UNIVERSITY OF PRISHTINA

DENTISTRY, DR. DENT

REPORT OF THE EXPERT TEAM

17th of April, Pristina

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

TABLE OF CONTENTS

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

INTRODUCTION

Sources of information for the Report:

- *Self-Evaluation Report (SER)*
- *Interviews with faculty, students, staff and all relevant stakeholders*
- *Relevant institutional documentation and annexes*

Criteria used for institutional and program evaluations

- *Kosovo Accreditation Agency standards*
- *National Qualifications Framework (NQF)*
- *European Higher Education Area (EHEA) guidelines*

Site visit schedule

Programme Accreditation Procedure at University of Prishtina, Faculty of Medicine	
Programmes:	**Dentistry, Dr. Dent**
Site visit on:	**17 April 2025**
Expert Team:	Prof. Dr. Adrian Tudor Stan
	Prof. Dr. Angelo Miguel Cardoso Jesus
	Mr. Damon Mohebbi
Coordinators of the KAA:	Shkelzen Gerxhaliu, Director of Department at KAA
	Fjolle Ajeti, Senior Officer at KAA

Site Visit Program

Time	Meeting	Participants
09:00 – 09:50	Meeting with the management of the faculty where the programme is integrated	Dean Prof. Dr. Sefedin Muçaj, Vice Deans Prof. Asoc. Aurora Bakalli, Prof. Asoc. Miranda Stavileci, Prof. Dr. Naser Ramadani, Prof. Asoc. Armond Daci
09:55 – 10:35	Meeting with teaching staff	Head of Branch of Dentistry Prof. Dr. Gloria Staka, Prof. Dr. Agim Begzadi, Prof. Asoc. Kujtim Shala,

3

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

		Prof. Asoc. Albena Reshitaj, Prof. Asoc. Mërgime Prekazi, Prof. Asoc. Jehona Ahmedi.
10:35 – 11:30	Meeting with the program holders of the study programme	Prof. Asoc. Teuta Pustina, Prof. Asoc. Resmije Ademi, Prof. Asoc. Zana Agani, Prof. Asst. Zana Sllamniku Prof. Asst. Donika Bajrami, Prof. Asst. Linda Dula.
11:30 – 12.30	Lunch break	
12:30 – 13:10	Visiting facilities	
13:10 – 13:50	Meeting with quality assurance representatives and administrative staff	Prof. Dr. Kreshnik Hoti, Asst. Dr. Sc. Toskë Kryeziu, Shkumbin Tafilaj, Ardita Kastrati,
13:50 – 14:30	Meeting with students	Dea Byci, Zana Dobreci, Lekë Karakashi , Adin Dana, Edin Rama.
14:30 – 15:10	Meeting with graduates	Diellza Musmurati, Flamur Aliu, Besir Salihu, Zamira Qerkezi, Linda Krasniqi.
15:10 – 15:50	Meeting with employers of graduates and external stakeholders	Prof. Dr. Blerim Kamberi Head of Dental Chamber of Kosova, Dr. Enis Ahmedi /Prosthodontist, Dr. Lekë Jakupi/ Orthodontist, Dr. Getoar Hoxha/ Oral Surgeon, Mr. Taulant Gashi/ representative of Bora Dental.
15:50 – 16:00	Internal meeting of KAA staff and experts	
16:00 – 16:10	Closing meeting with the management of the faculty and program	

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

A brief overview of the programme under evaluation

The Dentistry programme at the University of Prishtina "Hasan Prishtina," housed within the Faculty of Medicine, provides an integrated six-year curriculum designed to produce skilled dental professionals. Established in 1975, the programme continues to evolve in line with European standards, adhering to directives ensuring compatibility with international dental education practices. The educational approach emphasizes a comprehensive blend of theoretical instruction and practical training, ensuring that graduates are fully equipped to deliver modern dental care independently.

