

**PUBLIC UNIVERSITY “KADRI ZEKA” GJILAN
FACULTY OF ECONOMICS**

PROGRAM: MANAGEMENT AND ENTREPRENEURSHIP

REACCREDITATION

Level: Bachelor (BSc)

SELF-EVALUATION REPORT



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This self-assessment report (SER) was prepared by the Faculty of Economics, University of Gjilan, based on the request and instructions of the Kosovo Accreditation Agency.

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LIST OF ACRONYMS

| | |
|----------------|-----------------------------------------------------------------|
| <i>ECTS</i> | European Credit Transfer System |
| <i>QEE</i> | Project "Quality and Equality in Education" |
| <i>EQMF</i> | European Quality Management Foundation |
| <i>EHEA</i> | European Higher Education Area |
| <i>FQA</i> | Foreign Quality Assurance |
| <i>EQF</i> | European Qualifications Framework |
| <i>EQF</i> | European Standards and Guidelines |
| <i>HEI</i> | Institutions Higher Education Institutions |
| <i>IQA</i> | Internal Quality Assurance |
| <i>IQAS</i> | Internal Quality Assurance System |
| <i>IQAU FE</i> | Internal Quality Assurance Unit of the Faculty of Economics |
| <i>IOS</i> | International Organization for Standardization |
| <i>PKI</i> | Performance Key Indicators |
| <i>NQFK</i> | National Qualifications Framework of Kosovo |
| <i>PDCA</i> | Planning, Doing, Control, Action, |
| <i>QA</i> | Quality Assurance |
| <i>QFEHEA</i> | Qualifications Framework for the European Higher Education Area |
| <i>FE</i> | Faculty of Economics |
| <i>KFE</i> | Faculty of Economics Council |
| <i>SWOT</i> | Strengths, Weaknesses, Opportunities, Challenges |
| <i>UKZ</i> | University of Gjilan "Kadri Zeka" |
| <i>MEST</i> | Ministry of Education, Science, and Technology |

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1 INTRODUCTION

This self-evaluative report (hereinafter SER), has been prepared by the Faculty of Economics (hereinafter FE) of the Public University “KADRI ZEKA” Gjilan (hereinafter UKZ) based on the KAA Guidelines on preparing the SER for the academic unit. The purpose of this report is to prepare for the re-accreditation of the Management and Entrepreneurship program for the period 2020 - 2025 for bachelor studies.

UKZ, for further development of the teaching process is guided by the following documents:

1. Bologna Declaration;
2. Standards and Guidelines for Quality Assurance in the European Higher Education Area;
3. European Association for Quality Assurance in Higher Education (AEESC);
4. The Lisbon Convention;
5. Kosovo Law on Higher Education;
6. Provisional Statute of University “Kadri Zeka”;
7. Guidelines of Kosovo Accreditation Agency.

The study program in evaluation is in harmony with the following strategic documents:

- National Development Strategy 2016-2021;
- Kosovo Education Strategic Plan 2017-2021;
- UKZ Development Strategy and Action Plan 2017-2022;
- Labor market research in Kosovo (https://www.unsa.ba/sites/default/files/dodatak/2017-12/2016-higher-education-labour-market-balkans_en.pdf);
- Career Research of Alumni Students, 2019 (<https://www.uni-gjilan.net/wp-content/uploads/2017/06/Rezultatet-e-hulumtimit-me-alumin-shtator-2019.pdf>); <https://www.uni-gjilan.net/wp-content/uploads/2017/06/Propozimet-nga-hulumtimi-me-alumni-per-programe.pdf>).

Referring to these documents and research of the labor market in Kosovo, conducted by the European Commission but also meetings with the Industrial Board and in-depth discussions with them, it results that the greatest job opportunities for graduates are in business. It is evidenced that a high potential for employing graduates have shown small and medium-sized businesses.

On this basis and relying on the hard work and enthusiasm of its staff, the FE of UKZ presents this Self-Evaluation Report for the accreditation of the Management and Entrepreneurship study program as its orientation:

- i. for preparation of generations for the labor market, with particular emphasis on building entrepreneurial skills based on contemporary scientific achievements and their application in practice;
- ii. preparing staff to deepen scientific research skills and to advance to higher levels of study.

In the content of this report are included the results of an extensive analysis of both the curriculum and the needs of the market and society. Therefore, the following report is the result of extensive debate and comprehensive analysis in preparation of a study program that will be in harmony with labor market needs.

The report was prepared with the broad participation of the academic staff of FE, alumni students and business representatives.

1.1 Methodology used during the preparation of report

The structure and content of this report is based on the KAA Guidelines for the preparation of the SER.

The Dean's office of the Faculty initially conducted the Graduate Career Research of this program, (<https://www.uni-gjilan.net/wp-content/uploads/2017/06/Rezultatet-e-hulumtimit-me-alumin-shtator-2019.pdf>) and also held a consultative meeting with alumni (dt.11.10.2019, <https://www.uni-gjilan.net/lajmet/ukz-ka-mbajtur-takimin-e-pare-me-alumni-te-fakultetit-ekonomik/>) where the research results are discussed. Afterwards, a meeting was held with business representatives through the Industrial Board (dt. 15.10.2019, <https://www.uni-gjilan.net/lajmet/drejtues-te-fakulteti-ekonomik-kane-organizuar-takim-me-perfaqesues-te-bizneseve/>), where there has been a widespread discussion of the needs of the industry and the capacities available to the Faculty of Economics. Both of these meetings were attended by most of the academic staff. Meanwhile, in the organization of the Dean's Office, working meetings were held with the staff of the Faculty of Economics (dt. 03.10.2019 and 17.10.2019, (<https://www.uni-gjilan.net/lajmet/stafi-akademik-i-fakultetit-ekonomik-diskutojne-per-programe-te-reja-studimore/>) where it was discussed relating to the the programs to apply for accreditation / re-accreditation. After these meetings and working in small groups, the last joint meeting was held (dt.21.01.2020 <https://www.uni-gjilan.net/lajmet/fakulteti-ekonomik-i-ukz-se-ka-mbajtur-takim-pune-per-pergatitjet-rreth-akreditimit-te-programeve-studimore/>) from which the final version of the SER has emerged.

On the basis of this work and the comprehensive analysis, the Dean presented the final proposals to the Faculty Council at the meeting held on 24.10.2019. At this meeting are approved programs as proposed, responsible Professors of study program according to the fields of study and also are assigned working groups (see the decisions: <https://www.uni-gjilan.net/fakultetet/fakulteti-ekonomik/dokumentet-te-rendesishme/>). Subsequently, a series of smaller working group meetings were held as well as three joint meetings (dt. 05.12.2019, dt.12.12.2019 and 21.01.2020) where the principles are first set out for the structure of the study programs, namely the curriculum, then was agreed upon their content. After working in small groups, where the task of designing specific parts of the SER was divided, the last joint meeting was held where this SER form was harmonized. The evaluations and opinions expressed in this report on various issues are based on the existing data presented in this report. The report also analyzes the teaching methodology, student assessment, design and implementation of ECTS credits.

1.2 A brief overview of the institution and program in evaluation

- *Mission and objectives, study programs offered*

PUBLIC UNIVERSITY "KADRI ZEKA" GJILAN was established by the decision of the Government of Kosovo number 118/03 dated 6 March 2013, which was approved by the Assembly of Kosovo on 30 May 2013. This decision of the Assembly of Kosovo fulfilled the decades-long goal and work that has been done in Gjilan with higher education since 1958 when the Teacher Training Center was established (teachers training school). The establishment of the UKZ made it possible involvement in the higher education of larger number of students from Eastern Kosovo, Preshevo Valley, the region of Kumanova from North Macedonia, and other neighboring countries inhabited with large number of Albanians. At the VIII meeting of the UKZ Founding Council, held on 31.10.2013, it was proposed that the Public University of Gjilan should have the name "Kadri Zeka" with acronym UKZ, a proposal approved by MEST on 13.11.2013.

Conform the Provisional Statute of the University "Kadri Zeka" Gjilan, the establishment of the UKZ carries the idea of promoting and developing university higher education, scientific research, artistic creativity and qualification of students up to doctorate degree.

UKZ continually works to create high quality, in all its activities, to ensure and improve the quality of of teaching, study and scientific research, by monitoring and evaluating the performance of the academic staff and creating the learning conditions for students.

Our Vision: Public University "Kadri Zeka" in Gjilan is at the service of knowledge, education and welfare of Kosovar society and of all humanity.

The university is the best opportunity for a society to educate and hold its members accountable for the core values: freedom, principles of democracy, the family, economic well-being, social peace and other humanistic values that underpin a high value society.

The vision of the UKZ, as can be seen, has five pillars: knowledge, education, the well-being of Kosovar society and the well-being of human society. With this vision UKZ makes itself among the world's universities that work for the knowledge, education and welfare of human society. In the spirit of this globalization, the UKZ vision also mentions some of the fundamental values of modern humanist society and culture, such as freedom, the principles of democracy, the family, economic well-being, social peace and other humanist values.

The mission of the university is: Temple of knowledge that cultivates human love and affirms the principles of loyal competition!

To prepare young responsible and professional people capable to be part of a modern and global society, part of a wider market than traditional labor markets and, at the same time, a model for other members of our society.

UKZ's mission is also oriented towards broad labor markets, loyal competition and the professional training of its students.

Therefore, UKZ has a special role and responsibility in advancing and developing intellectual, scientific, artistic and cultural wealth, as well as in strengthening and developing mutual

cooperation with relevant institutions of the world in the field of scientific knowledge and research.

To this end, UKZ has drafted the *Development Strategy and Action Plan 2017-2022*, which was adopted by the Governing Council in May 2017, and which summarize the work, achievements, challenges and goals of UKZ's future.

UKZ offers equal conditions for acquiring and generating knowledge, which is reflected in the non-discrimination of no-one.

Creativity reflected in new ideas and forms of expression, intellectual curiosity, willingness to face risks and entrepreneurial spirit, reflects in our adherence to the highest ethical standards in personal and professional behavior.

Debates on the gradual change of the teaching approach have taken place in the UKZ: from the classical approach of memorizing data to promoting critical thinking. Academic staff already realize that in the world of information technology the classical explanation of the professor in the classroom has lost importance, as the student can attend the same lecture by many other professors online at any time. Therefore, the professor should change his approach: he should encourage students to think critically about the topics it aims to explain, to encourage them to explain and understand the essence of the topic. In this way the professor becomes the key to knowledge, instead of the possessor and distributor of knowledge, as it has been since the time of Humanism and the Renaissance.

The UKZ's commitment to transparency and accountability in governance and academic activity creates the sustainability reflected in our shared commitment to lead by example in our approach to responsible academic and financial planning. UKZ always seeks excellence because it understands the importance of critical thinking, discipline and responsibility, so high standards are sought and expected for the UKZ institution and students.

Currently, 10 programs are offered within the University (8 bachelor's and 2 master's programs):

1. Faculty of Education
 - Preschool
 - Primary School
2. Faculty of Law
 - General Law
3. Faculty of Economics
 - Banks, Finance, and Accounting
 - Marketing
 - Management
4. Faculty of Computer Sciences
 - Computer Sciences
5. Faculty of Applied Sciences
 - Educational Mathematics
6. Faculty of Computer Science, Law and Economics
 - Master Program (interdisciplinary): E-governance
7. UKZ, UPZ dhe UHZ
 - Master Program (joint): Local governance and democratic society

There was a wide debate at UKZ on the orientation of UKZ towards applied sciences. This has resulted in the establishment of the Faculty of Applied Sciences in 2019 and the accreditation of the first Applied Mathematics Educational program. Two coherent avenues of academic development of the UKZ are paved in the UKZ Development Strategy:

- Development of scientific programs
- Development of applicative programs.

The development of UKZ master's degree programs has brought innovation to higher education in Kosovo by developing joint programs with two public universities (University of Prizren and University of Peja) and by developing interdisciplinary programs owned by three UKZ faculties (Faculty of Computer Science, Faculty of Economics and Law).

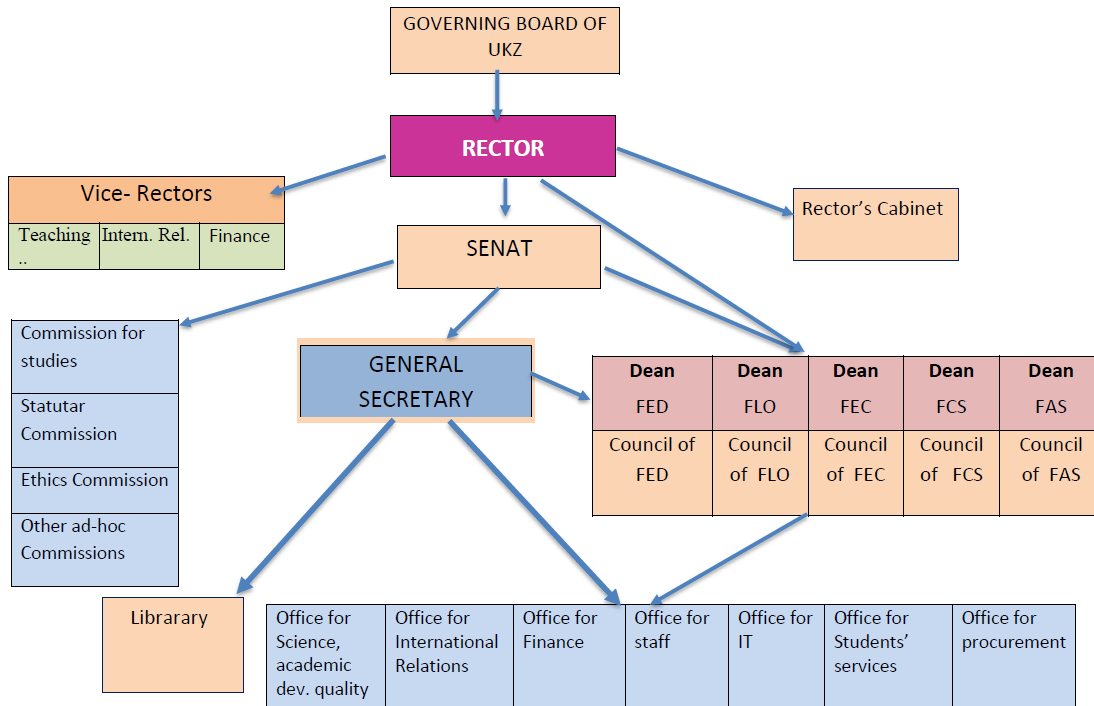
In the following table we present the faculties, titles of the respective programs and degrees obtained after completing studies in these programs:

| Nr. | Faculty | Study Program | Level of Study | The academic title obtained |
|-----|------------------------------------------------------------------------|-----------------------------------------|----------------|-------------------------------------------------------|
| 1. | Faculty of Education | Preschool | BA | Bachelor in preschool education |
| | | Primary School | BA | Bachelor in primary school education |
| 2. | Faculty of Law | General law | LLB | Graduated lawyer |
| 3. | Faculty of Economics | Banks, Finance and Accounting | BSc | Bachelor in banks, finance and accounting |
| | | Management | BSc | Bachelor in management |
| | | Marketing | BSc | Bachelor in marketing |
| 4. | Faculty of Computer Sciences | Computer Sciences | BA | Bachelor in computer sciences |
| 5. | Faculty of Applied Sciences | Educational Mathematics | BA | Bachelor in educational mathematics |
| 6. | Faculty of Computer Sciences Faculty of law Faculty of Economics | E- governance | MA | Master in E- governance |
| 7. | University of Gjilan University of Prizren University of Peja | Local governance and democratic society | MA | Master in local governance and and democratic society |

- *Institutional leadership, management structures, and administration and personnel arrangements*

The name of the institution is: Public University “Kadri Zeka” in Gjilan, acronym: UKZ. At the meeting of the Governing Council of the University of Gjilan, on 01.04.2016, the Regulation on Systematization of Jobs in the UKZ was approved (see appendix).

