



STUDENT HANDBOOK

Universum College

2021-22



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1. WELCOME TO UNIVERSUM COLLEGE

1.1. Message from the VP for Academics

Dear Students,

Welcome to the Universum College Student Handbook. As your Vice President for Academic Affairs, I'm excited to embark on this educational journey with you.

This handbook is your guide to our academic world. It's not just a collection of rules but a valuable resource to help you navigate your time here. Please familiarize yourself with it, as it will be an essential companion throughout your studies.

At Universum College, we're committed to your success both inside and outside the classroom. Our faculty and staff are here to support your growth. Don't hesitate to reach out if you have questions or need guidance.

Your time at Universum College is not just about gaining knowledge; it's about personal development, critical thinking, and global awareness. Embrace every opportunity to learn, engage with peers, and contribute to our community.

I'm thrilled to have you as part of the Universum College family and look forward to witnessing your journey and achievements.

Prof. Assoc. Dr. Shqipe Gerguri – Rashiti

VP for Academic Affairs



1.2.Mission and values of Universum College

The mission of Universum College is to support our students to become good citizens, successful & broad-minded leaders and thrive in the Revolution 4.0, the digital and globalized era. We do this by providing one-on-one academic & life coaching, putting our students and learning at the center in an innovative, digitally enhanced environment that fosters creativity, inquiry, teamwork, innovation and entrepreneurial mindsets. Our commitment with quality, teacher excellence and applied research builds the bases for a strong and vigorous nation and region.

The Universum College mission is building upon the following strategic pillars:

- Student and Learning at the Center
- Quality Improvement
- Innovation and Entrepreneurship
- Digital Transformation
- Internationalization

1.3.History of Universum College

Universum College was established in March 2005, in Prishtina, the capital city, and Ferizaj, the second largest and one of the most economically developed cities in Kosovo. Universum College thrives on providing high quality, accessible and affordable educational opportunities to a Kosovar and international student body through teaching excellence, lifelong learning, applied research and partnership building, thus, preparing students to be thoughtful, responsible and successful citizens who support the development of Kosovo and the region. Currently, Universum College offers four Bachelor level and one Master level program: BA in Business and Management, BA in Political Science, Bsc. in Computer Science, BA in English and MA in Management. Universum College has enshrined internationalization and regionalization into its development perspectives. Today, Universum College is recognized as the most internationalized higher education institution in Kosovo, proudly establishing cooperation with some of the most respected educational institutions in the world. Universum College has modernized its curriculum by digitizing the educational process in order to put student at the center and enhance their learning process. Recently, Eduniversal ranked Universum College in Top 1000 of the best Business Schools in the world, an

award seldom given to institutions younger than ten-years old. Moreover, Eduniversal ranked our MA in Management program in top 17 programs best management programs in southeast Europe.

1.4. Academic Calendar

Please refer to the online academic calendar for upcoming activities, events, important deadlines, programs, holidays, lectures and exams schedules. The online academic calendar can be found at <https://universum-ks.org/kalendari-akademik/>.

Explanations:

- Holiday days are non-working days so no lectures are held and the campus is closed.
- Lectures of one semester last for 13 weeks.
- The preparatory week is the last week of lectures so regular lesson is followed. During this week, professors will not lecture on a new topic, but will revise all the material explained during the semester.
- During the reading week students prepare for exams, so no lectures are held.
- There are no lectures during the mid-semester exams in April.
- The announcement of the examination period is done at least one week before the beginning of the exam week.
- During the regular January - February and June deadlines, regular students do not pay to attend exams.
- For exams additional terms (April and September), students will be charged with a 3 Euro per-exam fee if the student submits the exams within the deadline set by the Administration. After deadlines, the student must pay 10 Euros per exam.



2. ACADEMIC INFORMATION

3. Student Services

3.1. Campus facilities

All Universum College campuses offer a warm and familiar atmosphere to all students. Not only that, they also offer all the latest technology equipment to make studies as attractive as possible.

3.2. Career and Wellbeing Center

3.2.1. Health Services

At Universum College, we have a dedicated Health Support Center (HSC) to support our students, faculties and staff's well-being. Our university nurse and two psychologists are available between 8:30 AM and 17:00 PM from Monday to Friday during the academic term.

The HSC helps students, faculties and staff lead a healthy university life and acquire the ability to self-manage their physical and mental health throughout their lives.

Universum College, in addition to the general well-being of students within the campus, has taken care to provide them with psychological well-being care.

