



Four year review of the study program Law and Management of Real Estate and Infrastructure (BA)

1. THE STUDY PROFILE AND STRUCTURE

The mission of the study program is in full accordance with the mission of institution of College ESLG. The mission of the program is to offer premier education by developing applicable knowledge and unique skills that serve graduates and employers in the construction industry labor market, contributing to entrepreneurial spirit and sustainable growth of the industry.

The mission of the program corresponds to the overall mission of College ESLG in the way that applicable knowledge and unique skills that serve graduates and employers in the construction industry labor market, contributing to entrepreneurial spirit and sustainable growth of the industry can be developed only through provision of premier education in the field of Real Estate Management through unique teaching methodology and unique courses that are strongly linked with the labor market needs of the construction sector.

The structure of the program contains four key disciplines 1) property and civil law; 2) architecture and urban planning 3) real estate finance and economics and 4) real estate appraisal and recording and it follows strict recommendations also by the Supervisory Board of Licensing of Real Estate Appraisers and resembles the Real Estate Appraisal Licensing Exam. It is also highly regarded by the supervisory Board of Licensing of Real Estate Appraisers and other professional community of appraisers in Kosovo. Most of them are graduates of Law and Management of Real Estate (BA) program.

2. METHODS OF TEACHING AND ASSESMENT

The main method of teaching at bachelor study program is problem-based learning and project group work. Both teaching methodologies are unique, highly regarded by students and professional community. The teamwork is regarded as one of most important skills that a professional should have in the 21st century.



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Simulations and site visits are also used in the program to gain necessary competencies within the program and achieve the necessary learning outcomes.

The interdisciplinary activity is a teaching and assessment method that is quite unique. It has been successfully implemented in several interrelated courses with the same professor. However, it remains a challenge to use this teaching and assessment method in different courses of different disciplines with different professors.

The chosen methods of teaching and assessment are considered to be in accordance with the objectives and learning outcomes of the study program. A key important learning outcome is that students will be able to write conceptual research and in the third year also the empirical research.

The Socratic teaching methodology is used in many of the legal courses of the program not excluding other courses of the program too.

3. PRACTICAL IMPLEMENTATION

All the courses have been implemented in accordance with ECTS workload where all lectures, exercises and other assignments are calculated in detail according to ECTS credits of each course.

All the courses have started in time and finished in due time during the semester. The number of cancelled lectures was very low. In 2014-2015 and 2015-2016 two professors led with the highest cancellations of classes in the course of Municipal Infrastructure and Transport Infrastructure and in the course of Energy Buildings, whereas other professors mainly held lectures in time and finished lectures in time. In 2016-2017 all the courses were held in time and no cancellations occurred, only in the academic year 2018-2019 many cancellations occurred in the courses of Obligations Law for the second year of the generation of students enrolled in 2017-2018.

The assessments were carried out as per syllabus and in times set up in syllabus. There was no deviation from the syllabus from the side of professors.

In lectures, the compatibility rate of lectures with the syllabus content was 80 %. Only in several courses professors updated topics. The incompatibility of lectures with the syllabus content occurred in the courses of Municipal Infrastructure in 2014-2015 (where significant part of lectures were about environmental protection rather than municipal

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infrastructure) and Transport Infrastructure (where a significant part of lectures were again about CO2 emissions rather than road infrastructure). Also in 2015-2016, there was a huge incompatibility in the course of Municipal Infrastructure even with a newly hired professor (who focused mostly on water supply in the entire delivery of the classes).

The practical implementation of the program is characterized by problem-based learning and project work.

The interdisciplinary activity was used by Professor Hoxha as a unique teaching methodology meeting a part of course requirements in two parallel related courses Economics of Real Estate and Real Estate Valuation in the period 2015-2018 and in the courses Cost Accounting and Marketing of Real Estate in the period 2014-2016.

Students faced problems in diploma thesis preparation, which was addressed through tutorship.

In courses of Municipal Infrastructure, there only few site visits to infrastructure projects given the fact that the course is delivered in the Winter Semester and the winter conditions were not favorable in the years 2014-2018 and the infrastructure works in road and water and sewage infrastructure works stopped in mid of November.