The organization of decision-making structures in the university administration is presented through the organogram, as follows:

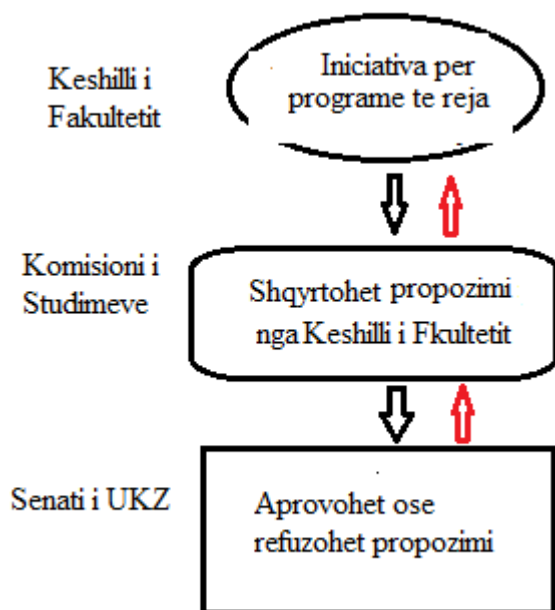


The organization of decision-making structures in academic affairs is done in accordance with the Statute of the University. The Governing Council makes decisions to open and close study programs and academic units.

For all academic affairs decides the University Senate, which is chaired by the Rector. The members of the Senate are elected by the academic units of the University, the administration and the Student Parliament. The Faculty Council proposes a new study program which is submitted to the Faculty Studies Commission for review.

The Faculty Council proposes the new study program which is submitted to the Studies Commission for review. The Studies Commission reviews, it rejects or proposes it for approval in the UKZ Senate. The UKZ Senate approves or rejects the proposal of the Faculty Council. This way of organizing is schematically presented as follows:

The Studies Commission reviews, and after giving its opinion / suggestion, the Faculty Council decides to revise or proceed to the Senate for approval. The UKZ Senate approves or rejects the proposal of the Faculty Council.



Special place in organizational structures is dedicated to student participation. Student representation is:

- according to the University Statute, two representative students are members with voting right of highest body of the University-Senate;
- in the Faculty Council, a student with the voting right
- on the Governing Board is a member - observer student;
- in studies Committee two students are members with voting right.

For the organization of student activities, the management of UKZ has provided full support, providing the necessary space and other necessary logistics.

Procedures for the selection of staff, in particular the procedures for appointments for professors/lecturers/assistants are based on the University Statute ((See Appendix nr.1 UKZ Statute) at <https://www.uni-gjilan.net/wp-content/uploads/2016/09/Rregullorje-p%C3%ABr-zgjedhjen-e-stafit-akademik-n%C3%AB-Universitetin-Kadri-Zeka.pdf> as well as that of 2019)). The procedure for selecting staff and appointments for professors/lecturers/ assistants is as follows. After identifying the need for academic staff by academic units within university, with Senate approval. The Rector announces an open competition in the media, which describes the job and the necessary conditions that the candidate running for the job must meet.

In the academic unit, for each job position, reviewers commissions are formed (of 3 members - commission members must have higher academic title than the one required in the competition), who review candidates' documentation, interview those whom they consider necessary, and propose to the academic unit. Proposals of reviewers Commissions are reviewed by Faculty Council and submitted to Senate studies Commission. The studies Commission examines the academic aspect, the scientific results of the candidate, and other aspects, which ensure quality in the academic work of the university.

Upon crossing to the studies Commission, the nomination procedure is made by the *University Senate* for a 4-year period for professors, associate professors, and assistant professors. For the appointment of lecturers and teaching assistants, the appointment is made for a 3-year period. No one may be a member of the Reviewer Commission if one of the candidates to be nominated is a spouse, partner or member of his or her immediate family.

See appendix no.2. Regulation on the Selection of Academic Staff (ref.01 / 1474, dated 09.12.2015).

The appointments for academic staff titles, based on the UKZ Statute are:

- *Prof. dr. (regular profesor)*
- *Prof. Asoc. dr. (Associate profesor)*
- *Prof. Ass. dr. (assistant profesor)*
- *Ligj. (Lecturer)*
- *Ass. (university assistant)*

The terms and conditions of selection in these calls (academic titles) are set out in the University Statute ([see appendix 1](#)).

Requests of academic units (faculties) for the announcement of the competition for full-time academic staff in areas where academic staff are missing are processed, requests that will be reviewed by the Senate and processed for implementation during this academic year and the start of the new academic year 2020/2021, with sufficient and well-prepared staff. Whereas, the administrative staff, including the General Secretary, has 21 officials, divided into separate units as follows: 2 officials in the Rectorate; 3 finance officials; 1 certification official; 2 IT officials; 2 academic affairs officials; 1 diploma official; 6 student service officials, 1 librarian, 1 archive official and practical learning official.

| General Secretary | |
|------------------------------------------------------|----------------------------------------------------------|
| <i>Offices</i> | <i>Office personnel</i> |
| Office for Science, Academic Development and Quality | Director Quality coordinators from the Faculties |
| Office for Budget and Finance | Director 3 officials 1 officials (under procedure) |
| Procurement Office | 1 official |
| Certification Office | 1 official |
| Foreign Relations Office | 1 official 1 senior official (under procedure) |
| Office for Academic Affairs | 1 official |
| Personnel Office | Manager |
| Law Office | 1 official |
| IT Office | Leader |

| | |
|------------------------------------|-------------------------------------------------------|
| | 1 official |
| Archive Office | 1 official |
| Rector's Office | 1 Assistant |
| Office of the Secretary | 1 Assistant |
| Information and Protocol Office | Leader |
| Student Service Office | Leader 5 officials 1 official (under procedure) |
| Office of the Learning Coordinator | 1 official |
| University Library | 1 official |

In the area of UKZ infrastructure development in the future it is planned to build a new, modern university campus with all the necessary infrastructure. This investment will be realized by the Government of Kosovo.

On 28 and 29 January 2020 UKZ met with the Ministry of Finance of the Republic of Kosovo and the European Investment Bank and the Council of Europe Development Bank for the design of the feasibility study and the construction of the new UKZ campus.

The Assembly of Gjilan has foreseen the place where the new UKZ campus should be built (see decision 01.No.45809, Gjilan, 27.05.2013) and the Prime Minister of Kosovo has decided to transfer to the UKZ a 7.30 hectare parcel for the construction of the new campus (see decision No. 01/19 dated 15.12.2017), but there is still no agreement from all parties on the exact location where the campus will be built. There are two choices:

1. Campus to be built in the place foreseen by the Assembly of Gjilan and that was decided by the Prime Minister of Kosovo;
2. At the site where the current UKZ facility is, with an additional facility on its west side. This second variant implies the renovation of the entire current UKZ facility.

During year 2020 this issue should be resolved and work on the realization of the UKZ campus should be commenced (see request directed to Assembly of Municipality of Gjilan, No. 01/2517 dt.27.11.2019).

Regarding the details of the UKZ funded plan, you find attached to this report the budget allowed by the MEST for the following 3 years ([see Annex - UKZ Budget](#)).

- *Students of Kadri Zeka University, their socio-economic background and relevant contextual information about the field in which the institution operates*

Public University "Kadri Zeka" in Gjilan is open to all candidates who meet the formal requirements to enroll in university studies in programs accredited by the Kosovo Accreditation Agency. Studies are conducted in Albanian language. Candidates who have completed high school without any restrictions on gender or other affiliation get invited to the regular competition for admission of new students. The largest number of students is from Gjilan and Ferizaj region (municipalities of Kamenica, Novobërdë, Gjilan, Viti, Ferizaj, Kaçanik, Hani i

Elezit, Partesh, Kllokot, Ranillug), but a significant number are from other regions Kosovo (especially in the E-Governance Master's Program, which is unique to not only Kosovo), as well as the Presheva Valley (Presheva, Bujanoc and Medvegja) and Northern Macedonia (Kumanova with its surroundings).

After several meetings of UKZ management with Serbian majority municipalities, it is being discussed the possibility of starting a study program of Primary and Pre-school education in Serbian language.

UKZ has a total of **6789** students, in all study programs across academic units. There are usually two competitions for admission of new students, in July and September. Vacancies for student admission that are not filled by the first deadline (July), UKZ announces the second vacancy (September) for full-time students. For the academic year 2019/2020 a total of 772 **students** have been admitted. From 2016 (when the first UKZ students graduated) to date a total of 980 **students** have graduated.

In the first term of admission all the places foreseen by the competition are filled in, while in the second term of admission of students from minorities, students from Presevo Valley and other quotas set by MEST. The greatest interest of young students is in the programs of primary education, computer science and law and economics. Also of great interest to students last year was the E-Government and Local Government and Democratic Society master's programs.

From surveys conducted with high school students in Gjilan and the surrounding area, there is a growing interest in new UKZ programs. For this reason innovations take place in the proposed programs (Management and Entrepreneurship, with specializations) for Re-Accreditation and Accreditation.

In each competition for the admission of new students, the MEST decision is respected for the quotas set for minorities living in Kosovo. Of the Turkish and Bosniak minorities we have the largest number registered in the UKZ.

Another characteristic is that UKZ also reserves a certain number of places for students from Presheva Valley, given that this population has Public University "Kadri Zeka" in Gjilan the nearest University. Continuously, in each student enrollment competition, quotas provided for students from the Presheva Valley are enrolled in all UKZ study programs, although official Serbian authorities consistently bring headaches to students with diplomas issued by the Republic of Kosovo, recognizing them with difficulty or even rejecting them.

It is also expected that for the new academic year there will be increased interest from Kumanovo students as the Kumanova-Gjilan road has been released for traffic with the opening of the Border Crossing Point in Stanciq (<https://tvklan.al/hapet-pika-kufitare-kosove-maqedoni/>).

The socio-economic background of UKZ students has two main characteristics:

- UKZ students are almost all pupils who have completed upper secondary education (12 years) and Matura exams ((for both of these qualifications a certain number of points is taken which is added to the points earned in the entrance exam organized by the respective faculties). No drastic difference in the economic status of students is investigated, given that the fee for semester registration is acceptable to students. For students with economic hardship, the municipalities from which they come, regularly provide scholarships for students. Scholarships for excellent students are shared by the University as well as the MEST. Other organizations also allocate scholarships for categories of excellent students, students with economic and other difficulties. The

largest number of students who live outside of Gjilan travel to attend lectures and other teaching activities. Thanks to the position of Gjilan, which is close to most student settlements and the rapid development of public transport companies, no bottlenecks are being investigated.

- A number of students living further away from Gjilan use the dormitory of students managed by the municipality of Gjilan, while the price of accommodation (35 euros per month) is economically favorable.
- The teaching process at UKZ runs from 9:00 to 18:00, while for master studies it continues until 8:00 pm.

• *Teaching, learning and curriculum*

Teaching and learning in UKZ study programs is based primarily on regulations approved by the Senate. During the design and preparation of study programs, and especially during the realization of the teaching process in these programs, an important role plays the stimulation and motivation of students in the teaching process, offering a range of activities: providing syllabuses at the beginning of the semester, lectures and tutorials with flexible methods and materials needed, organization of periodic and ongoing assessments, use of IT and e-learning applications, regular consultation with teachers. In measuring the performance of the academic staff and the teaching process, the main indicators are: student evaluation and student achievement, and regular monitoring of the teaching process

Increasing the oversight role of the academic process, the management of the UKZ has placed in the UKZ's entries digital registration for academic and administrative staff. The staff entry and exit register is checked by the dean of the faculties and the secretary general for the administration on a weekly basis, and the findings are also discussed at weekly rector meetings with the deans.

The way of organizing the teaching process, as well as the evaluation of the students' achievements in the studies of the Management and Entrepreneurship program, is done in accordance with Decision No.011411, dated 05.08.2019, bachelor studies regulation (https://www.uni-gjilan.net/wp-content/uploads/2017/06/RregullorePerStudimetThemeloreBacelor_FakultetiEkonom_622975.pdf)

In the bachelor degree Regulation are defined the organization of studies, duration of studies, enrollment conditions, eligibility criteria for the following year, change of study program, transfer to / from other faculties, exam organization, students rights and responsibilities, student organization, completion of studies and student graduation (see: Bachelor studies regulation).

Registrations for examinations takes place during three regular deadlines: January - from 15 to 20 January; June - from June 1 to 5 June, September - from 20 to 30 August.

After completing the final exam results, profesors are obliged to submit the exam report, together with the student list and physical copies of the grade reports downloaded from the SMU system, within 72 hours at the latest. Examination forms are: written exam, oral exam, written and oral exam, exam with test, practical exam and colloquium.

The exam assessment is expressed with the grade:

| Grade in UKZ | Përshkrimi me fjalë | Equivalent to the Bologna System |
|--------------|---------------------|----------------------------------|
| 10 | Excellent | A |
| 9 | Excellent | B |
| 8 | Very good | C |
| 7 | Good | D |
| 6 | Passably | E |
| 5 | Insufficient | F |

Students must achieve a minimum grade of 6 for passing, which means that students must achieve a minimum of 50% of the final grade for the respective subjects.

