

TECH4 POLICY

PROJECT GUIDELINE

Youth-Designed Digital Solutions
to Promote Democratic Engagement
and Support Evidence Based Policy-Making



This publication has been produced with the assistance of the European Union. The contents of this publication are the sole responsibility of the partners of the project and do not to reflect the views of the European Union.

OPEN DATA KOSOVO

Open Data Kosovo is a nonprofit organization that believes in using civic-tech and digital humanitarianism to open government. This initiative promotes the idea that governance data should be made freely available for everyone to use and republished as they wish, without restrictions from copyright, patents or other mechanisms of control.

Open Data Kosovo contributes to the development of a local and vibrant tech scene. By working as a lab that provides mentorship and training programs, we engage local software developers and help build a community around the use of nascent and enabling technologies to develop apps for social good with Kosovo's open data.

We invite digital actors, local and abroad to contact us and become active partners of Open Data Kosovo to successfully develop its own open data platform all while building a vibrant tech scene.

GIRLS CODING KOSOVA

Girls Coding Kosova's mission is to encourage women to reach their full academic and professional potential in technical fields. Its network spans across all municipalities in Kosovo and includes over eight hundred (800) active young members aged between fifteen (15) and twenty-five (25). GCK is constantly working on bringing events to the young and enthusiasts girls of Kosovo to encourage them to code, launch companies or work as developers in other exciting startups in the country.

Our objective is important because technology is becoming an essential part of our daily lives. There are many fields related to technology; internet, smartphones, social media. Considering the importance of technology and the current situation in Kosovo, where there is an obvious lack of women actively working in the technology industry, especially in programming, we consider this initiative to be important in changing the current situation.

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INTRODUCTION

to the project

TECH4POLICY was a EU-funded project implemented in Kosovo that uses community-driven digital product development to bridge the gap between local governments and youths, transporting the latter from a state of disengagement to that of active citizenry. Specifically, it empowered young citizens to design digital solutions to governance and democratization challenges in Kosovo's municipalities.

The focus on digital work is intentional as the project also aimed to tackle youth unemployment by imparting participants with digital product development skills that are highly sought after in the high-potential ICT sector. Tech4Policy had a gendered mission focused on women as the primary beneficiaries, thus resulting in engaging 250 young women participants from all around Kosovo.



2
years



4
solutions



250
young girls



10
municipalities

Rather than focusing on negative narratives of social problems and local government resource constraints, the project framed these realities as opportunities. Specifically, it created a space for youth engagement in problem-solving activities alongside local government actors.

This document serves as a guideline developed by **Open Data Kosovo** and **Girls Coding Kosova** so that the successes of the Tech4Policy project may be replicated elsewhere. The lessons learned from the Tech4Policy experience have resulted in a methodology centered around five activities which are presented in this guideline.

DESCRIPTION

of actors

LOCAL GOVERNMENT OFFICIALS: In order to obtain buy-in from local governments, the project must explore problems that are prioritized by these actors. This is of particular importance when the resulting digital products will have reached a level of maturity in which institutionalization is sought after. Consultation with these actors typically result in uncovering issues that they are passionate about but lack the budget and digital know-how to put forth and implement a solution.

CIVIL SOCIETY ORGANIZATIONS: Issues and problems gathered through consultation with local government officials may not have their priorities aligned with that of civil society or they simply require a more thorough definition of their requirements and outcomes. CSO feedback is essential to not losing focus on issues that will present the greater positive impact on citizens. Consultation with CSOs will allow thorough prioritization of issues that already have buy-in from local government officials all while formalizing their requirements.

TECHNICAL LEAD: It is crucial to not lose sight of digital-product implementers being young participants who, more often than not, have yet to enter the job market. As such, digital experts such as tech community leaders, mentors, and workshop trainers are needed to evaluate what is feasible for the participating young citizens to implement and deliver. The bulk of the work is to be done by the participating young citizens however, technical leads are required on a part time basis to assist and aid in instilling best practices in digital product development as well as technical training.

YOUNG CODERS: Once issues have been identified and thoroughly defined, they become opportunities for young coders to problem-solve. Series of training sessions, workshops, as well as a selection process leading to micro-grants serve as the mechanisms that will support them into delivering their winning proposed solution. These actors are typically high school students or students enrolled in or newly graduated from university STEM programmes.

5 ACTIVITIES



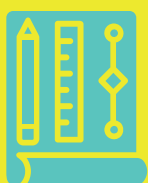
LOCAL GOVERNMENT WORKING SESSIONS



COMMUNITY CONSULTATIONS



DIGITAL PROBLEM SOLVING WORKSHOPS



PROTOTYPING



INCUBATION



LOCAL GOVERNMENT WORKING SESSIONS

It is important to work with officials to identify gaps in local governance that can be addressed by youth engagement in digital product development. The focus on local governments stems from their usually more pronounced lack of resources than that of central government which results in a more active interest and participation in a project that would assist them in problem-solving governance issues.