PROGRAMME EVALUATION

1. MISSION, OBJECTIVES AND ADMINISTRATION

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

The Dentistry study program at the Faculty of Medicine, University of Pristina "Hasan Prishtina," is in alignment with the institution's mission, addresses societal needs, and maintains public accessibility as required by accreditation standards. The program adheres to the official regulations established by the Law on Higher Education in Kosovo and the University's Statute, specifically based on Article 65(1) of the Constitution of the Republic of Kosovo and Article 17, paragraph 1 of the Law on Higher Education in the Republic of Kosovo no. 04/L-037. To ensure alignment with societal and market needs, the Faculty of Medicine established an Advisory Board in 2015 specifically to analyze market requirements in medicine and healthcare. The study programs at the Faculty of Medicine, including the Dentistry program, are publicly available through the official website (https://mjekesia.uni-pr.edu).The curriculum was developed based on Directive 2005/36/EC of the European Parliament and Council/Section 4/Article 34. The Dentistry program also demonstrates international comparability with other European dental education programs.

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

5

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

An Ethics Committee is in place and the Code of Ethics regulates procedures and mechanisms to address plagiarism, academic dishonesty and other forms and types of discrimination. All relevant policies, regulations, and codes are made publicly available through the University's official website. Staff and students are informed of these policies and procedures through regular email communication. The ET confirmed in the meeting students that they are aware of the existence of the code of ethics. The meeting with the teachers and staff also helped to understate the procedures that are being implemented. Major issue is in terms of plagiarism, since the software used does not offer an "Albanian Language" option. Efforts should be made to guarantee that the university has software that is available in their national language and also offers AI detection.

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

There is an information management system (SEMS) in place. Moodle serves as a platform for learning environments. Teachers, students, and administrative staff are all happy with the system, according to quality assurance personnel.

"Students and staff actively participate in the program's evaluation and management processes," according to what the ET read in the SER and overheard in interviews. Regular surveys, focus groups, and formal meetings are used to gather feedback, which offers insightful information for organizing follow-up tasks and making data-driven decisions.

Government policies and ethical standards are followed in the implementation of student and staff data protection and privacy.

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

According to the report, all activities and operations of the study program follow a policy and review process ensuring efficient administrative personnel and budget support. The study program has sufficient administration to meet the needs of both students and academic staff. Moreover, administrative personnel involved in implementing the study program undergo professional development to enhance their skills and effectiveness. If the number of students is to increase in following years, efforts should be made to accommodate higher numbers of administrative staff.

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

6

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

The SER states that working groups were formed to address recommendations from the Expert Group during the previous re-accreditation process. For example, one key recommendation was to demonstrate the connection between the assessment of competencies in different subjects, the defined learning outcomes, and the teaching and learning activities, ensuring students master all required competencies upon graduation. Actions have been taken to align competencies with current professional demands and enhance graduates' skills, such as communication with patients. This indicates that the institution has actively responded to past recommendations and undertaken measures to improve the study program quality.

ET recommendations:
1. *Invest in software that supports text in Albanian and also detection for AI written papers (in the next 2 years).*

2. QUALITY MANAGEMENT

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

The ET finds evidence that quality assurance procedures are ingrained in research quality, international collaborations, student services, relationships with companies and graduates, and everyday teaching and learning. It includes ongoing evaluations of teaching, learning, research, and other program components, with active participation of students, academic staff, and management. The Meeting the Quality assurance staff was clear on the procedures used to integrate new teachers with the quality assurance system. The PDCA cycle is used for continuous improvement, according to the SER and the information obtained from interviews with top management and quality assurance personnel. However efforts should be put in place to that the PDCA cycle for Students, graduates and external stakeholders is fully closed.

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

According to the SER and the meeting with management, the study program undergoes drafting and approval processes as set by the University of Prishtina. Moreover a working

7

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

group was established by the Faculty of Medicine Council specifically for the Dentistry program to develop plans for advancing the program and departments.

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

During interviews with heads of the program, teachers and students, is was possible to ascertain that the study program is periodically monitored and reviewed to ensure that its objectives are met. This monitoring process involves the stakeholders. The monitoring includes learning outcomes, student workload, academic success, and graduate employment, among other indicators. Survey data from students is collected and used in internal discussions between faculty management and professors. Stakeholders such as students, academic staff, and employers participate in quality assurance activities, including student course evaluations and feedback processes.

