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Business College Branch in Prizren

INSTITUTIONAL

REPORT OF THE EXPERT TEAM

14 FEBRUARY 2024, PRISTINA



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1. INTRODUCTION

1.1. Context

Date of site visit:

14.02.2024

Expert Team (ET) members:

- *Prof. Olgun Cicek*
- *Prof. Alan Brickwood*
- *Mr. Giga Khositashvili Giga Khositashvili (Student Expert)*

Coordinators from Kosovo Accreditation Agency (KAA):

- *Milot Hasangjekaj, KAA Officer*
- *Shkelzen Gerxhaliu, KAA Officer C*

Sources of information for the Report:

- *Self-Evaluation Reports*
- *All additional documents*
- *KAA Accreditation manual (Updated 2022)*
- *KAA Manual for External Review of HEIs (2021)*
- *Interviews during the site-visit*
- *College Web-page*

Criteria used for institutional and program evaluations

- *KAA Accreditation manual (Updated 2022)*
- *KAA Manual for External Review of HEIs (2021)*



1.2. Site visit schedule

Site Visit Programme

Time	Meeting	Participants
09:30 – 10:40	Meeting with the management of the institution (<i>no slide presentation is allowed, the meeting is intended as a free discussion</i>)	
10:40 – 11:40	Meeting with: 1. Quality assurance representatives 2. Administrative services	
11:40 – 12:30	Meeting with Head of programmes	
12:30 – 13:30	<i>Lunch break</i> (provided at the evaluation site)	
13:30 – 14:15	Meeting with teaching staff	
14:15 – 15:00	Meeting with students	
15:00 – 15:10	<i>Short break</i>	
15:10 – 15:55	Meeting with graduates	
15:55 – 16:40	Meeting with employers of graduates and external stakeholders	
16:40 – 17:10	Visiting Facilities	
17:10 – 17:20	Internal meeting of KAA staff and experts	
17:20 – 17:30	Closing meeting with the management of the faculty and program	



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Overall instructions for HEIs:

1.3. A brief overview of the institution under evaluation

The Higher Education Provider BIZNESI College, since its foundation, has been committed to achieving the goal of meeting the standards of the European Area for Higher Education, complying with the basic principles of the Bologna Charter and other European documents and Kosovo Institutions which are responsible for carrying out the accreditation and reaccreditation process in the country.

Being part of the higher education system in Kosovo for a period of almost 20 years, Biznesi College has been successfully subjected to accreditation and re-accreditation processes by the Kosovo Accreditation Agency (KAA). During these processes, the institution has been evaluated by several teams of external experts, Reports for external evaluation have been received continuously and Recommendations from experts have been continuously received, and the fulfillment of such recommendations has helped the institution to an extremely large extent in the continuous improvement of its organization, of the learning and teaching processes and all other supporting processes of a higher education institution.

Accreditation is a process required for all institutions of higher education in Kosovo, whose activity according to (Appendix 1.1.1) Law on higher education in the Republic of Kosovo No. 04/L-037 needs licensing by MESTI. The accreditation or reaccreditation process to which Biznesi College is subject is planned, organized and carried out by Kosovo Agency for Accreditation (KAA), in accordance with the Law on Higher Education and (Appendix 1.1.2) Law on the Kosovo Accreditation Agency 08/L-110, which is an independent institution, responsible for internal and external quality assurance, including accreditation, re-accreditation, monitoring, validation and all other quality assurance processes in higher education institutions and study programs in the Republic of Kosovo, according to the best international practices, including in particular the relevant European standards in the field of quality assurance in higher education.

This process includes a rigorous external review of the College's ability to deliver programs of the highest quality. The accreditation process is a comprehensive review of an institution's mission, teacher qualifications, and curricula, and the process includes self-evaluation, peer reviews, committee reviews, and the development of in-depth strategic

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plans. Accreditation ensures that students learn the material most relevant to their field of study, preparing them to be effective leaders upon graduation. The accreditation process aims to create a set of standards for all higher education institutions to adhere to, while also encouraging colleges and universities to be the best they can be. Accordingly, accreditation aims to ensure accountability of higher education institutions and undergraduate and graduate programs in order to build and earn public trust. When an institution or degree-granting program is properly accredited, students are able to assess the overall quality of the institution without conducting a detailed analysis themselves.

Biznesi College in this period of time applies for institutional accreditation and therefore prepares materials that effectively show the achievements of the institution during the period that lasted the last institutional accreditation. The institution draws up the Self-Evaluation Report on its achievements, making sure to highlight specific achievements that help it meet the standards of the Kosovo Accreditation Agency (KAA).

