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Republika Kosova - Republic of Kosovo



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Agencija Kosova za Akreditaciju
Kosovo Accreditation Agency

***UNIVERSITY OF PRISHTINA “HASAN PRISHTINA”
FACULTY OF AGRICULTURE AND VETERINARY***

M.Sc. FOOD SCIENCE

REACCREDITATION

REPORT OF THE EXPERT TEAM



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March, 2024, PRISHTINA

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1. INTRODUCTION

1.1. Context

Date of site visit:

28.02.2024 on-site visit

Expert Team (ET) members:

- *Dr. Reiner Doluschitz*
- *Matej Drobic, Student Expert*
- *Dr. Joachim Müller*
- *Dr. Jasna Novak*
- *Jadranka Pelikan, Student Expert*
- *Dr. Kyriaki Zinoviadou*



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Coordinators from Kosovo Accreditation Agency (KAA):

- *Ilirjana Ademaj Ahmeti, KAA Officer*

Sources of information for the Report:

- *SER*
- *Syllabus*
- *Staff CVs*
- *Annexes*

Criteria used for program evaluation:

CL	Grade	Compliance level	%
A	1	Fully compliant	> 90
B	2	Substantially compliant	70-90
C	3	Partially compliant	30-70 ¹
D	4	Non-compliant	< 30
n.a.	-	not applicable	

¹ 30-60% according KAA Accreditation Manual, corrected to close the gap

Abbreviations

EHEA	European Higher Education Area
ET	Expert team
FAV	Faculty of Agriculture and Veterinary
HEI	Higher Education Institution
KAA	Kosovo Accreditation Agency
OFQA	Office for Quality Assurance
SER	Self-evaluation report
SWOT	Strength, Weaknesses, Opportunities, Threats
UP	University of Prishtina



1.2. Site visit schedule

Time	Meeting	Participants
09:00 – 10:00	Meeting with the management of the faculty where the program is integrated	
10:05 – 10:55	Meeting with quality assurance representatives and administrative staff	
11:00 – 12:00	Meeting with the heads of the study program Animal Production, BSc, 180 ECTS (room 1) Dr. Joachim Muller Matej Drobic	Muhamet Kamberi Alltane Kryeziu Skender Muji
11:00 – 12:00	Meeting with the heads of the study program Agriculture and Food Economics, MSc, 120 ECTS (room 2) Dr. Reiner Doluschitz	Iliriana Miftari Njazi Bytyqi
11:00 – 12:00	Meeting with the heads of the study program Food Technology and Biotechnology, BSc, 180 ECTS (room 3) Dr. Jasna Novak	Xhavit Ramadani Salih Salihu Driton Sylejmani
11:00 – 12:00	Meeting with the heads of the study program Food Science, MSc, 120 ECTS (room 4) Dr. Kyriaki Zinoviadou Jadranka Pelikan	Arbenita Hasani-Rexhepi Rreze Gecaj
12:00 – 13:00	Lunch break	
13:00 – 13:50	Visiting Facilities	
13:50 – 14:50	Meeting with teaching staff	
14:50 – 15:40	Meeting with students	
15:45 – 16:35	Meeting with graduates	
16:40 – 17:30	Meeting with employers of graduates and external stakeholders	
17:30 – 17:40	Internal meeting of KAA staff and experts	
17:40 – 17:50	Closing meeting with the management of the faculty and program	

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

The Faculty of Agriculture was founded on August 26, 1973. The aim of this foundation has been the faster development of the agricultural sector in Kosovo by graduating well educated people with superior qualifications in agriculture. By decision of the Senate of University in Prishtina in 1996, the veterinary section was established with the aim of educating professionals in veterinary medicine that would serve animal health, food industry, food security and food safety in general. In 2001, the Senate of the University of Prishtina (UP)



approved curricula based on the Bologna Declaration for Bachelor Degree. In 2006 the Faculty Council and its academic staff pro-posed expanding the Faculty of Agriculture to the Faculty of Agriculture and Veterinary (FAV). The proposal became approved by the Senate of the UP and subsequently the Minister of Education, Science and Technology issued an amending Decision no. 883/01-B, on December 2006. The building of Faculty of Agriculture and Veterinary is located in the suburb area of Pristina, Fushë-Kosovo road, close to the high school for Agriculture and Economics. Classes are currently being temporarily relocated to the building of a secondary school, as the former building is being converted for other purposes and the new building is not yet ready for occupancy. In 2023 a total of 2239 students (BSc and MSc) graduated according to the report of the Student Services of FAV. Fifty docents and teaching assistants are employed on full time basis, supported by 38 additional academic staff members from other faculties within University of Prishtina and other public universities of Kosovo.

The student numbers of the programs under evaluation are marked in bold in the following Tables.

