

**UNIVERSITY OF MITROVICA
“ISA BOLETINI”**



QUALITY ASSURANCE OFFICE

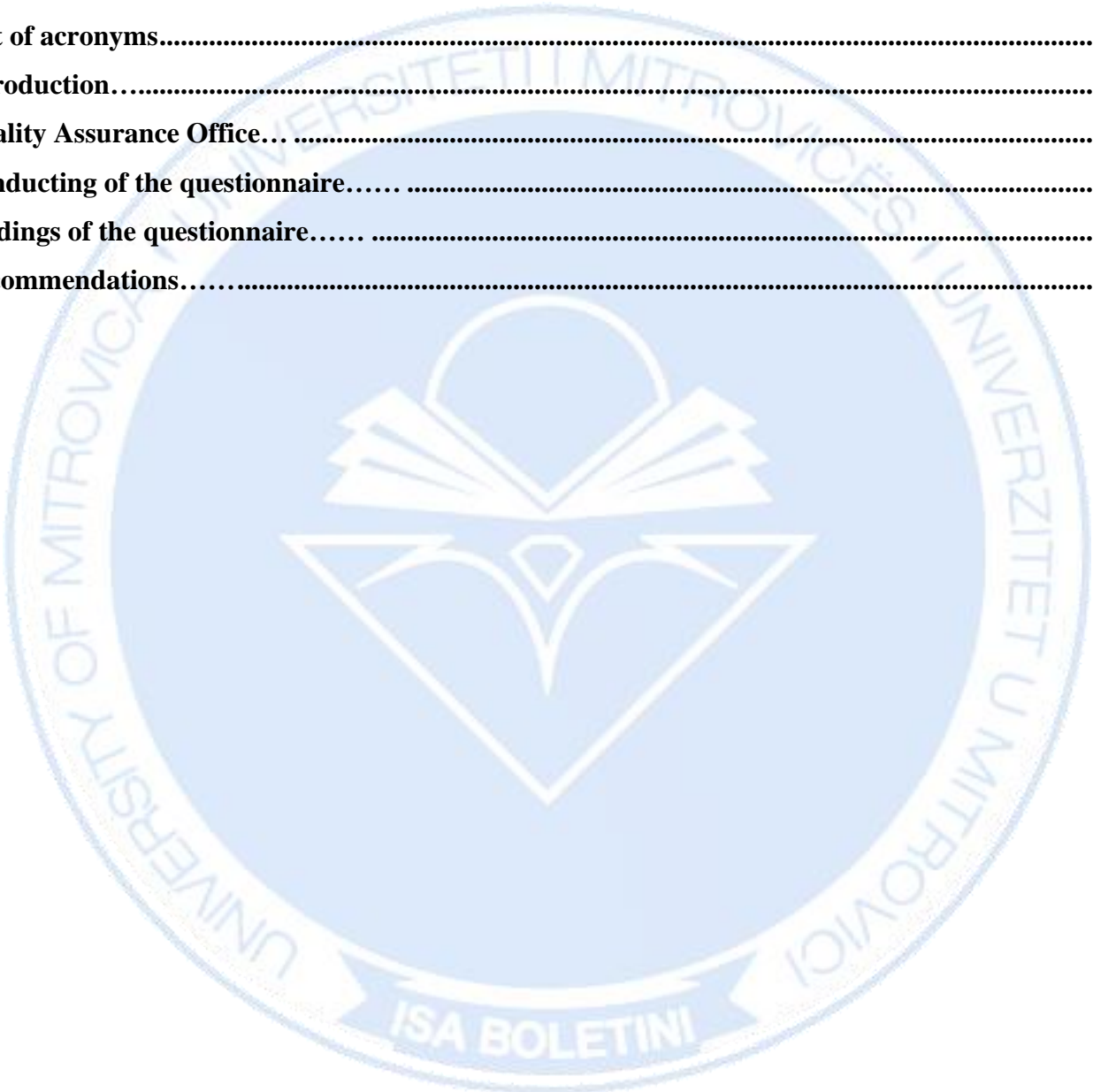
Summary report of questionnaires conducted with students

