



Universiteti i Mitrovicës - University of Mitrovica  
“Isa Boletini”

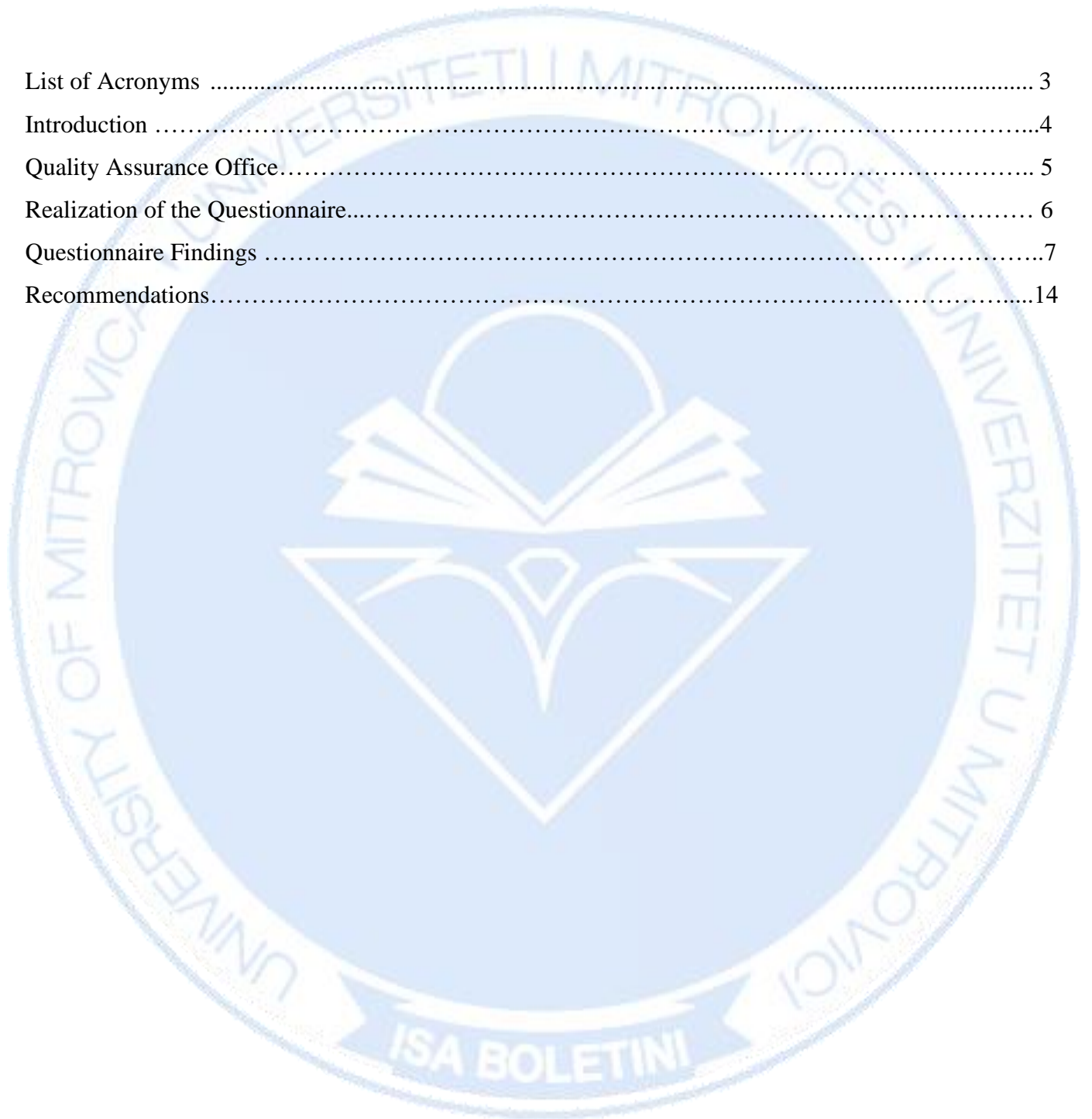
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Quality Assurance Office

