

UNIVERSITY OF MITROVICA
"ISA BOLETINI"



SUMMARY REPORT FROM ASSESSMENTS IN UMIB
ACADEMIC YEAR 2018-2019

OFFICE FOR QUALITY ASSURANCE

Mitrovica, 2019

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List of abbreviations:

UMIB	University of Mitrovica “Isa Boletini”
HEI	Higher Education Institution
KAA	Kosovo Accreditation Agency
Questionnaires	Questionnaires for which this report is drafted <ul style="list-style-type: none">• Questionnaire with academic staff,• questionnaire with administration and• questionnaire with ALUMNI
ZSCUM	Office of Quality Assurance at the University of Mitrovica “Isa Boletini”

SUMMARY REPORT FOR QUALITY ASSESSMENT

ACADEMIC YEAR 2018-2019

Assessment of quality and history of implementation of assessment instruments

University of Mitrovica “Isa Boletini” (hereinafter: UMIB), as a Higher Education Institution (hereinafter: HEI) established since 2013, has consistently made efforts to develop a system for quality assurance and transparency of this system and the processes that accompany it. Each year, UMIB organizes questionnaires with students and other relevant stakeholders who respond to questions that were intended to accurately indicate the real situation at UMIB through respondents' perceptions. Since its establishment until now, a new situation has emerged at UMIB, where besides the new university space - the new campus, the accreditation of unique programs for Kosovo, the many activities underway, the first generations of this institution have already graduated in all academic units. In addition, the number of academic and administrative staff has been increasing year by year. At the same time, UMIB considers itself a contributing factor to the community and beyond and has therefore signed a significant number of agreements not only with HEIs but also with other manufacturing companies and institutions. This has led to a new factual situation, whereby the number of relevant stakeholders whom UMIB has considered that they should give their feedback on the processes taking place in the institution has significantly increased.

UMIB has its own quality measurement mechanisms, and in addition to the process being continuously measured and monitored by the Deans, Vice Deans, Quality Coordinators within the faculties, the Office of Quality Assurance of the University of Mitrovica “Isa Boletini” (hereinafter: ZSCUM) has a special role in these developments, and is the main body within the UMIB for measuring internal quality.

At the end of the 2018-2019 academic year, as part of activities to improve quality within UMIB, to fulfill the institution's obligations under the recommendations of the Kosovo Accreditation Agency (hereinafter: KAA), to improve service delivery at UMIB, to improve teaching as a

constantly changing process with new methodologies, and to increase the responsibility of management staff, ZSCUM developed three questionnaires with:

- UMIB academic staff (professors and assistants);
- UMIB administrative staff; and,
- Graduates - ALUMNI.

The entire process of designing the questionnaires, their launching and data collection was done by ZCSUM. The process was transparent, and all questionnaires were anonymous, respecting the dignity of each respondent and preserving the institution's prestige.

The following is a summary of the results obtained from the three questionnaires. Recommendations as its last part, contain suggestions for improvement, which have been taken into consideration during the process of reviewing important documents at UMIB, such as Strategic Plan, Plan for the development of academic staff, Drafting of required documents by academic staff and UMIB students.

I. Questionnaire with UMIB administrative staff

a) The course of the questionnaire

The questionnaire with administrative staff was administered by ZSCUM through hard-copy questionnaires. This questionnaire was answered by 37 administrative staff, including those from central administration and academic units. This questionnaire, like all others, was voluntary and anonymous.

The questionnaire drafted by ZSCUM contained 20 multiple-choice questions with only one choice to be selected, and there was an open-ended question for additional comments, suggestions, or complaints. The questions were intended to look at these key aspects:

- Working conditions and the role of the UMIB related thereof;
- Motivation at work;
- UMIB administrative staff and policies, from information to decision making;
- Cooperation between the administration and management level of UMIB;
- Cooperation between administration and students;
- Cooperation between administration and academic staff.

