



Student Handbook

UNI – Universum International College

Powered by Arizona State University

2026 – 27

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1. Welcome to UNI – Universum International College (Powered by Arizona State University)

1.1. Message from the VP for Academic Affairs

Dear Students,

Welcome to UNI – Universum International College, powered by Arizona State University! As we embark on this exciting academic year, I want to extend my heartfelt greetings to each of you. Whether you are joining us for the first time or returning to continue your educational journey, we are thrilled to have you as part of our vibrant community.



At UNI, our core value is placing the student at the center of everything we do. Your growth, success, and well-being are our top priorities. We are committed to providing you with a supportive and enriching environment where you can thrive academically, personally, and professionally.

Our dedicated faculty and staff are here to guide and assist you every step of the way. We offer a wide range of resources and opportunities designed to enhance your learning experience, from cutting-edge academic programs to comprehensive student services and dynamic campus life.

As you navigate this academic year, I encourage you to take full advantage of the resources available to you, engage with your peers and professors, and immerse yourself in the diverse activities and experiences UNI has to offer.

Once again, welcome to UNI – Universum International College. We are excited to see all that you will accomplish and look forward to supporting you in achieving your goals.

Warm regards,

Isabel Salvat
Vice President for Academic Affairs
UNI – Universum International College

1.2. Mission and Values

UNI – Universum International College, powered by Arizona State University, is a higher education institution that offers Bachelor and Master studies. It is accredited by the Kosovo Accreditation Agency and has received the highest rating from international accreditation experts. UNI is known for its qualified academic background, research spaces and the international experiences offered to students and academic staff.

Our mission is to support our students to become good citizens, successful and broad-minded leaders, and to thrive in the Revolution 4.0, the digital and globalized era.

We do this by providing one-on-one academic and 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 to quality, teaching excellence and applied research builds the basis for a strong and vigorous nation and region.

The mission of UNI is built upon five strategic pillars:

I	Student and Learning at the Center
II	Quality Improvement
III	Innovation and Entrepreneurship
IV	Digital Transformation
V	Internationalization

1.3. About Our Partnership with Arizona State University

UNI – Universum International College is powered and managed by Arizona State University (ASU), the largest public university in the US and ranked no. 1 for innovation, providing students with a world-class education. Together, we are setting a new standard through three commitments:

World-class education

The collaboration leverages the strengths and resources of both institutions to provide an unparalleled learning experience. UNI students benefit from the innovative educational practices and academic excellence ASU is renowned for, so that their education is comprehensive and rigorous and infused with the latest advances in teaching and research.

Dual degrees

UNI students have the opportunity to earn degrees from both UNI and ASU, significantly enhancing their academic and professional credentials. Dual degrees provide a competitive edge in the job market and open a wider array of career opportunities globally.

Access to the ASU curriculum

Students gain access to the extensive curriculum of ASU: a wide range of courses, specialized programs and academic resources. This allows a richer, more diverse educational experience and lets students tailor their studies to their interests and career goals.

Student Experience with Arizona State University (ASU)

ASU is integrated into all student experiences and programs at UNI. This partnership offers a multitude of unique opportunities, including:

- **Innovation Course by ASU:** engage in cutting-edge coursework designed to foster creativity and problem-solving skills.
- **Master Class from ASU:** participate in exclusive master classes taught by esteemed ASU faculty.
- **Learn English at ASU:** enhance your English language proficiency through specialized programs at ASU.
- **ASU Summer Experience:** spend your summer immersed in the academic and cultural environment of ASU.
- **Global Exchange at Partner Universities of ASU:** take advantage of exchange programs with ASU's partner universities worldwide.
- **Global Signature Courses:** enroll in globally recognized courses that highlight international perspectives and innovative practices.
- **Global Summer Programs:** participate in summer programs that offer global learning experiences.
- **Online Courses and Workshops by ASU:** access a variety of online courses and workshops, allowing flexible learning.
- **Online Courses by Thunderbird School of Global Management:** expand your knowledge with courses from the prestigious Thunderbird School.

Through these diverse programs, our partnership with ASU enriches your educational journey, preparing you for success in a globalized world.

2. Academic Information

Your academic life at UNI is built around clear structures: a program you choose, a calendar you can plan around, and transparent rules for how your work is assessed. This section explains what you can study, how double degrees work, when the academic year runs, and how grading, evaluation and grade revision are handled, so that you always know what is expected of you and where you stand.

2.1. Programs and Degrees Offered

UNI offers a diverse range of academic programs designed to meet the needs and aspirations of our students. Our curriculum spans bachelor's and master's degrees, as well as international double degree options. These programs provide a solid foundation in various fields and equip students with the knowledge and skills necessary for success in their chosen careers.

Bachelor Programs

- Business and Management, BA
- English Language with Specialization in German Language, BA
- Interior Design, Bachelor professional
- Graphic Design, Bachelor professional
- Digital Journalism, Bachelor professional
- Dental Hygiene, Bachelor professional
- Artificial Intelligence in Business, Bachelor professional
- Cosmetology, Bachelor professional
- Digital Marketing, Bachelor professional
- Cyber Security, Bachelor Professional
- Dental Technician, Bachelor professional
- Laboratory Biomedicine, BSc
- Psychology, BSc
- Computer Sciences, BSc
- Law, LLB

Master Programs

- Law, LLM
- Management, MA (Specialization in Marketing and Creative Communication)
- Governance and National Security, MA
- Data Science and Analytics, MSc

2.2. Double Degrees

UNI offers double degree programs in collaboration with esteemed international universities. These programs give students the opportunity to earn two degrees simultaneously, significantly enhancing their academic and professional prospects.

Double programs offered

- **Arizona State University (ASU):** Master degrees, in the 1+1 or 0.5+1 format:
 - Master of Leadership and Management (MLM), Master of Global Management (MGM), MS Software Engineering and MSE Engineering Science, MA in International Affairs and

Leadership, MS Computer Science and MCS Computer Science, MS Business Analytics, MS Artificial Intelligence in Business

- **Ludwigshafen University of Applied Sciences – Germany:**
 - BA Business and Management; MBA Business Administration
- **University of Northampton – England:**
 - BA Business and Management; MBA Business Administration; MA Business Management
- **Kajaani University of Applied Sciences – Finland:**
 - BA Business and Management
- **Mykolas Romeris University – Lithuania:**
 - BA English Language
- **LJMU (Liverpool John Moores University) – England:** final year at UNI in Kosovo.

