

Universiteti i Mitrovicës - University of Mitrovica

“Isa Boletini”

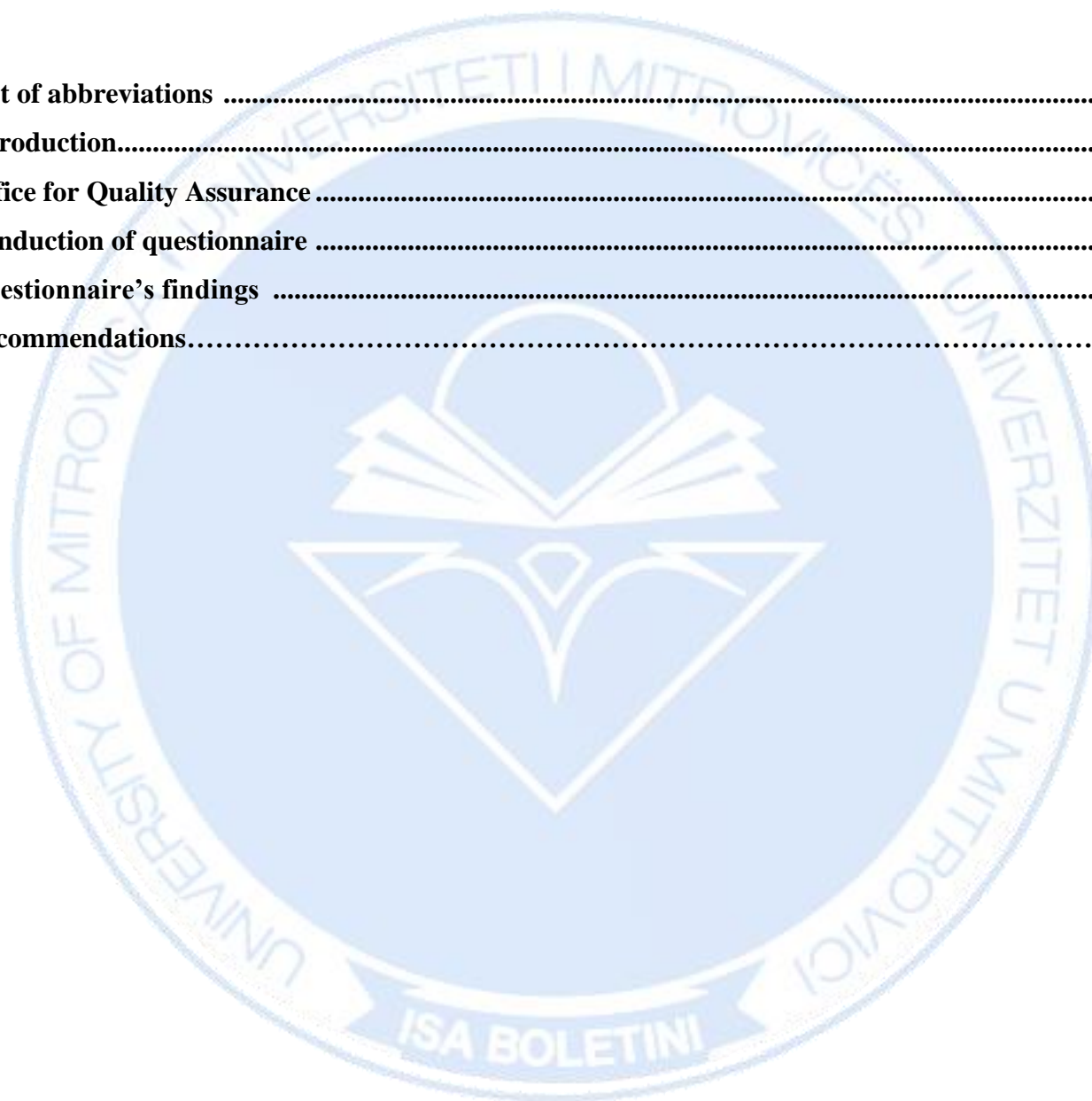
Office for Quality Assurance



SUMMARY REPORT ON QUESTIONNAIRE CONDUCTED WITH EXTERNAL STAKEHOLDERS