The number of active students at the Bachelor's level in all program of FAV

No.	Study Program	2020/2021	2021/2022	2022/2023
1	Business Management in Zootechny (Bsc)	41	20	8
2	Animal Production (Bsc)	0	5	6
3	Plant Production (Bsc)	324	200	179
4	Agriculture Economy (Bsc)	379	266	209
5	Food Technology with Biotechnology (Bsc)	394	366	325
6	Veterinary medicine	205	187	147
	Total	1340	1044	874

Number of active students at the Master's level in all programs of FAV

No.	Study Program	2020/2021	2021/2022	2022/2023
1	Applied Animal Science (Msc)	40	42	37
2	Food Science (Msc)	77	100	82



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3	Field Crop and Vegetables (Msc)	40	0	0
4	Plant Science (Msc)	0	0	24
5	Orchards – Vinikulture(Msc)	47	36	31
6	Plant Protection – Phytomedicine (Msc)	37	41	38
7	Agriculture and Food Economy (Msc)	69	50	61
8	Urban Agriculture (Msc)	0	15	24
	Total	310	284	297

The program under evaluation for reaccreditation is a 2-year M.Sc. study program with 120 ECTS that has started in the academic year 2018/2019. This program enables students to gain an advanced knowledge base and practices in the field of Food Science (FS). The number of students for 2022-2023 was 82.

2. PROGRAM EVALUATION

2.1. Mission, objectives and administration

1 Mission, objectives and administration	CL
<p><i>Standard 1.1. The study program mission is in compliance with the overall mission statement of the institution.</i></p> <p>The missions the study program in line with the missions of FAVand UP as stated in the SER.</p>	A
<p><i>Standard 1.2. Relevant academic and professional advice is considered when defining the intended learning outcomes which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area.</i></p> <p>The program is structured according Bologna Declaration on vocational education and training in terms of duration (2 years) and work load (120 ECTS). This program is based on the National Qualifications Framework which includes the preparation of students for such study levels, specializing in the field of Food Science. Also, this field of study is in line with Erasmus Subject Area Codes (ESAC) points; 01.3.</p>	A



<p><i>Standard 1.3. The study program has a well-defined overarching didactic and research concept.</i></p> <p>The SER claims that the program has a clearly defined didactic and research-related concept, but the SER fails to make this overarching concept explicit.</p>	C
<p><i>Standard 1.4. There are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. These are made publicly available to all staff and students.</i></p> <p>Formal policies, guidelines and regulations are established and referenced in the SER.</p>	A
<p><i>Standard 1.5. All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.</i></p> <p>University statutes and a Code of Ethics are in place and referenced in the SER. The ET trusts that staff and students are acting accordingly.</p>	A
<p><i>Standard 1.6. All policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the program are reviewed at least once every two years and amended as required in the light of changing circumstances.</i></p> <p>It is claimed in the SER that ‘Policies that include regulations and other legal acts related to the study program and other study programs are monitored by the appropriate faculty and university mechanisms’, however, there is no fixed schedule for a regular review.</p>	B
Overall	B

Compliance level: Substantially compliant

ET recommendations:

- 1. A well-defined overarching didactic and research concept for the study program should be explicitly described in the next SER*



2.2. Quality management

2 Quality management	CL
<p><i>Standard 2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.</i></p> <p>The SER states that The Department of Food Technology with Biotechnology holds regular meetings at certain times each semester and each academic staff reports to the department on the progress of implementing the topics of the course syllabus and when the need arises, discussing topics related to the academic work of the department.</p> <p>An example of the teaching staff questionnaire should be presented to the ET.</p>	A
<p><i>Standard 2.2. Evaluation processes and planning for improvement are integrated into normal planning processes.</i></p> <p>The FAV has established an Office for Quality Assurance (OFQA) for structured improvement procedures in line with the legal framework such as the Law on Higher Education, the Administrative Instruction on the Accreditation of Higher Education Institutions in Kosovo and the European Standards and Guidelines (ESG).</p> <p>There is an assessment procedure on course level based on electronic questionnaires that students are required to complete as a prerequisite for taking the exam. Teaching staff has access to the results, gives feedback to the students and improves the courses accordingly. The dean intervenes in problem cases. A further element of the evaluation process is the self-evaluation of teaching staff members.</p> <p>An example of the students' questionnaire should be provided to the ET.</p>	A
<p><i>Standard 2.3. Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.</i></p> <p>The SER states that the department continuously supports quality development through program planning, but it fails to described how this is done.</p>	B