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

Considering the SER and the several meetings it was clear that documents related to policies, regulations, and guidelines are made available to the public. Additionally, staff conduct periodic self-assessments and students have electronic access to submit evaluations of academic staff annually. The results from these evaluations are used to improve teaching performance and study programs. Information about the programs, curricula, syllabi, and quality assurance measures is also publicly available through the university's official website and communication channels. Furthermore, continuous quality assurance processes enhance transparency. Academic staff engage in regular self-assessments based on daily and monthly teaching reports, adhering to the approved syllabi and using signature forms that document teaching activities. Students participate by providing electronic evaluations of academic staff through the Quality Management System annually. The feedback collected from these surveys is confidentially processed and shared with academic staff to improve teaching quality.

ET recommendations:
1. *Partner with accreditation bodies/peer institutions/ private companies to conduct periodic external reviews of the quality assurance system, ensuring alignment with global best practices (in the next 3 years).*
2. *Consider the possibility of reaching an ISO certified Quality management System*

8

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

3. ACADEMIC STAFF

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

The "Regulation for the selection and advancement of academic staff", based on law no. 04 / L-037 for Higher Education in the Republic of Kosovo and in the Statute of the University of Prishtina, ensures that the selection, appointment and promotion of academic staff is done according to the relevant qualifications and relevant experience, effectively ensuring that all candidates are treated equally. This information is available in the SER and was discussed with the management team and the quality assurance team. Academic staff, at the beginning of the academic year, must sign the declaration that they are not engaged in more than two teaching positions and must obtain an approval from the University Management for teaching part time. They are informed about internal regulations, code of ethics.

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

The Dentistry Department of the Faculty of Medicine has a qualified academic staff who fully delivers both theoretical and practical instruction in dental professional fields. There is an intimate and relevant connection with the teacher of general medicine. The Dentistry Department employs a total of 51 professionals, including 3 Full Professors, 10 Associate Professors, 3 Assistant Professors and 34 Teaching Assistants. Workload complies with the law.

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

The Dentistry study program is supported by teaching staff whose promotion and reappointment follow objective, transparent procedures aligned with institutional strategic goals and legal requirements. Academic staff advancements are governed by the Regulation on Selection Procedures for Appointment, Reappointment, and Advancement of Academic Staff (updated in 2022), which prioritizes scientific output quality (e.g., publications in credible databases, exclusion of predatory journals), research productivity (e.g., project involvement, doctoral mentoring, monographs), and participation in scientific events and courses on teaching methods and related subjects. However the ET was unable to ascertain the level and detail of each quality output.

9

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

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

The University offers courses on teaching strategies, evaluation techniques, and the planning and execution of teaching in higher education in a methodical manner through the Center for Excellence in Teaching. Employees with particular challenges receive additional consideration. The Office for Research and Sponsored Projects (ZRPS) coordinates scientific research activities, monitors international research trends, and represents the university in external collaborations, ensuring staff access to global networks and funding opportunities. The Faculty of Medicine specifically offers continuous professional development, including participation in internationally co-funded projects, collaborations with EU universities, and specialized training sessions led by field experts. Staff are actively encouraged to enroll in academic programs with international partners and engage in projects that foster professional growth, such as curriculum development and research initiatives.

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

Little information is shared on this topic, but the SER indicates that all the external associates are either Residents or Specialists.

ET recommendations:
1. *Reduce reliance on teaching assistants (34 assistants vs. 16 professors) by prioritizing the promotion of qualified assistants to tenure-track roles, ensuring a balanced faculty structure*
2. *The quantitative benchmarks for promotions (e.g., minimum Scopus-indexed publications, grant acquisition targets), should be publicly available.*

4. EDUCATIONAL PROCESS CONTENT

Standard 4.1 The study program intended learning outcomes are formulated clearly, precisely, and comprehensively according to the best practices; they are aligned with the published institution's/academic unit's mission and strategic goals, and are publicly **available. (ESG 1.2)**

The dentistry program has a well-defined set of intended learning outcomes that are clearly articulated, aligned with the University's mission and publicly accessible. The program's learning outcomes cover all the essential competencies a Doctor of Dentistry should have upon graduation. For example, graduates are expected to apply fundamental biomedical knowledge to distinguish normal from pathological conditions, to diagnose oral diseases, to perform basic therapeutic dental procedures, to use modern dental technology in patient care, to promote oral health, and to communicate professionally and ethically with patients.

