



**Republika e Kosovës**  
**Republika Kosova - Republic of Kosovo**  
Agjencia e Kosovës për Akreditim  
Agencija Kosova za Akreditaciju  
Kosovo Accreditation Agency



***AAB College***

**BSc in Computer Science and Software Engineering**

**REPORT OF THE EXPERT TEAM**

*March 28, 2025*

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## INTRODUCTION

### Sources of information for the Report:

- *Self-Evaluation Report (SER)*
- *Virtual Interviews*
- *Additional Document*

### Criteria used for institutional and program evaluations.

- *Kosovo Accreditation Manual*

### Site visit schedule

| Programme Accreditation Procedure at AAB College |   |
|--|---|
| Programmes:                                      | Programming and Artificial Intelligence, BP<br>Computer Science and Software Engineering, BSc |
| Site visit on:                                   | 14 March 2025   |

|                                 |   |
|---------------------------------|---|
| <b>Expert Team:</b>             | <b>Prof. Dr. Ahmad Zargari</b><br><b>Prof. Dr. Flavio Canavero</b><br><b>Ms. Laura Palac (Student Expert)</b> |
| <b>Coordinators of the KAA:</b> | <b>Fjolle Ajeti, KAA Officer</b><br><b>Shkelzen Gerxhaliu, KAA Department Director</b>                        |

#### Site Visit Program

| <b>Time</b>          | <b>Meeting</b>   | <b>Participants</b>   |
|----------------------|--|---|
| <b>9:00 - 9:50</b>   | <b>Meeting with the management of the faculty where the programs are integrated</b>  | <b>Jusuf Qarkaxhija, Dean</b><br><b>Engin Melekoglu, Coordinator for Teaching</b><br><b>Shkëlqim Miftari, Coordinator for Teaching</b>  |
| <b>09:50 – 10:30</b> | <b>Meeting with quality assurance representatives and administrative staff</b>   | <b>Furtuna Mehmeti, Head of QA Office</b><br><b>Mejreme Millaku, Head of Administration Services</b><br><b>Arbereshe Aliqkaj, IT Office</b>   |
| <b>10:35 – 11:35</b> | <b>Meeting with the program holders of the study program Programming and Artificial Intelligence, BP</b><br><b>Computer Science and Software Engineering</b> | <b>Programming and AI</b><br><b>Lauresha Ramadani</b><br><b>Samir Jakupi</b><br><b>Leron Berisha</b><br><b>Nida Santuri Fisheku</b><br><b>Sherif Sheremetaj</b><br><br><b>Computer science and Software Engineering</b><br><b>Jusuf Qarkaxhija</b><br><b>Avni Pllana</b><br><b>Laurik Helshani</b><br><b>Fesal Baxhaku</b><br><b>Ramadan Dervishi</b> |
| <b>11:40 – 12:40</b> | <b>Lunch break</b>   |   |
| <b>12:50 - 13:30</b> | <b>Visiting Facilities</b>   |   |
| <b>13:35 – 14:10</b> | <b>Meeting with teaching staff</b>   | <b>Shpetim Latifi</b><br><b>Florijeta Hulaaj</b><br><b>Malesore Rexhepi</b><br><b>Mentor Hamiti</b><br><b>Ersan Hamdiu</b><br><b>Ridvan Bunjaku</b><br><b>Ramiz Hoxha</b><br><b>Valdete Daku</b>  |
| <b>14:10 – 14:50</b> | <b>Meeting with students</b>   | <b>Erina Gjota</b><br><b>Edita Delijaj</b><br><b>Elsa Imeri</b><br><b>Kaltrina Delijaj</b><br><b>Eriona Bytyçi</b><br><b>Elona Haxhaj</b><br><b>Anjeza Veselaj</b>  |

