

UNIVERSITY OF MITROVICA "ISA BOLETINI"



QUALITY ASSURANCE OFFICE

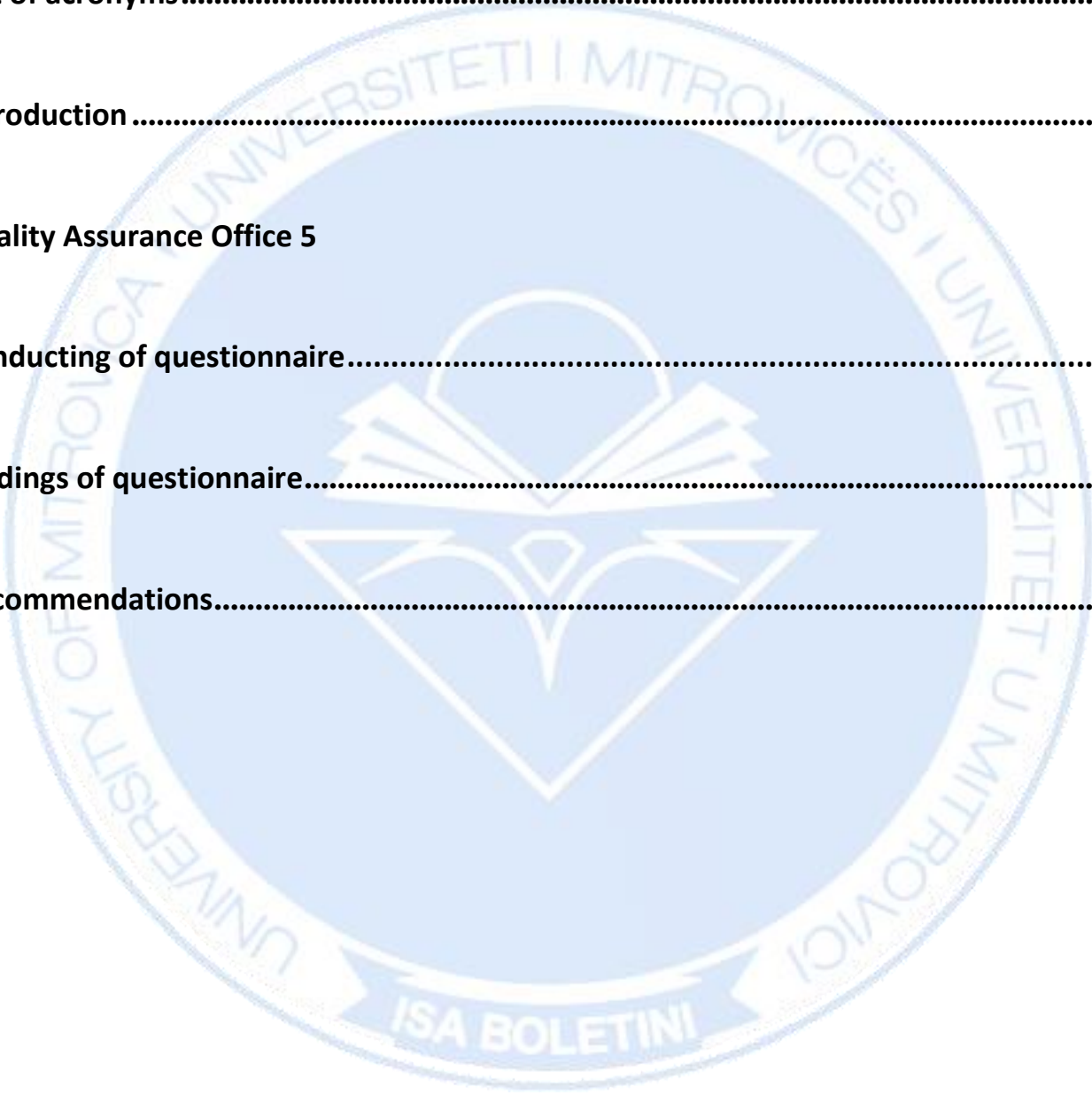
**Summary report on
questionnaires
conducted with students**