**SUMMARY REPORT ON THE  
QUESTIONNAIRE PERFORMED  
WITH THE ALUMNI NETWORK**

November, 2020

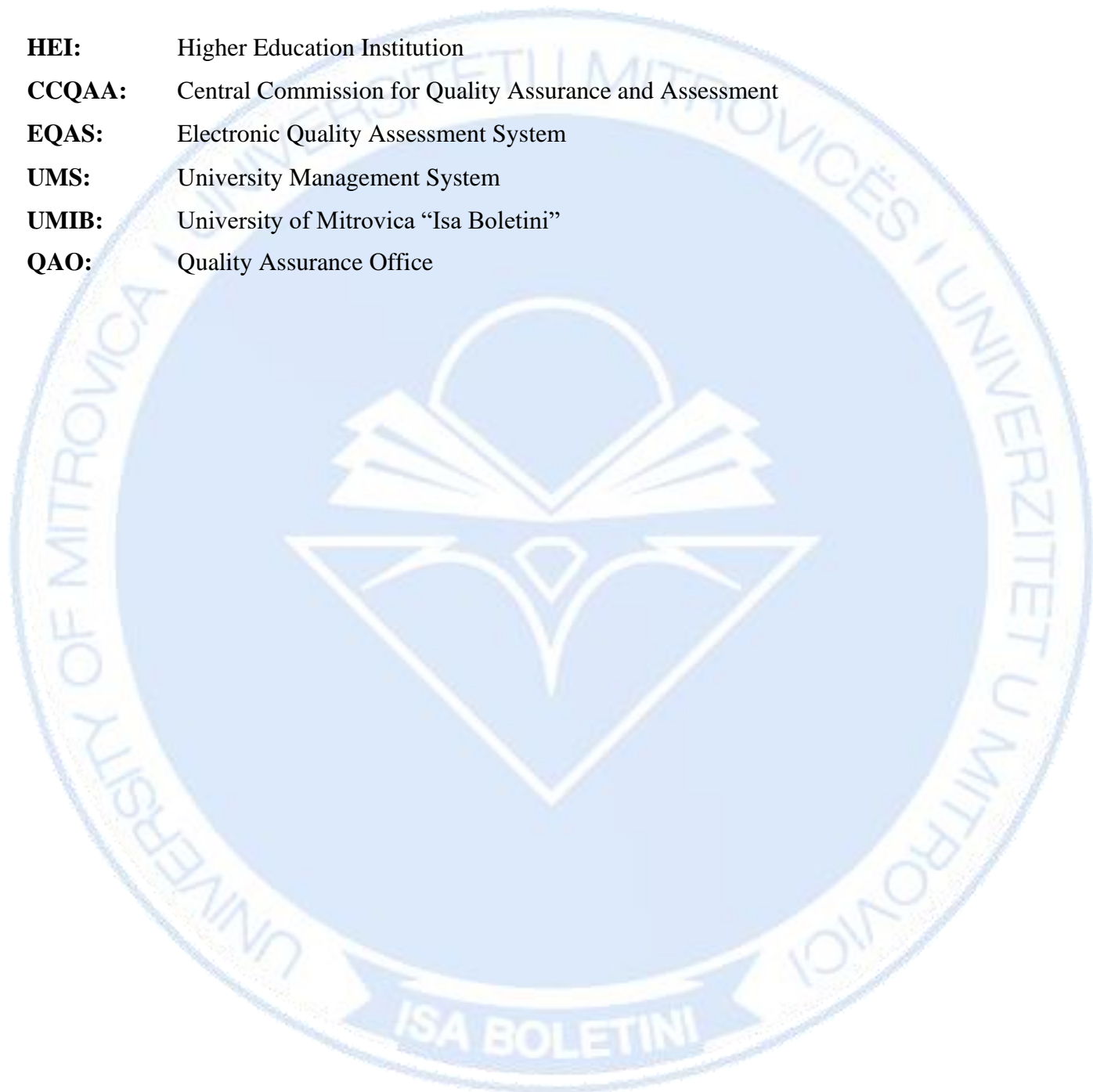
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## List of Acronyms