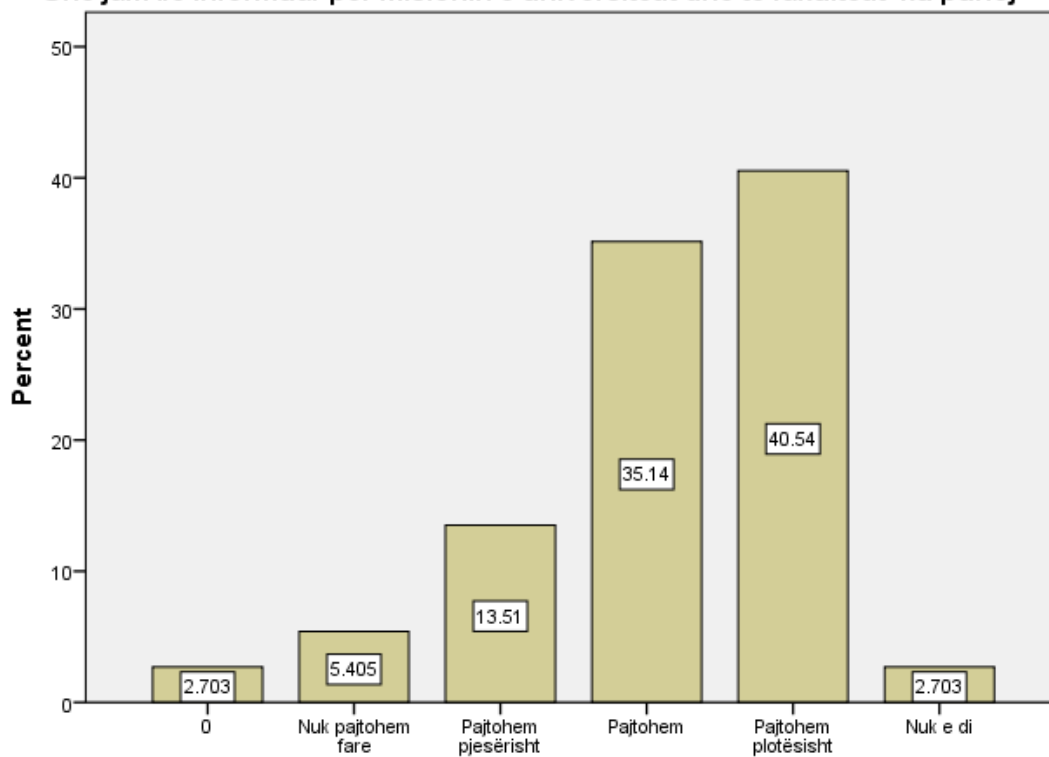
b) Findings from the questionnaire

The participation of administrative staff in the questionnaires is considered satisfactory. The staff did not hesitate to answer, and did not selectively answer some questions, and avoid other questions. In addition, from the comments given in the open question section, it was noted that administrative staff clearly knows the processes within the UMIB, and is aware of the institution's policies, processes and challenges.

The main findings, in some of the specific questions and areas, from the questionnaire conducted with administrative staff consist of the following:

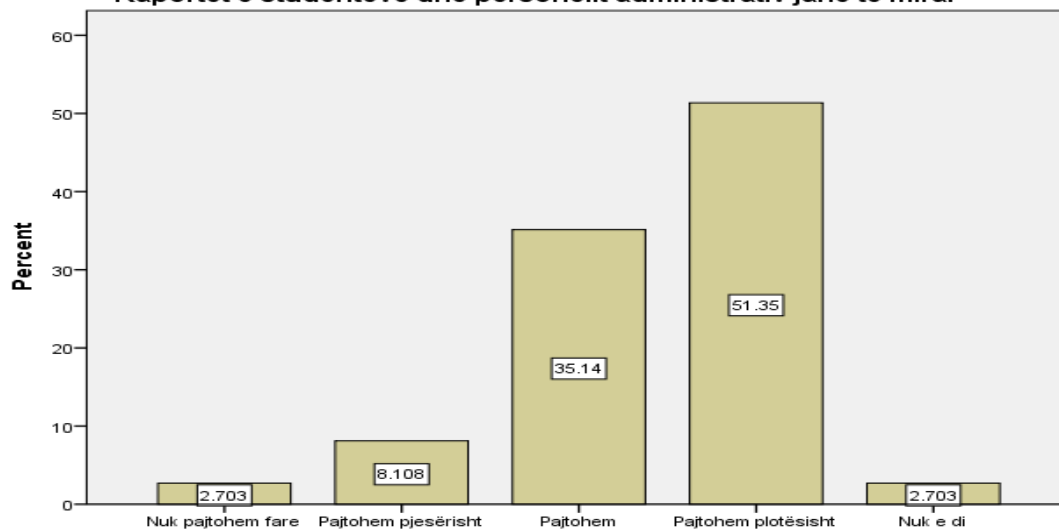
To the question how much the administrative staff is familiar with the UMIB mission, where the purpose of the question was to see if the staff clearly conceptualized the provision of services in relation to this mission, the answer was as in the table below:

Unë jam i/e informuar për misionin e universitetit dhe të fakultetit ku punoj



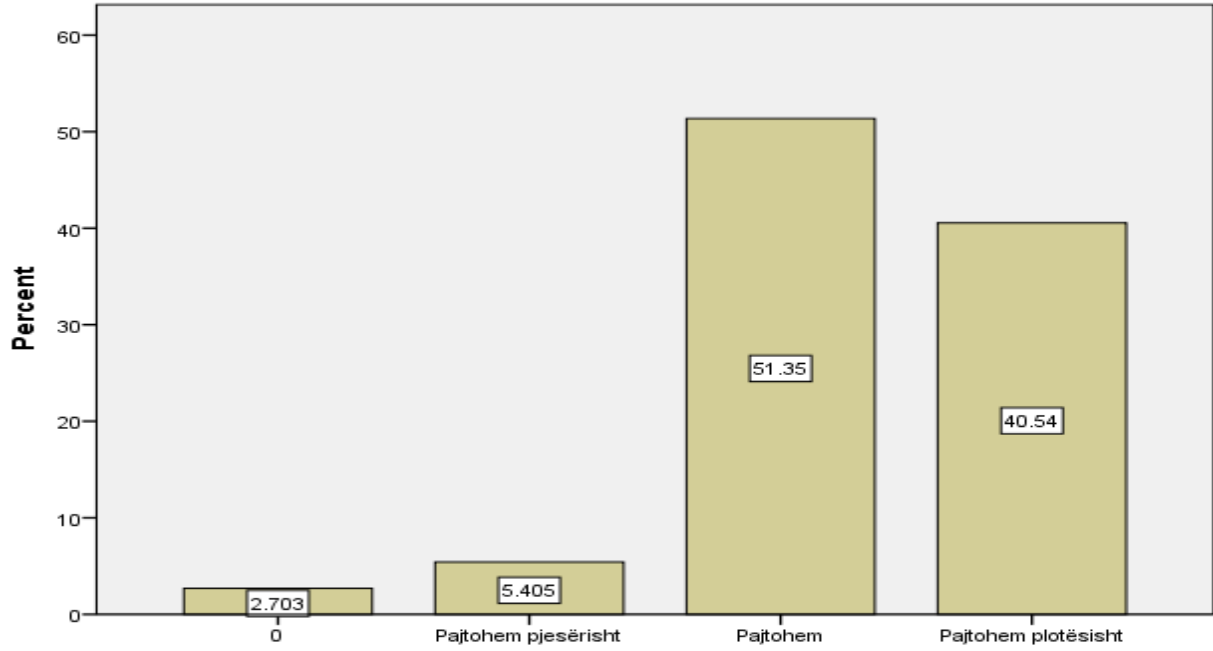
The administrative staff has positively evaluated their relationship with students of all levels at UMIB, and the following table proves this:

Raportet e studentëve dhe personelit administrativ janë të mira.



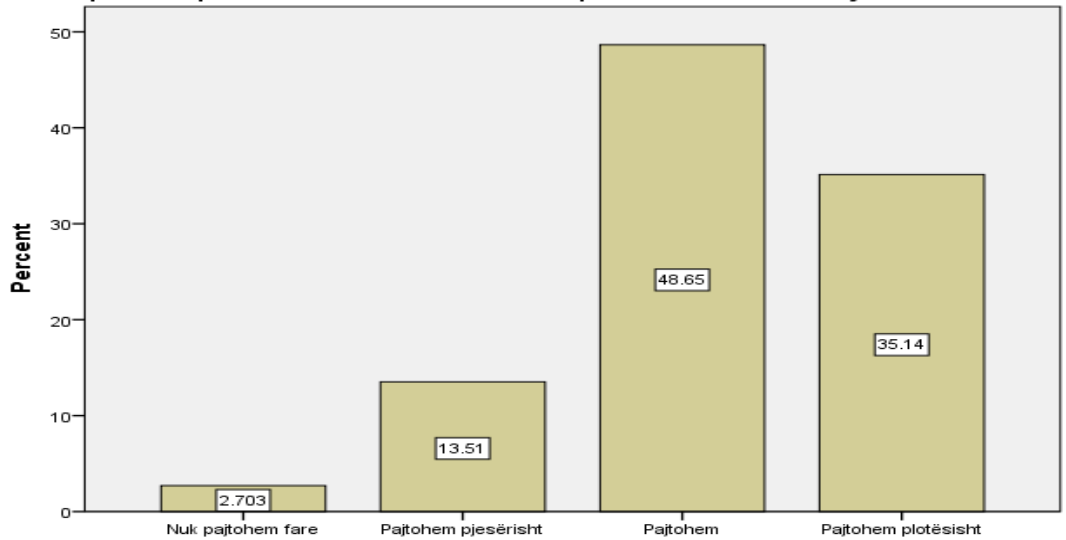
Although they agree with over 51% as in the table below, in contrast to the two above mentioned tables where “fully agree” dominated the responses, the professional training of administrative staff is considered satisfactory, with the potential for improvement.

Përgatitja profesionale e personelit administrativ është e nivelit të kënaqshëm.

