



ALBANIAN UNIVERSITY

**SELF-EVALUATION REPORT
FOR INSTITUTIONAL REVIEW**

SELF-EVALUATION TEAM:

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1. Introduction to the self-evaluation process

The internal assessment team has been established by Decision of the Academic Senate no. 8, no. 11/7 Prot., Dated 17.01.2017, in accordance with the legislation in force, "Handbook of institutional assessment of higher education institutions in Albania 2016-2017", prepared by the Public Agency for Accreditation of Higher Education (PAAHE), with the support of the British Agency for Quality Assurance (QAA).

In selecting members of IAT, special attention has been given to professional ability, unbiased and objective assessment, capabilities for collecting and processing information, analytical skills, the degree of knowledge of the institution and its activities, as well as previous experience in similar assessment activities. The internal assessment team consists of 6 members, one of whom is a student.

In the framework of drafting the report, the team has divided the tasks, duties, and responsibilities, clearly defining them for each member. In the course of its activities, the team has used the AU internal documents, statutes, regulations and its other regulatory acts. The team was provided with all the statistical data, reports, and documentation of the activity conducted by the academic and administrative structures of the institution, which are included in this report.



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2. Historical background of Albanian University

Albanian University (AU) is part of the company "UFO SHPK" established on 25.05.1994, and registered under the legislation in force with the National Registration Center, with unique identification number J82025002B.

AU was established in accordance with the legislation in force by Decision No. 197 of the Council of Ministers, dated 10.04.2004 "On granting permission for the opening of the private university "UFO dental"". By Decision No. 597 of the Council of Ministers, dated 28.05.2009 the name of the private university "UFO dental" changed to "UFO University".

In accordance with the legislation in force and by Decision No. 603 of the Council of Ministers, dated 24.08.2011 the name of the private university "UFO University" was changed to "Albanian University".

Albanian University is a private institution of higher education. Licensed in April 2004 by the Ministry of Education and Science, the Council of Ministers of the Republic of Albania, it opened its doors for the 2004-2005 academic year, with the first course of study in Dentistry and about one hundred students enrolled. Since the first year of its inception, the institution brought at the center of academic life the support for its intellectual product and the blending of teaching and research, finalized by the First Dental Conference of UFO Dental, which paved the way for a tradition that is by now well-established. During the 2005-2006 academic year, the institution began offering undergraduate degrees in the following disciplines: Pharmacy, Architecture, Legal Sciences, Political Science. The University was developed on the basis of contemporary programs of study, well-trained staff with a very long academic and professional experience, and contemporary and high-quality facilities. In the 2006-2007 academic year, the University offered a complete program of eight disciplines: Dentistry, Pharmacy, Architecture, Banking and Finance, Legal Sciences, Political Science, Psychology, Communication Sciences, with 2,000 students enrolled. During this academic year, in addition to meeting academic responsibilities, the University encouraged the involvement of academics in debates and public affairs. Discussions and debates on the issues of legalization of lobbying and identification of stakeholders, were the first step toward having an impact on public life. Forums, workshops, seminars, conferences, debates included not only academics, but also students and stakeholders, with a view to their



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intellectual education in fulfillment of the University's mission. In April 2007, in addition to UFO Press, the university expanded its public voice via the television channel "UFO Education" (now UTV News), which was designed to be an educational channel in every aspect. Its goal was and remains the cultural education in political, artistic, and literary areas by trying to transmit the most positive values of the global society. The 2008-2009 academic year provided new trials for the University. In this academic year, the university was faced with new challenges by offering new programs in the second and third cycle of studies, which helped in the specialization of its students, bringing them closer to the needs of the labor market. The 2009-2010 academic year was the year of consolidation for the university in terms of quality. During this year all Bachelor programs and integrated programs, such as Pharmacy, Dentistry and Architecture, went through the accreditation process and in 2010 were positively assessed by the Public Agency for Higher Education Accreditation. The 2011-2012 academic year marks another important year in the academic life of the university, since it marks the start of programs of the third cycle: long-term specializations in 8 areas in the field of dentistry, where subjects of practical learning are taught by foreign professors. This year marks a number of scientific and cultural activities in all the departments of the Faculty of Medicine, described in the journal "Optime", as well as a large number of new publications and reprints from the publishing house "UFO press". The 2012-2013 academic year is an important year as it marks the 10th anniversary of providing services in the field of education. This year offered a wider range of programs of the second cycle, professional masters in the field of nursing and psychology, as well as the establishment of programs of the third cycle for doctorates in the fields of law, economics, psychology, political science, pharmaceutical science and architecture.

In more recent years, AU has given priority to the consolidation of quality in the activities of teaching and research, in line with the government quality standards and best practices within and outside the country.



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3. Self-evaluation against Institutional Review Evaluation Areas

1 - EVALUATION AREA: THE ORGANISATION AND ITS MANAGEMENT

Autonomy

Institution and its structures work in accordance with Institution statute.

(Chapter III Standard I.1)

Albanian University operates in accordance with Law no. 9741, dt. 2007, "On Higher Education in the Republic of Albania", as amended, and the bylaws issued for its implementation.

In pursuance of the Law, AU has approved its basic organizing and functioning acts, respectively the two following basic acts: 1) The AU Statute; **(Evidence no. 1.1)** 2) The General Regulation on the organization and functioning of AU. **(Evidence no. 1.2)**

The AU Statute is the basic act of the institution, in conformity to which are drafted and approved all other acts that regulate its internal activity, in accordance with the aim and mission of the institution.

In order to fulfill its mission, AU, as an HEI, has adopted in accordance with its Statute: a) The General Regulation; b) The Regulations of its Main Units – the Faculties, c) The Regulations of the study programmes for each study cycle; and d) any regulation, which is expressly provided for in the Statute.

The General Regulation, adopted in accordance with the Statute of AU, defines in detail the powers of individual and collegial bodies; the rights and duties of staff; the rights and duties of students at AU, and the nature of the study programmes in all three cycles of study.

Since the start of its operation in 2004 by Decision of the Council of Ministers no. 197, dated April 10, 2004, AU has continuously adapted its Statute to changes imposed by both the legal and regulatory framework over the years, in accordance with the objectives of the Bologna process, as well as by respecting the standards for Quality Assurance in the European Higher Education Area, in accordance with the national development needs and requirements of the labor market, particularly in the area of study programmes, as well as always aiming for their internationalization. **(Evidence no. 1.3)** Thus, these changes are reflected in the Statute by



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increasing the number of study programmes, by reorganizing their continued compliance with legal requirements and government standards, by increasing the number of study cycles, from the first cycle - bachelor until the third cycle - Specializations and PhDs, by growing and strengthening the independence of the collegial bodies in the institution's decision-making, by introducing quality control mechanisms at AU, etc.

Currently, AU is in a period of restructuring in accordance with the requirements of Law Nr. 80/2015 "On Higher Education and Scientific Research in Higher Education Institutions in the Republic of Albania". As a result, AU has adopted the new Statute (**Evidence no. 1.4**) by Order of the Ministry of Education and Sports no. 596, dated December 21, 2016, (**Evidence no. 1.5**) and by decision of the Academic Senate. (**Evidence no. 1.6**) In accordance with the new Law on Higher Education and the Statute, AU has drafted General Institutional Regulations (**Evidence no. 1.7**) and is working on other normative acts in pursuance to it, until the beginning of the new academic year 2017-2018.

Institution is organized in such a way as to ensure efficiency in management.

(Chapter III Standard I.2)

At AU, the governing bodies provide effective management to the institution, as expressly provided in its Statute. (**Evidence no. 1.1, Article 7, pg. 3**)

The Rectorate at AU, pursuant to article 15 of Law no. 9741, dt. 2007, as amended, is a collegial executive body. Its activity at AU is regulated by the Statute (**Evidence no. 1.1, Article 9, pg. 5**) and the relevant Regulation on its organization and functioning. (**Evidence no. 1.8 a, b**)

In fulfillment of its key functions as expressly provided in the Statute, the Rectorate as a collegial body consisting of the Rector; Deputy Rectors - a) Deputy Rector for the education process; b) Deputy Rector for research; Secretary General of the institution; and Deans of Faculties at AU, plays a major role in the preparation and presentation of the budget before the institution's Academic Senate, as expressly provided in the General Regulation of AU. (**Evidence no. 1.2, Article 5, pg. 6**)

The Rectorate formulates criteria for the distribution of financial, human, and material resources, which it presents to the Academic Senate for approval, who must, in turn, request the approval of the Administrative Board for any decision of a financial nature, as expressly provided in the AU Statute.

At AU, in fulfillment of the legal requirements provided in Article 16 of Law nr. 9741, dt. 2007 "On Higher Education in the Republic of Albania", as amended, an Administrative Board is set



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up and operates as the highest governing collegial administrative body, guaranteeing the fulfillment of AU's mission, its financial and administrative progress, as expressly provided in the AU Statute. Its main competencies are expressly provided in this Statute. **(Evidence no. 1.1, Article 10, pg. 6)**

At AU, the Council of Ethics is set up and operates in accordance with Article 17 Law no. 9741, dt. 2007, as amended, and Article 16 of the AU Statute. **(Evidence no. 1.1, Article 16, pg. 10)** The Council of Ethics at AU operates at the Institutional level and is a collegial body that discusses ethical issues of university life. Its activity is regulated by the Code of Ethics. **(Evidence no. 1.9)**

EC promotes and explores issues related to ethics in the operation of the teaching process and scientific-research and other institutional activities.

The Dean is the Faculty's leading authority and its legal representative, as expressly provided in Article 25 of the AU Statute. The Dean is proposed by the Academic Senate and is appointed by the administrator. **(Evidence no. 1.1, Article 25, pg. 14)**

Article 27 of the Statute expressly provides that: The Head of Department is in charge of the Basic Unit. He is the leading academic authority of that unit and its representative. The Head of the Department is proposed by the Academic Senate and appointed by the Administrator.

The internal organization and control at AU is done in accordance with the provisions of the Statute and the General Internal Regulation. For more information on the functioning of the beforementioned collegial bodies, the statute and regulation specify their particular powers, duties and functions, in order to ensure their efficient organization and management.

Institution encourages constructive debate.

(Chapter III Standard I.3)

At AU, collegial bodies follow a certain decision-making procedure, respecting every member's rights as participants of these structures.

Thus, the Academic Senate meetings are called with a set agenda, proposed by the Rector as Head of the Senate. Topics that will be reviewed at the session of the Senate, according to their specific issues, are submitted at the Rectorate and are sent in advance to the members of the Senate.

This rule is expressly provided in the Regulation "On the organization and functioning of the Academic Senate." **(Evidence no. 1.8 a, Article 8, pg. 2)**



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Regarding the other collegial body, the Administrative Board, meetings of this body are convened by decision of the Administrator, attaching to the notice the meeting's agenda and the main issues to be discussed.

Administrative Board members participate in discussions and present opinions and proposals regarding the issues addressed at the meeting. Administrative Board meetings are held behind closed doors.

The Head of the Board gives the floor to each speaker according to the order of discussion, as expressly provided in the Regulation "On the organization and functioning of the Administrative Board", specifically Article 8 of this Regulation. **(Evidence no. 1.10, Article 8, pg. 2)**

The Academic Senate, in accordance with the regulations expressly provided in the Statute and the Regulation on its organization and functioning, meets periodically in regular sessions, three (3) times in a trimester. **(Evidence no. 1.8 a, Article 14, pg. 3)**

The Board meets at least 1 (one) once a month, but the Administrative Board may also hold extraordinary meetings. **(Evidence no. 1.10, Article 5, pg. 2)**

Senate decisions are undersigned by the Rector and made public within 3 days from the conclusion of the relevant meeting. **(Evidence no. 1.8 a, Article 11, pg. 3)**

The same procedure is followed in the case of a decision by the Administrative Board. **(Evidence no. 1.10, Article 6, pg. 2)**

Institution respects its autonomy limits.