**MASTER LEVEL
(Summer semester)**

August, 2020

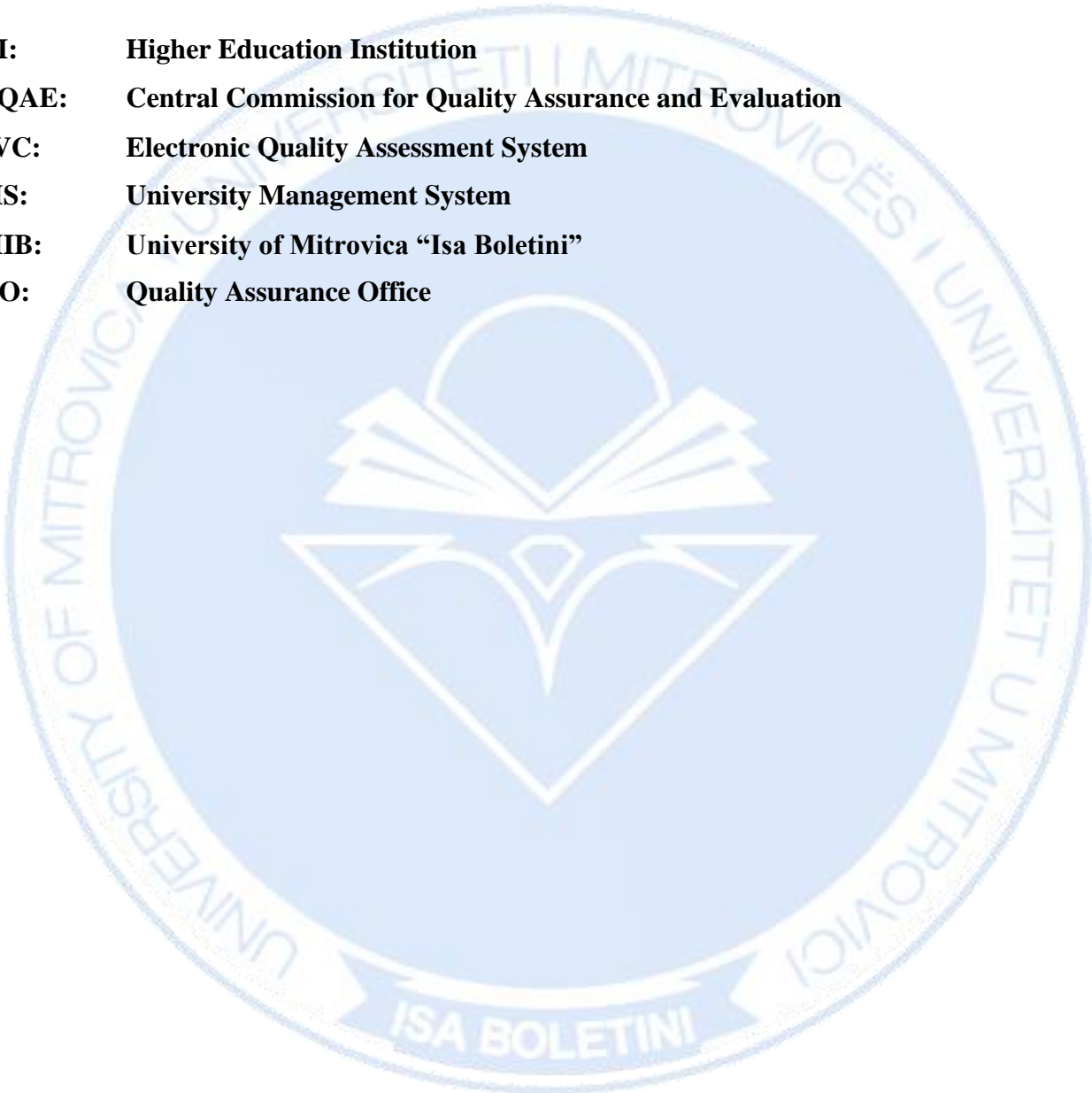
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List of acronyms

| | |
|---------------|--|
| HEI: | Higher Education Institution |
| CCQAE: | Central Commission for Quality Assurance and Evaluation |
| SEVC: | Electronic Quality Assessment System |
| UMS: | University Management System |
| UMIB: | University of Mitrovica “Isa Boletini” |
| QAO: | Quality Assurance Office |



Introduction

University of Mitrovica “Isa Boletini” (hereinafter: UMIB), as an Institution of Higher Education (hereinafter: HEI) established since 2013, has continuously made efforts to make the quality assurance process measurable. For each year, UMIB organized questionnaires with students and other relevant stakeholders, who answered questions, which aimed at showing the actual situation at UMIB through the perception of respondents.

UMIB has its own quality measurement mechanisms, and in addition to this, the process is measured and monitored continuously by Deans, Vice Deans, Quality Coordinators within the Faculties, Quality Assurance Office at the University of Mitrovica "Isa Boletini" (hereafter: QAO) has a special role in these developments, and is the main body within UMIB for measuring internal quality.

In June 2020, as part of activities to improve quality within UMIB, to improve service delivery at UMIB, improve teaching as an ever-changing process in terms of new methodologies, and increase the responsibility of the management staff, QAO conducted a questionnaire with UMIB students, at the Master’s level, at the end of the winter semester, already as a common process.