Mental Health Services available for students, staff and faculty as part of Health Support Center, are:

- Prioritizing the care and importance of the psychological well-being of students,
- Support and motivation,
- The management of stress situations,
- Educational support in case of difficulties and problems that may be encountered during studies, continuous information about the prevention of problems that students may face,
- Information sessions to raise awareness and reduce stigma to seek help about psychological services in case they need it.



In order to assist students in overcoming the obstacles and problems of everyday life, and in increasing the possibility of realizing their full potential in and out of college life.

3.2.2. Disability Support Services

At Universum College, we are committed to creating an inclusive and supportive learning environment for all students. We prioritize assistance to those in need and are dedicated to ensuring that students with disabilities have the resources and support necessary to succeed. In this section of the student handbook, we outline our commitment to disability support services and provide information on the services we offer, including our plans for establishing a dedicated disability support center.

Services for Students with Disabilities:

We offer a range of services to support students with disabilities, including but not limited to:

- Academic accommodations: We provide reasonable academic accommodations to ensure students with disabilities can access and engage in their coursework.
- Accessible facilities: Our campus is equipped with accessible facilities and infrastructure to enhance mobility and convenience.
- Assistive technology: We have resources and technology to assist students in their academic pursuits.

At Universum College, we are proud to prioritize the well-being and success of all our students. Our commitment to disability support services reflects our dedication to creating an inclusive, diverse, and equitable educational community.

3.5. Scholarships and financial aid

At Universum College, we are committed to ensuring that all qualified students have the opportunity to pursue higher education regardless of their financial circumstances.

We offer a range of scholarships and financial aid options to assist students in achieving their academic and career goals. In this section of the student handbook, we provide information about the scholarship and financial aid opportunities available to our students.



Our scholarships range from 5% to 100% of tuition costs. The exact scholarship amount awarded to a student is determined by various factors, including merit, financial need, and the specific scholarship criteria. We also offer a variety of scholarship opportunities, including merit-based, need-based, and specific field scholarships. These scholarships are designed to reward academic excellence, provide support to students in financial need, and encourage students pursuing specific fields of study.

3.5.1. Merit-Based Scholarships

Merit-based scholarships are awarded to students who demonstrate outstanding academic achievements, leadership qualities, or special talents. These scholarships are typically awarded based on a student's academic performance and achievements during their time at Universum College.

3.5.2. Need-Based Financial Aid

We understand that many students and their families may have financial constraints. Our need-based financial aid program is designed to assist eligible students in meeting their educational expenses. To apply for need-based financial aid, students are encouraged to complete the Free Application for Federal Student Aid (FAFSA) or the equivalent financial aid application for their region.

3. UNIVERSUM COLLEGE ASSESSMENT INFORMATION

3.1. Grading and evaluation

- Grades are determined by the professor based on the evaluation of a student's achievements in the lesson (participation, discussions, interactivity in lectures and exercises, presentations, etc.) and/or achievements in homework and in exams.
- Although the final exam is required, the student's final grade for the given course is based on in general work throughout the semester and is not determined solely by the final exam.

- The final grade is calculated based on all evaluation methods by the professor of the subject, who must keep the data and send them to the administration at the end of the semester or the end of the assessments.
- To ensure the systematic evaluation of knowledge, the lecturer must at least twice during the semester evaluate students' knowledge through: final exam, mid-semester exam, and another form of assessment depending on the nature of the subject (seminar, presentation, quiz, etc.).
- The professor will evaluate all activities and report these results to the registry office at tabular form within one week after the end of the final exam.

3.2. Grading

Grading of students is done on the basis of grade points. In addition, Grade e is also calculated and is noted on the transcript in accordance with the presented grading system as specified above.

Evaluation rate	Grade description	Grading points
91 - 100	Excellent	10.0
81 - 90	Very Good	9.0
71 - 80	Good	8.0
61 - 70	Passably	7.0
51 - 60	Transitional	6.0
50 – më poshtë	Non - passing	5.0
	Unfinished	0.0
	No Data	0.0

3.3. Rules for revision of grades

- If the student believes that he or she received the wrong grades, he or she doubts the assessment objectives, within 24 hours after the announcement of the results, can submit a request for re-evaluation.
- The request is submitted to the dean's office. Based on the request, the Dean forms the commission for reassessment by three (3) members, one of whom is the course holder but cannot affect the final grade.
- Members of the commission are appointed from the ranks of professors who are close to the subject that the student is requesting reevaluation.