Students' decision-making role in the UKZ organizational structures is developed by their participation in the decision-making bodies: Based on the University Statute, two representative students are members with voting right in the UKZ Senate; on the Governing Board is a member - observer student; in studies Committee two students are members with voting right; at the Faculty Council students are represented by one member for each academic unit, with the right to vote. For the organization of student activities, the management of UKZ has provided full support, providing the necessary space and other necessary logistics.

The organization of the teaching process in the UKZ is always in function of the Government's higher education policies in Kosovo. All decisions made by MEST are implemented in the UKZ.

At UKZ the organization of curricula is applied (syllabuses for study) based on the three-cycle system of higher education, the European Credit Transfer System (ECTS) and implements all the recommendations of the Bologna process.

Important determinant of work at University "Kadri Zeka" is the UKZ Development Strategy and Action Plan 2017-2022, approved by the UKZ Governing Council in May 2017.

Mission of THE FACULTY OF ECONOMICS

Mision : *To prepare students professionally capable of being part of a modern and global society, part of a wider market than traditional labor markets and, at the same time, a model for other members of society, to foster critical thinking and spirit of entrepreneurship.*

The mission of the Faculty of Economics has been harmonized in accordance with the mission and vision of the UKZ, where in its current form it is defined in the last plenary meeting of working groups on 21.01.2020 (<https://www.uni-gjilan.net/lajmet/fakulteti-ekonomik-i-ukz-se>

[ka-mbajtur-takim-pune-per-pergatifjet-rreth-akreditimit-te-programeve-studimore/](#)), following continuous discussions since the beginning of work on the drafting of this report.

The Faculty of Economics at University, "Kadri Zeka" besides being a necessity of time, developed its mission in education and training of highly needed staff, primarily for the region of Anamorava, then Kosovo, Presheva Valley and beyond. Further development of FE, based on FE research, also requires new programs in harmony with the labor market. Therefore, this selfevaluation report offers additional opportunities for success.

FE provide opportunities to study for students of the country and the region, research related to economic phenomena in line with current labor market requirements.

The Faculty of Economics aims to achieve the highest levels of higher education in the region by reviewing and expanding educational, research and entrepreneurship programs by preparing managers, entrepreneurs, economists, accountants, financiers competent to respond to the needs of society and the labor market.

FE aims to ensure that the study programs offered are in line with the needs of the labor market, be compatible with the Economics Faculties of other regional universities, European and beyond, so that our students develop the required creative and entrepreneurial skills.

UKZ , also, aims to implement new study programs that will have a multidisciplinary character and will be created in collaboration with faculties within different local and international universities.

All new programs that will be sent for accreditation to the Kosovo Accreditation Agency will have a feasibility study and no new programs will be proposed unless they meet labor market needs.

Leadership, management and administration and staffing arrangements

The FE academic unit operates under the statute of the UKZ and has an organizational, functional and efficient structure.

Students, their socioeconomic background, and relevant contextual information about the area in which the program is offered

Students intending to study at UKZ are from all over Kosovo. The programs offered at this institution are unique and make a difference compared to other higher education institutions. A large number of students also come from other Albanian areas, from Macedonia and Presheva, Bujanoc and Medvegja as well as Montenegro.

Teaching, learning and curriculum

The main goal in the field of teaching is to provide students with the most up-to-date and quality information in all teaching disciplines, theoretically and practically, realizing the cycle «**information-knowledge-knowledge-ability**».

Lesson - The form of study is regular (full time). The Faculty of Economics for the academic year 2020-21 has applied for accreditation of the **Management and Entrepreneurship** program, with the following two profiles:

- Management and Entrepreneurship (BSc)
- Marketing and Sales Management(BSc)

The academic year at FE consists of two semesters of 15 weeks each. This breakdown applies to both levels of study in FE. The first semester covers the period October - January and the second semester the period February – June.

Following is the program:

Program Name:

MANAGEMENT AND ENTREPRENEURSHIP
Level: Bachelor - (BSc)
ACCREDITATION

2 PROGRAM MANAGEMENT AND ENTREPRENEURSHIP

Management and Entrepreneurship Program with profiles:

- Management and Entrepreneurship (BSc)
- Marketing and Sales Management (BSc)

It is designed to equip students with the knowledge, skills and experience, to help graduates successfully enter the world of professions to use skills cultivated in this program, such as: in management, entrepreneurship, and finance.

To this end, curricula are designed to meet contemporary economic requirements, taking into account:

- student employment opportunities
- employers requirements

Following, we present the data for the Bachelor - **Management and Entrepreneurship** study program with the two profiles.

Curriculas - The number of courses in total by semester distribution for the Management and Entrepreneurship program for the academic year 2020-23 is presented in Table 1.

Table 1: Management and Entrepreneurship (BSc)

| | |
|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of the study program | Management and Entrepreneurship |
| Qualification level by KKK (BSc) | Bachelor of Science (BSc) |
| Academics degrees and diplomas in the name of the full and short shape | Bachelor in Management and Entrepreneurship Profile: Management and Entrepreneurship (BSc in Management & Entrepreneurship - Management & Entrepreneurship), & |

| | |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Bachelor in Management and Entrepreneurship Profile: Marketing and Sales Management (BSc in Management and Entrepreneurship – Marketing and Sales Management),</p> |
| Academic grade by <i>Erasmus Subject Area Codes (ESAC)</i> | 04.9 |
| The profile of the academic program (profiles) | <p>Management and Entrepreneurship Profiles:</p> <ul style="list-style-type: none"> • Management & Entrepreneurship (BSc), • Marketing and Sales Management (BSc), |
| The minimum duration of the study | Three (3) years / Six (6) semesters |
| A form of study (Full time, Part time, Distance learning, etc.) | Regular - no break from work |
| Number of ECTS per year | Total : 180 ECTS In the Year: 60 ECTS |
| Number of study sites | <ul style="list-style-type: none"> • Management & Entrepreneurship (BSc): 100 student • Marketing and Sales Management (BSc): 100 student • Total= 200 student for the two profiles |
| Modules / Subjects (titles) | <p style="text-align: center;">MANAGEMENT AND ENTREPRENEURSHIP</p> <p style="text-align: center;">The year I - Semester I</p> <p>O Microeconomics O Mathematics for Economists O Infomatics O Business Law O Academic Writing</p> <p style="text-align: center;">The year I - Semester II</p> <p>O Macroeconomics O Basics of Accounting O Basics of Statistics O Fundamentals of Management O Foreign Language I (ENG. I / GER. I)</p> <p style="text-align: center;">Year II - Semester III</p> <p>O Management of Small and Medium-Sized Enterprises O Marketing O Finance O Statistical Analysis E Microeconomic Market Analysis E Foreign Language II (ENG. II / GER. II)</p> |

| | |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p style="text-align: center;">Year II – Semester IV</p> <ul style="list-style-type: none"> O Entrepreneurship O Fundamentals of Managerial Accounting O Organizational Behavior O Human Resource Management E Kosovo Economy and Business Environment E Economic Integrations in EU <p style="background-color: #e0f0f0; text-align: center;">Profile: Management and Entrepreneurship (BSc)</p> <p style="text-align: center;">Year III - Semester V</p> <ul style="list-style-type: none"> O Business Decision Making O Project Management O Financial Management of the Enterprise O Operations Management E Business Research E Innovation and Knowledge Management <p style="text-align: center;">Year III - Semester VI</p> <ul style="list-style-type: none"> O Strategic Management O Software Application in Business O Business Project E Investment Management E Business Communication O Thesis <p style="background-color: #e0f0f0; text-align: center;">Profile: Marketing and Sales Management (BSc):</p> <p style="text-align: center;">Year III - Semester V</p> <ul style="list-style-type: none"> O Marketing Research O Consumer Behavior O Brand and Communication Management O Electronic Marketing E Project Management E International Marketing <p style="text-align: center;">Year III - Semester VI</p> <ul style="list-style-type: none"> O Marketing Strategies O Sales Management O Marketing Project E Services Marketing E B2B Marketing O Thesis |
| Head of department/study programme | Prof.Ass.Dr. Bajram Fejzullahu |

| | |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Permanent academic staff (The number of personnel by category)</p> | <p>Assistant Professors:</p> <ol style="list-style-type: none"> 1. Prof.Ass.Dr.Naim Mustafa, 2. Prof.Ass.Dr.Shefket Jakupi, 3. Prof.Ass.Dr.Gezim Tosuni, 4. Prof.Ass.Dr.Bajram Fejzullahu 5. Prof.Ass.Dr.Fehmi Azemi 6. Prof.Ass.Dr.Xhevat Sopi 7. Prof.Ass.Dr.Lutfi Zharku 8. Prof.Ass.Dr.Arben Mustafa 9. Prof.Ass.Dr.Refik Kryeziu 10. Prof.Ass.Dr.Teuta Agaj 11. Prof.Ass.Dr.Musa Ajeti <p>Assistants:</p> <ol style="list-style-type: none"> 1. Ass. Dr. Arben Sahiti, 2. Ass. Arbenita Kosumi, PhD (c) 3. Ass. Lulzim Rashiti, PhD (c) 4. Ass. Nexhat Shkodra, PhD (c) |
| <p>Study fee</p> | <p>25 € për semestër</p> |

2.1 Mission, objectives, and administration

Standard 1.1.

The study program mission complies with the overall mission statement of the institution.

The Compliance of the Economic Faculty

The mission of the study program is consistent with the overall statement of the UKZ mission, based on the strategic plan and the mission of the FE and other industry stakeholders.

This will be achieved by:

- Preparing graduates with knowledge from the field of economics that correspond to the bachelor's level of study.
- Preparing graduates who have the skills and knowledge needed to review theoretical knowledge and implement it in practice.
- Preparing students capable of conducting professional research as well as scientific research in collaboration with academic staff.
- Preparing students who through employment will help the economic development of the country.

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.

The Compliance of the Economic Faculty

The learning outcomes to be achieved are in accordance with the National Qualifications Framework and the Qualifications Framework of the European Higher Education Area, because they take into account:

- Labor market analysis (see: https://www.unsa.ba/sites/default/files/dodatak/2017-12/2016-higher-education-labour-market-balkans_en.pdf).
- Analysis of statistical reports on the labor market and contacts with industry partners (https://ask.rks.gov.net/media/5082/vjetari-2019_ang-final.pdf).
- Discussions in the Faculty Council where the initiative for the realization of contemporary study is taken.
- Consultation with relevant field experts from other academic institutions.
- Comparison with other international programs always being adapted to local and regional market needs.
- Involvement of third parties (with private companies, public companies, the banking sector and other institutions), whereby memorandums of cooperation are signed through ongoing information contacts and practical work as part of the process of achieving the intended results.

Standard 1.3.

The study program has a well-defined overarching didactic and research concept.

The Compliance of the Economic Faculty

The proposed bachelor study program in Management and Entrepreneurship is compatible with the best programs of the economic faculties in the region and beyond. The program is clearly and well conceptualized in didactic terms according to all required parameters, which is represented in the syllabus of the subjects.

The study in this program will follow a consistent scientific approach based on contemporary didactic methods according to the student-centered approach with a focus on preparing students for the job market but also for pursuing higher levels of study and research. Students will be trained to acquire knowledge, skills and competencies according to predetermined objectives with learning outcomes, both program and subject specific.

In this context, it is foreseen to include units within subjects that deal with the practical realization of theoretical knowledge and concepts as well as the application of modern technologies.

The program also dedicates an important component to the preparation of students for research, where it provides a satisfactory range of subjects related to this component, which provide the theoretical and practical part of conducting research and data software analysis.

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.

The Compliance of the Economic Faculty

This standard is reached based on:

- UKZ Statute which is in full compliance with the law on higher education in Kosovo and MEST guidelines.
- UKZ Internal Regulations.
- Internal regulations of the academic unit.
- Other relevant UKZ and FE documents.

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.

The Compliance of the Economic Faculty

This standard is met through the applicable regulations:

- UKZ Publication Regulation.
- UKZ Quality Assurance and Evaluation Regulation.
- UKZ Code of Ethics.
- Regulations for bachelor studies.

All staff and students are required to comply with the above regulations.

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.

The Compliance of the Economic Faculty

This practice is already installed in the Faculty of Economics, where both during semester and also upon its completion, progress of the teaching process, the advantages and disadvantages is discussed.

For example, during these analyzes last academic year 2018/2019, the Faculty of Economics made a review of the curriculum structure and the teaching hours for some specific subjects as it came as a request from the subject leaders that the current teaching hours are not sufficient in relation to student needs. The Faculty Council has therefore forwarded this request to the UKZ Studies Commission with their respective proposals.

Also, syllabus reviews are conducted at the beginning of each semester, where a professional committee is formed by the Faculty Council, which approves the syllabuses reviewed / updated by the subject leaders (<https://www.uni-gjilan.net/wp-content/uploads/2017/06/Vendim-i-Dekanit-per-emerimin-e-Komisionit-per-Syllabuset.docx.pdf>).

Table 2: SWOT analysis for mission, objectives and administration:

| A. Strengths | B. Weaknesses |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ▪ The mission of FE within University "KADRI ZEKA" is clearly defined and oriented towards the profiling of studies in the field of Management and Entrepreneurship. ▪ Collaboration with the Industrial Board, alumni and current students has created the advantage of designing a study program with profiles that are in line with labor market requirements. ▪ Teaching is based on clearly defined didactic and research concepts. | <ul style="list-style-type: none"> ▪ Faculty's limited budgetary capacity to support students for professional internships and visits to businesses, institutions or even other regional universities for the purpose of sharing experiences. ▪ Lack of literature according to new curricula in Albanian language. ▪ The permanent need of the academic staff in the reinforcement of foreign languages. |

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ▪ Implementation of the study program according to the established standards is continuously followed. ▪ The Faculty of Economics in the offered study program has differentiated it from other Universities. | |
| C. Opportunities | D. Threats |
| <ul style="list-style-type: none"> ▪ There is a positive approach of businesses and public institutions for cooperation in terms of advancement through workshops, seminars, and professional practice. ▪ Based on meetings with businesses there is an increased interest in new programs. ▪ The positive spirit of business for cooperation with FE enables us to convey the concept of entrepreneurship to the region's businesses and through joint research to raise student capacities. ▪ Alumni research provides indications to the prospect of new businesses being developed by graduate students themselves, so the program with the curriculum provided will create this opportunity. Student and staff exchanges with renowned regional universities and beyond. ▪ Expanding collaborations with Higher Education Institutions in the region and beyond. | <ul style="list-style-type: none"> ▪ Government limited budget ▪ Similarity to study programs with FE of other universities. ▪ The poor economic and social situation of the country in the area of employment. Quality of new students. ▪ Decrease in the number of students. ▪ Insufficient number of regular academic staff due to lack of MEST budget. |

2.2 Quality management

Në Fakultetin Ekonomik, sigurimi i cilësisë bazohet në: .