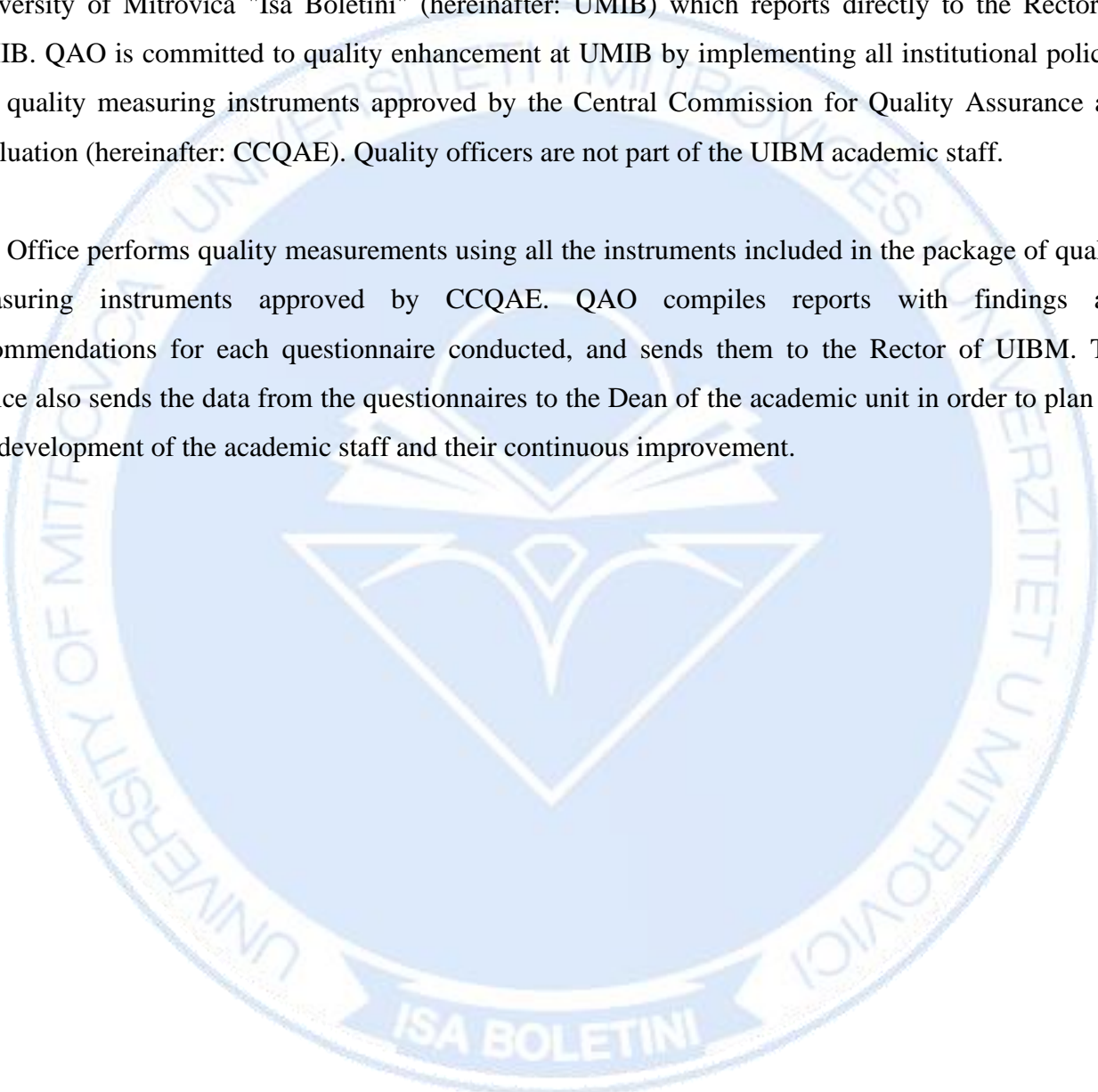
The whole process of designing of the questionnaires, their placement (launching) and data collection was done by QAO in full coordination with CCQAE. The process was transparent, and all questionnaires were anonymous, thus respecting the dignity of each respondent and maintaining the prestige of the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

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

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) which reports directly to the Rector of UMIB. QAO is committed to quality enhancement at UMIB 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 package of quality measuring instruments approved by CCQAE. QAO compiles reports with findings and recommendations for each questionnaire conducted, and sends them to the Rector of UIBM. The Office also sends the data from the questionnaires to the Dean of the academic unit in order to plan for the development of the academic staff and their continuous improvement.



Conducting of the questionnaire

Following the completion of lectures and exercises for the summer semester 2020, QAO has launched the questionnaire with all Master's level students in all programs, from 22 June to 30 June 2020. The questionnaire was anonymous and the data were collected and stored by QAO through the Electronic Quality Assessment System - EQAS. Students answered through the University Management System (hereinafter: UMS) in the questionnaire which contained 13 closed questions and 1 open question, where they evaluated study programs and reliance on research work.

The questionnaire was divided into two levels:

- Study program, and
- Reliance on research work

The questions were intended to look at these key aspects:

- Program curriculum
- Development of critical thinking
- Diploma paper
- Consultations with the mentor and his/her contribution;
- Teachers' approach to students;
- Methods of teaching of online classes;
- Learning outcomes.

Findings of the questionnaire

All students who submitted the exams on the regular exam deadline completed the questionnaire. From the findings, the students were honest in their answers, and 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 responses. While, the reports on the faculties separately, as well as on each professor, QAO has sent to the Deans of the Faculties, and they will discuss the findings with their academic staff.

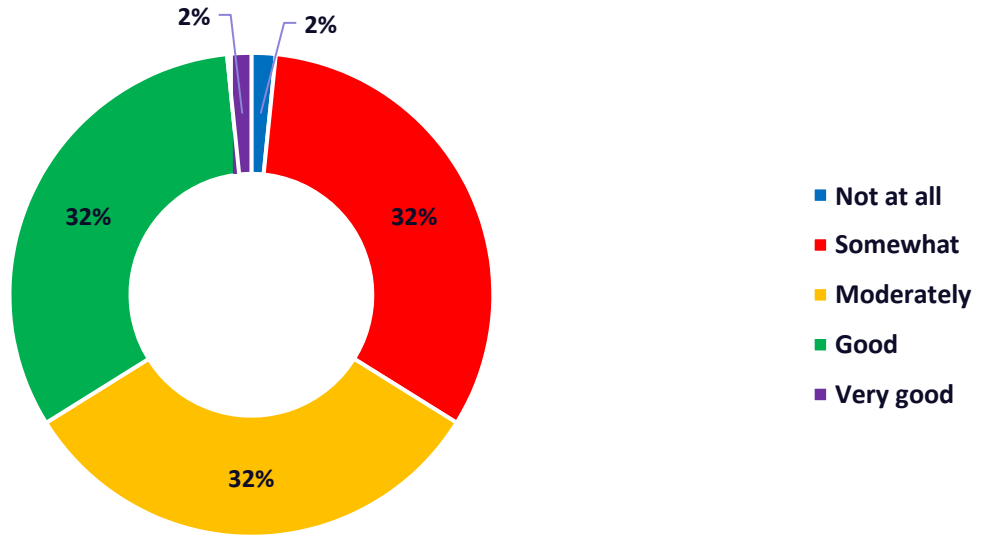
The first part of the questionnaire tackled the study program where students have given their assessment about this dimension.

