



UNIVERSITETI/UNIVERSITY  
"ISA BOLETINI"  
MITROVICË

# Assessment report of the UIBM administrative staff

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"You know, as most people do, that an Institution is as good as its people. The hard part is actually building a team that will transmit the culture of the institution and take you forward." ~ Kathryn Minshew,



## Introduction

University of Mitrovica “Isa Boletini” (hereinafter: UIBM), as a Higher Education Institution (hereinafter: HEI) established since 2013, has continuously made efforts to make the quality assurance process measurable. Questionnaires have been conducted at UIBM each year with students and other relevant stakeholders, who responded to questions aiming at reflecting the UIBM through the respondent’s perception.

UIBM has its own quality measurement mechanisms, and in addition to the process being measured and monitored continuously by deans, vice deans, quality coordinators within the faculties, the Quality Assessment Office in the University of Mitrovica “Isa Boletini” hereinafter: QAO) has a special role in these developments, and is the main body within UIBM for measuring internal quality.

In May 2021, in the wake of activities to improve the quality within UIBM, in order to improve service delivery, QAO conducted a questionnaire with the administrative staff for their opinion on UIBM, as an already common process.

The whole process of placing (launching) the questionnaires and data collection was done by QAO in full coordination with CCQAV. The process was transparent, and all questionnaires were unanimous, thus respecting the dignity of each respondent and maintaining the prestige of the institution..

## Office for Quality Assurance (ZSC)



The Quality Assurance Office is an independent office which operates within the Rectorate of the University of Mitrovica “Isa Boletini” (hereinafter UIBM) reporting directly to the Rector of UIBM.

QAO is committed to quality enhancement at UIBM by implementing all institutional policies and quality measuring instruments approved by the Central Commission for Quality Assurance and Evaluation (hereinafter CCQAE). Quality officers are not part of the UIBM academic staff.

The Office performs quality measurements using all the instruments included in the quality measuring instruments package approved by CCQAE. QAO prepares reports containing findings and recommendations for each completed questionnaire which it sends to the Rector of UIBM. The Office also sends the findings to the deans of the academic units for planning the development purposes of the academic staff and continuous improvement.



## **Conduct of the questionnaire**

Based on the QAO work plan and the UIBM strategic plan, QAO launched the questionnaire with the administrative staff at the university level from 02 April 2021 to 16 April 2021. The questionnaire was anonymous and the data were collected and stored by QAO through the Electronic Quality Assessment System - EQAS. The administrative staff responded through the University Management System (hereinafter UMS) to the questionnaire which contained 20 closed questions and 1 open question, which assessed information, professional preparation, workload, professional reports, working conditions and professional advancement.

## **Questionnaire findings**

From the findings through the administrative staff' responses, we notice their sincerity and willingness to contribute to the advancement and development of UIBM.

This report expresses the general statistics and recommendations at the UIBM level deriving from the entirety of the responses.

From the responses received and analyzed, we see that 93% of the administrative staff at UIBM are informed of the mission of the university and faculties, of the decisions and 86% of them stated that they are constantly informed of all activities organized at the university.

The professional training of administrative staff is considered quite satisfactory, while regarding the distribution of workload we see that there are different opinions, with 58% thinking that there is an equal distribution of workload while 42% have the opposite opinion.

From the responses of the administrative staff, 76% state that they are informed of the UIBM strategy on the professional development of the administrative staff but when asked about their suggestions for improving the quality of work they have suggested professional training for the administrative staff as foreseen by the strategy.

The relations of the administrative staff with the students, the management and the administrative staff are considered to be quite good, but it is noticed that the academic staff does not always submit in time



the necessary reports on student issues. Thus, 34% of the administrative staff consider that the administrative staff does not submit the required reports on time.

