



PACKAGE OF QUALITY MEASUREMENT INSTRUMENTS

2019



STUDENT ASSESSMENT OF TEACHING, SUBJECT AND RESOURCES AT THE UNIVERSITY OF MITROVICA "ISA BOLETINI"

BACHELOR

Academic Year: 2019-2020

Subject: _____

Professor: _____

We appreciate your feedback on the teaching process at our institution. The questionnaire is anonymous. Therefore, please answer the following questions frankly:

	Don't know	Not good	Satisfactory	Good	Very good
THE QUALITY OF TEACHING AND THE STYLE OF TEACHING	1	2	3	4	5
The content of the lecture has been clear					
The lectures have been interactive					
The teacher is prepared for the subject he / she is teaching					
The examples given by the teacher have been related to the theory we have learned					
The teacher has increased my interest in the subject					
The teacher encourages students to express their ideas					
The teacher respected the schedule and managed the time correctly					
Teacher behavior towards students has been ethical and collegial					
Teacher only used power point presentations [circle]	Yes		No		
SUBJECTS AND RESOURCES (subject matter, materials and assessment)					
I am generally satisfied with the content of the course					
My obligations to the subject matter were clear to me					
I have been informed about the assessment method since the beginning of the course					
Activities (exercises, assignments, laboratory exercises, projects, seminar work, etc.) are adequately evaluated					



I had access to teaching materials: books / notes during lectures, at SMU, etc.					
There was a link between practical activities and lectures					
The evaluation method is respected as agreed in the syllabus					
The consultation schedule is implemented by the teacher					
It has lab and IT equipment					
To what extent did the study program meet your initial expectations?					
In order to succeed besides lectures and exercises, how many hours per week did you study and prepare at home or in the library for the subject? [Circle]	Hours in week				
	1 – 2 h	3-4 h	5-6 h	over 7 h	
If you could choose again now, would you subscribe to the same program again? [Circle]	Yes		No		
Comments:					
POSITIVE ASPECTS:					
ASPECTS TO IMPROVE:					

Thank you!



STUDENT ASSESSMENT OF TEACHING, SUBJECT AND RESOURCES AT THE UNIVERSITY OF MITROVICA "ISA BOLETINI"
BACHELOR STUDIES

Academic Year: 2019-2020

Subject: _____

Assistant: _____

We appreciate your feedback on the teaching process at our institution. The questionnaire is anonymous. Therefore, please answer the following questions frankly:

	Don't know	Not good	Satisfactory	Good	Very good
THE QUALITY OF TEACHING AND THE STYLE OF TEACHING	1	2	3	4	5
The content of the exercises has been clear					
The exercises have been interactive					
The assistant is prepared for the subject he / she holds					
The examples given by the assistant have been related to the theory we have learned					
The assistant encourages students to express their ideas					
The assistant respected the schedule and managed the time correctly					
The behavior of the assistant towards the students has been ethical and collegial					
SUBJECTS AND RESOURCES (subject matter, materials and assessment)					
I am generally satisfied with the content of the course					
My obligations in the exercise hours were clear to me					
Activities (exercises, assignments, laboratory exercises, projects, seminar work, etc.) are adequately evaluated					
Syllabus topics are respected by the assistant					
The consultation schedule is implemented by the assistant					
It has lab and IT equipment					
Comments:					

Thank you!



STUDENT EVALUATION OF TEACHING, PROGRAM AND RESEARCH AT UMIB
MASTER STUDIES

Academic Year: 2019-2020
Subject: _____
Professor: _____
Assistant: _____

We appreciate your feedback on the teaching process at our institution. The questionnaire is anonymous. Therefore, please answer the following questions frankly:

	Don't know	Not good	Satisfactory	Good	Very good
THE QUALITY OF TEACHING AND THE STYLE OF TEACHING	1	2	3	4	5
Do you think the curriculum provided by the department has prepared you for the job market?					
Teaching was efficient and contemporary.					
Studies in this program have developed critical thinking for me					
Teachers have stimulated our independent work					
The theory was very much related to the hours of exercises or practices we developed					
Lab work and teaching lab-based courses were enjoyable					
The schedule provided by the department was right for me					
There was equipment for laboratory work and IT					
To what extent did the study program meet your initial expectations?					
SUPPORT TO RESEARCH WORK					
We have had research work in all subjects					
How much was it possible to contact the supervisor?					
What was the frequency of meetings with the supervisor?					