- If the student during the exam, before the Commission is evaluated with a grade of five (5), is given the right to undergo the same exam for a period of six months, from the date of assessment by the Commission.
- The student does not have the right to appeal against the committee's decision.

3.4. Evaluation Methods

- Students must be evaluated throughout the academic semester with different evaluation methods.
- Some, but not all, of the assessment methods are set out below.
- Professors are free to choose evaluation methods for their subjects and their interest, but must be contained separately in the list below.
- Professors can also choose other evaluation methods, these below are just a few suggestions.
- The lecturer/professor of the subject must choose at least three (3) methods for assessment (excluding final exam), and at most five (5) evaluation methods, which are listed below:
 - a. Final exam – compulsory for each subject, and must not contribute more than 50% towards the final grade.
 - b. Essay - must not contribute more than 30% towards the final grade.
 - c. Colloquium - must not contribute more than 30% towards the final grade.
 - d. Multiple choice test - must not contribute more than 20% towards the final grade.
 - e. Participation - must not contribute more than 10% towards the final grade.
 - f. Open Book Exam/Test - must not contribute more than 20% towards the final grade.
 - g. Homework - should not contribute more than 10% towards the final grade.
 - h. Presentations - should not contribute more than 20% towards the final grade.
 - i. Reports - must not contribute more than 40% towards the final grade.
 - j. Marketing Projects - must not contribute more than 40% towards the final grade.
 - k. Financial Analysis - must not contribute more than 20% towards the final grade.
 - l. Written Group Work - must not contribute more than 30% towards the final grade.
 - m. Group work with presentations - must not contribute more than 20% towards the final grade.
 - n. Business Plans - must not contribute more than 50% towards the final grade.
 - o. Budget Plans - must not contribute more than 40% towards the final grade.
 - p. Class Activities - should not contribute more than 10% towards the final grade.



- q. Quizzes - should not contribute more than 10% towards the final grade.
- r. Discussions and Debates - should not contribute more than 20% towards the final grade.
- s. Political Analysis - should not contribute more than 30% towards the final grade.
- t. Business Restructuring Plan - must not contribute more than 30% towards the final grade.
- u. Case Studies - must not contribute more than 20% towards the final grade.
- v. Creative Writing - must not contribute more than 20% towards the final grade.
- w. Economic Analysis - must not contribute more than 30% towards the final grade.
- x. x. Verbal/oral exams - must not contribute more than 40% towards the final grade.

For further details on Grading and evaluation please refer to the "Exam Rules and Evaluation Criteria in Universum College 2021/22" published on the university intranet (E-learning).

4. POLICIES CONCERNING STUDENTS' ACADEMIC EXCELLENCE AND WELLBEING

4.1. UNIVERSUM COLLEGE CODE OF ETHICS

4.1.1. Preliminary Provisions of Universum College's Code of Ethics

This code includes and regulates the whole range of ethical, moral and professional principles, behaviors, to which all Universum College employees and students, during their work and behavior, must adhere.

The provisions of this code, in principle, do not apply to and in the private conduct of employees of Universum College outside of it, unless and when the role of employees, as private persons, cannot be distinguished from their role as employees of Universum College in fulfilling their ethical, moral, and professional obligations.

4.1.2. Purpose and Objective

The main purpose of the code is:

1. to encourage and implement responsible, voluntary, fruitful and effective actions;



2. to cultivate a working atmosphere, harmony, unity, sensitivity, exigency, and efficiency;
3. to continuously cultivate and develop understanding and reversible support among all members of the community, and employees of Universum College.

The main objective of the Code is the genuine and continuous cultivation and implementation of:

- Good behavior (even in the traditional spirit);
- Responsible;
- Humane (primarily universal);
- Academic;
- Understanding;
- Tolerant;
- Democratic and;
- Civilizing all employees and students of Universum College to anyone, anywhere and to everyone.

3.1.3. Obligations and Ethical Responsibilities of Universum College Students' Conduct

The ethical and moral obligations and responsibilities of college students to teachers, staff at Universum College and everyone else outside Universum College, are:

- To learn and study teaching units with more intensity, dedication, energy and will, in continuity;
- To have dignity and an intellectual and academic level in attitudes and actions;
- To behave well and with maximum respect towards academic personnel, staff management, other personnel of Universum College and to all others everywhere and from where they come;