- The UKZ Quality Assurance Guidelines, approved by the UKZ Senate, in accordance with its Statute.
- In the internal regulations of the Faculty of Economics to be approved by the Teaching-Scientific Council,
- Guidelines under External Quality Assurance

Standard 2.1.

All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.

The Compliance of the Economic Faculty

Based on the requirements of quality office all FE staff participate in self-assessments and are part of the reporting and quality improvement processes in teaching and learning:

- Once a year, all academic and administrative staff are evaluated by students.
- Once a year self-assessment is conducted for all the academic staff.
- The Vice-Dean and the Quality Coordinator monitor the progress of the teaching process and curriculum implementation.
- The data from the above points are processed by the Central Quality Office and the information generated is disseminated to the unit leader and the quality coordinator.
- After analyzing the information from the Dean and the Quality Coordinator, the relevant reports are distributed to the academic and administrative staff and discussed separately with each staff member.
- The general report is discussed in the Faculty Council.
- At the beginning of each academic year the syllabus content is updated as needed.
- The results derived from the questionnaire are analyzed at the central level of the University for transmission to the unit management up to the relevant professor. Based on the results, concrete measures are taken to increase the quality.
- The results generated by the questionnaire are very important for decision making as well as suggesting the way of functioning and the aspects that need the most attention.
- Academic staff evaluation is done through a questionnaire, which is distributed to students by the UKZ quality office.

Standard 2.2.

Evaluation processes and planning for improvement are integrated into normal planning processes.

The Compliance of the Economic Faculty

At UKZ and then at the Faculty of Economics, the quality assurance aspect is emphasized as an important component and is an integral part of any development planning process. They are based on the results generated by the ongoing monitoring and evaluation of the quality of teaching and learning and serve as recommendations and are an integral part of planning for the next academic year in order to enhance quality.

The Quality Coordinator, following the evidence obtained from continuous monitoring, communicates to the Faculty Council the needs for change at specific points in the process, which are discussed in the Council and from there emerge the conclusions and recommendations of the Faculty Council.

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.

The Compliance of the Economic Faculty

In the UKZ, the quality assurance aspect is defined and is constantly being promoted, with the necessary capacities being built. Quality assurance is a comprehensive process that takes place in two directions, from UKZ to FE and vice versa.

At both levels there are responsible persons, offices responsible for quality who permanently monitor changes at the level of the Institution and academic unit based on relevant quality documents.

Thus, at the University level was established the office for academic development and was formed quality assurance commission, and at the Faculty level the quality coordinator was appointed.

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.

The Compliance of the Economic Faculty

From the teaching and faculty level, the quality assessment for the program consists of preparing and adapting the syllabuses to serve the purpose of enhancing the quality and achieving their goals and overall program objective. In this respect the syllabus content ([see in the appendices](#)) is clarified both with regard to the purpose of the course and the methodology applied as a whole and with regard to learning outcomes and their evaluation.

The Quality Coordinator will continuously conduct for each semester, starting from the January 2020 deadline, the analysis of exams pass rate and the results will be discussed at the Faculty Council, from which conclusions and recommendations will be drawn.

From the student level, through the questionnaire that is conducted for each semester, students evaluate both the academic staff and the content of the course and its importance to them ([see the questionnaire in the appendix](#)). From this assessment, the Office of Academic Development in cooperation with the Quality Assurance Commission prepare an evaluation report stating the advice and guidelines for further work and achievement of the intended results.

Standard 2.5.

Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.

The Compliance of the Economic Faculty

Quality assurance processes present an overview of performance achieved and show that quality assurance standards have been met and allow for the identification of areas for improvement that affect continuous performance improvement. Hereby are reviewed:

- Content of the program in light of newer research, ensuring that the program is up-to-date.
- Teaching load, progress and equipment of students with knowledge.
- Effectiveness of assessment procedures for students.
- Students' expectations, needs and satisfaction in regard to realized program.

The FE when designing and implementing quality assurance processes also enables students to participate in these processes in collaboration with the academic staff and the quality office which operates within the UKZ.

Through various forms: such as providing innovative technology, other forms of training for academic staff, providing adequate literature and other activities, the quality assurance office permanently strives to provide the conditions where quality will come into play.

Standard 2.6.

Survey data is being collected from students, graduates, and employers; the results of these evaluations are made publicly available.

The Compliance of the Economic Faculty

Within the UKZ, the Student Alumni was established in order to maintain liaison and correspondence with former graduate students.

Whereas the Faculty of Economics has established a closer level of alumni students cooperation and the industry. In this regard, at the beginning of this academic year there is also a research conducted with them where the data have been published on the web (<https://www.uni-gjilan.net/wp-content/uploads/2017/06/Rezultatet-e-hulumtimit-me-alumin-shtator-2019.pdf>; <https://www.uni-gjilan.net/wp-content/uploads/2017/06/Propozimet-nga-hulumtimi-me-alumni-per-programe.pdf>).

Standard 2.7.

Results of the internal quality assurance system have been taken into consideration for further development of the study program. This includes evaluation results, investigation of the student workload, academic success and employment of graduates.

The Compliance of the Economic Faculty

The development of this program is also based on the quality analysis, the reports of the Academic Development Office and the results of the questionnaires where points have been identified which have focused the students. An important aspect in the design of this program as regards the quality component was also obtained from the research results with alumni students, as highlighted in standard 2.6.

These results and the ongoing discussions in the Faculty Council on quality have served as a solid platform for the preparation of this program which has incorporated the findings and conclusions that have been drawn from them. In this regard, the teaching methods and evaluation of results have been reviewed and emphasized, with emphasis on the incorporation of these activities:

- Student attendance
- Student activities during the teaching process

- Mid-semester written assessments
- Part of the evaluation is done by teaching assistant assigned to the course
- Seminar works / projects
- Final (exam) evaluation

The analysis of the above has also adjusted the workload of the students where the working hours in relation to ECTS have been harmonized.

Standard 2.8.

The institution ensures that reports on the overall quality of the program are prepared periodically (e.g., every three years) for consideration within the institution indicating its strengths and weaknesses.

The Compliance of the Economic Faculty

Reports on the overall quality of the program are prepared annually and the recommendations made are incorporated into the SER as part of the re-accreditation process that takes place every three years for the respective programs. Here are taken into account also the recommendations derived from the reports of experts appointed by the KAA as a result of preliminary external evaluations.

This is evidenced by the fact that the new program offered for accreditation is a new one that has never been before. Program with two new profiles

Of the two new profiles, one is completely new and the other has elements of the previous program but includes expert recommendations, which will be reviewed every three years as needed in the future, examining the strengths and weaknesses of the programs.

Standard 2.9.

The quality assurance arrangements for the program are themselves regularly evaluated and improved.

The Compliance of the Economic Faculty

The Office of Academic Development, the Quality Assurance Commission, and the quality coordinators across the UKZ faculties, continuously monitor the process and note the self-evaluation and necessary improvements regarding quality assurance mechanisms. The close link between the Academic Development Office and the Faculty is maintained by the quality coordinator. Also the quality aspects go through and the necessary rearrangements go through other links of the University organization that includes all stakeholders, from senior management to students.

Table 3: SWOT analysis for quality assurance:

| A. Strengths | B. Weaknesses |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • The results of the assessments are addressed by management • Curricula are reviewed regularly or upon accreditation • The syllabuses harmonize among themselves so that there is no duplication of academic content | <ul style="list-style-type: none"> • Insufficient and inadequate infrastructure for the teaching process • Lack of financial means in advancing quality assurance. • Lack of access to electronic bookstores and databases • The reluctance of stakeholders |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Advancement of University Management System (SMU) • Establishment of the ALUMNI Association as a way of getting feedback for improvement from graduate students • Student Representation in Management Structures (Senate, FE Council) • Existence of quality assurance coordinators for permanent quality control. | (academic staff, administrative staff and students) to declare quality. |
| C. Opportunities | D. Threats |
| <ul style="list-style-type: none"> • Collaboration with businesses and public institutions is welcome in advancing the quality of study programs • Visits and training students abroad in exchange for experiences • Digitalization of quality assessment and performance processes • Access to electronic libraries. | <ul style="list-style-type: none"> • Funds dedicated to quality management • More efficient database management programs for quality management. • Adaptation to the new criteria required for reform towards contemporary standards. |

2.3 Academic staff

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.

The Compliance of the Economic Faculty

Initially the FE academic staff was engaged by the UKZ in full time employment, and academic staff from University of Prishtina (UP) in secondary employment based on the agreement between the two institutions. In the academic year 2020-21 at the Faculty of Economics we have admitted 4 full time Professors who are presented in the following table according to their academic and scientific titles.

Already with a regular employment contract we have twelve Doctor of Sciences (Prof Ass Dr.) in the field of economics. Many professors and assistants and some lecturers have obtained scientific titles at renowned European Universities significantly affecting access and quality of teaching and science activity at the Faculty of Economics.

Academic staff develop strategies to improve their teaching and keep track of evaluative evidence and strategies for improvement.

The number of regular teaching staff for the **Management and Entrepreneurship** program is presented in the following table:

Table 4: Data in tabular form for academic staff - Full Time (FT)

| <i>Name and Surname</i> | <i>Qualification</i> | <i>Academic title and grade</i> | <i>The contract duration (O.C*)</i> | <i>Loads for Lecturing</i> | <i>Administrative activities,</i> | <i>Research</i> |
|--------------------------|--------------------------------------------------------------|---------------------------------|-------------------------------------|----------------------------|-------------------------------------------|------------------------------|
| <i>Xhevat Sopi</i> | <i>Dr.(doctor) Economics</i> | <i>Prof.Ass.</i> | <i>05.12.2020</i> | <i>Full Time</i> | <i>In accordance with the UKZ Statute</i> | <i>See table in appendix</i> |
| <i>Shefket Jakupi</i> | <i>Dr.(doctor) Economics-Finance-Accounting</i> | <i>Prof.Ass.</i> | <i>30.09.2023</i> | <i>Full Time</i> | | |
| <i>Naim Mustafa</i> | <i>Dr.(doctor) Economics-Management</i> | <i>Prof.Ass.</i> | <i>14.02.2020</i> | <i>Full Time</i> | | |
| <i>Bajram Fejzullahu</i> | <i>Dr.(doctor) Economics-Management</i> | <i>Prof.Ass.</i> | <i>30.09.2023</i> | <i>Full Time</i> | | |
| <i>Fehmi Azemi</i> | <i>Dr.(doctor) Economics-Management</i> | <i>Prof.Ass.</i> | <i>30.09.2023</i> | <i>Full Time</i> | | |
| <i>Gezim Tosuni</i> | <i>Dr.(doctor) Economics-</i> | <i>Prof.Ass.</i> | <i>30.09.2023</i> | <i>Full Time</i> | | |
| <i>Arben Mustafa</i> | <i>Dr.(doctor) Economics-</i> | <i>Prof.Ass.,</i> | <i>30.09.2023</i> | <i>Full Time</i> | | |
| <i>Teuta Agaj</i> | <i>Dr.(doctor) English language-</i> | <i>Prof.Ass.,</i> | <i>30.09.2023</i> | <i>Full Time</i> | | |
| <i>Refik Kryeziu</i> | <i>Dr.(doctor) Economics-Finance</i> | <i>Prof.Ass.,</i> | <i>14.02.2020</i> | <i>Full Time</i> | | |
| <i>Musa Ajeti</i> | <i>Dr.(doctor) Mathematics</i> | <i>Prof.Ass.,</i> | <i>14.02.2020</i> | <i>Full Time</i> | | |
| <i>Arben Sahiti</i> | <i>Dr.(doctor) Economics-Banks, Finance and Accounting</i> | <i>Assistant,</i> | <i>30.09.2021</i> | <i>Full Time</i> | | |
| <i>Arbenita Kosumi</i> | <i>MSc / PhD (c) Economics-Banks, Finance and Accounting</i> | <i>Assistant,</i> | <i>30.09.2021</i> | <i>Full Time</i> | | |
| <i>Nexhat Shkodra</i> | <i>MSc/ PhD (c) Economics-Economics</i> | <i>Assistant,</i> | <i>05.12.2019</i> | <i>Full Time</i> | | |
| <i>Lulzim Rashiti</i> | <i>MSc / PhD (c) Economics-</i> | <i>Assistant,</i> | <i>30.09.2021</i> | <i>Full Time</i> | | |

| | | | | | | |
|--|-----------|--|--|--|--|--|
| | Marketing | | | | | |
|--|-----------|--|--|--|--|--|

* Official employment contracts are an integral part of the file of each member of the educational staff; ** rate (+ above rate)

Table 5: Recapitulation of Academic Staff - Full Time (FT)

| Recapitulation of Academic Staff - Full Time (FT) | | | | | |
|---------------------------------------------------|----------|-----------------|--------------|-----------|---------------|
| Full time: | Prof. Dr | Prof. Assoc.Dr. | Prof.Ass.Dr. | Assistant | New Assistant |
| Management and Entrepreneurship | 0 | 0 | 11 | 4 | 0 |
| Total | 0 | 0 | 11 | 4 | 0 |

In the following, we present the external staff engaged in the Faculty of Economics

Table 6: Tabular Data for Academic Staff - Part-Time (PT)

| Name and Surname | Qualification | Academic title and grade | The contract duration (O.C*) | Loads for Lecturing | Administrative activities, examination, and consultations | Research-AO 15/2018 article 25, point 1.3.1, point 1.3.2 and point 1.3.3 |
|-------------------|-----------------------------------------------------|--------------------------|------------------------------|---------------------|-----------------------------------------------------------|--------------------------------------------------------------------------|
| Skender Ahmeti | Dr.(doctor) Economics-Banks, Finance and Accounting | Prof.Dr | 1 year | One year | In accordance with UKZ statute and internal regulations | See the table in the appendix |
| Art Shala | Dr.(doctor) Marketing | Dr.sc. | 1 year | One year | | |
| Fejzullah Berisha | Dr.(doctor) Law | Prof.Ascoc. | 1 year Full-time UKZ | One year | | |
| Ragmi Mustafa | Dr.(doctor) Computer Sciences | Prof.Ass | 1 year Full-time UKZ | One year | | |
| Basri Ahmedi | Dr.(doctor) Computer Sciences | Prof.Ass | 1 year Full-time UKZ | One year | | |
| Detrina Alishani | M.L/ PhD (c) Law | Assistant | 1 year Full-time UKZ | One year | | |

* Official Contract, ** Deed Contract (Parts of Lectures)

Table 7: Summary of academic staff - Part-Time (PT)

| Summary of academic staff - Part-Time (PT) | | | | | | |
|--------------------------------------------|-----------|----------------|-------------|-----------|---------------|--|
| Foreign | Prof. dr. | Prof. Assoc.dr | Prof.ass.dr | Assistant | New Assistant | |
| Management and Entrepreneurship | 1 | 1 | 2 | 1 | 1 | |
| Total | 1 | 1 | 2 | 1 | 1 | |

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.