ACTORS

- Local Government Officials
- Technical Leads

OBJECTIVES

- Raise awareness on the existence of the project and the opportunity it presents for local government officials.
- Gather thematic insights on areas of concern for the local government.
- Memorandum of understanding committing to enabling youth empowerment and social enterprises.

PROCESS

1

Meet with local government officials such as mayors or deputy mayors to discuss the project.

2

Create partnerships with the most enthusiastic officials and document governance issues and challenges that concern them the most.

3

Get representatives from the local government officials continuously involved. For instance, have them help identify local grassroots communities and CSOs that can be relevant to the scope of the project and the thematic problems identified.

4

Organize workshops and presentations on the topic of civic-tech that are customized with respect to the government official partners' levels of digital literacy. Relate the presented material to how the project seeks to develop digital solutions that will enhance the relationship between the government and the citizens.

DELIVERABLES

- Thematically arranged social and government challenges.
- Local government officials informed on civic-tech.

TIPS

- Sometimes, local government actors will struggle to come up with digital needs other than that of a generic website. This is because concepts of civic-tech and digital solutions can be too unfamiliar for them. Do not hesitate to lead the brainstorming session and propose ideas.
- Local governments that have gone through a recent change in Party or leadership will be more keen to become partners in projects associated with transparency and youth employment that will distinguish them from previous incumbents.
- Include elements of pragmatism by shifting discussion to what local governments have to gain from such a partnership.
- Don't get too technical, keep the idea of a digital solution as a potential and focus instead on the problems being presented. The actual digital solution is something that will be worked on during future activities.







COMMUNITY CONSULTATIONS

Listening to the needs of citizens and to the organizations created to represent their best interests.

ACTORS

- Civil Society Organizations
- Technical Leads

OBJECTIVE

Reach out to youths and recruit participants with a clear message on the opportunities of problem-solving social and governance problem.

PROCESS

1

Review all problems identified by local government officials.

2

Identify local communities best suited to work on the identified problems and reach out to CSOs working on the thematic issues that have been raised.

3

Prioritize issues based on CSO inputs and experience.

4

Brainstorm hypothetical digital solutions as a means to assess if the issues have high digital solution potential or not. Is it easy to come up with ideas or very challenging? Focus on the issues that easily stimulate a lot ideas.¹

5

Organize public consultations with communities to better understand how to move forward with the development of solution.

6

Formalize sustainability commitments by identifying who could offer long term support for developed solutions.

¹ The hypothetical solutions uncovered during this exercise do not matter and can be ignored, what is important is to get a feel on how challenging or easy it is to brainstorm ideas.







DIGITAL PROBLEM SOLVING WORKSHOPS

Equipping young coders with digital product development skills and pitching high level digital solutions.

ACTORS

- Young Coders
- Technical Leads

OBJECTIVES

- Community building of young coders around concepts of skill development through social responsibility.
- Imparting young coders with labour-market driven ICT skills in digital product development.
- Developing problem-solving and critical-thinking skills.

PROCESS

- 1 Present thematic social issues and problems raised by local government officials and refined by CSOs.
- 2 Create teams of 3 to 5 coders based on thematic interests.
- 3 Organize workshops and training sessions focused on coding web applications or smartphone apps.
- 4 Brainstorm solutions based on implementation feasibility linked to the newly acquired coding skills.
- 5 Identify and discuss implementation gaps and challenges.

DELIVERABLES

- Wireframes of proposed solutions.
- Presentation of solution and its end-to-end workflow.

TIP

When conceptualizing solutions, make use of proven product design methodologies such as User-Centered Design.





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A stylized illustration on a green background. It features a yellow pencil on the left, a yellow ruler in the center, and a yellow circuit board on the right. The word "PROTOTYPING" is written in blue capital letters across the middle of the illustration.

PROTOTYPING

Supporting full development of winning digital solutions.

ACTORS

- Young Coders
- Technical Leads

OBJECTIVES

- Develop confidence on the young coder teams' abilities to deliver the proposed solutions.
- Propose alternative or simplified implementations of the proposed solutions based on prototyping outcomes.

PROCESS

1

Provide working space in which young coder teams can develop their prototype over the course of 3 to 5 days.

