

# Student Handbook

2024 -25



## Table of contents

<b>1. Welcome to UNI - Universum International College (Powered by Arizona State University)</b> .....	<b>4</b>
1.1. Message from the VP for Academic Affairs .....	4
1.2. Mission and Values .....	5
1.3. About our partnership with Arizona State University .....	5
<b>2. Academic Information</b> .....	<b>7</b>
2.1. Programs and Degrees Offered .....	7
2.2. Double Degrees .....	8
2.3. Academic Calendar .....	8
2.3.1. Grading and Evaluation .....	9
2.3.2. Grading System.....	10
2.3.3. Rules for Revision of Grades .....	10
<b>3. Student Services</b> .....	<b>11</b>
3.1. Career and Wellbeing Center .....	11
3.1.1. Health Services .....	11
3.1.2. Career Services .....	11
3.1.3. Counseling and Psychological Services.....	12
3.2. Disability Support Services .....	12
<b>4. Campus Life</b> .....	<b>13</b>
4.1. Student Organizations and Clubs .....	13
4.2. Events and Activities.....	14
<b>5. Policies and Procedures</b> .....	<b>16</b>
5.1. Attendance Policy .....	16
For Regular Students: .....	16
5.1.1. Mitigation Circumstances Policy .....	16
5.2. Make up exams and resit exam policy .....	17
5.3. Academic Misconduct Policy.....	18
5.4. Academic Integrity Policy.....	18
5.5. Anti-Discrimination Policy .....	19

5.6. Smoke-Free Policy .....	19
<b>6. Financial Information.....</b>	<b>20</b>
6.1. Payment Rules .....	20
6.2. Scholarships and Financial Aid.....	21
6.2.1. Merit-Based Scholarships .....	21
6.2.2. Need-Based Financial Aid .....	21
<b>7. Erasmus Mobility.....</b>	<b>22</b>
7.1. Application Criteria .....	22
7.2. Students Benefits.....	22
7.3. Partner Universities within Erasmus+.....	22
7.4. Testimonials and Success Stories.....	23
<b>8. International Experience with Arizona State University .....</b>	<b>23</b>
8.1. Semester Exchanges at Partner Universities of Arizona State University.....	23
8.2. Summer University at Arizona State University .....	23
8.3. English Immersion at Arizona State University .....	24
8.4. How do students benefit?.....	24
<b>9. Contact information.....</b>	<b>25</b>
9.2. The role of the Student Coordinator .....	25
9.2.1. Contact Information for Student Coordinators .....	26
9.2.3. Key Contacts and Offices .....	26
<b>10. Final thoughts.....</b>	<b>27</b>
<b>11. FAQ.....</b>	<b>28</b>
A. General Information .....	28
B. Academic Information.....	29
C. Student Services .....	31
D. Campus Life .....	32
E. Policies and Procedures.....	32
F. Financial Information.....	32
G. Erasmus Mobility .....	32
H. Contact information.....	33

## 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 - Universum International College is known for the qualified academic background, research spaces and international experiences offered to students and academic staff.

The mission of UNI - Universum International 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, teaching excellence and applied research builds the bases for a strong and vigorous nation and region.

The Universum College mission is built upon the following 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, the largest public university in the US and no. #1 for Innovation, providing students with a world-class education.

In partnership with Arizona State University, UNI will set a new standard for World-class education, Dual Degrees, Access to the Arizona State University curriculum.

In partnership with Arizona State University, UNI will set a new standard for world-class education. This collaboration leverages the strengths and resources of both institutions to provide an unparalleled learning experience. Students at UNI benefit from the innovative educational practices and academic excellence that Arizona State University is renowned for. This ensures that UNI students receive an education that is not only comprehensive and rigorous but also infused with the latest advances in teaching and research.

The partnership also offers students the unique opportunity to pursue dual degrees. This means that UNI students can earn degrees from both UNI and Arizona State University, significantly enhancing their academic and professional credentials. Dual degrees provide a competitive edge in the job market, opening up a wider array of career opportunities globally. This dual-degree program underscores UNI's commitment to providing its students with the best possible education and career prospects.

Furthermore, students at UNI gain access to the extensive curriculum of Arizona State University. This access means that UNI students can take advantage of a wide range of courses, specialized programs, and academic resources that are part of Arizona State University's offerings. This integration allows for a richer, more diverse educational experience, enabling students to tailor their studies to their specific interests and career goals. Through this partnership, UNI ensures that its students are well-prepared to meet the challenges of the global workforce with a robust, versatile education.