The Compliance of the Economic Faculty

FE teaching staff is qualified with Doctoral degrees and academic qualifications of Prof.Ass., In accordance with the legal requirements related to the profession and teaching positions provided by the Administrative Instruction No.15 / 2018 on Accreditation of Higher Education Institutions in Republic of Kosovo , dated 28.09.2018.

Currently three professors are in the process of being promoted from their academic titles Prof. Ass. to Prof. Assoc., where they have received the evaluation of the relevant commissions.

Training programs for capabilities of academic staff are continuously provided , including those for teaching responsibly and the effective use of new technology in teaching.

Standard 3.3.

The academic staff does 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.

The Compliance of the Economic Faculty

Academic staff do not cover more than two teaching positions (one full-time, one part-time) within an academic year, regardless of the educational institution where they conduct their activity in accordance with Administrative Instruction No.15 / 2018 on Accreditation of Institutions of Higher Education in the Republic of Kosovo, dated 28.09.2018.

The teaching staff is involved in professional development to improve the quality of teaching, and is being monitored by the FE management.

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.

The Compliance of the Economic Faculty

FE academic staff are permanent staff employed full-time and account for over 66% of study program hours, according to Article 26, point 5.3.3 Administrative Instruction No.15 / 2018 on Accreditation of Higher Education Institutions, Republic of Kosovo, dated 28.09.2018.

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 a Ph.D. title or equivalent title in the case of artistic/applied science institutions.

The Compliance of the Economic Faculty

For each group of students designated according to the HEI and for each 60 ECTS credits in the study program, the Faculty of Economics has employed a full-time professor, with regular working relationship and with title doctoral degree (PhD) in the field of study program under Article 26 , point 5.3.4 and point 5.3.5 Administrative Instruction No.15 / 2018 on Accreditation of Higher Education Institutions, Republic of Kosovo, dated 28.09.2018:

1. Prof.Ass.Dr.Bajram Fejzullahu, responsible for the program-Management field
2. Prof.Ass.Dr.Fehmi Azemi, responsible for the program-Management field
3. Prof.Ass.Dr. Xhevat Sopi, responsible for the program –Economics field
4. Ass. Dr. Arben Sahiti, responsible for the program –Banks, Finance and Accounting field

Standard 3.6.

Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties.

The Compliance of the Economic Faculty

The UKZ has in recent years begun with solid support for staff to support it by participating in various scientific conferences and activities that contribute to the improvement of the overall professional and academic level. Another aspect is the involvement of UKZ in various different projects such as ERASMUS + which have helped to enhance staff level.

However, the need for improvement is permanent and further support is needed in this regard. The needs consist of greater participation in conferences, scientific seminars and trainings. Also for professional development the staff of the FE needs to increase the level of knowledge of foreign languages

The following table shows the staff participation in the trainings

| Project title | Place | Year | Participants |
|---------------------------------------------------------------------------------------------------------------------------|-------------------|------|-----------------------------------------------|
| ERASMUS+ project Entrepreneurial Universities for Industry Alliances – EUFORIA; WORKSHOP. | Ferizaj Kosovo | 2017 | Xhevat Sopi Nexhat Shkodra Arben Sahiti |
| Academic Staff Training in Nottingham, UK (Nottingham Trent University) with the topic “CURRICULUM DEVELOPMENT WORKSHOP”. | Nottingham, UK | 2018 | Xhevat Sopi Naim Mustafa |
| Center for Excellence in Teaching at the University of Prishtina | | | Xhevat Sopi |

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------|--------------------------------|
| WORKSHOP: - Evaluation and evaluation standards in higher education institutions | Prishtinë, Kosovo | 2016 | Arbenita Kosumi |
| Center for Excellence in Teaching at the University of Prishtina Workshop: Active learning in higher education | Prishtinë, Kosovo | 2016 | Xhevat Sopi Arbenita Kosumi |
| MINISTRY OF EDUCATION FOR SCIENCE AND TECHNOLOGICAL DEVELOPMENT, BELGRADE, NO. 22-26, LICENSE FOR EDUCATION, Vocational training in assessment methods and techniques in education No.291 / 1-2016 | Bujanoc | 2017 | Shefket Jakupi |
| INSTITUTE FOR PROMOTION OF EDUCATION AND TRAINING EDUCATION No.570-434 / 2016 dated 18.04.2016 - WORKSHEETS, CREATING BY THE CLASSES OF TEACHING TIME No.10579 / 2016 | Bujanoc | 2017 | Shefket Jakupi |
| MINISTRY OF EDUCATION FOR SCIENCE AND TECHNOLOGICAL DEVELOPMENT, BELGRADE, NO. 22-26, LICENSE FOR EDUCATION, 2013, License, No.152-00-330 / 2010-2013 | Preshevë | 2013 | Shefket Jakupi |
| TEACHERS 'UNION, "BET FORUM" UZHICA, CERTIFICATE No.05633,2013 | Bujanoc | 2013 | Shefket Jakupi |
| BASIC - ORIENTED EDUCATION ACTIVITIES, 16 hours of training, ENTREPRENEURSHIP AND EDUCATION INSTITUTE, No. 860-632 / 2012 dated 09.05.2012 | Bujanoc | 2012 | Shefket Jakupi |
| TEACHERS 'UNION, "BET FORUM" UZHICA, CERTIFICATE NO.05660, 2012, ACTIVE EDUCATIONAL EDUCATION METHODS, 16 HOURS OF TRAINING, ENTREPRENEURSHIP IN SCIENCE AND EDUCATION, No. 860-6.05.2012 | Bujanoc | 2012 | Shefket Jakupi |
| TEACHERS 'UNION, "BET FORUM" UZHICA, CERTIFICATE NO.05688, 2012, ORIENTATED ACTIVE EDUCATION PLANNING, 16 hours of training, SCIENTIFIC AND EDUCATION ADMINISTRATION INSTITUTE, 2012/01/2012 | Bujanoc | 2012 | Shefket Jakupi |
| YOUTH ACHIEVEMENTS IN SERBIA, SOKO BANJA, CERTIFICATES FOR TRAINING THE PROGRAM - PROFESSIONAL TRAINING, NO.120-09 / 10, 2009, YOUTH ACHIEVEMENTS, 36 hours of training, School Program | Bujanoc | 2012 | Shefket Jakupi |

| | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------|------------------------------------------|
| 2009/2010 no.842 | | | |
| BASIC - ORIENTED EDUCATION ACTIVITIES, 16 hours of training, ENTREPRENEURSHIP AND EDUCATION INSTITUTE, No. 860-632 / 2012 dated 09.05.2012 | Bujanoc | 2012 | Shefket Jakupi |
| Programs: Certificate from MFS Expert in the field of "Implementation of Economics", "Company Program" "MESE program" | Bujanoc | 2012 | Shefket Jakupi |
| LECU – Learning Cultures in Universities | Switzerland, Albania, Kosova | 2018-2020 | 1. Teuta Agaj Avdiu 2. Shpresë Qamili |
| Teaching methodologies | Prishtinë, Kosovo | 2015 | Teuta Agaj Avdiu |
| Learner Autonomy in Higher Education | Tetovo | 2013 | Teuta Agaj Avdiu |
| The role of students in the University of Prishtina and Albanian society | Prishtinë, Kosovo | 2010 | Teuta Agaj Avdiu |
| Program for Change and Leadership | Prishtinë, Kosovo | 2010 | Teuta Agaj Avdiu |
| Education for Peace and Tolerance | Prishtinë, Kosovo | 2009 | Teuta Agaj Avdiu |
| " How to write a successful project under the Erasmus + program " | Prishtinë, Kosovo | 2019 | Lulzim Rashiti |
| ERASMUS+ project Entrepreneurial Universities for Industry Alliances – EUFORIA; Training: “Placement Officer” | Staffordshire University UK | 2016 | Lulzim Rashiti |
| Human resource Management Organized by: BM Consulting | Prishtinë, Kosovo | 2013 | Lulzim Rashiti |
| European Foundation Certificate of Banking (EFCB) Organized by: Association of Kosovo Banners | Prishtinë, Kosovo | 2013 | Lulzim Rashiti |
| CERGE-EI Teaching Development Program: Co-Teaching and Collaborative Principles and Practices | Prishtinë, Kosovo | 2019 | Arben Mustafa Gëzim Tosuni |
| Trajnimi i stafit akademik në Ancona, Italy (Universita Politecnico dele Marche) me temë “Workshop on Case study development” | Ancona, Italy | 2017 | Arben Mustafa Gëzim Tosuni |
| Career Integration Fellows Teaching Principles and Practices for Economics | Prague, Czech | 2017 | Arben Mustafa |

| Course | Republic | | |
|------------------------------------------------------------------------------------------------------------------|----------------|------|----------------------------------|
| ERASMUS+ project Entrepreneurial Universities for Industry Alliances – EUFORIA; Workshop: Case Study Development | Nottingham, UK | 2017 | 1.Arben Sahiti 2.Gezim Tosuni |
| SPSS Workshop, Univervsity “ Kadri Zeka” Gjilan | Gjilan Kosovo | 2018 | Arben Sahiti |
| Logistics Training Course | Iraq | 2007 | Arben Sahiti |
| Container Management Training Course | Iraq | 2007 | Arben Sahiti |
| Material Requisition Training Course | Iraq | 2007 | Arben Sahiti |
| Property 101 Training Course | Iraq | 2007 | Arben Sahiti |

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.

The Compliance of the Economic Faculty

Academic staff is responsible for teaching and learning, including scientific research, student consulting engagement and other responsibilities related to his / her contract.

The commitments of full-time academic staff are governed by the policies of the UKZ and academic units as follows:

- From 2-6 hours per week, it is mandatory to hold consultations with the student
- Student Assessment
- Mentoring the students thesis
- Research activities
- Participation in debates, roundtables and various professional and scientific discussions
- Participation at meetings with Industrial Board
- Participation in meetings and debates organized by civil society and municipalities

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.

The Compliance of the Economic Faculty

Academic staff are assessed by students through the questionnaire at least once a year. The data obtained from the survey are processed by the quality office which informs the members of the academic staff individually on the results of the questionnaire and suggests measures to overcome the difficulties presented.

In the case of unsatisfactory assessments, in accordance with the quality regulation (<https://www.uni-gjilan.net/wp-content/uploads/2016/05/Rregullo-re-p%C3%ABr-procedurat-e-sigurimit-t%C3%AB-cil%C3%ABsis%C3%AB.pdf>), adequate action is taken to overcome the difficulties and improve the academic level of the teacher.

Standard 3.9.

Strategies for quality enhancement include improving the teaching strategies and quality of learning materials.

The Compliance of the Economic Faculty

- The quality improvement strategies are in line with the FE and UKZ development planning strategy.
- This consists of professional and academic upgrading of academic staff, teaching infrastructure and preparation of teaching materials in line with the study program and new developments in the field of study.
- Involvement of industry experts in the teaching process through guest speaker lectures but also co-operation to enhance the training component of the practical part.

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.

The Compliance of the Economic Faculty

Profesors retire at age 65 according to the law. They can then continue working part-time until the age of 70. Otherwise the status of the profesor may vary according to the law and the employment contract.

Table 8: SWOT analysis for academic staff:

| A. Strengths | B. Weaknesses |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Courses of study programs are taught by academic staff with relevant academic and professional qualifications (academic degrees and scientific degrees), as provided by the Law on Higher Education and Administrative Instruction. • Professors are in charge of subjects that belong to their fields of study. • Academic staff has sufficient scientific and practical experience • A number of them come from industry and have sufficient managerial experience | <ul style="list-style-type: none"> • The institution does not have a sufficient budget to assist professors for scientific publications in international peer-reviewed journals and impact factors, this professors accomplish by their own means. • A number of academic staff do not have sufficient knowledge of English or any other foreign language to use the most advanced scientific literature. |
| C. Opportunities | D. Threats |
| <ul style="list-style-type: none"> • Academic staff is required and enabled to do research and publish results in scientific journals and conferences. | <ul style="list-style-type: none"> • Necessity of professional and academic upgrading of staff, attendance of scientific conferences and publications |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Greater collaboration with businesses is an additional opportunity for academic staff to conduct research that solves practical problems. • Collaboration with businesses to apply the newest technology advances in the teaching process. | <p>in prestigious international peer-reviewed journals regardless of the financial status of FE and professors.</p> <ul style="list-style-type: none"> • It is necessary to follow the modern technology for the realization of the class hours as well as to follow the innovations in the field of study. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

2.4 Educational process content

Standard 4.1.

The study program is modeled 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.

The Compliance of the Economic Faculty

The Management and Entrepreneurship program offers study opportunities based on contemporary curricula, the most recent scientific achievements and research conducted in Management and Entrepreneurship.

Programi i studimit është i krahasueshëm dhe i harmonizuar me studimet bachelor të këtyre Universiteteve :

University of Ljubljana

http://www.ef.uni-lj.si/content/static_english/izobrazevanje/dodiplomsko/upes.asp

University of Split

<http://www.efst.unist.hr/studiranje/za-studente/studijski-programi/specijalisticki-diplomski-strucni-studij-iz-menadzmenta>

Aston University (BIRMINGHAM UK)

<https://www2.aston.ac.uk/study/courses/marketing-bsc>

University of Zagreb

<https://www.efst.unist.hr/studiranje/za-studente/studijski-program/preddiplomski-studiji/pe>

University of Vienna

<https://slw.univie.ac.at/en/studying/degree-programmes/bachelordiploma-programmes/bachelor-programmes-by-topic/#c202078>

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.