4. NUMBER OF APPLICANTS IN RELATION TO OFFERED PLACES

There were around 70 applicants in 2014-2015 who applied for 50 study places and only 49 were admitted due to meeting the GPA requirement especially those coming from natural sciences and social sciences gymnasias.

In 2015-2016 there were 50 applicants but only 23 were admitted because the rest did have very low GPA especially those coming from technical vocational schools throughout Kosovo.

In 2016-2017 there were 70 applicants that applied for the validated study program (with the diploma issued by Nova Univerza) but only 18 were admitted because the rest had very low GPAs and many of applicants had the intention only to visit Slovenia and obtain a visa for immigration purposes. Also, the high tuition fee and lack of scholarships



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provided by Nova Univerza in Slovenia had a huge adverse impact on attracting the excellent candidates usually coming from natural science gymnasia across the country.

In 2017-2018 there were 100 applicants that applied for the validated study program (with the diploma issued by Nova Univerza) but only 13 were admitted because the rest had very low GPAs and many of applicants had the intention only to visit Slovenia and obtain a visa for immigration purposes. Also, the high tuition fee and lack of scholarships provided by Nova Univerza in Slovenia had a huge adverse impact on attracting the excellent candidates usually coming from natural science gymnasia across the country.

5. PROGRAM COMPLETION

In 2014-2015 the student drop out from enrolled students was 23 % and 95 % met the conditions to enroll in second year of studies. Only 25 % of the students have graduated within 3 years. The rest used an additional year to complete their diploma thesis and graduate. The reason is that the Regulation on Diploma Thesis for Bachelor students is quite hard and seminary workshops and tutorships were provided to alleviate the problem.

In 2015-2016 the student drop out was only 4.5 % and 90 % met the conditions to enroll in the following year of studies. 30 % of students have graduated within 3 years. The rest used an additional year to complete their diploma thesis and graduate within the 4 years threshold. The reason is that the Regulation on Diploma Thesis for Bachelor students is quite hard and seminary workshops and tutorships were provided to alleviate the problem.

In 2016-2017 the student drop out was only 16.66 % and 94 % met the conditions to enroll in the following year of studies. Only 16 % of students have graduated within 3 years. The rest are enrolled in additional year to complete their bachelor thesis within 4 years threshold.



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In 2017-2018 the student drop out was only 15 % and 100 % met the conditions to enroll in the following year of studies. The students of this generation are still in the third year of studies. The seminary workshops and tutorships are being provided to them during Spring Semester of 2019-2020 in order to have a larger proportion of students graduate within 3 years and not enroll in additional year (4th year – graduation year).

6. GRADE DISTRIBUTION

6.1. Review for academic year 2017-2018

In the academic year 2017-2018 the average GPA in all courses is 8.38, which is greater than the threshold which is 8.00. The minimum average GPA is in Registration of Real Estate with 6.83 and the maximum is in courses Sustainable Facility Management and Telecommunications Infrastructure with 9.33. The grade distribution in the courses delivered in academic year 2017-2018 has been presented below:

Table 1: Grade distribution in academic year 2017-2018

Course	Professor	Average GPA
Property Law	Assoc. Prof. Dr. Visar Hoxha	8.40
Administrative Procedure	M.Sc. Sazan Isufi	8.50
Introduction to Architecture	M.Sc. Fahrush Azemi	8.25
Spatial Planning	M.Sc. Fahrush Azemi	8.87
Management	Assoc. Prof. Dr. Visar Hoxha	8.75
Commercial Law	M.Sc. Sazan Isufi	8.00
Energy Infrastructure	Assoc. Prof. Dr. Visar Hoxha	8.00
Marketing of real estate	Assoc. Prof. Dr. Visar Hoxha	8.25
Municipal Infrastructure	Assoc. Prof. Dr. Visar Hoxha	9.25
Registration of real estate	M.Sc. Sandra Jaka Muja	6.83
Real Estate Valuation	Assoc. Prof. Dr. Visar Hoxha	9.00
Business economics	Dr. Islam Hasani	7.67
Financial Mathematics	Assoc. Prof. Dr. Sabri Sadiku	8.50
Obligations Law	M.Sc. Sazan Isufi	8.67
Transportation Infrastructure	Assoc. Prof. Dr. Visar Hoxha	9.25
Building Design	M.Sc. Fahrush Azemi	8.17