2

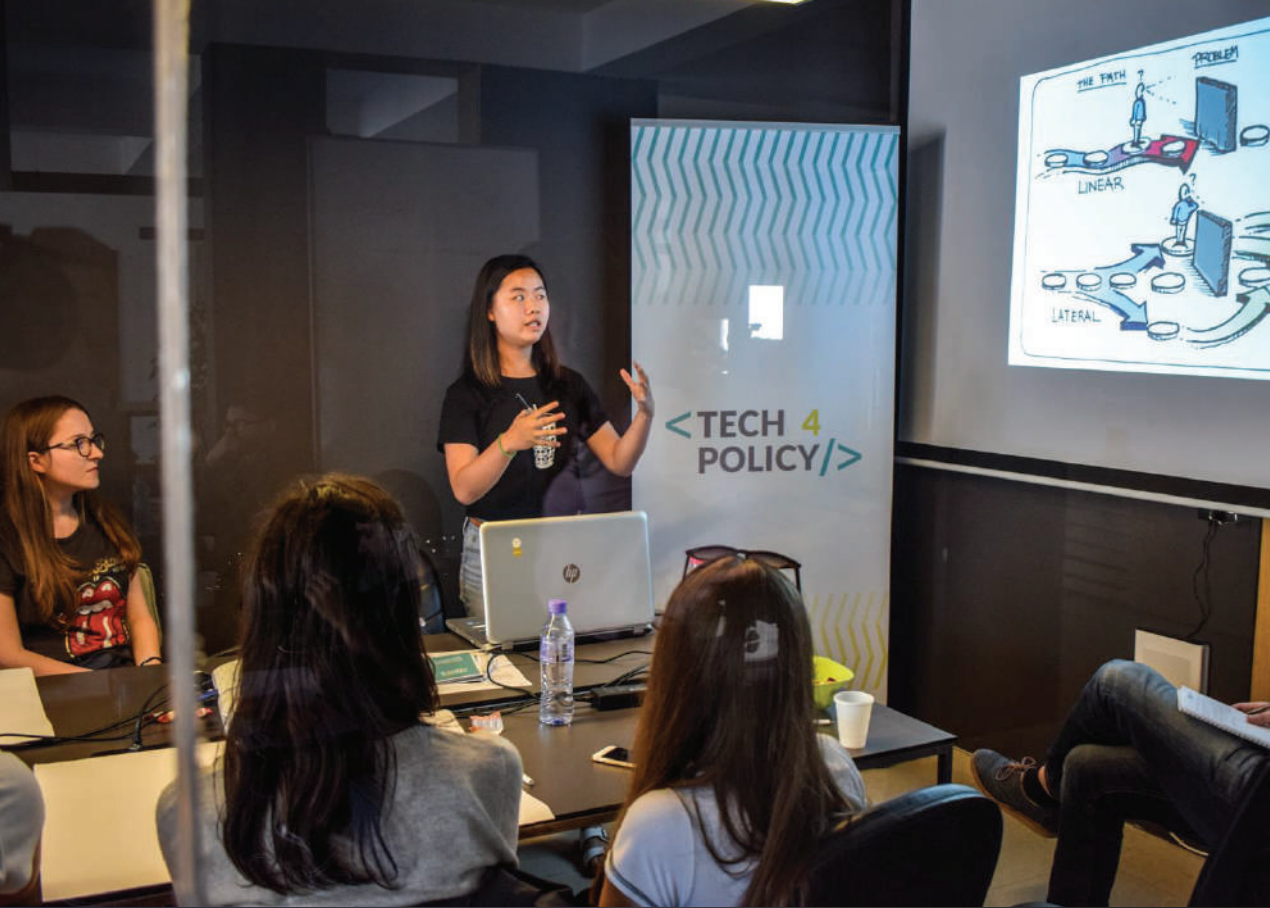
Have technical leads available during working hours to help with technical challenges. Typically, 1 technical lead for every 2 teams is enough to handle requests for help without the process being blocked.

DELIVERABLES

- Presentations:
 - Working prototype.
 - Challenges and difficulties.
 - New ideas developed.
- Exchange of ideas between teams and Q&A sessions.
- Details of each team's project idea is accessible online (e.g. as a GitHub Page).
- Selection of winning ideas: The number of winning ideas is determined by the resources and budget allocated to the project which would allow successful follow through in implementing and deploying the end-product.

TIPS

- Clearly define and communicate the criteria for a winning idea such as usefulness, feasibility, relevance, results of online voting, a stakeholder support.
- Young coders can work in unpredictable hours so it is important to promote schedules that ensure all team members are present at the same time and can benefit from the availability of the technical lead.
- Young coders can also work long hours when they are passionate about the problem they are solving, food and drinks should always be available as well as scheduled breaks and team building exercise times.







INCUBATION

PROCESS

- 1 Formalize user needs and requirements. Focus on a Minimum Viable Product (MVP).
- 2 Thoroughly evaluate the feasibility of fully developing the proposed product with respect to available skills, resources, and incubation time frame.
- 3 Organize workshops and lectures that explore professional skills such as time management, estimation, budgeting, project planning, conflict resolution, teamwork, communication, documentation, and reporting.
- 4 Set dates for milestones and deliverables and track progress through frequent status reports and quality assurance evaluations.
- 5 Allocate full-time working days at a dedicated space for the entire time period of the incubation phase.
- 6 Have the teams organize launching events targeted at the project partners to whom they are delivering the digital solutions.