<b>HEI:</b>	Higher Education Institution
<b>CCQAA:</b>	Central Commission for Quality Assurance and Assessment
<b>EQAS:</b>	Electronic Quality Assessment System
<b>UMS:</b>	University Management System
<b>UMIB:</b>	University of Mitrovica “Isa Boletini”
<b>QAO:</b>	Quality Assurance Office





## Introduction

University of Mitrovica “Isa Boletini” (hereinafter: UMIB), as a Higher Education Institution (hereinafter: HEI) established in 2013, has continuously made efforts to make the quality assurance process measurable. Each year, questionnaires for students and other relevant actors were organized at the UMIB, who had provided answers, whereas the aim was to show the realistic situation at the UMIB through the perception of respondents.

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

The whole process of drafting the questionnaires, launching them and collecting data was done by the QAO in full coordination with the CCQAE. 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 the parties and that of the Institution, only some of the main findings from the questionnaires will be published. 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.

## **The Quality Assurance Office (QAO)**

The Quality Assurance Office is an independent office which operates within the Rectorate of the University of Mitrovica "Isa Boletini" (hereinafter: UMIB), and which reports directly to the Rector of UMIB. QAO is committed to quality enhancement at the UMIB by implementing all institutional policies and quality measuring instruments approved by the Central Commission for Quality Assurance and Assessment (hereinafter: CCQAA). Quality officers are not part of the UMIB academic staff.

The Office performs quality assessment using all the instruments included in the quality assessment instruments package approved by CCQAA. QAO prepares reports that contain findings and recommendations for each completed questionnaire and sends them 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.

## Realization of the Questionnaire

The questionnaire with the ALUMNI students is a questionnaire that is conducted once a year in coordination with the ALUMNI Association and all academic units through quality coordinators.

The questionnaire with ALUMNI students was conducted during the period 10.09.2020 - 30.09.2020. The questionnaire was anonymous and the data were collected and stored by the QAO through the Electronic Quality Assessment System - EQAS. ALUMNI students answered through the online questionnaire (link) that was connected to the UMS. The questionnaire contained 12 closed type questions and 1 open type question, where the students made an assessment of their studies, preparations, knowledge and cooperation with UMIB, etc.

The questions were intended to look into the following key aspects:

- Career preparations;
- Acquired skills and abilities;
- Study curriculum;
- Cooperation with UMIB after studies;
- Their impressions of the UMIB;
- Suggestions and comments;

## Questionnaire Findings

The questionnaire was completed by the ALUMNI students through the link that was connected to the EQAS. The link was distributed through the ALUMNI Association within the UMS as well as through platforms and communication groups with them.

From the findings it resulted that ALUMNI students have been honest in their answers, and we have received many comments and suggestions that show their interest in contributing to the UMIB processes. This report displays only the general statistics, and the recommendations that emerge from all received answers.

The ALUMNI students have stated that the studies they have attended have been well prepared for their career by offering them opportunities to gain new skills and knowledge independently.

The ALUMNI students have considered that they are able to apply the skills and knowledge that they have gained in their place of work. Something that needs to be considered in the future is the elective courses part, which should be looked into by the academic units in order to provide students with the most necessary elective courses for their future work.