|                      |   |   |
|----------------------|---|---|
|                      |   | <b>Vullnet Polloshka</b><br><b>Arian Krasniqi</b><br><b>Fatlind Zogaj</b><br><b>Anton Aziri</b>   |
| <b>14:50 – 15:30</b> | <b>Meeting with graduates</b>   | <b>Gjon Berisha</b><br><b>Rina Doda</b><br><b>Flamur Beqiraj</b><br><b>Enis Kryeziu</b><br><b>Ardit Curri</b><br><b>Veli Prenku</b><br><b>Lendrit Berisha</b><br><b>Dren Kerolli</b><br><b>Arian Beka</b>   |
| <b>15:30 – 16:10</b> | <b>Meeting with employers of graduates and external stakeholders</b>  | <b>Besar Spahija – Ericsson</b><br><b>Halil Sadiku – OCA Solutions</b><br><b>Nusret Bilallaj – Hemsedal</b><br><b>Arianit Maraj – Telekom</b><br><b>Lisi Qarkaxhija – Open Cybernetics</b><br><b>Tuna Butuc – Isoft</b><br><b>Leutrina Bajrami – Upbizz</b> |
| <b>16:10 – 16:20</b> | <b>Internal meeting of KAA staff and experts</b>                      |   |
| <b>16:20 – 16:30</b> | <b>Closing meeting with the management of the faculty and program</b> | <b>Jusuf Qarkaxhija, Dean</b><br><b>Engin Melekoglu, Coordinator for Teaching</b><br><b>Shkëlqim Miftari, Coordinator for Teaching</b>  |

## **A brief review of the program under evaluation**

**The teaching staff of the BSc in Computer Science and Software Engineering program are members of the CS Faculty who are assigned to teach for this program that seeks reaccreditation.**

According to the SER, the AAB College which was founded in 2002 is the largest non-public institution of higher education in the Republic of Kosovo and the region. Since its establishment, the college has continued to develop and accredit study programs in various fields of study. The AAB has a faculty of computer science who deliver 5 baccalaureate degree and one master's degree program. The self-evaluation report (SER) indicates that the mission of the Faculty of Computer Science is to prepare students for a globalized society of technology and information through student centered approaches, advanced theoretical and practical teaching and scientific research in the essential areas of information technology.

The Faculty plans to educate students who are equipped with the required skills to respond to the evolving challenges of technology, offering creative solutions to the labor market and society at large in the digital age through research, industry collaboration, and community engagement.

## 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 mission of the Faculty of Computer Science is to prepare students for a globalized society of technology and information through student-centered learning, research and strong ties with industry and community. The faculty aims to equip students with the knowledge and skills required to solve complex technological challenges. Moreover, the BSc program in Computer Science and Software Engineering aims to equip students with deep theoretical knowledge and practical skills in computer science and software engineering, preparing them for the international labour market, advanced studies and academic research pathways. Therefore, the study program of Computer Science and Software Engineering and its learning outcomes are in line with the institutional and the faculty mission.

According to the management and quality assurance representatives of the faculty, the curriculum of this study program has been designed in cooperation with the industry. During the meeting with the external stakeholders, it was confirmed that they discussed the study program with the management and that some of their suggestions were taken into account. Also, employers of graduates expressed their satisfaction with the knowledge and skills their employees acquired through this study program.

AAB College provides sufficient teaching spaces such as lecture halls, small seminar rooms, independent study spaces, two professional theaters and 8 IT laboratories that ensure the qualitative development of the academic process and the practical preparation of students in the computer science field.

#### **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)**

The College has formal policies, guidelines and regulations dealing with recurring procedural or academic issues and they are publicly available to all staff and students on the College website in Albanian and English.

According to SER, the Faculty upholds the Code of Ethics, the Code of Ethics of Scientific Research and the Regulation on Disciplinary Procedure, requiring both students and faculty to comply with its policies. At the meeting with the teaching staff as well as students, it was confirmed that they are both aware of these policies and procedures. Furthermore, the quality assurance representatives confirmed that the Ethics Committee is responsible for addressing cases of ethical violations and making initial decisions on all such matters. Also, Turnitin software is being used to detect plagiarism. Use of this plagiarism software was confirmed by the heads of the study program and the teaching staff.

Students are informed about these standards during their first year through syllabuses and information packages received on the first day of registration at AAB.

**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)**

The Faculty of Computer Science uses the E-Service platform for this study program to ensure up-to-date and reliable information for program management and development. The system stores data on student performance, progress, attendance, teaching consistency, exam participation, access to materials etc. Both students and academic staff expressed their satisfaction with this online platform. According to the SER and quality assurance representatives, the faculty collects and analyses data through this system and several other additional electronic platforms utilized for storing and collecting data related to research activities, partnerships, mobilities and projects. This data is regularly used to improve the overall quality of this study program.

