



UNIVERSITETI / UNIVERSITY

“ISA BOLETINI”

Mitrovicë / Mitrovica

Zyra për Sigurim të Cilësisë / Quality Assurance Office



QUALITY MEASUREMENT INSTRUMENTS PACKAGE

2020

Student Evaluation of Teaching, Courses and Resources at University of Mitrovica “Isa Boletini” - Bachelor

Academic year: 2020

Course: _____

Instructor: _____

Your opinion on the teaching process in our institution is highly valuable towards quality improvement. The questionnaire is anonymous, so please respond sincerely to the following questions:

Service	Not at all	Not good	Average	Good	Very good
TEACHING QUALITY AND STYLE	1	2	3	4	5
Content of online lectures was clear					
Online lectures were interactive					
Examples brought by the professor were related to the theory we learnt					
The professor encourages students to express their ideas					
Professor’s conduct to students was ethical and collegial					
COURSE RESOURCES (Rate the course, materials and assessment)					
Overall I am satisfied with the course content					
My obligations towards the course were clear to me					
The assessment method was adjusted to online learning					
Activities (exercises, tasks, laboratory exercises, projects, seminar papers, etc.) were assessed as agreed during online learning					
There was adequate connection between exercises and lectures					
Students were notified on time on implementation of online learning					
Online lectures were held on regular basis					
Access to online classes on MSU was easy					
Professor explained the teaching methodology in the virtual class					
Professor sent all lecture materials via MSU or email					
Professor had problems organizing classes online					

Virtual classes enabled presentation of student works					
Online lectures developed my skills in the same way as lectures held with physical presence at UMIB					
To succeed, in addition to lectures and exercises, how many hours weekly did you study at home or at the library for this course? [circle]	HOURS WEEKLY				
	1 – 2 hours	3-4 hours	5-6 hours	over 7 hours	
I had the necessary devices for attending online learning [telephone, laptop, computer]	PO		JO		
I had access to the Internet for attending online learning	PO		JO		
Online learning should continue in specific cases throughout the academic year	PO		JO		
If asked to choose again now, would you enroll in the same program again? [circle]	PO		JO		
REMARKS: [optional]					

Student evaluation of study programs and research work at University of Mitrovica “Isa Boletini” - MASTER

Academic year: _____

Course: _____

Mentor: _____

Assistant: _____

Your opinion on the quality of study programs and research work at our institution is highly valuable towards quality improvement. Your data shall be anonymous, so please respond sincerely to the following questions:

Service	Not at all	Somewhat	Average	Good	Very good
STUDY PROGRAM	1	2	3	4	5
The curriculum provided by the department is preparing me for the labor market					
Studying in this program has helped me develop critical thinking					
Theory was well linked to the exercise hours or the practical work we did					
To what extent did the study program meet your initial expectations?					
Has the graduation paper manual helped you in preparing your Master thesis?					
SUPPORT TO RESEARCH WORK					
We did research work in all the courses					
How would you evaluate the ability to contact your Master thesis mentor online?					
Did you receive adequate feedback from the mentor through the UMIB’s online platform?					
Communication with the mentor was easy and correct					
Administrative procedures assist in the selection and writing of the Master thesis					
What was the frequency of consultations with the mentor?	1-2 times monthly	3-4 times monthly	5 -6 times monthly	Over 7 times monthly	
If asked to choose again now, would you enroll in the same program again? [circle]	YES		NO		

Based on your experience, would you recommend this study program to others? [circle]	YES	NO
<p>REMARKS: [mandatory]</p> <p>What changes would you suggest towards improvement of the overall quality of the study program?</p>		

EVALUATION FORM FOR ACADEMIC STAFF OF UNIVERSITY OF MITROVICA
“ISA BOLETINI”

Dear professors/assistants of the University of Mitrovica “Isa Boletini”,

The quality assurance component of a HEI includes a questionnaire implemented with the academic staff which enables you to evaluate semestral work and knowledge of processes developed at UMIB. The questionnaire is anonymous and refers to online learning and academic life at UMIB during the pandemic period.