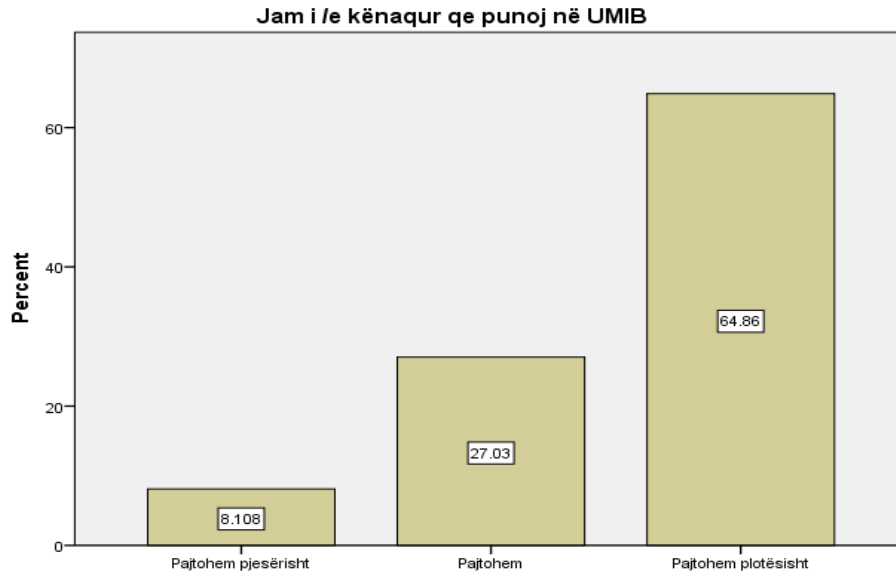


Relatively concordant is the relationship between administrative and academic staff:

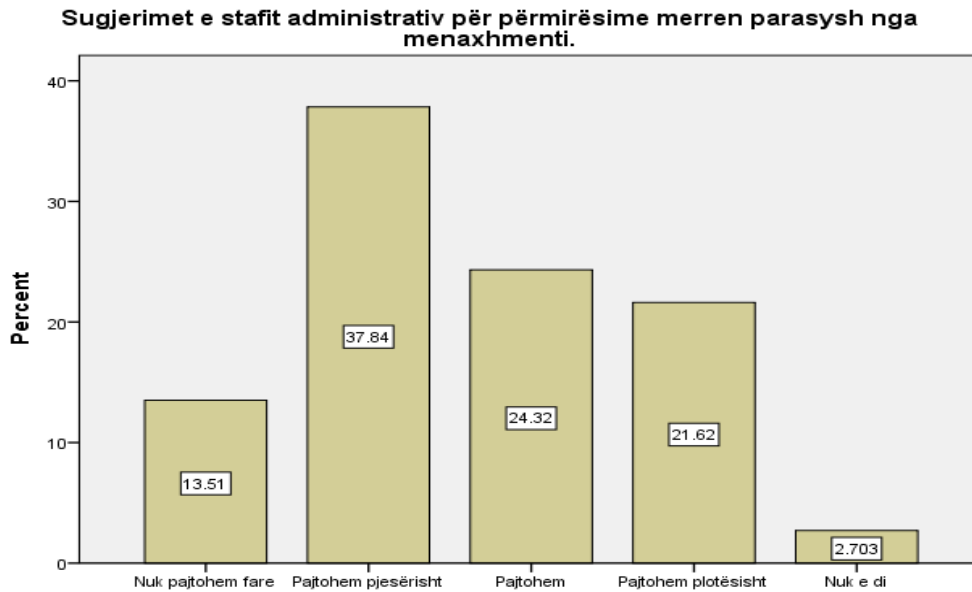
Raportet e personelit administrativ dhe personelit akademik janë të mira



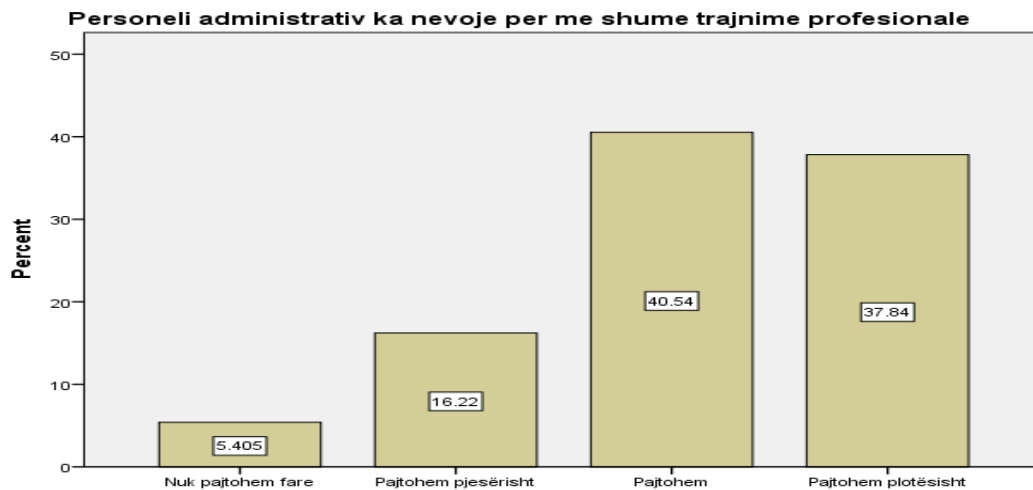
UMIB continues to be an impressive place for administrative staff:



Management, both senior and academic, should take more account of the suggestions of administrative staff:



The need for vocational training is evident:



The administration staff, in order to further improve its services in UMIB, has also offered suggestions, including:

- Greater engagement of academic staff in internships with students;
- Increasing the number of employees in the administration, because the workload is constantly increasing;
- Frequent training of administrative staff, especially in the field of technology;
- Review of some UMIB policies and regulations for more efficient work.

II. Questionnaire with UMIB graduates - ALUMNI

a) The course of the questionnaire

The questionnaire with UMIB graduates, ALUMNI was designed and launched by ZSCUM. 148 ALUMNI, former UMIB students already enrolled in the ALUMNI system at SMU, responded to this questionnaire. This questionnaire, like all others, was voluntary and anonymous.

The questionnaire contained 11 multiple-choice questions with only one choice to be selected, and there was one open-ended question for additional comments, suggestions, or complaints. The questionnaires were launched through the online platform, and the results were also generated automatically. The questions were intended to look at these key aspects:

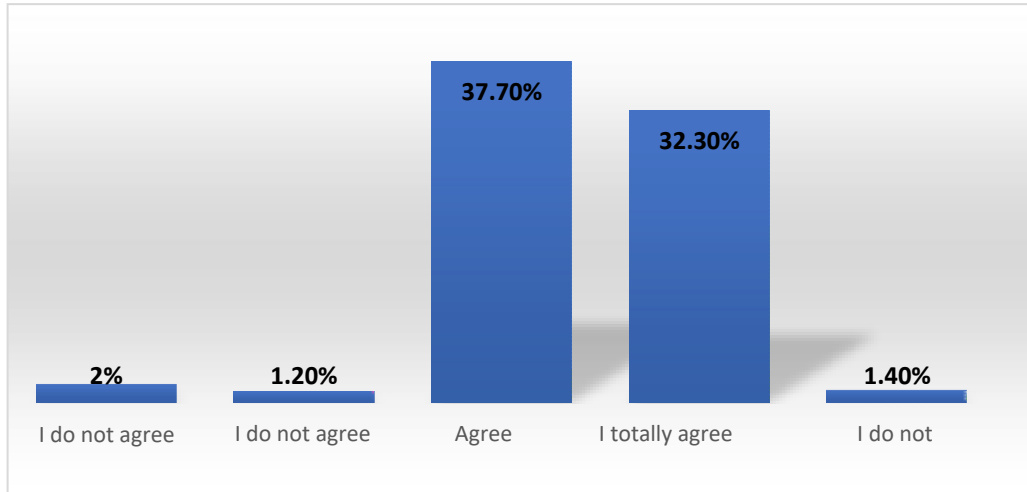
- Have the contents of studies at UMIB corresponded with their workplace;
- Is UMIB an HEI preparing students for the labor market;
- How much UMIB has succeeded in preparing students for postgraduate life.

b) Findings from the questionnaire

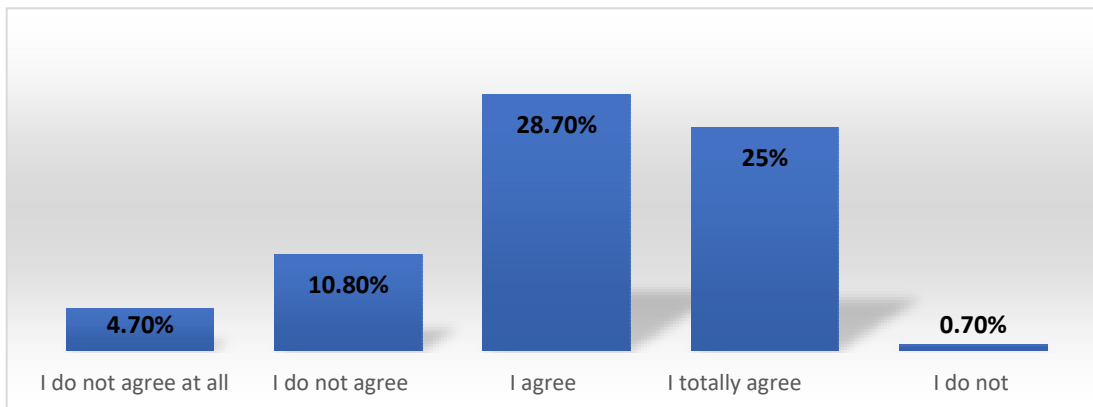
The participation of ALUMNI in the questionnaires is considered satisfactory. Graduates did not hesitate to answer, and did not selectively answer some questions, and avoid other questions. In addition, from the comments they gave in the open question section, it was noted that ALUMNI is closely linked to UMIB, and their suggestions clearly point to the critical approach to improve what was missing in their student life.