How has the process of planning the research work with the supervisor been?					
Have the supervisor provided adequate feedback?					
How easy it was to schedule meetings with the supervisor					
Communication with the supervisor has been easy and correct					
I had clear expectations of the superintendent from the beginning					
In order to succeed besides lectures and exercises, how many hours per week did you study and prepare at home or in the library for this course? [Circle]	Hour per week				
	2 – 3 h	4-5 h	6-7 h	over 8 h	
If you could choose again now, would you subscribe to the same program again? [Circle]	Yes			No	

COMMENTS:

Do you have any suggestions on how your department can improve the curriculum/program?

Do you have any suggestions on how your department can improve research facilities and equipment at your disposal? (given the financial constraints on which the department operates)

Thank you!



STUDENTS EVALUATION ON SUPPORT SERVICES OF UNIVERSITY OF MITROVICA "ISA BOLETINI"

In the interest of quality enhancement, please respond honestly to the support services listed below. The questionnaire is anonymous.

	Don't know	Not good	Satisfactory	Good	Very good
	1	2	3	4	5
How do you evaluate the Rectorate's help in solving student demands & problems?					
How do you evaluate Dean's assistance in solving student requirements & problems?					
How do you evaluate the work of the Head of Programs in solving student demands/problems?					
How do you rate online access to lectures, exercises and other materials at SMU?					
How do you evaluate the operation and maintenance of SMU?					
How do you evaluate the work of student service referent in your faculty?					
How do you rate the communication of the clerks with you?					
How do you evaluate the library's opening hours?					
How do you evaluate library staff communication with students?					
How do you rate the Books, Magazines, Publications, Monographs, etc. that the library offers?					
How do you evaluate the physical space that the library offers?					
How do you evaluate University hygiene?					
How do you evaluate the work and services of the Career Center?					
How do you evaluate the work of the Students' Union?					
How do you evaluate the work of the student representative in your faculty?					
How do you evaluate visits to institutions, companies, organizations, or entertainment evenings organized by your faculty?					
How do you evaluate the environment and green spaces at UMIB?					
Comments:					

Thank you!



**ASSESSMENT FORM FOR THE ACADEMIC STAFF OF THE
UNIVERSITY OF MITROVICA "ISA BOLETINI"**

Honorable Dean of the University of Mitrovica "Isa Boletini"

The quality assurance component at UMIB is considered a planned process of systematic and documented activities, which essentially refers to an active reflective cycle and aimed at the development and sustainability of our University.

In the process, this evaluation tool for academic staff is part of the toolkit developed by the Central Commission for Quality Assurance and Evaluation at UMIB.

The instrument should be completed by you and is intended to provide data through the evaluation of academic staff at the end of each semester. In filling in the instrument, you should also consider the self-assessment results obtained from the academic staff and the results from students for each of the academic staff in the faculty.

The information provided will be used by staff, faculty management and the quality assurance office at the rectorate to determine ongoing activities with the primary aim of quality development at UMIB.

The information provided should be for this 2019/2020 academic year.

Name and surname of the professor/assistant:	
Faculty/department:	

I. Teaching

** Please rate: teaching, course content, teaching methodologies, teaching innovation, syllabus and literature update, timely material / syllabus placement at SMU, student evaluation, peer-to-peer teaching and learning*

II. Relationships with management, colleagues and students

** Please rate: holding consultations, rapport with students, rapport with academic staff and management, meeting faculty duties, participating in committees.*



III. Professional development

** Please rate: participation in training, workshops, module design, participation in various projects, participation in working groups at professional or policy level.*

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IV. Research and publications

** Please rate: publications, conference attendance, grant / project application, grant / project award.*

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V. Recommendations for improvement

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Signature of Dean	*Signature of the Professor/Assistant assessed

Date: ___/___/2020

** In case of disagreement with the assessment made, the professor/assistant is entitled to request review of the assessment by the higher instance [Rectorate]*



**SELF-ASSESSMENT FORM FOR THE ACADEMIC STAFF OF MITROVICA
 UNIVERSITY "ISA BOLETINI"**

Distinguished professors and assistants of the University of Mitrovica "Isa Boletini",

This self-assessment tool for academic staff is part of the toolkit developed by the Central Quality Assurance and Evaluation Commission, and is intended to provide data through self-assessment of academic staff at the end of each semester.