Duty/responsibility					
1. Teaching					
I conducted online lectures/exercise regularly	YES	NO	Somewhat		
I had problems regarding online access to lectures	YES	NO	Somewhat		
I had problems keepings records of students’ attendance in the virtual classroom on MSU	YES	NO	Somewhat		
During the Covid 19 period I accomplished the syllabus topics without problem	YES	NO	Somewhat		
I managed to make good use of the online learning platform with students	YES	NO	Somewhat		
I distributed the course syllabus on time	YES	NO			
I explained the content, assessment, tasks, etc. in the first lecture	YES	NO			
	Never	Rarely	Sometimes	Often	Always
I used practical examples-cases to help students understand the lecture/exercise better					
I made use of tables, technology, posters and similar					
I made use of technological opportunities provided by online learning during lectures/exercises					
I allow students to make questions and comments at any time during lectures					
I use activities which encourage students to be active in lectures					
I considered students’ remarks and suggestions on syllabus improvement					
I distributed on time the plan of laboratory exercises, tasks, case studies, tests and quizzes					
I included my own research in the syllabus content					

2. Relation with students	Never	Rarely	Somet imes	Often	Always
My approach to students has always been appropriate					
Students had problems with the online access to lectures					
I complied with the Statute and Regulation of UMIB in assessing students					
I included the students' contribution from each activity in the final assessment					
3. Professional development					
I cooperated with colleagues and the IT office to address difficulties in using the online platform					
I cooperate with other colleagues to identify and resolve learning and Faculty problems					
I attended training on new teaching methods					
I improve my foreign language skills continuously					
4. Data keeping					
I always update my lectures/exercises plan					
I am able to provide these records to the management at any time					
I keep notes on students' engagement, research findings, laboratory work results and study visit summaries, which are included in the final assessment					
5. My advantages:					
6. Improvement needs:					



**UNIVERSITY OF MITROVICA
"ISA BOLETINI"**

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**SELF-EVALUATION FORM FOR DEANS OF ACADEMIC UNITS OF THE UNIVERSITY
OF MITROVICA "ISA BOLETINI"**

Dear deans of the University of Mitrovica "Isa Boletini",

The quality assurance component at UMIB is considered a planned process of systematic and documented activities, which in essence refers to a reflective-active cycle aimed at development and sustainability of our university.

In this process, this self-evaluation instrument for deans is part of the package of instruments developed by the Central Quality Assurance and Evaluation Commission of UMIB.

The instrument should be completed by you and aims to provide data through evaluation of your work at the end of each semester.

Information should be provided for the current academic year.

Name and surname of Dean:	
Faculty	

1. Leadership/governance	Fully disagree	Disagree	Agree	Fully agree
I have a work plan for developing the Faculty, which I have shared with all the staff				
I create a good climate for work and activities at the Faculty				
I have good cooperation with all the academic staff				
I conducted fairly and ethically in all relations and communications				
I work effectively as part of the Faculty's team				
I have presented all academic staff requests to UMIB bodies and beyond				
I motivate and support the staff in the definition of strategic objectives				
I consider proposals by the academic staff in the decision-making process				
I have undertaken all necessary measures to implement decisions and duties required by the Faculty Council				

I contribute effectively to the curriculum change process				
I ensure implementation of curricula				
I support contemporary approaches to teaching as necessary				
I am open to new ideas and proposals by the academic staff				
I evaluate the academic/administrative staff based on their real performance				
I present the Dean's work report to the Faculty Council on regular basis				
I am open to new teaching ideas				
I ensure implementation of Strategic Plan activities				
I cooperate with other faculties				
I implement the academic policy and legal procedures correctly				
I propose pro-deans, heads of programs and the quality coordinator based on their merit				
I am capable to manage under pressure and in difficulties				
I manage the Faculty's concerns and problems fairly				
I hold regular and productive meetings with the Faculty's Council, administration and academic staff				
My decisions are transparent				
I respond within specified deadlines				

During the year I have reached _____ cooperation agreements:

a) No; b) 1; c) 2; d) over 3.

Describe 2 positive aspects of your job:

Describe 2 aspects that need improvement:

Propose required improvement strategies:



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**EVALUATION FORM FOR DEAN'S WORK BY THE ACADEMIC STAFF OF
ACADEMIC UNITS OF THE UNIVERSITY OF MITROVICA "ISA BOLETINI"**

Dear,

The quality assurance component at UMIB is considered a planned process of systematic and documented activities, which in essence refers to a reflective-active cycle aimed at development and sustainability of our university.