### **Student experience with Arizona State University – ASU**

As part of our commitment to providing a world-class education, Arizona State University (ASU) is integrated into all student experiences and programs at UNI - Universum International College. This partnership offers a multitude of unique opportunities, including:

- **Innovation Course by Arizona State University:** 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 Language in 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 provided by ASU, allowing for flexible learning opportunities.
- **Online Courses by Thunderbird School of Global Management:** Expand your knowledge with online courses from the prestigious Thunderbird School of Global Management.

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

## 2. Academic Information

### 2.1. Programs and Degrees Offered

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

#### Study Programs

##### Bachelor Programs:

- BA in Interior Design
- BA in Nutrition and Fitness
- BA in Cosmetology
- BSc. in Biomedical Laboratory Science
- Professional BA in Dental Technician
- Professional BA in Dental Hygiene
- BSc. in Nursing
- BA in English with German
- BA in English Language
- BA in Fashion Design
- BA in Graphic Design
- Professional BA in Cyber Security
- BA in Business and Management
- Professional BA in Physiotherapy
- BSc. in Computer Science
- Professional BA in Digital Journalism
- BA in Law
- BA in Political Science

##### Master Programs:

- MA in Management
- MA in Data Science

## 2.2. Double Degrees

At UNI - Universum International College, we offer a variety of double degree programs in collaboration with esteemed international universities. These programs provide students with the unique opportunity to earn two degrees simultaneously, significantly enhancing their academic and professional prospects.

Double Programs Offered:

- Bachelor and Master Degrees with Arizona State University (ASU): All fields
- Double Degree with Ludwigshafen University of Applied Sciences – Germany:
  - BA Business and Management, MBA Business Administration
- Double Degree with University of Northampton – England:
  - BA Graphic Design, BA Fashion Design, BA Business and Management, MBA Business Administration, MA Business Management
- Double Degree with Kajaani University of Applied Sciences – Finland:
  - BA Business and Management
- Double Degree with Mykolas Romeris University – Lithuania:
  - BA English Language

For more detailed information regarding each dual degree program, please contact your respective student coordinator or visit our Dual Degrees page on the website: <https://universum-ks.org/diplome-e-dyfishte-nderkombetare/>.

## 2.3. Academic Calendar

Our academic calendar is designed to provide you with a clear and organized timeline of important dates and events throughout the academic year. This calendar includes key dates for the start and end of semesters, holidays, examination schedules, and other essential academic activities. It serves as a valuable resource to help you plan your studies, manage your time effectively, and stay informed about important deadlines.

Below, you will find the detailed academic calendar for the upcoming year. We encourage you to refer to this calendar regularly and mark significant dates in your personal planner. Staying informed and proactive about these dates will help ensure a smooth and successful academic journey.

Please find the detailed academic calendar for the academic year 2024 – 25 here: <https://universum-ks.org/kalendari-akademik/>.



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### 2.3.1. Grading and Evaluation

The grading of students is structured to take place over a 13-week lecturing semester. During this period, students have the opportunity to accumulate 100% of their grade through various assessments and activities.

Summative and formative assessments timeline:

- The Mid-Term Assessment will be held in Week 6 or 7, and the Final Assessment in Week 13, which also completes the cumulative assessment process. Mid Term Assessment will evaluate the subjects covered during the first 5 weeks of class while Final Assessment will evaluate the subjects covered between week 6 and week 12 of class.
- Throughout the 13-week semester, various formative assessment methods will be used to engage students and contribute to their final grades. These assessments will be integrated into the learning process, allowing students to track their progress and understand their standing in the course.

### 2.3.2. Grading System

The following evaluation table outlines the grading system based on the points achieved by students during the course. Each grade corresponds to a specific range of percentages that reflect the level of performance, helping to provide a clear understanding of students' achievements:

<b>Evaluation rate</b>	<b>Grade description</b>	<b>Grading points</b>
90% - 100%	Excellent	or
80%– 89%	Very good	B
70%-79%	you 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 students' performance. It helps students understand how their efforts translate into grades, guiding them in their academic progression.

### 2.3.3. Rules for Revision of Grades

At UNI - Universum International College, grades are determined through transparent and rigorous assessments aligned with course learning outcomes. If students have concerns about their grades, they are encouraged to first seek clarification from their professor. If still unsatisfied, students may file a formal appeal within five (5) working days of the grade's release. Valid grounds for appeal include mitigating circumstances or procedural errors, while disagreements with academic judgment are not considered valid.

The appeal process involves a formal review by the Academic Department and may lead to an investigation by an Appeals Board if necessary. The decision made by the Board is final. For more details, refer to the Academic Policies and Procedures Handbook.

