



Kosovo Accreditation Agency (KAA)

Guidelines on drafting the Self Evaluation Report (SER) for evaluation of higher education institutions and their study programmes (G1)

Aiming at evaluating the fulfilment of criteria for accreditation/ reaccreditation of institutions and their study programmes, specified by the State Council of Quality, the KAA office has drafted this Guideline (G1) which entails requirements to be met by the applicant institution, proved in written form within the Self Evaluation Report and other documentation.

The Self Evaluation Report should be drafted in strict chronological order according to this guideline. The use of names (of institution, programmes, levels, modules, subjects, persons, their titles, etc.) should be strictly the same as in the SER and in the other submitted documentation.

Another document to be submitted is the “First Page” (FP). The First Page is a form (depending on the form of application) with the requirements for detailed information, which can be downloaded from the Agencies’ webpage (www.akreditimi-ks.org) and should be filled out by the applicant institution.

The documentation for application should be submitted in two versions, hard copy (stapled copy, double side) and electronic copy (CD covered with plastic wrapper, with the inscription: name of the institution, date of submission), in Albanian and English language. The documentation should be submitted in the KAA office, at least one year prior to the date when the accreditation is to begin (Administrative Instruction for Accreditation of Higher Education Institutions in the Republic of Kosovo, No. 02/2013, article 4).

Other copies should be submitted upon request, after the application is checked and corrected in consultation with the office.

Name of the institution:

Date of submission:

Self Evaluation Report

1. Table of contents

2. Brief description of the institution's history

- 2.1. Establishment (year, no. of decision, etc.);
- 2.2. Description of locations of all campuses (addresses, contact, etc.);
- 2.3. Other programmes that are delivered at the centre and in all other campuses (exact naming of programmes and grades to be awarded);
- 2.4. To date evaluations (to be presented all to date evaluations at the institutional level and at study programmes level, in all campuses and the duration of accreditation periods).

3. Mission Statement

- 3.1. Aims and perspectives in teaching and research (Mission statement of the institution)
- 3.2. The Strategy on implementing the mission (it should be found as a document of the institution);
- 3.3. Relation of the institution's/ unit's mission with the overall mission of the institution;
- 3.4. The adopted strategy by the management of the institution should be analysed in terms of the following questions:
 - 3.4.1. How does the institution/ unit monitor the changes developed in other institutions/ units in the country and abroad;
 - 3.4.2. How does the institution/ unit change aiming at improvement;
 - 3.4.3. How does the institution/ unit adapt to new requirements, how rapidly does it respond to external requirements? (to be demonstrated with relevant documents the decision for any changes made as a result of stakeholders needs such as: the Government, MEST, labour market, ENQA, EUA, or any other party of interest);
 - 3.4.4. How does the institution/ unit draft its strategic plan in order to achieve its mission? (To be demonstrated with the strategic plan drafted and approved by the institution);
 - 3.4.5. Does the institution/ unit has mechanisms for quality assurance? (To be demonstrated with relevant documents for the procedures of Internal Quality Assurance).

4. Organisation, Management and Planning

- 4.1. Name of the institution/ unit;
- 4.2. Internal Regulations:
 - 4.2.1. Organisation of decision making structures in administration – the organization chart;
 - 4.2.2. Organisation of decision making structures in academic affairs;
 - 4.2.3. Participation/ representation of students in organisational structures of the institution/ unit;
 - 4.2.4. Selection procedures of personnel, particularly procedures for promotion (titles) of the personnel;
 - 4.2.5. Intended titles for the scientific personnel.
- 4.3. If the institution has/ intends to establish new centres (in different locations), detailed information for the organization structure, distribution of responsibilities and competencies in decision-making);
- 4.4. Development concept paper in accordance with leading principles and the financial plan.

5. Study programmes (SP)

5.1. General information

- 5.1.1. Regulations and procedures for the development/ reviewing and approval of new curriculums (quality criteria and responsibilities);
- 5.1.2. The regulation on students evaluation and their progress during studies (to be presented briefly the procedures for students evaluation, deadlines for exams, requirements for passing rate of students, grading methods);
- 5.1.3. Regulations and procedures for drafting diploma thesis BA, MA and PhD (for levels provided);
- 5.1.4. Documents on planned legal relations (reports) between institutions and students;

5.2. Study programme under evaluation: _____ (per each study programme separately)

- 5.2.1. Basic data for the study programme (all areas should be filled out)