Biznesi College in Branch Prizren was accredited by the decision of the Kosovo Accreditation Agency, to continue its activity in higher education in Branch Prizren since 2004, as well as from 2011-12, in the College Branch in Gjakova; from 2014-15, at the College Branch in Vushtrri, from 2014-15, at the College Training Center in Prizren, as well as from 2016-2017 with the College Branch in Prizren. From the 2018/2019 academic year, within the framework of Biznesi College, it operates only in Prishtina and the Branch in Prizren. Following complete technical preparations, recruitment of academic and administrative personnel, in accordance with the legal provisions in Kosovo, the College started working in the academic year 2005/06. As a result of the general situation created, recognized by PIHE in Kosovo and in accordance with the administrative instructions of MEST, in the academic year 2008/09 we did not register new students. Meanwhile, from the year 2010/2011, the institution started with the master's cycle and so far 13 generations have been registered in this study cycle at Biznesi College.

Currently, studies at Biznesi College in Prizren are conducted only at the bachelor (first cycle) level. According to the decision for accreditation by KAA, as well as the decision of MEST for licensing, BIZNESI College in Prizren currently conducts its academic activity in one study program of bachelor level according to the National Qualifications Framework: BIZNESI College, based on the National Framework of Qualifications, conducts its academic activities in the study program.



2. INSTITUTIONAL EVALUATION

2.1. Public mission and institutional objectives

Biznesi College - Branch Prizren higher education institution demonstrates a strong commitment to a mission that fully emphasizes learning, research, and community service and student achievement. Using quantitative and qualitative data analysis, the institution continuously and systematically evaluates, plans, implements and improves its quality in study programs and educational services. The institution demonstrates integrity in all policies, actions and communication. Administration, teachers, management, external stakeholders such as employers and Alumni, students and members of the Governing Board act together with honesty, ethics and justice in the performance of their duties, as well as during the formulation of the mission statement. Since the establishment of Biznesi College, the Mission Statement has undergone several changes as a result of its review processes. Mission Statement of Biznesi College which is published, distributed and widely known in the institution and is as follows: The Mission Statement of the Biznesi College in Branch Prizren is: Biznesi College - Branch Prizren continues its positive academic tradition, creates transformative academic environments and experiences to utilize the full potential of its students, it implements advanced teaching standards, scientific research and by serving the community helps the economic development of the country in general.

Biznesi College - Branch Prizren Mission Statement, which is approved by the Board of Directors is reviewed annually by the Committee on Strategic Affairs and Education, which recommends to the Chairman of the Board that the statement remain unchanged, pending the next planned review or that a broader review including the whole community be undertaken if deemed reasonable.

The Mission and Vision of the Business College Branch Prizren are published in frequented places and on the website of the College <https://kolegjobiznesi.com/> and are accessible to public. After reviewing the mission statement, the Dean, after getting it approved by the Governing Board and the Higher Scientific Teaching Council, communicates it to the administration, teachers, students and other interested parties, along with any modifications they may suggest and solicit comments and suggestions regarding the existing statement and proposed changes.

Compliance level: Fully compliant

ET recommendations: NA



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2.2. Strategic planning, governance and administration

The strategic plan of Prizren branch is very much same with the main campus Biznesi College Pristina by nature. Biznesi College Branch Prizren has drawn up and approved in the management board the strategic plan for a period of five years and for the years 2025 - 2029. The strategic was drafted in close consultation with the academic community in the institution, as well as external stakeholders in the public and private sectors. Strategic planning is integrated with the annual and long-term budget processes, thus ensuring regular continuity, assessing and calculating the real aspects of the internal and external environment that affect the development of the institution. The strategic plan has been drafted for short-, medium- and long-term periods and is regularly updated based on operational developments, formative assessment and the context of higher education.

Strategic planning is supported by the annual and long-term budgeting process, allowing for frequent updates and adaptations based on the development concept according to the guiding principles of the Financial Plan.

Based on the financial plan for the coming years presented in this report, the facilities and the general infrastructure of the College as well as the academic and administrative staff, the institution has all the possibilities to carry out the activity as required in the academic programs it applies with for the re-accreditation.

The highest decision-making governing body in Biznesi College is the Board of Directors, which is responsible for strategic issues and the long-term development of the institution. The highest academic decision-making body is the Higher Scientific Teaching Council (HTSC), which is responsible for educational and research activity at the BC and ensures high quality of work in those areas.

The units for student affairs in Branch Prizren Biznesi College provide support for the institution in its strategic and operational management in fulfilling the institutional mission and objectives.