### **3. Student Services**

#### **3.1. Career and Wellbeing Center**

At UNI - Universum International College, we have a dedicated Career and Wellbeing Center to support the well-being and professional development of our students, faculty, and staff. Our team, which includes career consultants, a university nurse, and two psychologists, is available from 8:30 AM to 5:00 PM, Monday to Friday, during the academic term.

The Career and Wellbeing Center is divided into two main services: Career Services and Wellbeing Services.

##### **3.1.1. Health Services**

At UNI - Universum International College, we have a dedicated Health Support Center (HSC) to support the well-being of our students, faculty, and staff. Our team includes a university nurse and two psychologists who are available from 8:30 AM to 5:00 PM, Monday to Friday, during the academic term. The HSC is committed to helping our community lead healthy university lives and develop the skills necessary to self-manage their physical and mental health.

The Health Support Center offers a range of services to address various health-related needs. Whether it's providing medical care, offering psychological support, or organizing health promotion activities, the HSC ensures that all members of the UNI community have access to the resources they need to maintain their well-being. Through personalized consultations, educational workshops, and preventive care initiatives, the HSC aims to foster a holistic approach to health, empowering students, faculty, and staff to thrive both personally and academically.

##### **3.1.2. Career Services**

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

- Identify career goals and aspirations.
- Develop a strategic plan for achieving professional objectives.

- Gain insights into various career paths and industries.
- Receive assistance 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 students navigate their professional journey and achieve their career aspirations.

Remember, the Career and Wellbeing Center is here to support you. If you need assistance or have any questions, don't hesitate to contact us at: [zyra.karrieres@universum-ks.org](mailto:zyra.karrieres@universum-ks.org).

### 3.1.3. Counseling and Psychological Services

To promote the mental health and well-being of our students, the Wellbeing Services offer a range of psycho-social activities and free counseling. These services aim to assist students with any issues that may impact their academic success or personal well-being. Our services 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 assist students in overcoming everyday obstacles and increasing their potential to thrive both in and out of college life.

## 3.2. Disability Support Services

At UNI - Universum International 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 UNI - Universum International 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.

## **4. Campus Life**

### **4.1. Student Organizations and Clubs**

At UNI - Universum International College, we believe that student organizations and clubs play a vital role in enhancing the overall student experience. Our campus is home to around 50 clubs that offer diverse opportunities for students to engage, learn, and grow outside the classroom. These clubs provide a platform for students to pursue their interests, develop new skills, and connect with like-minded peers, all while making their university experience more enriching and enjoyable.

Participating in student clubs is a great way to balance academic life with extracurricular activities, fostering a sense of community and belonging. Some of the most active clubs at UNI include:

- **Charity Club:**Engage in meaningful activities that give back to the community, organize fundraisers, and participate in volunteer work.

- **Political Science and Law Club:** Explore the world of 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 advancements, participate 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 practices.
- **Erasmus Club:** Connect with international students, learn about different cultures, and participate 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, promoting a healthy and balanced lifestyle.

These are just a few examples of the vibrant and dynamic clubs available at UNI - Universum International College. Whether you are interested in social causes, professional development, or recreational activities, there is a club for you.

To join a club or start your own, visit the Office of Activities or contact us at [announcements@universum-ks.org](mailto:announcements@universum-ks.org). We encourage all students to get involved and make the most of their time at UNI by participating in our diverse range of student organizations and clubs.

## 4.2. Events and Activities

At UNI - Universum International College, we pride ourselves on being a dynamic institution where there's always something exciting happening. Our diverse range of events and activities are designed to enrich your academic experience, promote personal growth, and build a vibrant campus community.

- **Guest Lectures and Workshops**
- We host frequent guest lectures and workshops featuring experts from various fields to provide valuable insights, industry knowledge, and networking opportunities.
- **Institution Visits and Field Trips**
- We organize visits to institutions and organizations related to your courses, offering practical exposure and a deeper understanding of your studies.

- **Bootcamps and Hackathons**
  - Our bootcamps and hackathons focus on technology, entrepreneurship, and innovation, encouraging creative problem-solving and teamwork.
- **Sports Activities and Tournaments**
  - We offer a variety of sports activities and tournaments, including traditional sports and e-sports, promoting fitness, teamwork, and friendly competition.
- **Cultural and Social Events**
  - Celebrate diversity through cultural festivals, themed parties, and social gatherings that foster community and inclusiveness.
- **Career and Job Fairs**
  - Participate in career and job fairs designed to connect students with potential employers, providing opportunities to network and explore career options.
- **Industry-Related Activities**
  - Engage in activities that help you relate to the industry, such as company visits, internships, and collaborative projects with industry partners.
- **International Week**
  - Experience global perspectives during International Week, where we celebrate cultural diversity and international collaboration through various events and activities.
- **Career Development Activities**
  - Take advantage of career fairs, networking events, and skill-building workshops designed to enhance your employability and professional growth.