These outcomes are comprehensive and reflect best practices in dental education (they mirror the competencies recommended by European dental frameworks and are comparable to those of reputable EU dental programs)

Standard 4.2 The study program intended learning outcomes comply with the National Qualification Framework and the European Qualifications Framework level descriptors. (ESG1.2)

The integrated Dentistry program (Doctor of Dentistry, 360 ECTS) is designed to meet the level descriptors of both Kosovo's National Qualifications Framework (NQF) and the European Qualifications Framework (EQF) for higher education. In Kosovo's NQF, an integrated six-year professional program like Dentistry corresponds to Level 7 (Master's level) – the program outcomes indeed reflect the knowledge (advanced theoretical and practical knowledge in dentistry), skills (complex problem-solving, clinical procedures), and competencies (management of treatment, independent practice) expected at that level. The curriculum is structured with a balance of theoretical and practical components that ensure students progressively reach higher-order competencies by the end of the program. It includes a research-oriented diploma thesis (worth 20 ECTS) as a capstone, which is characteristic of Level 7 qualifications, requiring the ability to plan and execute a project with some research elements, under the supervision of an academic staff.

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

The Dentistry curriculum is coherently structured, with a logical sequence of courses and practical training that build students' competencies step by step from first year to sixth year. It is organized such that foundational sciences come early, followed by pre-clinical dentistry, and then intensive clinical courses, allowing students to progress smoothly. In the first years, students take basic medical and dental sciences (anatomy, physiology, biochemistry, tooth morphology etc.) to establish fundamental knowledge. As they advance, more specialized subjects (prosthodontics, endodontics, periodontology, radiology etc.) are

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

introduced in a sequence where each builds on prior learning. The program has compulsory and elective courses. There are some elective courses that should be included in the mandatory region, like Esthetics in Dentistry and Ergonomics in Dentistry. Dentists are among the healthcare professionals most prone to musculoskeletal disorders due to repetitive movements, poor posture, and static positions during procedures. Teaching proper ergonomics early on can prevent chronic pain, fatigue, and long-term disability. Ergonomics isn't an "extra" skill—it's fundamental to doing the job safely and well. Just like infection control or anatomy, it's part of the core skill set a dental professional needs.

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

The Dentistry program fully complies with relevant European Union directives governing dental education, ensuring that its graduates meet EU standards for professional qualifications. In particular, the program has been structured to satisfy EU Directive 2005/36/EC on the recognition of professional qualifications (Article 34 for dental practitioners). This directive stipulates requirements such as a minimum duration of studies (at least 5 years full-time which UP exceeds with 6 years), specific content areas (like at least 5,000 hours of theoretical and practical instruction in dentistry), and certain balance between theory and clinical practice. The UP program's 6-year, 360 ECTS structure (approximately 9,000 hours of instruction/practice).

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

Clinical training (practicum) is a cornerstone of the Dentistry program, and it is very intentionally designed with clear learning outcomes and structured processes to achieve them. For each clinical course or practicum rotation, the expected competencies are explicitly defined – for instance, by the end of the Oral Surgery rotation, students must be able to perform simple extractions and manage common complications; by the end of Prosthodontics clinic, they must competently fabricate and fit a crown, etc. These specific practicum learning outcomes are outlined in the Practicals/Clinic Syllabi and the Dentistry Internship/Practice Regulation. Throughout the practicum, academic staff mentors supervise and guide the students, which helps students connect what they are doing with the intended learning.

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

The teaching philosophy of the Dentistry program is distinctly student-centered, employing a variety of modern pedagogical methods that actively engage students in their learning process. Rather than relying solely on traditional lectures, the program utilizes interactive and participatory approaches: for instance, Problem-Based Learning (PBL) is a key method, where students work in small groups on clinical case studies, collaboratively solving problems and applying their knowledge to realistic scenarios.