<p>At the meeting with the OFQA, it emerged that the office has only one full-time staff member at UP level, who is supported by teaching staff at FAV level who carry out this task as a limited additional activity beside teaching. The performance capacity of quality assurance is limited accordingly.</p>	
<p><i>Standard 2.4. Quality evaluations provide an overview of quality issues for the overall program as well as of different components within it; the evaluations consider inputs, processes and outputs, with particular attention given to learning outcomes for students.</i></p> <p>The SER states that the output of quality evaluations is constantly integrated. No specific information is provided how learning outcomes of students is given attention.</p>	B
<p><i>Standard 2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.</i></p> <p>Although it is stated that the the Food Technology with biotechnology department in each reaccreditation has achieved its objectives and has respected the suggestions of international quality assurance experts there are no examples presented. It would be beneficial t include a few examples in the SER</p>	B
<p><i>Standard 2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.</i></p> <p>Survey data from students and teaching staff members are systematically collected by questionnaires (s. Standard 2.1, 2.2). Feedback of employers is collected in meetings with the Advisory Board. However, results are neither publicly available nor presented to the ET.</p>	B
<p><i>Standard 2.7. Results of the internal quality assurance system are taken into account for further development of the study program. This includes evaluation results, investigation of the student workload, academic success and employment of graduates.</i></p> <p>The SER states that FAV provides an annual internal self-evaluation report through the collection of information from the staff in relation to quality in teaching, learning,</p>	A



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<p>student engagement in practical teaching, seminar work, extra-curricular learning, and participation in mobility. The discussions with graduates and employers during the on-site visit showed that the study programs are well matched to the labour market. Further information on the employability of the graduates should be provided.</p>	
<p><i>Standard 2.8. The institution ensures that reports on the overall quality of the program are prepared periodically (eg. every three years) for consideration within the institution indicating its strengths and weaknesses.</i></p> <p>Annual self-evaluation reports are prepared by FAV (s. Standard 2.7). SWOT analysis is included in the SERs.</p>	A
<p><i>Standard 2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved.</i></p> <p>The quality assurance processes are regularly evaluated by the KAA and updated according to KAA requirements. The ET trusts that the OFQA is monitored by the UP management.</p>	A
Overall	B

Compliance level: Substantially compliant

ET recommendations:

1. *Reports of surveys and evaluations should be exemplarily provided as documents in Appendix of the SER. In case public reports are expected by KAA standards, a link to the respective institution website has to be provided.*
2. *Quality parameters of the study program such as number of applications, enrolment, retention rate, number of withdrawals, completion rate, duration of the study and grade overview should be included into the QA mechanism and also provided in the SER.*
3. *Aggregated results of the course evaluations should be provided to the teaching staff, the FAV management and included in the SER*
4. *Office for Quality Assurance should be better staffed on UP and FAV level*



2.3. Academic staff

Academic staff	CL
<p><i>Standard 3.1. Candidates for employment are provided with full position descriptions and conditions of employment. To be presented in tabular form data about full time (FT) and part time (PT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contract, workload for teaching, exams, consulting, administrative activities, research, etc. for the study program under evaluation.</i></p> <p>SER contains Table 4. entitled <i>List of permanent academic staff at the Faculty of Agriculture and Veterinary</i> (either with unlimited or temporary contracts). As a supportive document the CVs of the 15 professors, all with the title of PhD, were submitted. In addition, SER points out that the professor's workload and engagement are presented in the course syllabus. However, the same table should be supported by teaching and research workload as well as the duration of the contract. During the session meetings teaching staff reported that regular competition procedures become applied, including provision of full position descriptions and conditions of employment.</p>	B
<p><i>Standard 3.2. The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation.</i></p> <p>As stated in SER, each representative of the teaching staff complies with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation. This is also documented online through the online staff form available by KAA for those teaching staff members, engaged at the MSc study programs.</p>	A
<p><i>Standard 3.3. Academic staff do not cover, within an academic year, more than two teaching positions (one full-time, one part-time), regardless of the educational institution where they carry out their activity.</i></p>	A



<p>According to SER academic staff has a primary job lecturing at the Faculty of Agriculture and Veterinary. This was confirmed during the meeting session dedicated to teaching staff and as stated by SER can be verified through the online staff form available by KAA.</p>	
<p><i>Standard 3.4. At least 50% of the academic staff in the study program are full time employees, and account for at least 50% of the classes of the study program.</i></p> <p>According to SER, significantly more than 50% of the academic staff of the study program are full-time employees and perform for more than 50% of the classes of the study program.</p>	A
<p><i>Standard 3.5. For each student group (defined by the statute of the institution) and for every 60 ECTS credits in the study program, the institution has employed at least one full time staff with PhD title or equivalent title in the case of artistic/applied science institutions.</i></p> <p>The SER states that the criteria of Standard 3.5 are met as at the Department of FTBT there are currently 4 Doctors of Science (<i>Dr. Sc.</i>), from the field of food technology, and 18 Doctors of Science are with regular full-time contracts. Table 5., with the names of four members of the Department of FTBT is provided in SER, however, their role in the terms of responsibility should be indicated.</p>	B
<p><i>Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.</i></p> <p>The SER states that the professional development of teaching staff members is continuously supported through mobilities and participation at different conferences without providing details regarding the organization of specific events. Teaching staff members participated in various trainings as presented in their CVs in the Appendix. During the session meeting, teaching staff members mentioned workshops organized by the Centre for Excellence in Teaching of the University of Prishtina as well as the collaboration with Iowa University. SER highlights the increase in the budget of financed projects, and ET highly recommends that this trend continues in the future. The evidence of trainings i.e. certificates (time, place, organisation details) should be presented in future evaluations for each member of academic staff who attended the education, as presented in the CV.</p>	B