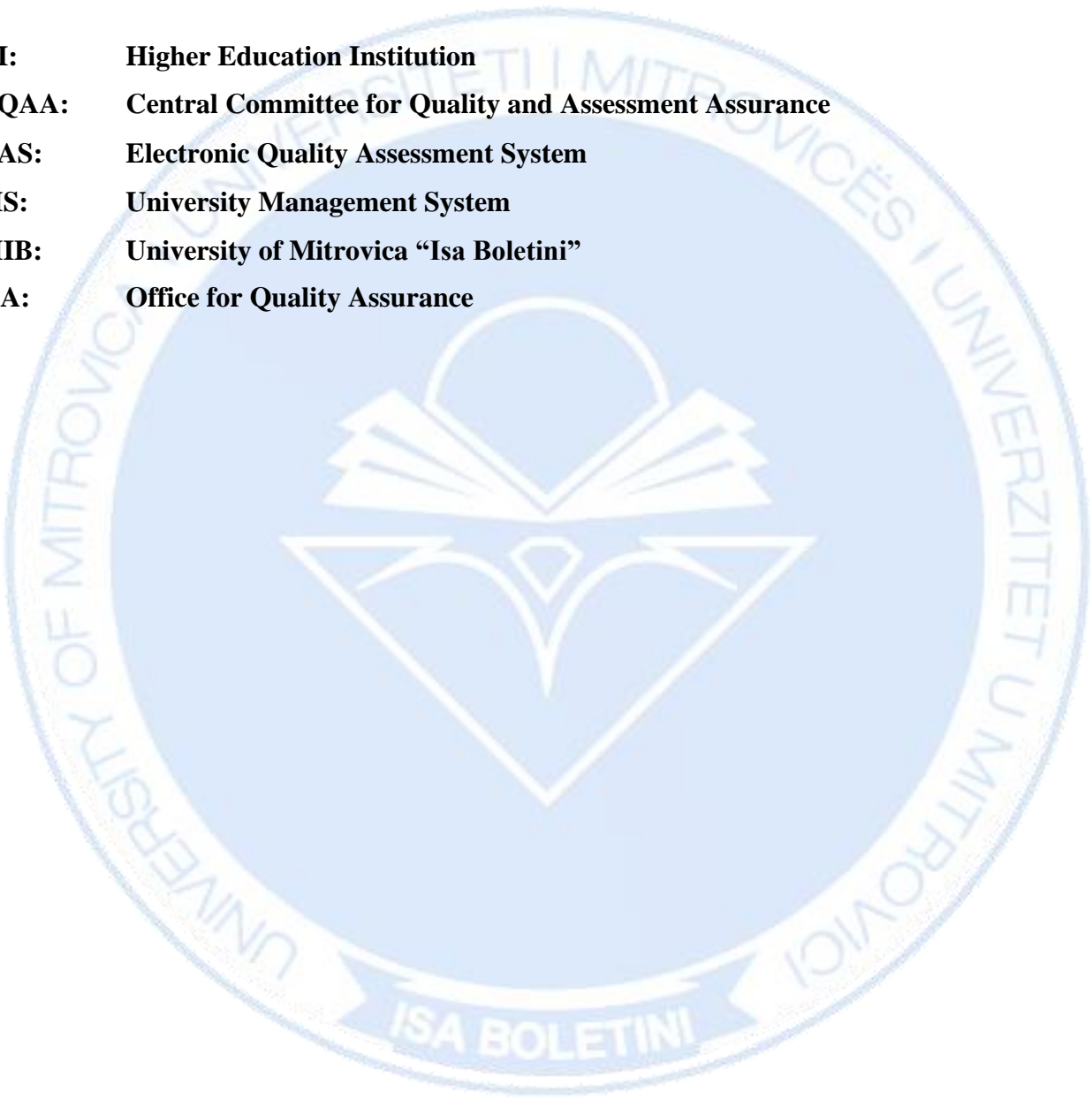
November, 2020

List of abbreviations	2
Introduction	3
Office for Quality Assurance	4
Conduction of questionnaire	5
Questionnaire’s findings	6
Recommendations	14