Students stated that the curriculum offered by the relevant department has prepared them for the job market in satisfactory manner and that programs offer a great development of critical thinking.

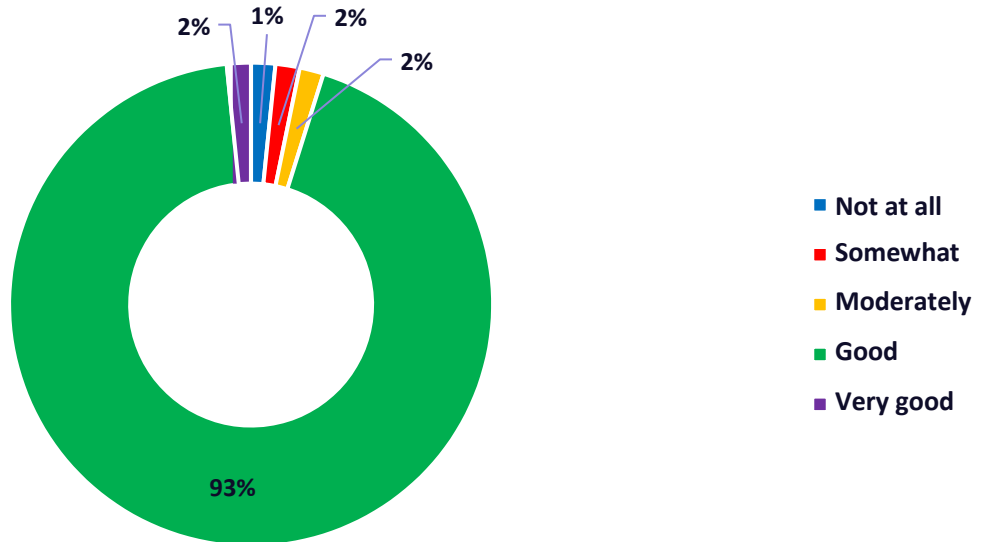
The theoretical part according to the students related moderately well to the exercise classes or practical work they conducted and the study program has very much met the initial expectations of the students.

The diploma thesis manual in most cases has helped students for the Master thesis.

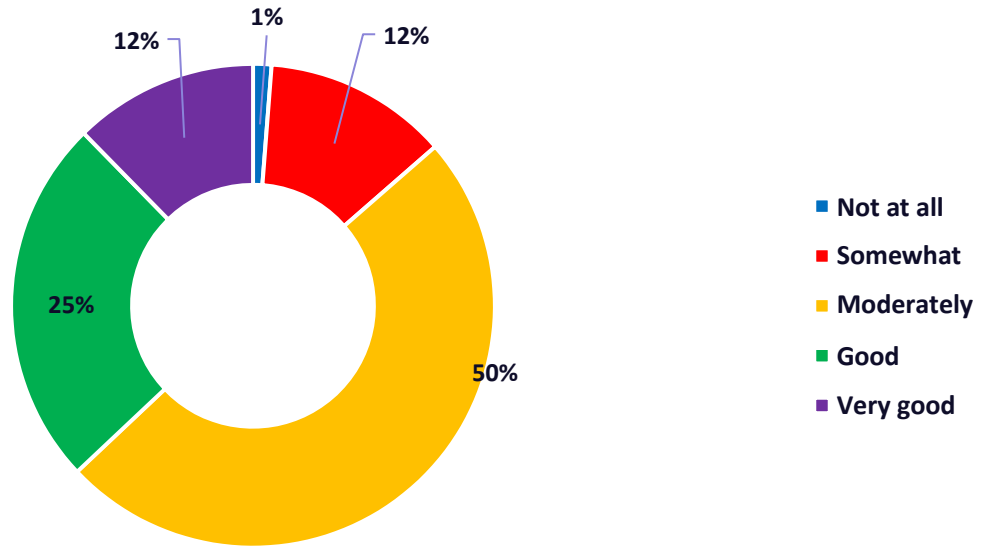
1. The curriculum offered by the department is preparing me for the job market.



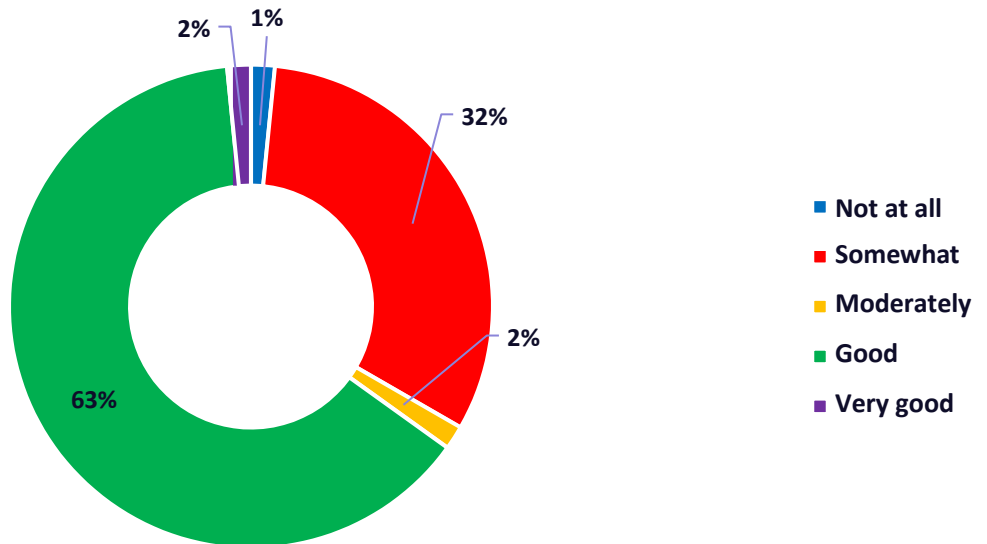
2. Studies in this program have developed my critical thinking.