- To show more consideration, dignity and mutual respect towards each other's personality and human values;
- To express a high degree of maturity and academic competence in approaching problems, scientific and professional discussions in Universum College and outside it;
- To strictly respect the rules and attitudes of behavior, work, learning, and activities at Universum College;
- To appreciate and respect the internal order at Universum College, the rules and principles of lectures, lecturers, and teaching-exercise-seminar hours;
- Not to hinder the lecturer or the colleagues following the lectures in engagement, concentration, or academic discussions;
- To behave with care and preserve the inventory, the premises, and all the property of Universum College as a general and common good of permanent value and interest;
- Not to introduce anything into the premises of Universum College, any means, concentrate, substrate, or matter (object) that endangers the health, order and tranquility, and especially the vital integrity of Universum College employees and the smooth running of the teaching-scientific process;
- To fulfill their obligations to Universum College on time and in full;
- To preserve and protect the reputation of Universum College, academic staff, and other personnel, inside and outside Universum College, and contribute to its growth and development;
- Cultivate and advance knowledge, honesty, integrity and intellectual-academic freedom at Universum College;
- Cultivate and develop the environment, the atmosphere of scientific-research-recreational work at Universum College of understanding, harmony, intellectual-academic, and interpersonal cooperation among all without distinction

3.1.4. Student Rights

- You enjoy all the benefits of Universum College (if they differ in work, learning, or behavior);
- To ask for everything relevant and necessary that they need for qualitative, successful studies at Universum College;
- You enjoy all basic human rights and freedoms according to the highest international conventions and standards;
- They freely express, develop, and cultivate their thoughts and initiatives with certain scientific, educational-research and educational-pedagogical interest;
- To enjoy full intellectual and academic freedom and initiate and prepare projects of interest to Universum College and Kosovar society in general;
- To listen more carefully, regularly, and attentively to the lectures and to behave with full respect towards the lecturer and other present-listeners;
- To continue and successfully complete university studies and others after that, etc.

For further details on the Code of Ethics, please refer to the "Universum College Code of Ethics" published on the university intranet (E-learning).

4.2. PLAGIARISM AND MALPRACTICE POLICY

The policy on Assessment Malpractice is designed to assist Universum College (the Center) to reduce the level of malpractice within the organization and also to use the necessary tools to detect such irregularities in order to ensure that learners do not obtain an unfair academic advantage because of plagiarism, cheating, collusion, impersonation and /or fabrication. In addition, the Assessment Malpractice Policy is designed as a guideline for Staff who have the professional duty to abide and obey the policies implemented by the Center and are in accordance with EDEXCEL policies.



4.2.1. Policy Statement

We, Universum College will not tolerate any actions or attempted actions of malpractice by learners or Centre Staff associated with EDEXCEL accredited courses and/or qualifications.

4.2.2. What is Assessment Malpractice?

Malpractice entails all of those acts which challenge the reliability and legitimacy of assessment, the certification of qualifications and damages the institution that is accountable for conducting the assessment and certification.

The following are an extensive description of assessment malpractice by learners:

- Submitting an assignment which contains wording, images or ideas that are not of your own and passing them as your own creation is considered plagiarism.
- Acting unfairly and/or dishonestly during assignment completion or assessment is considered cheating.
- Forming a dishonest or an unfair agreement with a colleague(s) to deceive the assessor (e.g. creating a circumstance where a colleague is able to copy your work) is considered collusion.
- Disguising as a learner to complete an assignment or assessment is considered an impersonation and thus punishable by the Center.
- Passing on evidence and or results that are not truthful/correct is considered fabrication.

If a learner is discovered or suspected of being involved in any of the above-mentioned forms of malpractice, the Center will investigate and may possibly take disciplinary actions towards you. In addition, the Center holds the right to investigate other forms of malpractice that are not easily classified in any of the categories mentioned above. Thus, the following is a list of expectations for the learners which minimize or eliminate the possibility for malpractice:

- Learner must hand in only his/her personal work
- Learner must clearly indicate the source of information for any wording, image or an idea used during the assignment. The information used should be marked in quotations with the name of the author clearly stated within the body of text and also at the end of the

assignment (most commonly known as Bibliography or References). Learners who are unfamiliar with this style of referencing should receive advice from the tutorial office.

- Learner will never use information sent to him/her by a colleague (e.g. via email, external hard drive, etc) and pass it as his/her own.
- Learner will never allow his/her colleagues to copy the work and hand it in as their own.
- Learner will never assist/help anyone during the assessment, nor will he/she ask for assistance/help from the colleagues.