List of abbreviations

HEI:	Higher Education Institution
CCQAA:	Central Committee for Quality and Assessment Assurance
EQAS:	Electronic Quality Assessment System
UMS:	University Management System
UMIB:	University of Mitrovica “Isa Boletini”
OQA:	Office for Quality Assurance



The University of Mitrovica "Isa Boletini" (hereinafter: UMIB), as a Higher Education Institution (hereinafter: HEI) established since 2013, has constantly made efforts to make the quality assurance process measurable. For each year, questionnaires were organized at UMIB with students and other relevant actors, who answered questions which aimed to show the real situation at UMIB through the perception of respondents.

UMIB has its own mechanisms for measuring quality, and besides that the process is measured and monitored continuously by deans, vice deans, quality coordinators within the faculties, the Office of Quality Assurance at the University of Mitrovica "Isa Boletini" (hereinafter: OQA) has a special role in these developments, and is the main body within UMIB for measuring of internal quality.

The whole process of drafting the questionnaires, launching them and collecting data was done by the OQA in full coordination with the CCQAA. The process is transparent, and all questionnaires are anonymous, thus respecting the dignity of each respondent and maintaining the prestige of the institution, except for the self-assessment questionnaires.

In order for the report to preserve the ethics of each individual and that of the institution, you will find published only some of the main findings of the questionnaires. Recommendations as the last part of it, will also contain suggestions and remarks which are not made public, but which are given by the respondents.

Questionnaire findings

The Office for Quality Assurance is independent which operates within the Rectorate of the University of Mitrovica "Isa Boletini" (hereinafter UMIB) and which reports to the Rector of UMIB. OQA is committed to UMIB membership by implementing all policies in member institutions and instruments approved by the Central Committee for Quality Assurance and Assessment (hereinafter CCQAA). Academic officials are not part of the UMIB staff.

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

The questionnaire with external stakeholders is a questionnaire that is conducted once a year in coordination with all academic units through quality coordinators.

The questionnaire with external stakeholders was conducted during the period 10.09.202 - 30.09.2020. The questionnaire was anonymous and the data were collected and stored by the OQA through the Electronic Quality Assessment System – EQAS.

External stakeholders responded through the online questionnaire (link) that was linked to the UMS. The questionnaire contained 9 closed questions and 6 open questions, where they assessed the cooperation with UMIB, areas of cooperation, student employment, satisfaction of students' skills and knowledge, needs for specific subjects and directions, etc.

The questions were intended to look at these key aspects:

- Students` employment;
- Students` preparation for career;
- Acquired skills and abilities of students;
- The need for new subjects and study programs;

- Cooperation with UMIB;
- Areas of cooperation;
- Suggestions and comments;

The questionnaire was completed by external stakeholders through the link that was related to EQAS. The link is distributed through academic units as well as through platforms and communication groups with them.

From the findings we have received many comments and suggestions that show their interest in contributing to the processes at UMIB. This report expresses only the general statistics, and the recommendations that emerge from the totality of the answers received.

The questionnaire with external stakeholders was conducted with all types of institutions including state institutions, public enterprises, educational institutions, businesses and non-governmental organizations. The questionnaire was answered mainly by institutions from the region of Mitrovica and Prishtina, but not bypassing other regions. The institutions that answered our questionnaires are mainly institutions that have been operating for more than 10 years in our country.

All institutions have assessed that the main points of UMIB's mission which are quality teaching, scientific research and contribution to the community are representatives of their values.

The parties have listed the benefits they have from cooperating with UMIB which you can find detailed in the report below. The parties also listed the difficulties of cooperation with UMIB and the areas where cooperation can be expanded.

64% of businesses said they have hired staff who have completed their studies at UMIB and 79% are satisfied with their work.