(Chapter III Standard I.4)

AU has paid special attention to quality assurance policies. **(Evidence no. 1.11)**

The Office of Internal Quality Assurance was established in the year 2010 by decision of the Academic Senate Nr. 178, dated 23.07.2010, **(Evidence no. 1.12)** in compliance with instructions by APAAL and the Government Quality Standards in AL. This office has access to all of the institution's records.

OIQA is responsible for all issues relevant to the internal quality aimed at improving and maintaining a high level of academic and administrative service at AU.



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Quality assurance is initiated at the department level through the establishment of *ad hoc* (**Evidence no. 1.13**) groups dealing with issues such as the assessment of syllabi, curricula, evaluation of various programmes of study and other issues related to the continuous improvement of the teaching quality and the education and research process.

The institution, according to its needs and in pursuance of a more objective and efficient decision-making, has engaged over the years external consultants. Currently, AU engages 2 legal consultants, one consultant for the development and improvement of curricula and one consultant for external relations. (**Evidence no. 1.14**)

In addition, AU has in operation the Office of Scientific Research Coordination and the central Administrative Sectors. (**Evidence no. 1.1, Article 20-21, pg. 11**)

The Office of Scientific Research Coordination was established in 2009. Its continuing goal is to represent the university at its best in the international arena and beyond.

This Office, in cooperation with the Office of External Relations, maintain a relationship with existing partners to concretize the cooperation relations and work towards the continual expansion of partnerships. Thus, AU is organized in such a way as to obtain funding from European programmes and beyond.

Specifically, the basic structures are notified and encouraged to take part in activities organized in pursuance of international projects, and to also be based on participation in concrete projects. AU staff is currently engaged in building partnerships in pursuance of the Erasmus + 2017 programme, specifically:

KA1 - Short-term exchange programmes for staff and students, International Credit Mobility on 02/16/2017;

KA2 - Capacity building in higher education, former Tempus programme and the Jean Monnet programme on 02/09/2017. (**Evidence no. 1.15**)

In addition, AU is committed to a deeper understanding of the Marie Skłodowska-Curie programme and the implementation of partnerships that could enable participation in it. The academic staff has participated in trainings conducted by the European Commission in connection with the above programmes.



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Institution establishes a development strategy.

(Chapter III I.5)

AU drafts and continuously adopts development strategies. AU's strategic development is based on the strategic plan for the period 2013-2017. **(Evidence no. 1.16)**

The strategy is built in accordance with the mission and goals of the institution. The institution's Strategic plan provides for a high quality in management, research and development, with the aim of creating a national community, regional and wider, based on sustainable development. This development, based on the strategy, can best be achieved through a continuous cooperation consisting in the exchange of experiences in all its forms among higher education institutions nationally and internationally. In addition, the Strategic Plan for 2017-2022 is being widely discussed in order to continue the consolidation of the previous strategic objectives as well as to continuously set new targets in pursuance of a quality increase in order to fulfill its mission.

Institution publishes the annual report, submits it to the Ministry of Education and Sport, academic staff and students.

At the end of the academic year, in fulfillment of the legal obligations imposed by the legal framework, as well as expressly provided in its Statute, **(Evidence no. 1.1, Article 8, pg. 4)**

AU compiles an annual report setting out the qualitative and quantitative evidence regarding its academic staff, the passing rate of students in percentage, the fulfillment of educational objectives, conferences and scientific activities carried out by the institution, the infrastructure facilities, etc., and also in conclusion a SWOT analysis, with emphasis on recommendations for future improvements.

This report is compiled on the basis of annual and semestral reports drafted by AU departments and faculties and presents a detailed analysis of the progress of the institution from one academic year to the next. **(Evidence no. 1.17)**

This report is discussed by the leading entities of AU and is approved by the Academic Senate. **(Evidence no. 1.18)**

The report is published in AU's official website (<http://albanianuniversity.edu.al/en/annual-evaluation-report-2015-2016/>). It is of interest not only to MAS, which verifies the fulfillment of the legal requirements, but also to all prospective students, providing a clear picture that aids their choice of their future university life and beyond.

Organization of Higher Education Institutions



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Institution establishes appropriate structures to accomplish its mission and purpose.

(Chapter III Standard II.1)

AU bases its activity on the respect for the principle of institutional autonomy and academic freedom. These principles are expressed and specifically regulated also in its Statute. **(Evidence no. 1.1, Article 6, pg. 3)**

All the activity of the institution is based on autonomy and academic freedom, which, undoubtedly contributes to the successful accomplishment of its mission and aim. The academic staff exercise the right of organization of academic work in the area of teaching and research independently, giving priority to proposals for the amendment, improvement and adaptation of curricula and programmes of study.

AU engages all academic and administrative staff in accordance with the objectives of the study programmes using their academic teaching, research as well as personal characteristics so that quality is the main feature of its mission.

AU has the status of a University. AU consists of three faculties which are composed of 3-4 departments:

1. Faculty of Medical Sciences:

- Department of Dentistry,
- Department of Pharmacy,
- Department of Nursing and Physiotherapy and
- University Clinic as an auxiliary structure;

2. Faculty of Applied Sciences and Economics

- Department of Economics,
- Department of Architecture and
- Department of Engineering;

3. Faculty of Social Sciences

- Department of Legal Sciences,
- Department of Administrative Political Sciences,
- Department of General Psychology and
- Department of Education and English.

Each main unit and base unit is organized and functions according to the requirements of LAL, the Statute, the General Regulations, as well as the Rules of organization and functioning of each main unit - faculty.



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Every AU structures' activity for each study programme is governed by the relevant regulations in each of the three cycles and three faculties.

AU offers study programmes in all three study cycles Bachelor, Master and third cycle programmes of Specialization and PhD. The teaching process is intertwined with the process of academic - scientific research. Programmes of the third cycle are of an academic character, based on scientific research and independent creative activities. **(Evidence no. 1.1, Article 35, pg. 17)**

Each department is composed of at least 7 effective members and almost 50% of them hold degrees and titles. **(Evidence no. 1.19)**

Thus, in full compliance with the legal requirements for the successful implementation of the mission and the aim for which it was set up, the Institution has a well-structured web-site, which provides all the relevant information for anyone who is interested in joining. (www.albanianuniversity.edu.al)

Management bodies facilitate decision-making by favoring debate in institution boards.
(Chapter III Standard II.3)

In fulfilling the academic objectives of various cycles, a maximum engagement of human resources is apparent, which is based on a continuous and timely flow of information on all issues.

Based on law no. 9741, dated 21.5.2007, "On higher education in the Republic of Albania", as amended, bodies such as the Council of Professors and faculty councils play an important role in determining the management policies of the institution, which is made aware of suggestions, as they are provided during constructive debates taking place in these bodies.

Moreover, departments themselves, as basic units, convey observations and suggestions to higher levels of decision-making after holding debates in their units.

Each institutional actor is entitled to express his opinion freely, with the aim of finding the optimal solution to the issues under examination.

In addition, the representation of students in the Academic Senate, is a very positive element, giving them the opportunity to articulate directly to the highest decision making body concerns



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related to the carrying out of the mission of the institution, which has the students at its center.
(Evidence no. 1.1, Article 8, pg. 4)

Partnership

Institution conducts market research to accomplish its mission and purpose.

(Chapter III Standard III.1)

AU conducts labor market analysis that involves the study of all study programmes in all three cycles of study and in all three faculties.

This study (**Evidence no. 1.20**) aims to identify the effectiveness of academic programmes in the labor market and continuously inform the institution on regional economic development;

The main objectives of the study of the labor market are:

- To identify employment statistics for graduates of AU;
- To present the current level of development of occupations according to study programmes in Albania and Europe. Labor market needs;
- To employ MES statistics to identify public and private HEIs that prepare students in each programme of study;
- To provide data, received from the office of career and coordination, to students or different professional orders such as nursery, teaching, dentistry, pharmacy, etc. on the students' ability to find employment;
- To identify the number of AU students over the years and the development of an analysis on the reasons for the rise or fall in the number of students;
- To present measures that must be taken to improve the development of the study programme.

Through this Study, the Institution has managed to achieve a clear vision for analyzing the employment data of AU graduates.

AU respects the rules of the competition in the higher education market, taking a clear position in the market of private HEIs over the years, publishing each academic year tuition fees for each programme of study.

Institution pursues an open strategy of collaboration and partnership at a regional, national and international level.

(Chapter III, Standard III.2)



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AU has pursued and continues to pursue an open strategy of collaboration and partnership at the regional, national and international level.

AU has developed the Strategy on "Partnership and Communication", which sets out the priorities of the cooperation policy. **(Evidence no. 1.21)**

Under this strategy, "Partnership and Communication", AU has arranged partnerships with educational institutions to collaborate for the development of the necessary capacities for leading scientific studies by promoting scientific initiatives and cultural exchanges. The latest agreements with the Agricultural University of Kamzë, the Sports University in Albania as well as the Inter-institutional 2017-2021 Agreement with Polanski College in Kwidzin, the agreement with the University of Naples "Federico II", etc., are an indication of the good will and efforts of AU to have tangible results in this regard.

Albanian University offers degrees that provide strong competencies in their respective fields, but in order to train the practical competencies in the exercise of the profession, in teamwork, the institution pays special attention to cooperation with the social economic domestic environment for the implementation of teaching practices.

In this regard, AU has signed 40 agreements with partners in this environment and continues its efforts to expand this cooperation with the aim of exchanging experiences and developing teaching practices.

AU has established partnerships with national public institutions as well as local and international non-profit organizations in relation to projects that support the presence of foreign lecturers at the institution. As evidenced by the list of international lecturers invited to the institution, may be singled out the cooperation with the Polish Embassy in Tirana (November 2015) under the auspices of HE Mr. Marek Jeziroski, Ambassador of the Republic of Poland in Albania, organizing the open lecture "Poland's economic success over the past 25 years" or the year-long cooperation (November 2014 - 12 February 2015) with "The Institute for Advanced Psychological Training", Pennsylvania, USA for the organization of the Interactive Scientific Lecture (e-learning) with Prof. Robert M. Gordon PhD A.B.P.P. **(Evidence no. 1.22)** Albanian University is currently in cooperation agreements with international universities, such as UMF Carol Davila Bucharest, Romania, Sigmund Freud University Vienna, The Corvinus Hungary, Universita di Pisa, Universita di Padova, Universita di Napoli "Federico II", etc., **(Evidence no. 1.23)** and continues to work towards new partnerships. These cooperation agreements have brought an exchange of practices and experiences for the academic staffs by



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inviting to lectures and seminars, as lecturers, foreign and local professors, as well as by organizing conferences, symposia, or common round tables.

University organizes information and awareness campaigns to boost the participation of students and professors with the aim of benefitting from projects funded by international organizations in the field of education.

Thus, in December, an informative workshop was organized with students and teachers on the Erasmus + programme. **(Evidence no. 1.24)**

Institution pursues a cooperation strategy with other supporting institutions.

(Chapter III, Standard III.3)

AU collaborates with other organizations to provide services to students in the area of professional practice. **(Evidence no. 1.25)**

AU collaborates with other partners to address its needs regarding the realization of its study programmes, such as foreign embassies accredited in Tirana, among which we can mention the Polish Embassy, various international universities like the University of Haifa, Israel, "the Institute for Advanced Psychological Training", Pennsylvania USA, the Institute of Albanian Political Studies, etc. **(Evidence no. 1.26)**

Institution pursues a favoring policy for mobility of academic personnel and students at an international level.

(Chapter III, Standard III.4)

AU and its academic staff participates in international events, presenting papers at conferences, national and international conventions, and organizes international events, such as scientific conferences, symposia, etc. **(Evidence no. 1.27)**

AU financially supports the participation of academic staff, especially the PAE in National and International conferences and students in various national and international events.