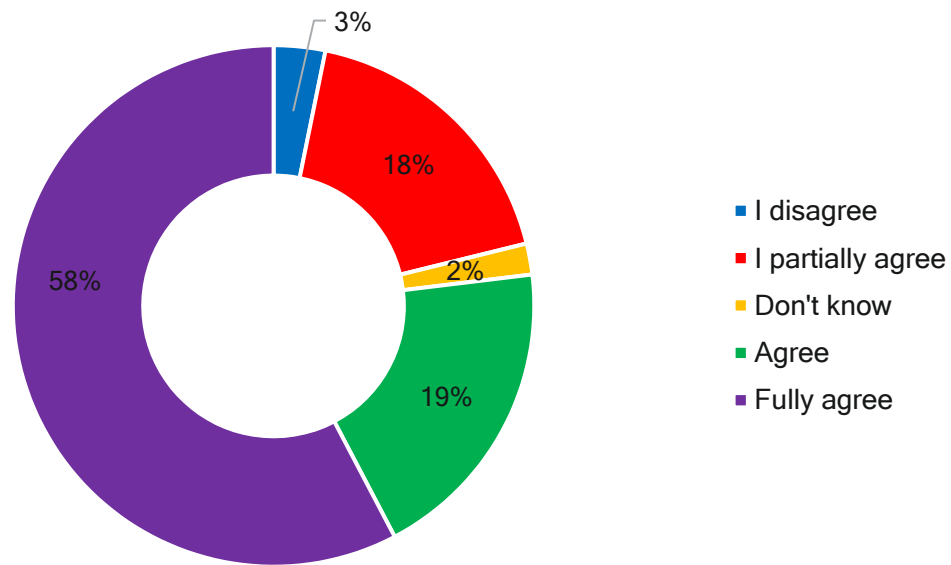
Studies have been assessed as having given their effect on student preparation and they represent the UMIB values in their daily work.

UMIB through the ALUMNI Association keeps them informed about job vacancies, conferences, events, seminars, trainings, and public lectures for their professional advancement. However, regarding the latter, more work needs to be done.

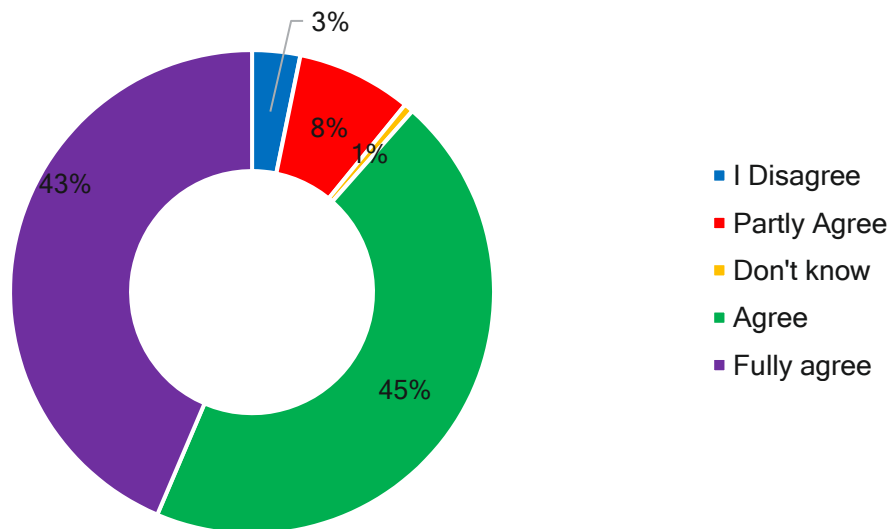
The ALUMNI Association enables students to maintain connections between themselves for future cooperation after their completion of studies.

In general, all ALUMNI respondents are satisfied with the UMIB and the programs they have attended and they recommend others to study at the same university.