Compliance level: Fully compliant

ET recommendations: NA

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2.3. Financial planning and management

Established in 2004, Biznesi College is a private higher education institution (HEI) operating with two separately accredited branches on sites at Pristina and with this branch, in Prizren, which also serves north Albania where there is otherwise no higher education provision. Mission, academic leadership along with the management and administration of common services, such as quality assurance, finance and the maintenance of records are shared across both Colleges. So too are some part-time staff, otherwise the College has its own dedicated strategic plan, portfolio of programmes and full-time teaching staff. Prior to 2018 there were two additional sites at Gjakove and Vushtri.

As a private HEI, Biznesi College, Prizren, is entirely dependent for its income upon receipts from student fees enhanced by other external sources such as grants, donations and payments for contract teaching, research and consultancy. It receives no state funding and, unlike state-funded higher education institutions (HEIs), its students have to pay for their education.

This independence gives the College a set of distinctive characteristics. These include a strong vocational orientation to its portfolio of programmes; the recruitment of students with high expectations of successful employment upon graduation; significant competition for student numbers with other state funded and private HEIs; and a need to be especially innovative and entrepreneurial to survive and prosper in a competitive market. The College's portfolio also includes a range of sub-degree programmes and short courses complementary in subject and level to its planned restoration of undergraduate and postgraduate provision.

This scenario is well appreciated and fully addressed in the College's Self Evaluation Report (SER) and in the way it has, and will continue, planning and managing its financial affairs. This is especially so following a difficult period that included withdrawal of its institutional accreditation and the impact this has had on its finances from a downturn in the recruitment of students to many of its programmes. This, coincident with a global pandemic affecting student recruitment more generally.

It is nevertheless clear that the College management have had a realistic grip on managing a difficult situation and this will probably continue, hopefully less dramatic and severe, and this is not uncommon for a specialist college of this size and shape. The College is certainly highly optimistic in its predictions for recruitment based upon research into labour market demands



and past trends but also understands the need to exercise care over student numbers until a planned new and bespoke building is ready for occupation sometime over the next 3-5 years.

The EE were impressed with the thoroughness with which the College has developed and uses key performance indicators (KPIs) to produce cohort analyses. Especially those from which collations can provide indications of emerging trends in, for example, student recruitment, enrolment and progression - thereby giving early warning of risks to financial stability and a focus for recruitment strategies. There can, for example, be a very different picture from the recruitment of planned numbers from a large application compared to a small one and from (possibly related) high attrition rates in progression and completion.

Given satisfactory reaccreditation of the College, and subsequent restitution of its portfolio of programmes, the External Experts (EE) were satisfied that there should be sufficient financial resources in both the short and medium term to deliver its Mission satisfactorily. The EE were equally satisfied that financial policies planned, monitored and controlled centrally for both branches, are appropriately supportive of Biznesi College and that there are arrangements in place for effective oversight, professional management and monitoring both in terms of income and expenditure. These, include major initiatives for securing funding for collaborative projects and events; funding to stimulate teaching staff research and development; international cooperation; and other initiatives that include scholarships for students on the basis of merit, financial hardship and special needs.

Compliance level: Fully compliant

ET recommendations:

- Great care be taken with the numbers of students recruited, and especially any new developments, until the College's planned new and bespoke building becomes ready for occupation sometime over the next 3-5 years.

2.4. Academic integrity, responsibility and public accountability

The College has a Code of Ethics comprising a comprehensive set of formal regulations, protocols and procedures to ensure academic integrity, the defence of academic freedom and institutional autonomy. All staff and students are required to adhere to this code, including



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others outside the College with whom it cooperates. This includes measures for the selection of staff, the manner in which they carry out their duties and especially the avoidance of plagiarism in research, teaching and in publications. It also requires all College publications to be clear, accurate, objective and sufficiently detailed whilst protecting privacy and the avoidance of any conflict of interest. All in an entirely transparent manner.

The SER points to these typically comprising information about academic staff; their research and academic activities; the programmes on offer by the College; data on student enrolment; expected outcomes by programme; teaching assessment; success rates; learning opportunities for students; employment information; scholarship opportunities; tuition fees and any other costs a student might incur. It also includes all reports, findings, proceedings and decisions taken by the College and by other organisations concerning the College and require these to be made freely available. Information for students is provided similarly via the College's website.

The College has also established an Ethics Committee responsible for investigating and resolving any possible violations of the Code of Ethics.

The SER reports there being no cases of conflict of interest in the College to date.