**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)**

The faculty ensures sufficient and qualified administrative staff to meet the needs of students and academic staff. According to the quality assurance representatives and the teaching staff, the administrative staff involved in implementing this study program follows a professional development plan designed to enhance their skills and competencies, ensuring effective support for students and academic staff. According to the SER, teaching staff and quality assurance representatives, the administrative staff of AAB undergoes regular training through the Center for Professional Development and Innovation.

**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)**

The faculty has developed an action plan to address the recommendations from the latest external evaluation conducted in 2022. This program was then reaccredited for a three-year period (2022 - 2025). The program continuously reviews and incorporates recommendations from external assessments, also using feedback from students, alumni, employers of graduates and external stakeholders. For example, the program now includes elective courses over four semesters, from the second to the fifth semester, as recommended by previous accreditation experts.

**ET recommendations:**

1. *Make sure that all policies, guidelines, and regulations dealing with delivery of study program (Ba Professional in Programming and AI are made publicly available.*

2. *Create a development plan for the Ba Professional in Programming and AI administrative staff.*

## **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 Faculty of Computer Science has a functional quality assurance system that complies with national legislative requirements, such as the Law on Higher Education and the Accreditation Manual, as well as international quality assurance standards (ESG). In addition to the Quality Assurance Regulation, AAB has also drafted the Quality Assurance Guideline, which provides detailed descriptions of the quality assurance processes and procedures for both internal and external evaluations.

Organizationally, the Quality Assurance Office operates at the central level, while a quality assurance coordinator functions at the faculty level. The Central Quality Assurance Office and the quality assurance coordinator at the faculty level work based on semester and annual work plans including regular assessments through questionnaires, meetings with various stakeholders, monitoring of quantitative indicators.

Quality assurance at AAB focuses on teaching, learning, student services, and other administrative services and is gradually extending to research, internationalization, and inter-institutional cooperation.

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

Since the last reaccreditation in 2022, the BSc program in Computer Science and Software Engineering has undergone a review process in accordance with the Statute, the Quality Regulation, and the Quality Guidelines for the purpose of reaccreditation. The program has been approved by the Faculty's Teaching Council and the Senate. Following consultative meetings with students, graduates, and industry representatives, several changes have been made to the curriculum.

The primary change involves merging two specializations—Software Engineering and Telecom and Computer Networks—into a single curriculum. This merger led to a reorganization of the third year of studies. The Faculty of Computer Science, in collaboration with the Quality Assurance Office, has developed key performance indicators that focus on teaching, learning, student services, student progress, and academic success. All pertinent data for these performance indicators are collected and managed by the faculty.

**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)**

The BSc program in Computer Science and Software Engineering is regularly monitored to assess its relevance to society. For this purpose, employer and industry surveys are conducted every two years to evaluate the knowledge, skills, and competencies acquired by graduates and how useful these competencies are in their workplaces. Additionally, employers and industry representatives can recommend updated content within the study program either through surveys or formal meetings, ensuring that the program remains fully aligned with labor market demands.

Student workload and learning outcomes are monitored through surveys and ad hoc formal meetings with students. The Quality Assurance Office formulates recommendations that are submitted to the Faculty Management for consideration in the design and review of the study program. The results of the assessments, which involve student feedback, are published on the AAB website and the E-Student platform.

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

All regulations and institutional policies that govern the study program are published on the official website of AAB. Additionally, a separate section on the website contains information regarding admission criteria, learning outcomes, assessment methods, and other relevant information for the study program.

All information on the website is regularly reviewed to ensure it is accurate, reliable, and up to date. AAB College has a Public Relations Office responsible for the regular publication of information on the website and social media.

**ET recommendations:**

- 1. Invest in a strong network of alumni since it is a strong platform for their engagement in the study program.*
- 2. Reflect on ways to benchmark the study programme to (foreign) academic peers on a structural/regular basis.*
- 3. It is recommended to highlight a positive 'approach' of quality assurance, using the available data to showcase best practices, acknowledge excellent teachers, etc.*



### 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)**

According to the SER, “the procedures and regulations for the employment of academic staff at the Faculty of Computer Sciences are all the same for its study programs. These documents include the Labor Law, the [Statute](#), the [Regulations for the selection, re-selection, and advancement of academic staff](#), as well as the KAA Accreditation Manual”.