The Compliance of the Economic Faculty

The Bachelor of Management and Entrepreneurship program is a program based on national curricula supported on the European Qualifications Framework for Higher Education. Such a program is also in line with the needs of the local and foreign market, as it is compatible with the management and entrepreneurship curriculum developed in the respective countries (see webpages linked above on comparative universities).

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.

The Compliance of the Economic Faculty

The disciplines within the curriculum complement the definition and precise definition of general and specific competences, and are consistent with study programs and curricula submitted to the EHEA. The study plan is designed to be able to respond to various short and long term management challenges within an organization.

The following will list the learning outcomes for the study program under evaluation:

1. Familiarize with theories and concepts in the field of management and entrepreneurship.
2. Familiarize with real-world problem solving and problem solving methodologies.
3. Defining and comparing clearly the nature of the problem and finding the appropriate methods.
4. Use of appropriate techniques for collecting and analyzing data that will serve for decision making.
5. Implementation of appropriate management problem solving methodologies at all levels of management.
6. Implementation of appropriate methodologies related to the development of entrepreneurship and new businesses.
7. Implementation of appropriate methodologies related to enterprise marketing and facing the market and competition.
8. Key concepts underpinning innovation and issues related to developing and sustaining innovation within organizations.
9. Application of managerial and marketing strategies.
10. Analyze and clearly categorize real-life business problems
11. Use of information technology in business.
12. How to design creative strategies for pursuing, exploiting and further developing new opportunities.

13. Issues related to securing and managing financial resources in new businesses

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.

The Compliance of the Economic Faculty

The disciplines within the curriculum have analytical syllabuses that include at least: discipline objectives, core thematic content, learning outcomes, class distribution, seminars and applied activities, student assessment system, and minimum bibliography.

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 before the commencement of the program.

The Compliance of the Economic Faculty

The teaching is provided in Albanian language only. If there is a student interest in teaching in other official languages, the FE has the opportunity and academic staff to teach in other official languages of the Republic of Kosovo. Also, if there are any Erasmus + mobility students coming to FE, staff who are fluent in English are ready to contribute in the aspect.

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.

The Compliance of the Economic Faculty

Student-professor relations are cooperative rapports where the professor provides the student with sufficient opportunity for self-study and self-development by always having sufficient control over the student's work. These rapports are also developed in the field of research that is often shared in the achievement of learning outcomes.

Depending on the relevance of the study, the research is done individually and in groups, without prejudice to the results obtained during the research.

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 the flexibility to meet the needs of different groups of students.

The Compliance of the Economic Faculty

The teaching strategies are tailored to the specifics of the program, with courses tailored to meet the needs of the labor market in Kosovo and abroad.

Different learning models are practiced as follows:

- Learning in small groups
- Demonstration in practical hours
- Active learning
- Problem-based learning
- Work-based learning
- Blended learning
- Student-led learning


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.

The Compliance of the Economic Faculty

Through syllabuses of our courses are foreseen assessment forms relating student's achievement. They consist of a proportional allocation of teaching and research time. From the begining, the student is clear about his / her commitment and the forms that should be applied for a positive assessment. They consist of student engagement in lectures, tutorials, consulting, research, and project work. Thus, the formative assessment approach is predominant. Assessment results are posted on the SMU account or on the web, and consultations are provided for each of them where students are able to see their tests / work.

Following is an announcement of the exam results:

|  | | Faculty of Economics Results from Data Analysis for Business Research Exam date: 11.05.2019 Prof.Ass.Dr.Xhevat Sopi; Consultations are held on Monday, 20.05.2019 at 13:30! | | | | | |
|-------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------|------------------|-------|-------|
| Nr | ID | Activity & Attendance | Work | Practical Exam | Theoretical Exam | Total | Grade |
| 1 | xxxxxxx | 5 | 15 | 19 | 38 | 77 | 8 |
| 2 | xxxxxxx | 4 | 12 | 23 | 32 | 71 | 8 |
| | | | | | | | |

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.

The Compliance of the Economic Faculty

The assessment approach generally in the UKZ, and consequently also in the Faculty of Economics, is that of formative assessment. The Faculty Council has provided guidance and recommendations for professors to have a general formative principle for student assessment under the Bologna Process, so bearing in mind these principles, it can be concluded with significant certainty that the standards of work required for different courses grades do not have large variations over time but are consistent and similar for different courses within the programs.

Standard 4.10.

Policies and procedures include actions to be taken into dealing with situations where standards of student achievement are inadequate or inconsistently assessed.

The Compliance of the Economic Faculty

In cases where the standards of student achievement are not met, when they are insufficient or examined in an inconsistent way, then then they are treated through faculty council where measures are taken such as:

- Handle of the case together with the lecturer to see where the problem lies
- Organizing additional class hours
- Replacement of teaching methods
- Analysis of concreting material such as: Literature and laboratory equipment

Standard 4.11.

If the study program includes practice stages, the intended student learning outcomes are specified, and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning is understood by students. The practice stages are allocated ETCS credits, and the work of the students at the practical training organizations is monitored through activity reports; students during practice stages have assigned tutors among the academic staff in the study program.

The Compliance of the Economic Faculty

UKZ has established a Placement Office and has appointed a Business Cooperation Coordinator who regularly organizes student practical training in government and non-governmental businesses and institutions. This aspect also regulates the aspect of student evaluation through reports from supervisors, faculty and organizations.

Standard 4.12.

To facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organizations/practical training units.

**To be inserted the overview of the program (with all areas to be filled out).*

The Compliance of the Economic Faculty

The higher education institution has signed cooperation agreements, contracts or other documents with public institutions, private businesses, banks, accounting services agencies, and the Tax Administration.

Table 9: SWOT analysis for the educational process content:

| A. Strengths | B. Weaknesses |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Proven academic staff and positively assessed by students in ongoing surveys (for each semester organized by the Office for Academic Development). • Existence of positive image vis-à-vis public and private educational institutions. • High quality of curricula offered for study program based on relevant comparative programs. • The quality of the syllabuses adapted to meet the objectives of the program, according to contemporary standards based on relevant comparative programs. • Using modern technology (projectors, software, etc.) in the teaching process. • Interactivity. • Practical work. • Grading through semester activities. • Selection process for student enrollment. | <ul style="list-style-type: none"> • Insufficient scientific and research activities. • Inappropriate adaptation of academy staff with innovation. |
| C. Opportunities | D. Threats |
| <ul style="list-style-type: none"> • International cooperation and participation of visiting professors from outside the university. • Engagement of industry staff in the capacity of guest speakers or even part of the tutorials. • Student engagement through Industry research projects. • Utilizing electronic resources for | <ul style="list-style-type: none"> • Limited number of students (regression between birth rate and progressive immigration ratio). • The employment rate, respectively the lack of economic development, reduces the likelihood of progressive investment. • Internal and external competition. |

| | |
|--------------------------------------------------------|--|
| deepening certain studies and adopting new techniques. | |
|--------------------------------------------------------|--|

2.4.1 Course overview: Management and Entrepreneurship (BSc)

- The Faculty of Economics Council (FEC) has approved the curriculum for the Management and Entrepreneurship program presented according to the specializations conform the approved program.
- The total number of courses distributed per semester for the Management and Entrepreneurship program for the academic year 2020-23 are presented in the following tables specified by specializations and curricula.
- Students are oriented to their profile in the application for registration and must make a definitive determination when enrolling in the second year of study, respectively the third semester.
- Enrollment in profiles will be proportional

Table 10: Profile information table: Management and Entrepreneurship - Year I; semester I

| Year I | | | | | | |
|-----------------------------------|-----|---------------------------|--------------|---|-----------|-------------------------------|
| Semester I | | | Hours/ weeks | | | |
| No. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1. | O | Microeconomics | 3 | 2 | 7 | Prof.Ass.Dr.Gezim Tosuni |
| 2. | O | Mathematics for Economics | 3 | 2 | 7 | Prof.Ass.Dr.Musa Ajeti |
| 3. | O | Informatics | 2 | 2 | 6 | Prof.Ass.Dr.Basri Ahmedi |
| 4. | O | Business Law | 2 | 1 | 5 | Prof.Asoc.Dr.Fejzulla Berisha |
| 5. | O | Academic Writing | 2 | 2 | 5 | Prof.Ass.Dr.Nevrije Isamjli |
| Total (30 ECTS x25h = 750) | | | | | 30 | |

Table 11: Profile information table: Management and Entrepreneurship - Year I; semester II

| Year I | | | | | | |
|-----------------------------------|-----|--------------------------------------|--------------|---|-----------|-------------------------------------------------------------|
| Semester II | | | Hours/ weeks | | | |
| No. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1 | O | Macroeconomics | 2 | 2 | 6 | Prof.Ass.Dr.Arben Mustafa |
| 2 | O | Basics of Accounting | 3 | 2 | 7 | Prof.Ass.Dr.Shefket Jakupi |
| 3 | O | Basics of Statistics | 3 | 2 | 6 | Prof.Ass.Dr.Xhevat Sopi |
| 4 | O | Fundamentals of Management | 2 | 1 | 6 | Prof.Ass.Dr.Naim Mustafa |
| 5 | O | Foreign Language I (ENG. I/ GER. I.) | 2 | 2 | 5 | Prof.Ass.Dr.Teuta Agaj-Avdiu Prof.Asoc.Dr. Milote Sadiku |
| Total (30 ECTS x25h = 750) | | | | | 30 | |

Abbreviation: O – Obligatory; E– Elective; L – Lectures; E – Exercises; ECTS – credit

Table 12: Profile information table: Management and Entrepreneurship - Year II; semester III

| Year II | | | | | | |
|-----------------------------------|-----|--------------------------------------------------|--------------|---|-----------|-------------------------------------------------------------|
| Semester III | | | Hours/ weeks | | | |
| No. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1. | O | Management of Small and Medium-Sized Enterprises | 2 | 1 | 6 | Prof.Ass.Dr.Naim Mustafa |
| 2. | O | Marketing | 2 | 1 | 6 | Prof.Ass.Dr. Xhevat Sopi |
| 3. | O | Finance | 2 | 1 | 6 | Prof.Ass.Dr.Luitfi Zharku |
| 4. | O | Statistical Analysis | 2 | 2 | 6 | Prof.Ass.Dr.Xhevat Sopi |
| 5. | E | Microeconomic Market Analysis | 2 | 2 | 6 | Prof.Ass.Dr.Gezim Tosuni |
| 6. | E | Foreign Language II (English. II / GER II) | 2 | 2 | 6 | Prof.Ass.Dr.Teuta Agaj-Avdiu Prof.Asoc.Dr. Milote Sadiku |
| Total (30 ECTS x25h = 750) | | | | | 30 | |

Abbreviation: O – Obligatory; E– Elective; L – Lectures; E – Exercises; ECTS – credit

Instruction: From the list of elective courses in the third semester, the student will choose one subject.

Table 13: Profile information table: Management and Entrepreneurship - Year II; semester IV

| Year II | | | | | | |
|-----------------------------------|-----|-------------------------------------------|--------------|---|-----------|-------------------------------|
| Semester IV | | | Hours/ weeks | | | |
| No. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1 | O | Entrepreneurship | 2 | 2 | 6 | Prof.Ass.Dr.Fehmi Azemi |
| 2 | O | Fundamentals of Managerial Accounting | 2 | 2 | 7 | Prof.Ass.Dr.Shefket Jakupi |
| 3 | O | Organizational Behavior | 2 | 1 | 6 | Prof.Ass.Dr.Bajram Fejzullahu |
| 4 | O | Human Resource Management | 2 | 1 | 6 | Dr. Sc. Arben Sahiti |
| 4 | E | Kosovo's Economy and Business Environment | 2 | 1 | 5 | Prof.Ass.Dr.Arben Mustafa |
| 5 | E | Economic Integrations in EU | 2 | 1 | 5 | Prof.Ass.Dr. Lutfi Zharku |
| Total (30 ECTS x25h = 750) | | | | | 30 | |

Abbreviation: O – Obligatory; E– Elective; L – Lectures; E – Exercises; ECTS – credit

Instruction: From the list of elective courses in the fourth semester, the student will choose one subject.

2.4.2 Profile overview: Management and Entrepreneurship (BSc)

Table 14: Profile information table: Management and Entrepreneurship - Year III; semester V

| Year III | | | | | | |
|------------|-----|----------------------------------------|--------------|---|-----------|-------------------------------|
| Semester V | | | Hours/ weeks | | | |
| No. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1. | O | Business Decision Making | 2 | 2 | 6 | Prof.Ass.Dr. Naim Mustafa |
| 2. | O | Project Management | 2 | 2 | 6 | Prof.Ass.Dr.Fehmi Azemi |
| 3. | O | Financial Management of the Enterprise | 2 | 2 | 6 | Dr.sc. Arben Sahiti |
| 4. | O | Operations Management | 2 | 2 | 6 | Prof.Ass.Dr.Bajram Fejzullahu |
| 5. | E | Business Research | 2 | 2 | 6 | Prof.Ass.Dr.Xhevat Sopi |
| 6. | E | Innovation and Knowledge Management | 2 | 1 | 6 | Prof.Ass.Dr.Naim Mustafa |
| | | Total (30 ECTS x25h = 750) | | | 30 | |

Abbreviation: O – Obligatory; E– Elective; L – Lectures; E –Exercises; ECTS – credit

Instruction: From the list of elective courses in the fifth semester, the student will choose one subject.

Table 15: Profile information table: Management and Entrepreneurship - Year III; semester VI

| Year III | | | | | | |
|-------------|-----|-----------------------------------|--------------|---|-----------|----------------------------|
| Semester VI | | | Hours/ weeks | | | |
| No. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1 | O | Strategic Management | 2 | 1 | 6 | Prof.Ass.Dr. Naim Mustafa |
| 2 | O | Software Application in Business | 2 | 2 | 6 | Prof.Ass.Dr.Basri Ahmedi |
| 3 | O | Business Project | 2 | 2 | 6 | Dr.sc. Arben Sahiti |
| 4 | E | Investment Management | 2 | 1 | 6 | Prof.Ass.Dr. Refik Kryeziu |
| 5 | E | Business Communication | 2 | 1 | 6 | Dr.sc. Arben Sahiti |
| 6 | O | Thesis | | | 6 | |
| | | Total (30 ECTS x25h = 750) | | | 30 | |

Abbreviation: O – Obligatory; E– Elective; L – Lectures; E –Exams; ECTS – credit

Instruction: From the list of elective courses in the sixth semester, the student will choose one subject.