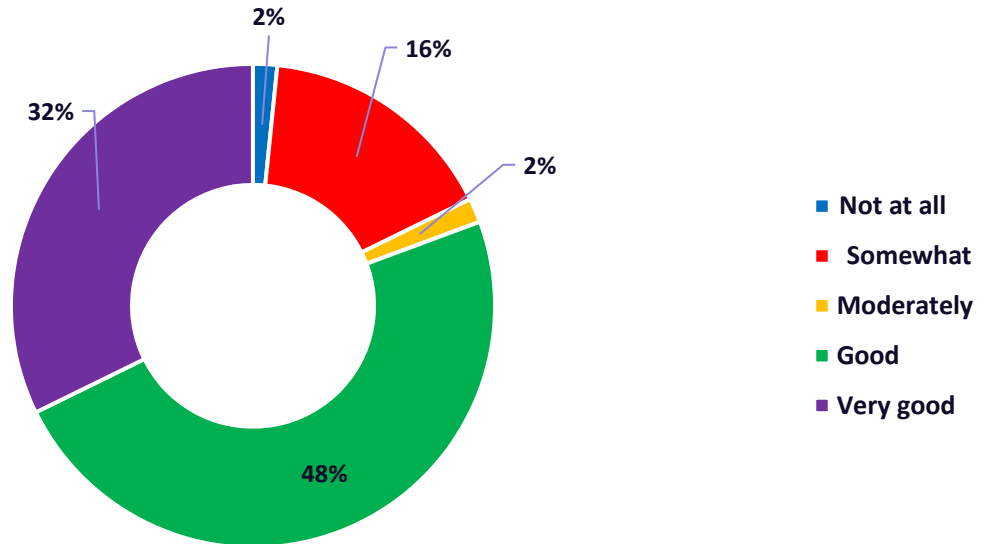
3. The theory was very much related to the exercise classes or practical work we conducted.



4. To what extent has the study program met your initial expectations?



5. Did the diploma paper manual help you in compiling the Master's thesis?



In the second part, the questionnaire asked questions related to relying on the research work of students where they gave their assessments.

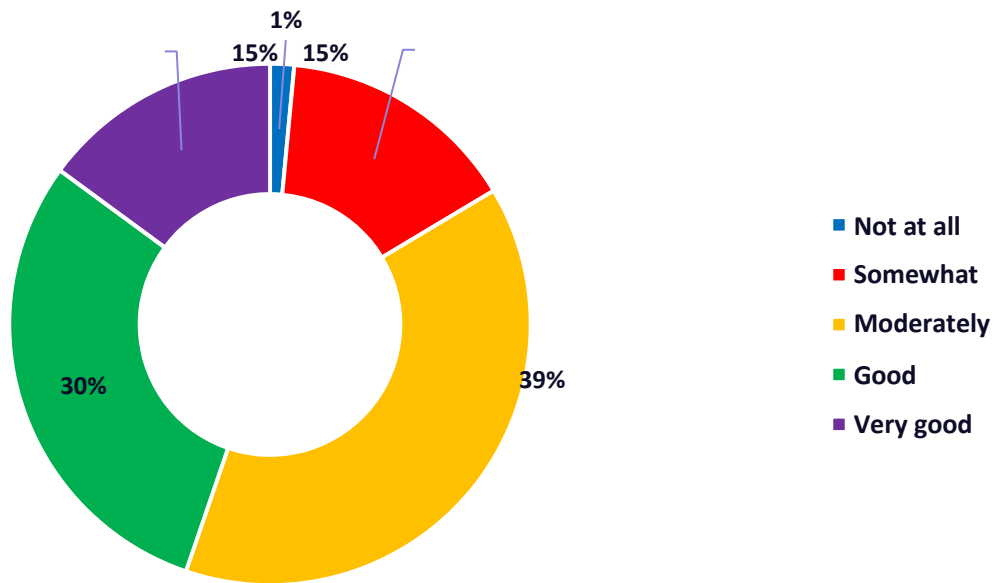
The students hoped to have had research conducted in all their subjects and expressed that the mentors approach was good to discuss the researched topics.

Students assessed that the relationship with their mentors is good and in most of the cases, they have been responsive to them. In addition, the procedures at UMIB are clear and make it easier for the selection of the Master's thesis.