AU has signed agreements that provide for the mobility of students and academic staff from other universities to AU in the framework of AU's participation as a partner in Erasmus + projects. **(Evidence no. 1.15)**



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AU personnel, on the basis of quotas set by MAS, grants students the right to study outside the boundaries of the Republic of Albania. In total, 376 foreign students have studied and continue their studies at AU since the opening of the university. **(Evidence no. 1.28)**

AU pursues a policy for the integration of academic guests and foreign scholars, which is in harmony with the requirements and needs of the institution as well as theirs.

AU welcomes in the framework of institutional arrangements with foreign professors for the implementation of the learning process. This, especially for programmes of the 3rd cycle of studies (PhD and specialization). **(Evidence no. 1.29)**

Conclusion and judgement

GVB concludes that AU, in accordance with its Statute, has set up structures to fully implement the mission and aims for which it is set up. All relevant structures regulate their relations through the relevant regulations that are adopted in pursuance of the AU Statute, which, in addition to the individual duties that they fulfill, it appears that the cooperation between them is in full compliance with the mission of AU.

The Office of Internal Quality Assurance is a key point in the Institution, which, in accordance with the relevant legal acts, government standards of quality assurance and the instructions of the Public Agency of Higher Education Accreditation, exerts its function by providing objective data and contributing in maintaining and continuously improving the quality of the institution.

In addition, GVB concludes that the Institution, in pursuance to its mission and aims, views partnerships at the national and international levels as an essential element, since it is through this collaboration that AU has served as a bridge that has brought under a common denominator the education of students and the needs of labor market for professionals.



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2 - EVALUATION AREA: RESOURCING

Management of human resources

Institution pursues an open policy of human resources employment and recruitment.

(Chapter III Standard IV.1)

Albanian University has an organizational chart (**Evidence no. 2.1**) published on the website (<http://albanianuniversity.edu.al/en/institutional-organization/>)

Recruitment of academic staff at AU is based on the compliance with the requirements of the legal framework for higher education in the Republic of Albania, the Labor Code and the AU Statute. (**Evidence no. 1.1, Article 43, pg. 21**)

Each academic year, with a view to the needs that are presented by each basic unit, AU organizes its hiring procedures for external and internal lecturers and professors, as expressly regulated in the General Regulation of AU. (**Evidence no. 1.2, Article 27, pg. 24**)

The Office of Human Resources at AU publishes vacancies and employment criteria for each vacant position on the website (<http://albanianuniversity.edu.al/en/work-with-us/>) and through other means of public information. (**Evidence no. 1.1, Article 43, pg. 21**), (**Evidence no. 1.2, Article 27, pg. 24**), (**Evidence no. 2.2**)

AU's Strategy has as one of its main goals the promotion of academic staff through the foreign Institutional collaborations. (**Evidence no. 1.16, Objective 6, pg. 24**) Staff promotion, especially the research and teaching support staff, but also administrative staff, is one of the main objectives of AU. This is evidenced by the fact that part of the staff employed at AU, has not received a degree from AU, especially in the Masters study programmes, but some of them are also in the process of obtaining a doctoral degree, in the programmes that AU offers. (**Evidence no. 2.3**)

In the employment of research and teaching support staff and administrative staff, AU has implemented the legal requirements according to the provisions of the legislation on higher education, such as law no. 9741/2007, as amended (repealed), as well as the new requirements of law no. 80/2015. (**Evidence no. 2.4 – a, b, c, d, e**)

Their employment is in compliance with the requirements of the Labor Code, with every employee formalizing his employment relationship with an individual employment contract.



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Pursuant to the legal requirements of legislation for HE as well as the Labor Code, the AU Statute further regulates two categories: teaching and research support staff and administrative staff. **(Evidence no. 1.1, Article 39, point b, c, pg. 20)**

Based on relevant statistics, AU shows that its priority is to recruit a qualified academic staff that has graduated abroad with academic titles and degrees. **(Evidence no. 2.5)**

Institution pursues a policy of integration of academic staff, assisting-teaching, scientific staff and administrative staff.

(Chapter III standard IV.2)

Albanian University is constantly implementing integration policies for academic staff by offering them the opportunity to attend various trainings and qualifications according to their respective fields of study. **(Evidence no. 2.6 a, b, c, d)** AU follows the same policy for academic staff and administrative support staff, supporting their participations in various trainings, as organized by the structure of the AU, as well as outside of AU. **(Evidence no. 2.7)**

During “Open Days”, which are closely related to the start of the new academic year, all academic, research-teaching staff is involved in the process of providing information, in order to offer as wide a perspective as possible on everything that is offered at AU. **(Evidence no. 2.8)**

As an established institution, AU has also a social life, which is clearly reflected in the various events that it organizes, such as: book promotions, organizing round tables with various business stakeholders on issues of the day, having various personalities from areas of science or art in the premises of AU, etc. **(Evidence no. 2.9)**

Institution pursues a policy of periodic assessing of its staff skills.

(Chapter III Standard IV. 3)

AU’s development strategy has as one of its main priorities the further qualification of its academic staff. AU has constantly promoted the training of its academic staff, focusing in these directions:

1. Organization of national and international scientific conferences, in cooperation with well-known universities in Europe where studies are accepted on the basis of a preliminary scientific assessment and are published in the collection of abstracts or "Proceedings" with an ISBN



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number. **(Evidence no. 2.10)** In addition, conferences organized in the medical field are accredited by the National Center for Continuing Education (NCCE);

2. Promotion of academic staff members through financial support in various scientific activities - conferences; symposiums, conventions organized at AU or abroad; **(Evidence no. 2.11)**

3. Publication of the scientific journal OPTIME twice a year, **(Evidence no. 2.12)** where academic staff members, with the aim of improving their academic level, have the opportunity to publish in this journal after passing through a peer-review process ensuring the quality of scientific papers;

4. Financial support from the AU for the publication of various academic texts in the form of printed books or lectures; **(Evidence no. 2.13)**

5. Promotion of academic staff members through a differentiated salary system, in view of the titles and degrees they hold, and based on the contribution they make to the institution.

Academic staff in the category of Professor and Lecturer at AU is entitled to a sabbatical year once every seven years for a period of up to one year.

AU supports the training of staff offering third cycle doctorate study programmes at AU. The institution also engages foreign academic staff in third cycle programmes inviting them to international conferences organized by AU. **(Evidence no. 2.14)**

AU, at the end of each academic year, conducts through its basic units - departments an evaluation of the work and performance of each member of academic staff. **(Evidence no. 2.15)** The institution evaluates the academic staff also through the students (online surveys and focus groups). **(Evidence no. 2.16)**

In addition, the institution conducts a summative evaluation at the end of the year through the office of internal quality assurance. **(Evidence no. 1.17)**

Academic staff mobility is pursued with the aim of professional development in the framework of cooperation agreements with HEIs in Europe and the exchange of experience through the participation of foreign professors as lecturers at AU in open lectures, workshops, scientific conferences in order to increase academic capacity and the level of expertise at AU. **(Evidence no. 1.22), (Evidence no. 1.29)**



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Foreign professors are invited in order to strengthen the institutional capacities and enhance the quality and composition of collegial structures, such as the Scientific Board of the Journal OPTIME with ISSN. **(Evidence no. 2.17)**

Institution pursues a social development policy.

(Chapter III Standard IV. 4)

AU has organized several social activities in cooperation with other partners such as Albanian Red Cross and the University Hospital to help orphaned children or abused women, encouraging the social dialogue on the protection of these social categories. **(Evidence no. 2.18)**

On the other hand, AU views favoring social dialogue closely associated, not only in the national, but also international arena. Thus, AU views cooperation agreements with foreign Universities as an indispensable tool for the mutual recognition of cultures and development and dissemination of scientific knowledge. **(Evidence no. 1.16, Objective 6, pg. 24), (Evidence no. 1.23)**

In the framework of developing a social policy, AU views and treats the employment relationship of each member of its staff as a social right from which other rights stem - those of life and health insurance.

Thus, every employment contract is submitted to the relevant government bodies, and every person employed at AU is a beneficiary under Law 7703/1993, as amended, "On Social Insurance in R.SH" of the rights arising from this law, expressly provided for in individual employment contract. **(Evidence no. 2.4)**

Institution provides effective management of human resources.

(Chapter III standard II. 2)

AU seeks to be a model in human resources management.

The Human Resources Office is a very important coordinating administrative structure within the University where the employees deposit all the necessary documentation in accordance with applicable law and the AU Statute. **(Evidence no. 2.19)**

The Human Resources Office oversees the fulfillment of contractual obligations of employees. **(Evidence no. 1.9), (Evidence no. 2.4)**

The Human Resources Office collects and compiles statistical reports as required by the institution's staff.



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Financial Management

Institution drafts the budget in accordance with defined procedures.

(Chapter III Standard VI.1)

At AU, the distribution of financial resources and their use is decided on the basis of a medium-term 3-year financial programme drafted in accordance with the National Standards on drafting and financial reporting and other rules set by Law nr.80/2015 on higher education, the Law No.9901, dated 14.4.2008, "On Entrepreneurs and Companies", Law 9228, dated 29.4.2004 "On Accounting and Financial Statements" and other relevant legal acts.

The financial programme's structure is achieved by dividing income according to their sources and costs according to the way in which they will be used. **(Evidence no. 2.20)**

Albanian University, as part of the company UFO sh.p.k., is assigned an annual budget in accordance with a needs-based financial programme (3-year medium-term budgetary plan).

The financial programme is approved by the Administrative Board after being drafted by the Rector and being discussed at the Academic Senate. **(Evidence no. 1.1, Article 10, pg. 6)**

Institution provides the necessary means to implement financial policy.

(Chapter III Standard VI.2)

The institution establishes a special structure for its financial management and financial policy implementation. For this purpose, the AU's organizational chart includes a special structure, which among other tasks, drafts and implementation of the Financial Programme. This structure starts with the basic unit and is headed by the Administrative Board of AU. **(Evidence no. 2.21)**

The financial resources of the institution are planned in consideration of the needs for the normal development of AU's educational and scientific activities, following a comprehensive and transparent policy of distributing them. The process of drafting the financial programme starts in September and is approved by the relevant authorities by the month of December of the preceding financial year.

The financial situation of this institution has been stable since its inception and the future promises to be satisfactory and sustainable.

During the drafting and the implementation of the financial programme, AU follows the rules of the Law on Accounting, National Accounting Standards its implementation and all other financial-fiscal rules, according to the laws and other legal acts and regulations in force.



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Institution pursues a policy of budgetary and financial control.

(Chapter III Standard VI.3)

The financial activity of AU is subject to the Legal Auditors of Financial Statements, in accordance with the Law on accounting and auditing requirements of international financial reporting. Since the adoption of the new Statute, restructured in accordance with Law no. 80/15 for Higher Education and Scientific Research in the Republic of Albania, AU has an Internal Audit office. Financial statements of the Institution are published each year, together with the report of the Statutory Auditor, in accordance with the Law on Accounting and the Law on BACs.

After analysis and discussion in the relevant structures of AU, the financial activity report is discussed at meetings of the Academic Senate and the Administrative Board. **(Evidence no. 1.2, Article 5, pg. 6)** In the future, it is envisioned that the indicators of the Financial Programme and its implementation will become the subject of discussion with students.

Information Management System

Institution has an information system.

(Chapter III Standard VII.1)

AU has a well-coordinated information system. The agencies responsible for the management of the information system are: the Information Office, the IT Office and the Office of External Relations. **(Evidence no. 2.1)** All AU offices are required to provide detailed information about the institution, while maintaining confidentiality on specific issues. An intranet system is used within the structures of the university.