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Human Resources Management	Assoc. Prof. Dr. Visar Hoxha	8.67
Civil Procedure Law	M.Sc. Sazan Isufi	9.00
Telecommunications Infrastructure	M.Sc. Driton Haziri	9.33
Tax Law	M.Sc. Njomëza Zejnullahu	7.33
Economics of Business Enterprises	Dr. Islam Hasani	7.67
Public Procurement	Dr. Islam Hasani	7.83
Facility Management	M.Sc. Besnik Vrella	9.33
Processes of investment in real estate	Dr. Islam Hasani	7.50

The descriptive statistics of grade distribution of the master program has been presented below:

Table 2: descriptive statistics of GPA of bachelor program 2017-2019

Mean	8.375833333
Standard Error	0.138694635
Median	8.45
Mode	8.5
Standard Deviation	0.67946217
Sample Variance	0.461668841
Kurtosis	-0.429183093
Skewness	-0.409292662
Range	2.5
Minimum	6.83
Maximum	9.33
Sum	201.02
Count	24



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Whereas the mean is 8.37, the median is 8.45 with the standard deviation of 0.67 between average GPA in each course delivered in the validated study program of Law and Management of Real Estate and Infrastructure (BA).

All average GPAs are greater than 8.0 apart from the GPA in the courses of Business Economics, Public Procurement, Processes of Investment in Real Estate, Economics of Business Enterprises, Tax Law, and Registration of Real Estate. From the annual review of the program 2017-2018, no correlation can be found between the low average GPA in the courses and student satisfaction with the courses and the professor apart from the course Registration of Real Estate, in which we can find correlation between the low GPA and low satisfaction of students about the professor. The reasons why the course of Registration of Real Estate and its course bearer are an outlier from other courses should be subject to qualitative review.

6.2. Review for academic year 2016-2017

In the academic year 2016-2017 the average GPA in all courses is 8.10, which is greater than 8.00 threshold for the program. The minimum average GPA is in Registration of Real Estate with 7.00 and the maximum in Marketing of Real Estate of 9.14. The grade distribution in the courses delivered in academic year 2016-2017 has been presented below:

Table 3: Grade distribution in academic year 2016-2017

Course	Professor	Average GPA
Property Law	Assoc. Prof. Dr. Visar Hoxha	7.28
Administrative Procedure	M.Sc. Alban Sylaj	7.71
Introduction to Architecture	Dr. Elvida Pallaska	7.28
Spatial Planning	Dr. Elvida Pallaska	7.57
Management	Assoc. Prof. Dr. Visar Hoxha	7.71
Municipal Infrastructure	Assoc. Prof. Dr. Visar Hoxha	9.00
Registration of real estate	M.Sc. Sandra Jaka Muja	7.00
Real Estate Valuation	Assoc. Prof. Dr. Visar Hoxha	9.14
Business economics	Dr. Islam Hasani	8.71

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Financial Mathematics	Assoc. Prof. Dr. Sabri Sadiku	8.00
Commercial Law	M.Sc. Njomëza Zejnullahu	8.14
Energy Infrastructure	M.Sc. Arben Lekaj	8.85
Marketing of real estate	Assoc. Prof. Dr. Visar Hoxha	9.14
Obligations Law	M.Sc. Shkëlzen Sylaj	7.42
Transportation Infrastructure	Assoc. Prof. Dr. Ilir Morina	7.14
Building Design	M.Sc. Fahrush Azemi	9.00
Human Resources Management	Assoc. Prof. Dr. Visar Hoxha	8.57
Civil Procedure Law	M.Sc. Kujtim Kërveshi	8.20
Tax Law	M.Sc. Njomëza Zejnullahu	7.67
Economics of Business Enterprises	Assoc. Prof. Dr. Visar Hoxha	8.25
Public Procurement Law	M.Sc. Njomëza Zejnullahu	7.83
Facility Management	M.Sc. Besnik Vrella	9.00
Processes of investment in real estate	Dr. Islam Hasani	7.60
Public Private Partnerships	Assoc. Prof. Dr. Visar Hoxha	9.00

The descriptive statistics of grade distribution of the master program has been presented below:

Table 4: descriptive statistics of GPA of bachelor program

Mean	8.13375
Standard Error	0.145009
Median	8.07
Mode	9
Standard Deviation	0.710394
Sample Variance	0.504659
Kurtosis	-1.44767
Skewness	0.082171



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Range	2.14
Minimum	7
Maximum	9.14
Sum	195.21
Count	24

Whereas the mean is 8.13 the median is 8.07 with the standard deviation of 0.71 between average GPA in each course.