The key findings, in some of the specific questions and areas, from the ALUMNI questionnaire consist of the following:

To the question if the Studies are prepared well for my current career, UMIB graduates have provided satisfactory answers, with most of them agreeing that the institution has made a valuable contribution in this regard:

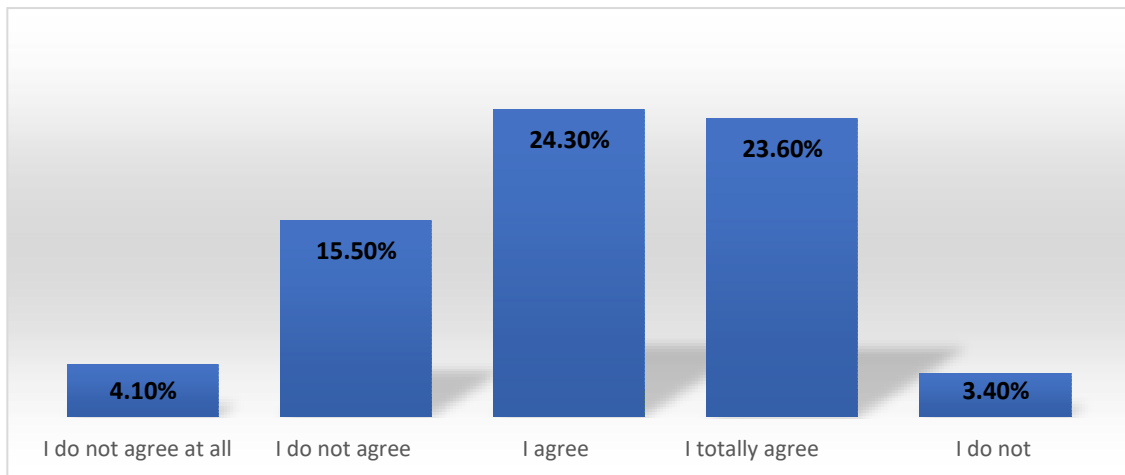


Whereas, regarding the extent to which knowledge acquired at UMIB can be applied to their post-graduation work, the majority of students agreed that there is some concordance, although there is a percentage of them that does not agree:

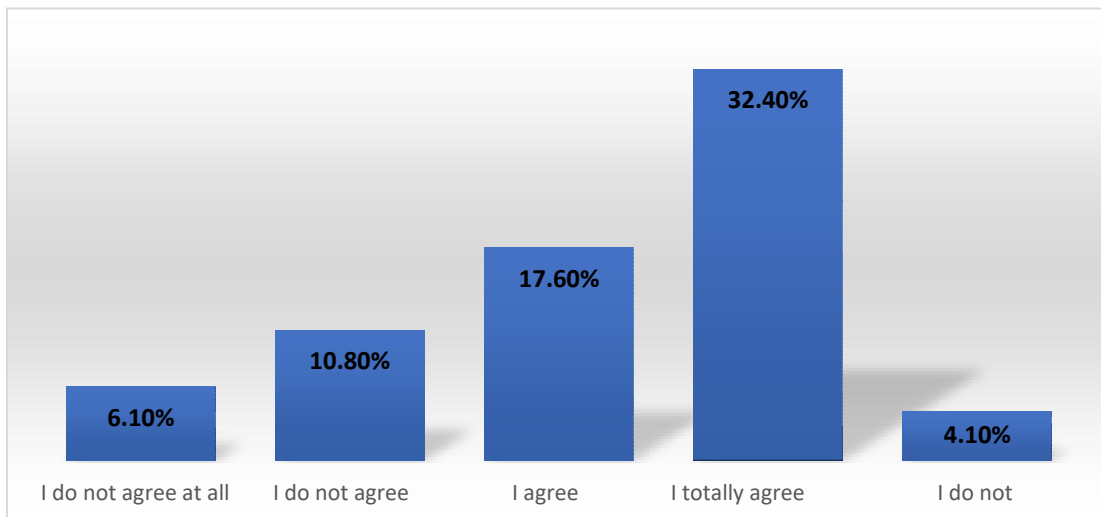


Almost the same situation is with the answers of graduates with regards to whether their knowledge

gained in UMIB serves them in their daily life:



Graduates' impression of UMIB is good, and this is reflected in the recommendation that students make for others that this institution be the first choice to study:



Of concern is the fact that the largest percentage of graduates are unemployed, with only 26% of them stating to have a job. However, this refers to the students who participated in this assessment. According to data from the Faculty of Education, the percentage of employees after graduation is 86%.