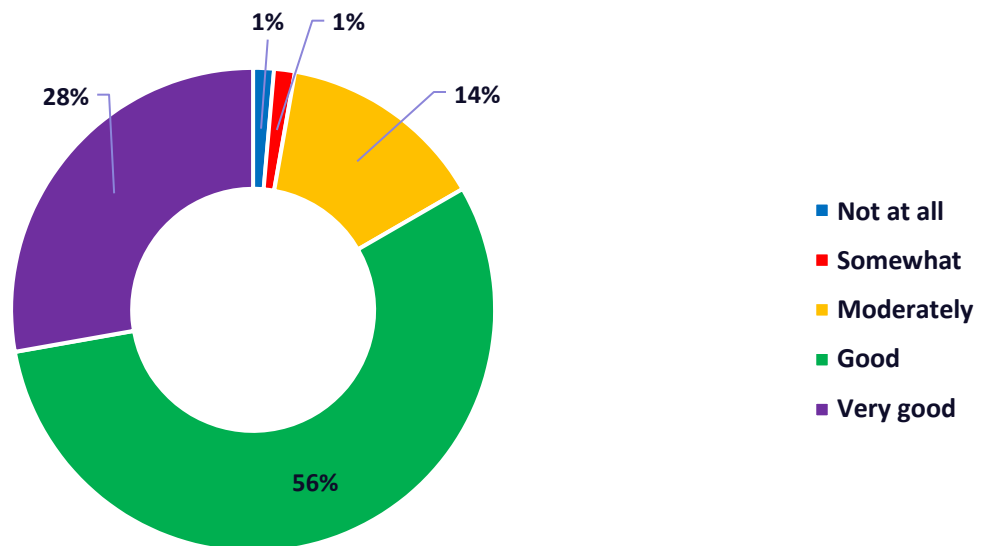
Most students stated that they conduct 3-4 consultations per month on their topics and access to mentors is easy.

94% of students stated that they would enroll in the same program again and 71% of students stated that they would recommend this program to others.

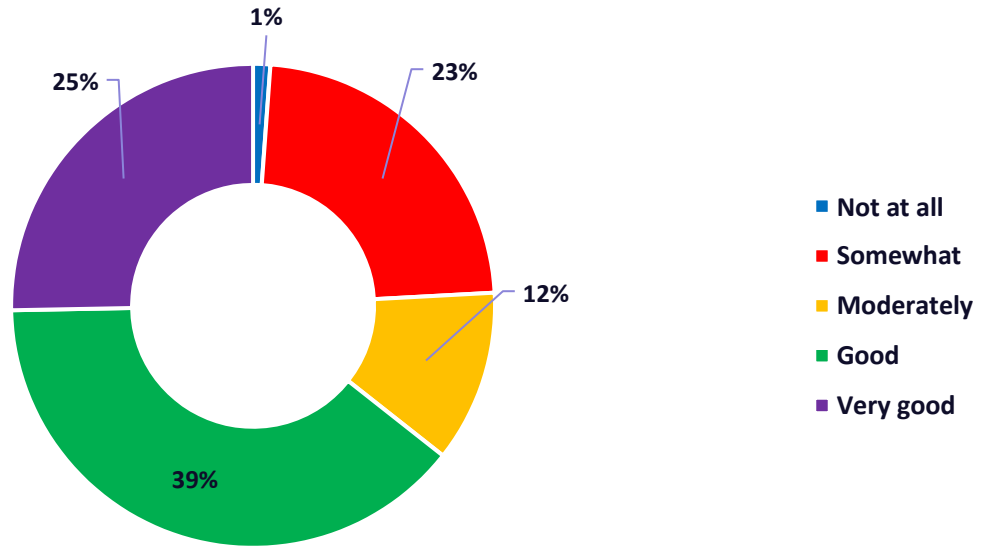
6. We had research work in all subjects.



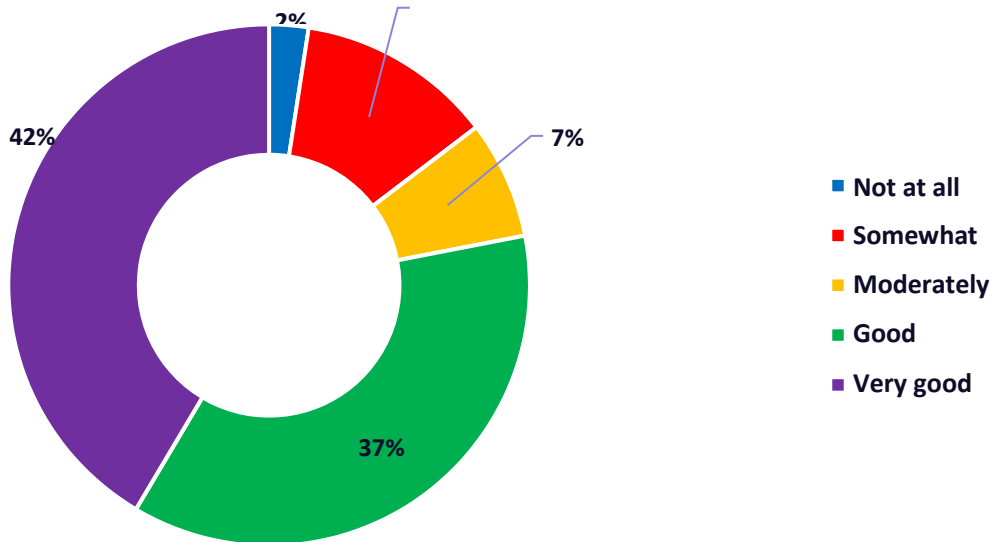
7. How was it possible to contact the mentor for the online Master paper?