### 1. My studies have prepared me well for my actual career.

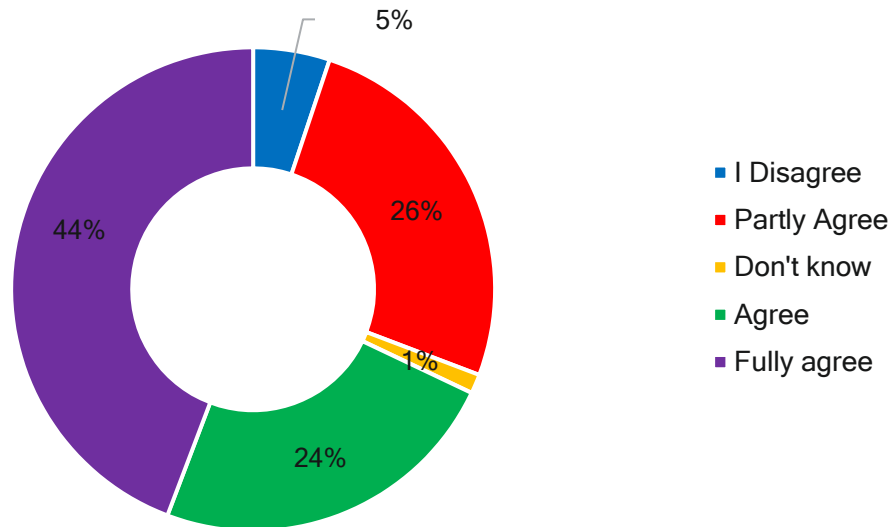


### 2. Studies taught me how to gain new skills and knowledge independently.

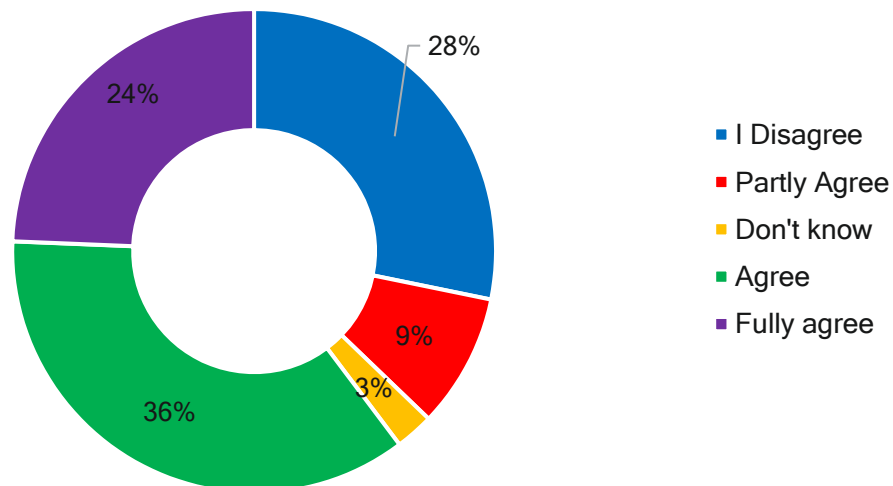




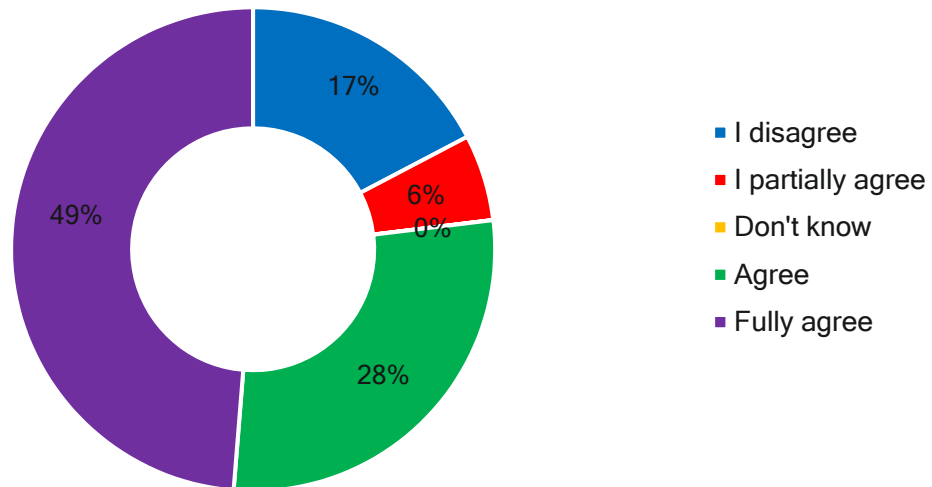
**3. I can apply the theoretical and practical skills I have acquired during my studies in my current work.**