The purpose of the information system is the support, coordination and development of labor relations for the academic staff, teaching-research staff, administrative staff and students through the range of internet-enabled facilities such as: laboratories, electronic archives, webmail, etc.

Regarding electronic communications and online platforms, AU has an official website <http://albanianuniversity.edu.al/> which is well organized and provides the necessary information to the general public, as well as to students and professors, such as: annual academic calendar, teaching schedules, exam season schedules, activities, meetings and workshops, social events, self-evaluation reports, academic offerings, statute, organizational chart, rules of operation of the web site, **(Evidence no. 2.22)** etc. To promote academic and social activities, AU engages UTV television (owned by the same business group).



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Institution coordinates activities in the field of information technology.

(Chapter III Standard VII.2)

AU is fully computerized with an IT network in all its buildings. The institution provides for the independent use of teachers and students halls and labs beyond normal hours. Students are supported in their online research not only by the staff of the library, but also by their own teachers.

Teaching halls are equipped with audio-visual equipment such as PCs, projectors and speakers in lecture halls. There are 4 computer labs available.

The library is equipped with PCs so that students have the opportunity to do online research.

AU premises are covered by Wi-Fi signal.

Computer labs are equipped with the appropriate software.

Videos and CDs are part of the lesson in various classes; teachers use movies and documentaries as a starting point for debate and discussion on an instructional topic.

The institution does not offer distance learning programmes.

Institution manages real estate.

(Chapter III Standard VII.3)

The institution has a record of its real estate, based on these right of use contracts - leases.
(Evidence no. 2.23)

AU administers 6 (six) buildings in order to conduct the teaching process for the academic year 2016-2017: **(Evidence no. 2.24, a,b,c)**

Building 1 (Bulevardi Zogu I - Ish Estrada) 4 floors, total surface area 3,996 m².

Building 2 (Rruga e Durrësit - Ish Gjykata) 4 floors, total surface area 2,267 m².

Building 3 (Rruga K. Karafili - Internacionali) 5 floors, total surface area 1,835 m².

Building 4 (Rruga e Kavajës - Raiffeisen) 1 floor, total surface area 445 m².

Building 5 (Rruga e Elbasanit) 6 floors, total surface area 10,000 m²

Building 6 (Rruga e Kavajës – FSHA) 6 floors, total surface area 1,902 m².

The institution has a master plan for safety, rehabilitation, expansion, and/or restructuring of its real estate; More specifically, as part of the new urban plan of the municipality, in the area where the headquarters of the university is located, a new modern facility will be built that will serve the university. This is a project that is expected to be adopted in September 2017.



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AU manages its assets according to a set plan, aimed at improving the quality of teaching and research facilities, reflected in the annual budget of the institution submitted to the Ministry of Finance.

AU employs full-time architects who deal with project design and supervision of its construction, reconstruction and partial reconstruction contracts, as well as contracted specialists licensed according to the legal framework in force.

Institution provides storage, maintenance and development of its academic, cultural and scientific heritage.

(Chapter III Standard VII.4)

AU as one of the first private institutions of higher education in Albania has already created its academic, cultural and scientific heritage which also determines its physiognomy as a consolidated and contemporary HEI.

AU is continuously engaged in storing, recording, archiving, and classifying the documentary and archival collection of its academic, cultural and scientific heritage.

Thus, AU has established its Archive, which is managed and functions according to the rules of Law no. 9154/2003 "On Archives", as amended and the Regulation on Protocol-Archive. **(Evidence no. 2.25)**

This is something that is created not only through the archive of the institution, but also that of the school's TV station.

Thus, the institution has organized conferences in honor of the university's academic figures, promoting books of its academic personalities, participating in book fairs, or organizing various exhibitions, organizing honorific ceremonies for its academic figures, as well as other activities in the ambit of conservation and promotion of its heritage. AU pursues a policy of evaluation and development of its academic, cultural and scientific heritage by the AU's Academic Senate granting of titles "honoris causa". **(Evidence no. 2.26)**

AU has a publishing house "Albanian University Press".

All academic and research activities of the institution are archived electronically as a heritage to be passed down over the years and serving future generations.

Institution pursues a policy of management of its assets.



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(Chapter III Standard VII.5)

The university facilities offer adequate and contemporary conditions for conducting the daily academic and administrative activities, such as: facilities for teaching staff, facilities for administrative staff, school secretary's office, lecture halls, classrooms, lab facilities, senate facilities, audio-visual halls, computer labs, conference halls, library facilities, facilities for use by third parties, sports facilities etc.

AU provides facilities for its academic staff, in proportion to its number, so that each staff member has his/her place of work in an office or a suitable environment to develop their research and educational activity.

Institution establishes a logistics administrative structure to carry out functions of common interest.

(Chapter III Standard VII.6)

The logistical structure of the Institution serves the institution's own operation requirements, as well as providing services to third parties, in accordance with the needs of the market. AU, through the University Clinic and local and foreign personnel, provides medical services to third parties. The publishing house "Albanian University Press" supports the entire publishing activity, not only to AU staff and students, but to all stakeholders across the country. In addition, AU, on the basis of a cooperation agreement with UTV news, offers information services to third parties.

Management of Institution Activity

Institution provides appropriate facilities and infrastructure for academic and scientific activity.

(Chapter III Standard V.1)

AU operates through six buildings reconstructed and renovated with modern high-quality materials, wholly devoted to teaching and scientific research activities, and also the administration, in full compliance with sanitation requirements and avoiding elemental risks.
(Evidence no. 2.27)

AU is far from industrial development areas or areas with contamination above the permitted levels set by the relevant standards. 5 of 6 campuses are located in the central part of Tirana, in a very short distance from the center and very close to residential areas or other services relevant to students.



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Most of the buildings are insulated; most of the institution's windows are double-glazed, not only to ensure stable internal temperatures but also to prevent noise coming from outside. The institution consistently maintains and renovates facilities with insulation problems in order to avoid humidity and more.

The university's facilities provide all the elements of the university teaching-research infrastructure, such as facilities for teaching staff equipped with computers, internet and all the necessary equipment; space for administrative staff, classrooms with large spaces, equipped with the necessary technological devices, various subject-appropriate labs, library facilities, senate facilities, audio-visual halls, computer labs, conference halls, etc. **(Evidence no. 2.24)**

The institution offers adequate infrastructure for lab and seminar activities in courses and programmes offered by the department of Architecture, Engineering and Medical Sciences. **(Evidence no. 2.28)**

In addition, in the framework of cooperation between the university and "Albanian College" in Tirana, AU students may use sports facilities (basketball, volleyball, tennis, gym, etc.) of this college for various activities/championships that take place during the year. **(Evidence no. 2.29)**

AU meets the usable surface norm of 3.8 - 4.0 m²/student (minimum) and 7.5 - 8.0 m²/student, with an average area of 5.4 m²/student in all buildings. **(Evidence no. 2.24, b,c)**

AU provides sufficient capacity for the development of all programmes of study that contain in the curriculum practical training for students. In pursuance of this, there are institutional arrangements in place for student internships at government and private institutions such as the National Archives, the Ministry of Economy, Trade and Energy, the Ministry of Urban Development and Tourism, Sports Services Agency, the University Hospital "Shefqet Ndroqi", etc. **(Evidence no. 1.25)**

The height of AU's premises does not go below 3.0 m (ceiling-floor). The aforementioned minimum norms have been followed in study programmes of English language, teaching, psychology, economics, law, etc., of this nature, (generally for social and political sciences). For study programmes in engineering, architecture or medicine, the aforementioned norms are followed and in some cases almost doubled.



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AU in most spaces meets the technical norms of natural lighting, with windows covering a minimum area (15-20%) of the floor surface and the lighting in most cases is oriented on the left side of the student.

In universities with more than 200 students that do not possess emergency stairs, there are secondary exits, which can be considered as emergency exits.

AU has certificates and technical acts for protection against fire in 5 of 6 of its premises and has a system for protection from electrical discharge.

The staff has been instructed to take appropriate actions in case of a fire incident. **(Evidence no. 2.30)**

AU in most of its buildings has a functioning central heating system with boiler or air conditioning units. AU also has alternative sources for the supply of electricity (generator etc.) as well as sufficient reserves of water (water tanks) allowing uninterrupted provision of electricity and water.

Institution possesses full documentation of academic activity in hardcopy and electronic form.

(Chapter III Standard V.2)

All processes of storage and processing of personal data of AU students are performed in accordance to the principle of confidentiality and in accordance with the requirements of the legislation on the protection of personal data.

AU's Archive and Protocol office is the department responsible for maintaining the documentation of all significant activities of the institution, according to university regulations.

The documentation is stored and maintained in paper (hardcopy) and in electronic form.

AU maintains a database of student enrollment, matriculation number, personal data, etc., in accordance with the bylaws in force and respecting quotas and criteria in the available study programmes, as determined by the University and approved by the Ministry of Education. **(Evidence no. 2.31)**

These data are stored in the relevant departments starting with the Office of Enrollment, Transfer, and Equivalence, Registrar's Offices of various faculties and the Secretary General.



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The process of Information and enrollment of new students is carried out by the Office of Enrollment, Transfer, and Equivalence.

Information on the criteria and the application procedure may also be obtained online at the official website as well as informational brochures that contain all the programmes of study.

The detailed transfer criteria and procedures are provided in the General Regulation of AU, the Regulation on Student Transfers (**Evidence no. 2.32**) and Faculty regulations.

The institution provides general information about the programme, its form, the teaching plan, in addition to the mandatory study credits;

The secretariat Offices of faculties provide for each study programme in print and electronic form:

1. The fundamental registers, which contain the students' personal data, matriculation numbers, form of studies, information on previous studies, and progress from the date of enrollment until graduation;
2. Grades registers with evaluations obtained by the student during their studies;
3. Records of exams.

The University's Secretary General is responsible for processing and providing statistics, either annual or over the years, according to the requirements of the institution and MAS.

The Initial information on the collection of statistics comes from the teaching secretariat.

Secretary General:

1. Maintains, over the years, detailed documented data on student enrollment, transfers, international students, students going through professional practice, students who have interrupted enrollment, and graduated students for each study programme;
2. Develops and maintains records of diplomas as well as documents submitted and issued through protocol;
3. Issues diplomas accompanied by supplements and transcripts.



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Diplomas and supplements are issued only in written form. Diploma supplements are issued in two languages.

AU's Regulation provides in detail the nature, extent, content and results of the studies, which were conducted by the holder of a diploma, as well as employment areas.

Conclusion and Judgement

GVB concludes that human resource management is in accordance with the legislation in force. There is a serious and qualitative effort to build a system of selection and engagement of academic staff, but also the scientific research support staff on the basis of fairness, transparency, meritocracy and quality of the study programme. AU uses an evaluation methodology for all teaching and research activities that are part of the institution's operation. It also invests in its pedagogical and support staff's training in the area of knowledge and improvement of their professional skills.

The documentation regarding the financial data is valid and is evidenced by the results of periodic reviews undergone by the institution.

The university relies on its internal and external capacities to adopt a budgetary decision. The use of financial resources is subject to review and continuous monitoring.

AU works for conservation, evaluation, development and maintenance of the archival documentary collection of its academic, cultural and scientific heritage. This is achieved not only through the archive of the institution, but also through UTV Television, as part of the same business group.

All scientific and academic activities of the institution is also archived electronically as a heritage that must be passed down.

The university infrastructure is modern and in compliance with the quality standards and criteria of the study programmes offered by the institution; it contains a variety of large facilities, equipped with the necessary technological devices. The university has conference rooms, computer labs, electronic and hard copy library with a rich collection etc.



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3 - EVALUATION AREA: THE CURRICULUM

Institution offers study programmes in accordance with its mission and capacities.