For more detailed information about each double degree program, please contact your Student Coordinator or visit the Dual Degrees page on our website: <https://www.universum-ks.org/sq/programs?level=dual-degree>

2.3. Academic Calendar

The academic calendar gives you a clear timeline of the key dates of the year: the start and end of semesters, holidays, examination periods and other essential academic activities. Use it to plan your studies, manage your time and keep track of important deadlines. We encourage you to check it regularly and mark the significant dates in your personal planner. The detailed academic calendar for

the academic year 2026–27 is available here: <https://www.universum-ks.org/sq/academic-calendar>



Universum
International College
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NGJARJET	DATA
Viti akademik 2026/2027 (JAVA ORIENTUESE)	05 – 10 Tetor 2026
Javët e ligjeratave (12 javë) -Semestri I	12 Tetor 2026 – 10 Janar 2027
Festa e Flamurit	28 Netor 2026 -Pushim
Krishtlindjet	25 Dhjetor 2026 - Pushim
Pushimi dimëror	28 Dhjetor 2026 – 03 Janar 2027
Krishtlindjet Ortodokse	7 Janar 2027
Java e Vlerësimit Përfundimtar	11 - 16 Janar 2027
Java e leximit	18 - 26 Janar 2027
Riprovimet (Semestri I)	27 Janar – 07 Shkurt 2027
Pushimi Mes-semestral	08 – 14 Shkurt 2027
Dita e parë e Semestrit II	15 Shkurt 2027
Dita e Pavarësisë	17 Shkurt 2027
Javët e ligjeratave (12 javë) -Semestri II	15 Shkurt - 16 Maj 2027
Flibër Bajrami	10 Mars 2027 Pushim
Pashkët Katolike	28 Mars 2027 Festa
Dita e Kushtetutës	09 Prill 2027 Pushim
Afati i provimit të prillit -Pushimi pranveror	19 - 25 Prill 2027
Java Ndërkombëtare e Stafit	26- 28 Prill 2027
Konferenca Ndërkombëtare në Shkencat Sociale	28-29 Prill 2027
Festa e Punës	01 Maj 2027 Festa
Dita e Evropës	03 Maj 2027 Pushim
Panairi i Karrierës	09 Maj 2027 Festa
Kurban Bajrami	10 Maj 2027 Pushim
	12 Maj 2027
	17 Maj 2027 Pushim
Java e Vlerësimit Përfundimtar	18 - 24 Maj 2027
Simpoziumi në Shkencat Mjekësore	22 Maj 2027
Java e leximit	25 Maj - 06 Qershor 2027
Riprovimet (Semestri II)	14 – 24 Qershor 2027
Dita e diplomimit	29 Qershor 2027
Afati shtesë i provimeve të Shtatorit	30 Gusht – 05 Shtator 2027

2.3.1. Grading and Evaluation

Grading takes place over a 13-week lecturing semester. During this period students can accumulate 100% of their grade through a range of assessments and activities.

Summative and formative assessment timeline

- **Mid-Term Assessment:** held in Week 6 or 7. It evaluates the subjects covered during the first 5 weeks of class.
- **Final Assessment:** held in Week 13, completing the cumulative assessment process. It evaluates the subjects covered between Week 6 and Week 12.
- **Formative assessments:** used throughout the 13-week semester to engage students and contribute to final grades. They are integrated into the learning process so that you can track your progress and understand your standing in the course.

2.3.2. Grading System

The table below shows the grading system. Each grade corresponds to a specific range of percentages that reflects the level of performance, so you can see clearly what your results mean.

Evaluation rate	Grade description	Grading points
90% – 100%	Excellent	A
80% – 89%	Very good	B
70% – 79%	Good	C
60% – 69%	Satisfactory	D
45% – 59%	Sufficient	E
44% and below	Fail	F

This grading system is designed to ensure transparency and consistency in evaluating student performance and helps you understand how your efforts translate into grades.

2.3.3. Rules for Revision of Grades

Grades at UNI are determined through transparent and rigorous assessments aligned with course learning outcomes. If you have concerns about a grade, the process is:

Step 1: Seek clarification. Speak first with your professor or the Academic Department about how the grade was reached.

Step 2: Submit a formal appeal. If you remain dissatisfied, submit a written appeal to the Academic Department within **five (5) working days** of receiving the grade, stating your grounds and attaching supporting evidence. Use the Grade Appeal Form (Appendix A).

Step 3: Review and investigation. The Academic Department decides whether the appeal has merit. If it does, it goes to the Academic Dean, who may convene an Appeals Board. You may present your case and be accompanied by a fellow student or a member of staff.

Step 4: Decision. You receive the final decision in writing. If the appeal is upheld, your work is re-assessed. The decision is final and a Completion of Procedures letter closes the case.

Valid and invalid grounds

Valid grounds: mitigating circumstances that were not previously reported (with supporting documents), and procedural errors in the assessment process, such as grading errors or administrative mistakes.

Not valid: disagreement with the academic judgment of the professor or assessment committee.

The Grade Appeal Form is included in **Appendix A** at the end of this handbook. For full details, see the Academic Policies and Procedures Handbook: [Grade Appeal Policy and Procedures](#).

3. Student Services

Student Services is the part of UNI that supports you outside the lecture hall: the offices and people who handle your documents, answer your questions, look after your health and well-being, prepare you for your career and make sure that every student can participate fully. Whatever you need, you are never expected to work out alone where to go: start with your Student Coordinator or the Administration Office, and they will point you in the right direction.

This section covers the Student Administration Office, the Student Coordinators, the Career and Wellbeing Center, Disability Support Services, the library, campus transportation, the student ID card, digital platforms and health and safety on campus.

3.1. Student Administration Office

The Administration (Student Services) Office is the first point of contact for the practical side of your studies. The team:

- prepares and issues **transcripts, diplomas and certificates**;
- answers the **phone and replies to e-mails** from students;
- helps with any **question** you have and directs you to the right office when it is not theirs to answer;
- enters the reviewed and approved grades into the student information system (UMS).

Opening hours and processing times:

- **Opening hours:** Monday to Friday, 08:30 – 17:00, and Saturday, 09:00 – 16:00.
- **Transcripts and certificates (confirmations):** issued within 24 hours.
- **Diplomas:** issued within 30 working days.

Contact details of the Administration Office are listed in Section 9.2.

3.2. Student Coordinators

The Student Coordinator plays a pivotal role in ensuring a smooth and successful journey at UNI. Coordinators are your primary point of contact, offering guidance, support and resources throughout your academic experience. Their responsibilities include:

- **Guidance and advising:** academic and personal advising that helps you navigate your courses, understand degree requirements and make informed decisions about your educational path.
- **Resource connection:** connecting you with tutoring services, library access, extracurricular activities and any other support you need to succeed.
- **Problem solving:** helping to resolve academic or personal issues by providing referrals or solutions.
- **Communication:** acting as the liaison between students and faculty, administration and other college services.
- **Support services:** directing students to well-being services when emotional or psychological support is needed.

- **Event coordination:** helping to organize and promote events, workshops and activities that enhance the student experience.
- **Feedback and improvement:** collecting and relaying student feedback to the administration to improve college policies and services.

Coordinators and your academic record

Student Coordinators also take part in the academic procedures described in Section 5. They receive notifications of absences and mitigating-circumstances claims together with your professor, review attendance records, receive written appeals about attendance, and distribute the links for online exams.

Orientation Week

At the start of the year, during Orientation Week, every Student Coordinator is introduced to new students in person. Coordinators present themselves and their role, explain how attendance, assessment, mitigating circumstances and exams work, show students how to use UMS, and answer questions.

For any concern or assistance regarding your journey at UNI, reach out to your Student Coordinator. Contact details are in Section 9.1.