DELIVERABLES

- Final product deployed in a production environment.
- Sustainable maintenance plan.

TIPS

- Secure funding for a micro-grant scheme to support long term dedication from the winning teams.
- Make technical mentors available throughout the incubation phase to assist the winning teams.²
- Full time dedication to product development will be new to a lot of participants. Because of this they will present low level of confidence on how to proceed. Use this as an opportunity to expose and familiarize participants to work environment practices such as dealing with contracts for their engagement during the incubation phase.

² Over the course of a 4 month incubation period, Tech4Policy engaged 2 technical mentors that dedicated 8 hours per week in mentoring the winning team as well as building capacities.







CASE STUDIES

CASE STUDY 1

PROBLEM

Illegal dumping.

SOLUTION

Mapping illegal dumping sites, organizing cleaning events, and tracking progress. The resulting platform includes information about illegal dumping in all municipalities so that citizens, media, NGOs, and other parties can contribute reports as well as remain informed on the status of illegal dumping in their neighborhoods.

ACTORS INVOLVED

All Kosovo Municipalities and Let's Do It Kosova CSO.

PRODUCT

Let's Do it Kosova - www.tregogjelber.org

TEAM

Rina Berisha, Artira Ferati, Arbenita Maloku, Olta Abazi, Amire Gerguri, Erza Leka, Orika Musliu, and Erona Ibrahim.



Mbajti të **pastërta**
hapësirat publike!

SHKARKO APLIKACIONIN:



Raporto

Android

+383 (0) 45763783

MORE THAN 1 THOUSAND ILLEGAL DUMBS AND THE LARGEST REGION WITH THE NUMBER OF TRASH.

Recently, in Kosovo, a waste cleaning action called "Let's Clean Up Kosovo" has started, knowing that there is a large number of illegal landfills throughout Kosovo. 1572 illegal dumps or 57.7% were registered throughout the Kosovo region. Out of these landfills, the largest is in the city of Prizren 498, while the second city with the largest number of landfills is the Pristina region with 360 altogether, writes Insajderi newspaper. According to the data of the non-governmental organization "Let's Do It Kosovo", the Peja region is the region with the lowest number of illegal dumps - 49. However, other regions of Kosovo are not doing well with the number of landfills, the Gjilan region records 228 illegal landfills, the Ferizaj region with 179, Mitrovica region 163 and the Gjakova region with 95 illegal landfills. Based on all these illegal landfills, they are also divided into landfills of different types. There are three types of landfills across the Kosovo region, 45% are large landfills, 36% medium and 17% small landfills. While by type of waste 44% are household waste, 47% construction waste, 2% are hazardous waste and 5% are voluminous waste.

While the Pristina region has the largest number of illegal landfills, within two months 150 trucks with construction waste have been removed. In the neighborhood "Mati 1", the space at the stadium "Fadil Vokrri" and Gërmia Park, 50 garbage bags have been removed. To clean up these landfills and to remove waste from different regions of the country, a campaign for cleaning Kosovo, "Let's Clean Up Kosovo" was organized. Only in the city of Vushtrri four garbage bags have been collected and about 50 trucks with inert waste have been removed from five illegal landfills. The Kosovo government also created a task force to eliminate most of these garbage. In this task force where 11 ministries are participating, from September 15 of 2018 to the end of November 2018, 534 landfills have been cleared.

Source (in Albanian):

<https://bit.ly/2FA14Xk>

CASE STUDY 2

PROBLEM

Education performance in Vitia.

SOLUTION

The EDUPerformanca platform gives high school students the opportunity to rate courses they are enrolled in as a means of providing educators and the public with a crowdsourced education quality index. A ranking of schools in Kosovo and their courses is automatically generated which can then be used for targeted interventions to improve problematic curricula.

ACTORS INVOLVED

Local Municipality Vitia, Education Office Kosovo Youth Council, and Kosovo Local Youth Action Council

PRODUCT

vitia.eduperformanca.org

TEAM

Edona Haziraj, Aurora Nura, Blerina Shkodra, and Erona Ibrahim.



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EduPerformance

By using EduPerformance you can rate your fields, list the best fields & schools. This way you can give your contribution towards an improved education system in your country.

Evaluate

CASE STUDY 3

PROBLEM

Education performance in Kamenica.

SOLUTION

An online evaluation questionnaire to measure educator performances. It is composed of four indicators: teacher's behavior towards pupils, means of course evaluation (e.g. grading), lectures, and work environment. Each of the indicators include questions which pupils can answer in a scale from bad to very good.

ACTORS INVOLVED

Local Municipality Vitia, Education Office, Kosovo Youth Council, and Kosovo Local Youth Action Council.

PRODUCT

kamenica.eduperformanca.org

TEAM

Erona Vrapcani, Rea Kasumi, and Brikena Ahmeti.