There are numerous courses that have GPA lower than 8.0. From the annual review of the program 2016-2017, no correlation can be found between the low average GPA in the course and student satisfaction with the course and the professor except the course of Real Estate Registration in which we can find correlation between the low GPA and low satisfaction of students about the professor. The reasons why the course of Registration of Real Estate and its course bearer are an outlier from other courses should be subject to qualitative review.

6.3. Review for academic year 2015-2016

In the academic year 2015-2016 the study program Law and Management of Real Estate and Infrastructure (BA) accredited by Kosovo Accreditation Agency was offered. The average GPA in all courses is 8.08, which is greater than 8.00, which is the threshold for the program. The minimum average GPA is in Energy Buildings with 6.16 and the maximum in Spatial Planning with 9.10. The grade distribution in the courses delivered in academic year 2015-2016 has been presented below:

Table 5: Grade distribution in academic year 2015-2016

Course	Professor	Average GPA
Introduction to law	M.Sc. Njomëza Zejnullahu	7.70

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Academic writing and research methods	M.Sc. Jehona Hoxha	8.81
Sustainable Architecture	Dr. Elvida Pallaska	8.20
Spatial Planning	Dr. Elvida Pallaska	9.10
Management	Assoc. Prof. Dr. Visar Hoxha	8.68
Infrastructure project management	Assoc. Prof. Dr. Visar Hoxha	8.35
Registration of real estate	M.Sc. Sandra Jaka Muja	7.45
Real Estate Valuation	Assoc. Prof. Dr. Visar Hoxha	8.50
Energy and environment	Dr. Luan Daija	8.85
Financial Mathematics	Assoc. Prof. Dr. Sabri Sadiku	8.83
Commercial Law	M.Sc. Njomëza Zejnullahu	8.13
Energy Infrastructure	Dr. Agron Bislimi	8.73
Marketing of real estate	M.Sc. Dhurata Hoxha	7.96
Obligations Law	M.Sc. Zana Bejta	8.44
Municipal Infrastructure	Dr. Abedin Azizi	6.77
Sustainable building materials	Dr. Bashkim Misini	8.06
Building Design	M.Sc. Fahrush Azemi	8.65
Human Resources Management	M.Sc. Dhurata Hoxha	8.39
Civil Procedure Law	M.Sc. Kujtim Kërveshi	8.10
Property Law	M.Sc. Njomëza Zejnullahu	8.75
Financial Accounting	Assoc. Prof. Dr. Visar Hoxha	6.25
Cost Accounting	Assoc. Prof. Dr. Visar Hoxha	7.57
Tax Law	M.Sc. Njomëza Zejnullahu	7.67
Economics of Business Enterprises	M.Sc. Ilir Rama	8.44
Public Procurement Law	M.Sc. Njomëza Zejnullahu	7.83
Sustainable Facility Management	Dr. Mimoza Dugolli	7.67
Energy Buildings	Dr. Abedin Azizi	6.16

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Processes of investment in real estate	Assoc. Prof. Dr. Visar Hoxha	7.96
Public Private Partnerships	M.Sc. Ilir Rama	8.45

The descriptive statistics of grade distribution of the master program has been presented below:

Table 6: descriptive statistics of GPA of bachelor program

Mean	8.08448
Standard Error	0.13602
Median	8.2
Mode	7.96
Standard Deviation	0.73251
Sample Variance	0.53657
Kurtosis	1.41995
Skewness	-1.2372
Range	2.94
Minimum	6.16
Maximum	9.1
Sum	234.45
Count	29



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Whereas the mean is 8.08 the median is 8.20 with the standard deviation of 0.73 between average GPA in each course.

There are numerous courses that have GPA lower than 8.0. From the annual review of the program 2015-2016, no correlation can be found between the low average GPA in the course and student satisfaction with the course and the professor except the course of Energy Buildings in which we can find correlation between the low GPA and low satisfaction of students about the professor. The reasons why the course of Energy Buildings and its course bearer are an outlier from other courses should be subject to qualitative review.