3.3. Career and Wellbeing Center

Studying is only part of what makes a university experience successful. The Career and Wellbeing Center is the place where you look after the whole person: your health, your state of mind and your professional future. It supports the well-being and professional development of our students, faculty and staff, and it is staffed by career consultants, a university nurse and two psychologists.

Opening hours

8:30 AM – 5:00 PM, Monday to Friday, during the academic term.

Contact: zyra.karrieres@universum-ks.org

The Center is organized around two main services: **Career Services**, which helps you plan and launch your career, and **Wellbeing Services**, which supports your physical and mental health. Both are free for students and designed to work together: when you are well, you study better, and when you have a plan, you worry less.

3.3.1. Career Services

Within Career Services, you can receive personalized advice and guidance on planning and clarifying the steps needed for your professional development. In meetings with the career office staff, you will be able to:

- identify your career goals and aspirations;
- develop a strategic plan for achieving your professional objectives;
- gain insights into various career paths and industries;
- receive help with resume writing, interview preparation and job search strategies;

- access networking opportunities with alumni and industry professionals;
- explore internship and job placement opportunities.

Our Career Services team is dedicated to helping you navigate your professional journey and reach your career aspirations.

3.3.2. Wellbeing Services

Wellbeing Services bring together health support and psychological support so that students can find help in one place. Our aim is to help our community lead healthy university lives and develop the skills to self-manage their physical and mental health.

Health Support Center (HSC)

The Health Support Center is staffed by a university nurse and works through personalized consultations, educational workshops, preventive care initiatives and health promotion activities. Whether you need medical care or advice, the HSC ensures that every member of the UNI community has access to the resources they need to maintain their well-being.

Counseling and Psychological Services

To promote mental health and well-being, our psychologists offer free counseling and a range of psycho-social activities. These services help with any issue that may affect your academic success or personal well-being. They include:

- one-on-one counseling sessions to address personal and academic challenges;
- group workshops and activities focused on mental health and well-being;
- strategies for managing stress, anxiety and other emotional difficulties;
- support for developing healthy coping mechanisms and resilience;
- continuous information and resources on preventing and addressing common student issues;
- awareness campaigns to reduce the stigma associated with seeking psychological help.

Our goal is to help you overcome everyday obstacles and increase your potential to thrive both in and out of college life. To book a session with a psychologist or a meeting with the nurse, write to zyra.karrieres@universum-ks.org.

3.4. Disability Support Services

UNI is committed to an inclusive and supportive learning environment for all students. We prioritize assistance to those in need and make sure that students with disabilities have the resources and support necessary to succeed. Support is coordinated through the college's Accessibility Unit, which conducts assessments, develops personalized plans and arranges the accommodations you need.

What we offer

- **Academic accommodations:** reasonable accommodations so that you can access and engage in your coursework, such as extended deadlines, audio and visual examinations, adapted assessment formats, and observations or presentations.
- **Tutors and teaching assistants:** trained tutors and teaching assistants who specialize in supporting students with different physical, learning and mental-health needs. They offer one-

to-one academic support; help you plan your workload and are available through your Student Coordinator.

- **Assistive technology:** specialized equipment such as screen readers and magnifiers, Braille embossers, trackballs and tablets, together with online books with audio tools in the library.
- **Accessible facilities:** ramps, elevators, designated classroom spots with adjustable desks, reserved free parking, and UNI shuttles equipped with ramps.
- **Well-being and counseling:** confidential support from the Wellbeing Services described above.
- **Safety:** in an emergency, staff evacuate students with disabilities first, and regular safety drills are carried out.

To arrange support, speak with your Student Coordinator or write to the Career and Wellbeing Center. Our commitment to disability support reflects our dedication to an inclusive, diverse and equitable educational community. The full text is in the Policy on Accessibility and Inclusiveness and the Policy for Disabled Students in the [Academic Policies and Procedures Handbook](#).

3.5. Library

The library is open **Monday to Friday, 08:30 – 17:00, and Saturday, 09:00 – 16:00**. It is a space for borrowing books and also a place to study. To borrow a book, present your student ID and obtain confirmation from the librarian. The library is equipped with comfortable seating and tables for students with different physical needs, and with online books with audio tools for students with visual disabilities.

3.6. Campus Transportation

You do not need to worry about how to reach the campus: UNI provides **free transportation every hour from the Flag Circle in Prishtina to the college and back**.

3.7. Student ID Card

Your UNI student ID is your proof of identity on campus. You need it to borrow library books (Section 3.5), to take part in laboratory sessions and clinical placements, and to identify yourself to staff when asked (see also Section 5.8). Please carry it at all times and never lend it to anyone. If your card is lost, damaged or stolen, report it to the Student Administration Office (Section 3.1) so that it can be replaced.

3.8. Digital Platforms: UMS, Moodle/Canvas and Student E-mail

Three digital tools are part of your everyday student life:

- **UMS (student information system):** where you register for exams and re-sit exams, check your grades and follow your academic record. Your account is activated after your payment is registered (Section 6.1), and exam registration is only possible once all financial obligations are met.
- **Moodle/Canvas:** the online learning platforms where you find course materials, assignments and referencing resources (Section 5.5).

- **Official UNI e-mail:** all official communication, including exam registration deadlines and notices from the Academic Department, is sent to your UNI e-mail address.

Check UMS and your UNI e-mail regularly so that you do not miss a deadline. For technical problems, contact your Student Coordinator or the Administration Office (Section 9.2).

3.9. Health, Safety and Emergencies

Your safety on campus is a priority for UNI.

- **Emergencies:** in an emergency, call 112 first, then inform the nearest member of staff or the Administration Office (Section 9.2).
- **Health support:** the university nurse at the Health Support Center (Section 3.3.2) offers first-level support and health advice during the academic term.
- **Evacuation and drills:** follow the instructions of staff and the evacuation signs. Regular safety drills are carried out, and students with disabilities are evacuated first (Section 3.4).
- **Smoke-free campus:** smoking and vaping are prohibited in all indoor and outdoor areas of the campuses (Section 5.7).
- **Reporting:** report any accident, injury, unsafe condition or lost item to the Administration Office as soon as possible.

4. Campus Life

University is more than lectures and exams. At UNI you learn from the people you meet, the projects you take on and the experiences you share outside the classroom. Campus life is where friendships form, leadership skills grow and ideas turn into action, through clubs, events, sports, cultural activities and international encounters on our campuses in Prishtina.

4.1. Campus Facilities

UNI operates across two campuses in Prishtina, P1 and P2, each designed to give students everything they need to learn, work and connect in one place. Both campuses combine modern teaching spaces with areas for study, recreation and community life.

Campus P1 and Campus P2. Each campus has its own academic focus. P1 is home to the School of Health Sciences and offers a larger number of specialized laboratories and classrooms for practical training in health sciences. P2 hosts UNI's other schools: the School of Business and Design, the School of Technology and the School of Global Studies and Societies, with teaching spaces and facilities suited to their programs.

Classrooms and Labs. Both campuses have bright, modern classrooms that support lectures, seminars and group work, equipped with modern teaching technology and reliable Wi-Fi for interactive teaching. At P1, health sciences students train in dedicated laboratories designed for hands-on practical training. At P2, students of the School of Business and Design, the School of Technology and the School of Global Studies and Societies have access to laboratories and learning spaces suited to their programs.