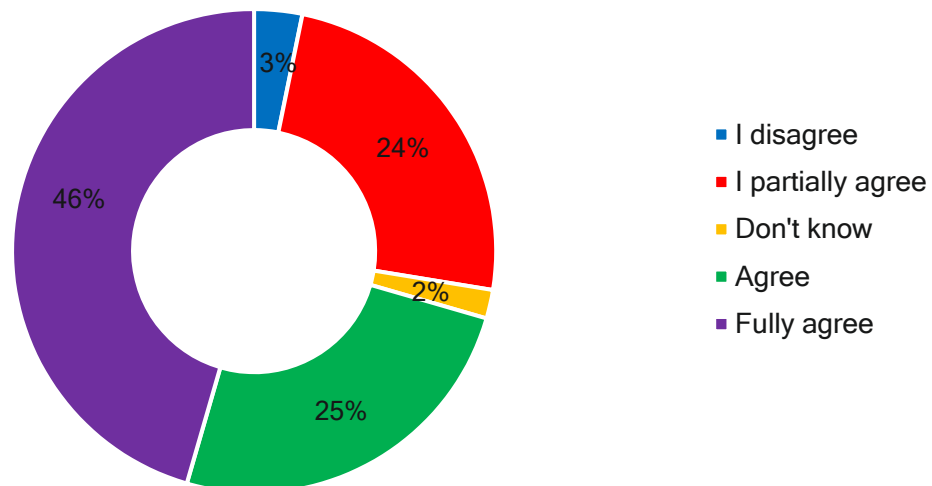
**4. The study curriculum has provided me with the opportunity to choose elective courses of studies that I now need at my current work.**



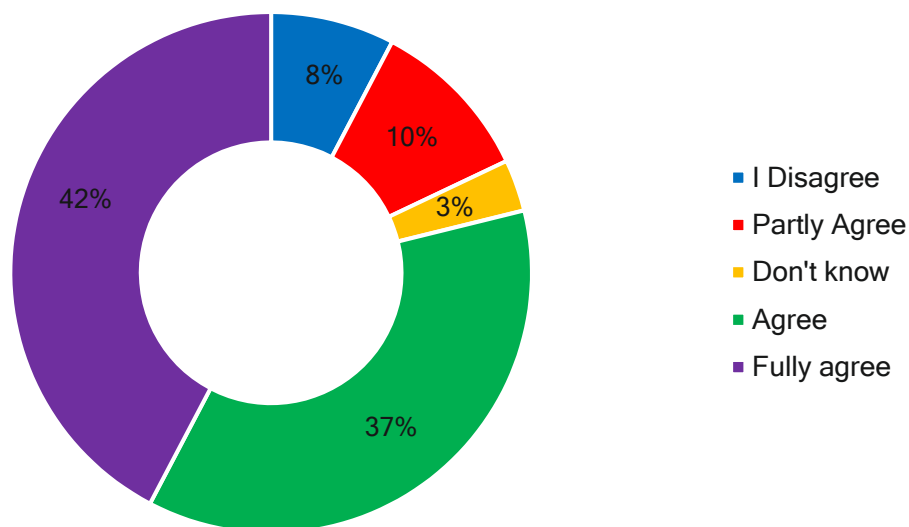
### 5. Studies have prepared me to think analytically and logically.