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EduPerformance

By using EduPerformance you can rate your fields, list the best fields & schools. This way you can give your contribution towards an improved education system in your country.

[Evaluate](#)

CASE STUDY 4

PROBLEM

Education performance in Klina.

SOLUTION

EduPerformanca, values the anonymity of its reporters and the teachers, this in order to keep the focus on the problems rather than in individuals. This will help the stakeholders and policy-makers to address these problems and offer concrete measures to improve the system of education.

ACTORS INVOLVED

Local Municipality Klina, Education Office, Kosovo Youth Council, and Kosovo Local Youth Action Council.

PRODUCT

klina.eduperformanca.org

TEAM

Brikenda Lajqi, Erblina Osmani, and Rreze Sadikaj.

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EduPerformanca

By using EduPerformanca you can rate
your fields, list the best fields & schools.
This way you can give your contribution
towards an improved education system in
your country.

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skolina.eduperformanca.org



YEAR 1 CODE HEROINES

Over the course of 2 years, Tech4Policy engaged 250 young women coders. Known as **CODE HEROINES**, here are some of their inspiring stories.

AMIRE GERGURI

Computer
Engineering
Student



**Never stop fighting until you arrive at your
destined place - that is, the unique you.
Have an aim in life, continuously acquire
knowledge, work hard, and have the
perseverance to realize the great life.**

I am **AMIRE GERGURI**. Currently, I am a student in the department of Computer Engineering at the Faculty of Electrical and Computer Engineering, which is part of the University of Prishtina. I am ambitious and driven. I thrive on challenges and constantly set goals for myself, so that I have something to strive for. I'm not comfortable with settling, and I'm always looking for an opportunity to do better and achieve greatness. Also, I am known as being stubborn, no matter how difficult it is I won't give up easily. I see a solution to every problem.

I have been familiar with Girls Coding Kosova and Open Data Kosovo for a long time, considering that I've been part of the projects offered by those organizations I followed them on social media, where I heard about Tech4Policy. The wonderful experiences I have gained previously and the purpose of the Tech4Policy project triggered me to apply immediately.

After I was accepted in the Tech4Policy project, there was a 3-day training, on the first day of training we created groups and I was part of a group with 5 girls who, luckily, were my friends. The second and third day we brainstormed. Finally, after we came up with an idea, we did a prototype describing how our idea will look. I had a lot of happy moments in ODK, but one of the best moments was knowing that I am part of one of the winning teams. As a team, we had a lot of challenges, but in every challenge, we had our mentor Rinor and the ODK staff to help us to find a solution.

As an inexperienced person, the beginning of the project was a nightmare, I lived with the idea that a good programmer shouldn't search in Google, shouldn't take inspiration from others' idea, shouldn't... shouldn't... shouldn't... a lot of shouldn't. But in Tech4Policy project, I learned that I was wrong, it's totally normal to search in Google - everyone does. It's correct that I shouldn't copy others work, but it's totally normal to get inspired by others work. Now, after I finished this project, I am confident that I can finish every challenge that I will face in the future.

I must admit it was a difficult challenge, but I gave my best, worked day and nights without feeling tired even for a moment.

ARBENITA MALOKU

<TECH 4
POLICY>



Computer
Engineering
Student

ARTIRA FERATI

TECH 4 POLICY/

Computer
Engineering
Student



 ***“The future belongs to those who believe in the beauty of their dreams.”***

I am **ARTIRA FERATI**, I study Computer Engineering at the Faculty of Electrical and Computer Engineering - University of Prishtina. I like to think of myself as a very energetic and positive person, who always seeks for new challenges and opportunities.

I've heard about ODK from social media and friends who were part of many of their activities. What made me more interested in being part of these activities was their work and support that they give to young people, especially young women.

I saw the call for application for Tech4Policy on Facebook. Just the purpose of this project to empower women in developing digital solutions was what made me apply immediately. I could say that this was one of the best experiences in my life. We learned so many new things that helped us not just in the professional aspect, but also life in general. Everyone in the office was so supportive and ready to help us with everything.

One of the challenges was the lack of confidence that we could finish the project and manage it the best way possible, but with the help of everyone involved in the project we gained that trust that we could do it, and we did it.

This project didn't just help me grow professionally but also helped in making me a more confident and hard-working person. Me, and everyone that was part of the project gave our best in order to do a good job, and be happy with the end result.

ERONA IBRAHIMI

TECH 4 POLICY / >



Bachelor
of Computer
Sciences

ERZA LEKA

<TECH POL



Computer
Engineering
Student

”**The most common way people give up their power is by thinking they don’t have any.**”

I am **ERZA LEKA** a self-motivated and technology enthusiast. My hobbies include reading, TV shows, hiking etc. I’m currently in my third year of studies in University Kadri Zeka Gjilan.

I always wanted to be part of something where I can actually learn new things and meet new people. I came to hear about ODK through social media where at first the whole concept of the project seemed too good to be true until the first day in ODK when I realized this is real, and I got to be part of this amazing opportunity.