Description (name) of the academic programme	
Level of qualification according to NQF (with abbreviations BA, MA, PhD, doctorate programme, university course, certificate or professional diploma)	
Academic degree or name of the diploma, spelled out in full and in abbreviated form	
Area of study according to <i>the Erasmus Subject Area Codes</i> (ESAC)	
Profile of the academic programme (specialisation)	
Minimum duration of studies	
Target group	
Minimum period of study	
Form of studies (full time, part time, distance learning etc.)	
Number of ECTS credits (total and per year)	
Modules / Subjects (titles)	
Number of study places	
Person in charge for the study programme	
Permanent scientific/artistic personnel (number per staff category)	
Tuition fees	

- 5.2.2. Rationale of the programme for the labour market (to be provided facts for the labour market research);
- 5.2.3. International comparability of the programme;
- 5.2.4. Group (the target) to whom the programme is dedicated;
- 5.2.5. Orientation of the study programme according to the leading principles of the institution (mission statement);
- 5.2.6. The aim and profile of the study programme (brief description of the programme/ 7 – 10 sentences);
- 5.2.7. Expected learning outcomes (to be numbered at least 7-10 competencies and qualifications, knowledge and skills);
- 5.2.8. Relation between the theoretical and practical/ experimental part of the study;
- 5.2.9. ECTS calculation;
- 5.2.10. Practical work – internship (to be demonstrated through valid agreements with business partners);
- 5.2.11. Research plan for the study programme (s) under evaluation;
- 5.2.12. Students registration and admission criteria;
- 5.2.13. Overview of the programme (all areas should be filled out):

Year I						
Semester I			Hours/Weeks			
Nr.	M/E	Subject	L	E	ECTS	Lecturer
1						
2						
3						
4						
5						
6						
Semster II			Hours/Weeks			
Nr.	M/E	Subject	L	E	ECT	Lecturer
1						
2						
3						
4						
5						
6						

5.2.14. For each module/ subject (maximum one A4 page) should be specified:

- ✓ Description (name);
- ✓ Short description of the content (maximum 5 sentences);
- ✓ Expected learning aims and outcomes (5-7) (knowledge, skills and competencies);
- ✓ teaching and learning methods;
- ✓ evaluation methods and passing criteria;
- ✓ concretization means/ IT;
- ✓ ratio between the theoretical and practical part of teaching;
- ✓ basic literature to be used in each module (one basic title and two supplementary titles not older than 10 years).

5.2.15. To be presented agreements with at least two accredited HEIs which ensure that students can be transferred in similar programmes of these HEIs, in case of bankruptcy or accreditation withdrawal. KAA should provide its endorsement for concluded agreements (Law on Higher Education, No. 04L-037, 2011, article 14, point 5.8);

5.2.16. The dossier of the study programme/ programmes under evaluation should contain the syllabuses for each module/ subject, for each study programme under

evaluation (in Albanian and English language, only in electronic format – as an appendix outside the SER);

5.3. Study programme: _____ (the subsequent programme)

6. Staff

- 6.1. To be presented in tabular form data about full time (FT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contracts, work load for teaching, exams, consulting, administration activities, research, etc.;
- 6.2. To be presented in tabular form data about the part time (PT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contracts, workload in teaching, exams, consulting, administration activities, research, etc.;
- 6.3. To be presented in tabular form data about the visiting professor (VP) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contracts/ agreements (MoU) with their institutions concerning their engagement, workload of teaching, exams, consulting, administration activities, research, etc.;
- 6.4. To be presented in tabular form the engagement of full time (FT) academic/ artistic staff according to study programmes and research areas, etc.;
- 6.5. To be presented in tabular form the engagement of part time (PT) academic/ artistic staff according to study programmes and research areas, etc.;
- 6.6. To be presented in tabular form data about the Full Time (FT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contracts, workload of teaching, exams, consulting, administration activities, research, that are foreseen to be engaged as additional staff for the programme (s)/ (new) campuses under evaluation, etc.;
- 6.7. CV of the academic personnel (Only in the electronic version. Each CV should be in PDF file with the inscription CV name.surname FT/ PT/ VP), in a joint folder, with three sub files (1. FT/ 2.PT/ 3.VP) outside SER;

- 6.8. The development plan for the academic staff for a 3 year period (to be demonstrated with facts the way how the increase of the qualified academic staff is foreseen to be carried out, supporting further education and financing of the new academic staff, mobility, training, participation in conferences and scientific symposiums, etc);
- 6.9. Ratio of Full Time (FT)/ part Time (PT) academic staff per units and for the institution in general;
- 6.10. Staff dossier (hard copy only), for each member of academic staff, should contain the valid contract, CV, Diplomas, verification of diploma (the attestation for diploma verification by MEST for the academic staff that has a certain qualification from abroad), decision on the academic title.