Library and Study Spaces. Each campus offers quiet reading rooms, individual study desks and collaborative areas where students can prepare for exams or work on group projects. Printed books and online books with audio tools are available to all students. The library is open Monday to Friday, 08:30 – 17:00, and Saturday, 09:00 – 16:00 (see Section 3.5).

Cafeteria and Social Areas. Students can take a break at the cafeterias on both campuses, which offer meals, snacks and drinks at student-friendly prices. Lounges and outdoor seating areas make it easy to relax between classes, meet friends or continue a conversation after a lecture.

Sports and Recreation. Staying active is part of student life at UNI. The campuses offer sports and recreation areas used for training, friendly matches, university tournaments and student clubs, including the Sports, E-Sports and Art Club (see Section 4.2).

Parking and Accessibility. Parking is available at both campuses for students, staff and visitors, including reserved free parking for students with disabilities. Our buildings are designed to be accessible to everyone, with ramps, elevators and designated classroom spots with adjustable desks (see Section 3.4).

Shared services available across campuses include the library (Section 3.5), free campus transportation (Section 3.6) and accessible infrastructure (Section 3.4).

4.2. Student Organizations and Clubs

Student organizations and clubs play a vital role in the student experience. Our campuses are home to around 20 clubs that offer diverse opportunities to engage, learn and grow outside the classroom. Clubs let you pursue your interests, develop new skills and connect with like-minded peers, while balancing academic life with extracurricular activities and building a sense of community and belonging.

4.2.1. Club Categories

UNI clubs fall into seven categories. Examples of clubs in each:

Category	Examples
Academic and Professional	Business Club, Nursing Club, Model United Nations (MUN) Club
Cultural	Multicultural Student Association, Native Albanian Student Association
Special / Hobby	Photography Club, Music Club, Art Club
Social Awareness / Activism	Environmental Club, Feminist Collective, Mental Health Awareness Club
Political	Political Science Society, Debate Student Club, Human Rights Club
Media / Communication	Journalism Club, Public Relations Club, Digital Media Club
Personal Development	Graphic Design Club, Media Literacy Club, and more

4.2.2. Featured Clubs

Some of the most active clubs at UNI include:

- **Charity Club:** engage in meaningful activities that give back to the community, organize fundraisers and take part in volunteer work.
- **Political Science and Law Club:** explore politics and law through debates, guest lectures and networking events with professionals in the field.
- **Technology and Innovation Club:** stay at the forefront of technological advances, take part in hackathons and collaborate on innovative projects.
- **Medical Sciences Club:** delve into the medical field with hands-on activities, workshops and discussions on the latest in medical research and practice.
- **Erasmus Club:** connect with international students, learn about different cultures and take part in exchange programs and cultural events.
- **Sports, E-Sports and Art Club:** stay active and creative by joining sports teams, e-sports competitions and art exhibitions.

4.2.3. How Clubs Are Governed

Every club operates under the UNI Student Clubs Participation Policy, which sets a clear and democratic framework:

- **Membership:** open to all enrolled UNI students who meet the club's criteria. Members apply through an application form reviewed by the club's officers.
- **Leadership:** each club has officers, including at least a president, vice president and secretary, elected by the members through nominations and voting. Officers serve a one-year term and can be re-elected.
- **Meetings and decisions:** clubs hold regular meetings with an agenda set by the leadership. An official decision needs a quorum of more than 50% of members and is taken by vote or consensus.
- **Finances:** clubs keep accurate financial records, prepare an annual budget, and need UNI approval for any fundraising.
- **Events:** activities must follow UNI policies, and facilities must be reserved in advance.
- **Code of conduct:** all members respect a code of conduct that promotes respect, inclusivity and responsible behavior, and clubs cannot discriminate on grounds protected by law and UNI policies.

4.2.4. How to Join or Start a Club

To join a club or start your own, visit the Office of Activities or write to njoftime@universum-ks.org. We encourage every student to get involved and make the most of their time at UNI.

4.3. Events and Activities

UNI is a dynamic institution where there is always something happening. Our events and activities are designed to enrich your academic experience, promote personal growth and build a vibrant campus community.

- **Guest lectures and workshops:** frequent sessions with experts from various fields, offering insights, industry knowledge and networking opportunities.
- **Institution visits and field trips:** visits to institutions and organizations related to your courses, for practical exposure and a deeper understanding of your studies.
- **Bootcamps and hackathons:** technology, entrepreneurship and innovation events that encourage creative problem-solving and teamwork.
- **Sports activities and tournaments:** traditional sports and e-sports that promote fitness, teamwork and friendly competition.
- **Cultural and social events:** cultural festivals, themed parties and social gatherings that foster community and inclusiveness.
- **Career and job fairs:** events that connect you with potential employers, plus networking events and skill-building workshops that improve your employability.
- **Industry-related activities:** company visits, internships and collaborative projects with industry partners.

-
- **International Week:** global perspectives, cultural diversity and international collaboration celebrated through events and activities.

Stay updated on upcoming events through the event calendar and the official communication channels. Join in and make the most of your time at UNI!

5. Policies and Procedures

UNI has established policies and procedures to ensure a safe, respectful and productive environment for all students. This handbook gives a clear overview of the policies you most need to know. The complete and binding text is in the [Academic Policies and Procedures Handbook](#) and the regulations on our website: universum-ks.org/en/regulations.

5.1. Attendance Policy

For regular students

- **Allowed absences:** up to six (6) absences per course per semester, under clear mitigating circumstances.
- **Consequence:** if you miss 6 or more classes during the 13-week period, you go directly to the re-sit exam in week 15.
- **Notification:** tell your professor in advance if you expect to miss a class. Absences for medical reasons need appropriate documentation, such as a doctor's note. These documents must be sent to the Academic Department or your Student Coordinator.
- **Appeals:** if you believe your absences should be excused due to extenuating circumstances, appeal in writing to your Student Coordinator within five (5) working days of being notified of a grade reduction or course failure.
- **Awareness:** professors make sure you understand this policy and its impact on your academic success.

For part-time, correspondence and online students

- **Attendance:** attendance in regular classes is not required.
- **Re-sit exams:** you can go directly to the re-sit exam period and achieve a maximum grade of 100%.
- **Assessments:** you may also attend assessments during the semester if you choose.

5.2. Mitigating Circumstances Policy

Unforeseen circumstances can affect your ability to attend classes and complete exams. The Mitigating Circumstances Policy sets out when absences are allowed and when you can access make-up exams.

Allowed absences under mitigating circumstances

- **Medical reasons:** illness or medical appointments, supported by appropriate documentation.
- **Family emergencies:** serious family emergencies, such as the death or serious illness of a family member.
- **Legal obligations:** court appearances or mandatory government appointments.
- **University-approved activities:** university-sanctioned activities such as conferences, competitions or other academic events.

What to do

- Notify your professor **and** your Student Coordinator as soon as the circumstances arise.
- Provide documentation, such as medical certificates or other relevant evidence.
- Your claim is considered case by case. Possible outcomes for classes include additional absences without penalty or other reasonable accommodations. For exams, outcomes include extended deadlines or a make-up exam.
- All information about your claim is handled confidentially.