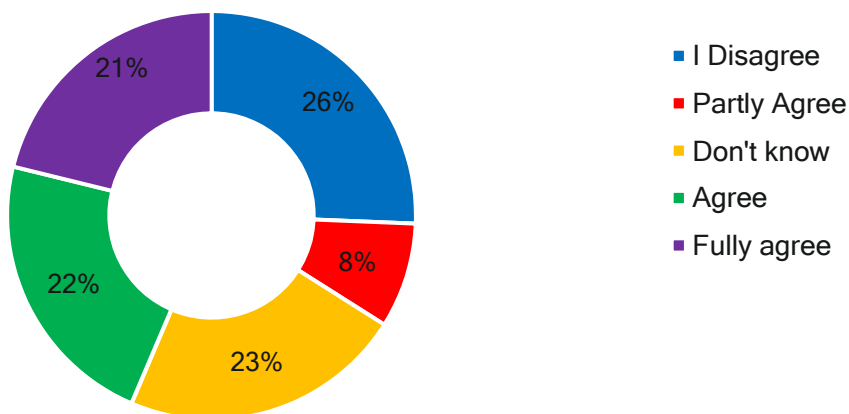
### 6. During my studies I have gained deep knowledge in my field of study.



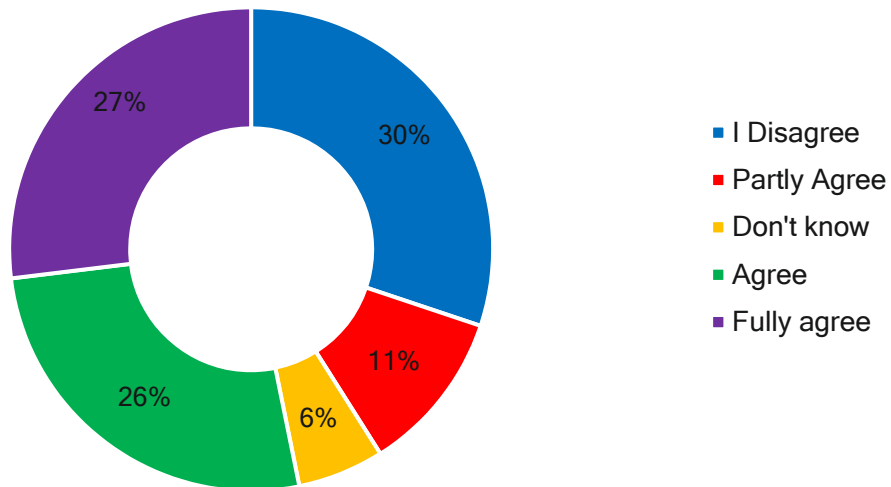
**7. I am represented by the values of the UMIB in my work.**



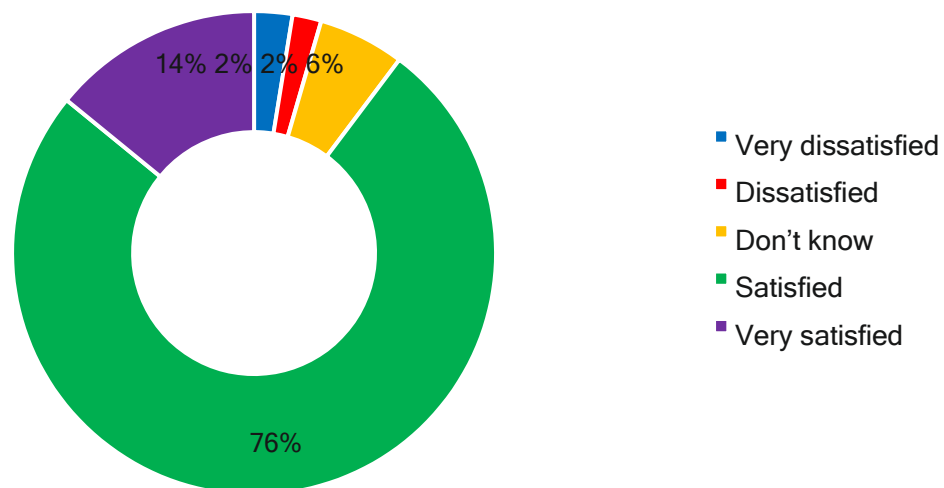
**8. I stay informed about the continuous development at the University such as job vacancies, conferences, events, seminars, trainings, and public lectures with the purpose of professional advancement?**