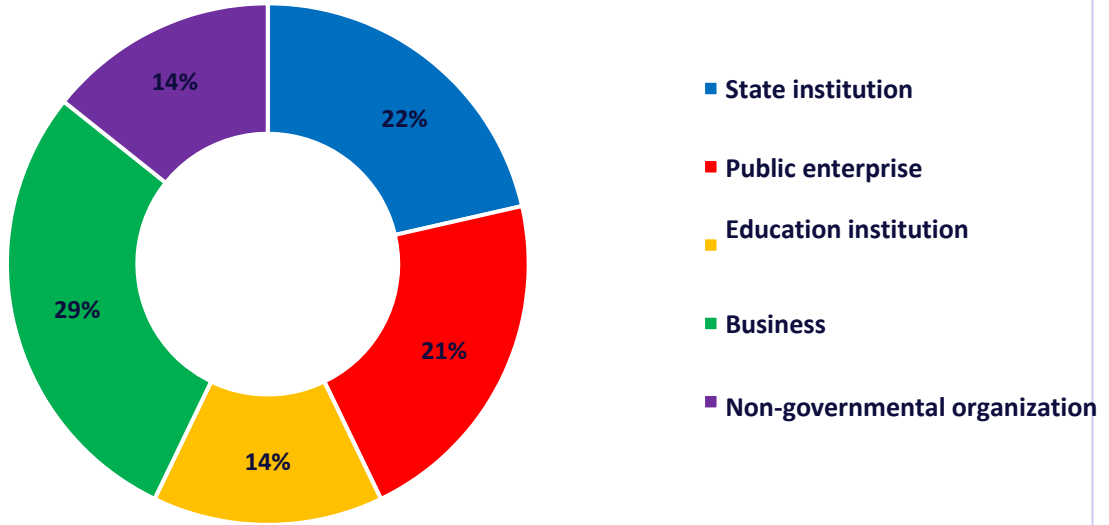
Stakeholders who responded to our questionnaires estimated that 71% of them found employees in the profiles provided by UMIB and 29% of them said that UMIB does not have education profiles for the areas they are interested on.

Institutions have provided directions and subjects that are of interest to be part of UMIB which are further specified in the report.

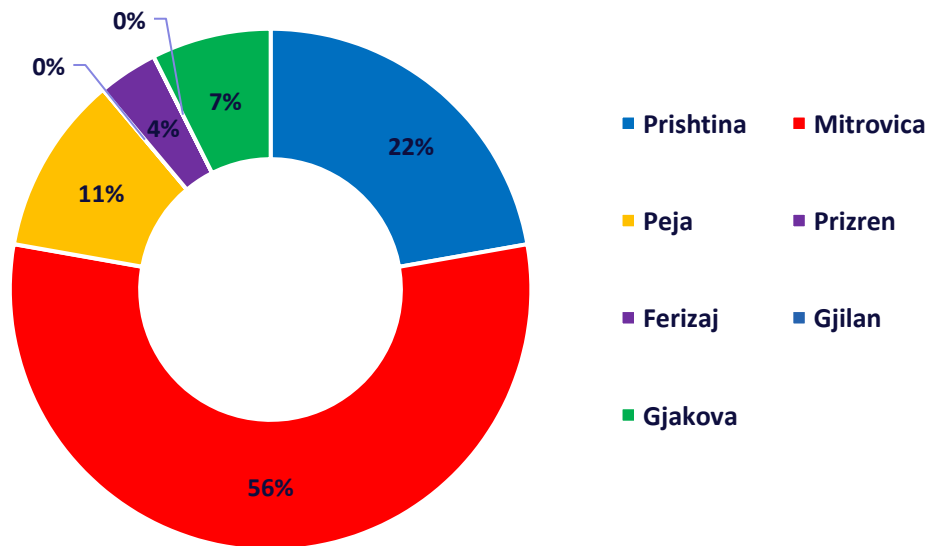
Questionnaire findings

From the whole questionnaire, the institutions have estimated that 76% of them are very satisfied with UMIB.