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

Assessment methods in the Dentistry program are carefully designed to be fair, transparent, and aligned with the learning outcomes, thereby verifying that students have achieved the competencies expected. The Faculty of Medicine has a clear Regulation on Basic Studies (No. 22, dated 13.01.2022) that outlines the assessment system and standards for all programs. According to this regulation and the course syllabi: each course uses a mix of formative and summative assessments – including written exams, oral exams, practical/clinical exams, assignments, and continuous assessment components (like midterm colloquia, projects, seminar participation) – that collectively measure the full range of intended outcomes

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

The program carefully uses the European Credit Transfer System (ECTS) to quantify student workload and link it to learning outcomes, ensuring a fair distribution of effort across the curriculum. Each course in the Dentistry program has a designated ECTS value that reflects the total expected workload (including class time, practicals and self-study) for the average student to achieve the learning outcomes of that course. The entire program comprises 360 ECTS over 6 years, which corresponds to roughly 9,000 hours of student work. The breakdown given in the SER – about 4,845 hours of direct instruction (lectures, seminars, exercises) and 4,155 hours of independent study – aligns with the ECTS principle that one credit equals 25–30 hours of work and 60 ECTS per year is a full-time load.

ET recommendations:

1.   Periodically involve external stakeholders (employers from dental clinics, alumni and representatives from the Dental Chamber) in reviewing the program learning outcomes, the program structure and also to establish an updated market need

13

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

for future dentists. The persons invited during the accreditation process will serve as a suitable starting point. (every 2 years, starting 2025)

2.   To keep the curriculum coherent with evolving best practices, introduce emerging topics in a structured way. For example, digital dentistry and implantology have become crucial – the program has started implantology training. Continue this trend by perhaps adding a senior-year elective on Laser Dentistry or CAD/CAM dentistry, ensuring it fits logically after foundational prosthodontics.

3.   Introduce Ergonomics in Dentistry as a mandatory course (deadline – by the end of 2026)

4.   Conduct an annual workload survey asking students how many hours per week they spend on each course (including class, study, assignments). Compare the results to the expected hours from the ECTS allocation.

5. STUDENTS

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

Admission to the study program at the Faculty of Medicine at the University of Prishtina is governed by a publicly available competition process, clearly outlining requirements and criteria. This includes international students under Ministry quotas. Applicants must have completed secondary education and meet national qualifications.

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

The full-time programs involve lectures, practical exercises, clinical work, and a diploma thesis, with student grouping adhering to regulations and clinical dental students maintaining patient portfolios. Assessment includes winter, spring, and fall exam sessions with transparent scheduling and a grading scale from 10 to 5; appeals can be made to the dean, potentially leading to a commission exam. The diploma thesis, selected by the student and mentored by faculty, is an individual project demonstrating the application of theoretical knowledge and is defended before a commission, with the Dean's Office governing the entire process.

During the site visit it became apparent that the program employs several quality improvement mechanisms, including the collection of faculty-level data on student

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

performance metrics like exam pass rates and study duration. To enhance teaching quality, student feedback on courses and professors is gathered through questionnaires. Furthermore, standardized questionnaires for academic staff, administrative staff, and students are used to ensure the quality of both academic and administrative functions across the university.

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

In talks with the programme coordinators it was made clear that student transfers are governed by the University Statute, and students receive information and support for international exchange programs through dedicated university offices. Academic staff provide regular consultation hours, coordinated by the program coordinator. Instructors offer adequate teaching supervision to ensure students grasp and can apply their knowledge in dental practice.

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

The regular study program spans six years (twelve semesters) totaling 360 ECTS, with each semester comprising 750 teaching hours (30 ECTS). Regarding academic integrity, students are responsible for their conduct and must report academic dishonesty; violations can lead to disciplinary measures ranging from warnings to permanent expulsion.

During the site visit, the reviewers were able to convince themselves that student interests are represented through student organizations, the Student Parliament at the university level, and the Student Council at the faculty level, with elected Student Council members having representation on the Faculty's Teaching Council.

The Faculty of Medicine maintains records of course syllabi and student exam performance. Sufficient and qualified professional, administrative, and technical staff provide student support. The Career Development Center offers guidance on study and career opportunities, including tutors and advisors.