At UNI, we ensure that every student has ample opportunities to get involved, learn, and have fun. Stay updated on upcoming events through our event calendar and official communication channels. Join us and make the most of your time at UNI!

## 5. Policies and Procedures

At UNI - Universum International College, we have established a set of policies and procedures to ensure a safe, respectful, and productive environment for all students. While this handbook provides a brief overview of these policies, detailed information can be found on our official website.

### 5.1. Attendance Policy

#### For Regular Students:

- **Allowed Absences:** You are allowed up to 6 absences per semester under clear mitigating circumstances.
- **Grade Cap:** If you miss 6 or more classes during the 13-week period, your grade will be capped at a maximum of 8. This cap also applies during the January and April resit exams.
- **Awareness:** Professors will ensure that 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.
- **Resume Exams:** You can directly attend the resit exam period and achieve a maximum grade of 100%.
- **Assessment Option:** You may also attend assessments during the semester if you choose.

Full details of this policy can be found in the Academic Policies and Procedures Handbook. Be sure to review the handbook for further information.

#### 5.1.1. Mitigation Circumstances Policy

We understand that unforeseen circumstances can impact a student's ability to attend classes. The mitigating circumstances policy outlines the cases in which absences are allowed and when students can access make-up exams.



### **Allowed Absences Under Mitigating Circumstances:**

- **Medical Reasons:** Absences due to illness or medical appointments, supported by appropriate documentation.
- **Family Emergencies:** Absences due to serious family emergencies, such as the death or serious illness of a family member.
- **Legal Obligations:** Absences required by legal obligations, such as court appearances or mandatory government appointments.
- **University-Approved Activities:** Participation in university-sanctioned activities, such as conferences, competitions, or other academic-related events.

For more detailed information on the Mitigating Circumstances Policy, please refer to the Academic Policies and Procedures Handbook available on the UNI website.

## **5.2. Make up exams and resit exam policy**

### **Make-Up Exams**

Make-up exams are designed for students who miss a scheduled exam due to valid and documented reasons, as outlined in the Mitigating Circumstances Policy.

#### **Eligibility:**

- Students are allowed to take a make-up exam only if their absence from the original exam meets the criteria specified in the Mitigating Circumstances Policy.

#### **Scheduling and Conditions:**

- The make-up exam will be scheduled by the Academic Department.
- Students must coordinate with the Academic Department and adhere to deadlines or requirements set by the department.

### **Re-Sit Exams**

Re-sit exams provide an opportunity for students to improve their final grade by demonstrating a comprehensive understanding of the course content.

**Eligibility:**

- Re-sit exams are available to students who have either received a final grade of '5' or have passed the exam but are not satisfied with their grade.

**Organization and Registration:**

- Re-sit exam sessions are organized periodically by the Academic Department.
- Students must complete a registration form via the student information system (DMIS) and register before the given deadline.
- A re-sit exam fee is required.

**Additional Fees:**

- A fee applies for each re-sit exam, and payment must be made according to the Academic Department's deadlines and procedures.

**Final Note:** For more detailed guidelines and procedures, refer to the Academic Policies and Procedures Handbook.

### **5.3. Academic Misconduct Policy**

UNI - Universum International College 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 outlines the procedures for addressing student misconduct, including academic dishonesty and behavioral violations, and the sanctions that may be imposed as a result.

For more detailed information on the Academic Misconduct Policy, please refer to the Academic Policies and Procedures Handbook available on the UNI website.

### **5.4. Academic Integrity Policy**

Honesty and self-discipline are foundational aspects of learning and are essential values in the academic community. UNI - Universum International College adheres to strict standards of academic integrity, and all students must uphold these standards. Academic dishonesty includes,

but is not limited to, plagiarism, ghostwriting, impersonation, alteration of grades, and other forms of cheating. Such acts are considered academic misconduct and warrant disciplinary action. Some related cases, such as the attempted theft of academic records or exams, may incur additional disciplinary sanctions.

For more detailed information on Academic Integrity Policy, please refer to the Academic Policies and Procedures Handbook available on the UNI website.