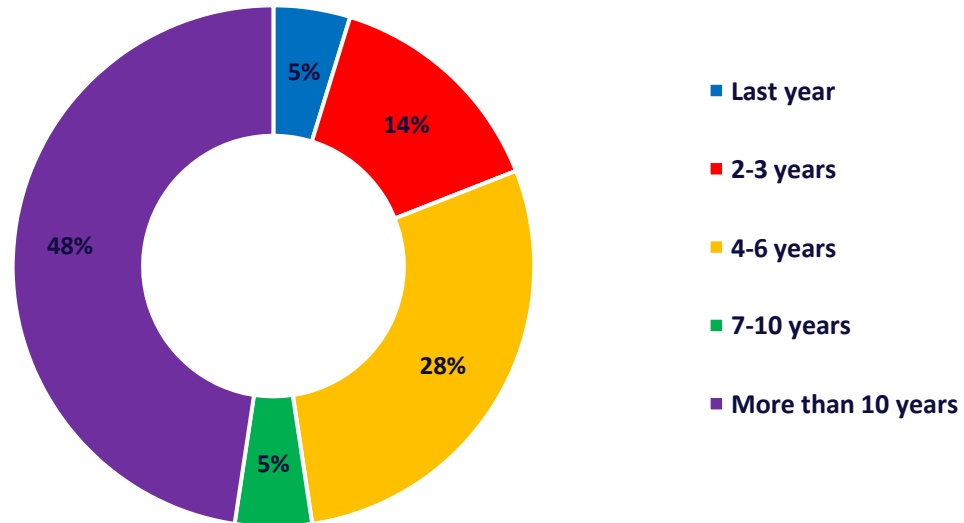
1. Type of institution



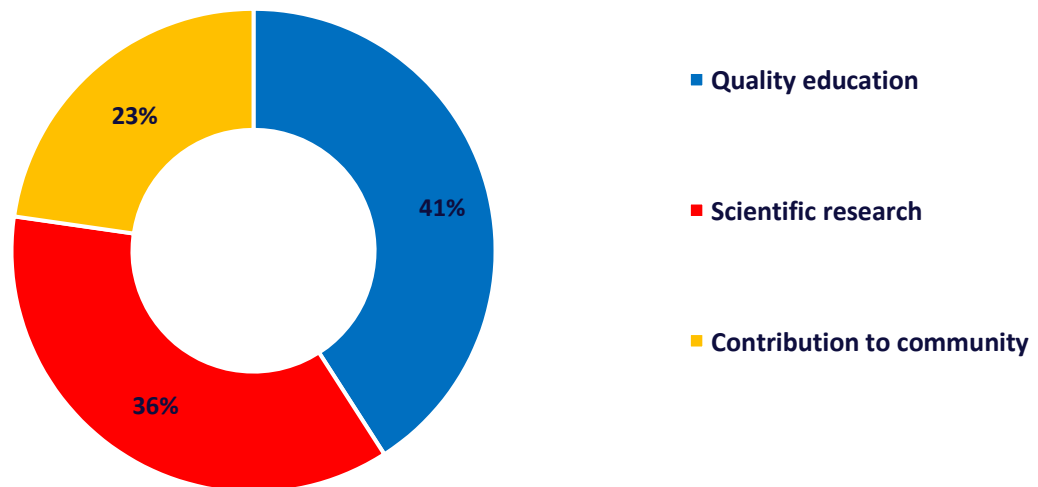
2. Location/Region of the institution



3. Year(s) of institution`s establishment



4. Which elements of the UMIB mission fit to our cooperation.



5. 5. What are some of the facilitations you get from working with UMIB?

- Student internships
- Professional cooperation with staff
- Scientific research
- Preparation of new and professional staff members
- Capacity building
- Exchange of experiences
- Creating professional independence
- Advancement in knowledge on machinery
- Internationally recognized diploma
- Exchange of information