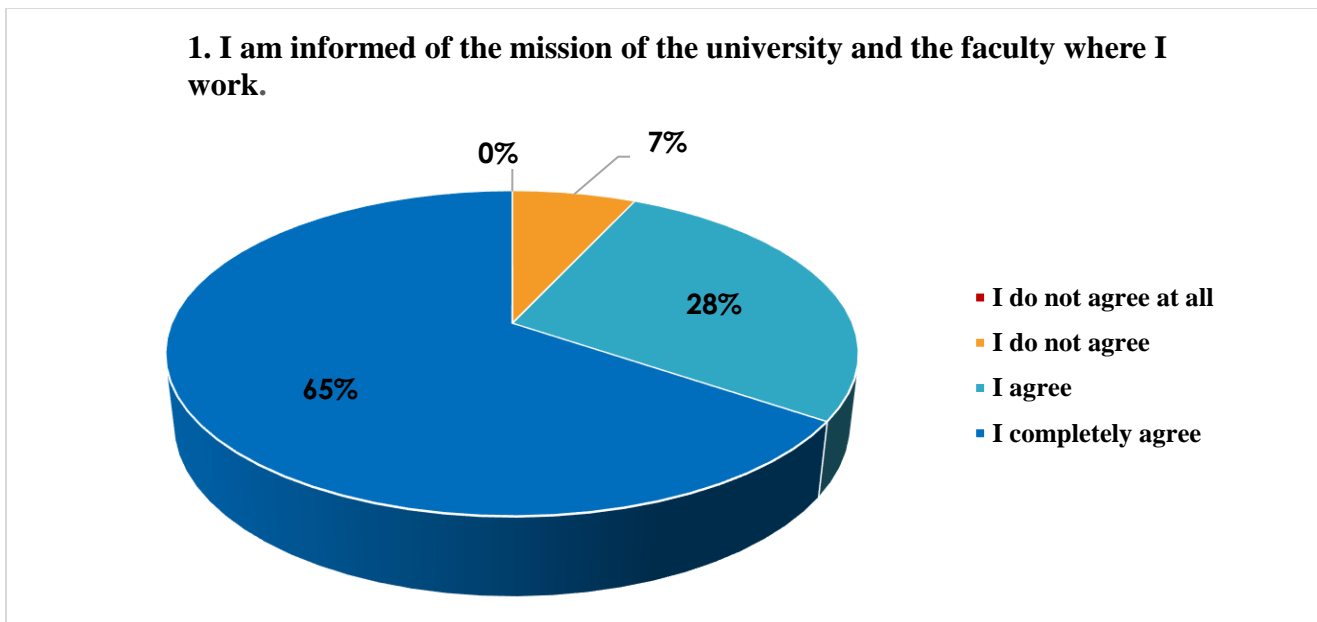
In general or 86% of the administrative staff stated that the management takes into account the requirements of the administrative staff, also 93% stated that the administrative staff needs more professional training.

The administrative staff is quite satisfied (90%) with the management within the faculty and at the UIBM level and are very satisfied with staff suggestions for improvement being taken into account.

The administrative staff stated that the cooperation with the information technology office is considered very good.

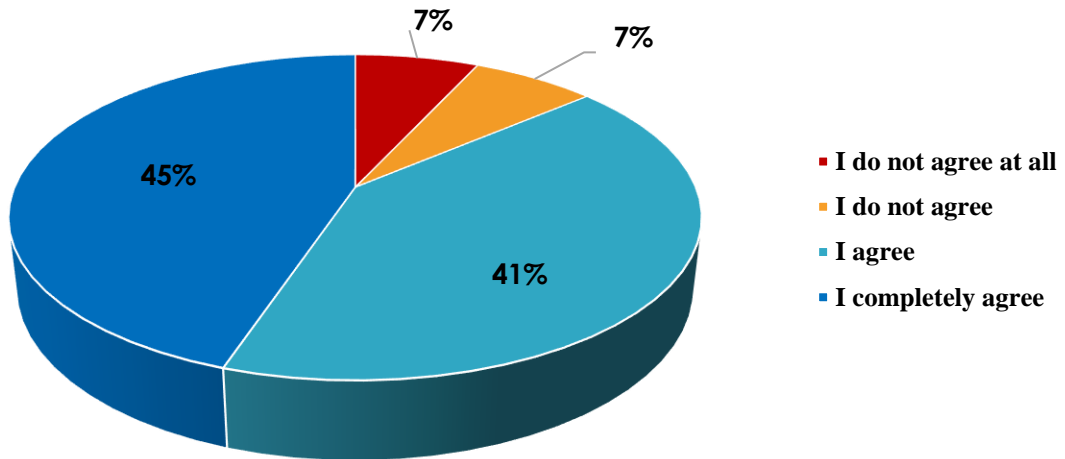
Hygiene within the university campus is assessed as very good as stated by 93% of the administrative staff.

The working environment and working conditions are considered very good by the administrative staff and 93% of the administrative staff stated to be very satisfied working at UIBM.