<p><i>Standard 3.7. The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service.</i></p> <p>The SER states that the teaching staff is engaged in student consultations and community service. This was also confirmed during the site visit meeting.</p>	A
<p><i>Standard 3.8. Academic staff evaluation is conducted regularly at least through self-evaluation, students, peer and superiors' evaluations, and occur on a formal basis at least once each year. The results of the evaluation are made publicly available</i></p> <p>According to SER, academic staff evaluation assessments, and evaluations of students, peers, and superiors are carried out every year through the established SEMS platform, however, examples of questionnaire analysis are not provided, except for a certain analysis of questionnaire in Albanian related to module and teaching staff evaluation by students. No other information regarding peer and supervisor evaluations is discussed in SER. SER states that the results are visible to the faculty management but are not made publicly available.</p>	B
<p><i>Standard 3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.</i></p> <p>The strategy and procedures for improving the quality of teaching and learning materials are not presented in the SER.</p>	C
<p><i>Standard 3.10. Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers.</i></p> <p>No Information is presented in the SER</p>	B
Overall	B

Compliance level: Substantially compliant

ET recommendations:

1. Tabular form data besides declaring full time (FT) and part time (PT) academic/ artistic staff, name, qualification, academic title should also include duration of



official (valid) contract, workload for teaching, exams, consulting, administrative activities, research, etc. for the study program under evaluation should be presented as required by KAA standard.

2. *Specific budget allocation to additional professional development of teaching staff is recommended*
3. *Intensified exchange with comparable programs in international level is recommended*

2.4. Educational process content

4 Educational process content	CL
<p><i>Standard 4.1. The study program is modelled on qualification objectives. These include subject-related and interdisciplinary aspects as well as the acquisition of disciplinary, methodological and generic skills and competencies. The aspects refer especially to academic or artistic competencies, to the capability of taking up adequate employment, contributing to the civil society and of developing the students' personality.</i></p> <p>The Learning outcomes of the program are clearly stated and indeed include different subject-related and interdisciplinary aspects. Additionally, the study program has clearly employment-oriented qualification objectives.</p>	A
<p><i>Standard 4.2. The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The individual components of the program are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning.</i></p> <p>As mentioned in the SER the study program is in compliance with the European Qualifications Framework for Higher Education Area and the National Qualifications Framework, according to which this study program belongs to its 7th level, which</p>	A



includes the preparation of students for such levels of study. Also, this field of study is also in compliance with Erasmus Subject Area Codes (ESAC) points 01.3.	
<p><i>Standard 4.3. The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.</i></p> <p>The learning outcomes of the program are clearly provided in the SER. The structure of the program and the order of the courses are in certain cases confusing. For example it would be more beneficial to move the course Structural properties of food to the first semester and the one in Sensory evaluation in the second since it is required to have a solid background in food structuring in order to grasp the impact that these properties have in sensory analysis. Moreover the presence of a course in ‘Technology of meat and meat products II’ is not valid since part I is not offered in the MSc level. It could be renamed to ‘Advanced topics in Technology of meat and meat products’. In that respect the titles and the order of the courses should be revised.</p>	B
<p><i>Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline’s objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students’ assessment system, the minimal bibliography, etc. The full course description/ syllabuses of each subject/ module should be attached only in electronic form to the self-assessment report for the study program under evaluation.</i></p> <p>All required course information is provided in a well-arranged format in the syllabus found in Annex of the SER, comprising course objectives, learning outcomes, thematic content, teaching methods, students’ assessment system and bibliography. However, the format of the descriptors is not homogeneous. The number of the learning objectives for each course of 5 ECTS should range between 4-6. More importantly the verbs that are used are not always appropriate for level 7. In Level 7 students are expected to develop analytical skills and critical thinking so the use of verbs such as describe, list etc should be avoided.</p>	B



<p><i>Standard 4.5. If the language of instruction is other than Albanian, actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program.</i></p> <p>The official language of instruction is Albanian. However, it is mentioned in the SER that for interested students courses in English can be provided as well. Based on our visit, it seems that this can only be applied for the dissertation since not all faculty and students are proficient in the use of English</p>	B
<p><i>Standard 4.6. The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development.</i></p> <p>In the SER it is mentioned that learning outcomes are described in the syllabi of the courses and they are applied throughout the semester. Moreover, the obligations of students and professors are discussed continuously, thus fulfilling the ongoing assessment. Indeed, the visit allowed us to see the continuous support of the teaching team to the students</p>	A
<p><i>Standard 4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.</i></p> <p>As described in the provided syllabus a variety of assessment methods are used and they are well defined.</p>	A
<p><i>Standard 4.8. Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.</i></p> <p>As stated in the SER Evaluation mechanisms are based on the Bologna Charter. and the communication with students in done via the SEMS platform.</p>	A