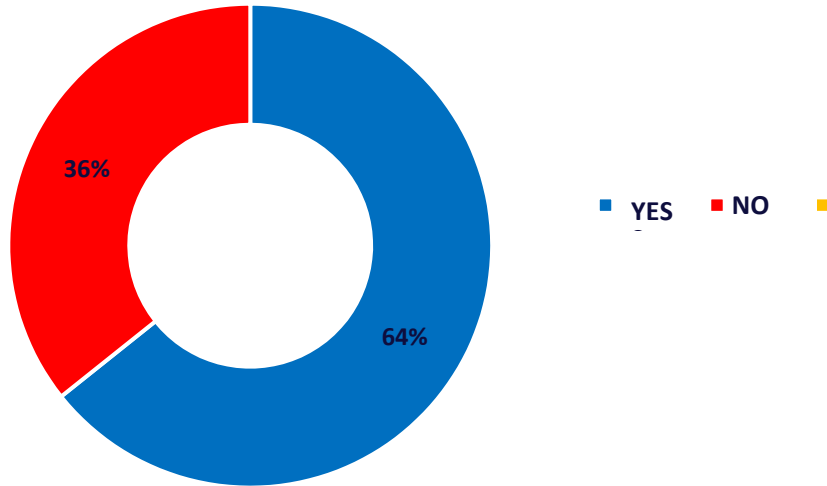
6. 6. What are some of the difficulties you encounter in collaborating with UMIB?

- Financial aspects for joint projects
- Lack of establishment of a research institute
- Mutual visits (not frequent)

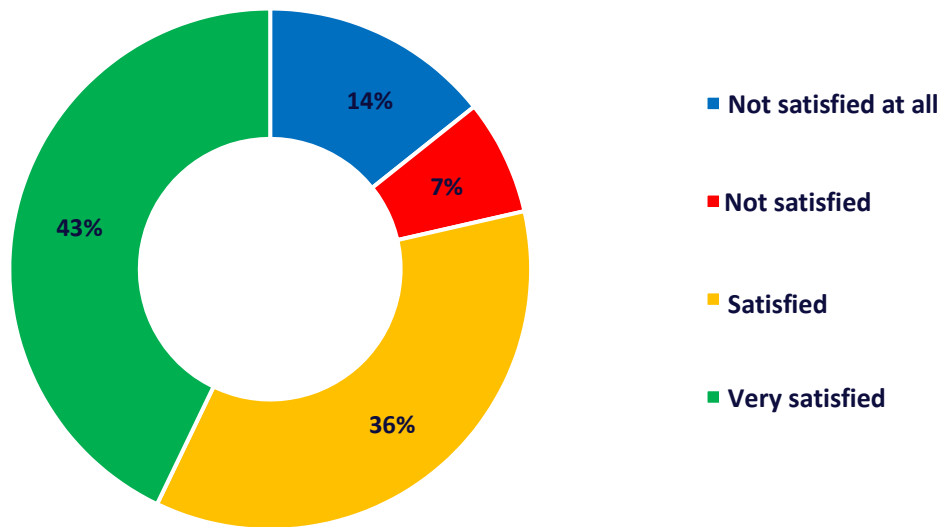
7. In which areas can we expand cooperation?

- Mining sector
- Product research and development
- Production sector
- Students` internships
- Students` employment
- Wine processing sector

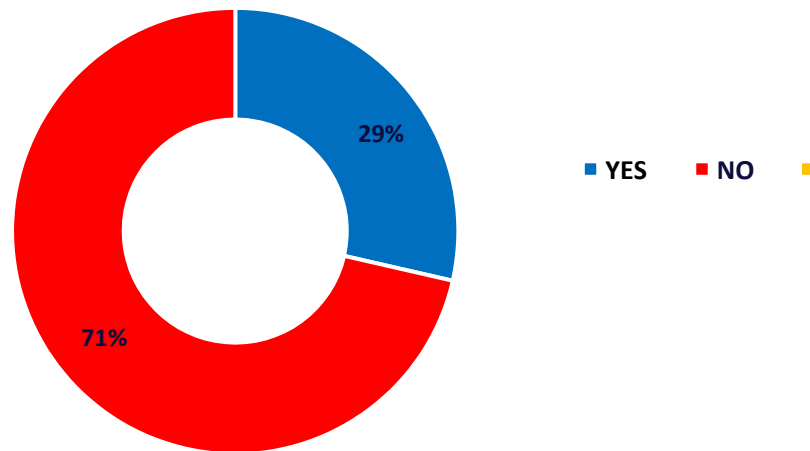
8. Have you hired staff members who have completed their studies at UMIB?