The SER has demonstrated the difference between the Bachelor of Science (BSc.) programs and the Bachelor of Science in Computer Science and Software Engineering terms of curriculum content, student employment, and qualification of academic staff.

To employ qualified candidates, the Teaching Council’s review commissions reviews the candidates qualifications and compiles a report for each candidate. These reports are first approved by the Teaching Council of the Faculty, followed by the Studies Committee, and finally by the AAB Senate

**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)**

According to the SER, “the Faculty of Computer Science employs a total of 50 academic staff members, 39 of whom have full- time employment contracts, while the rest are engaged part-time. Of the regular staff, 13 professors hold the academic degree of Dr. Sc., and the remaining staff members are pursuing doctoral studies. This means that over 50% of the academic staff in the study program have full-time employment contracts”. The full-time faculty members who are assigned to teach five baccalaureates and one master’s degree program are sufficient for the delivery of current programs.

“The Administrative Instruction for Accreditation also stipulates that no academic staff member may hold a contract simultaneously with more than two accredited higher education institutions. At the Faculty of Computer Science, none of the regular academic staff members are engaged in more than one other educational institution. This requirement of the Accreditation Manual is also confirmed by the Kosovo Accreditation Agency (KAA)”

The SER indicates that more than 50% of the courses within the curriculum of the and are covered by full-time academic staff members

The expert team believes that the faculty of Computer Science are sufficient to implement the BSc program in Computer Science and Software Engineering program at this time and the AAB College has made a commitment to ensure that 50% of Academic Staff be full-time with relevant terminal (PHD) degrees.

The SER outlines the teaching staff advancement process in the AAB College which aligns with the legal requirements established by the Ministry of Education, Science, and Technology (MEST) and Kosovo Accreditation Agency (KAA).

To be promoted, the academic staff members must meet specific criteria related to their scientific publications and teaching effectiveness. To achieve a higher academic rank, a candidate must have at least one scientific paper to become Assistant Professor, and a minimum of three main papers to become Associate Professor, and for the title of Full Professor, a candidate must have five main papers published in the aforementioned journals. In addition to the scientific contribution, candidates must demonstrate high pedagogical skills for each academic title, including positive evaluations or feedback from the teaching activity.

The expert team believes that the existing AAB College procedures meet the criteria for Standard 3-3 for all CS programs. All AAB College teaching staff are subject to advancement and reappointment based on objective and transparent procedures which include the evaluation of excellence.

**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 Faculty of Computer Science who will deliver the courses for this program operates according to an annual work plan that focuses on training and professional development for academic staff. This plan outlines the number of training sessions, academic exchanges, study visits for staff, and other collaborative activities with local and international partners (SER).

The AAB College has established the Center for Professional Training and Innovation (QAPI), which offers certified professional training and support services for academic staff. According to the SER, the Center offers programs for professional advancement of teaching staff including scientific research projects and methodology, and the management of higher education organizations.

The expert team believes that the AAB College has committed to provide institutional support for professional development of academic staff, the team cannot confirm that a clear budget line has been allocated to support this program's teaching staff's professional development.

**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)**

The SER indicates that the Faculty of Computer Science engages several external associates who serve as lecturers in the Computer Science programs and who come from the IT field and industry.

When hiring academic staff, the Faculty of Computer Science ensures that all external associates possess the necessary qualifications and expertise to effectively deliver the program and achieve the intended learning outcomes. To meet the KAA criteria, the external associates who are employed to teach have an MA or MS degree in the relevant field and at least five years of professional experience in software engineering, information systems, etc.