2.4.3 Profile overview: Marketing and Sales Management (Bsc)

Tabela 16: Profile information table: Marketing and Sales Management - Year III; semester V

| Year III | | | | | | |
|-----------------------------------|-----|------------------------------------|--------------|---|-----------|-------------------------------|
| Semester V | | | Hours/ weeks | | | |
| No. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1 | O | Marketing Research | 2 | 2 | 6 | Prof.Ass.Dr. Xhevat Sopi |
| 2 | O | Consumer Behavior | 2 | 1 | 6 | Prof.Ass.Dr.Bajram Fejzullahu |
| 3 | O | Brand and Communication Management | 2 | 2 | 6 | Dr.sc. Art Shala |
| 4 | O | Electronic Marketing | 2 | 2 | 6 | Dr.sc. Art Shala |
| 5 | E | Project Management | 2 | 2 | 6 | Prof.Ass.Dr. Fehmi Azemi |
| 6 | E | International Marketing | 2 | 1 | 6 | Prof.Ass.Dr.Bajram Fejzullahu |
| Total (30 ECTS x25h = 750) | | | | | 30 | |

Abbreviation: O – Obligatory; E– Elective; L – Lectures; E – Exercises; ECTS – credit

Instruction: From the list of elective courses in the fifth semester, the student will choose one subject.

Table 17: Profile information table: Marketing and Sales Management - Year III; semester VI

| Year III | | | | | | |
|-----------------------------------|-----|----------------------|--------------|---|-----------|-------------------------------|
| Semester VI | | | Hours/ weeks | | | |
| No. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1 | O | Marketing Strategies | 2 | 2 | 6 | Dr.sc. Art Shala |
| 2 | O | Sales Management | 2 | 2 | 6 | Prof.Ass.Dr.Bajram Fejzullahu |
| 3 | O | Bussines Project | 2 | 2 | 6 | Dr.sc. Arben Sahiti |
| 4 | E | B2B Marketing | 2 | 1 | 6 | Prof.Ass.Dr.Fehmi Azemi |
| 5 | E | Services Marketing | 2 | 1 | 6 | Dr.sc. Art Shala |
| 6 | O | Thesis | | | 6 | Prof.Ass.Dr. |
| Total (30 ECTS x25h = 750) | | | | | 30 | |

Abbreviation: O – Obligatory; E– Elective; L – Lectures; E – Exercises; ECTS – credit

Instruction: From the list of elective courses in the sixth semester, the student will choose one subject.

2.5 Students

Special place in organizational structures is dedicated to student participation. Student representation is emphasized by: According to the University Statute, two representative students are members with voting right of highest body of the University-Senate; on the Governing Board is a member - observer student; in studies Committee two students are members with voting right; student representatives participate in the Faculty Councils with the right to vote.

For the organization of student activities, UKZ management has provided full support, providing the necessary space and other necessary logistics. Scholarships are awarded each year based on the UKZ budget.

The administration of the University "Kadri Zeka" in Gjilan aims to be at the service of students and to carefully process and archive any document generated by the Institution or part of the student's or employee's file documentation. Thus, the Administration is responsible: for the documentation of the UKZ management staff: for the documentation of full-time and part time UKZ's professors and teaching assistants: and for the documentation of other staff of the Institution. It also takes care of:

- *Documentation of candidates applying for UKZ registration*
- *UKZ student documentation*
- *Organization of exams and documentation required for student exams*
- *Organization and informing on the lecture schedule*
- *The University Library and its enrichment*
- *Maintenance of Internet services*
- *Other work related to student life.*

A special part of the academic staff's work is the student consultation schedule. All academic staff members are obliged to announce a student consultation schedule at least once a week. Based on the mission of the UKZ, the main concern of the UKZ is to prepare students for a successful career. Part of the learning process in all faculties is practical learning, which is why UKZ has entered into agreements with relevant institutions for the development of practical learning, thus, FE students will deliver internships in public institutions and private businesses.

In this way, we will create all the prerequisites for our students to have a successful career after completing their studies at UKZ.

Student load

This way, counting that the student is engaged for 40 hours during the week, the academic year has 37 teaching weeks (15 + 15 + 2 + 2 + 3), we gain the engagement during the academic year. Student engagement during one year = 1500 hours.

Therefore, the student will accumulate 60 credits during one academic year in order to complete the academic year successfully, so we have:

- Considering that the total number of hours per semester should be 750, including lectures, exercises, internships, seminars, individual work (library and home) as well as exams or other assessment activities, in all subjects forming the structure of the syllabus for the semester and then individually determine the credits for each subject separately, taking care not to exceed 750 hours or 30 total credits per semester.

In cases where an incomplete number of credits is presented, rounding is allowed, e.g when a subject has 135 hours, then it has 5 credits (in some cases it may be 6 credits), and the subject which has 105 hours, will have 4 credits. The program of study is 3 years (180 ECTS). Student load for three years includes a total of 4500 teaching hours for 6 semesters (1 semester has 30 ECTS / 750 hours).

Standard 5.1.

There is a clear and formally adopted admission procedure at the institutional level that the study program respects when organizing students' recruitment. Admission requirements are consistently and fairly applied for all students.

The Compliance of the Economic Faculty

Admission requirements are consistently applied to all students upon enrollment. The criteria to be met are in full compliance with the MEST Guidelines. The rules on foreign qualifications in accordance with the Lisbon Convention are also respected when recruiting new students.

Standard 5.2.

All students enrolled in the study program possess a high school graduation diploma or another equivalent document of study, according to MEST requirements.

The Compliance of the Economic Faculty

Students enrolled in the bachelor degree program must have a high school diploma and a certification for the completion of national matura exam.

Standard 5.3.

The study groups are dimensioned to ensure effective and interactive teaching and learning process.

The Compliance of the Economic Faculty

The groups for lecturers and exercises are determined by the regulations in force in the UKZ, respectively by the decision of the Senate. In addition, group work is also organized within the lectures, especially during the exercises where small groups of 2-3 students are created who deal with various problems, depending on the specifics of the subject. Also, these groups function / collaborate in the execution of tasks for projects assigned to them as homework assignments.

Standard 5.4.

Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed.

The Compliance of the Economic Faculty

Student performance is an issue that is continuously monitored and evaluated by the professor and the assistant, thus mainly having a formative assessment approach. Students are informed in a timely manner about the evaluation of their activity. In cases where students have difficulties in achieving the required results, additional teaching hours is organized by the assistants and also consultations are provided by professors. Students therefore have every opportunity to use the support of staff even outside regular hours to overcome any learning difficulties.

Standard 5.5.

The academic record certifies the results obtained by the students throughout the study cycles.

The Compliance of the Economic Faculty

In the UKZ a University Management System (SMU) is applied which records each student's result and then can be reported at any time through a grade certificate as an official document. Upon completion of studies, the University produces documents such as grade transcripts, diplomas and supplements which present the student's results.

Standard 5.6.

Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and all examinations.

The Compliance of the Economic Faculty

Flexible treatment at the Faculty of Economics consists in the fact that professors and assistants express a willingness to assist students whenever they need. This is the case even during exam deadlines. Thus, there is an interactive relationship between the professor and the student which implies a permanent cooperation in dealing with the needs and requirements of the student. Also flexible treatment consists in the fact that even after undergoing the final written exam, students can improve their score during the consultations organized by each professor after the publication of the final exam results.

Standard 5.7.

Records of student completion rates are kept for all courses and the program as a whole and included among quality indicators.

The Compliance of the Economic Faculty

Each lecturer, after completion of the exam, places the grades in the SMU and produces documents such as: physical application form, grade list and passing statistics. The application form is placed in the student's file and the other two documents in the faculty archive. Upon completion of all courses, the diploma thesis can also be defended, which also has its own procedures set out in the relevant regulations (https://www.uni-gjilan.net/wp-content/uploads/2017/06/RregulloPerStudimetThemeloreBacelor_FakultetiEkonom_622975.pdf).

Standard 5.8.

Effective procedures are being used to ensure that work submitted by students is original

The Compliance of the Economic Faculty

Graduation for the BACHELOR degree is achieved by defending the thesis through the procedures provided by the FE bachelor studies regulation, for the defense of the BA diploma thesis, while also ensuring that the work presented by the students is original.

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.

The Compliance of the Economic Faculty

The rights and obligations of students are set forth in the Statute of the University, the Rules of Bachelor Studies, the Rules of Disciplinary Procedures and other documents that are public and available to all. (see appendices).

Standard 5.10.

The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents.

The Compliance of the Economic Faculty

Student transfer between higher education institutions, faculties and study programs is implemented according to the Statute and the transfer regulation through the commission for recognition of transfer exams based on the documentation (transfer request, certificate of examinations completed) required by the public call for transfer.

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.

The Compliance of the Economic Faculty

In accordance with the regulation on bachelor studies, other relevant documents of the institution and on the basis of employment contract, each member of the academic staff and other units is in function of the progress and success of the student's work in order to complete the studies on time and successfully.

Table 18: SWOT analysis for students:

| A. Strengths | B. Weaknesses |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ▪ There is a sufficient and affirmative legal basis that ensures the rights of students and their obligations. ▪ There is guaranteed student involvement in decision-making structures. ▪ Students are organized in student organizations through which they are represented in the structures of the Faculty and the University. ▪ There is considerable legal space and a positivist managerial approach for students to create the conditions for meaningful involvement in university life. | <ul style="list-style-type: none"> ▪ Inadequate willingness to engage in extracurricular activities. ▪ Neglecting to attend lectures and exercises. ▪ Lack of initiatives to organize creative activities. |
| C. Opportunities | D. Threats |
| <ul style="list-style-type: none"> ▪ Gaining theoretical and practical knowledge through additional courses within the faculty. ▪ Engagement in research projects within the Faculty office and student parliament. ▪ Opportunity for practical work in business through the Industrial Board. ▪ Opportunities for practical work in state institutions. ▪ Opportunities to apply for further study abroad. | <ul style="list-style-type: none"> ▪ Utilizing achievements in the field of technology. ▪ Low utilization of new literature in specific international fields. ▪ Quality of new students. ▪ Emigration of young people. |

2.6 Research

Research activities are an integral part of the academic staff development plan according to the action plan setting out the strategic objectives for staff promotion, research and publications.

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.

The Compliance of the Economic Faculty

The research plan is in line with the research strategy at the university level. Some activities organized in scientific research are not tracked at the University but these activities are carried out on an individual basis.

The FE has defined the objectives of scientific research which are related to the research development plan and in harmony with the objectives set by the MEST.

Financial resources are limited while human and logistical resources are sufficient. UKZ, in general as a new University and FE in particular, is in the process of expanding and strengthening international cooperation with new and existing partners, which focus on student, staff mobility and scientific research. We have noted that one way of achieving this is through the creation of interdisciplinary units, which are identified as centers, institutes, programs, laboratories or similar.

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

The Compliance of the Economic Faculty

The basic criteria for the promotion and advancement of academic staff in relation to the involvement in research and academic activities are set by the UKZ and are in line with MEST regulations. Based on the UKZ statute and promotion regulation it is clearly stated how many publications each academic staff member should have in order to be promoted to academic degrees. The organization of scientific conferences, symposiums, round tables, workshops is done in cooperation with the senior management of UKZ. The Faculty of Economics will soon be organizing a scientific conference of an international nature, with the participation of academic staff, researchers, students, alumni and businesses. Publications coming out of these scientific conferences will be processed with ISBN, ISSN scientific reports or journals dedicated to that particular scientific activity.

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.

The Compliance of the Economic Faculty

The UKZ Statute and the regulations on the selection and promotion of Academic Staff (see appendix) clearly define what is considered research work and which is a condition for admission but also for promotion to the academic ranks of current staff. These standards are also in line with the Law on Higher Education in Kosovo and the relevant administrative instructions

Standard 6.4.

The academic staff has a proven track record of research results on the same topics as their teaching activity.

The Compliance of the Economic Faculty

The academic staff mainly conducts individual research, and some of them do community-based applied research that is also related to their teaching activity.

The current staff of this program is made up of six PhDs in the field of economics who have published a significant number of books, scientific articles, research findings related to their teaching activities and scientific research. These results have also been presented at numerous conferences in Kosovo and abroad. The FE Academic Staff Research List is attached to this SER.

FE has presented strategies for identifying and capitalizing the expertise of teaching staff and students in delivering community-based research and development services. In this way, if the results of the research have an output a product / service then it is intended from that product / service to benefit community both in terms of quality improvement, efficiency and cost, while also paying particular attention to environmental protection.

Standard 6.5.

The academic and research staff publish their work in specialty 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 abroad.

The Compliance of the Economic Faculty

Academic and research staff have published and are still in the process of publishing a considerable number of books in publishing houses, scientific articles have been published in special journals with indexes on platforms recommended by MEST and UKZ. These publications are presented at conferences, seminars, symposiums in Kosovo and abroad. Most of these publications have open access and are available to all users at home and abroad.

When evaluating candidates for promotion, research articles are required to be published in the field of the candidate, in journals which are indexed on the respective academic platforms, and categorized as follows:

1. Platforms and journals - indexing in the database of scientific journals evaluated equally with a coefficient of 1 (100%) are:

- 1.1 Web of Science
- 1.2 Scopus
- 1.3 Ebsco,
- 1.4 Worldcat
- 1.5 DOAJ

2. The Senate has chosen 3 platforms. Senate platforms are equivalent to a coefficient of 0.85 (85%) and are:

- 2.1 WorldWideScience
- 2.2 Microsoft Academic Search
- 2.3 BASE (Bielefeld Academic Search Engine)

The Faculty of Economics closely monitors the contribution of all staff to attracting financial resources through research / application / artistic / product and products. The institution is very supportive and strives to create conditions for staff who have ideas for designing research projects that provide funding for research projects, especially since financial resources are limited. Personnel capacities to generate research funding as well as financial benefits from research projects are considered in an individual performance review.

Standard 6.6.

Research is validated through scientific and applied research publications, artistic products, technological transfer through consultancy centers, scientific parks and other structures for validation.

The Compliance of the Economic Faculty

FE through its academic staff is present in many journals and educational institutions internationally. There is a solid quality to the component research that needs to be further enhanced. Staff and students also engage in consultancy through various researches conducted for various business and non-business organizations.