The information provided will be used by staff, faculty management and the quality assurance office at the rectorate to determine ongoing activities with the primary aim of quality development at UMIB.

The information provided should be for the 2019/2020 academic year.

Please respond honestly to the issues listed below. A copy of the completed questionnaire is submitted to the Dean of the Faculty.

Name / Surname of Professor / Assistant: _____

Faculty / Department: _____

Self-assessment date: _____

Task / Responsibility	Never	Sometimes	Neutral	Often	Always
	1	2	3	4	5
I. Teaching					
I have been giving lectures / exercises regularly					
I use contemporary methods in lectures / exercises					
I use examples to help the student understand the lecture better					
I use the help of tables, technology, posters and the like during lectures / exercises					
I allow students to ask questions and comments in the light of lectures / exercises					
I use activities that encourage students to be active in lectures / exercises					
I have timely distributed the syllabus of the subject					
I have provided students with access to course material					
Student observations and suggestions for changes in syllabus have been taken into account					
II. Student relations					
My approach with students has always been correct					
I regularly hold student consultations according to published schedules					
I motivate students for their work					
I am very open to students' comments and suggestions for improvements or changes					
I have adhered to the UMIB rules in evaluating students					



III. Professional development					
I constantly use new sources of information [publications, reports, research, books, etc.]					
I hold meetings with other colleagues to identify, discuss, and solve teaching and faculty problems					
I constantly strive to adopt new teaching methods					
I have published at least one scientific paper this year					
I have been to a science conference at least once a year					
I have been part of international project initiatives at least once a year where UMIB is a partner or a leader					
I constantly improve my foreign language skills and use them to teach students					
IV. Keeping records					
I always update my lecture plan					
I always have a plan of working with students					
I keep records of students' ongoing activity and their evaluation					
V. My advantages:					
VI. Need for improvement:					



QUESTIONNAIRE FOR ACADEMIC STAFF AT UNIVERSITY OF MITROVICA “ISA BOLETINI”

Distinguished professors and assistants,

This questionnaire is intended to gather your views on issues related to the quality of your work, the work of the dean's office, the rectorate, the administration, and the work of the university as a whole.

Your feedback is very important to us, as it will serve us in planning the strategic development of our university, in drafting or improving various regulations, in supporting academic staff in order to enhance the academic quality of our university.

The questionnaire is anonymous!

Please give your assessment of the findings below

(Circle the answer that reflects your opinion on the issue being evaluated)

Disagree at all	Partly disagree	I do not know	Partly agree	Totally agree
1	2	3	4	5

1. I am well informed about the mission of the faculty in which I work.

1 2 3 4 5

2. I am well informed about the mission of the university where I work

1 2 3 4 5

3. The internal organization of the faculty is satisfactory

1 2 3 4 5

4. The management structure of the faculty has proved successful

1 2 3 4 5

5. Salaries of academic staff are motivating for performance at work

1 2 3 4 5

6. I am well informed of all decisions made within the faculty

1 2 3 4 5

7. I am well informed of all decisions made at the University

1 2 3 4 5

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

1 2 3 4 5

9. Communication between faculty management and academic staff is at a satisfactory level

1 2 3 4 5

10. The faculty provides good conditions for the organization of the teaching process

1 2 3 4 5



11. I am informed of the regulations at UMIB

1 2 3 4 5

12. I have frequent access to vocational training organized by the faculty or by UMIB

1 2 3 4 5

13. Existing faculty study curricula are continuously corrected in collaboration with the Dean's Office.

1 2 3 4 5

14. Study programs are attractive to new students

1 2 3 4 5

15. The relationship between research / teaching and faculty teaching is satisfactory

1 2 3 4 5

16. The administrative services at the faculty are quite efficient.

1 2 3 4 5

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

1 2 3 4 5

18. I think the UMIB website is quite meaningful.

1 2 3 4 5

19. I am very well informed about the use of SMU

1 2 3 4 5

20. I regularly upload all teaching material to SMU

1 2 3 4 5

21. The academic staff is well informed with all the organizations, symposia, conferences. open lectures and other events organized at UMIB.