4.2.3. Disciplinary Actions

Disciplinary actions undertaken by the Senior Manager and/or Programme Leader depend on how serious the case of malpractice is

4.2.4. Possible Actions Undertaken by the Center

- A grade/mark of 0 may be given
- A second chance of redoing the assignment or attending the assessment will not be given, thus, losing the chance to complete the course that semester.
- A final warning may be given and stored permanently in your records for future references.
- A direct disqualification from the course.
- Expulsion from the Center.

For further details, including comprehensive definitions, consequences, and reporting procedures, please refer to the "Plagiarism and Malpractice Policy" published on the university intranet (E-learning).



4.3. APPEALS POLICY

The Appeals Policy is a procedure designed for special circumstances where the learner feels dissatisfied or believes to have been disadvantaged with an assessment outcome, thus, giving him/her the right to appeal or challenge the outcome. During the appeals procedure the learner must have access to a just and reliable assessment where s/he plays an active part and is not, therefore, chastised for deciding to appeal against an assessment.

There are four stages in the appeals procedure and each stage should be exhausted before proceeding to the next one. Learners are advised to keep safe all documents related to the appeals procedure.

4.3.1. Reasons for Appeal

The following are common reasons for appeal:

The learner is unclear as to why such a low grade/mark is given due to lack of or unclear feedback given by the assessor.

The learner believes to have been deprived of success because the assessor has either misjudged the work or has no evidence to support the decision.

4.3.2. Appeals Procedure

Stage One (Informal)

If a learner is faced with a decision that is not satisfied with, s/he may consult with the assessor within a period of 10 working days to discuss the assessment decision. The decision regarding the appeal should be documented and stored with learner's portfolio.

Stage Two (Review)

The learner proceeds to Stage Two only if appeal against an assessment decision was not resolved in Stage One. During this stage, the learner appeals to the manager, internal verifier or lead verifies, where reasons behind the appeal and the details regarding Stage One are clearly written. The written statement should be handed in within 10 working days of failing to reach an agreement in Stage One.



Stage Three (Appeal Hearing)

During this stage, senior management organizes a hearing on behalf of the learner who wishes to appeal against an assessment decision. The hearing should be organized within 10 working days of failing to reach an agreement in Stage Two. Please note this is the last stage of appeals procedure handled by Universum College.

Stage Four (External Appeal)

A decision to proceed with Stage Four is initiated only after Stages One through Three have been completely exhausted. In this case, grounds for appeal and any supporting documentation must be submitted by the Center to BTEC within 14 days of the completion of Stage 3. On this stage a fee is levied.

A paper trail concerning the appeal against an assessment decision must be kept for a minimum of 18 months.

For further details, please refer to the "Appeals Policy" published on the university intranet (E-learning).

4.4. SMOKING PROHIBITION

Universum College is committed to providing a safe and healthy environment for all students, faculty, staff, and visitors. In accordance with our commitment to promoting well-being and in compliance with the the highest standards guaranteed by the Constitution of the Republic of Kosovo, the Law on Tobacco Control No. 04/L-156, smoking is prohibited in all premises, both indoor and outdoor, of UNI - Universum International College campuses. This policy applies to all individuals, including students, faculty, staff, contractors, and visitors.

3.4.1. Smoking Prohibition

Indoor Areas: Smoking is strictly prohibited within all indoor areas of Universum College campuses. This includes classrooms, offices, hallways, restrooms, and any other enclosed spaces.

Outdoor Areas: Smoking is also prohibited in all outdoor areas of Universum College campuses, including but not limited to courtyards, sidewalks, parking lots, and outdoor seating areas.



3.4.2. Compliance

All members of the Universum College community, including students, faculty, staff, contractors, and visitors, are expected to comply with this smoke-free policy. Failure to comply with this policy may result in disciplinary action.

3.4.3. Communication and Awareness

Universum College will take appropriate measures to inform all members of the community about this smoke-free policy through signage, orientation programs, and communication channels. We encourage everyone to promote a smoke-free environment by respectfully reminding others of the policy when necessary.

3.4.4. Penalties

All those who do not respect the policy will receive a fine of 50 euros. This fine will be implemented by the Office of Human Resources, which will issue a written form that will document the fine.

5. FINAL THOUGHTS

As you embark on your academic journey, remember that this handbook is a valuable resource designed to assist you throughout your time here. Your success, both academically and personally, is our priority. The university community is here to support your growth, and we encourage you to make the most of the opportunities available to you. Embrace challenges, seek guidance, and engage in the rich tapestry of experiences our campus offers. Your future is bright, and we're excited to be part of your journey. Thank you for allowing Universum College to be part of your journey! Welcome to our community, and we look forward to witnessing your achievements and contributions in the days ahead.