In this process, this self-evaluation instrument for deans is part of the package of instruments developed by the Central Quality Assurance and Evaluation Commission of UMIB.

The instrument should be completed by you and aims to provide data through evaluation of your work at the end of each semester.

The provided information will be used by the UMIB management to define future activities aimed at quality development at the University.

Information should be provided for the current academic year.

The questionnaire is anonymous!

Name and surname of Dean evaluated:	
Faculty:	

1. Leadership/governance	Fully disagree	Disagree	Agree	Fully agree
The Dean has a work plan for developing the Faculty, which he/she has shared with all the staff				
The Dean considers the academic staff's opinions in decision-making processes				
The Dean serves as a role model for the Faculty and students				
The Dean responds to continuous requests within the Faculty				
The Dean creates a motivating environment for the academic and administrative staff and the students				

2. Academic program development:	Fully disagree	Disagree	Agree	Fully agree
The Dean leads and participates in strategic planning				

The Dean motivates and supports the staff in setting strategic objectives				
The Dean contributes effectively to curricula change processes				
The Dean supports contemporary approaches to teaching as necessary				
The Dean is open to proposals and new ideas by the academic staff				

3. Management:	Fully disagree	Disagree	Agree	Fully agree
The Dean identifies needs for academic staff				
The Dean ensures implementation of the Strategic Plan activities				
The Dean cooperates with other faculties				
The Dean applies academic policy and legal procedures appropriately				
The Dean proposes the pro-deans, heads of programs and the quality coordinator based on their merit				
The Dean is capable to manage under stress and in difficulties				
The Dean presents all requests of the academic staff to UMIB bodies and beyond				
The Dean holds regular and productive meetings with the Council, administration and staff				
The Dean' decisions are transparent				
The Dean presents the work report to the Faculty Council				
The Dean responds within specified deadlines				

4. Interpersonal skills	Fully disagree	Disagree	Agree	Fully agree
The Dean is accessible to the academic staff at any time				
The Dean promotes open communication with the academic staff				
The Dean acts fairly and ethically in all relations and communications				
The Dean works effectively as part of the Faculty team				
The Dean evaluates the academic/administrative staff based on their real performance				

During the year, the Dean has reached _____ cooperation agreements:

a) No; b) 1; c) 2; d) over 3.

Describe 2 positive aspects of the Dean's work:

Describe 2 sides that need improvement:

Propose required strategies for improving the Dean's work:



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**DEAN'S EVALUATION FORM FOR THE ACADEMIC STAFF OF THE UNIVERSITY OF
MITROVICA "ISA BOLETINI"**

Dear deans of the University of Mitrovica "Isa Boletini"

The quality assurance component at UMIB is considered a planned process of systematic and documented activities, which in essence refers to a reflective-active cycle aimed at development and sustainability of our university.

In this process, this self-evaluation instrument for deans is part of the package of instruments developed by the Central Quality Assurance and Evaluation Commission of UMIB.

The instrument should be completed by you and aims to provide data through evaluation of your work at the end of each semester. In completing the instrument you should consider the self-evaluation of the academic staff and the student evaluation of each academic staff at the Faculty.

The provided information will be used by the staff, Faculty management and the Quality Assurance Office under the rectorate to define future activities aimed at quality development at the University.

Information should be provided for the current academic year.

Name and surname of professor/assistant evaluated:	
Faculty/Department:	

I. Teaching:

**Please evaluate the following: teaching, course content, teaching methodologies, teaching innovation, update of syllabi and literature, placement of materials/syllabi on the MSU on a timely basis, student assessment, and peer cooperation on teaching and learning.*

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II. Relations with the management, colleagues and students

**Please evaluate the following: conduct of consultations, relations with students, academic staff and the management, fulfilment of duties at Faculty, and participation in commissions.*

III. Professional development

**Please evaluate the following: participation in training, workshops, module development, various projects, and professional or policy level working groups.*

IV. Research and publications

**Please evaluate the following: publications, participation in conferences and application for and winning of grants/projects.*

Recommendations for improvement

--

Dean's signature	* Signature of evaluated staff

Date: ___/___/2020

**If the staff subject to evaluation does not agree with the Dean's evaluation, he/she may request review of such evaluation by higher instances/Rectorate.*



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EVALUATION FORM FOR DEANS OF ACADEMIC UNITS OF THE UNIVERSITY OF MITROVICA “ISA BOLETINI”

Dear Rector of the University of Mitrovica “Isa Boletini”

The quality assurance component at UMIB is considered a planned process of systematic and documented activities, which in essence refers to a reflective-active cycle aimed at development and sustainability of our university.

