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KOSOVO

CASE STUDY

Improving Student Services

USAID program makes enrolling in college easier



Photo: World Learning/Alerdita Mekuli

University of Prishtina students Fatmir Halili and Islam Pepaj looking at the university's new web site

“The University of Prishtina’s new web site makes it much easier for students to register for the semester – I can now find whatever I need online, rather than having to go to my faculty in person and wait in line,” said Fatmir Halili, an electrical engineering student at the university.

Telling Our Story
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Challenge

The University of Prishtina is Kosovo’s only public university; it serves the higher-education needs of more than 30,000 students. Although the university has made significant progress in meeting the requirements of the Bologna Process (the European university system), student record keeping is still paper-based, meaning that students must come to the university a minimum of nine times to register for the semester. Each of these visits involves waiting in long lines to submit or collect forms and paperwork or to learn of registration-specific information.

Initiative

Through the USAID-funded Performance Improvement and Digitalization project at the University of Prishtina, the university has launched a campaign to better inform students about the admissions, semester registration and exam registration processes. The project included completely redesigning the university’s web site to make it student-focused. The new site provides students with the information and forms they need to complete admissions, semester registration and exam registration processes.

Results

As a result of this initiative, University of Prishtina students can learn about and complete admissions, semester registration and exam registration processes in less time and with fewer required visits to the university. As Fatmir Halili, a fourth year electrical engineering student at the University of Prishtina puts it: “The university’s new site provides the key information that students need concerning their faculty, field of study and registration. The new site makes it much easier to register for the semester – I can now find whatever I need online, rather than having to go to my faculty in person and wait in line.”