**ET recommendations:**

- 1. Plan for recruiting and preparing teaching staff to sustain this program.*
- 2. Allocate funds to employ additional faculty and to help update faculty teaching skills as needed.*
- 3. Increase the number of full-time faculty who hold PHD degrees.*

**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 BSc program in Computer Science and Software Engineering enables students to develop software systems meeting user requirements and complying with industry standards. The learning outcomes of the BSc program in Computer Sciences and Software Engineering have been developed in accordance with the internal regulations of AAB College, the standards and guidelines set by the Kosovo Accreditation Agency (KAA), and international best practices (such as the ECTS Users' Guide and publications/articles on learning outcome formulation by international authors). The learning outcomes are designed from a student perspective, outlining what students will be able to do and demonstrate upon completion of their studies.

The BSc program in Computer Science and Software Engineering is structured to develop both specialized and general computing competencies, ensuring graduates are

well-equipped to meet the demands of the labor market and pursue advanced studies at the master's level. Students gain expertise in software engineering, artificial intelligence, data science, cybersecurity, and cloud computing.

**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 learning outcomes of the BSc program in Computer Science and Software Engineering have been fully developed in alignment with the descriptors of the National Qualifications Framework (NQF). These learning outcomes enable students to:

- ✓ develop a critical and advanced understanding of key computing concepts, theories, and principles in computer science and software engineering.
- ✓ acquire advanced and innovative technical skills to design, develop, and implement complex computing solutions to address real-world technological challenges.
- ✓ manage complex technical and professional computing projects, equipping students with decision-making abilities, independent work skills, and collaboration in diverse interdisciplinary environments.

**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 BSc program in Computer Science and Software Engineering is structured around several key pillars, including Programming – desktop, web and mobile; Networking; Databases; Artificial Intelligence. The program structure ensures that these core disciplines build upon one another, allowing students to gradually deepen their knowledge and skills.

**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 BSc program in Computer Science and Software Engineering is academic and not regulated by local laws.

**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)**

In the BSc program in Computer Science and Software Engineering, practical work is integrated into the subject Project, held in the 5th semester. For this subject, specific syllabi have been developed, which regulates student workload in practical work and define the assessment methods.

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

The didactic concept of the BSc program in Computer Science and Software Engineering is based on a student-centered approach, which combines theoretical teaching with the practical application. Advanced learning is focused on developing in-depth knowledge and skills in programming techniques. To achieve this goal, the program includes a wide range of teaching tools, using lectures, seminars, laboratory exercises, individual and group projects, and industry internships. This concept develops critical thinking skills, problem-solving skills, engagement in discussions and presentations, and facing different challenges related to the field of study.

**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)**

Each subject in the BSc program in Computer Science and Software Engineering curriculum has individual syllabi that specifies learning outcomes, weekly learning units, assessment methods, teaching formats, and recommended literature.

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

At AAB, the ECTS (European Credit Transfer and Accumulation System) is used. This is a student-centered system based on the student workload required to achieve the program's learning objectives. A student's ECTS workload includes the time required to complete all planned learning activities, such as attending lectures, seminars, independent and private study, project preparation, examinations, and other required activities within a specific course. Regarding student workload, students take five subjects per semester. The credit value of courses ranges from 4 to 8 ECTS, with 1 ECTS equivalent to 25 hours of learning. This also means that during the winter and summer semester, students must take five exams, and their workload remains

consistent throughout their studies. The credits earned at AAB College can be transferred and recognized in other regional and international universities.

**ET recommendations:**

1. *Intervention of external (possibly foreign) teachers in courses should be encouraged for the students to practice their English; simultaneous translation should not be provided.*
2. *The form of the Course content in syllabi should be unified.*

## **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)**

The admission procedure is clearly defined and publicly announced through AAB managed social media platforms and AAB website. To enrol in this study program, students must possess a high school diploma and pass the Matura exam (Regulations for Bachelor Studies, Article 5). According to the SER, the Dean of the Faculty administers the student admission process and ensures that these criteria apply fairly to all students. Candidates who fail to be admitted to this study program can appeal to the Dean of the Faculty and the Studies Committee will make the final decision on the appeal. The College has established a transparent procedure for recognizing periods of study.

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

The faculty has established a system to annually monitor student progression and completion rates, with measures in place to address any identified issues. According to the SER, The Dean of the Faculty reviews the student success rate and presents the results in the meeting of the Faculty Council with the academic staff. The faculty uses an online system E-Service which allows students to access their data and feedback on their performance. This was confirmed in the meeting with the heads of the study program, teaching staff and students. Students can transfer in the BSc program in Computer Science and Software Engineering through the Transfer Office.