(Chapter I Standard I.1)

AU offers programmes in all 3 study cycles, in line with the strategy, vision and mission of the university. **(Evidence no. 1.2, Article 32, pg. 27)** The list of programmes by faculties and their curricula are published on the university Web site (<http://albanianuniversity.edu.al/en/category/study-programs>) and television channel UTV news. (<http://www.utv-news.tv/>)

During the period February - June the leaders of the university in cooperation with the Office of Career Coordination and Student Support organize informative meetings with high-school graduates on the study programmes and opportunities at "Albanian University" in education in three cycles of study. **(Evidence no. 3.1)**

In addition, during the applications and enrollment at AU, professors, deans of all faculties and heads of departments according provide orientation to students, according to a set schedule, helping candidates to learn more about the programmes of study. **(Evidence no. 1.2, Article 43, pg. 31), (Evidence no. 3.2, Article 9, pg. 11)**

All programmes of study are reviewed at the beginning of every academic year from the relevant departments, in cooperation with the Office of Curriculum Development. **(Evidence no. 3.3)**

Constant qualification is an integral part of study programmes.

(Chapter I Standard I.2)

AU offers only full-time study programmes. Study programmes for continuing education are not yet offered at AU, but this remains one of the strategic objectives for the next five-year period. AU provides training, workshops, scientific events by enabling students and professionals participating in these activities to become certified and earn credits in the regulated professions such as Dentistry, Nursing, Pharmacy.



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Study programmes are offered in accordance with institution's development strategy.

(Chapter I Standard I.3)

AU offers study programmes in accordance with the institutional development strategy and the institution's shared values. AU in more than a decade has strived to:

- Provide quality in each academic initiative (teaching and research);
- Provide and promote academic freedom;
- Create a spirit of collegiality and participation in all decision making;
- Increase investment in publishing and translating the best scientific literature, as it has been doing for more than 10 years;
- Promote participation in national and international scientific activities;
- Support students with merit scholarships and for those who belong to marginalized social groups.

Study programmes are offered in line with local, national and international trends.

(Chapter I Standard I.4)

National and international development goals are taken into consideration when opening academic programmes and also when updating them.

An important factor in this matter is the education of a worthy citizen who is prepared for the labor market, serves the economy by using knowledge and technology as an indispensable tool in society, but at the same time promotes, through his/her contribution, a sustainable development in society characterized by civic values and integrity.

In this framework, in order to achieve the above objective in addition to the goals and mission of the study programmes, cooperation activities with universities at home and abroad have played an important role, with a goal to discussing current issues pertaining to our country such as integration reforms, justice system reforms, economic development, development of the labor market, education and its future as well as activities and discussions that are associated with the development of art in all its forms (figurative art through exhibitions, literature through translations and publications, etc.).

"Albanian University", in its review of academic programmes but also in opening new programmes, conducts a market study involving all stakeholders such as academic staff and specialists in the field, in order to improve its academic programme in order to meet the needs of the labor market.



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Study programmes are offered in accordance with the institution's capacities.

(Chapter I Standard I.5)

AU, based on the physical and human capacity, conducts study programmes optimally and in accordance with legal requirements.

The workload distribution is in accordance with the legal framework, which preserves a stable balance of hours in consideration of the types of commitments of the university's academic staff, their qualifications and teaching experience. **(Evidence no. 3.4)**

Individual contracts of employment of academic staff determine annual workloads. It is in the interest of the institution to balance the workloads and other university activities related to research and other tasks of academic staff. **(Evidence no. 2.4)**

Study programmes are easily understandable and their objectives are clearly defined.

(Chapter I Standard I.6)

Programmes of study, curriculum, credit loads and educational objectives, are published on the official website of the university to which every student or potential student has access. (<http://albanianuniversity.edu.al/en/category/study-programs>)

During applications and enrollments, academic staff provides advice and guidance on study programmes acquainting students with all the available documentation for the study programmes. **(Evidence no. 3.5 -a, b)**

During the first week of orientation, first year students are provided with information on programmes of study, elements of the regulation and other documents with which they should be acquainted with. Students may also withdraw at the department copies of syllabi containing detailed teaching objectives, sources and forms of assessment and evaluation of the knowledge acquired.

Teaching regulations of each study programme offered at AU contain clearly specified objectives of the relevant programme. **(Evidence no. 3.6)**

Acceptance criteria, documents and application procedures are published on the university's official website. **(Evidence no. 3.7)** For any uncertainty or additional information, applicants can contact the address posted on the institution's website: (<http://albanianuniversity.edu.al/en/admission-criteria/>)



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Study programmes of first cycle provides students with basic knowledge, general scientific methods and principles.

(Chapter I Standard I.7)

The study programmes are designed in such a way as to enable the transition from the first cycle of studies to the following cycle by ensuring coherence and continuity in content.

Bachelor programmes are intended to equip students with knowledge and basic concepts, with analytical skills, creative decision-making, based on scientific methods and general principles.

Pursuant to the law and normative acts of the institution, students are informed and guided on the possibilities of transferring their studies. The documentation and criteria are detailed in a separate regulation. **(Evidence no. 2.32)**

First cycle study programmes are drafted in such a way as to facilitate students' acclimatisation in a university environment.

(Chapter I Standard I.8)

AU has for years provided students with student support services and career counseling. The Career, Coordination and Students Support Office, along with departments, inform students on their academic progress, extracurricular activities, provide guidance on internship programmes and on career opportunities in the future.

Teaching methods are in line with the field of study and in all cases they offer a combination that favors a more dynamic and student-centered teaching, depending on student interest. **(Evidence no. 3.8)**

The institution has ensured that at least 70% of the workload in all first cycle programmes is conducted by current academic staff.



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Second cycle study programmes rely on research and institution collaborates with economic field actors for their realisation.

(Chapter I Standard I.9)

Study programmes of the second cycle are aimed at expanding knowledge, enabling greater practical abilities and completing scientific research projects/assignments. Study programmes are developed by departments and are the result of proposals and discussions of all members of the department, professors with outstanding achievements in the field of research and academic staff who are closely associated with labor market developments. **(Evidence no. 3.9)**

Students in the second cycle of studies, before graduation, prepare a thesis for the implementation of which are advised by the relevant leaders, part of the academic staff engaged in the department and scientific research activities. **(Evidence no. 3.10- a, b, c1, c2, c3, c4)**

The organization of professional practice has been matter of great importance in recent years for the programmes of the second cycle, with students consistently advised by the relevant departments to implement them correctly, through cooperation agreements that AU has entered into with various institutions such as hospitals, businesses, research institutions, universities, etc. **(Evidence no. 1.25)**

AU annually participates in the job fair, enabling students contact with important companies and businesses in the country and beyond in order to expand employment opportunities. **(Evidence no. 3.11)**

The Career, Coordination and Student Support Office continuously maintains contact with graduate students and with different professional orders in the country as the order of the pharmacists, physicians and nurses to get accurate information on employment and the distribution of students. **(Evidence no. 3.12)**

The institution engages guest and part time academic staff in programmes of the second cycle, who are experts in the relevant fields and representatives of business or other fields, such as in the case of programmes in medical science where some of the staff are medical specialists engaged in regional hospitals in Tirana, UHT, Military Hospital, etc. **(Evidence no. 3.13)**

70% of the workload in all second cycle programmes is developed by the current academic staff.



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Study programmes aim to achieve Albanian students' mobility in Europe and beyond.

(Chapter I Standard I.10)

All programmes offered at AU are organized in accordance with the Bologna process, thus ensuring the separation in modules with a detailed content and awarded credits (ECTS). Since their conception, study programmes are developed by groups of academic experts in that field so as to not only reflect the most recent experience of disciplines in Europe and the world but also to enable both recognition and transfer of studies. Upon completion of studies, the student acquires a diploma and relevant supplement which is available in two languages (Albanian and English). **(Evidence no. 3.14)**

Students are encouraged to study foreign languages, with English being part of the curriculum in the first year of the bachelor programmes, the institution also offers supplementary courses in German for students in the Faculty of Medicine. AU students, especially those in the second and third study cycle, are advised to use academic sources in foreign languages and are required to undergo at the end or during their studies an English language examination, on the basis of internationally recognized tests.

AU, having a diversified academic offering, has attracted students from the region and students who have completed secondary education abroad. To these students the university has provided all of its intellectual assets (Albanian language teachers) to improve their academic performance.

Over the years there have been transfers of students to Albanian and foreign universities. AU has always been committed that this mobility was well-coordinated by the departments so that students are provided with an easy experience of transferring within AU, in accordance with the relevant regulations. **(Evidence no. 3.15)**

Study programmes enable practical application of knowledge and skills acquired by students in theoretical courses.

(Chapter I Standard I.11)

All study programmes at AU combine theoretical and practical knowledge with a view to the skills that the student must earn in each programme of study.

During the academic year students learn to carry out research projects, course assignments, practical work, laboratory work, various projects according to academic disciplines. At the end of the cycle of studies, the student has acquired the necessary skills for writing and defending



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their dissertation. **(Evidence no. 3.10, b)**

The university supports student participation in extracurricular activities, such as student clubs, roundtables, student conferences, national and international conferences, workshops, open lectures, thus allowing the application of knowledge and skills gained. **(Evidence no. 3.16)**

Study programmes aimed at preparing students for employment.

(Chapter I Standard I.12)

All programmes of study offered at AU are intended to form specialists in fields of study who will provide a contribution to a sustainable society and economy.

The programmes offered at AU provide knowledge on entrepreneurship, professional practices, which are spread throughout the year in specific programmes or at the end of the semester and take place in the institutions specified by the department.

Study programmes plan for laboratory work and professional practices in the field.

Conclusions and judgement

The internal assessment group, after consulting all the documentation on curricula and the work conducted over many years of in this area, estimates that standards relating to curricula are fully met.

All study programmes are developed/improved in accordance with the mission, strategy, intellectual capacity and infrastructure of the institution, considering international and national policies for the development of higher education, as well as the best experience of universities around the world.

All programmes are developed/reviewed and improved by the best experts in the field and they combine theoretical and practical knowledge with the objective of better orienting students towards the labor market.



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4 - EVALUATION AREA: TEACHING, LEARNING, ASSESSMENT AND RESEARCH

Organization of the study programmes

Announced study programmes are applied in appropriate circumstances.

(Chapter I Standard II.1)

AU is consistently engaged in providing an appropriate and effective organization and documentation for the available programmes curricula, in compliance to MES guidelines. Documents are kept in each department and also filed in the Office of Curricula Development. **(Evidence no. 3.3)** The study programmes are published in detail on the official website. (<http://albanianuniversity.edu.al/en/category/study-programs>)

At the beginning of each academic year, study programmes are reviewed by the head of the course and lecturers in cooperation with the Head of Department, in order to enrich and update them to ensure coherence of content. **(Evidence no. 4.1)**

AU provides sufficient capacity for providing students with practical and professional training (teaching laboratories, university clinics, etc.), for each study programme offered. **(Evidence no. 2.28)** The development of internships is also done through various institutions, companies, and organizations based on specific institutional cooperation agreements.

AU's leading professors carefully supervise internships, projects, and diploma theses. At the end of internships, the student submits a report to the department after approval by the head of the internship programme, which is then presented by the student before a commission. **(Evidence no. 4.2 – a,b,c)** Education internships are equivalent to credits/ECTS and are graded.

The thesis defense is conducted according to the relevant regulations of the study programmes. **(Evidence no. 1.2, Article 49, pg. 34), (Evidence no. 3.2, Article 32-33, pg. 24)** Students are provided with manuals for the preparation of the thesis, in accordance with the programme and course of studies.

AU students are provided with the necessary literature, which is enriched at the beginning of each academic year with contemporary titles, as well as through titles by the most prominent foreign and national authors. Professors guide students to use sources found in university libraries and online catalogs (Questia, Elsevier and Getty).



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Higher Education Institutions provide students who have past all obligations of a study programme, with relevant diploma, which is an official document.