In this process, this self-evaluation instrument for deans is part of the package of instruments developed by the Central Quality Assurance and Evaluation Commission of UMIB.

The instrument should be completed by you and aims to provide data through evaluation of your work at the end of each semester.

The provided information will be used by the staff, Faculty management and the Quality Assurance Office under the rectorate to define future activities aimed at quality development at the University.

Information should be provided for the current academic year.

Name and surname of Dean evaluated:	
Faculty:	

Fully disagree	Disagree	Agree	Fully agree
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- | | | | | |
|----------|----------|----------|----------|--|
| 1 | 2 | 3 | 4 | The Dean has a clear vision for the Faculty |
| 1 | 2 | 3 | 4 | The Dean has clearly described Faculty development goals |
| 1 | 2 | 3 | 4 | The Dean has established a clear strategy for achieving Faculty development goals |
| 1 | 2 | 3 | 4 | The Dean promotes a spirit of cooperation at the Faculty |

- | | | | | |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | The Dean promotes an environment which ensures quality teaching |
| 1 | 2 | 3 | 4 | The Dean motivates and supports the staff |
| 1 | 2 | 3 | 4 | The Dean is effective in his work as leader |
| 1 | 2 | 3 | 4 | The Dean is always accessible by the academic and administrative staff |
| 1 | 2 | 3 | 4 | The Dean supports staff development |
| 1 | 2 | 3 | 4 | The Dean manages staff effectively |
| 1 | 2 | 3 | 4 | The Dean follows UMIB procedures |
| 1 | 2 | 3 | 4 | The Dean works in compliance with UMIB regulations |
| 1 | 2 | 3 | 4 | The Dean respects hierarchy |
| 1 | 2 | 3 | 4 | The Dean submits reports on time |
| 1 | 2 | 3 | 4 | The Dean cooperates with the rectorate |
| 1 | 2 | 3 | 4 | The Dean submits documents requested by the rectorate on a timely basis |
| 1 | 2 | 3 | 4 | The Dean is open to cooperation |

The Dean performs well in the following areas of responsibility:

1. _____
2. _____
3. _____

The Dean performs poorly in the following areas of responsibility:

1. _____
2. _____
3. _____

Rector's signature	* Signature of evaluated staff

Date: ___/___/2020

** If the staff subject to evaluation does not agree with the Dean's evaluation, he/she may request review of such evaluation by higher instances/Rectorate.*



UNIVERSITY OF MITROVICA
“ISA BOLETINI”

QUESTIONNAIRE FOR EXTERNAL STAKEHOLDERS OF UMIB

Dear associates of UMIB,

This questionnaire is intended to collect your opinions on issues related to the quality of cooperation with our university. Your responses are very important for us as they will help as improve this cooperation and create new opportunities.

Your data will be treated confidentially.

Thank you for your outstanding cooperation during this survey.

1. Type of institution (Circle the applicable option)

- a. State institution
- b. Public enterprise
- c. Education institution
- d. Institution exercising independent activity (lawyer, attorney)
- e. Business
- f. Non-government organization
- g. Other (Specify)

2. Seat/region of institution (Circle the applicable option)

- a. Prishtina
 - b. Mitrovica
 - c. Peja
 - d. Prizren
 - e. Ferizaj
 - f. Gjilan
 - g. Gjakova
 - h. Other (Specify)
-

3. Year of institution establishment

- a. Last year
 - b. Two to three past years
 - c. Four to six past years
 - d. Seven to ten past years
 - e. More than eleven years ago
-

4. **With which elements of UMIB's mission does our cooperation correspond (Circle all applicable options)**

- a. Quality teaching
- b. Scientific research
- c. Contribution in the community

5. **What are some of the facilities you enjoy from cooperating with UMIB?**

6. **What are some of the difficulties you encounter in cooperating with UMIB?**

7. **In which areas could we extend cooperation?**

8. **Have you employed/do you employ staff members who graduated from UMIB?**

- a. Yes
- b. No

9. **If yes, how satisfied are/were you with their work? (Circle the applicable option)**