Your Student Coordinator will explain this procedure to you during Orientation Week

5.3. Make-Up Exams and Re-Sit Exams

Make-up exams

Make-up exams are for students who miss a scheduled exam for valid and documented reasons, as defined in the Mitigating Circumstances Policy. They cover the same material as the original exam.

- **Eligibility:** you may take a make-up exam only if your absence meets the criteria of the Mitigating Circumstances Policy.
- **Scheduling:** the Academic Department schedules the exam. You must coordinate with the department and respect its deadlines and requirements.
- **Unjustified absence:** a student who cannot justify an absence receives a grade of 5 (fail) in the final exam.

Re-sit exams

Re-sit exams are comprehensive exams that give bachelor's and master's students the chance to improve their final grade by demonstrating a thorough understanding of the course content.

- **Eligibility:** you received a final grade of '5', or you passed but are not satisfied with your grade.
- **Number of re-sit exams:** each student can register for a maximum of 5 exams per session.
- **Exam periods:** January and June are regular exam periods. April and September are organized as needed. Check the academic calendar for exact dates.
- **Registration:** the Academic Department organizes re-sit sessions periodically. Complete the registration form in the student information system (UMS) before the deadline.
- **Fees:** a re-sit fee applies to each re-sit exam you register for, and it must be paid according to the Academic Department's deadlines. Students who take their exams in the first regular session are exempt from exam fees, while supplementary and other regular sessions carry an administrative exam fee.

For full guidelines and procedures, see the [Academic Policies and Procedures Handbook](#). Check your UMS account, your official UNI e-mail and the academic calendar regularly so that you do not miss a registration deadline.

5.4. Academic Misconduct Policy

UNI is committed to fostering a respectful, honest and responsible academic environment. Students are expected to uphold the highest standards of academic integrity and personal conduct. This policy

sets out how misconduct is addressed, including academic dishonesty and behavioral violations, and the sanctions that may follow.

5.4.1. Academic Dishonesty

Academic dishonesty includes, but is not limited to:

- **Plagiarism:** students must avoid plagiarism in all their work. Proper citation in APA, MLA, Chicago or Harvard referencing style and plagiarism detection via Academia.al are required to ensure academic integrity. No more than 10% similarity is allowed in any submitted work.
- **Impersonation:** it is strictly forbidden to take an assessment on behalf of another student, or to mislead invigilators, professors or representatives about your identity during courses or assessments.
- **Ghostwriting:** students must produce their own assignments. Contracting others to write coursework is prohibited. If group work is permitted, the contribution of each member must be clearly stated.
- **Cheating:** any attempt to gain an unfair advantage in academic evaluations, including obtaining exams before they are officially available, copying during exams, using unauthorized materials, or falsifying participation in group work.

5.4.2. How a Case Is Handled

Step 1: Report. A faculty member who suspects misconduct submits an Academic Misconduct Report to the Academic Department. If misconduct is observed during an exam, the student may receive an incomplete grade or a 5 (non-passing grade).

Step 2: Evaluation. The Academic Department decides what to do. For minor first cases, a conversation may be enough. In more serious cases, the student attends a hearing before a panel and has the right to present evidence and explain their actions.

Step 3: Hearing and sanctions. The panel (the faculty member, the Academic Dean and/or Program Director, and another member of the Academic Department) evaluates the evidence and decides on sanctions. You may bring another student for support.

5.4.3. Sanctions and Appeals

Sanctions depend on the strength of the evidence, the severity of the misconduct, previous conduct and the student's attitude. They range from clearing of charges, through an academic warning and penalty (such as failing the assessment or a grade cap), to zero marks for the work or course without a re-sit, and, for repeated or premeditated misconduct, suspension or permanent expulsion. You can appeal through the Grade Appeal Process; the decision of the Academic Dean on appeal is final.

Full details are in the [Academic Policies and Procedures Handbook](#).

5.5. Academic Integrity Policy

Honesty and self-discipline are foundations of learning and essential values of the academic community. UNI adheres to strict standards of academic integrity, and all students must uphold them. Academic dishonesty includes, but is not limited to, plagiarism, ghostwriting, impersonation, alteration of grades and other forms of cheating. These acts are academic misconduct and lead to

disciplinary action. Related cases, such as the attempted theft of academic records or exams, may carry additional sanctions.

- **Referencing:** UNI primarily uses APA, Chicago, Harvard or MLA. Resources are available on Moodle/Canvas, and you are required to sign a disclaimer on plagiarism and authenticity for every graded assignment, exam, paper or thesis.
- **Academia.al:** UNI uses Academia.al to detect plagiarism. You can also use it as a learning tool, uploading drafts repeatedly before the final deadline to check and improve originality. No more than 10% similarity is allowed.
- **Use of AI tools:** generative AI tools may be used in graded work only when the course instructor explicitly allows it. Any permitted use must be declared, and presenting AI-generated content as your own work without permission is academic dishonesty.

Full details are in the [Academic Policies and Procedures Handbook](#).

5.6. Anti-Discrimination Policy

UNI is committed to an inclusive and equitable environment for all students. Discrimination is prohibited on all grounds in the daily functioning of the college, including admission, the academic process and curricular and extracurricular activities. The policy follows the Law on Protection from Discrimination of the Republic of Kosovo, which prohibits discrimination on grounds such as nationality, community, social origin, race, ethnicity, color, sex, gender, gender identity, sexual orientation, language, religion, political opinion, age, family or marital status, health status, disability and any other ground.

- **Gender equality:** UNI respects, protects and promotes gender equality among students, including students belonging to the LGBTQIA community. Students can define their gender identity in writing in the section “others”.
- **Your right to complain:** if you believe you were discriminated against, you can complain in the first instance to the Disciplinary Commission and, in the second instance, to the Complaints Commission.
- **Protection and anonymity:** anyone who reports suspected discrimination has the full protection of the college and may ask for their identity to be kept anonymous, known only to the members of the commissions. Staff involved in the case must not interfere.

Full details are in the Policy on Anti-Discrimination of Students in the [Academic Policies and Procedures Handbook](#).

5.7. Smoke-Free Policy

To promote a healthy and clean campus environment, smoking is prohibited in all indoor and outdoor areas of all UNI campuses, including classrooms, offices, hallways, restrooms, courtyards, sidewalks, parking lots and outdoor seating areas. The policy applies to students, faculty, staff, contractors and visitors, and covers cigarettes, cigars, pipes, hookahs, e-cigarettes and vape devices.

- **Support:** UNI provides information on smoking cessation programs and services available in the local community.

- **Penalty:** anyone who does not respect the policy receives a fine of 50 euros, issued by the Office of Human Resources in writing.

Read the full policy here: universum-ks.org/en/regulations (Smoke-Free Policy).

5.8. Dress Code

At UNI, appearance and conduct are part of the professional culture that students build during their studies. The way we present ourselves reflects the values of our academic community: respect, responsibility and readiness for the workplace. This policy sets clear and consistent expectations for attire on campus, in laboratories and in clinical settings, so that every student can learn and work in an environment that is safe, hygienic and respectful of others. Students are expected to read and follow it throughout their studies, and the sections below explain what is required, where special rules apply and how the policy is enforced.