<p><i>Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.</i></p> <p>A stated in the SER the student grading system is determined on the basis of Article 109 of the Statute of the University "Hasan Prishtina" and is offered in this form: 10 and 9 (excellent); 8 (very good); 7 (good); 6 (enough); 5 (insufficient). The workload required to achieve a passing grade is consistent, as grades in this study program are evaluated and are built throughout the semester and as such are applied within subject syllabi.</p>	A
<p><i>Standard 4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or inconsistently assessed.</i></p> <p>The SER describes the procedure of repeating failed exams and refers to Section 115 of the Statute of the University of Pristina. However, since standard 4.10 also refers to the approved procedures that students should follow when they want to appeal to inadequate or inconsistent assessment the SER should refer to Section 114 as well.</p>	B
<p><i>Standard 4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated ETCS credits and the work of the students at the practical training organisations is monitored through activity reports; students during practice stages have assigned tutors among the academic staff in the study program.</i></p> <p>In this program the internship is an elective course and is awarded with 5 ECTS. Upon completion the students should submit a report.</p>	B
<p><i>Standard 4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units.</i></p>	A



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As stated in the SER in order to facilitate the phases of the practice, the Faculty of Agriculture and Veterinary has signed a cooperation agreement or Memorandum of Understanding with Agribusiness Private Companies. This is an excellent practice and the list provided is lengthy to support the existing number of students.	
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Overall: B	
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Compliance level: Substantially compliant

ET Recommendations:

- *Revision of course descriptors regarding the titles, the number and the levelness of learning outcomes. It is suggested to use the BLOOM taxonomy in order to use the appropriate wording for level 7.*
- *Presentation of the bibliography in a consistent form and addition of the DOI number to the readings.*
- *Increase of the number of ECTS for the Practical work/Internship course to a minimum of 12 instead of 5. Additionally, there should be official and direct involvement of an Academic supervisor to the project in order to reassure the standards that are required for a level 7 student are met.*
- *Since nowadays the use of AI is increasing it is recommended to increase the number of oral presentation as a means of assessment in order to enhance students soft skills and critical thinking as well as to indirectly evaluate the originality of the work.*



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Chapter 5: Students	CL
<p><i>Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organising students' recruitment. Admission requirements are consistently and fairly applied for all students.</i></p> <p>According to the SER (p.38) there is a public announcement for admission contest published through national media and on the University's web site. The FAV follows the UP regulations and procedures developed according to the Law on Higher Education in Kosovo (2011). The Regulation for Master Studies (2022) Article 3 defines that the selection of the candidates is based on the public call criteria, respectively while the preliminary list is made public on the web sites of the academic units. The same Article defines the complaint procedure for dissatisfied candidates.</p>	A
<p><i>Standard 5.2. All students enrolled in the study program possess a high school graduation diploma or other equivalent document of study, according to MEST requirements.</i></p> <p>Conditions for application and registration in studies are proscribed in the Regulation for Master Studies (2022) Article 3 at the UP level states that all the candidates who have completed the basic studies (bachelor) with credit 240 ECTS (four years of study) have the right to apply for the master level studies. The public call for new academic year enrolment contains this obligatory condition which is confirmed visiting the UP's web site.</p>	A
<p><i>Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process.</i></p> <p>The previous Re-accreditation Expert Team's Report approved the MSc study programme of Food Science with no more than 40 students' enrolments in 1st year. The Table 11 of the SER (p. 38) presents number of registered students at MSc level</p>	B



<p>in five FAV's study programmes. The total number of the students enrolled to both study years in the past three years of the MSC Food Technology is 2020/21:77; 2021/22: 100; 2022/23: 82.</p> <p>The FAV with the SER (p.40) applies for 30 new enrolments while the First page of the SER contains information of 20 current places for MSc enrolment.</p> <p>There is no information on the dropout rate.</p> <p>The building and the laboratories are not in good condition and assumably can not accommodate large groups of students.</p>	
<p><i>Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.</i></p> <p>According to the Statute of the UP (2022) Article 110: Examinations shall serve as the regular mode of evaluation of knowledge. The procedure of delivery of an examination is defined by the study program. The mode of determining the knowledge and passing the exam shall be defined by the course syllabus.</p> <p>The study programme syllabi have defined fashion of examination.</p> <p>The SER (p.38) claims that the students can participate in the exams three times per academic year. The feedback is provided soon after the exams. The assistance is in a form of consultation meetings with the teachers available twice per week, yet there is no record about it. There is available mechanism for complaints. In case of dissatisfaction students can take exam in front of a special commission.</p>	A
<p><i>Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record.</i></p> <p>The UP Statute, Article 231 defines: the General Secretary of the UP keeps the records of the following: applicants for admission; students enrolled for all programs of study and scientific research; graduates; staff under contract; property; financial accounts; research, artistic, and consultancy projects; commercial contracts; academic work performance reports; evaluations; other matters as required by the Steering Council, the Rector, or the Senate. Article 4 of the Regulation for Master studies UP proscribes that the master studies end with the completion - public defense of the work and the student receives the diploma with 120 ECTS.</p>	A
<p><i>Standard 5.6. Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations.</i></p> <p>The Regulation of the Master studies of the UP, Art.16 States that the student who fails to complete their studies in the study program may apply to the Faculty for an additional exam.</p>	A