- a. Very unsatisfied
- b. Unsatisfied
- c. Neutral
- d. Satisfied
- e. Very satisfied

10. **Have there been cases where you needed employees of certain profiles and were unable to find them? (If yes, go to question 11; if no, go to question 12)**

- a. Yes
- b. No

11. **Which education profile? (Specify)**

12. **Is there any new study program/course you would propose to include in future curricula of the University of Mitrovica?**

- a. Yes
-

b. No

13. If yes, specify program/course?

14. What is your overall impression of the University of Mitrovica “Isa Boletini” as a higher education institution?

a. Very unsatisfied

b. Unsatisfied

c. I cannot say

d. Satisfied

e. Very satisfied

Interviewer

Respondent

University of Mitrovica “Isa Boletini”



UNIVERSITY OF PRISHTINA
“ISA BOLETINI”

QUESTIONNAIRE FOR UMIB ALUMNI

Dear,

This questionnaire is intended to collect your opinions on issues related to the quality of cooperation with our university. Your responses are very important for us as they will help us improve the quality of study programs and other aspects at our University.

The questionnaire is anonymous.

Please respond to the following statements.

1. My studies prepared me well for my current career (Circle the applicable option):

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

2. My studies taught me how to acquire new skills and knowledge independently.

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

3. I can apply the theoretical and practical skills acquired during studies in my work.

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

4. The study curriculum allowed selection of elective courses which I need directly for my work.

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

5. My studies prepared me to think analytically and logically.

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

6. During my studies I acquired thorough knowledge in my field of study.

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

7. I am represented by UMIB values in my work.

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

8. I am informed of continuous development opportunities at the University such as vacancy announcements, conferences, events, seminars, training and public lectures aimed at professional advancement.

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

9. I am able to maintain contact with my study colleagues thanks to UMIB.

- f) Disagree
- g) Partially agree
- h) I don't know
- i) Agree
- j) Fully agree

10. What is your overall impression of the University of Mitrovica "Isa Boletini" as a higher education institution?

- a. Very unsatisfied
- b. Unsatisfied
- c. I cannot say
- d. Satisfied
- e. Very satisfied

11. I am encouraged to develop the University's cooperation with the company or institution in which I work.

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

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

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

13. Remarks



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QUESTIONNAIRE FOR THE ADMINISTRATIVE STAFF AT UMIB

Dear administrative and support staff of UMIB,

This questionnaire is intended to collect your opinions on issues related to the quality of your work and of the University in general. Your responses are important for use as they assist us in planning the strategic development of our University towards quality improvement of administrative and other work.

The questionnaire is anonymous.

Please respond to the following statements: (Circle the response that best represents your opinion)

1. I am informed of the mission of the University and of the Faculty where I work.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
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2. I am well informed of all activities organized at the University and the academic unit where I work.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
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3. Professional qualification of administrative staff is satisfactory.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
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4. The workload of administrative staff is distributed equally.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

5. Salaries of administrative staff are motivational for results at work.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

6. I am informed of all decisions taken at the University.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

7. Administrative staff is involved in all Faculty commissions.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

8. Relations between students and administrative staff are good.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
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9. Relations between University management and administrative staff are good.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

10. Relations between administrative and academic staff are good.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

11. Academic staff submits required reports on student matters on a timely basis.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

12. Administrative staff requests are considered by the University management.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

13. Administrative staff needs more professional training.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
-----------------------	------------------------	--------------	--------------------	---------------------

14. I am satisfied with the management structure at the Faculty where I work.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
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15. I am satisfied with the level of maintenance and hygiene on campus and in cabinets.

Fully disagree **Partially agree** **Agree** **Fully agree** **I don't know**

16. Administrative suggestions for improvement are considered by the management.

Fully disagree **Partially agree** **Agree** **Fully agree** **I don't know**

17. The work atmosphere and collegiality are good and inspires me for work.

Fully disagree **Partially agree** **Agree** **Fully agree** **I don't know**

18. Workplace conditions are adequate in all seasons of the year.

Fully disagree **Partially agree** **Agree** **Fully agree** **I don't know**

19. Cooperation with the IT Office [MSU] is good.

Fully disagree **Partially agree** **Agree** **Fully agree** **I don't know**

20. I am content to be working at UMIB.

Fully disagree **Partially agree** **Agree** **Fully agree** **I don't know**

21. What is your suggestion towards improvement of the quality of work in general?

Thank you!