### **5.5. Anti-Discrimination Policy**

We are committed to providing an inclusive and equitable environment for all students. Our Anti-Discrimination Policy outlines our stance against discrimination based on race, gender, disability, religion, or any other characteristic. It details the steps to take if a student experiences or witnesses discrimination.

For more detailed information on the Anti-Discrimination Policy, please refer to the Academic Policies and Procedures Handbook available on the UNI website.

### **5.6. Smoke-Free Policy**

To promote a healthy and clean campus environment, UNI has implemented a Smoke-Free Policy. Smoking is prohibited in all campus buildings, facilities, and outdoor areas. This policy aims to protect the health and well-being of our students, faculty, and staff.

For more detailed information on the Smoke Free Anti-Discrimination Policy, please refer to the Academic Policies and Procedures Handbook available on the UNI website.

## 6. Financial Information

### 6.1. Payment Rules

Payments must be made in accordance with the contract and must be adhered to with precision. You are welcome to make payments through a bank using one of the following bank accounts:

#### **Raiffeisen Bank Kosovo**

Account Holder: N.SH. UNIVERSUM COLLEGE

Account Number: 1501001007655720

#### **TEB Bank**

Account Holder: UNIVERSUM COLLEGE LTD

Account Number: 20-11-0001918109-44

#### **BKT Bank**

Account Holder: SSC KOLEGJI UNIVERSUM-PRISTINE

Account Number: 1971294605031193

### **Alternative Payment Method:**

We also offer the convenience of making payments at the Vllesa payment points located within the Lipjan and Ferizaj campuses. Additionally, payments can be made at any Vllesa location throughout Kosovo.

To find a VllesaPagesa point in your city, please visit the website: [www.vllesapagesa.com](http://www.vllesapagesa.com), or contact them at +383 45 707 172.

### **DMIS Activation Procedures**

Once you have completed your payment at the bank, please be informed that your system will be activated within 48 hours. This time frame is necessary to receive the report from the bank, record it in our financial system, and then automatically activate DMIS every 12 hours.

For any further information regarding financial matters, please do not hesitate to contact us at our official email: [finance@universum-ks.org](mailto:finance@universum-ks.org), or call us at +383 44 777 931.

## **6.2. Scholarships and Financial Aid**

At UNI - Universum International College, we are dedicated 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.

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 specific scholarship criteria. We 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.

### **6.2.1. 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 UNI - Universum International College.

### **6.2.2. 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.

## 7. Erasmus Mobility

At UNI - Universum International College, we believe in the transformative power of studying abroad. Our Erasmus Mobility program is designed to provide students with life-changing experiences, allowing them to immerse themselves in new cultures, gain international experience, and expand their academic horizons.

With 1,659 students already benefiting from our Erasmus Mobility program, you can trust the quality and scope of the opportunities we offer. We partner with 221 universities across Europe, providing a wide range of options to suit your interests and academic goals.

All UNI - Universum International College students are eligible to apply for the Erasmus Mobility program.

### 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
- Minimum average grade of 7.5
- English proficiency at B1/B2 level

### 7.2. Students Benefits

- Free tuition at the host university (students continue to pay the tuition fee at UNI)
- Students will receive a monthly grant ranging from 800 to 900 euros
- One-time travel allowance of 275-360 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 and the various opportunities available, please visit our Erasmus Mobility webpage:

<https://universum-ks.org/en/bursa-nderkombetare/>

### 7.3. Partner Universities within Erasmus+

Our Erasmus program includes a diverse array of partner universities across Europe, offering programs in various fields of study. Check the updated list of university partners here: <https://universum-ks.org/en/universitetet-partnere/>

## 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 Arizona State University, UNI students can study at one of ASU's partner universities for one or two semesters. This program provides a transformative experience, exposing students to new cultures and countries, especially outside Europe.

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

### 8.2. Summer University at Arizona State University

UNI - Universum International College, powered by Arizona State University, offers students the chance to experience life at the most innovative university in the USA. During a one-week stay, students participate in seminars on innovative thinking, entrepreneurship, and sustainability, visit top natural and historical attractions, and engage in cultural activities. Students work in small groups on projects, presenting their work to experts at the end of the program.

**Student Benefits:**

- Certificate of participation
- Experience American student life

- Build associations 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 about the Summer University, please visit: [ASU Summer Experience](#)

### **8.3. English Immersion at Arizona State University**

UNI - Universum International College, powered by Arizona State University, offers English language teaching directly at Arizona State University in the USA. Regardless of your English language level, apply for this program and learn English on campus in the US or online with Arizona State University professors.