Throughout this whole experience I met a lot of new and amazing people, also I got to improve my professional skills and just in general learn a lot of new things while managing a whole project, even though we were just a group of three girls without any experience. I felt intimidated at first but with the endless support of Blerta, the whole ODK team and our tired less mentors that guided us throughout the challenges we faced, we did great.

I would say this entire project has most impacted my career in terms of incorporating tactics and all these new skills as I move forward into bigger things.

While working on the digital solution I made sure I had fun completing all the tasks that I were required, gave my absolute best and shared somewhat creative ideas.

OLTA ABAZI



Computer
Engineering
Student

**”I find that the harder I work,
the more luck I seem to have.”**

My name is **OLTA ABAZI**, I'm a Computer engineering student at the University of Prishtina. My hobbies are reading, walking, playing volleyball, watching movies and tv series etc.

I think my strongest attribute is my determination. I take on every challenge head-on and do what I need to accomplish my goals, even when the challenge is difficult.

I came to hear about Open Data Kosovo through social media. I saw ODK was doing a great job for women who love technology and as a hard working person that likes coding I decided to be part of it, so I applied immediately.

Tech4Policy was a massive program. I have learned a lot of new things from this program and also I had so much fun with the staff and other girls. This project has made me grow as a person (especially working in groups). Now I'm friendlier and more confident.

ORIKA MUSLIU

TECH 4
POLICY / >

Computer
Engineering
Student





***“Life will always throw rocks at you,
remember to turn them into diamonds.”***

I am **ORIKA MUSLIU**. Currently, I am a Computer Sciences bachelor's degree student at Kadri Zeka University in Gjilan. I consider myself a punctual person, who is very keen on researching and learning new things, and apply them in real life.

Social media is one of my best friends. As such, I spent a lot of my daytime on social media and surf on new important articles to enrich my knowledge. Therefore, my first contact with ODK was on social media. After doing some research on the project of Tech4Policy, the aim of using technology to solve everyday life problems as well as improve the citizen's lives captivated me. I decided to apply in this project, as I thought of myself being able to give my input on such activities.

My team, my friends, and ODK staff helped me, and encouraged me to go further and enjoy this experience. They say that the beginnings are always difficult. Fortunately, with the right people by my side, I enjoyed this experience to the maximum. Also, this training gave me lessons on how to handle certain requests and duties.

This experience helped me clearly understand my goals and objectives in my life. It helped me determine the future steps I will undertake to enlighten my knowledge. Some of the major things that one should always keep in his/her head when wanting to achieve their aims would include being passionate about what you want to achieve, being courageous, self-confident and having the fullest energy when starting to do what you have already chosen for your life and career.

Thanks to ODK and especially Tech4Policy project, my life has turned in a beautiful rollercoaster.

RINA BERISHA

TECH 4 POLICY

Computer
Science
Student



I am **RINA BERISHA**, I study Computerized Automatics and Robotics at University of Prishtina. I can say that I'm a reasonable and a hard working person. Moreover, being a social person, I have many friends since I like to communicate and get to know new interesting individuals. Also I am a very positive person.

I came to hear about ODK from a friend of mine. I've always shown interest in these kind of activities, especially including women in Tech, that when I heard of Tech4Policy and me being part of such an important project, I was triggered to apply.

In the beginning it was stressful for me because I was in doubt if I was able to get things done, but the support of staff and other girls made my experience possible and unforgettable. It also made me a more confident person and that is the reason I can easily say that it was the best experience I've had.

There were many funny and good moments during those months. The times we had most fun were the road to the municipality, where we had fun and we learned lots of new things as well.

Apart from giving me confidence, this project helped me become a more hard-working person as well. Now I can understand my goals in life and I will surely work hard to make them happen.

I also had an impact in this project with me being the funny one and changing others' moods and motivating them. I tried to turn the ideas we had into digital solutions and make them as productive as I could.

And lastly I believe that each and every one of us is capable of changing the world, if only we're willing to create from within ourselves. Women are still not reaching the most senior levels of corporations. This is not the shortcoming of women. We're smart and talented. So it is time to empower women in tech, not turn them away.



YEAR 2 CODE HEROINES

AURORA NURA

Student



***"Great things never came from
comfort zones... big journeys
begin with the small steps."***

I am **AURORA NURA**, an ambitious young girl. I am known as a person with self-confidence and I like taking different challenges and bear responsibility. I am not afraid of new opportunities nor new adventures. My hobby is believing in myself and achieving anything I want.

I have been identified as a person with extraordinary intelligence by ATOMI Institute. In our facebook group we share different worthy opportunities with each-other, and so one day while I was scrolling I saw Tech4Policy opportunity, its purpose amazed me, empowering women in technology, breaking these stereotypes that left us so behind was amazing.