5.8.1 Purpose and Scope. This policy applies to all students on both campuses (P1 and P2), at university events, and during any academic activity carried out on behalf of UNI, including laboratory sessions, clinical placements and external internships. Its purpose is to ensure a safe, hygienic and respectful environment for peers, faculty, staff, patients and visitors.

5.8.2 General Expectations on Campus. Students must be neatly dressed and maintain good personal hygiene at all times. Clothing must be clean, in good condition and appropriate for an academic and professional setting. The following are not permitted on campus:

- Revealing, transparent or overly tight clothing, including crop tops, tops that expose the midriff or undergarments, and very short shorts or skirts
- Beachwear, sleepwear, and sportswear outside sports facilities
- Clothing with offensive, discriminatory or violent slogans or images, or items promoting alcohol, tobacco or drugs
- Clothing that is visibly torn or damaged
- Sunglasses worn indoors, or any item that prevents the face from being clearly visible for identification

Students must carry their UNI student ID and present it upon request.

5.8.3 Laboratory Requirements. In all laboratories, students must follow the safety rules of the relevant school and instructor, including:

- Wearing a clean lab coat and the required protective equipment (gloves, safety goggles, masks)
- Wearing closed, flat shoes that fully cover the feet; sandals, slippers and open shoes are prohibited
- Tying back long hair and avoiding loose clothing, jewelry or accessories that may cause injury or contamination
- Keeping food, drinks and personal items away from work stations

Students who do not meet these requirements will not be admitted to the laboratory session.

5.8.4 Clinical, Health Sciences, Dental and Cosmetology Programs. Students in clinical, health sciences, dental and cosmetology programs must wear the official uniform or scrubs specified by their program during all practical training, clinical rotations and patient contact. In addition:

- Uniforms must be clean, ironed and worn in full, with the UNI student ID visibly displayed
- Footwear must be clean, closed and suitable for clinical settings
- Nails must be short, clean and free of polish or artificial extensions
- Hair must be neat and tied back where required
- Jewelry must be minimal, and visible piercings or accessories may be restricted for infection control and patient safety
- All hygiene and infection control standards, including the use of personal protective equipment, must be strictly followed

Host institutions for clinical placements may impose additional requirements, which students must follow.

5.8.5 Examinations and Official Events. During examinations, presentations, defenses, graduation and official ceremonies, students are expected to wear formal or smart attire.

5.8.6 Religious, Cultural and Medical Accommodations. This policy is applied with respect for religious, cultural and medical needs. Students who require an exception or accommodation must submit a written request to their Student Coordinator or the Academic Department in advance. Accommodations will not compromise safety or infection control requirements in laboratory and clinical settings.

5.8.7 Enforcement. Faculty, laboratory and clinical supervisors and authorized university staff are responsible for enforcing this policy. Students who do not comply may be:

1. Asked to correct their attire immediately, or to leave the premises or session until appropriately dressed, with the absence recorded as unexcused
2. Denied access to laboratories, clinical placements or examinations until the requirements are met
3. Given a written warning, recorded in the student's file, for repeated violations
4. Referred to the Disciplinary Commission for continued or serious non-compliance, with measures applied in accordance with UNI regulations

Practical sessions, clinical hours or assessments missed because of non-compliance will not be rescheduled automatically.

5.8.8 Review. UNI may update this policy as needed to reflect changes in safety standards, program requirements or university regulations. Students are responsible for staying informed of the current version.

5.9. Student Code of Conduct

All UNI students are members of an academic community and are expected to act with respect, honesty and responsibility on campus, online and whenever they represent UNI. This section summarizes the behavior expected of every student. The complete and binding text is in the Academic Policies and Procedures Handbook.

Expected behavior

- **Respect:** treat students, faculty, staff and visitors with courtesy, and do not discriminate against, harass, bully or threaten anyone (see Section 5.6).
- **Integrity:** submit your own work and follow the Academic Misconduct and Academic Integrity Policies (Sections 5.4 and 5.5).
- **Safety:** follow the Smoke-Free Policy, the Dress Code and the safety rules of laboratories and clinical placements, and do not bring weapons, illegal substances or dangerous items onto campus.
- **Care of property:** use classrooms, laboratories, equipment, library resources and IT systems responsibly. Damage caused deliberately or through negligence may have to be compensated.
- **Identity and access:** carry your student ID, never share your UMS or e-mail account, and do not give unauthorized persons access to UNI facilities.
- **Representing UNI:** behave professionally at events, internships and exchange programs, including Erasmus and ASU programs, and in public and online communication connected with UNI.

How breaches are handled

Suspected breaches of this Code are handled by the Disciplinary Commission. Depending on the seriousness of the case, the outcome may range from a verbal or written warning to suspension or, in the most serious cases, expulsion, in line with UNI regulations. You have the right to be informed of the allegation and to present your case before a decision is taken, and decisions can be appealed in accordance with the Academic Policies and Procedures Handbook.

Raising a concern. If you witness or experience a breach of this Code, report it to your Student Coordinator, the Administration Office or the Disciplinary Commission. Reports are treated confidentially.

6. Financial Information

6.1. Payment Rules

Payments must be made in accordance with your contract and on time. You can pay at a bank using one of the following accounts:

Bank	Account holder	Account number	IBAN:	SWIFT:
Raiffeisen Bank Kosovo	UNI International College SB SH.P.K.	1501090004473907	XK051501090004473907	RBKOKXPR

Alternative payment method

You can also pay at the Vllësa payment points located within the Prishtina campuses, and at any Vllësa location throughout Kosovo. To find a Vllësa Pagesa point in your city, visit www.vllesapagesa.com or call +383 45 707 172.

UMS activation procedure

After you pay at the bank, your account is activated within 48 hours. This time is needed to receive the report from the bank and record it in our financial system, after which UMS is activated automatically every 12 hours.

For any further information on financial matters, write to finance@universum-ks.org or call +383 44 777 931.

6.2. Scholarships and Financial Aid

UNI is dedicated to making sure that all qualified students can pursue higher education regardless of their financial circumstances. We offer a range of scholarships and financial aid options to help you reach your academic and career goals.

Scholarships range from **5% to 100%** of tuition costs. The exact amount depends on factors such as merit, financial need and the criteria of each scholarship. We offer merit-based, need-based and field-specific scholarships, designed to reward academic excellence, support students in financial need and encourage students in specific fields of study.

6.2.1. Need-Based Financial Aid

We understand that many students and their families have financial constraints. Our need-based financial aid program helps eligible students meet their educational expenses. To apply, contact the Finance Office (finance@universum-ks.org), which will explain the application process and the supporting documents required.

6.2.2. Payment Plans (Paysera)

UNI offers students the option to manage their tuition costs through Paysera, which allows eligible students to spread their payments over time or to finance their studies through a loan. Eligibility, installment schedules and any interest or fees are set by Paysera, so please read the terms carefully before you sign. To find out how to apply, contact the Finance Office (finance@universum-ks.org, +383 44 777 931).