9. How satisfied are you with their work?



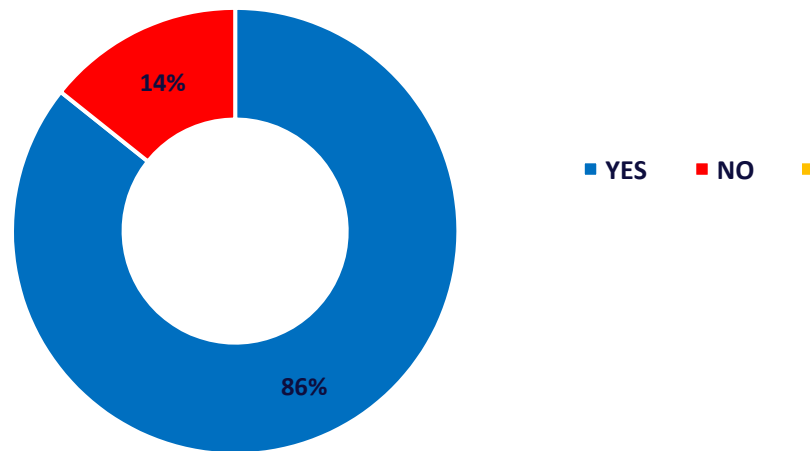
10. Were there times when you needed an employee of a certain profile that you could not find?



11. Which education profile?

- Welding
- Metal worker
- Thermal works
- Mining, flotation and metallurgy maintenance
- Opening of more Master and Doctorate directions/courses

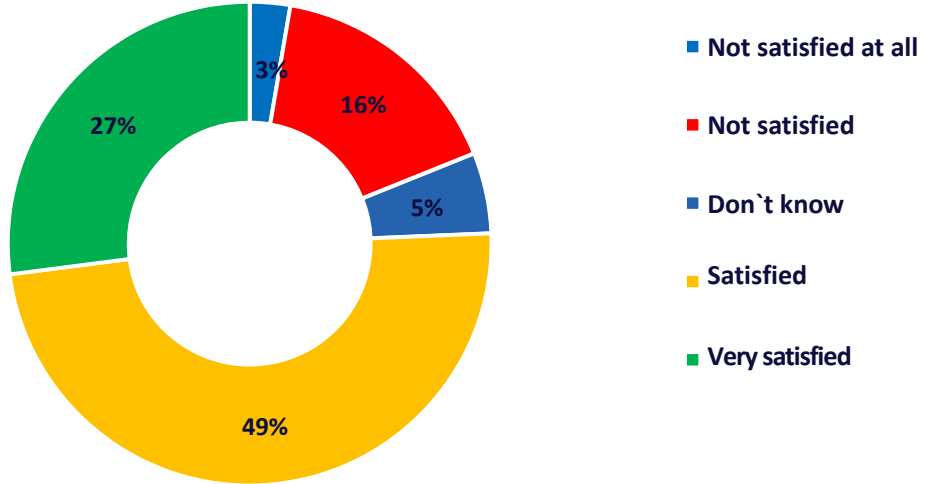
12. Are there any new study directions/subjects that you would suggest we put in our future curricula of University of Mitrovica?



13. If yes, specify the direction/subject?

- Geo-environment
- Use of measuring instruments such as micrometre
- Conversion of measurement units
- Wine technology
- Textiles
- Environmental Engineering
- Metal worker
- Efficient energy
- Applicative software
- Hydraulic and pneumatic engineering

14. Your impressions about the University of Mitrovica "IsaBoletini" as a Higher Education



UMIB Office for quality, after reviewing the answers of external stakeholders, in this phase of the institution development, recommends the senior management of UMIB to take the following steps:

- To carefully analyse the needs and requirements of external stakeholders for new subjects and programs;
- To work in opening of the Master level of studies;
- To achieve as much as possible agreements with external, local and international parties, to enable internship and employment for the students;
- To increase the contribution for the community through different initiatives;
- To open research institutions within UMIB and academic units;
- Realization of more visits with different institutions;