Working in ODK feels more like home than like a workplace, everyone is so friendly and cooperative. In every step we have challenges but with determination and hard work we overcome them.

Being involved in this project taught me so many things, starting from the beginning when we had 3 intensive training days. There I learnt many things, which helped my team and our project be part of the incubation phase. The incubation phase made me a more responsible person and taught me the real concept of open data.

As a very dedicated and a person full of ideas, I always try to help my team to bring out the best. I am very open minded and everytime look at the problems with critical mind, so I always come up with a reasonable conclusion and logical solution.

Even though sometimes things don't go as we want and we often have despair, we should always know that giving up is not a choice and we have to move on forward.

BLERINA SHKODRA

**Computer
Engineering
Student**



”**A part of the thanks goes to ODK for the challenges that it offers us every day.**”

My name is **BLERINA SHKODRA**. I study Computer Science and Engineering at the University for Business and Technology. My hobbies include a lot but what I practice the most are hiking and online gaming.

With Open Data Kosovo I have been familiar with for a long time, considering that I've been part of the projects offered by this organization, specifically, in Techstitution. Given the wonderful experiences I have gained from the previous training, expectations for this project have also been great.

The wonderful team of ODK every day and more helps me to create new experiences that affect my professionalism.

The ideas of the ODK's preliminary projects as well as the idea of the current project in the Tech4Policy project also show the way of access and contribution to society through the emergence of public information for the general public.

BRIKENA AHMETI



**Computer
Engineering
Student**

BRIKENDA LAJQI



Computer
Engineering
Student

”*When there’s that moment of ‘Wow, I’m not really sure I can do this,’ and you push through those moments, that’s when you have a breakthrough. ”*

I'm **BRIKENDA LAJÇI**, studying Computer Engineering at the University of Prishtina. In my free time I like hiking, running or reading books. I'm a curious and proactive person. I like both data science & engineering.

I know about Open Data Kosovo since the first year at uni. The experiences of colleagues at ODK have been the reason why I applied for the Tech4Policy project. They told me that there is a wonderful working atmosphere, challenge in every field and good company, so that's what I'm experiencing.

We have the support of each member of ODK and therefore working hard, I believe that we will achieve a digital solution for the best of our country.

It's my first real project, a super challenge, but day by day I'm realizing that I am really preparing for the tech industry. While working here, I have understood that I have the right profession, but all that is required from me is unrestrained will and desire.

EDONA HAZIRAJ

Computer
Engineering
Student



ERBLINA OSMANI

Computer
Engineering
Student



”*The grass ain’t always greener on the other side.*”

Hi, I am **ERBLINA OSMANI** and I am 20 years old. I am on the third year studying Computer Engineering in University of Pristina. I love jogging, sleeping, watching Netflix and listening to music.

I heard about Open Data Kosovo on social media and from my uni friends. The reason I participated on Tech4Policy was because I liked the idea of it and wanted to challenge myself to get involved in this massive project.

My journey in Open Data Kosovo until now has been amazing, the staff is great and the offices as well. We have lots of challenges and everyday I try to do my best to overcome them.

The project has helped me grow more as a person with the challenges I have had. Apart from programming I have learnt too many new things/skills which I will probably need in the future .

I have helped the team in different situations, and we have come together to find solutions.

ERONA VRAPÇANI

Mathematics and
Computer Science



***“Everything you put your mind to,
every dream you have, no matter
what it is, it will be achieved.”***

I am **ERONA VRAPÇANI**, a student of Mathematics and Computer Science in the University of Prishtina. I've been studying Computer Programming for 2 years now and I am really trying to take the best of it. Being part of different trainings and programs has developed me as a person in all aspects, I've become more sociable, more confident and managed to keep my calmness under pressure. There's this group in Facebook of all students in CP Department, and a post regarding Tech4Policy was shared there. I came to hear about ODK through that. As I read what ODK, more precisely what Tech4Policy is about, without thinking twice I decided to apply. And here I am! (It has been one of the best decisions I made)

After I applied, a few days later, I was notified that I was accepted in the program. The three day training was really intense, we brainstormed, did design thinking and elaborated our ideas to the max. Finally as a group of three girls we came with an idea to help our community through a digital solution, and luckily our idea was one of the three that won. After all of things done, now, we as a group of nine girls are doing our best in bringing to life the platform for Educational System. Although we have tons of things to do, and sometimes they are quite challenging, being together as 9 entities with the help of ODK team and our mentors we are managing it pretty well and in fact we are really pleased with all things we have been through.

The impact of the project was MAJOR. Firstly, it was my first long lasting project and a project I was in charge of a lot of things at once. It gave me the feeling of the real world job, other than what I was used to earlier. Everyday, waking up with a goal to achieve, with a task to do by the end of the day made me even more of a responsible person. Not mentioning the knowledge I got, which is the best part of the program. We've been part of meetings with different personalities, part of social open discussions and all these activities sculpted our identities. I am trying to do the best I can in making this project successful. Honestly speaking, it's my first experience like this, and I think I am learning much more than I am giving to the project. But being passionate to finish this in the best way, and putting my hard work in it, as a computer science student, I think I will be of great help.