Students start by taking a test to determine their starting level in English. The program consists of six levels, each taking eight weeks to complete. Short-term four-week options are also available. Upon successfully completing the highest level with a grade of B- (80%) or higher, students receive a certificate meeting the English language requirement for admission to Arizona State University.

### **8.4. How do students benefit?**

- Learn English directly at Arizona State University in Tempe, Arizona, or online from anywhere in the world.
- Gain access to one of the world's most renowned and innovative English programs.
- No TOEFL required; the program serves as 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 about the English Language Program, please visit: [ASU English Language Program](#)



## 9. Contact information

### 9.2. The role of the Student Coordinator

The Student Coordinator plays a pivotal role in ensuring a smooth and successful journey for students at UNI - Universum International College. They serve as the primary point of contact for students, offering guidance, support, and resources throughout their academic experience.

Here are some key responsibilities and functions of the Student Coordinator:

- **Guidance and Advising:**The Student Coordinator provides academic and personal advising, helping students navigate their courses, understand degree requirements, and make informed decisions about their educational paths.
- **Resource Connection:** They connect students with necessary resources, such as tutoring services, library access, and extracurricular activities, ensuring that students have the support they need to succeed.
- **Problem Solving:**Student Coordinators assist in resolving any issues or concerns that may arise, whether academic or personal, by providing appropriate referrals or solutions.
- **Communication:**They act as a liaison between students and the faculty, administration, and other college services, ensuring clear and effective communication.
- **Support Services:**Coordinators offer emotional and psychological support, directing students to well-being services when needed.
- **Event Coordination:**They help organize and promote events, workshops, and activities that enhance the student experience and foster a sense of community.
- **Feedback and Improvement:**Student Coordinators collect and relay student feedback to the administration to improve college policies and student services.

For any concerns or assistance regarding your journey at UNI - Universum International College, please reach out to your respective Student Coordinator.

### 9.2.1. Contact Information for Student Coordinators

- **School of Health Sciences:**
  - Prishtina Campus: Fatbardha Shehu ([fatbardha.shehu@universum-ks.org](mailto:fatbardha.shehu@universum-ks.org))
  - Ferizaj Campus: Melihate Sahiti ([melihate.sahiti@universum-ks.org](mailto:melihate.sahiti@universum-ks.org))
- **School of Business, Technology, and Design:**
  - Prishtina Campus: Fisnik Xhema ([fisnik.xhema@universum-ks.org](mailto:fisnik.xhema@universum-ks.org))
  - Ferizaj Campus: Elisa Hajrullahu ([elisa.hajrullahu@universum-ks.org](mailto:elisa.hajrullahu@universum-ks.org))
- **School of Global Studies and Societies:**
  - Prishtina Campus: Leonora Mucaj ([leonora.mucaj@universum-ks.org](mailto:leonora.mucaj@universum-ks.org))
  - Ferizaj Campus:
    - Lendrita Hasani: ([lendrita.hasani@universum-ks.org](mailto:lendrita.hasani@universum-ks.org))

For any additional questions or to schedule a meeting with your coordinator, please use the provided contact information.

### 9.2.3. Key Contacts and Offices

For any inquiries or assistance, students can reach out to the following key contacts and offices:

- **Administration Office (Prishtina Campus)**  
Email: [administratapr@universum-ks.org](mailto:administratapr@universum-ks.org)  
If students have any questions or are unsure where to go, they should contact this email for support.
- **Administration Office (Ferizaj Campus)**  
Email: [administratafr@universum-ks.org](mailto:administratafr@universum-ks.org)  
If students have any questions or are unsure where to go, they should contact this email for support.
- **Administration Office (Gjakova Campus)**  
Email: [administratagjk@universum-ks.org](mailto:administratagjk@universum-ks.org)  
If students have any questions or are unsure where to go, they should contact this email for support.
- **Career and Wellbeing Center**  
Email: [zyra.karrieres@universum-ks.org](mailto:zyra.karrieres@universum-ks.org)  
For career advice, internships counseling services, and well-being support.

- **Quality Assurance Office**  
Email: [zyra.cilesise@universum-ks.org](mailto:zyra.cilesise@universum-ks.org)  
For matters related to academic quality and program standards.

## 10. 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 at UNI - Universum International College, 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 tapestry of experiences our campus offers. With access to a world-class education through our partnership with Arizona State University, your future is bright. We are excited to be part of your journey, providing you with the tools and support needed to achieve your goals.

Thank you for allowing UNI - Universum International 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!