<p>The support mentioned as flexible treatment of students in special situations is three examinations period (SER, p. 38-39), while the Regulation nor any other document does not contain other types of special conditions except for the exams.</p> <p>The ET considers that UP should improve its strategy into support students in special situations. No records have been provided on how often students apply, for what reason and what is the percentage of the approval. It is possible that there is a non-formal procedure in application for individual cases, but there is no evidence about it.</p>	
<p><i>Standard 5.7. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators.</i></p> <p>According to the information provided, there are processes in place to collect and analyse data referring to the student progression and drop-out rates. The institution collects also data on students' satisfaction with their programmes, the learning resources, and administration and support services.</p> <p>The ET considers that the FAV and the study program will continue the process and provide the evidences about student performance monitoring implementation.</p>	B
<p><i>Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original.</i></p> <p>The UP established different regulations to deal with academic misconduct, including plagiarism and other forms of cheating. In March 2021, the University adopted the Regulation on the procedure and disciplinary phases against students' misbehaviour that is, among other things, the ground for the plagiarism monitoring and prevention. There are no clear evidence of anti-plagiarism check system of the students works. The supervisors and the Committee in front of whom the student defends their thesis are the only control mechanism against plagiarism in the students' texts. After the successful defend of their thesis it is uploaded to the UP website and through the SEMS, which is a step closer to combat against plagiarism. In that way, at least, the thesis will be more likely original when exposed to the public eye.</p> <p>The SER (p.39) poorly addresses this issue.</p>	C
<p><i>Standard 5.9. Students' rights and obligations are made publicly available, promoted to all those concerned and enforced equitably; these will include the right to academic appeals.</i></p> <p>The Statute of the University of Prishtina (Article 145) defines clearly student rights and obligations. The document is publicly available.</p>	A



<p>The evaluation process has confirmed the presence of information, outside the documents supplied in advance of the visit, that demonstrate institution-wide arrangements for student admissions, rights of representation, student's transfer, student feedback via 'satisfaction surveys', complaint procedures and similar. There is an established mechanism for students' rights ensured</p> <p>Based on the Statute, the Regulation and the Code of Ethics, the FAV continually shows the rights and obligations of the students. In certain situations, students also use the legal opportunity for academic appeals, respectively, to undergo a specific examination before the members of the commissions set by the academic unit. The rights and obligations of students are made available to the public, promoted to all interested parties, and applied equally; this will include the right to academic appeals. Student rights and obligations are publicly available and equally enforced. Regarding student complaints, there are two levels: the first level is FAV and the second level is UP. Both institutions comply with the Code of Ethics (2013) and the recently adopted Regulation on Procedures and disciplinary phases against student Misbehaviour (2021) presided over by the Ethics Council and the Disciplinary Committee. In addition, there is a student union that provides several services for gathering student rights, such as student elections for participation in decision-making processes, filing complaints, and the like. The union organizes elections of student representatives for participation in decision-making through participation in various committees of faculties and study programmes.</p> <p>The Expert team confirms the standard criterium is met.</p>	
<p><i>Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.</i></p> <p>Regarding the student mobility, the University Regulation on the student transfer and mobility in the University of Hasan Prishtina (2017) clearly describes available possibilities and procedures.</p> <p>According to the SER (P.39) The transfer of students between higher education institutions, faculties and study programs is regulated at university level, with Regulation 2/111 of 14.7.2017, which is public on the University web site.</p>	A
<p><i>Standard 5.11. Academic staff is available at sufficient scheduled times for consultation and advice to students. Adequate tutorial assistance is provided to ensure understanding and ability to apply learning.</i></p> <p>The SER (p.39) explicits that the academic staff publishes materials and information related to the teaching process also in the Electronic Management System for Students SEMS. During the interviews it has been confirmed that the academic staff is obligated to publish the consultation schedule at least twice a week. However, these</p>	B



consultations are going on daily and the number of students requesting a meeting is relatively large. There is no data about consultation hours. The mentoring system peer-to-peer does not exist.	
Overall	B

Compliance level: Substantially compliant

ET recommendations:

- 1. The SER should contain sufficient and specific data for assessment of the study programme according to the standards. The SER lacks Key Performance Indicators (KPIs) such as number of student enrolment to each year, number of graduates per academic year, retention rates, number of dropouts, average duration of the studying, mobility participation and similar. For the next re-accreditation KPIs should be presented with clearly set threshold indicators and their achievement.*
- 2. The recommendation regarding high drop-out of the study programmes' students is for the Faculty to develop the support system that will reduce the unwillingness of the enrolled students to finish their study.*
- 3. Students don't have feedback on their comments in the student survey. The faculty should take the responsibility for disseminating the questionnaire results with the suggestions for the improvement.*