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PYETËSOR PËR PERSONELIN AKADEMIK

Dear professors and assistants,

This questionnaire is intended to collect your opinions on issues related to the quality of your work and the work of deconates, the rectorate, administration and the University in general.

Your responses are important for use as they will assist us in planning the strategic development of our University, drafting or improving various regulations, and supporting academic staff towards academic quality improvement at our University.

The questionnaire is anonymous.

Please respond to the following statements: (Circle the response that best represents your opinion)

1. I am well informed of the mission of the Faculty where I work.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
2. I am informed of the mission of the University.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
3. The international organization of the Faculty is satisfactory.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
4. The management structure of the Faculty has proved successful.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
5. Academic staff salaries are motivational for results at work.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
6. I am well informed of all decisions taken at the Faculty.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
7. I am well informed of all decisions taken at the University.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
8. Communication between academic and non-academic staff is satisfactory.	Fully disagree	Partially agree	Agree	Fully agree	I don't know

Fully disagree	Partially agree	Agree	Fully agree	I don't know
9. Communication between Faculty management and academic staff is satisfactory.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
10. The Faculty ensures good conditions for organizing the learning process.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
11. I am familiar with UMIB regulations.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
12. I have frequent access to professional training organized by the Faculty or UMIB.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
13. Existing study program curricula at Faculty are updated continuously in cooperation with the decanates.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
14. The study programs are attractive for new students.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
15. Ratio of research work to teaching at the Faculty is satisfactory.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
16. Administrative services at the Faculty are very efficient.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
17. The Faculty has a rich library with sufficient books.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
18. UMIB's website contains satisfactory content.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
19. I am very well informed of MSU use.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
20. I regularly upload all learning material to MSU.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know

21. Academic staff is well informed of all events, symposia, conferences, open lectures and other events organized at UMIB.

Fully disagree

Partially agree

Agree

Fully agree

I don't know

22. Hygienic conditions at the Faculty are appropriate.

Fully disagree

Partially agree

Agree

Fully agree

I don't know

23. What is your suggestion towards improvement of teaching and learning, research and academic work, and quality enhancement.

24. What is your suggestion towards improvement between teaching staff and students, professors and assistants, academic and administrative staff, and academic staff and management?

EVALUATION OF SUPPORT SERVICES AT UNIVERSITY OF MITROVICA “ISA BOLETINI”

Towards quality improvement, please respond sincerely to the following questions related to support services. The questionnaire is anonymous.

Service	I don't know	Not good	Good	Very good	Excellent
	1	2	3	4	5
How do you assess the Rectorate's assistance in resolving students' requests and issues?					
How do you assess the Decanate's assistance in resolving students' requests and issues?					
How do you assess the assistance of the Chief of Program in resolving students' requests and issues?					
How do you assess the online access to lectures, exercises and other materials on MSU?					
How do you assess the functioning and maintenance of MSU?					
How do you assess the work of student service officials in your Faculty?					
How do you assess the communication of administration officials with students?					
How do you assess the working hours of the library?					
How do you assess the communication of library staff with students?					
How do you assess the books, magazines, publications, monographies, etc. provided by the library?					
How do you assess the physical premises of the library?					
How do you assess hygiene at the University?					
How do you assess the work and services of the Career Office?					
How do you assess the work of the Students' Union?					
Si How do you assess the work of the students' representative in your Faculty?					
How do you assess visits to institutions, companies, organizations or entertainment evenings organized by your Faculty?					
How do you assess environment and green spaces at UMIB?					
Remarks:					



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PEER TO PEER EVALUATION

The academic staff holds regular group meetings aimed at quality improvement of programs, academic units and the UIBM in general.

Meetings are held in groups disaggregated by study program, where the following topics are discussed:

- Teaching methodology
- Implementation of lectures and exercises, strengths and challenges
- Problems raised by colleagues
- Involvement of students in research work
- Cooperation strategies for improvement

Minutes are kept at each meeting and submitted to the Quality Office and the management of respective academic units.