(Chapter I Standard II.2)

Examinations are organized in accordance with the institutional regulation (**Evidence no. 1.2, Article 45-46, pg. 37**) and regulations of study programmes. Regulations are available to students at the relevant Department and on the website of the University. (<http://albanianuniversity.edu.al/en/institutional-regulation/>) (<http://albanianuniversity.edu.al/en/category/study-programs>)

During the written exams process, anonymity is preserved through blind grading. Within 7 days from taking the exam, answers are graded by professors and are deposited with the department where the thesis is reassigned to the student.

Exam assessment results are announced to students by the registrar, respecting the principle of confidentiality. This year, Albanian University is working to finalize the project of online registrar, (www.student.albanianuniversity.edu.al) where each student will have the opportunity to be informed on the progress of studies and exam results through their individual code.

The student has the right to appeal an exam result through a written request, which shall be deposited at the registrar of the relevant department within 48 hours from the announcement of results. The appeal is reviewed by a committee set up in accordance with the regulations of the relevant study programme. (**Evidence no. 3.2, Article 24, pg. 21**)

The graduation criteria and procedures as well as the guidelines for the preparation of the thesis are published on the AU website (<http://albanianuniversity.edu.al/en/graduation-guidelines/>) and in every department.

Study programmes are subject to their continuous improvement to increase quality.

(Chapter I Standard II.3)

Evaluation of study programmes and academic staff at Albanian University is based on the following criteria:



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- **Assessment by the main unit (Evidence no. 4.3)** on the basis of the report drawn up by the basic unit (**Evidence no. 4.4**) based on the registrar's statistics and data from lecturers' self-assessment reports on the progress of the learning process. (**Evidence no. 4.5**)
- **Assessment by the head of the department (Evidence no. 2.15)** on the basis of statements on the research activity of academic staff. (**Evidence no. 4.6**)
- **Evaluation by students (Evidence no. 2.16)** through questionnaires at the end of the learning process before the exam season and focus groups organized by OIQA according to their agenda.
- **Revision of curricula and syllabi** at the beginning of each academic year by various *ad hoc* (**Evidence no. 1.13**) groups raised at the department level, the heads of subjects and in cooperation with the Office of Curriculum Development at AU, with a view to adapting and updating them in line with legal requirements and the needs of the labor market. (**Evidence no. 4.7**) The proposals of the working group are submitted for approval to the Dean, which are then forwarded to the Academic Senate.
- **Alumni statistics** on employment numbers in accordance with the field of study. (**Evidence no. 3.12**)

Once results are gathered from all of the above sources, OIQA presents the Rectorate with the assessment by drafting the annual report. (**Evidence no. 1.17**)

Institution pursues a clear policy to improve teaching quality.

(Top of the Standard II.4)

AU, in order to further improve teaching, has set up the relevant structures, which are the Office of Internal Quality Assurance and the Office of Curriculum Development. Through the coordination of work with the basic units - Departments, OIQA and the Office of Curriculum Development follow throughout the academic year these useful practices:

- Offering, at the start of every academic year, training on methodology and modern methods of teaching and research by AU professors and external experts; (**Evidence no. 2.6**)
- Involvement of foreign professors as teachers, as consultants/leaders for study programmes and as research associates; (**Evidence no. 1.29**)



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- Supporting and qualifying academic staff in the field of scientific research, in order to improve the quality of teaching by providing study programmes of the third cycle “long-term specializations” in the field of dentistry and “Ph.D.” in some fields; **(Evidence no. 4.8)**
- Improves and consistently organizes the administrative structure **(Evidence no. 1.2, Article 16, pg. 18)** with the aim of improving study programmes and aiding students, ensuring that administrative staff are engaged in the development of a high-quality programme of study.
- Provides the necessary infrastructure (laboratories, equipment and auditors with all the necessary technological devices), the University clinic, wireless service in all areas of AU buildings, a library and a bookstore.

Research: Research outcomes, their dissemination, assessment and transfer.

Department, as the basic unit of the institution, highlights its strengths and weaknesses in the field of scientific research.

(Chapter II Standard I.1)

The department is the basic teaching and research unit in the University. The department is required to organize and manage the activities of teaching and research while respecting the academic freedom of staff and its right to employ the material and financial resources at its disposal. **(Evidence no. 1.2, Article 22, pg. 21)**

Departments regularly monitor scientific research and coordinate and support academic and research activities of academic staff. Academic staff, in order to promote its activities as well as to inform on its progress in teaching and research, presents its plan of scientific activity to the department at the beginning of each academic year. Also, at the end of each academic year, they present a report on the fulfillment of their plans of scientific research activity.

AU's departments are financially supported in a transparent and open manner by the Administrative Board, which by proposal of the Academic Senate, approves the annual and medium-term budget of the institution and oversees their implementation. **(Evidence no. 1.1, Article 10, pg. 6)** The institutional financial plan provides funding for the research of each department. **(Evidence no. 2.20)**

Institution encourages development, dynamism and scientific research.

(Chapter II Standard I.2)



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The institution supports and encourages the development of research through:

- Collaborations with various institutions of higher education within and outside of the country;
- Training with the aim of obtaining projects in cooperation with international partners;
- Promotion of individual research work of the academic staff through participation in various research events.

In addition, AU structures interact closely with each other in order to continuously improve the quality of teaching and research.

Institution concentrates on scientific research internationalization

(Chapter II Standard I.3)

Based on its institutional strategy, AU's top priority is the internationalization of its scientific research in various fields such as medical science, social science, economics and engineering. AU's main units carry out major international conference with the participation of professors with a long experience in the field of research from leading western universities (**Evidence no. 1.27**) and in accordance with the latest market trends and developments in research. (<http://albanianuniversity.edu.al/en/category/conferences/>)

AU, through the office of coordination and scientific research, organizes information meetings in order to promote research projects at the international level through accession in EU programmes such as Horizon 2020 and Erasmus +, placing AU as a partner university, promoting the mobility of staff and students.

Academic staff, aside from teaching responsibilities, are involved in the field of research through participation in national and international scientific conferences, publication of scientific articles in international scientific journals. (**Evidence no. 4.9**) During the past five years, the academic staff of AU counts 1344 participations in national and international conferences and over 824 publications in national and international journals.

It is worth mentioning about 65 cooperation with national and international institutions. AU is constantly committed to consolidate existing partnerships, creating new agreements with strategic partners, and diversifying partnerships. (**Evidence no. 1.23**)

Scientific research papers of AU's academic staff are disseminated through publications in national and international journals as well as AU's scientific journal "Optime" with ISSN 2220-461X and an editorial board. (<http://albanianuniversity.edu.al/en/scientific-journal-optime/>)



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Institution determines priority areas of scientific research.

(Chapter II Standard I.4)

Research is one of the main priorities at AU, as expressed in its mission and strategic development. The aim is to achieve through research a proper scientific analysis on developments in the political, legal, social, and economic spheres with a concrete impact on society.

The primary areas of research are as follows:

- Legal Science
- Psychological Science
- Medical Science
- International relations
- Economic Science
- Architecture and engineering

AU encourages scientific debate on priority areas of research through the implementation of open lectures, seminars, round tables, etc., with the participation of academic staff in the discussion of ideas and scientific achievements.

Institution applies scientific research priorities.

(Chapter II Standard I.5)

AU, in the process of implementing scientific research priorities, coordinates research activity through its basic units in collaboration with the office of coordination and research, led by the vice rector for research. The basic priority of departments, among others, is the organization, management and supervision of PhD students' research projects, as well as younger researchers and those with long experience in the field of research.

At the same time, departments conduct an annual analysis of the scientific research. The analysis is conducted in the form of discussions and debates on current achievements, identifying priority areas of research and future goals.

Institution provides continuity in the scientific research field.

(Chapter II Standard I.6)



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AU constantly trains its personnel in order to raise the academic level by offering study programmes of the third cycle, "long-term specializations" in the field of dentistry and "Ph.D." in some fields. (<http://albanianuniversity.edu.al/en/category/specializations/>)
(<http://albanianuniversity.edu.al/en/ph-d-doctoral-studies/>)

The institution enables the integration of doctoral students in scientific research groups and involvement in important research projects. Currently, AU is a candidate in many national and international projects which include academic staff mobility in scientific research activities.
(Evidence no. 1.15)

AU promotes greater academic quality and internationalization by inviting foreign academic staff for teaching and research activities.

Institution publicises the outcomes in the scientific research field.

(Chapter II Standard I.7)

AU disseminates research results through scientific conferences and publications.
(<http://albanianuniversity.edu.al/en/category/conferences/>)
(<http://albanianuniversity.edu.al/en/scientific-journal-optime/>) .

Over the past 5 years, AU has organized a total of 30 national and international conferences with the participation of foreign professors in the framework of cooperation with institutions with a long tradition in the field of research and enables the publication of presentations held at these conferences.

Results of studies and research are published the scientific journal "OPTIME". In addition, the publishing house "AU Press" is one of the best promoters of the academic staff's research activity. All activities, publication of books and Albanian University monographs are promoted at book fairs, which take place every year in Albania, where academic staff, on specific days, present their work and publications.

Moreover, the institution pursues a policy of promoting the research culture at the regional and national level, through close cooperation with the television channel UTV News.
(<http://www.utv-news.tv/>) AU's scientific activities have a positive impact on the Albanian and regional research culture. Participation in these activities of various scholars from Albania, the region and beyond, is a clear indication that AU has as its focus activities promoting a research culture at the regional and national level.



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Institution pursues a policy of evaluation and transfer of outcomes in the scientific research fields.

(Chapter II Standard I.8)

AU assesses the progress of the studies and research by academic staff. **(Evidence no. 2.15)**
To this aim, each member of the academic staff announces their research activity, such as: national or international publications, conferences and projects obtained. **(Evidence no. 4.6)**

AU publishes research results through AU Press publications, collaborations with television channel UTV News, and publications in the journal OPTIME, thus overcoming the limits of scientific research with a real impact on the sustainable development of society.

Conclusions and Judgement

The curricula offered at AU are organized and implemented within the legal framework respecting the conditions necessary for their effective implementation. The institution ensures the continuous improvement of the quality of study programmes through monitoring and assessing periodically curricula and syllabi, the academic staff, and giving special attention to feedback from students.

In order to provide an education of contemporary standards, the institution supports, encourages and assesses the development of research, creating partnerships with foreign institutions of higher education, developing the research of academic staff, organizing various research events and publishing research results.

Currently, the institution is committed to increasing cooperation and developing joint projects with international partners in the framework of European Union programmes.



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5 - EVALUATION AREA: STUDENTS AND THEIR SUPPORT

Institution pursues the correct policy for new students' entrance.

(Chapter I Standard III.1)

"Albanian University" drafts mid-term development projects, in accordance with the admissions policies, as part of the "Albanian University" strategy. **(Evidence no. 1.16)**

Admission of new students is based on: current legislation, statutes and regulations of the university, human resources and infrastructural capacities.

Information on the criteria, quotas and the application procedure are published online on the official website (<http://albanianuniversity.edu.al/en/admission-criteria/>).

Information is provided by annually publishing the AU Academic Manifesto in hardcopy and in electronic form, (<http://albanianuniversity.edu.al/en/academic-manifesto/>) through meetings with high school students to increase their interest and to pursue their studies in the programmes offered at "Albanian University", through coverage of all media activities in UTV News and other information campaigns on national television.

AU informs prospective students (high-school graduates) on the available study programmes through the "Office of Career, Coordination and Student Support", the Office of Enrollment, Transfers and Studies Equivalence. **(Evidence no. 1.1, Article 21, pg. 12)**

The Office of Enrollment, Transfers and Studies Equivalence, during the enrollment period, establishes separate structures, with the support of the institution's human resources or even new recruitments, which serve to raise the level of information for prospective students.