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

Courses in this study program are organized in Albanian. AAB has drafted the Regulation for Academic Mobility which regulates and defines the conditions and procedures for incoming and outgoing academic student mobility. Also, The College regularly informs students about opportunities for international exchange mobility programs, ensuring transparency and support once students are enrolled and the

program is active. This was confirmed by the students. The Vice Rector's Office for International Cooperation facilitates international exchange opportunities for students and provides students with all the necessary information and documentation required to complete the process of exchange. All information on the AAB website is published in Albanian and in English. At the meeting with students, one student shared her positive experience with the exchange program and noted that she had no issues with the recognition of ECTS credits earned abroad.

**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)**

According to the SER, The Faculty of Computer Sciences has two dedicated administrative officers supporting students and administrative staff. Furthermore, most administrative services at AAB have been digitized. During the meeting with the heads of the study program it was confirmed that most services and communication between students and academic staff is carried out through the E-SERVICE platform. According to the SER, information packages are received on the first day of registration at AAB which cover all phases of the student life cycle. A transparent and easily accessible student complaint procedure is developed to guarantee a fair and unbiased resolution of complaints. The students present at the meeting were aware of these procedures and services. Furthermore, according to the heads of the study program, employed students can attend afternoon classes so they do not have to miss work, which proves that the faculty takes into account the needs of a diverse student population.

**ET recommendations:**

1. *Ensure that language courses for international students are fully functional as soon as the student body becomes active.*
2. *Introduce a few courses in English to attract international students.*

## **6. RESEARCH**

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

The Faculty of Computer Sciences has an annual work plan that reflects the strategic objectives of the AAB College Strategic Plan 2022 - 2026. More specifically, the Faculty of Computer Sciences focuses on increasing the number of scientific publications of the academic staff on the WoS and SCOPUS platforms, the continuous professional development of the academic staff as well as increasing the number of scientific conferences organized by AAB.

The Institution regulation stipulates that scientific research at AAB College aims to advance, create, and disseminate knowledge to improve the well-being and health of the population, as well as promote cultural, social, and economic development.

Regarding financial, logistical, and human resources, there is a research infrastructure that includes the Office of the Vice Rector for Science, which sets the strategic direction for scientific research at AAB. This office also has monitoring platforms that include regular monitoring of academic staff's scientific activities through a centralized database. In addition,

AAB College has established a Scientific Committee responsible for discussing and recommending measures for improving the quality of research activities at the College level. There is a Grant Regulation that provides financial support for academic staff who publish on platforms such as SCOPUS and WoS.

**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.**

AAB College complies with the Government regulations establishing principles for the recognition of International Peer-Reviewed Journals. The platforms and journals recognized under this instruction include Web of Science, SCOPUS, EBSCO, WorldCat, and DOAJ. Furthermore, based on the KAA's Accreditation Manual, only academic staff who have at least one scientific publication—either as first author or corresponding author—on these platforms are formally recognized as responsible individuals for the study program for the purposes of accreditation.

The participation of academic staff in research and scientific activities is also considered during the advancement process, which is regulated by the Regulation for the Selection, Re-selection, and Advancement of Academic Staff at AAB College. Additionally, involvement in research work is considered in the performance review process as stipulated by the Regulation for the Evaluation of Academic Staff Performance.

**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 Faculty of Computer Sciences at AAB College is actively engaged in numerous internationalization efforts, reflecting its commitment to educational excellence and international collaboration. In this regard, objectives of cooperation are:

- ✓ encouraging participation in international projects, such as exchange programs and study visits, to promote academic mobility and collaboration with global institutions.



- ✓ expanding the range of study visits and internships in various industries, connecting academic knowledge with real-world professional experiences
- ✓ promoting industry partnerships by enhancing cooperation with public and private institutions to offer more practical opportunities and employment for students, ensuring a smooth transition into the workforce.

Members of academic staff participate in Erasmus+ projects that promote exchanges of staff and students. These projects enable students and academic personnel to gain international experience, either through short-term studies or teaching opportunities abroad, thus providing substantial exposure to different academic and cultural environments.