REA KASUMI



Computer
Science
Student

“I think it's important to believe that dreams come true. Don't give up on them and most importantly never ever give up on YOU.”

My name is **REA KASUMI**, I study Computer Science in the University of Prishtina. I'm a very ambitious and hardworking person, I like challenges and I genuinely like to solve problems for different fields (they don't always get solved and if they do, not always in the smartest way) so I think I found myself in the study of CS.

I came to hear about ODK through social media. They encourage people to do good things for our community and use their abilities to help out. As young people we are responsible to make changes for the better and help others see that our country can become so much better. That's what ODK is trying to do with Tech4Policy and that's why I chose to apply.

We were a group of three girls. We had 3 days training and worked on an idea that would help our community. Luckily we won. Then the journey had begun. So far it is the best experience I've had. There were a lot of challenges but we've overcome them quite well.

I learned from the project the importance of opening data and it made me change my point of view on many things. It made me a more positive person towards my country and pushed me to believe that there are good people who will contribute for the better. Enough with complaining, now it's time that we the young people make a difference.

From this project I'm mostly learning from the ODK team. I think I'm learning quite fast and I'm trying to do my best so the project can be successful.

RREZE SADIKAJ

Computer
Engineering
Student



”*One day all of late nights and early mornings will pay off.*”

My name is **RREZE SADIKAJ**, and I am 20 years old. I am currently on the third year, studying Computer Engineering at the University of Pristina. My hobbies are reading, dancing, walking and playing handball.

I have heard about ODK on social media and by following them I have seen the opportunity to get involved with young women in technology and this is what made me compete for this project. Also I have heard at my University that ODK is doing a great job for women who love coding and I always wanted to be part of it.

The journey at ODK is amazing, lovely staff and hard working. They help us for anything we need. Nevertheless, a challenge for us is to make the project more useful and changing things for a better solution, completing the project in the right time is another challenge we face, however, we are all doing our best!

This opportunity made me see the real world of implementing a project. I have learnt a lot of things that I did not have idea about! Now I know all the steps you should take to implement a real project.

The impact of myself here is that I am trying to do my best. I am very dedicated person and I try to give my best ideas to help the team.

TESTIMONIALS



SOKOL HALITI

Mayor of Vitia

Mr. Sokol Haliti emphasized that he has engaged the Directorate of Education and School Directors to address the data and the reports raised by students. He then continued by stating that they are working closely with youth centers and student councils to fill in the platform and receive as much data as possible.



QENDRON KASTRATI

Mayor of Kamenica

Mr. Kastrati emphasized that this a really good initiative which will enable them as a municipality to take into consideration pupils reviews on the performance of education, how accurate the professors are, professors assessment procedures, professors behaviors towards students and whether international education standards are applied.



ARBEN LIMANI

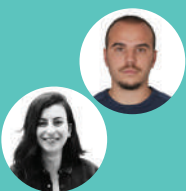
Head of Directorate of Education, Klina Municipality

Arben said that is a very important tool to give voice to the students for the issues they face in school. Moreover, this will be a showcase of the performance of education which we are working to improve.



YEAR 1 MENTORS

Arianit Pajaziti & Rinor Bytyqi, Mentors for the first year of the implementation of the project, said that “TregoGjelber” Platform is crucial to maintaining Kosovo a clean space and turning it into a green area. Such initiatives are highly important, even more so, when you engage youth and put their creative minds together to contribute to the society by providing such solutions.



YEAR 2 MENTORS

Feride Adili & Driton Alija, Mentors for the second year of the implementation of the project, stated that “EduPerformance” is a fundamental platform in terms of the development of the education system in Kosovo. Students input is highly valuable in improving teaching effectiveness and the development of the curriculums. It was an amazing experience working with 9 young and bright minds who will be our future representatives and decision makers.

*"Thank you to all our Code Heroines for making **Tech4Policy** such a formidable success. Let's make the world a better place one code at a time!"*



OPEN DATA KOSOVO

Website: **www.opendatakosovo.org**

Facebook: **www.facebook.com/opendatakosovo**

Instagram: **[opendatakosovo](https://www.instagram.com/opendatakosovo)**

Twitter: **[@opendatakosovo](https://twitter.com/opendatakosovo)**

email: **info@opendatakosovo.org**



Website: **www.girlscodingkosova.org**

Facebook: **www.facebook.com/girlscodingkosova**

Instagram: **[girlscodingkosova](https://www.instagram.com/girlscodingkosova)**

Twitter: **[@girlscodingkosova](https://twitter.com/girlscodingkosova)**

email: **hello@girlscodingkosova.org**