In order for UMIB to further improve its services, ALUMNI has also offered suggestions, including:

- Increasing internship opportunities for students;
- The relationship between professors and students to be the closer relationship;
- Have more space for students to do research during their studies;
- More frequent visits to institutions from which students could benefit.

III. Questionnaire with academic staff

a) The course of the questionnaire

The questionnaire with the academic staff of UMIB was designed and launched by ZSCUM. This questionnaire was answered by 54 professors and assistants, all of whom in full employment with UMIB. This questionnaire, like all others, was voluntary and anonymous.

The questionnaire contained 23 multiple-choice questions, with only one choice to be selected, and there were two open-ended questions for additional comments, suggestions, or complaints.

The questionnaires were launched through the online platform, and the results were also generated automatically. The questions were intended to look at these key aspects:

- Internal organization of the institution;
- Teaching process and research work;
- Cooperation between academic staff and managerial level: unit and central level;
- Information and decision making process;
- Continuous professional development and support of UMIB;
- Working conditions: simulation, motivation and behavior.

b) Findings from the questionnaire

The participation of the academic staff in the questionnaires is not considered satisfactory as only 50% of all staff participated. Of those who responded, there was no hesitation in responding, and no selective answering of some questions, and avoidance of other questions. In addition, from the comments given in the open-ended question, it was noted that the academic staff is closely related to UMIB, knows the processes that take place within it, and their suggestions clearly show the critical approach to improve the initiated processes.

The main findings, in some of the specific questions and areas, from the questionnaire conducted with the academic staff consist of the following:

- The academic staff is well informed about the mission of UMIB;
- The academic staff is relatively well informed about the decisions taken within the UMIB;
- While satisfactory, communication between academic and non-academic staff should be intensified for the better;
- There is a greater need for vocational training;
- Teaching and research should be balanced;

- UMIB needs to enrich its physical library, and create access to electronic databases.

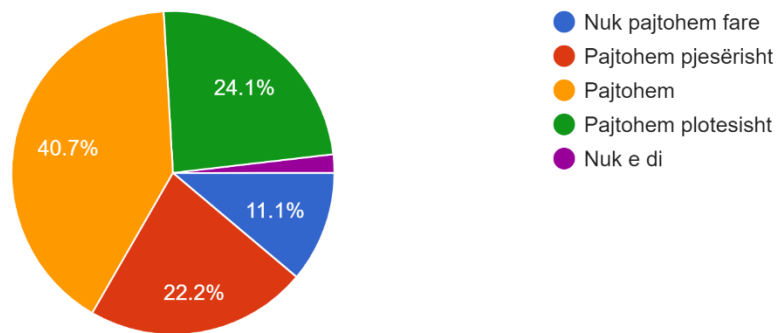
In tabular form, some of the findings listed above would look like this:

7. I am well informed about all decisions taken at the University

2. Unë jam mirë i/e informuar për misionin e Universitetit në të cilin punoj.

7. Unë jam mirë i/e informuar për të gjitha vendimet që merren në Universitet

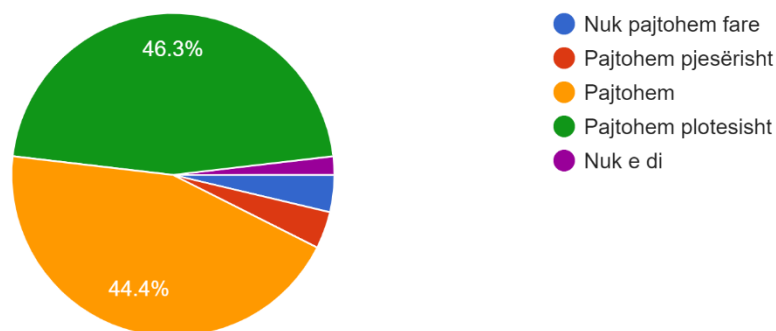
54 responses



8. Communication between academic and non-academic personnel of the faculty is satisfactory

8. Komunikimi në mes të personelit akademik dhe personelit jo akademik të fakultetit është i kënaqshëm

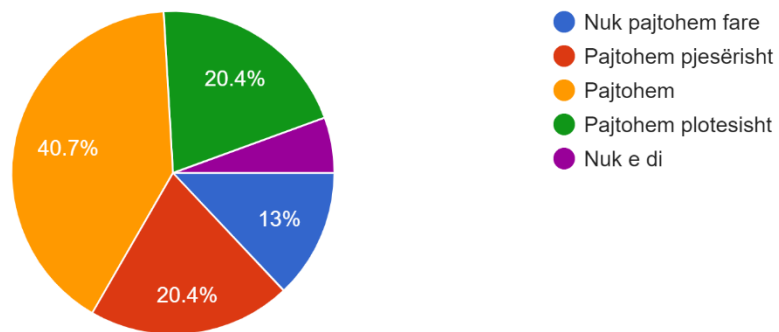
54 responses



12. I have frequent access to professional trainings organized by the faculty or UMIB

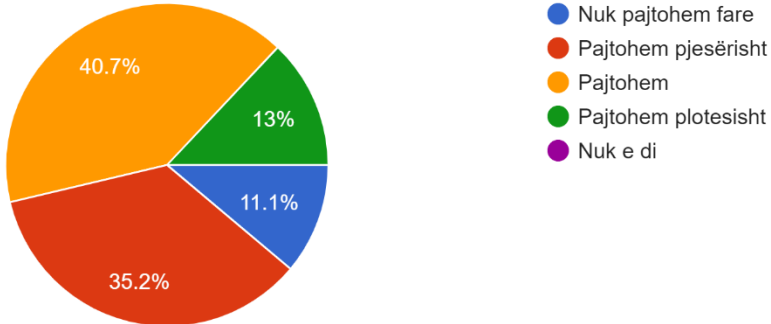
12. Unë kam qasje të shpeshta në trajnime profesionale të organizuara nga fakulteti apo nga UMIB

54 responses



15. Raporti në mes punës kërkimore/hulumtuese dhe mësimdhënies në fakultet është i kënaqshëm

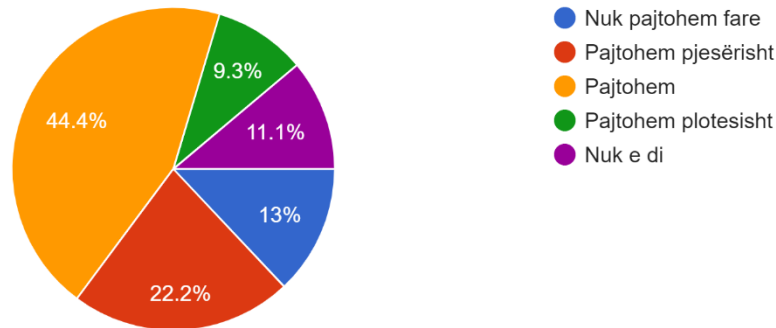
54 responses



15. Report between research work and teaching at the faculty is satisfactory

17. Fakulteti posedon bibliotekë të pasur me numër të mjaftueshëm të librave në fakultetin ku unë punoj.

54 responses



17. The faculty has a rich library with a sufficient number of books at the faculty I work in

Academic staff, in order for UMIB to further improve its services, have also offered suggestions, including:

- Organization of vocational training;
- Increasing the level of responsibility of teachers and management;
- Creating opportunities for exchange of academic staff with international HEIs;
- More frequent meetings of academic staff to discuss teaching, research work and UMIB itself;
- Greater promotion of UMIB;
- Stimulating students more through various activities;
- Staff training in teaching methodologies;
- Increasing UMIB's support for academic staff for research work and study abroad;
- Increasing cooperation between UMIB academic units through joint organizations;

IV. Recommendations

The UMIB Quality Office, after reviewing all three questionnaires and after analyzing all questions and comments, at this stage of institution development, recommends to the senior management of UMIB, the management of academic units, academic and administrative staff to take the following steps:

- To increase the involvement of academic staff, administrative staff and students in the processes of broad consultation for deciding the policies of UMIB;
- To work towards bringing the teaching component closer to the research component;
- To organize systematic trainings on new teaching methodologies for UMIB professors and assistants;
- To stimulate academic staff to be part of international projects
- To enable the organization of professional training for administrative staff;
- To increase the accountability process of academic unit management, senior management as well as academic and administrative staff themselves;
- UMIB to be involved in the exchange of academic staff with international universities;
- For each curriculum review, UMIB to rely on the results provided by the ALUMNI questionnaires in order to consider their perception of what should be added to UMIB programs;
- To increase the number of instruments used, including employers
- UMIB to approximate its programs with labor market specifications;
- To make a process of measuring the ratio between the theoretical and the practical part during the teaching process;
- UMIB to become part of as many agreements as possible between it and the institutions that would enable practical work for students;
- UMIB to encourage, through more frequent meetings, cooperation between academic units, with the aim of increasing multidiscipline in academic organizations.