ET recommendations:

1. *It is advised to strengthen independent design of diploma thesis topics by students, rather than selecting from a list published by the Dean's Office or the Office of Basic Studies.*
2. *It is advised to actively seek and establish more partnerships with international dental schools to increase student mobility opportunities.*
3. *The curriculum could be further enhanced to integrate the practice-science interface for students to have practical examples in theoretical subjects. It is recommended to initiate a design thinking phase for teachers of each module by the end of the third quarter 2025 on how to integrate practical aspects in theoretical subjects. Implementation of these changes by the end of the first quarter 2026.*
4. *It is recommended to support student representatives by offering financial resources and infrastructure for student governance. It is recommended to initiate a joint platform/meeting for exchange between student representatives, study programme heads and faculty management and develop a student support plan which outlines the needs for effective student representation and corresponding measures by the end of 2025.*
5. *It is recommended to engage external stakeholders and graduates to offer a mentorship program for students.*
6. *It is advised to inform students about the outcomes of their feedback (e.g. through course announcements, program newsletters, or dedicated feedback reports), showing students that their input leads to tangible changes. It is recommended to make necessary changes to the quality management system until the end of the second quarter 2026.*

6. RESEARCH

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

The Dentistry program is well-aligned with the Faculty of Medicine's research mission and receives institutional support to pursue research objectives as part of its academic activities. The University of Prishtina's mission includes developing scientific research and innovation. The Dentistry branch contributes to these goals by embedding research components in the program and by encouraging faculty and student research in oral health science. The Dentistry department operates out of UDCCK, which not only serves educational needs but also has infrastructure for clinical research. : The Faculty's research office helps secure project funding. Additionally, the faculty budget has seen increases in recent years earmarked for materials and equipment, part of which benefits Dentistry. The University and Faculty also encourage staff to apply for external research grants and provide

internal seed funds (through University research funding schemes) – this is evidenced by mention of project financing schemes to stimulate scientific output.

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

Many faculty members are actively publishing and participating in research: the Faculty has an operational Science Coordinator's Office that tracks and encourages the scientific output of all departments, including Dentistry. Dentistry staff contribute to international journals and conferences; some serve on editorial boards and act as peer reviewers, indicating recognition of their expertise. The University offers courses through the Center for Teaching Excellence (which also often covers research methodologies and academic writing), and internal funding is available: the Faculty established regulations for financing research activities (No. 3/879, 2020) that provide small grants and rewards for indexed publications. The Faculty has also set up the infrastructure as mentioned in the SER, which directly supports faculty research projects. In terms of professional activities, staff are encouraged to remain clinically active and collaborate with the dental profession: for example, some faculty consult on national health committees or professional boards, and involvement in such professional practice is valued (it might feed back into teaching and often spurs research proposals).

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

The SER details a wide range of collaborative research agreements and partnerships that Dentistry has fostered.). Domestically, staff collaborate with colleagues at other institutions such as the University of Medicine in Tirana and the State University of Tetova's Faculty of Medicine, meaning joint research or exchanges of expertise occur within the region. As at the moment there is not currently a running PhD program in Dentistry some international collaborations are in place where PhD students enroll in different medical universities, like the ones in Skopje, Tirana, Zagreb etc.

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

Most of the professors and lecturers in the Dentistry program are conducting research in areas that overlap strongly with the subjects they teach, ensuring that their instruction is informed by up-to-date scientific knowledge and firsthand inquiry. The SER confirms that

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

academic staff have a significant number of scientific publications corresponding well to their fields of teaching specialization

ET recommendations:

1. Work with the Faculty and University to secure more external funding focused on dentistry research. This could involve lobbying for a portion of national research grants to be earmarked for oral health, or partnering with the Dental Chamber or Ministry of Health on applied research projects (like a national oral health survey).

2. While senior staff are actively publishing, ensure that younger or less research-experienced faculty in Dentistry get mentorship to become equally engaged. Establish a research mentorship program where an experienced researcher (perhaps from the Medicine faculty or an international collaborator) mentors a junior lecturer.

7. INFRASTRUCTURE AND RESOURCES

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

The Faculty of Medicine, and specifically the Department of Dentistry, offers extensive facilities and equipment that are well-suited for both the educational and research needs of the program. The Dentistry program is primarily housed in the University Dental Clinical Center of Kosovo (UDCCK), which provides a comprehensive clinical training environment. This building spans about 3300 m² over 5 floors, accommodating multiple dental clinics (oral surgery, prosthodontics, orthodontics etc.), dental X-ray diagnostics units (including advanced imaging like OPG and CBCT), a dental laboratory for prosthetics and lecture halls. For theoretical learning, UDCCK contains a large amphitheater (60 seats) and a seminar hall (40 seats) for lectures and smaller group teaching, which will be needing refurbishing in the near future, especially to provide more comfortable seats. All the infrastructure is maintained and functional: the program contributes to maintenance and updating of UDCCK equipment and facilities, as noted by contributions to upkeep and purchase of demonstration materials and consumables. Importantly, these facilities are sufficient for the number of students. Group sizes in practical sessions (8 students per clinical

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

10

instructor, 15 in preclinical labs) are set according to available units, preventing overcrowding. The SER asserts that infrastructure and equipment support the long-term implementation of the dentistry program within necessary standards indicating that current space and tools meet accreditation criteria. . For example, each student eventually has access to patients and instruments to fulfill their clinical quotas, and there is no severe shortfall reported in equipment numbers.