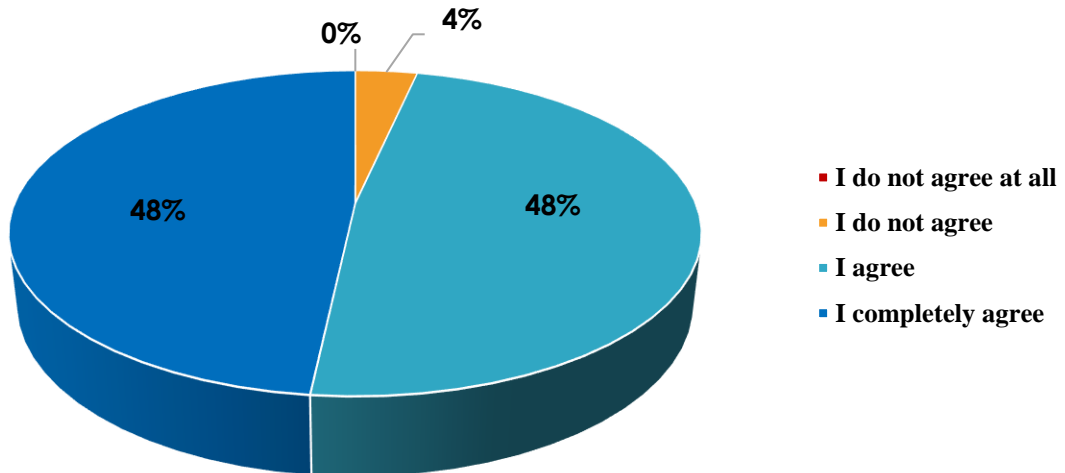




**2. I am well informed of all the activities organized at the University and the academic unit where I work.**

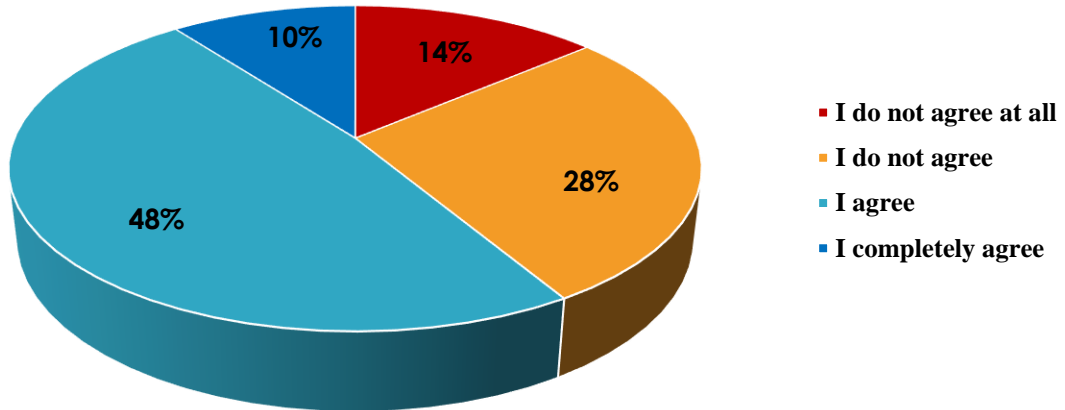


**3. The professional training of the administrative staff is of a satisfactory level.**

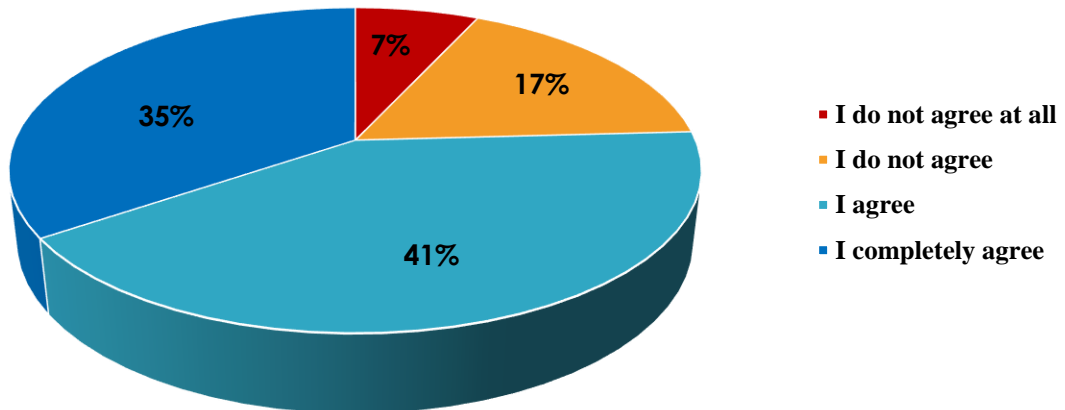




**4. The workload of administrative staff is evenly distributed.**

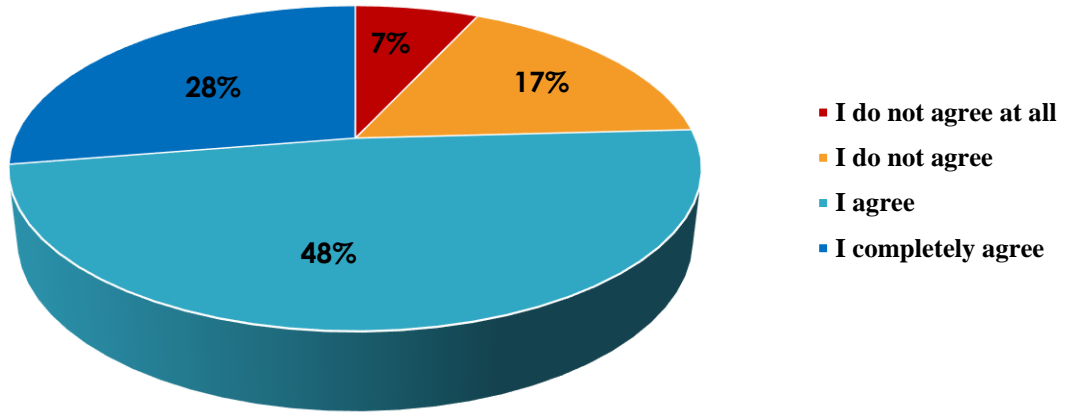