It conducted a series of seminars and workshops for all staff on academic integrity and public accountability policy during 2021 and 2022 in response to the 2020 accreditation report.

Compliance level: Substantially compliant

ET recommendations: NA



2.5. Quality management

Quality management system and practices of the Prizren branch is similar to the Biznesi College, Pristina. Biznesi College has formally adopted Policy on quality assurance in Biznesi College which fully describes the institutional quality assurance process, processes, mechanisms, instruments, reporting, data collection, timelines, quality cycle, responsibilities of all individuals and units involved in these processes. The policy is a public document and the general public and not only the College community have access to it. Human, financial and material resources have been provided to conduct and manage quality assurance processes. Errors and weaknesses are continuously identified and recognized by those in charge and included in the plans for continuous quality improvement in Biznesi College. The process of quality assurance in Biznesi College is carried out at three levels, namely at the level of the subject, study programs and at the level of the institution in general as a higher education institution.

Although there is a QA commission and the participation of other units to QA functions presented on the documentation, most of the work is performed by the quality assurance manager and reported to the leadership directly. Therefore, the human resources allocated for the quality assurance unit is very limited.

Regular evaluations are conducted at the end of each semester and reports are compiled and given, which provide an overview of the performance for the institution as a whole and for the organizational units and main functions within it. The quality assurance office is the organizer of the evaluation and quality assurance processes at the central level, while the study programs are subject to the quality assurance process organized by the central level.

In light of what was said above, Biznesi College adopts a systematic approach to quality assurance in the institution and in the study programs. The College is also committed to periodically reviewing its quality policy and quality assurance process framework and the operation of its quality management



system to ensure their continued relevance and effectiveness. Based on the interviews, it was observed that participation of all academic and administrative units within the institution (including the governing body and senior management) is not at the expected level.

Compliance level: Substantially compliant

ET recommendations:

- *Human resources allocated for the quality assurance unit need to be improved*
- *Active participation of all academic and administrative units need to participate in QA processes and functions*

2.6. Learning and teaching

The College has in place comprehensive policies, procedures and regulations applicable to all of its bachelor and master's programmes to ensure compliance and consistency with its mission and strategic objectives, with National and European frameworks for higher education standards, equality and for compatibility internationally. An example of the latter being the ECTS system of programme credits to facilitate opportunities for movement and cooperation across national borders. They also confirm its claim to be a student-centred teaching and learning institution and were modified in the light of the previous EE report on the 2020 reaccreditation event.

Effective connectivity between objectives, outcomes, teaching content and delivery, assessment to ensure attainment of objectives and how those assessments are used for monitoring, feedback and award are defined alongside generic transferable skills and a set of KPIs. The latter to measure and provide effective feedback and management information for action should it be required.

These KPIs are rigorous and thorough. They include dimensions including the ratio of academic staff to students; student applications compared to enrolments; the identity of feeder schools and destination of transfers (to help improve retention); academic staff tenure, their satisfaction levels and those of students with staff performance (both collected from regular surveys); graduation as a ratio of enrolment by cohort; student performance to facilitate comparisons across curricula; completions; and repeater rates coupled with a need to refer to



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contextual information, such as personal circumstances, if appropriate. The most recent review of the compliance of study programmes against standards using these KPIs was conducted in 2023 with an emphasis then upon labour market needs – both locally and nationally.

Having been satisfied with organisational and administrative compliance the EE were keen to establish how the College maintained and enhanced the vitality of its programmes. This they believed to be especially important for a relatively small HEI institution specialising in vocational business-related studies that included, within its portfolio, unique undergraduate and postgraduate programmes in emergency management and other programmes with distinctive interdisciplinary objectives.

Discussions exploring these issues were a delight and confirmed not just the vitality of the programmes but a very high level of awareness, enthusiasm, commitment and promise from employers and other external stakeholders with whom the EE met during the visit. Similar enthusiasm and commitment were equally strongly voiced from representatives of the College's management, heads of academic departments, teaching staff, students and alumni provoking some highly positive discussions on 'future gazing' what the College's portfolio of activities and positioning might be in three to five years' time.

There was no shortage of practical ideas. These centred upon innovation and the management of technology widening the breadth of the Colleges expertise and experience in emergency management and its popular programmes that uniquely combine business with finance. The general consensus being that there was a lack of personnel nationally in specialised areas of business studies such as banking, statistics, economics, industry standard software and contract law. These discussions also included an appreciation that developments of this kind would probably necessitate and beneficently require an expansion of the College's knowledge base into new areas, such as behavioural science.