6.4. Review for academic year 2014-2015

In the academic year 2014-2015 the study program Law and Management of Real Estate and Infrastructure (BA) accredited by Kosovo Accreditation Agency was offered. The average GPA in all courses is 8.00, which is equal with 8.00, which is the threshold for the program. The minimum average GPA is in Registration of Real Estate with 6.80 and the maximum in Human Resources Management with 9.20. The grade distribution in the courses delivered in academic year 2014-2015 has been presented below:

Table 7: Grade distribution in academic year 2014-2014

Course	Professor	Average GPA
Introduction to law	M.Sc. Njomëza Zejnullahu	8.00
Academic writing and research methods	M.Sc. Jehona Hoxha	8.85
Sustainable Architecture	Dr. Elvida Pallaska	7.00
Spatial Planning	Dr. Elvida Pallaska	8.72
Management	Assoc. Prof. Dr. Visar Hoxha	7.00
Infrastructure project management	Dr. Valon Murtezaj	8.20
Registration of real estate	M.Sc. Dafina Tmava	6.80
Real Estate Valuation	Assoc. Prof. Dr. Visar Hoxha	8.73
Economics of Real Estate	M.Sc. Ilir Rama	8.29



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Financial Mathematics	Assoc. Prof. Dr. Sabri Sadiku	8.48
Commercial Law	M.Sc. Njomëza Zejnullahu	8.75
Energy Infrastructure	M.Sc. Dhurata Hoxha	8.75
Marketing of real estate	Dr. Valon Murtezaj	9.00
Obligations Law	M.Sc. Merita Kostanica	8.00
Municipal Infrastructure	Dr. Ilir Morina	8.30
Transport Infrastructure	Dr. Ilir Morina	7.37
Human Resources Management	M.Sc. Dhurata Hoxha	9.20
Civil Procedure Law	M.Sc. Kujtim Kërveshi	7.25
Property Law	M.Sc. Njomëza Zejnullahu	8.66
Financial Accounting	Assoc. Prof. Dr. Visar Hoxha	6.90
Cost Accounting	Assoc. Prof. Dr. Visar Hoxha	8.15
Economics of Business Enterprises	Assoc. Prof. Dr. Visar Hoxha	7.62
Public Procurement Law	M.Sc. Njomëza Zejnullahu	7.83
Sustainable Facility Management	Dr. Bedri Dragusha	7.88
Energy Buildings	Dr. Bedri Dragusha	7.25
Processes of investment in real estate	Assoc. Prof. Dr. Visar Hoxha	7.76
Public Private Partnerships	M.Sc. Ilir Rama	7.30

The descriptive statistics of grade distribution of the master program has been presented below:

Table 8: descriptive statistics of GPA of bachelor program

Mean	8.001481
Standard Error	0.136858
Median	8
Mode	8
Standard Deviation	0.711135



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Sample Variance	0.505713
Kurtosis	-1.17401
Skewness	-0.14098
Range	2.4
Minimum	6.8
Maximum	9.2
Sum	216.04
Count	27

Whereas the mean is 8.00 the median is 8.00 with the standard deviation of 0.71 between average GPA in each course.

There are numerous courses that have GPA lower than 8.0. From the annual review of the program 2014-2015, no correlation can be found between the low average GPA in the course and student satisfaction with the course and the professor except the course of Registration of Real Estate in which we can find correlation between the low GPA and low satisfaction of students about the professor. The reasons why the course of Registration of Real Estate and its course bearer are an outlier from other courses should be subject to qualitative review.

7. AVAILABILITY OF RESOURCES

After examination of available resources in the study program during the four year period, the QA Office notices sufficient resources for the regular implementation of the study program.

The sufficient resources and software was noticed in courses: Sustainable Architecture (ECOTECH, Design Builder), Energy Buildings (Thermal Camera), Sustainable FM (Thermal Camera), Real Estate Registration (GIS, SIKTK simulator, and land surveying equipment), and Real Estate Evaluation (Excel, SPSS, and NPSS).



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8. AVAILABILITY OF LITERATURE

In all courses there is sufficient literature in English in terms of books, journal articles, and case studies. There is a lack of literature in Albanian language in most of the courses due to the fact that the interdisciplinary program is unique in Kosovo and very few publications are from professors in Kosovo in Albanian language. Some of the books in some of the courses do not have the latest edition, since no latest edition has been published recently.