**5. I am aware of the UIBM strategy on the professional development of administrative staff.**

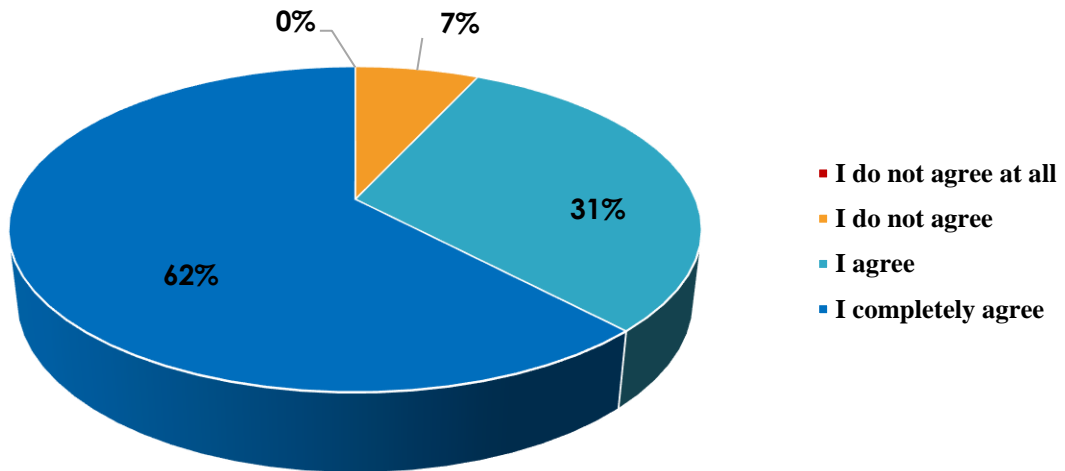




**6. I am informed of all decisions made within the faculty.**

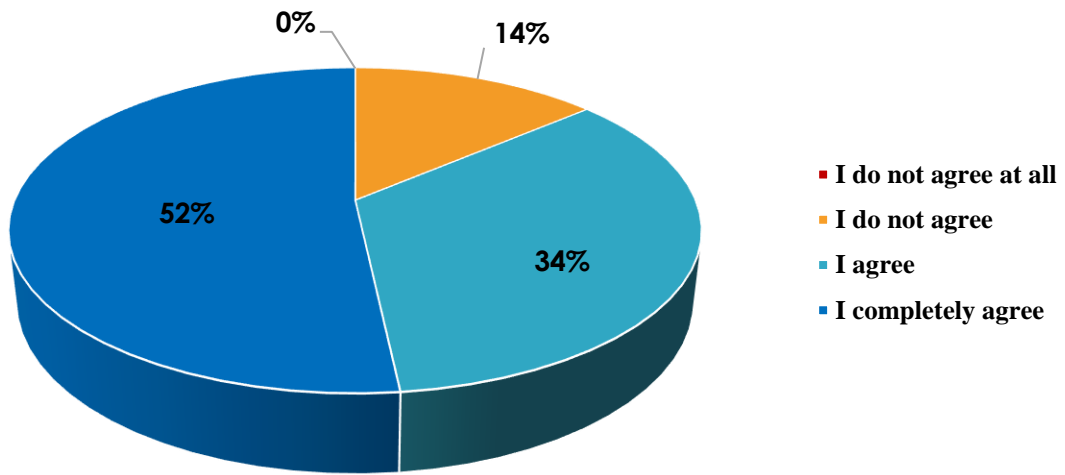


**7. Relations between the students and administrative staff are good.**

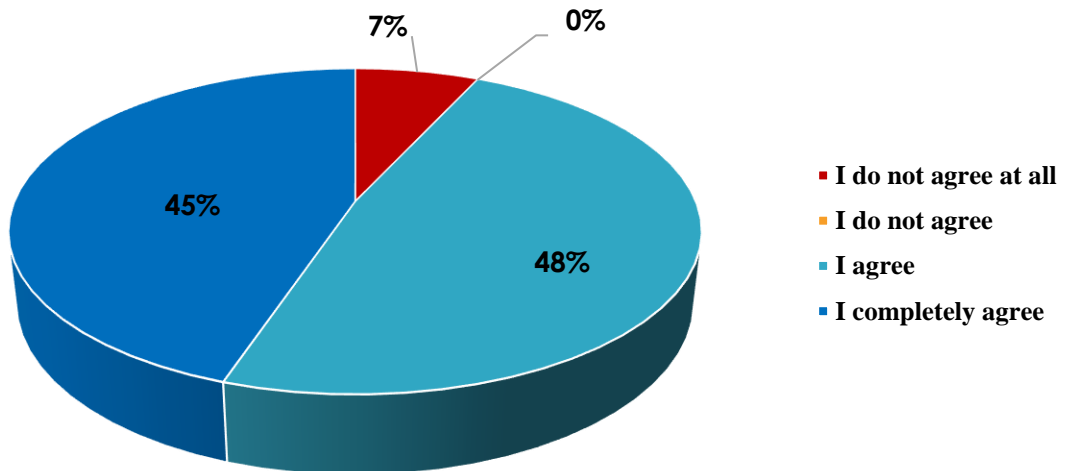




**8. Relations between the university management and administrative staff are good.**



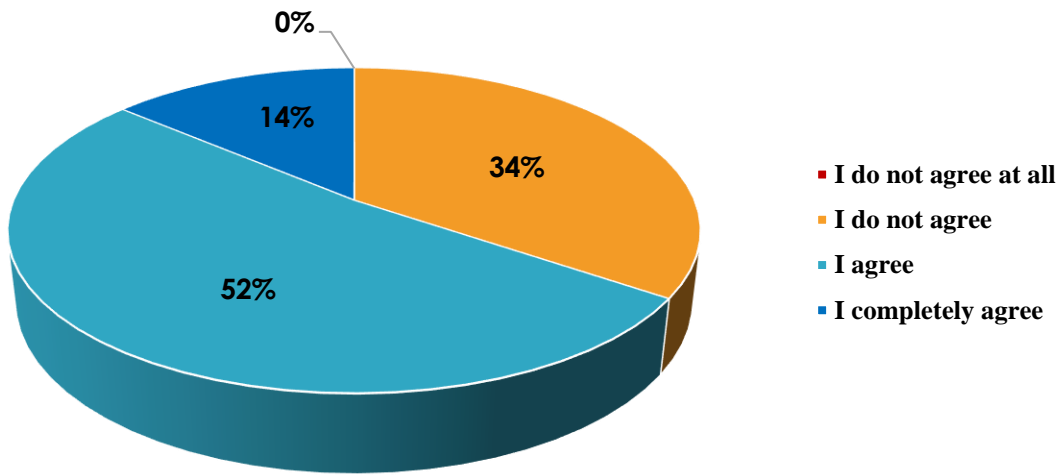
**9. Relations between the administrative staff and personnel are good.**