1 2 3 4 5

22. The hygiene conditions at the faculties are at an appropriate level

1 2 3 4 5

23. What is your suggestion for improving teaching and learning, research and academic work and enhancing quality?

24. What is your suggestion for improving communication between teachers and students, teachers and assistants, between academic and administrative staff, and between academic staff and management?



QUESTIONNAIRE FOR ALUMNI
UNIVERSITY OF MITROVICA “ISA BOLETINI”

Dear our former students - Alumni

Thank you for helping us update our alumni database! We appreciate to hear from former students about their current activities and achievements.

The questionnaire is anonymous! Please give your assessment of the statements presented below (Circle the answer that reflects your opinion on the issue being evaluated)

Disagree at all	Partly disagree	I do not know	Partly agree	Totally agree
1	2	3	4	5

1. Studies prepared me well for my current career

1 2 3 4 5

2. Studies prepared me to write clearly and effectively

1 2 3 4 5

3. Studies taught me how to acquire new skills and knowledge myself

1 2 3 4 5

4. I can apply what I have learned to my current job

1 2 3 4 5

5. What I learned at university has value for me in my daily work

1 2 3 4 5

6. Studies prepared me to think analytically and logically

1 2 3 4 5

7. During my studies I gained in-depth knowledge in my field of study

1 2 3 4 5

8. I recommend others to study at the University of Mitrovica “Isa Boletini”

1 2 3 4 5

9. Comments:

Thank you!



QUESTIONNAIRE FOR BUSINESSES

Purpose of Research and Confidentiality:

The purpose of this research is to gather information about the needs of staff of businesses operating in our country. Therefore, we need your sincere cooperation to complete this questionnaire and would greatly appreciate if you could spend 5-7 minutes of your time answering this questionnaire. There are no right or wrong answers as long as you answer the questions honestly.

The personal data of your business and yours in this study are confidential, only the results will be used for research and academic purposes.

Thank you for your excellent cooperation in conducting this study.

1. Your position in the company? (Circle the correct answer)

- a. Business Owners
- b. Manager
- c. Director General
- d. Officer
- e. Other (Specify)

2. Business Location / Region (Include correct answer)

- a. Pristina
- b. Mitrovica
- c. Peja
- d. Prizren
- e. Ferizaj
- f. Gjilan
- g. Gjakova

3. Year when the Business was established (How many years has it been operating in the market)

- a. Last year _____
- b. The last two to three years _____
- c. The last three to ten years _____
- d. Over the last ten years _____

4. Type of business by size (Circle the correct answer)

- a. Micro Business (1-9 employees)
- b. Small Business (10-49 employees)
- c. Medium Business (50-249 employees)
- d. Big Business (Over 250 Employees)



5. Legal Organizational Form of Business (Circle the correct answer)

- a. Individual Business
- b. General Partnership
- c. Limited Partnership
- d. Limited Liability Company (LLC)
- e. Joint Stock Company (JSC)
- f. Foreign Enterprise
- g. Socially Owned Enterprises
- h. Public Enterprises
- i. Share-based Limited Partnership

6. Business Type (Include the correct answer)

- a. Trading Company
- b. Production Company
- c. Service Company
- d. Other (Specify)

7. When was the last time you recruited new staff? (Circle the correct answer)

- a. Last year _____
- b. The last two to three years _____
- c. The last three to ten years _____
- d. Over the last ten years _____