Some of the activities included in the enrollment policy framework are:

1. Advisory meetings with the Office of Enrollment, Transfers and Studies Equivalence, with Heads of Departments and Deans of Faculties;
2. Media campaigns - which serve to inform on programmes of study and applications to AU
3. Career Orientation Days for High-School Graduates **(Evidence no. 3.1)** – Fair aimed at providing information and career counseling to high-school graduates;
4. Orientation Week at the " Office of Career, Coordination and Student Support" which organizes general activities and ones specific to study programmes, in order to familiarize



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prospective students with the university, faculty, facilities, regulations, rights and obligations of the student.

"Albanian University" is open to the absorption of foreign students. It is worth mentioning that there is an initiative to acquire licensing for offering study programmes in a foreign language. **(Evidence no. 5.1)** The application file is under review by the Ministry of Education and Sports.

At the moment, AU offers study programmes only in the Albanian language. Currently, there is a small number of enrolled foreign students of Albanian origin from countries such as Kosovo, Montenegro and Macedonia.

Student reception schedules are posted at the offices of administrative staff. Contact information for the heads of departments and offices serving students, along with their electronic addresses, are published on the official website.

The ratio of academic staff/student, taking into account the total number of employed academic staff and visiting academic staff committed to the implementation of research programmes, is in compliance with the government quality standards.

For the academic year 2016-2017, the lecturer/student ratio is 1/14 in the Faculty of Applied Sciences and Economics, 1/20 in the Faculty of Social Sciences and 1/14 in the Faculty of Medical Sciences. **(Evidence no. 5.2)**

Institution pursues an informing communication policy with students and academic staff.
(Chapter I Standard III.2)

"Albanian University" has a well-organized structure that ensures students counseling, orientation and communication with the academic staff at various levels. Specifically, at the institutional level, the "Office of Career, Coordination and Student Support" provides and supports student orientation and communication for each study programme.

The University provides internal communication facilities to staff and its various structures. Using the Internet is an additional means for internal communication.

Regarding external communication, the university offers a large number of means of communication such as the use of institution's website (<http://albanianuniversity.edu.al/en/contacts/>) and the cooperation agreement with the television station "UTV NEWS". (<http://www.utv-news.tv/>)



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The main ways and means of informing and communicating with students at "Albanian University" are:

- Official "Albanian University" website
- Phone numbers;
- E-mail addresses;
- Posters displayed in the corners of information;
- The "Office of Career, Coordination and Student Support”;
- The Office of Enrollment, Transfers and Studies Equivalence;
- The Registrar;
- Department Open Meetings.

The Institution has the email address and telephone number of each student. The institution has the complete personal file of student learning that is managed by the Registrars and is archived after graduation, observing the legal provisions established by Law no. 9154, dated 06.11.2003 “On R.SH archives”, as amended.

In addition, students can communicate with the administrative staff of "Albanian University" through the internal electronic addresses of the administrative staff, which are posted on the web – site of the institution.

Institution pursues a policy orientation and mentoring of students.

(Chapter I Standard III.3)

The "Office of Career, Coordination and Student Support” is responsible for student orientation and counselling. Orientation and counselling starts from the moment that high-school graduates are informed about the academic programmes and until after graduation from university.

Among the main processes in pursuance of this service are:

- a) Academic tutoring and counselling - counseling by academic staff of students during their studies;
- b) Methodological mentoring and counseling - information and assistance to students preparing their diploma thesis;
- c) Open lectures.

The Office of Career, Coordination and Student Support actively supports graduates in their career plans and adapting to the labor market. Students are given information about employment



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opportunities after graduation and are provided with the "Guidelines for Career Development" **(Evidence no. 5.3)** during an open lecture at the end of the third academic year.

The Office of Career, Coordination and Student Support provides students the material and brochures to orient them to understand the organization of the institution and their rights through the Student Handbook. **(Evidence no. 5.4)**

The institution through the Office of Enrollment, Transfers and Studies Equivalence guides students wishing to change study programme, in accordance with the regulation and also keep a record of the transfer process file. **(Evidence no. 2.32)**

The Office of Career, Coordination and Student Support includes the "Section of psychological counseling", which helps students adapt to the programme of study that they have selected, to manage stress during exam sessions and addresses the problems individual students. Schedules of teachers specialized in psychological counseling are displayed on student information bulletins.

"The Office of Internal Quality Assurance" informs students of the institution's accreditation, programmes of study, the procedures for recognizing and validating degrees in Albania and abroad. The curriculum of the first programme cycle aims to gradually adjust students to university life. Programmes include courses on general education disciplines and civic education

Institution pursues a supporting policy for specific social categories.

(Chapter I Standard III.4)

"Albanian University" attaches importance to the continued support of social categories and scholarships as part of its sense of responsibility towards the community.

"Albanian University" follows a policy of supporting students with disabilities and students from Roma and Egyptian communities under applicable laws and regulations of the Ministry of Education and Sports. The education process gets special attention in terms of support and facilitation for learning and class attitude.

Categories of scholarships provided by "Albanian University" are: **(Evidence no. 1.2, Article 50, pg. 35), (Evidence no. 5.5)**

1. Excellence Programme;
2. Scholarships for the blind, paraplegics and quadriplegics;



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3. Social scholarships;
4. Scholarships for members of the same family;
5. Scholarships for children of police officers who died in the line of duty;
6. Scholarships supporting people in need.

"Albanian University" follows a policy of supporting students who engage at a high level in sports, like football teams, basketball etc., providing flexibility in the education process such as providing consultation for this group of students. In addition, this group of students are provided access to the sports facilities at the "Fari Center", which serve for training or other extracurricular activities. **(Evidence no. 5.6)**

"Albanian University" follows a policy of organizing the educational process in accordance with the requirements of the students' needs. Thus, students who are employed are grouped into special groups.

Based on the requirements of the students, at the beginning of each academic year, groups who carry out the education process during afternoon hours or on weekends, respecting the required hours as specified in the curricula of academic programmes.

Institution provides basic literature and support for students.

(Chapter I Standard III.5)

"Albanian University" offers a rich library of quality textbooks and supplementary literature. Textbooks offered by "Albanian University" to students are approved by the relevant AU departments and are used at other universities in the country or outside it.

There are three libraries in AU's premises, which also serve as study halls for students. These include a collection of university textbooks and art publications. These libraries contain a significant number of titles, about 4109.

Students may obtain further information via online materials submitted by teachers and materials published by the publishing house "AU Press". This collection is periodically enriched by the magazine "OPTIME" (Journal of Scientific Research at the University), libraries and subscriptions to online magazines, scientific research from the academic staff and publications in international projects.

In addition, at specific departments certain mini-libraries have been set up, which provide specific literature for students of the respective programmes



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The institution has a publishing house "AU Press", which deals with contemporary literature publications in view of the various study programmes.

The university uses special funds for the purchase of new literature that is published, thus enriching the libraries and making them available to students. **(Evidence no. 5.7)**

"Albanian University" allocates an annual fund for the purchase of specialized literature in the field of research based on proposals that come from the departments of each faculty.

Opening hours at AU libraries during which employees serve the needs of students are published in environments and the institution's web-site (<http://albanianuniversity.edu.al/en/library/>). Students are registered in files, allowing them to check-out books to take to study halls within the university.

Currently, according to the institution's Faculties, the libraries are:

The library near the AU building, Boulevardi Zogu I, which serves as a study hall, contains 1972 titles, textbooks, fiction and magazines. The collection also contains books, manuals, articles, symposiums, dictionaries and various newspaper articles of the University. Respectively 178 titles are in foreign language literature, while about 1,794 titles are in the Albanian language.

The library in the AU building at the "Rruga e Durrësit", which also serves as study hall and the computer lab, where students have access and the opportunity to expand their knowledge through the "on-line" education system, has a collection of around 922 titles divided by branches, scholarly books, academic books, artistic books, dictionaries, and various scientific journals, foreign literature, press conferences and various newspaper articles of the University. Accordingly, this library contains 1140 books, of which 244 titles are in a foreign language. Most titles are part of the academic curriculum of the medical field, the rest is devoted to other programmes of study that are offered at "Albanian University": books on Architecture, Economics, Sciences, Law, Political Science, Psychology, Journalism and Donations different.

The AU library building at "Rruga e Kavajës", has a collection of around 997 titles of which 782 are in the Albanian language and 215 books in a foreign language. The books are contained in the inventory of the library mostly relate to architecture and engineering, as well as academic,



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art, research, articles in various fields. This library also contains donations from prominent Albanian, Italian and OSCE professors.

Additional literary enrichment comes in the form of the online connection to international libraries. The electronic catalog for use in the library is arranged and classified by departments.

The online library www.questia.com contains about 36,828 titles in total, 8,471 scientific journals, 58,446 newspapers, 669 encyclopedias. The portal www.portal.getty.edu offers about 100,000 volumes of books which are available from a number of universities worldwide, of which just 6,400 are on architecture. While the on line library www.elsevier.com offers to students 46,907 titles and 2,221 newspapers.

Institution offers first-cycle students support through university services to facilitate their progress.

(Chapter I Standard III.6)

"Albanian University" provides students with guidance and tutoring through the Office of Career, Coordination and Student Support, as well as through the respective departments. This is done throughout the study period.

The institution helps and guides students on how to acquire the academic literature during their academic years through:

- Subject syllabus, which is provided to any interested student;
- Academic staff - in tutoring but also during lectures/seminars;
- Lecturers – in mentoring, guiding and supporting in preparation of the thesis;
- Library personnel;
- Registrars.

The institution helps students who have difficulty learning the material or fulfilling various requirements of the study programme through consultation hours with course teachers of the respective departments.

Academic staff, serving as tutors, help students during the selection of diploma thesis and through mentoring until the end of the study cycle.

Clear procedures of distribution management of diploma theses are provided in accordance with the rules of the programmes of study. **(Evidence no. 5.8)**



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While the Office of Career, Coordination and Student Support provides students with open lectures for the orientation of students on their thesis paper and provides them with the "Manual on writing a thesis".

Institution encourages students' participation in institutional life.

(Chapter I Standard III.7)

Students are formally organized in the representative body of the Council of Students within "AU". The council has the right to participate in the work and life of the university and to express itself freely and without restrictions. The university financially supports on an ongoing basis their specific activities.

AU encourages student participation in decision-making, organizing freely, and expressing their opinion, as expressly provided in the provisions of the AU Statute. **(Evidence no. 1.1, Article 47, pg. 23)** The main structures include:

- The Student Council – provides a means of participation for the students of each faculty group and coordinates their representation in governing bodies. **(Evidence no. 1.2, Article 52, pg. 37), (Evidence no. 5.9)**
- The Academic Senate - has 1 student representative, the Student Council Chairman of AU. **(Evidence no. 1.1, Article 8, pg. 4)**

Student Senators of the Student Council at AU express opinions and proposals on any matters of general interest, such as teaching plans and programmes of study, study programme regulations, regulations, etc. These proposals are taken directly from meetings with students and through complaints filed with the Office of Career, Coordination and Student Support.

"Albanian University Press" publishes every year for students the work of participating students at the Faculty Student Conferences. **(Evidence no. 5.10)**

The Administrative Board at "Albanian University", every year, provides funds for the participation of local and foreign personalities from all areas for the development of activities of student clubs.

Part of the financing of the Administrative Board is used to acquire special technological equipment for projects promoting the development of innovative student laboratory projects.

Institution pursues a supporting policy to assure cultural and sports quality of student life.

(Chapter I Standard III.8)



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"Albanian University", in support of the needs of students, includes in its organizational structure the "Office of Career, Coordination and Student Support", which is involved in the organization and involvement of students in extracurricular activities of a scientific, professional, social and cultural character.

The exchange of ideas with graduate students, discussions about current topics, the organization of competitive activities, tours, involvement in scientific conferences, humanitarian campaigns and awareness-raising nature, are part of the planning of the work of this office with the student council.