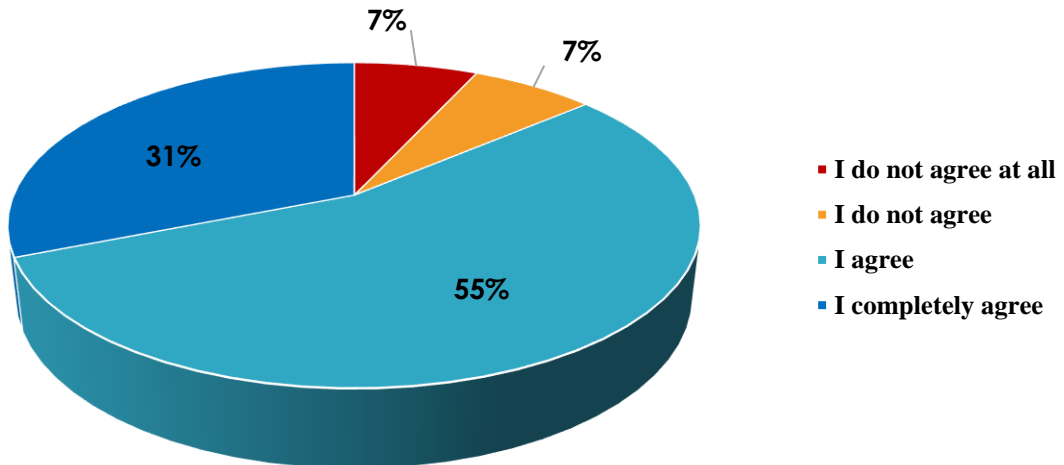




**10. The academic staff submits the necessary reports on student issues in a timely manner.**

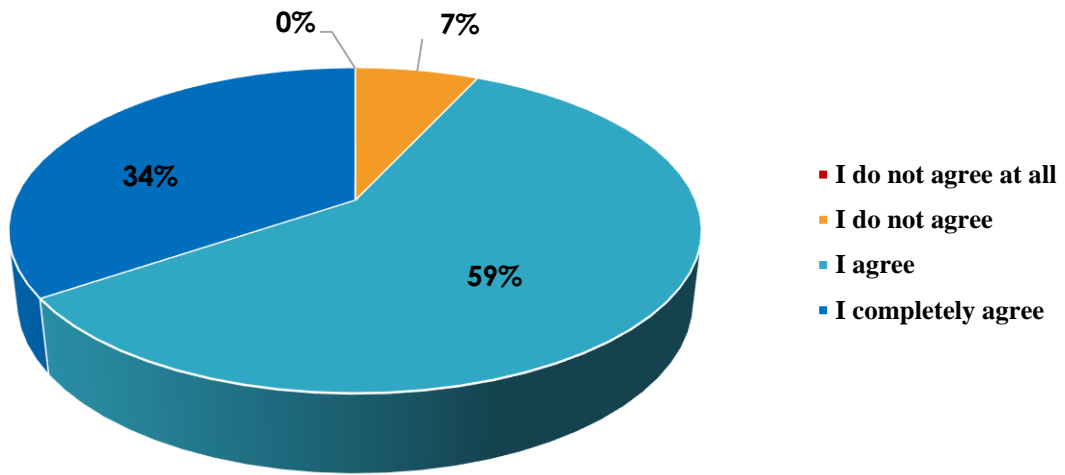


**11. The requirements of the administrative staff are taken into account by the university management.**

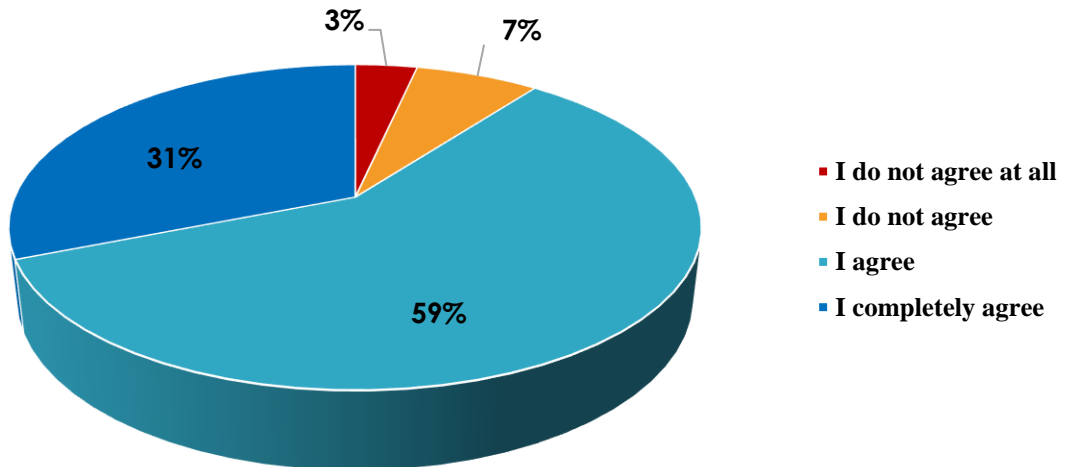




**12. Administrative staff needs more professional training**

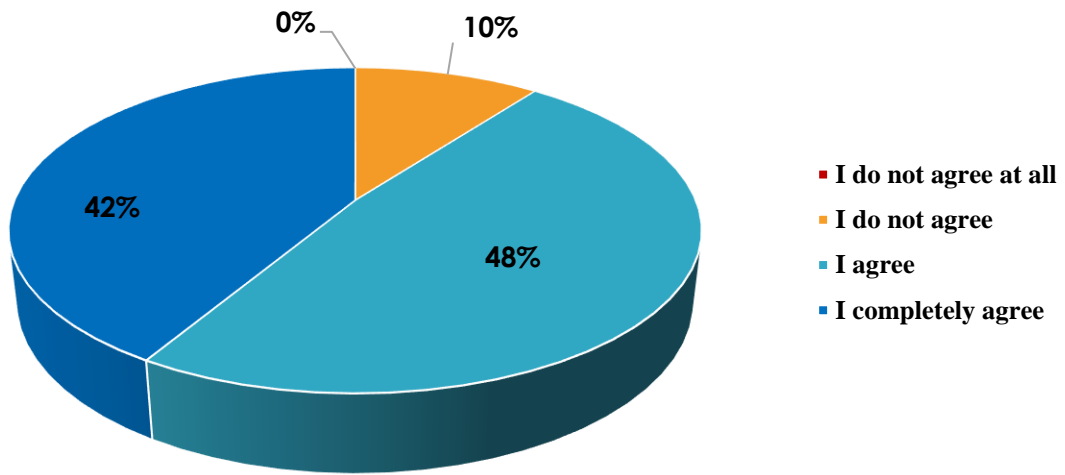


**13. I am satisfied with the management within the faculty to which I belong**

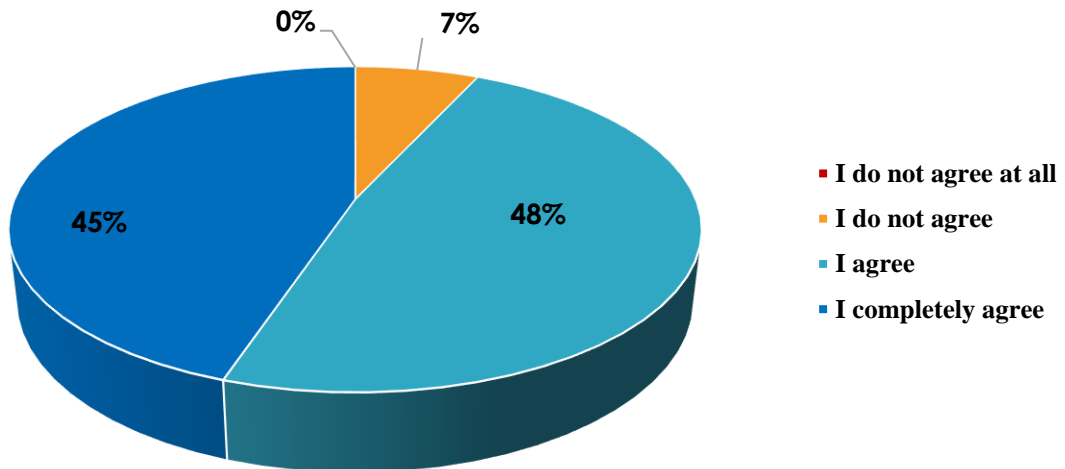




**14. I am informed of the UIBM/Faculty regulations**

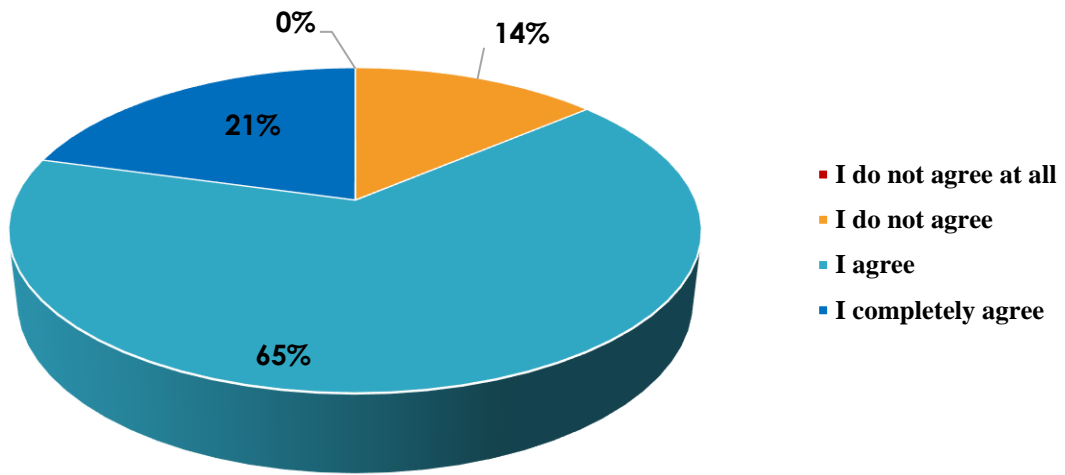