Employers spoke positively about there being a highly appropriate balance between theory and practice and were proud to speak of their commitment to the College and of their practical support that regularly included the provision of scholarships, supervised work experience, internships and employment.

Certainly, the strength, commitment and enthusiasm of the contributions from the wide range of interested parties the EE met, when added to a claimed 90% employment record for graduates, completely dispelled any negative impressions gained by the EE from several

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SWOT analyses in the SER that had been compiled two years ago soon after the previous institutional re-accreditation.

Compliance level: Fully compliant

ET recommendations:

2.7. Research

Biznesi College, Prizren is a relatively small HEI with a limited capacity to do research alone both in terms of scope, human resources and infrastructure. This is especially so following the reduction in full-time teaching staff following the previous institutional reaccreditation visit.

Despite this, the College recognises, fully and properly, the need for it to contribute to the acquisition of knowledge to ensure the quality of its teachers, the material they teach and, more generally, contribute within a national environment where the level of research activity is low. Less than 0.1% of Kosovo's GDP is reported to be invested in research and development against a 2020 European Union target for its members of 3%.

The EE were therefore pleased with the unequivocal commitment and measures being put in place to accelerate research activity in the College from a hitherto low base, make 'research and scientific work a high priority' and allocate funds accordingly. They were also pleased to learn of progress over the past two years to include some 70 published titles of both staff and student research. An analysis of staff research publications provided in the SER covered the period 2007 to 2018.

The College accepted it was in 'catch-up' mode and had clearly undertaken a great deal of analysis into topics such as staff profiles, their expertise and performance. These mapped onto programmes and other corporate activities as a basis for its planning, setting targets and revised protocols to support endeavours. One example of the latter being the creation of new procedures for the regulation of intellectual property and the commercial exploitation of ideas developed by staff and students. The EE were pleased to learn of the positive steps being taken but unsure, from the lack of information available, how well this was proceeding due to the severe reduction in full-time academic staff.



The College is required under KAA regulations to ensure ‘*each academic staff member produces a least an average of one scientific/applied research publication or artistic outcome/product per year...*’ under the name of HEI where they are employed. This is both sound and non-negotiable but also needs to be interpreted with a degree of flexibility that takes into account that much of the College’s strengths lie in its distinctiveness as a specialist ‘Business School’ committed to teaching mostly young people who will graduate and enter a world of ‘practice’. That certainly does not preclude targets focused upon numbers of ‘scientific publications’ but neither should it ignore the enormous, important and valuable contribution from other forms of staff scholarly and professional activity in both mainstream ‘business’ and complementary subject areas. Certainly, some of College’s unique and niche areas of activity must offer huge potential for exclusive access to hitherto untapped sources of material for research.

Applied research, contract research, collaborative ventures, cooperation with external ventures that draw upon complementary, not just mutual advantageous benefits, seemed to the EE to be obvious, attractive and potentially highly advantageous areas for the College to exploit. This is especially so taking into account the probability of it continuing to employ a relatively high ratio of part-time to full-time staff and very clear practical and enthusiastic support on offer from its alumni, employers and stakeholders. Collaboration could also readily provide the College with mutually advantageous access to some of the specialist expertise it might need for some its innovative plans for the future.

Compliance level: Partially compliant

ET recommendations:

- Assuming institutional reaccreditation and a resumption of a full portfolio of programmes, the College reviews its planning to ensure early and significant improvements in the level of its research activity commensurate with then having a full complement of teaching staff .
- In undertaking that review the College should also consider what constitutes ‘research and scientific’ work flexibly and appropriate to its mission.
- The College explores the potential for access to specialist knowledge, that it might require for some of its developmental opportunities, from collaboration research into ventures.



2.8. Staff, employment processes and professional development

College leaders at the center and branch managers provide feedback on job performance in a constructive manner that contributes to the personal and professional development of staff. Biznesi College has a handbook Academic and administrative staff guide containing all policies and rules, which is accessible to all teaching and administrative staff. It includes rights and responsibilities, recruitment processes, oversight, performance appraisal, promotion, support processes and professional development. Procedures for handling complaints to or from staff members and resolving disputes between them are clearly set out in the College's policies and regulations. Disciplinary procedures for negligence, non-compliance with instructions or misconduct are set out in the regulations and are applied consistently.