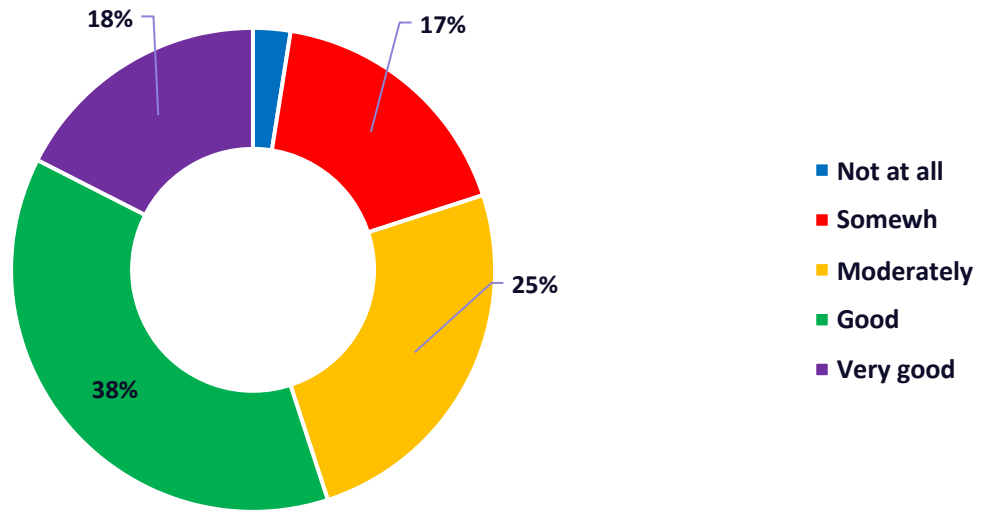
8. Have you been provided with adequate feedback by the mentor through the UMIB online platform?



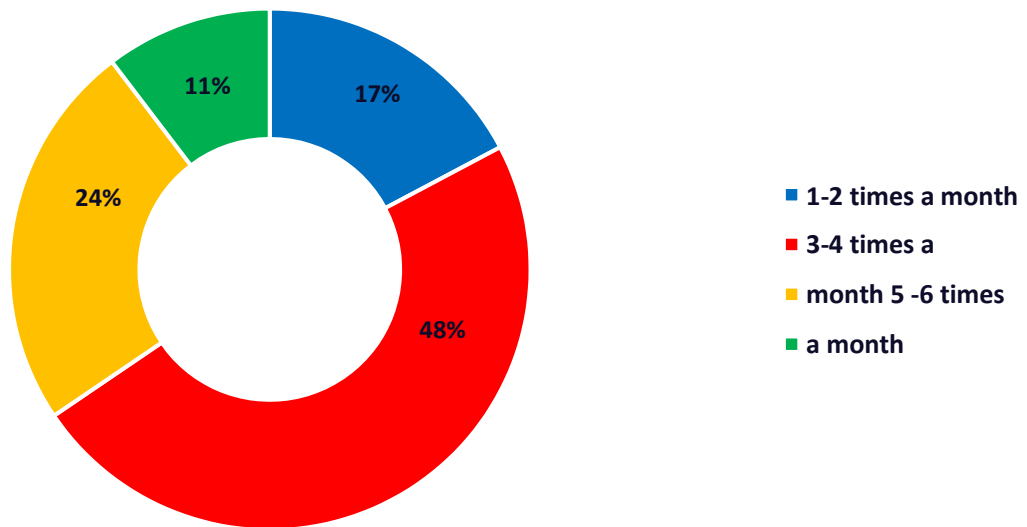
9. Communication with the mentor was easy and correct.



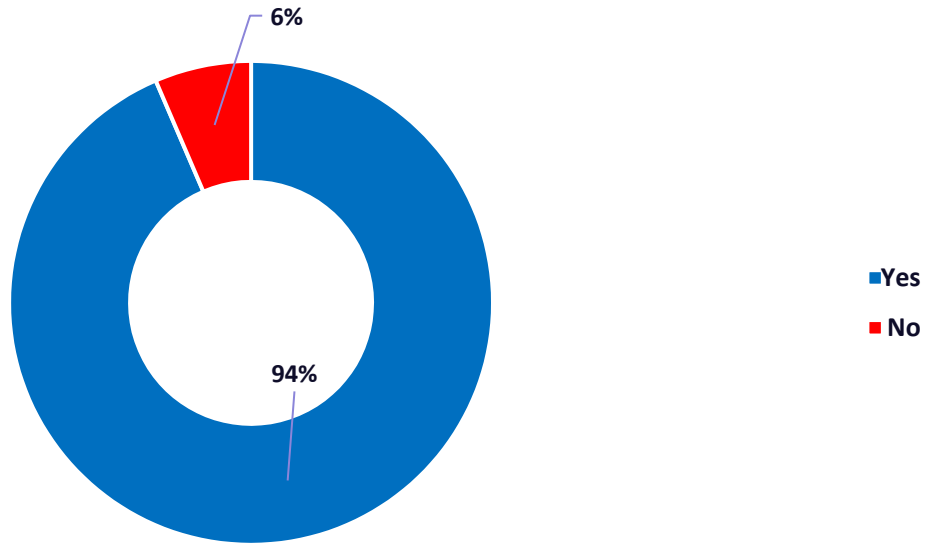
10. Administrative procedures make it easier for the selection and working on the Master paper.



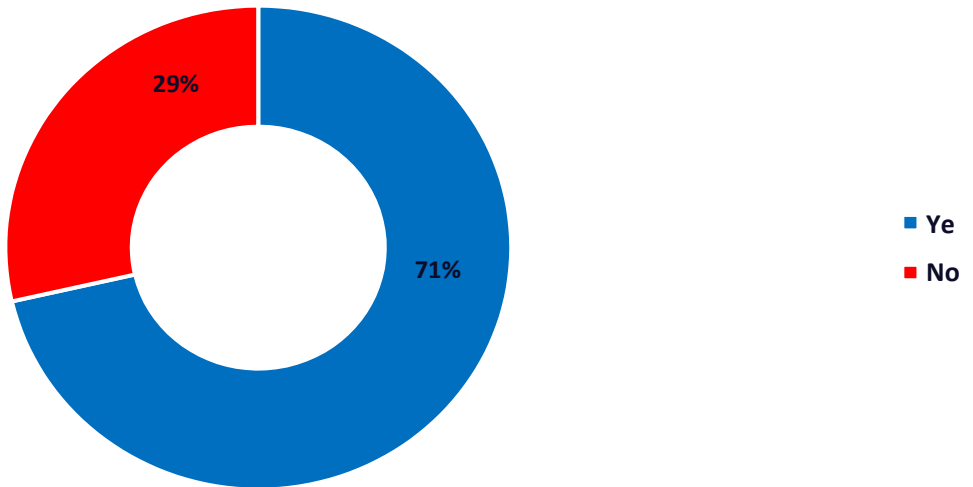
11. How frequent were the consultations with the mentor