2.6.Research

6 Research	CL
<i>Standard 6.1. The study program has defined scientific/applied research objectives (on its own or as part of a research centre or interdisciplinary program), which are also reflected in the research development plan of the institution; sufficient financial, logistic and human resources are allocated for achieving the proposed research objectives.</i>	B



<p>In the SER research objectives are not explicitly defined. However, the Senate of the UP, considers the number of scientific articles in refereed international journals as a main criterion for the promotion of academic staff. During the visit, the academic staff were aware of the importance of research for the development of the FAV and their own career. Some funds are given by UP and the FAV for research. Greater efforts could still be made. As clearly stated in the SER Financial and logistical support for research in this program is lacking. However, the policies for promoting scientific research within the university are included within the Strategic Education Plan in Kosovo, the National Science Program in the Republic of Kosovo, the Strategy for scientific research and development, etc. In terms of finances, no clear responses were obtained for the next 3-5 years. The expectation is that academic budgets will remain at a similar level. The implementation of an institute would make it possible to have additional finance in conjunction with the partners.</p>	
<p><i>Standard 6.2. Expectations for teaching staff involvement in research and scholarly activities are clearly specified, and performance in relation to these expectations is considered in staff evaluation and promotion criteria.</i></p> <p>In the SER, it is stated that involvement of teaching staff in research activities and their performance in relation to academic promotion are specified in regulation no. 465, dated 02.03.2018 of the University of Prishtina "Hasan Prishtina" and Administrative Instruction 1/2018 of the Ministry of Education Science and Technology for the recognition of international publication platforms and journals. During the visit, the teaching staff clearly states to the ET that they were aware of the importance of research activities in their evaluation and promotion and consider that the mechanism is transparent. The teaching load appears for some of them a little high at the expense of the research.</p>	A
<p><i>Standard 6.3. Clear policies are established for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program.</i></p> <p>According to the SER “clear policies are specified in regulation no. 465, dated 03.02.2018 of the University of Prishtina "Hasan Prishtina" and Administrative</p>	A



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<p><i>Instruction 1/2018 of the Ministry of Education, Science and Technology for the recognition of platforms and international journals with peer review”.</i></p>	
<p><i>Standard 6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity.</i></p> <p>Track records of publications are included in academic staff CVs. It should be noted that due to the lack of data, such as the journal’s IF, it was hard for ET to evaluate the articles presented in the CVs of academic staff. It has been asked to classify the publications by impact factors IF: IF< 1, 1<IF<5; IF>5 to clarify the quality of the publications.</p>	A
<p><i>Standard 6.5. The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.</i></p> <p>The CVs of the academic staff satisfy this standard. They contain: articles, conferences, symposiums in the country and aboard. Several national and European contracts have been obtained. It is recommended to add the impact factor of the Journals as well as h-index the number of citations on the CVs of each Faculty member.</p>	B
<p><i>Standard 6.6. Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.</i></p> <p>FAV pays great attention to research activities for academic staff and students as stated in the SER. During the site visit, the ET learns that the FAV is the faculty with the greater number of publications at UP.</p>	A
<p><i>Standard 6.7. Each academic staff member and researcher has produced at least an average of one scientific/applied research publication or artistic outcome/product per year for the past three years.</i></p> <p>Based on the CVs, this standard is fulfilled by the majority of teaching staff</p>	B



<p><i>Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full time staff.</i></p> <p>Using PubMed and SCOPUS for random checks revealed that the scientific publications of the academic and research staff satisfy this standard.</p>	A
<p><i>Standard 6.9. Academic staff are encouraged to include in their teaching information about their research and scholarly activities that are relevant to courses they teach, together with other significant research developments in the field.</i></p> <p>In the SER it is claimed that this standard is fulfilled. The ET trusts that the teaching staff is including own research results and other recent research developments to update course contents.</p>	A
<p><i>Standard 6.10. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.</i></p> <p>The national legislation has been adopted by UP supporting this standard.</p>	A
<p><i>Standard 6.11. Students are engaged in research projects and other activities.</i></p> <p>During the site visit, the ET learns that it is mandatory that students are engaged in research projects.</p>	A
Overall	B

Compliance level: Substantially compliant

- 1. The faculty/PU should find additional funding to further boost research within the programme*
- 2. The presentation of publications must be improved to assess the quality of publications by indicating, for example, the impact factors.*
- 3. The faculty should pay special attention that all academic staff respect the criterion of an average of one publication per year*

2.7. Infrastructure and resources



In terms of infrastructure, FAV is in a critical, ongoing exceptional situation. Lectures are currently being temporarily relocated to the building of a mathematical secondary school, as the former building is being converted for other purposes and the new building is not ready for occupancy. Due to official safety requirements, modifications to the building are necessary. FAV expects the building to be completed and ready for occupation by September 2024. However, the ET cannot evaluate the standard on the basis of expected future conditions, but solely on the basis of the actual situation as it was found on February 28 and 29, 2024 during the site visit.