The recruitment process by the College ensures that the staff has specific areas of expertise, qualification and experience for the positions they occupy. In the announced Competition, application is filed through Application form for admission of academic staff. Recruitment processes ensure equal treatment of all applicants. Candidates for employment are provided with full descriptions of the position and conditions of employment. Biznesi College Branch Prizren has complied with Administrative Instruction No. 15/2018 dated 29.08.2019, Article 5.3.4, which stipulates that for each program, there should be at least three professors with the title of doctor of science (PhD) - (Dr) of the relevant field, while it applied at KAA, and in this case the Board of the Kosovo Accreditation Agency in its regular meeting approved the full time academic staff.

Biznesi College has a handbook Academic and administrative staff guide containing all policies and rules, which is accessible to all teaching and administrative staff. It includes rights and responsibilities, recruitment processes, oversight, performance appraisal, promotion, support processes and professional development.

Effective orientation is always provided to new teaching staff to ensure familiarity with the institution and its services, student development programs and strategies, and institutional priorities for development. The level of teaching staff provision (ratio of students per full-time staff member) is adequate for the programs offered. Teaching loads are equal across the institution, taking into account the nature of teaching requirements in different fields of study.



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At Biznesi College Branch Prizren, the level of teaching staff provision is adequate for all programs offered, so the ratio of students per full-time academic staff member is lower than 20 students for a regular teacher. Teaching loads are the same across the institution, taking into account the nature of teaching requirements in different fields of study.

All personnel employed at the College (academic, scientific, administrative) have the relevant qualifications so that they are able to effectively manage educational, scientific, research, creative activities and administrative processes. Biznesi College Branch Prizren has complied with Administrative Instruction No. 15/2018 dated 29.08.2019, Article 5.3.4, which stipulates that for each program, there should be at least three professors with the title of doctor of science (PhD) - (Dr) of the relevant field, while it applied at KAA, and in this case the Board of the Kosovo Accreditation Agency in its regular meeting approved the full time academic staff.

The evaluation of the performance of the regular and part-time academic staff in BIZNESI College in Branch Prizren based on Manual for performance assessment of teachers, study program and the College is carried out twice a year, respectively at the end of each semester, before the exam term.

Criteria and processes for performance appraisal have been clearly specified and made known in advance to all employees. The evaluation of the academic staff is done at least through self-assessment, evaluation by students, colleagues and superiors and takes place on a formal basis once a year. The evaluation results are made public.

The extent to which staff are involved in professional development to improve the quality of their work is monitored. Teaching staff are encouraged to develop strategies for improving their teaching and to keep a track record of assessments and improvement strategies. Strategies include improving the quality of teaching materials and teaching methods.

The College has a clear plan for all professional staff development, a structured approach to identifying such needs, and identifies the right resources for its implementation. Page 160 of 209 160 All staff are given appropriate and fair opportunities for personal and career development, with special assistance for those facing difficulties.

Compliance level: Fully compliant

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ET recommendations: NA

2.9. Student administration and support services

According to SER currently there is only one Bachelors program in Business College branch of Prizren. The student's recruitment in the given program is conducted in accordance to the Kosovo legislations rules. Namely, the Low of Higher Education in Kosovo describes the selection criteria together with the procedures that are mandatory for all Higher Educational Institutions. Applicants must be at least 18 years old and have successfully finished the High School. In case of getting education on the previous study level outside Kosovo, the applicant needs to present the document prepared by the Ministry of Education of Kosovo confirming that the relevant level is achieved.

The detailed information regarding the existing procedures is given on the web-page of college, together with the detailed description of the courses and syllabuses. In addition to this, the information regarding the tuition fees is also available for broader society, together with the types of scholarships and requirements to meet in order to get one. The web-page also lists the international cooperation activities, under which the Erasmus Plus mobilities and bilateral collaborations are described. This can be seen as a good practice to promote those possibilities within the students.

The Business College branch in Prizren is hosting the orientation week usually in the beginning of each academic year. The expert team double checked with students and they confirmed to have the experience of attending such events. As it was described during the orientation week the college administration together with the academic staff are meeting students and explain all aspects of teaching and learning. In addition to this, the college has created Students' Manual, that describes different aspects of administrative tasks, as well as list some advices for students. The manual highlights some information regarding the Code of Ethics, Academic Misconduct and other issues. As it was found out during the interviews, students are actively using the manual as it allocates all major information.

According to the self-evaluation report there are three types of the scholarships for students. Either 15% or 10% discount on the tuition fees or the full scholarship based on the learning achievements. However, the web-page describes slightly different information. As it is seen there is also a scholarship for students coming from the families affected by the war. The student's manual also mentions scholarship availability but does not describe the selection criteria. The expert team double checked during the interviews if students had information



regarding this issue, as it turned out although the students were informed that in general, they could have a scholarship, but none of them benefited from it, thus they did not know the details.