7. Erasmus Mobility

We believe in the transformative power of studying abroad. The Erasmus Mobility program is designed to give students life-changing experiences: immersion in new cultures, international experience and wider academic horizons.

With **1,659 students** already benefiting from the program and **221 partner universities across Europe**, you can trust the quality and scope of the opportunities we offer. All UNI students are eligible to apply.

7.1. Application Criteria

- completion of at least one semester (5 completed exams) at UNI;
- involvement in voluntary work and active participation in UNI organizations;
- a minimum average grade of 7.5;
- English proficiency at B1/B2 level.

7.2. Student Benefits

- free tuition at the host university (you continue to pay your tuition fee at UNI);
- a monthly grant ranging from 800 to 900 euros;
- a one-time travel allowance of 275 to 360 euros.

This inclusive program ensures that every student has the chance to enrich their educational journey with international exposure. For more information on how to apply, visit our Erasmus Mobility page: <https://www.universum-ks.org/sq/international>

7.3. Partner Universities within Erasmus+

Our Erasmus program includes a diverse array of partner universities across Europe, offering programs in many fields of study. Check the updated list of partner universities here: <https://www.universum-ks.org/sq/international>

7.4. Testimonials and Success Stories

Our Erasmus Mobility program has positively impacted the lives of many students. Here are a few testimonials:

Eriona Spahiu · Computer Science · University of Padova, Italy

“The Erasmus program was a turning point in my academic and personal life. Studying in Italy opened my eyes to new perspectives and gave me the confidence to pursue a global career.”

Mendim Luzha · Business Department · Inholland University of Applied Sciences, The Netherlands

“My time at Inholland University was incredible. The cultural immersion and academic rigor pushed me to grow in ways I never imagined. I highly recommend the Erasmus program to every student.”

8. International Experience with Arizona State University

8.1. Semester Exchanges at Partner Universities of Arizona State University

Through our collaboration with ASU, UNI students can study at one of ASU's partner universities for one or two semesters. This program is a transformative experience that exposes students to new cultures and countries, especially outside Europe.

For more information and the list of partner universities, visit: [ASU Global Exchanges](#).

8.2. Summer University at Arizona State University

UNI offers students the chance to experience life at the most innovative university in the USA. During a one-week stay, students take part in seminars on innovative thinking, entrepreneurship and sustainability, visit top natural and historical attractions and join cultural activities. Students work in small groups on projects and present their work to experts at the end of the program.

Student benefits

- certificate of participation;
- experience of American student life;
- connections with global peers;
- tours of natural and historical attractions;
- health insurance during the stay;
- hotel accommodation near campus;
- transportation to off-campus events.

For more information, visit: [ASU Summer Experience](#).

8.3. English Immersion at Arizona State University

UNI offers English language teaching directly at ASU in the USA. Whatever your level, you can apply and learn English on campus in the US or online with ASU professors. You start with a test to determine your level. The program has six levels of eight weeks each, and short-term four-week options are also available. If you complete the highest level with a grade of B- (80%) or higher, you receive a certificate that meets the English language requirement for admission to ASU.

8.4. How Do Students Benefit from English Immersion?

- learn English directly at ASU in Tempe, Arizona, or online from anywhere in the world;
- access one of the world's most renowned and innovative English programs;
- no TOEFL required: the program is an alternative to TOEFL, IELTS or PTE exams;
- flexible programs with short-term studies specializing in business, communication, STEM and social sciences.

For more information, visit: <https://globallaunch.asu.edu/learn-english>

9. Contact Information

Whenever you are unsure where to go, start with your Student Coordinator or with the Administration Office of your campus. The role of the Student Coordinator is described in Section 3.2.

9.1. Contact Information for Student Coordinators

School	Campus	Coordinator	E-mail
School of Health Sciences	Prishtina (P1)	Fatbardha Shehu	fatbardha.shehu@universum-ks.org
School of Business and Design	Prishtina (P2)	Anila Hajdini	anila.hajdini@universum-ks.org
School of Technology	Prishtina (P2)	Rinesa Ferati	rinesa.ferati@universum-ks.org
School of Global Studies and Societies	Prishtina (P2)	Rinesa Ferati	rinesa.ferati@universum-ks.org

For any additional question, or to schedule a meeting with your coordinator, use the contact details above.

9.2. Key Contacts and Offices

For any inquiry or assistance, you can reach the following offices:

Office	E-mail	Contact them for
Administration Office, Prishtina Campus	administratapr@universum-ks.org	Any question, or if you are unsure where to go
Career and Wellbeing Center	zyra.karrieres@universum-ks.org	Career advice, internships, counseling and well-being support
Quality Assurance Office	zyra.cilesise@universum-ks.org	Academic quality and program standards
Finance Office	finance@universum-ks.org	Payments and financial matters

9.3. General Contact

UNI – Universum International College

E-mail: info@universum-ks.org

Phone: +383 44 144 062

Address: Rr. Hasan Prishtina 1,1, Konjuh, Prishtina, 14000, Kosovo

Website: www.universum-ks.org

10. Final Thoughts

As you begin 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 UNI community, in partnership with Arizona State University, 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 experiences our campus offers. With access to a world-class education through our partnership with ASU, your future is bright. We are excited to be part of your journey, providing the tools and support you need to achieve your goals.

Thank you for allowing UNI – Universum International College to be part of your journey. Welcome to our community. We look forward to witnessing your achievements and contributions in the days ahead!

11. Frequently Asked Questions (FAQ)

A. General Information

Q1. What is UNI – Universum International College’s mission?

Our mission is to support students to become good citizens, successful leaders, and to thrive in the Revolution 4.0 digital and globalized era, by providing innovative, digitally enhanced education.

Q2. How is UNI associated with Arizona State University?

The strategic partnership between ASU and UNI (since March 2023) is a significant advancement for UNI’s academic and operational development. It has enhanced our curriculum, research capabilities and global network access.

Through this partnership, UNI is adopting advanced managerial practices and quality assurance measures aligned with international standards, and is enriching its academic offer with ASU’s innovative teaching methods and curriculum design. Students graduate with a diploma “Powered by ASU”, combining local expertise with ASU’s global academic excellence. Students in articulated programs can also transfer to ASU for part of their studies and obtain a double degree, which broadens their academic horizons and strengthens their employability.

Q3. Is the institution accredited?

Yes. UNI is accredited by the Kosovo Accreditation Agency and has received high ratings from international accreditation experts.

Q4. Is the diploma recognized both domestically and internationally?

Yes. The diploma issued by UNI is recognized domestically and internationally, thanks to our partnerships with prestigious universities, and a diploma powered by ASU is recognized worldwide.

B. Academic Information

Q5. What programs and degrees are offered at UNI?

UNI offers a variety of Bachelor and Master programs (see Section 2.1), including double degrees with:

- Ludwigshafen University of Applied Sciences, Germany
- University of Northampton, England
- Kajaani University of Applied Sciences, Finland
- Mykolas Romeris University, Lithuania
- LJMU, England

Q6. How are grades evaluated at UNI?