**9. I am able to keep in touch with my study colleagues and UMIB provides this for me?**

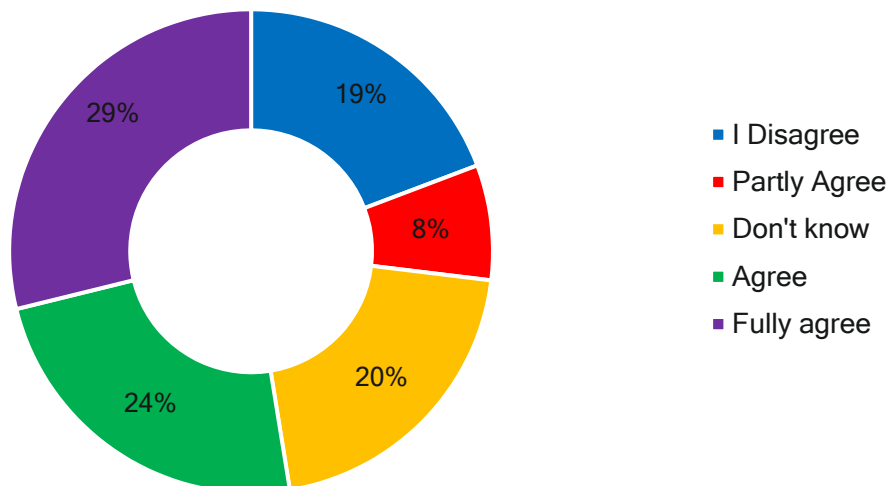


**10. Your impressions of the University of Mitrovica "Isa Boletini" as a Higher Education Institution?**

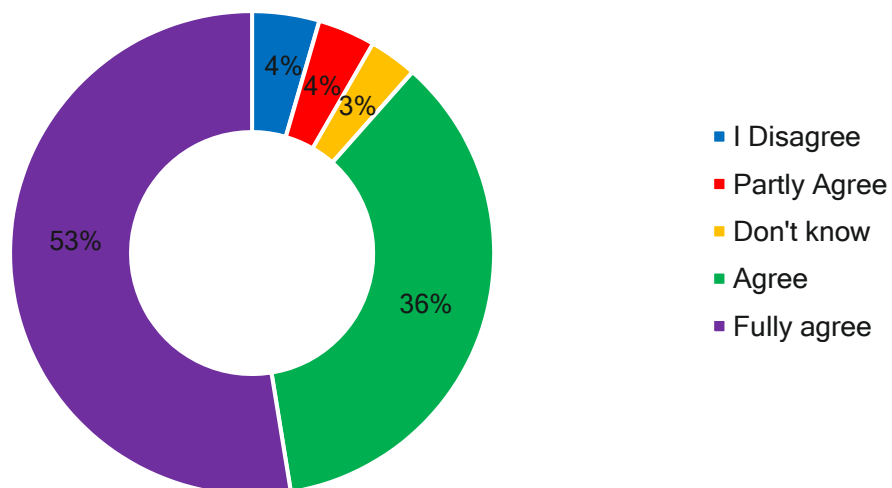




**11. I am encouraged to develop the cooperation of the University with the company or institution in which I am engaged.**



**12. I recommend others to study at the University of Mitrovica "Isa Boletini"**



## Recommendations

The UMIB Quality Office, after reviewing the answers of ALUMNI students, at this stage of the Institution development, recommends to the UMIB Senior Management to take the following steps:

- Further strengthen the ALUMNI Association (including the financial aspect for various activities).
- The Career Development Office has to be more active with the ALUMNI Network in providing information on job vacancies, conferences, events, seminars, trainings, and public lectures, with the purpose of professional development.
- Provide more optional courses that are directly related to the field of study and profession.
- Increase the number of hours for internships.
- Laboratories need to be more accessible for students in order to conduct experiments under monitoring.
- Enter as many agreements as possible with other local and international HEIs, to enable student mobility;
- Enrich the UMIB library with physical and electronic literature.