9. EVALUATION BY PROGRAM DIRECTOR AND RECOMMENDATIONS

The program director Assoc. Prof. Dr. Visar Hoxha after thorough examination of all the topics of two year program review, reaches the following conclusions:

PROFILE AND STRUCTURE

- The profile and structure are modern, in compliance with the mission of the institution; take into account the advice of Supervisory Board of Licensing of Real Estate Appraisers;

Recommendation:

- Larger consultations with real estate developers too;

METHODS OF TEACHING AND ASSESMENT

- Problem-based learning and pilot implementation of interdisciplinary activity proven to be a success in the courses. The average GPA of students, student satisfaction, and learning outcomes achievement matrix assessment of the respective courses are the best evidences of success;

Recommendation:



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- Increase the problem based learning and Socratic teaching based on case studies provided beforehand;
- Increase the level of interdisciplinary activity as a form of assessment in terms of weight;

PRACTICAL IMPLEMENTATION

- High absenteeism of professors in the courses of Municipal Infrastructure and Transport Infrastructure in the period 2014-2016;
- Slight incompatibility between course content and course syllabus in courses Municipal Infrastructure and Transport Infrastructure;
- Slight deviation from the sustainability learning outcome in the course Municipal Infrastructure;
- Interdisciplinary activity although successful only implemented in the courses with the same professor;
- No sufficient site visits to municipal infrastructure projects because the course is elective and chosen in the third winter semester and due to weather deterioration in November and December no execution of site visits as planned.
- Students lagging behind the plan in preparation of their bachelor theses;

Recommendation:

- Expand the scope of interdisciplinary activity to other courses;
- Offer the course of Municipal Infrastructure in the summer semester in order to increase the site visits to municipal infrastructure projects;
- Provide seminary workshops in the final semester for preparation of diploma theses. Provide obligatory 4 hours per week lectures and exercises for the preparation of bachelor theses;

NUMBER OF APPLICANTS AS OPPOSED TO ADMITTED CANDIDATES

- Number of applicants as opposed to number of admitted candidates is very high due to the fact that many applicants have low GPA;
- The number of admitted applicants as opposed to applicants have decreased in the period 2016-2018 in the validated study program, mainly due to high tuition fee and no scholarships provided by the diploma issuing institution Nova Univerza from Slovenia;

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Recommendation:

- Better promotion of the program with the excellent candidates with high GPA in natural sciences gymnasias;
- Offer again the accredited program by Kosovo Accreditation Agency, which allows leverage over setting the tuition fee for price elastic bachelor students market;
- Offer a scholarship scheme for excellent candidates coming from natural sciences gymnasias;

PROGRAM COMPLETION

- Drop-out of students was higher in 2014-2015 and improved in the period 2015-2018;
- Transition of students to second year of study greater than 90 % and in average was 95 %;
- Students lagging behind the plan in preparation of bachelor theses;

Recommendation:

- Provision of induction and preparation course with incoming students to keep the number of drop-out students low because many of them drop out in the second semester immediately in the start of the program to explain the students with the expected learning outcomes;
- Promote better the program with excellent students of natural sciences gymnasias;
- Increase the number of tutors for bachelor theses preparation in the form of teaching Assistants;

GRADE DISTRIBUTION

- Similar mean, average, and standard deviation of GPA across courses in the program in four years;
- Very low GPA as opposed to the rest of the program in the courses of Registration of Real Estate;

Recommendation:

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- Conduct qualitative review for the courses of Registration of Real Estate;
- Find a professor with PhD for Real Estate Registration with the full time status as opposed to part-time junior professors;

AVAILABILITY OF LITERATURE

- Sufficient literature in English and deficiency of books in Albanian;

Recommendation:

- Explore the publications in the universities in Albania;
- Increase the books, publications and other published material in the above mentioned courses;

Assoc. prof. Dr. Visar Hoxha, Department Head



The overall Four Year Review of the program prepared by:

M.Sc. Jehona Hoxha, Quality Assurance Office, **Date: 17.12.2018**



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Approved by:

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Dr. Islam Hasani

Dr. Ferim Gashi

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