7 Infrastructure and resources	CL
<p><i>Standard 7.1. The adequate long-term implementation of the study program is ensured in quantitative terms as regards premises, human resources and equipment. At the same time, it is guaranteed that qualitative aspects are also taken into account.</i></p> <p><u>Premises (D)</u> The mathematical secondary school, which serves as emergency accommodation, does not fulfil completely the requirements of university teaching and research in terms of room layout and technical equipment. The staff is currently accommodated in temporary offices with two to four desks for two to four persons per room as it has been reported at the meetings during the on-site-visit. The laboratories are still at the former location not so far dislocated from the gymnasium. Furthermore, the laboratories are too small in general.</p> <p><u>Human resources (B)</u> Permanent teaching staff is available and accomplished by a high number of temporary staff members. The number of permanent staff members should be increased to ensure long-term continuity of the programs.</p> <p><u>Equipment (C)</u> In general, the laboratories have basic equipment that is suitable for training students. In some cases, state-of-the-art analysers are available, they were provided by international cooperation programs. A well-equipped computer room for PC-based practicals is available.</p>	C



<p><i>Standard 7.2. There is a financial plan at the level of the study program that would demonstrate the sustainability of the study program for the next minimum three years.</i></p> <p>The SER does not contain a financial plan at the level of the study program. Investment and financial budgets and policies are regulated at higher levels of the management at FAV and UP. A budget plan of FAV in the Annex is copied and pasted from an outdated SER. However, it is indicated in the SER and confirmed during the site visit that budget allocated is sufficient for delivering the study program.</p>	B
<p><i>Standard 7.3. The higher education institution must demonstrate with adequate documents (property deeds, lease contracts, inventories, invoices etc.) that, for the study program submitted for evaluation it possesses the following, for the next at least three years:</i></p> <p>a) <i>owned or rented spaces adequate for the educational process;</i> s. Standard 7.1 (Premises)</p> <p>b) <i>owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;</i> s. Standard 7.1 (Equipment)</p> <p>c) <i>adequate software for the disciplines of study included in the curriculum, with utilisation licence;</i></p> <p>The SER provides information about basic software usually used in higher education institutions.</p> <p>d) <i>library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.</i></p> <p>UP provides adequate and easily accessible support services through Central University Library with reading rooms and book stock according to the disciplines included in the curriculum. It is not confirmed yet whether FAV still has its own library and where this currently is accommodated. As mentioned by the students at the meetings, there are sufficient desk places in the library for concentrated learning.</p>	B
<p><i>Standard 7.4. The number of seats in the lecture rooms, seminar rooms and laboratories must be related to the study groups' size (series, groups, subgroups); the</i></p>	D



<p><i>applicative activities for the speciality disciplines included in the curricula are carried out in laboratories equipped with IT equipment.</i></p> <p>S. Standard 7.1</p>	
<p><i>Standard 7.5. The education institution's libraries must ensure, for each of the study programs:</i></p> <p><i>a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;</i></p> <p><i>b) a number of seats in the group work rooms corresponding to at least 10% of the total number of students in the study program;</i></p> <p><i>c) their own book stock from Albanian and foreign speciality literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or speciality courses of recognised publishers, from the last 10 years;</i></p> <p><i>d) a book stock within its own library with a sufficient number of books so as to cover the needs of all students in the cycle and year of study the respective discipline is provided for;</i></p> <p><i>e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.</i></p> <p>The library situation is only briefly addressed in the SER. The time scheduled for the site visit did not allow to verify the standard of the libraries. Furthermore, the ET does not see it as its task to verify the quality of the library according to the listed in-depth criteria. This would be a task for librarians.</p>	n.a.
<p><i>Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs.</i></p> <p>The buildings currently in use are not suitably adapted for students with physical disabilities. Learning resources for students with special needs are not available.</p>	D
<p>Overall</p>	D

Compliance level: Non-compliant



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ET recommendations:

1. *Infrastructure has to be improved in a sustainable way, particularly permanent buildings, rooms and laboratories.*
2. *A detailed budget has to be presented for the study program*
3. *Laboratory equipment has to be improved*
4. *Electronic access to scientific literature has to be provided comprehensively (databases like SCOPUS)*

3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

In conclusion, the Expert Team considers that the study program *M.Sc. Food Science* offered by the University of Prishtina “Hasan Prishtina”, Faculty of Agriculture and Veterinary is *substantially compliant* with Standards 1-6, but *non-compliant* with Standard 7 (Infrastructure and resources) as included in the *KAA Accreditation manual* and, therefore, recommends *not to accredit* the study program before the new premises are completed and occupied.

4. APPENDICES (if available)

1. A
2. B
3. C



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