The expert team recommends the college reviews the web-page together with the student's manual and synchronize the information about the scholarship, with a detailed description of the selection criteria.

As it was explained during the interviews the study information system is being implemented in collage to manage all the data related to students learning outcomes and other administrative issues. Having accounts in the above-mentioned system, the students are able to see the schedule of the classes, as well as the grades. In addition to this representative from quality assurance office confirmed that they are planning to actively use the same system for surveys their office is conducting.

According to the submitted documents there is a student's manual specially designed for students at the Business College branch in Prizren. This manual covers all the required information that might be helpful for students. However, the official Handbook that is given on the college's web-page is different form this manual. The handbook gives only general information about the college, the topics like admission, financial aspects, appeals procedure are not given in the handbook that is currently available on the web-page. **The expert team recommends the college re-design the handbook which is accessible via the web-page, adding more information relevant to the accreditation standard's requirement.**

The interviews with the students confirmed that they are familiar with the appeals procedure existing at the college. As per their description, once the grades are known for students, they have two days to address either to the faculty administration or directly to professor. Later the specially assigned commission will conduct the remake of the exam. The expert team checked the students' manual as well as the college web-page but unfortunately none of them covered any information regarding the appeals procedures. Even the academic staff confirmed to have such regulation it seems it is not disseminated on the web-pages, thus **the expert team recommends the detailed description of the appeals procedure is published on the web-page, as well as included in student's manual.**

According to SER, currently the college is subscribed to text matching software to detect the plagiarism. The expert team addressed with few questions both students and faculty members to double check how this mechanism were working. As it was described the plagiarism detection software is being used and students are familiar with the principles of the academic integrity. However, it was mentioned that due to the study program specification in some courses the writing assignments are not given that often.



According to the submitted documents the college has developed formal plans, to provide, evaluate and improve the variety of student support services. The quality assurance office manages the student's satisfaction surveys. In each semester they evaluate the service they are getting and any other infrastructural issue. The college is considering the outcomes of the student's surveys to further enhance the existing services. In addition to this, students confirmed to getting proper support to connect the employers locally. The person responsible for the career development is using emails to inform the students about the different internships and from time to time, the college is hosting job fairs. As the college is branch, sometimes the information is forwarded from the central – Prishtina campus as well. Besides, there are quite a big list of the extra curriculum activities that are organized for students. Chess and futsal tournaments are mostly popular among students, in addition to this the excursions are being arranged once in a semester. This can be seen as good practice to further support students with different social events/activities.

Compliance level: Substantially compliant

ET recommendations:

1. It is recommended the college reviews the web-page together with the student's manual and synchronize the information about the scholarship, with a detailed description of the selection criteria.
2. It is recommended the college redesign the handbook which is accessible via the web-page, adding more information relevant to the accreditation standard's requirement.
3. It is recommended the detailed description of the appeals procedure is published on the web-page, as well as included in student's manual/handbook.

2.10. Learning resources and facilities

*(Insert all comments or observations, commendations and suggestions relating to this general area and its allocated standards, as specified in the KAA Accreditation manual. Consideration should be given to the adequacy of processes and results achieved in each of the standards.)
(Minimum 1000 words)*

According to the SER the Business College branch in Prizren is spending a defined amount each year to purchase the equipment and library resources needed for teaching and learning process. The request to renew the literature or other informational resources comes from the



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teaching staff. As state during the interviews, at least once in a year the collections are updated with some new titles. In addition to this, the library is also offering interlibrary loan and provides some resources either from the national library or from the central college.

In total there are 12 classrooms in the building, out of which eight is used for lectures while four is mostly devoted to seminars. In addition to this, there is a separate room for computer lab and a library reading hall. Administrative offices such as student services, quality assurance and faculty administration are also in the same building. The classrooms are equipped with computers and projectors with in total 35 PC and 16 projectors.

Having only one study program in the college the library collections are relatively small. It contains up to 350 titles of books and 45 periodic journals. The majority of the resources are in Albanian language, however there are some quite a big collection of resources into English. The majority of the resources are textbooks, those used within the teaching and learning. The expert team asked students if they were borrowing the books from the library and it was confirmed that students are using library actively.