Grades are based on comprehensive assessments of your achievements throughout the course. There are 2 to 4 assessments during the course, the most important being the Mid-Term Assessment and the Final Assessment. The final grade is the sum of the grades obtained in each assessment during the semester.

Q7. What is the minimum passing grade for a course?

The minimum passing grade for a course is 45% out of 100.

Q8. What should I do if I need to miss an assessment?

Inform your Student Coordinator and your professor in advance. An unjustified absence results in a fail grade. Make-up exams are available under certain conditions (mitigating circumstances).

Q9. How many exam periods are there at UNI?

January and June are the regular exam periods. April and September are organized as needed. Please check the academic calendar on our website for exact dates.

Q10. How do I register for exams?

Exam registration is done through UMS and can only be completed after you have met all financial obligations. Follow the procedure in the UMS user manual on the UNI website.

Q11. How long do I have to dispute a grade after it is posted in UMS?

You have five (5) working days from the date you receive your grade to raise your concern with the Academic Department and, if needed, submit a formal grade appeal (Section 2.3.3).

Q12. Who is eligible to take online exams?

All students registered under the status “online” or “distance learning” are eligible to take online exams.

Q13. Can I attend lectures only on Saturdays?

No. Lectures are held throughout the week according to the timetable. Please check the lecture timetable for details.

Q14. Can I take exams without registering for them?

No. You must register for exams to be eligible to take them.

Q15. Can I register for exams without completing my payments?

No. All payments must be settled before you can register for exams.

Q16. How can I transfer credits from another college to UNI?

To transfer credits, you need to:

- submit a formal request for the transfer of credits;
- provide an official transcript of grades from your previous institution;
- wait for the Transfer Credits Committee to review the transcript and decide which exams and courses are accepted.

Based on the evaluation, the committee decides the appropriate year of study for you at UNI and identifies any additional exams or courses you need to take.

Q17. What are the opportunities for professional internships during studies?

The internship program encourages students to gain professional learning experience beyond classroom lectures. Practical work is required for all UNI students within the “Career Orientation” course, where 4 credits are obtained after completing practical work in one of our partner companies, organizations or institutions. Depending on the field of study, a set number of practical work hours is also required.

Q18. Are there opportunities for professional training or seminars?

Yes. ASU offers a range of free training programs for all our students. Current training sessions include the Innovative Certificate, training on using AI and various masterclasses, which let students earn badges that strengthen their skills and credentials.

C. Student Services

Q19. What does the Student Services office do?

The Administration (Student Services) Office prepares transcripts, diplomas and certificates, answers phone calls and e-mails, helps with your questions and enters approved grades into UMS. See Section 3.1.

Q20. What health services are available to students?

The Health Support Center offers medical and psychological support, with a university nurse and psychologists available during the academic term.

Q21. What career services are available?

The Career and Wellbeing Center offers career counseling, resume writing help, interview preparation, job search strategies and networking opportunities.

Q22. Is there counseling or psychological support for students?

Yes. The Wellbeing Services provide counseling and psychological support, with psychologists at the Prishtina campuses, and comprehensive mental health support. To book a session or meeting with a psychologist, write to zyra.karrieres@universum-ks.org.

Q23. What are the library hours and how can I borrow books?

The library is open Monday to Friday, 08:30 – 17:00, and Saturday, 09:00 – 16:00. It is a place to borrow books and a learning space. To borrow a book, present your student ID and obtain confirmation from the librarian. The library staff are always ready to assist you.

Q24. Is transportation provided?

Yes. We provide free transportation every hour from the Flag Circle in Prishtina to the college and back.

D. Campus Life

Q25. How can I get involved in student organizations and clubs?

We have around 20 clubs covering a wide range of interests. You can join or start a club by visiting the Office of Activities or writing to njoftime@universum-ks.org.

Q26. What types of events and activities are organized at UNI?

We host guest lectures, workshops, institution visits, bootcamps, sports activities, cultural events, career fairs and more.

E. Policies and Procedures

Q27. What is the attendance policy at UNI?

Regular students are allowed up to 6 absences per course per semester under mitigating circumstances. If you miss 6 or more classes, you go directly to the re-sit exam in week 15. See Section 5.1.

Q28. What are the rules for revising grades?

First ask your professor or the Academic Department for clarification. If you are still dissatisfied, submit a formal appeal to the Academic Department within five (5) working days of receiving the grade. See Section 2.3.3 and the Grade Appeal Form in Appendix A.

Q29. What is the Code of Conduct at UNI?

The Code of Conduct outlines expected behavior and responsibilities, covering academic integrity, respect for others and adherence to college rules and regulations. See Section 5.9.

Q30. Is smoking allowed on campus?

No. Smoking, including e-cigarettes and vapes, is prohibited in all indoor and outdoor areas of the campuses. See Section 5.7.

F. Financial Information

Q31. How can I pay my tuition fees?

You can pay by bank transfer to the UNI accounts listed in Section 6.1, or at Vllësa payment points, including those on the Prishtina campuses.

Q32. Are scholarships and financial aid available?

Yes. We offer merit-based scholarships, need-based financial aid and the Paysera loan option to help you manage educational expenses. See Section 6.2.

G. Erasmus Mobility

Q33. What opportunities are available through the Erasmus Mobility program?

We offer study-abroad experiences at 221 partner universities, enriching your educational journey with international exposure.

Q34. How are credits from study programs abroad treated?

Credits from study programs abroad are fully recognized and transferred. During your Erasmus mobility you complete a semester at a partner university, and after you successfully complete your exams, all earned credits are approved and accepted by UNI. This means 100% of the ECTS credits are transferred, so you receive full academic credit for your studies abroad.

H. Contact Information

Q35. Who should I contact for academic or personal support?

Your Student Coordinator is your primary contact for guidance, support and resources. The names and e-mail addresses of all Student Coordinators are listed in Section 9.1, and the key offices in Section 9.2.

Appendix A. Grade Appeal Form

Submit this form to the Academic Department within **five (5) working days** of receiving your grade, together with your supporting evidence. Appeals submitted after the deadline are only accepted in exceptional circumstances, and any request to extend the deadline must be made before it expires. Information in your appeal is treated confidentially.

Full name	
Student ID	
Program and year of study	
Student Coordinator	
Course and professor	
Assessment appealed (mid-term, final, assignment, other)	
Grade received and date it was released	
Date of this appeal	

Grounds for appeal (tick one or both)

- ☐ **Mitigating circumstances** not previously reported (attach medical certificate or other documentation; if they were not reported at the time, explain why).
- ☐ **Procedural error** in the assessment process (for example a deviation from course regulations, a grading or administrative error, mitigating circumstances reported but not considered, or prejudice or bias).

Disagreement with the academic judgment of the professor or assessment committee is not a valid ground for appeal.

Explanation of the grounds for appeal (describe what happened and why the grade should be reviewed; for claims of bias, include a complete chronology of events and any specific remarks or behavior)

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Supporting documents attached (list each document)

Student signature:	Date:
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For office use

Date received	
Received by	
Decision of the Academic Department (merit / no merit)	
Outcome of the appeal and date communicated	

Full details: [Grade Appeal Policy and Procedures](#) in the Academic Policies and Procedures Handbook.