Students are also organized in "Student Clubs" of AU. Among the main clubs are:

Faculty of Applied Sciences

1. Marketing & Management Club
2. Art & Design IT Club
3. Engineering and IT Club

Faculty of Social Sciences

1. Society and Law
2. Psychology Club
3. Teaching and Linguistics Club

Faculty of Medical Sciences

1. Young Dentists Club
2. Young Pharmacists Club
3. Nursing and Physiotherapy Club (**Evidence no. 5.11**)

"Albanian University" cooperates with health structures pursuing policies of preventive and curative health assistance to students, e.g. there are periodic activities with the Red Cross.

A significant part of the themes developed by lecturers in open lectures involve, in particular, medical care and disease prevention.

Institution helps in students' employment.

(Chapter I Standard III.9)



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The “Office of Career, Coordination and Student Support” helps students build their professional network in order to easily integrate in the labor market.

The office regularly collects data about rates of employment for students according to their field of study and graduation year. **(Evidence no. 3.12)**

The institution cooperating with the labor market, aids the employment of its students not only within the AU, but also with various employers. Currently the "Office of Career, Coordination and Student Support" has signed 50 agreements with private and public institutions to provide internships for students and create employment opportunities in their field of study. **(Evidence no. 1.25)**

Thus, academic staff promotes and encourages students to integrate employment by conducting surveys on the labor market and mediating with potential employers. **(Evidence no. 1.20)**

AU students and graduates have already found employment at important companies and institutions in the country as well as the public and private sector.

"Albanian University" develops activities aimed at promoting students' employment.

The institution participates in the *Career Fair* **(Evidence no. 3.11)** organized every year with the participation of about 60 of the largest companies in Albania and it is expected that during this academic year (2016-2017) a career fair will be held in its premises with companies which have entered into agreements with the institution.

AU has also pursued policies favoring the employment of students within the institution, as well as the education of its administrative/academic staff in PhD and master's programmes. **(Evidence no. 2.3)**

In addition, AU's recruitment policies ensure that in case of postings of job vacancies, the announcement is distributed electronically to students in their final year of study and to graduate students, in addition to publication on the official website.

Conclusions and Judgement



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GVB considers that the standards of the area "Students and Their Support" entirely fulfilled. The institution has set up the necessary structures to support processes of information, counseling, support, activism, involvement in decision-making and employment of students from enrollment in the institution until after graduation. Channels of communication are diverse and effective.

Students are advised and helped to exploit the resources, facilities and services provided. They are encouraged to participate in the running of the institution and extracurricular activities.

"Albanian University" supports student scholarships in the categories of economic and social need. Scholarships are also offered to students of excellence.

The Office of Internal Quality Assurance informs students on the institution's accreditation, the accreditation of programmes of study, on procedures on getting their degrees recognized and validated, locally and abroad. "Albanian University" has in its organizational structure the "Office of Career, Coordination and Student Support".

The university has developed its programmes in accordance with the doctrine of Bologna, which has as its final aim "employment". To achieve this aim, the institution conducts market research and gathers relevant information on it.



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Summary (Overall) Conclusion and Judgements

Based on the assessment of all the above documentation, IAT has come up with the following conclusions based on the "Summative analysis of IAT" according to the SWOT method (Strengths, Weaknesses, Opportunities, Threats).

a. Strengths:

- 1) The organizational structure of the "Albanian University" operates in accordance with the Law on Higher Education in the Republic of Albania and the bylaws in force;
- 2) "Albanian University" employs a qualified academic staff with scientific degrees and titles;
- 3) Albanian University offers study programs in all three study cycles: Bachelor's, Master's, and Doctorate Degree specializations;
- 4) The curricula are contemporary, in accordance with the requirements of the country's labor market, and based on recent academic literature;
- 5) The institution is situated in the center of the city and offers a stimulating environment and infrastructure for the development of academic programs;
- 6) "AU" has drafted an Institutional Development strategy based on operational cooperation agreements with other universities within and outside the country in order to increase the quality of programs of study;
- 7) The documentation and communication mechanisms are well-developed. The institution follows the policy of transparency with academic staff, students, as well as the general public;
- 8) Albanian University offers support and auxiliary facilities for students and includes them in decision-making processes in order to better meet their needs;
- 9) The AU Press publishing house translates and publishes contemporary literature in support of the learning process, and supports the publication of the scientific journal, conference papers, projects and individual work of teachers, and textbooks;
- 10) The financial resources of the institution appear sufficient for a stable and reliable future development.

b. Weaknesses (or areas where there is room for improvement):

- 1) Improvement of the Online Registrar to facilitate the information of students;
- 2) Adjusting facilities for students with special needs;
- 3) Obtaining projects and expanding partnerships with foreign institutions of higher education with a view to increase mobility for academic staff and students.



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c. Opportunities:

- 1) Participation in Erasmus + programs would enable AU to obtain projects and expand opportunities for increased mobility of academic staff and students;
- 2) Building a contemporary campus in the center of Tirana;
- 3) implementation of an online system with contemporary parameters.

d. Threats:

- 1) Greater engagement of "AU" structures in becoming involved in European structures could overcome concerns about cooperation with foreign institutions and regional and international projects;
- 2) The construction of the campus is hindered by the time required for the implementation of procedures of obtaining the permission and by local government decision-making;
- 3) Implementation of this system with contemporary standards requires a significant time due to the large number of enrolled students and the amount of data to be updated.



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4. List of Supporting Evidence according to Evaluation Areas

1 THE ORGANISATION AND ITS MANAGEMENT

- 1.1 AU Statute
- 1.2 AU Institutional Regulation
- 1.3 Academic Senate Decision on the reorganization of the Statute
- 1.4 AU Statute reorganized under Law No 80/15 On Higher Education in the Republic of Albania
- 1.5 MAS order for the adoption of the new statute
- 1.6 Academic Senate decision on the adaption of the Statute
- 1.7 AU Regulation reorganized under Law No 80/15 On Higher Education in the Republic of Albania
- 1.8 Regulation of the Academic Senate (a) Regulation on regulation and regulation of the Rectorate (b)
- 1.9 Code of Ethics
- 1.10 Regulation of the Administrative Board
- 1.11 Manual of The Office of Internal Quality Assurance
- 1.12 Senate Decision on the establishment of the Internal quality assurance office
- 1.13 Senate Decision no. 157/3 dated 08.09.2016
- 1.14 Administrative Board Decision on outside consultants
- 1.15 List of applications for participation in International projects
- 1.16 Strategy on Institutional Development 2013-2017
- 1.17 Annual evaluation report, IQAO
- 1.18 Senate Decision no. 203/8 dated 28.09.2016
- 1.19 Statistics on academic staff for the year 2016 -2017
- 1.20 Model labor market analysis 2015 – 2016
- 1.21 Partnership and Communication Strategy
- 1.22 Evidence of foreign guest lecturers
- 1.23 List of international universities with which AU has cooperation agreements
- 1.24 Poster – seminar on Erasmus + , Video
- 1.25 List of cooperation agreements for student internship
- 1.26 List of institutions with which AU has cooperation agreements
- 1.27 List of scientific conferences organized in collaboration with foreign universities
- 1.28 Evidence of students at AU outside of RA
- 1.29 Evidence of foreign guest lecturers engaged in teaching



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2 RESOURCING

- 2.1 Institutional Organizational Chart
- 2.2 UTV News Contract, Web Announcements
- 2.3 List of names of AU employees who are also AU graduates
- 2.4 Template of individual employment contracts (a,b,c,d,e)
- 2.5 List of academic staff educated abroad
- 2.6 Announcements and agenda of training of academic staff (a,b)
- 2.7 Sample evidence of administrative staff training
- 2.8 Video Open Day (can be found in Albanian language evidences)
- 2.9 Video (can be found in Albanian language evidences)
- 2.10 Conferences organized; abstract summaries example
- 2.11 Financial academic staff support, evidence sample
- 2.12 Journal Optime, no.1, 2016
- 2.13 List of texts published by AU Press
- 2.14 Cooperation agreements with Italian Universities in the framework of Ph.D. programmes (a,b)
- 2.15 Evaluation form on staff performance by the Head of Department
- 2.16 Student questionnaire template
- 2.17 Governing Board of the journal OPTIME
- 2.18 Cooperation agreement with the Albanian Red Cross and additional evidence from social activities, photo and video (a,b,c)
- 2.19 Documents contained in the employee files
- 2.20 Institutional Financial programme (can be found in Albanian language evidences)
- 2.21 Decision of Administrative Board to approve the annual budget
- 2.22 Regulation of Web Site Maintenance
- 2.23 Lease contracts (can be found in the Albanian language evidences)
- 2.24 Floorplans (a – can be found in the albanian language evidences) + capacity (b) + technical plans (c)
- 2.25 Regulation on the University Archives and Records Office
- 2.26 List of academic personalities honored in AU, video
- 2.27 Sanitation permits (can be found in Albanian language evidences)
- 2.28 List of laboratories (a,b,c)
- 2.29 Cooperation agreement with Albanian College
- 2.30 Acts "On fire safety and protection" (can be found in Albanian language evidences)
- 2.31 Letter on admission quotas to MAS. (can be found in Albanian language evidences)
- 2.32 Regulation on Students Transfers



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3. THE CURRICULUM

- 3.1 Poster sample "High-school graduates career orientation day" (can be found in Albanian language evidences)
- 3.2 Study Programme Regulation, Bachelor in "Finance – Banking",
- 3.3 Manual - Office of Curricula Development
- 3.4 Instruction no. 20 on the distribution of academic workload (can be found in Albanian language evidences)
- 3.5 Academic Manifesto (a) and Information Booklet (b)
- 3.6 Study programme regulation for Bsc. Political and Administrative Science
- 3.7 Printscreen - Information on university applications and documentation that accompanies the application
- 3.8 Sample syllabus
- 3.9 Proposal for the opening of the programme, Professional master in physiotherapy
- 3.10 Regulation of the study programme Msc in "Pharmacy" (a), Sample thesis defense documentation (b, c1, c2,c3, c4)
- 3.11 Video AU in Job Fair
- 3.12 Evidence of students employed according to their study field
- 3.13 Approval of the University of Medicine, Tirana for external professors at AU
- 3.14 Diploma supplement sample (a), Student Records Transcript (b)
- 3.15 List of transfer students in the last 5 years (a,b,c)
- 3.16 Video, Students extracurricular activities

4 TEACHING, LEARNING, ASSESSMENT AND RESEARCH

- 4.1 Procedure for revising the curriculum
- 4.2 Model procedure for the supervision of a professional practice (a,b,c)
- 4.3 Sample annual report from the Dean
- 4.4 Sample annual report by the head of department
- 4.5 Sample lecturer self-assessment report on the learning process
- 4.6 Sample form for the statement of research and scientific activities for academic staff
- 4.7 Decision on implementation of labor market analysis
- 4.8 List of academic staff pursuing third cycle study programmes at AU
- 4.9 Data on academic publications in the last 5 years



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5 STUDENTS AND THEIR SUPPORT

- 5.1 Request sent to MES on licensing study programmes in foreign languages (can be found in the albanian language evidences)
- 5.2 Evidence on student/lecturer ratio
- 5.3 Regulation of the Career development Office (a) Guidelines for Career Development (b); the annual activity agenda (c)
- 5.4 Student Handbook
- 5.5 Evidence of scholarships for the academic year 2016-2017
- 5.6 Cooperation agreement with Fari Sports Center (can be found in the albanian language evidences)
- 5.7 Academic titles purchasing procedures (a,b,c)
- 5.8 Architecture MSC study programme regulation
- 5.9 Regulation of the Student Council
- 5.10 Sample abstracts book for every faculty (can be found in the albanian language evidences)
- 5.11 Student Clubs Regulations