It was mentioned in SER that the academic databases are accessible for students in Prizren branch. The expert team double checked this during the interviews with the students. As the responses indicate students do not have information about any academic database that is accessible, moreover they could not remember any occasion when the library hosted an information session about this. In addition to this, the expert team checked the college web-page which indicates list of open access databases and resources. The library section provides a brief information about the printed resources that are accessible at the college. Although this current study program is a Bachelor's one and the research component might not be that strong, **the expert team recommends the awareness about the academic databases to be increased, to further enhance the quality of teaching and learning.**

The library itself has a repository for the printed book and a reading hall equipped with appropriate infrastructure. There is a printed alphabetic catalogue for readers to find a resource and a library staff member who has certain hours to provide support to students. However, the library does not have an extended working hour and the information is not available on the web-page, moreover it was determined, students did not have sufficient information regarding the library services and working hours, they do confirm that they were borrowing some books but this was the only service that reflected to. **The expert team recommends the library to be open for extended working hours and the information about the library services to be effectively communicated with students and other stakeholders.**



The library is using the system that tracks the borrowed literature and in case of delays the notification is sent to students. The security systems are arranged in a way that the risk of the loss of the library item is minimized.

According to submitted documents the building and other infrastructure of the college is continually monitored and formally assessed. The assessment is done through the surveys by both students and faculty members. As mentioned during the interviews, whenever there is some problem or challenge the faculty administration is open to meet and listen all the stakeholders to further improve the environment of the college. In addition to this, as stated by the college administration the building meets all the requirements that can be needed for people with special needs. The expert team asked if they had such kind of necessity in the recent years, as it turned out they have not had a case of student with special needs.

As per the inter college regulations the inventory is done once in while meaning that all the equipment that are in a use either by students or academic and administrative staff are being listed and monitored. Although all the classrooms and other spaces are pre-arranged sometimes some modifications might take place, to better meet the needs of stakeholders.

As it was determined during the site visit there is a person responsible for the information technology infrastructure in the college in Prizren. This person checks and evaluates whether all computer systems and other equipment is working properly. He also provides support to students and professors in using different hardware or software. In addition to this the same person is conducting trainings for mostly academic staff in topics related to information and communication technologies. As it was explained during by academic staff, this support was extremely helpful during the pandemic, when due to restrictions the studies were converted to Emergency Distance Teaching mode.

During the interviews with students and alumni the expert team tried to get more information whether they were satisfied with the infrastructure in general they had in the college and if they would recommend the same study program to their pairs. As it turned out the majority of the students, as well as alumni said that they were quite satisfied with the college infrastructure, thus they would suggest others to choose the same college. However, they added that the spaces where the students can spend free time or work on group tasks needs to be renovated and enlarged. Some of them mentioned adding some coffee machines might be a good idea, while others underlined the sport facilities. Although all these can not be adapted at once, as this might be linked with the financial aspects, the expert team believes it would be beneficial that college considers students ideas and plan some changes and renovations accordingly. These changes can be seen as one additional reason having some influence on students' choice to get their education in the college.



Compliance level: Substantially compliant

ET recommendations:

- 1. It is recommended the awareness about the academic databases to be increased, to further enhance the quality of teaching and learning.*
- 2. It is recommended the library to be open for extended working hours and the information about the library services to be effectively communicated with students and other stakeholders.*

2.11. Institutional cooperation

The College has initiated institutional cooperation and internationalization policy that guides the institutional decisions and resource allocation in this area. The institution performed three projects in collaboration with international partners and also applied for another three this year. The College has numerous agreements and memoranda of understanding with partners and relevant international university organizations within the framework of institutional cooperation and through Erasmus Projects There are 25 MoUs signed by the college so far.

There has been mobility programs implemented under the Erasmus + and KA171, KA131 and a double-degree program is carried out. The IPB project, ICM is built on a larger project: Double degree. Thus, to obtain the diploma from IPB, students of the College of Business must spend one academic year at IPB and complete the Master's thesis of 3 to 5 course units.

Biznesi College - Prishtina establishes, cultivates and maintains relations with local and international partners, with employers who really represent the best advisors of the institution for the fulfillment of its institutional mission and objectives and with the local community. Relationships are established with local industries and employers to help delivery of programs. Regular contact is maintained with Biznesi College graduates and ALUMNI, keeping them informed about institutional developments, inviting their participation in activities and encouraging their support for new developments.

Compliance level: Substantially compliant



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ET recommendations:

- 1. Should provide support for cooperation with international higher education institutions, networks and organisations.*
- 2. Organise events for international visibility and outreach*

The panel decided to recommend to be re-accreditation for Busnesi College Prizren for 3 (Three years).

Expert Team

Chair

Prof.Dr. Olgun Cicek

14.03.2024

Member

Prof.Dr. Alan Brickwood

14.03.2024

Member

Giga Khositashvili

14.03.2024
