)

(Print Name)

(Date)