**15. I am satisfied with the level of maintenance and hygiene on campus and cabinets**

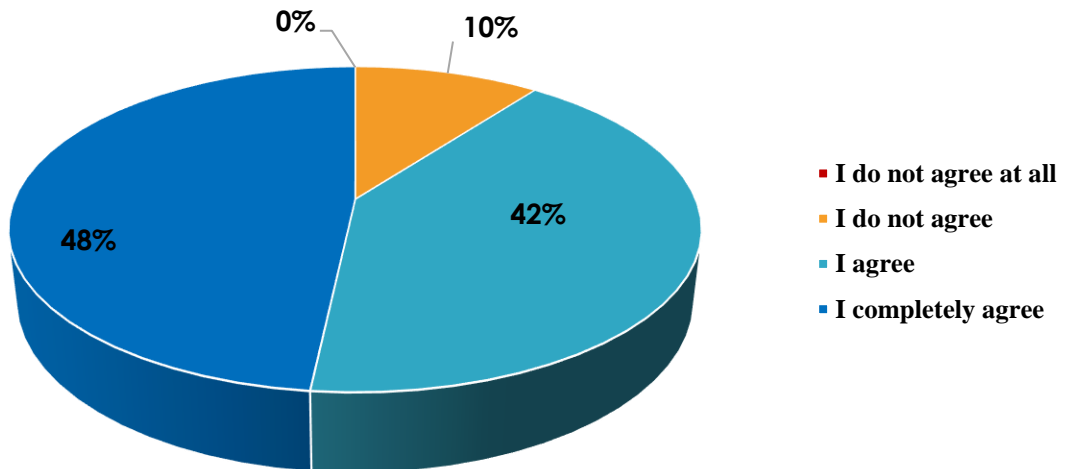




**16. Suggestions of the administrative staff for improvements are taken into account by the management.**

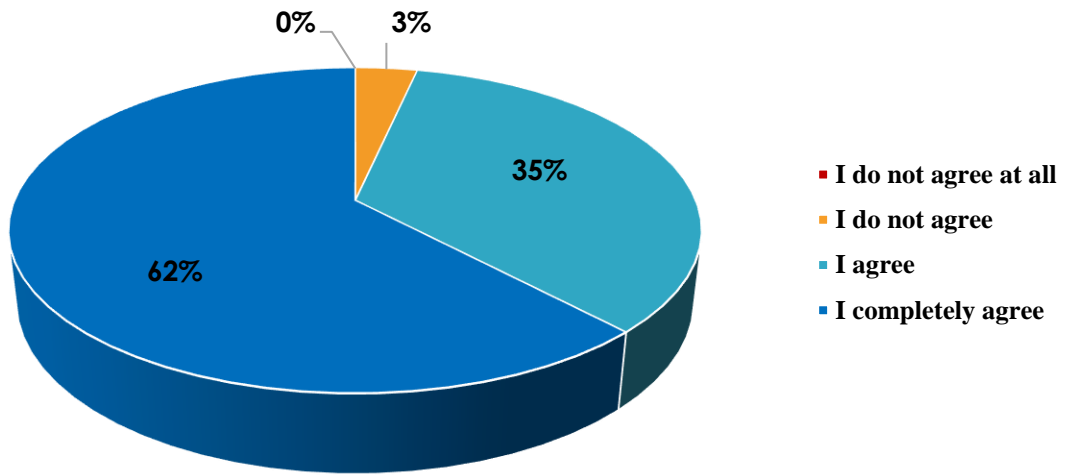


**17. The work environment and collegiality is good and inspires me for work.**

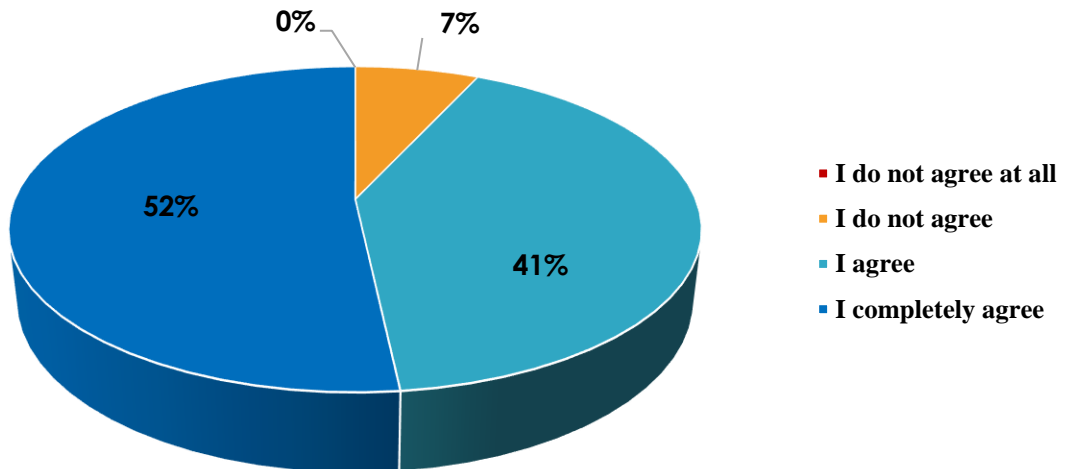


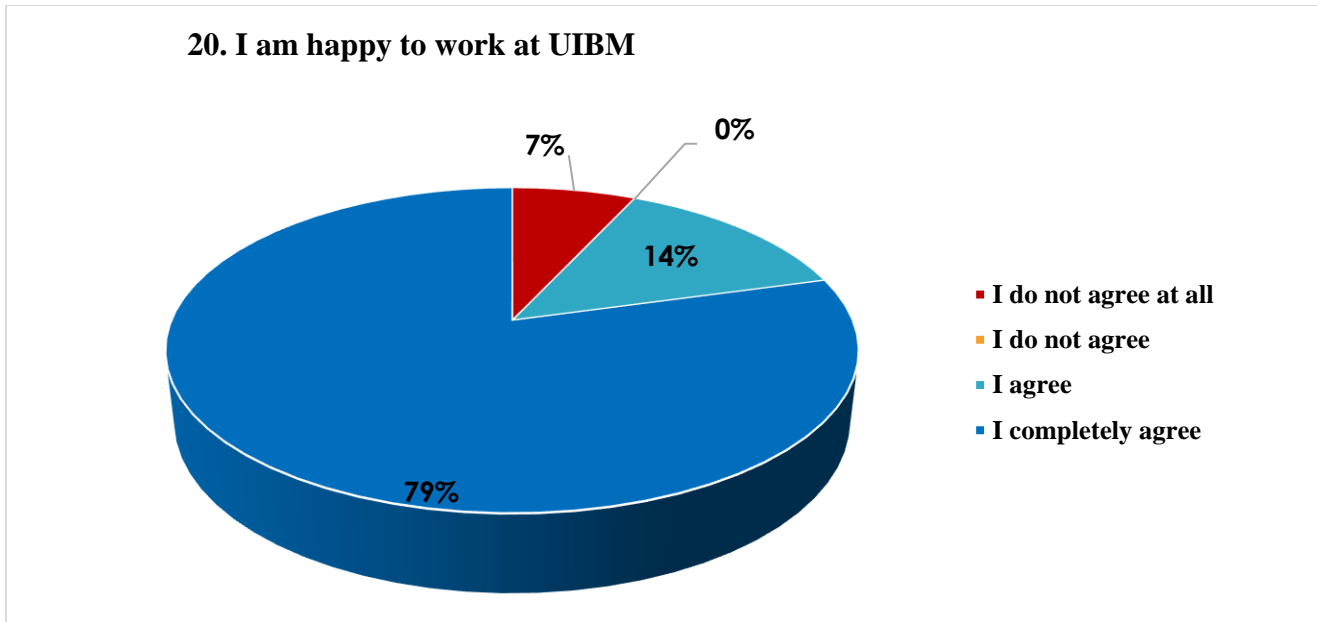


**18. Workplace conditions are adequate (office, equipment, etc.)**



**19. Cooperation with the Information Technology Office [UMS] is good.**





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

- Having more professional training.
- Establishing an electronic system for managing UIBM objectives
- Systematizing the employees in line with their duties, responsibilities and workload, payments and incentives according to workload.
- Frequent meetings, between management and administrative staff.
- Close cooperation of academic and administrative staff in fulfilling the mission and vision of the university.
- Continuing to implement the UIBM strategies and regulations
- Professional capacity building through attending training sessions in areas that fall under the of HEI responsibility.
- More effective and efficient cooperation between administration, management and academic staff, improving working conditions for administrative and academic staff.



## **Recommendations**

- Greater participation of the administrative staff in the training sessions organized by KIPA and motivation to participate in other professional training sessions according to the needs of the administrative staff.
- Having regular meetings between administrative staff and management to achieve common objectives.
- Considering the possibility of creating an electronic system for managing objectives and activities at UIBM.
- Stimulating administrative staff according to the workload.