## 11.FAQ

### A. General Information

**1. Q: What is UNI - Universum International College's mission?**

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

**2. Q: How is UNI - Universum International College associated with Arizona State University?**

**A:**The strategic partnership (since March 2023) between Arizona State University (ASU) and Universum International College (UNI) presents a significant advancement for Universum's academic and operational development. This collaboration has enhanced Universum's curriculum, research capabilities, and global network access.

Through this partnership, Universum International College is adopting advanced managerial practices and quality assurance measures aligned with international standards, ensuring our commitment to offering high-quality education. Our academic offerings are being enriched by integrating ASU's innovative teaching methodologies and cutting-edge curriculum design. This alliance allows students to graduate with a diploma 'Powered by ASU,' symbolizing the melding of our robust local expertise with ASU's global academic excellence. Additionally, students enrolled in articulated academic programs have the opportunity to transfer to ASU for a portion of their studies, enabling them to obtain a double degree. This aspect of the partnership not only broadens the academic horizon for our students but also strengthens their global competencies and employability.

**3. Q: Is the institution accredited?**

**A:** Yes, UNI - Universum International College is accredited by the Kosovo Accreditation Agency and has received high ratings from international accreditation experts.

**4. Q: Is the diploma recognized both domestically and internationally?**

**A:**Yes, the diploma issued by UNI is recognized both domestically and internationally, thanks to our international partnerships with prestigious universities and also a diploma powered by ASU - Arizona State University is recognized worldwide.

## **B. Academic Information**

### **5. Q: What programs and degrees are offered at UNI?**

**A:**UNI offers a variety of Bachelor and Master programs, including dual degrees with esteemed international universities such as:

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

### **6. Q: How are grades evaluated at UNI?**

**A:**Grades are based on comprehensive assessments of a student's achievements throughout the course. There are different types of assessments that will take place during the course, 2 to 4, being the most important the Mid Term Assessment and the Final Assessment. The final grade is a sum of the grades obtained in each assessment during the semester.

### **7. Q: What is the minimum passing grade for a course?**

**A:**The minimum passing grade for a course is 51% out of 100.

### **8. Q: What should I do if I need to miss an assessment?**

**A:**Inform your Student Coordinator and instructor in advance. Unjustified absences result in a fail grade. Make-up exams are available under certain conditions (mitigating circumstances).

### **9. Q: How many exam periods are there at UNI?**

**A:**UNI organizes several exam periods throughout the academic year: January and June are regular exam periods, while April and September are organized as exam periods as needed. Please refer to the academic calendar posted on our website for exact dates.

### **10. Q: How do I register for exams?**

**A:** Exam registration is done through the DMIS system. Registration can only be completed after fulfilling all financial obligations. Please follow the procedure outlined in the DMIS user manual that is posted on UNI's webpage.

**11. Q: How long do I have to reject a grade after it is posted in DMIS?**

A: You have the right to reject a grade within one week from the date it is posted in DMIS.

**12. Q: Who is eligible to take online exams?**

A: All students who are registered under the status of "online" or "distance learning" are eligible to take online exams.

**13. Q: Can I attend lectures only on Saturdays?**

A: No, lectures are conducted throughout the week according to the scheduled timetable. Please check the lecture timetable for specific details.

**14. Q: Can I take exams without registering for them?**

A: No, you must register for exams in order to be eligible to take them.

**15. Q: Can I register for exams without completing my payments?**

or: No, all payments must be settled before you can register for exams.

**16. Q: Is transportation provided?**

or: You don't need to worry about how to get to the campus. We provide free transportation every hour from the Flag Circle in Prishtina to the college and vice versa.

**17. Q: How can I transfer credits from another college to UNI Universum International College?**

A: To transfer credits from another college to UNI Universum International College, students need to follow these steps:

1. Submit a formal request for the transfer of credits.
2. Provide an official transcript of grades from the previous institution.
3. The Transfer Credits Committee will review the submitted transcript to determine which exams and courses can be accepted and transferred to our institution.

Based on the transcript evaluation, the committee will decide on the appropriate year of study for the student at UNI Universum International College and identify any additional exams or courses that the student needs to take.

**18. Q: What are the opportunities for professional internships during studies?**

**A:**The internship program was developed to enable and encourage students to engage in a professional learning experience beyond classroom lectures. Carrying out practical work is necessary for all students of Universum International College, within the "Career Orientation" course, where 4 credits are obtained after completing the practical work in one of the partner companies, organizations or institutions. Depending on the direction of studies, the students have also determined the necessary hours for practical work.