7. Students

- 7.1. To be presented in tabular form:
 - 7.1.1. The number of current/ foreseen students in the institution and the programme separately;
 - 7.1.2. Development of students number for the last three years in the institution and the programme separately, the gender ratio;
- 7.2. To be presented in tabular form:
 - 7.2.1. Passing rate of students in exams for the last three years in the institution and programme separately;
 - 7.2.2. The number of students who drop out their studies (dropout rate) for the last three years in the institution and programmes separately;
 - 7.2.3. Employability of graduates in the last three years;
- 7.3. Ratio of Full Time (FT) academic staff/ students per unit and per institution in general;
- 7.4. Allocation, respectively negotiation of scholarships by the educational institution;
- 7.5. Organization of students within the institution/ unit (representation of students in organizational and managerial structures);

- 7.6. Students services (hours in the office, tutorials, consultations, leaderships, individual consulting, etc.);
- 7.7. Services for career guidance and internships for students;
- 7.8. Other educational offers from the institution (if there are any);
- 7.9. Service for graduated and employed students (Alumni);
- 7.10. To be presented the number of registered students in the PhD Level in the last three years and the number of defended PhD thesis in the last three years (this applied when evaluating study programs of PhD level).

8. Quality Management

- 8.1. Description of the internal quality assurance system;
- 8.2. Institution's regulations on programme's quality assurance procedures;
- 8.3. Procedures for reviewing study programmes;
- 8.4. Presentation of instruments for evaluation of programme's/ course quality (questionnaires, surveys, focus groups, etc.);
- 8.5. Mechanisms for the implementation of quality assurance measures;
- 8.6. Follow up procedures for improvement and use of outcomes from previous evaluations;

9. Space and Equipment

- 9.1. To be presented in tabular/ numerical form data about the: spaces, teaching rooms, laboratories, cabinets, amphitheatres (number and surface in m²) relevant for the institution and the programme (s) under evaluation;
- 9.2. To be presented in tabular/ numerical form data about equipments such as: projectors, concretization means, laboratory tools, etc. relevant for the institution and the programme (s) under evaluation;
- 9.3. To be presented the physical and electronic record of relevant books for the institution and the programme (s) under evaluation;

9.4. To be presented in tabular/ numerical form the data about the: IT infrastructure, internet, WI FI, number of PC for the academic staff, students and administration.

10. Research and International Co-operation

- 10.1. To be presented the research plan or the strategy at the institutional and programme (s) level under evaluation, as well as current projects and cooperation in the area of research;
- 10.2. To be presented the list with publications of the full time (FT) academic personnel and students in the last three years in national and international scientific journals;
- 10.3. To be presented in tabular form the participation of the full time (FT) academic staff in scientific conferences, symposiums and seminars in the last three years;
- 10.4. To be presented in tabular form the number of projects for international cooperation in the area of teaching and research (Tempus, Erasmus, etc.);
- 10.5. To be presented the relation of research with teaching in the programme (s) under evaluation (how are research outcomes transmitted through teaching of students);

11. Financing

- 11.1. Budget and financing plan (calculations of the revenues and expenditures) at the level of units/ institution in general for at least three years, with data for financing resources (including the own capital);
- 11.2. Budget and financing plan (calculation of revenues and expenditures) for the programme (s) under evaluation for at least three years, with data about the financial resources (including the own capital);
- 11.3. The financing plan of research at the level of unit/ institution and within the programme (s) under evaluation for at least three years, with data about the financing resources (including the own capital);

12. Plan for the implementation of Expert Team recommendations (ET) from the last accreditation procedure (s)

- 12.1. To be presented the current status of the institution in terms of implementing recommendations, and the plan for the implementation of ET recommendations from the last accreditation procedure (s) at the institutional level (to be provided responses for each recommendation given by the ET separately, including activities for the fulfilment of recommendations, responsible persons, the cost and the time limit);
- 12.2. To be presented the current status of ET recommendations from the last accreditation procedure (s) of the programme (s) under evaluation (to be provided responses for each recommendation given by the ET separately, including activities for the fulfilment of recommendations, the responsible persons, the cost and the time limit).

13. Appendices

13.1. To be presented a filled sample of:

- ✓ Syllabus;
- ✓ Work contract;
- ✓ Evaluation questionnaire;
- ✓ Diploma supplement;
- ✓ Form of student's workload calculation/ ECTS;
- ✓ One CV of academic staff;
- ✓ Other relevant documents which further clarify data of the SER.

08.2013