12. If you could choose now, would you enroll the same program again?



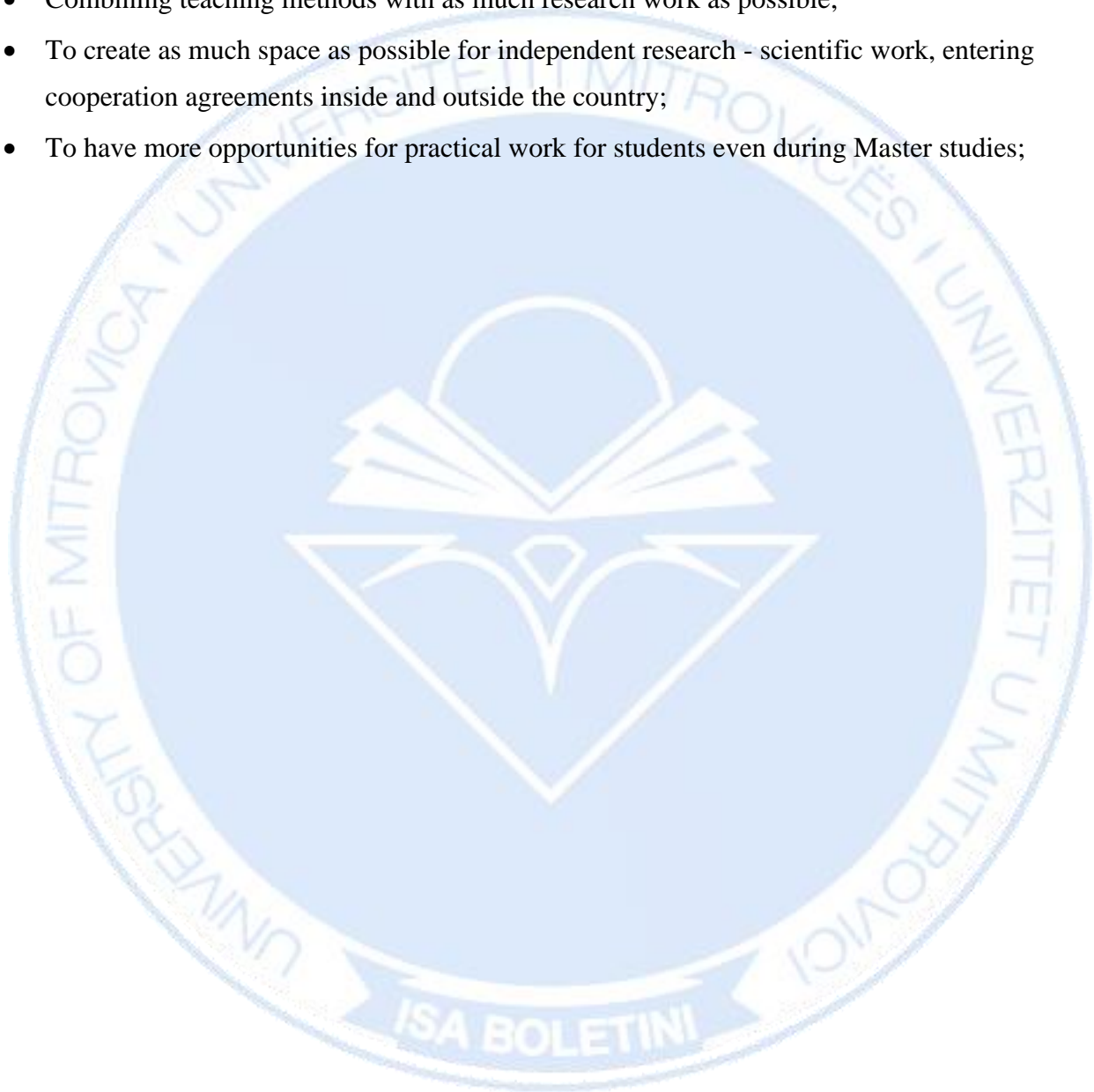
13. Given your experience, would you recommend this study program to others?



14. What changes would you suggest to improve the overall quality of the study program?

Comments:

- Lack of additional literature on subjects;
- Combining teaching methods with as much research work as possible;
- To create as much space as possible for independent research - scientific work, entering cooperation agreements inside and outside the country;
- To have more opportunities for practical work for students even during Master studies;



Recommendations

UMIB Quality Office, after reviewing the answers of Master's level students in this questionnaire, and after analyzing all questions and comments, at this stage of the development of the institution, recommends to the senior management of UMIB taking of the following steps:

- To invest continuously in the field of research;
- To constantly make students familiar with the achievements and changes made by UMIB after each phase of self-assessment;
- UMIB should enable signing of as many agreements for research work and internships as possible for Master level students;
- To reach as many agreements as possible with other HEI's, local and international ones, to enable student mobility;
- Look at the financial possibilities for continuous investments in the IT sector and that of laboratories;