**19. Q: Are there any opportunities to participate in professional training or seminars?**

**A:**Yes, there are numerous opportunities to participate in professional training and seminars. ASU offers a range of free training programs for all our students. Currently, we have ongoing training sessions that include the Innovative Certificate, training on using AI, and various masterclasses. These masterclasses provide students with the opportunity to earn badges, enhancing their skills and credentials in different areas.

**C. Student Services**

**20. Q: What health services are available to students?**

**A:**Our Health Support Center offers medical and psychological support with a university nurse and psychologists available during the academic term.

**21. Q: What career services are available?**

**A:**The Career and Wellbeing Center provides career counseling, resume writing assistance, interview preparation, job search strategies, and networking opportunities.

**22. Q: Are there counseling centers or psychological support for students?**

**A:**Yes, we have a Wellbeing Center that provides counseling and psychological support for students. This center includes consultations with our psychologists at both the Prishtina and Ferizaj campuses. Our services also encompass comprehensive mental health support. Students can easily book a session or meeting with a psychologist by emailing [zyra.karrieres@universum-ks.org](mailto:zyra.karrieres@universum-ks.org) .

**23. Q: What are the library hours and how can I borrow books?**

**A:** The library is open from Monday to Saturday, 8:00 AM to 5:30 PM. It serves not only as a resource for borrowing books but also as a learning space for students. To borrow books, simply present your student ID and obtain confirmation from our librarian. The library staff is always ready to assist you with any needs you may have during your visit.

## D. Campus Life

### 24. Q: How can I get involved in student organizations and clubs?

**or:** We have around 50 clubs covering various interests. You can join or start a club by visiting the Office of Activities or contacting [announcements@universum-ks.org](mailto:announcements@universum-ks.org).

### 25. Q: What types of events and activities are organized at UNI?

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

## E. Policies and Procedures

### 26. Q: What is the attendance policy at UNI?

**A:**Students are allowed up to 4 absences per course per semester. Exceeding this limit will lead to grade reductions.

### 27. Q: What are the rules for revising grades?

**A:**You can request a grade re-evaluation within 24 hours after the results are announced. A commission will reassess your grade.

### 30. Q: What is the Code of Conduct at UNI?

**A:**The Code of Conduct outlines expected behaviors and responsibilities, covering academic integrity, respect for others, and adherence to college rules and regulations.

## F. Financial Information

### 28. Q: How can I pay my tuition fees?

**or:** Payments can be made via bank transfer to specific accounts or at VVlesa payment points on campus. Details are provided in the Payment Rules section.

### 29. Q: Are there scholarships and financial aid available?

**A:**Yes, we offer merit-based scholarships, need-based financial aid, and the Paysera loan option to help manage educational expenses.

## G. Erasmus Mobility

### 30. Q: What opportunities are available through the Erasmus Mobility program?



**A:**We offer study abroad experiences at over 221 partner universities worldwide, enriching your educational journey with international exposure.

**31. Q: How are credits from study programs abroad treated?**

**A:**Credits from study programs abroad are fully recognized and transferred by our institution. During their Erasmus mobility, students complete a semester at a partner university. Upon successful completion of their exams, all earned credits are approved and accepted by our institution. This means that 100% of the ECTS credits are transferred seamlessly, ensuring that students receive full academic credit for their studies abroad.

## H. Contact information

**32. Q: Who should I contact for academic or personal support?**

**A:**Your Student Coordinator is your primary contact for guidance, support, and resources. Contact details for student coordinators:

- **School of Health Sciences:**
  - Prishtina Campus: Fatbardha Shehu ([fatbardha.shehu@universum-ks.org](mailto:fatbardha.shehu@universum-ks.org))
  - Ferizaj Campus: Melihate Sahiti ([melihate.sahiti@universum-ks.org](mailto:melihate.sahiti@universum-ks.org))
- **School of Business, Technology, and Design:**
  - Prishtina Campus: Fisnik Xhema ([fisnik.xhema@universum-ks.org](mailto:fisnik.xhema@universum-ks.org))
  - Ferizaj Campus: Elisa Hajrullahu ([elisa.hajrullahu@universum-ks.org](mailto:elisa.hajrullahu@universum-ks.org))
- **School of Global Studies and Societies:**
  - Prishtina Campus: Leonora Mucaj ([leonora.mucaj@universum-ks.org](mailto:leonora.mucaj@universum-ks.org))
  - Ferizaj Campus:
    - Njomza Osmani:[njomza.osmani@universum-ks.org](mailto:njomza.osmani@universum-ks.org)
    - Arbnora Bytyqi:[arbnora.bytyqi@universum-ks.org](mailto:arbnora.bytyqi@universum-ks.org)