8. What was the education profile of the staff recruited? (Specify)

9. Do you plan to recruit new staff? (Circle the correct answer)

- a. Yea _____
- b. No _____

10. If you are specifying the staff education profile you plan to recruit?

11. Do you have any staff members who have completed their studies at UMIB?

- a. Yea _____
- b. No _____



12. If yes, how satisfied are they with their work? (Circle the correct answer)

- a. Enough Satisfied _____
- b. Satisfied _____
- c. Neutral _____
- d. Unhappy _____
- e. Very dissatisfied _____

13. Were there occasions that you needed an employee of a particular profile that you could not find? (If you continue to question 14, if not continue to question 15)

- a. Yes _____
- b. No _____

14. Which education profile? (Specify)

15. Is there a course of study that you would propose to put in future curricula for the Faculty of Economics for which specialist you would need?

- a. Yes _____
- b. No _____

16. If you are specifying the direction?

Thank you!



**QUESTIONNAIRE FOR ADMINISTRATIVE PERSONNEL UNIVERSITY
 OF MITROVICA "ISA BOLETINI"**

Distinguished administrative and support staff at UMIB,

This questionnaire aims to gather your views on issues related to the quality of your work and the university in general. Your feedback is very important to us, as it will serve us in planning the strategic development of our university, with the aim of enhancing the quality of administrative work and beyond, at our university.

The questionnaire is anonymous! Please give your assessment of the findings presented below
 (Circle the answer that reflects your opinion on the issue being evaluated)

Disagree at all	Partly disagree	I do not know	Partly agree	Totally agree
1	2	3	4	5

1. I am informed about the mission of the university and the faculty where I work

1 2 3 4 5

2. I am well informed about all the activities organized at the University and the academic unit where I work.

1 2 3 4 5

3. The professional training of administrative staff is of a satisfactory level

1 2 3 4 5

4. The workload of administrative staff is evenly distributed.

1 2 3 4 5

5. The salaries of administrative staff are motivating for performance.

1 2 3 4 5

6. I am informed of all decisions made within the university.

1 2 3 4 5

7. Administrative staff is involved in all committees in the faculties.

1 2 3 4 5

8. Student and administrative staff reports are good.

1 2 3 4 5

9. Relationships between university management and administrative staff are good.

1 2 3 4 5

10. The reports of administrative staff and academic staff are good.

1 2 3 4 5

11. Academic staff submits timely reports necessary for student affairs.

1 2 3 4 5



12. The requirements of the administrative staff shall be taken into account by the university management.

1 2 3 4 5

13. Administrative staff need more professional training

1 2 3 4 5

14. I am satisfied with the management structure within the faculty to which I belong

1 2 3 4 5

15. I am satisfied with the level of maintenance and hygiene across campus and cabinets

1 2 3 4 5

16. Management's suggestions for improvements are taken into account by management.

1 2 3 4 5

17. Work environment and collegiality is good and inspires me for work.

1 2 3 4 5

18. Conditions at the workplace are adequate at all seasons of the year.

1 2 3 4 5

19. Collaboration with the Information Technology Office [SMU] is good.

1 2 3 4 5

20. I'm glad to work at UMIB

1 2 3 4 5

21. What is your suggestion for improving and enhancing the quality of the work as a whole?

Thank you!



THE UNIVERSITY OF MITROVICA
 "ISA BOLETINI"

Form 1

The form for evaluation of results at work

I. General Data

Institution	
Organizational unit	
The subject of evaluation (First and Last Name)	
The Job Position of the subject	
The evaluator (First and Last Name)	
The evaluator's job position	

II. Evaluation based on the job objectives / duties of the job position (depending on the job position the number of objectives / tasks of the job, the activities can be greater or smaller)

No	Objective/Duty	Activity	Grade ⁱ
1	Provides administrative support to procedures and quality assurance mechanisms in UMIB;		
2	It compiles various reports on the quality of courses and study programs;		
3	Maintains and reviews the files of the self-evaluation process of the academic units;		
4	It provides technical support to the Quality Assurance Committee in UMIB;		

Evaluator's comments on achieving the objectivesⁱⁱ:

Evaluation based on skills
 1. Evaluation of management skills:



1.1. Planning and organization: Assessing the ability to plan, organize and coordinate the activities and duties of the work and its subordinates.
Grade: <input type="checkbox"/> Excellent (5) <input type="checkbox"/> Very good (4) <input type="checkbox"/> Good (3) <input type="checkbox"/> Fair (2) <input type="checkbox"/> Poor (1)
Comments*:
1.2. Decision-making: Assessing the ability to make fair, timely and operational decisions, taking responsibility for the decisions made.
Grade: <input type="checkbox"/> Excellent (5) <input type="checkbox"/> Very good (4) <input type="checkbox"/> Good (3) <input type="checkbox"/> Fair (2) <input type="checkbox"/> Poor (1)
Comments*:
1.3. Motivation and impartial treatment of staff: Assessing the ability to create motivational work environment for subordinates; to adapt the way of direction depending on the situation in order to prevent and resolve conflicts, to evaluate subordinate activity, and to distribute the subordinate's tasks fairly.
Grade: <input type="checkbox"/> Excellent (5) <input type="checkbox"/> Very good (4) <input type="checkbox"/> Good (3) <input type="checkbox"/> Fair (2) <input type="checkbox"/> Poor (1)
Comments*:
2. Personal Skills:
2.1. Professional / Technical Knowledge: The professional competence of the civil servant related to the knowledge and skills required to carry out the job duties, the ability to transfer knowledge and experience to others is assessed.
Grade: <input type="checkbox"/> Excellent (5) <input type="checkbox"/> Very good (4) <input type="checkbox"/> Good (3) <input type="checkbox"/> Fair (2) <input type="checkbox"/> Poor (1)
Comments*:
2.2. Initiative and creativity: It is assessed the ability of civil servants to take the initiative to carry out their work duties by influencing the increase of efficiency and effectiveness, and to solve problems through new opportunities, alternatives and creativity.
Grade: <input type="checkbox"/> Excellent (5) <input type="checkbox"/> Very good (4) <input type="checkbox"/> Good (3) <input type="checkbox"/> Fair (2) <input type="checkbox"/> Poor (1)
Comments*:
2.3. Teamwork: Assess the ability of a civil servant to lead / work in a group, cooperate with group members, and contribute to active participation in the group.
Grade: <input type="checkbox"/> Excellent (5) <input type="checkbox"/> Very good (4) <input type="checkbox"/> Good (3) <input type="checkbox"/> Fair (2) <input type="checkbox"/> Poor (1)
Comments*:
2.4. Communicative and Representative Skills: Assess the ability to communicate (verbally and in writing) effectively with executives, subordinates and parties, the ability to explain certain tasks and objectives, and the ability to represent the institution, within its competencies.
Grade: <input type="checkbox"/> Excellent (5) <input type="checkbox"/> Very good (4) <input type="checkbox"/> Good (3) <input type="checkbox"/> Fair (2) <input type="checkbox"/> Poor (1)
Comments*:
2.5. Work effectiveness: Assessed the ability to perform work time with optimal time and cost while achieving maximum results.



Grade: Excellent (5) Very good (4) Good (3) Fair (2) Poor (1)

Comments*:

Medium grade for objectives: ⁱⁱⁱ; Medium grade for skills: ^{iv}; Total grade:^v;

Subject's Signature/Date

The comments of the subject in case of his/her dissatisfaction with the evaluator's assessment:

Signature of the subject^{vi}

ⁱ Estimated by grade, are only the objectives and not the activities.

ⁱⁱ Comments are mandatory in assessment cases evaluated with grade 1, 4 and 5.

ⁱⁱⁱ The average score of the objectives is calculated by adding the grades of all the evaluated objectives and dividing the number of estimated objectives.

* Comments are mandatory in assessment cases evaluated with grade 1, 4 and 5.

^{iv} The average skill score is calculated by adding grades of all assessed skills and dividing by the number of evaluated skills

^v The overall score is calculated by adding 60% (multiplied by 60 and divided by 100) of the average objective score and 40% (multiplied by 40 and divided by 100) of the average grade of skills.

^{vi} If he / she is dissatisfied with the assessment, the subject writes his/her signature and adds his / her eventual comments in the foreseen part of the evaluation form.