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

The Faculty of Medicine's libraries supply dentistry students and staff with a considerable range of literature and study spaces, although there is room to expand the collection depth. According to the SER, the libraries hold a rich selection of literature in English, Albanian, and other languages, covering more than 50% of subjects in the Dentistry curriculum. Many essential dental texts (e.g., Textbook of Prosthodontics, Endodontics, Oral Pathology) are available, primarily in English as those are standard, with some key titles translated into Albanian for easier comprehension. The library also provides electronic resources: being part of UP, students likely have access to online academic databases (e.g., ScienceDirect, PubMed via HINARI, etc.) where they can find journal articles and e-books relevant to dentistry. This significantly widens the resource pool beyond physical books.

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

Funding for the Dentistry program, primarily through the University of Prishtina's budget (which is publicly funded), has been sufficient to maintain its operations and invest in improvements, though like many public programs it faces financial constraints and relies on strategic allocation and supplemental sources. Budget planning: The Faculty's Vice-Dean for finance oversees budgeting for the program, aligning needs with the University's financial allocations. The accreditation guidelines require showing sustainability for five years. The program can demonstrate this through the government's ongoing commitment to fund public education and perhaps multi-year budget plans. It was mentioned that the faculty has managed to increase its budget in recent years for materials and equipment which is a positive sign.

ET recommendations:

1.   With a lot of high-tech equipment in use, institute a robust preventive maintenance schedule and an upgrade plan

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

*2.	Aim to raise the coverage of subjects in library holdings from ~50% to closer to 100%. This could involve purchasing multiple copies of high-demand textbooksand acquiring texts for niche subjects that currently might lack library resources. Conducting a quick survey of students and faculty would greatly help: "Which books/journals do you most wish the library had?" (deadline – by the beginning of 2026)*

*3.	Refurbish the amphitheaters in the University Dental Clinical Center of Kosovo (UDCCK), especially focusing on providing better more comfortable seating. (deadline – end of 2026)*
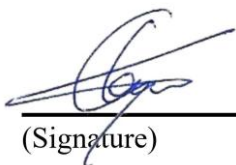
FINAL RECOMMENDATION OF THE EXPERT TEAM

1. MISSION, OBJECTIVES AND ADMINISTRATION	**Fully compliant**
2. QUALITY MANAGEMENT	**Substantially compliant**
3. ACADEMIC STAFF *Mandatory	**Substantially compliant**
4. EDUCATIONAL PROCESS CONTENT	**Fully compliant**
5. STUDENTS	**Substantially compliant**
6. RESEARCH	**Fully compliant**
7.INFRASTRUCTURE AND RESOURCES *Mandatory	**Fully compliant**
Overall Compliance	**Fully compliant**

OVERALL EVALUATION AND JUDGMENTS OF THE ET

In conclusion, the Expert Team considers that the study program Dentistry offered by UNIVERSITY OF PRISTINA "Hasan Prishtina" is Fully compliant with the standards included in the KAA Accreditation manual and, therefore, recommends to accredit the study program for a duration of 5 (five) years with a number of 80 students to be enrolled in the program.
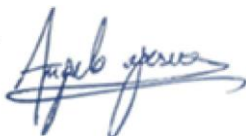
AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

19

Expert Team

(Signature)	Prof. Dr. Adrian Tudor Stan 30.04.2025

Member

(Signature)	Prof. Dr. Angelo Miguel Cardoso Jesus 30.04.2025

Member

(Signature)	Mr. Damon Mohebbi 30.04.2025

AKA | Qendra e Studentëve, kati 2-të, 10000 Prishtinë, Kosovë
Tel. +381 38 213722 | Fax +381 38 213087 | www.akreditimi-ks.org

19