AAB College has also signed around 50 Memoranda of Understanding (MOUs) with universities and institutions across the European Union and beyond, establishing a strong network for collaborative research, academic exchanges, and joint projects. These partnerships are essential for improving the academic environment and ensuring global standards in teaching and learning.

**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.**

The academic staff in the Faculty of Computer Science include their publications in the syllabus. The scientific research and papers that the academic staff has developed serve to realize a topic within the syllabus. As an example, this project HOMODIGITALIS aims to bridge the gap between digital humanities and educational media in the Western Balkans. This means the development of digital competencies for teaching in humanities disciplines. As for the involvement of students in research work, students engage in research work and other projects in collaboration with the academic staff.

**ET recommendations:**

1. *Devise a strategy aimed at the objective of having a more homogeneous production-rate among the academic staff and increasing the production of all members above the minimum level required by standards.*
2. *Elaborate a plan for increasing research and teaching capacity of the university through collaborations not only with national but also with foreign institutions having proven research records and international research grants.*
3. *Devise a research commercialization structure developing a university strategy for industry cooperation.*

## **7. INFRASTRUCTURE AND RESOURCES**

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

According to the SER, the primary facilities used by the study programs of the Faculty of Computer Sciences include lecture halls and exercise rooms equipped with projectors, computers, and internet access, IT laboratories, the software engineering laboratory, as well as conference rooms. Faculty of Computer Science has **8** IT laboratories with a total of 300 seats.

The SER indicates that, “the College has a total 50,000 m<sup>2</sup> space which lecture halls, small exercise and seminar rooms, information technology laboratories, open spaces for independent study, conference rooms, administrative and management offices, academic staff offices, and two professional theaters with seating capacities of 250 and 500. These theaters are used for important events and occasionally host guest lectures. All facilities at AAB College, including teaching spaces and resources, are owned by the college's founders and are not leased.

The expert team believes that the AAB College is committed to provide access for all students, especially adequate accessibility for students with special needs.

The campus features designated parking spaces, flat entrances, elevators, emergency exits, an elevator for the library, and other essential infrastructure. Additionally, the college has enhanced access to library resources through a cooperation agreement with a governmental organization, which now offers books in Braille and audio formats tailored to the specific needs of students.

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

The faculty of Computer Science who will teach for this proposed program has 2 libraries for students use which are open six days a week from morning to evening. The libraries have group work rooms, reading rooms as well individual study rooms with sufficient sitting capacities.

The expert team believes that the college has adequate library resources including space, physical books, and access to additional relevant resources including J-STOR, Edward Elgar, Cambridge Journals, IMF eLibrary, Science Commons, IOP Electronic Journals, ASTM Compass Abstracts, BioOne Research Evolved, among other educational media

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

According to the SER, the AAB College, as the largest non-public higher education institution in the country, generates sufficient revenue to ensure financial sustainability of the study programs. The BSc in Computer Science and Software Engineering program has developed a five-year financial plan with sufficient funds to support the intended educational and research activities of faculty and students in this BSc. program.

The expert team believes that the AAB College Financial Plan plus its collaborative projects with local and international partners adequately meet the criteria set by Standard 7.3.

**ET recommendations:**

1. *Prioritize and optimize the college infrastructure to better accommodate with special students' needs.*
2. *Continue to plan for additional facilities including instructional facilities to ensure that all students have equal access to educational resources and campus services.*

## OVERALL EVALUATION AND RECOMMENDATION OF THE EXPERT TEAM

The expert team finds that the AAB College's BSc in Computer Science and Software Engineering program meets the accreditation standards as follow: Three (3) fully compliant and four (4) substantially compliant standards.

The expert team recommends that the proposed program be granted reaccreditation for 3 years with **student quota of 275 students annually**.

To develop a sustainable high quality computer science program, the expert team's overall recommendations should be addressed in 3 years.

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

### Expert Team

Chair



Ahmad Zargari, Ph.D.

March 28, 2025

(Signature)

(Print Name)

(Date)

Member



Flavio Canavero, Ph.D.

March 28, 2025

(Signature)

(Print Name)

(Date)

Member



Ms. Laura Palac

March 28, 2025

(Signature)

(Print Name)

(Date)