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.

The Compliance of the Economic Faculty

Each member of the academic and research staff has published at least one research paper in the last three years ([see the list of academic staff publications in the appendix](#)).

Standard 6.8.

Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full-time staff.

The Compliance of the Economic Faculty

Academic staff through the research of their scientific work, publishes them on behalf of the institution where they are employed or in collaboration with researchers from other institutions. For this reason, in addition to financial resources, UKZ supports academic staff in publications in prestigious journals in accordance with UKZ Regulation and MEST Regulation.

Standard 6.9.

Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students.

The Compliance of the Economic Faculty

Through policies on Intellectual property in the UKZ, criterias are defined when scientific research is copyrighted and as such is protected. In the meantime, it is expected that there will be further advancement in stimulating and supporting new ideas.

Standard 6.10.

Students are engaged in research projects and other activities

The Compliance of the Economic Faculty

Students, through research work, are engaged in research projects, either for the purpose of studying results or for the purpose of publishing in scientific journals. However, this is still a low level of participation in these activities at the bachelor level. In the future, these components will be treated with many advantages by the management of FE and UKZ.

Table 19: SWOT analysis for research:

| A. Strengths | B. Weaknesses |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Qualified, motivated and experienced staff in the field of research (have published a considerable number of books, scientific articles and participated in numerous conferences at home and abroad).• Cooperation agreements with local and international institutions.• Training of staff for scientific research (EUFORIA project).• Concentration of all faculties within one campus is opportunity for interdisciplinary cooperation. | <ul style="list-style-type: none">• Lack of access to international databases.• Lack of application software for plagiarism.• Financial problems in conference attendance and quotation for publications.• Lack of knowledge of foreign languages. |

| C. Opportunities | D. Threats |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Application for financing unique projects and partnering with Erasmus + and Horizon 2020. • Financial support from MEST for research projects, participation in conferences, workshops, national and international symposiums. • Establishment of a university-based institute for economic research and analysis. • Enrichment of the library. | <ul style="list-style-type: none"> • Complicated and lengthy procedures that complicate international travel in order to collaborate with projects and research (visa application). |

2.7 Infrastructure and resources

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.

The Compliance of the Economic Faculty

UKZ has ample space, classrooms, reading rooms, cabinets and solid space for academic staff for the long-term implementation of the “Management and Entrepreneurship” study program. FE guarantees quality studies for teaching and learning in the bachelor Management and Entrepreneurship study program, given the sufficient study space.

UKZ has begun using the University Management System (SMU), university data management software, in particular for students, including from admission to graduation. Student data is stored indefinitely.

UKZ has also installed the use of e-learning. Students and academic staff use it in the academic process of teaching, consulting, homework and other academic communications.

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.

The Compliance of the Economic Faculty

UKZ is a public university funded by the Kosovo Budget. MEST sets tuition fees. UKZ drafts its Budget in consultation with the MEST (in the interim) and the Ministry of Finance, and it is adopted under the Kosovo Budget Law. The FE unit funding plan and current study program are part of the UKZ funding plan (see: [UKZ Financial Plan 2020](#)).

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:

- a) owned or rented spaces adequate for the educational process;*
- b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;*
- c) adequate software for the disciplines of the study included in the curriculum, with utilization license;*
- d) library equipped with reading rooms, group work rooms, and its book stock according to the disciplines included in the curricula.*

The Compliance of the Economic Faculty

UKZ operates within a campus where all faculties are concentrated. The space is owned by the University and has no rental facilities. The university owns a shared library for all faculties. The Faculty of Economics has an IT cabinet equipped with computers and software programs according to the teachers' requirements for the respective subjects.

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 applicative activities for the specialty disciplines included in the curricula are carried out in laboratories equipped with IT equipment.

The Compliance of the Economic Faculty

Regarding the number of seats in the lectures and seminars are sufficient for groups and subgroups of students according to specializations including curricula and based on the syllabus. FE is equipped with solid equipment for lectures and exercises. The following table shows the data regarding the infrastructure of the space of the FE that is in use.

There is a sufficient structure for the development of teaching activities in the UKZ in Gjilan . The structure of spaces including administration offices, classrooms, laboratories, cabinets, and libraries is shown in the following table.

Tabele 20: Presentation of data on: spaces, classrooms, cabinets, amphitheater by number and area used in m².

| | |
|-----------------------------|----|
| Office for administration | 21 |
| Classroom (lectures) | 25 |
| Cabinets for lecturers | 10 |
| Natural Sciences laboratory | 1 |
| Storehouse | 1 |
| Informatics cabinets | 4 |
| Music cabinet | 1 |

| | |
|--------------|---------------------------|
| Library | 1 |
| Reading room | 3 |
| Total space | 6100 m² |

The UKZ facilities for organizing the teaching process are for 695 students at entry A and 790 at entry B, or a total of 1485 students at a time. This number can be increased to 1815 students as needed.

The structure of the lecture spaces is distributed in the two entrances of the UKZ facility: A and B. This distribution is as follows:

| Entrance A | | Entrance B | |
|-------------------|------------------|-------------------|--------------------------------|
| Hall No. | Number of seats | Hall No. | Number of seats |
| A/01 | 110 | B01 | 100 |
| A/02 | 120 | B02 | 100 |
| A12 | 70 | B03 | 30 |
| A13 | LAB.BSHN | B04 | 30 |
| A14 | 70 | B10 | IT Cabinet/30 |
| A21 | 35 | B11 | 150 |
| A22 | 70 | B12 | IT Cabinet/30 |
| A23 | 40 | B13 | 40 |
| A24 | Music Cabinet 30 | B21 | 100 |
| A25 | 30 | B22 | 50 |
| A26 | Art Cabinet 30 | B23 | Routers Cabinet Switches 50 |
| A27 | 30 | B24 | IT Cabinet/35 |
| A31 | 60 | B31 | IT Cabinet/35 |
| A33 | 30 | | |
| | | | |
| | | | |
| Total | 695 | | 790 |

Equipment data such as: projectors, concretization tools, and laboratory equipment relevant to the institution and the program (s) under evaluation;

LIST OF EQUIPMENTS IN THE PUBLIC UNIVERSITY "KADRI ZEKA" GJILAN

| UKZ list of equipments | | |
|-------------------------------|---------------------------------------|---------------------|
| Nr. | Naming of equipment | Unit / Piece |
| 1 | Computers in Informatics laboratories | 110 |
| 2 | Computer for academic staff | 70 |
| 3 | Computers for administration | 38 |
| 4 | Laptop | 52 |
| 5 | Laptop for student in the lab | 15 |
| 6 | Projectors | 45 |
| 7 | Photocopy | 14 |
| 8 | Printer | 70 |
| 9 | Printer for ID-Cards | 1 |
| 10 | Optical Reader | 1 |
| 11 | WI-FI (modem) | 15 |
| 12 | Server | 2 |
| 13 | Laboratory equipment | 15 |
| 14 | Overhead projector | 13 |
| 15 | Security cameras | 38 |
| 16 | Professional Camera | 4 |
| 17 | Electronic Board (Smart Board) | 4 |
| 18 | Router | 6 |
| 19 | Manageable switch | 10 |
| 20 | Simple switch | 15 |
| 21 | UPS | 50 |
| 22 | Scanner | 4 |

Physical and electronic register of books relevant to the institution and the program / programs under evaluation: The library book fund is in the annex of the SER.

Standard 7.5.

The education institution's libraries must ensure, for each of the study programs:

- a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;*
- 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;*
- c) their book stock from Albanian and foreign specialty literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or specialty courses of recognized publishers, from the last ten years;*
- d) a book stock within its library with a sufficient number of books to cover the needs of all students in the cycle and year of study the respective discipline is provided for;*
- e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.*

The Compliance of the Economic Faculty

UKZ has the University Library as a separate organizational unit. The Library has a capacity of 180 reading places and about 52 thousand book copies and about 15 thousand book titles.

The library has two types of reading rooms: the open type, where all students can use it, and one room has more seats; the second type are the smaller rooms, with a limited number of seats, serving the master students or even the academic staff.

The literature in the Library is available in several languages: Albanian, English, Serbian and any other language.

UKZ has in its procurement plan the regular purchase of books for the needs of students. Such purchases have been made for 2018, 2019 and it is planned to be purchased in 2020 and the following years.

The Library has a considerable number of scientific journals, both in Albanian and English. A number of publications, mainly those purchased since the establishment of the UKZ, are new publications, not older than 10 years. While a number of books are old but important in the development of science.

In order to enrich the professional literature, UKZ has encouraged academic staff to publish university books and scientific monographs. To this end, it has established the University Publishing Council in 2019.

Standard 7.6.

The infrastructure and facilities dedicated to the implementation of the program are adapted to students with special needs.

The Compliance of the Economic Faculty

The infrastructure and facilities dedicated to program implementation partially meet the needs of students with special needs.

Table 21: SWOT analysis for infrastructure and resources:

| A. Strengths | B. Weaknesses |
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| <ol style="list-style-type: none"> 1. There is a financial plan at UKZ level that demonstrates the sustainability of the Management and Entrepreneurship program. 2. Use of SMU. 3. Use of E-learning. 4. The classrooms meet the average conditions for teaching. 5. The halls are equipped with concretization tools, projectors, tables and interiors. 6. The faculty has an IT cabinet available. 7. Utilizing the Library within the UKZ, where there is ample space for FE students as well. 8. Annual supply with new literature. 9. Across all UKZ spaces there is internet service which will serve as a source of needed literature. | <ol style="list-style-type: none"> 1. Outdated learning spaces. 2. Insufficient budget to purchase equipment for professors' cabinets. 3. Lack of digital library. 4. Low level of English as a tool for qualitative use of information sources. |
| C. Opportunities | D. Threats |
| <ol style="list-style-type: none"> 1. Financial support from the highest institutional instances. 2. Donor book fundraising. 3. Providing books through procuremen. 4. Digitizing the library. 5. Equipping of halls and amphitheaters with modern equipment. 6. Using the Internet as a source of needed literature. | <ol style="list-style-type: none"> 1. Rapid changes in technological equipment. 2. Non-financial support for modernization of teaching equipment. |

3. RECENT EVOLUTION AND DEVELOPMENTS RECORDED SINCE THE PREVIOUS EVLUATION

| Recommendation of the Expert Team in the previous External Review Report | The solution that the provider has implemented in addressing the recommendation | Other relevant comments |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. It is advisable to have joint training for all staff on curriculum development, writing of learning outcomes and new approaches to assessment methods. Currently these areas are missing from general standards. 2. Although UKZ positions itself as a "teaching university" it is | <ol style="list-style-type: none"> 1. Part of the staff has attended training within the EUFORIA project from the Erasmus + Program. One of them was "CURRICULUM DEVELOPMENT WORKSHOP", implemented at NOTTINGHAM TRENT UNIVERSITY, with a focus | <ol style="list-style-type: none"> 1. In this regard, more frequent trainings with all staff should continue in the future, both in defining and writing the expected |

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| <p>still advised to focus more on research results, especially in international journals. Special time should be given to the academic staff for these activities.</p> <ol style="list-style-type: none"> 3. In order to increase contact with the international syllabus, more English is suggested. At least one course can be fully taught in English. Occasionally foreign guests within the regular courses may offer additional value. 4. The school should consider reducing the number of students admitted, in order to improve the student-professor ratio and improve the quality of teaching. Also the system of maximum duration of student status and maximum number of opportunities to take exams should be reviewed at the appropriate level of the decision-making system. 5. Further development of the syllabus should pay more attention to course titles, a comprehensive list of all courses and poorly defined courses. The program should focus more on communication, psychology, social transferable skills throughout the syllabus. 6. Professors should consider including guest / social partners in their regular courses. Internship opportunities / internship value can also be promoted among students. 7. All the extra exchange opportunities for both staff and students would provide great value for the future. 8. Last but certainly not least, more resources and administrative support should be given to program leaders who have the vision and ability to bring the program to the next | <p>on Bloom's Taxonomy.</p> <ol style="list-style-type: none"> 2. Academic staff have been encouraged to publish more in international journals and participate in such conferences, where they are being financially supported for the participation quote (fee). 3. The unsatisfactory level of students' knowledge of English has made no move in this direction. 4. During these years at the Faculty of Economics were accepted 5 professors and a regular assistant which has significantly reduced the ratio of professor-student. There has also been a gradual decline in the number of students enrolled. 5. The new curriculum envisaged in the evaluation program has clearly defined subject titles which are also offered in a logic course from general theoretical to specific and actionable aspects. There have been cases where a basic and another specific subject from the same field has been retained at the same time. For example, we had the subject of Human Resource Management and Management in the same semester. This aspect is of particular importance. Also, in most of the courses it is foreseen the realization of the projects that have to be presented, as are the topics foreseen in the field of communication and reporting of the research results. | <p>outcomes for courses and programs, according to Bloom's Taxonomy standards.</p> |
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| level of academic quality. | 6. Especially in the more specific subjects related to institutions and industry it is foreseen to invite experts as a guest speaker and a visit to the enterprise or institution. 7. Some students have been part of mobility through the Erasmus program. 8. Budgetary constraints have not allowed satisfactory results to be achieved in this respect, despite the opportunities provided by the EUFORIA program. | |
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4. APPENDICES

1. Statute of University Kadri Zeka, Gjilan
2. Regulations for the Selection of Academic Staff (ref.01 / 1474, dated 09.12.2015)
3. UKZ Budget
4. Regulation for bachelor studies
5. Regulation on quality assurance procedures
6. UKZ internal quality control standards
7. Student Assessment Questionnaire
8. Course syllabuses
9. CV- academic staff
10. List of Academic Staff Publications
11. List of staff participation in teaching and learning trainings
12. Research analysis with alumni <https://www.uni-gjilan.net/lajmet/ukz-ka-mbajtur-takimin-e-pare-me-alumni-te-fakultetit-ekonomik/>
13. List of FE cooperation agreements with businesses and public institutions
14. Student Workload Calculation / ECTS Form
15. Other relevant documents that clarify the data in the SER <https://www.uni-gjilan.net/fakultetet/fakulteti-ekonomik/dokumentet-te-rendesishme/>
16. Workshop on preparations for accreditation of study programs (<https://www.uni-gjilan.net/lajmet/fakulteti-ekonomik-i-ukz-se-ka-mbajtur-takim-pune-per-pergatitjet-rreth-akreditimit-te-programeve-studimore/>)