**BACHELOR LEVEL
(Summer semester)**

August, 2020

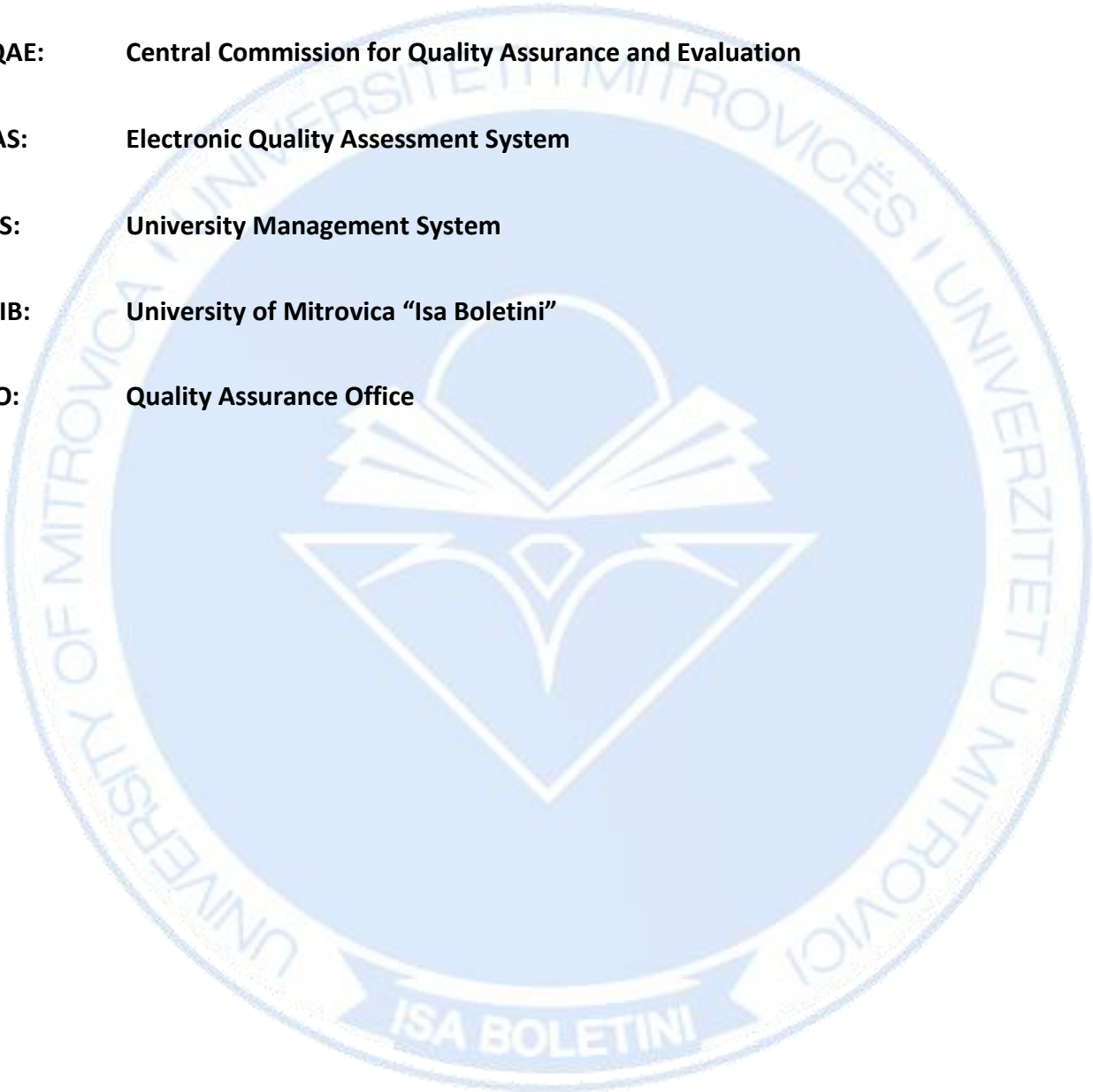
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List of acronyms

HEI:	Higher Education Institution
CCQAE:	Central Commission for Quality Assurance and Evaluation
EQAS:	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, the 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 January 2020, as part of activities to improve quality within UMIB, in order to improve service delivery at UMIB, improve teaching as an ever-changing process in terms of new methodologies, and increase the responsibility of management staff, QAO conducted the questionnaire with UMIB students, at the Bachelor level, at the end of the winter semester, already a common process.

The whole process of designing the questionnaires, their placement (launch) 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 maintain 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 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 on each questionnaire conducted, and sends them to the Rector of UIBM. The Office also sends the findings to the Deans of the academic units in order to plan for the development of the academic staff and their continuous improvement.

Conducting of a questionnaire

Following the completion of lectures and exercises for the summer semester 2020, QAO has launched the questionnaire with all bachelor level students in all programs, from 22 June to 30 June 2020. The questionnaire was anonymous and the data was 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 23 closed questions and 1 open question, where they evaluated teaching, the subject and resources.

The questionnaire was divided into two levels:

- The quality of teaching and the style of teaching
- Subject and resources

The questions were intended to look at these key aspects:

- Teachers' approach to students;
- Methods of conducting online teaching;
- Student space during the classes;

- Teachers conduct;
- Students' evaluation
- Learning outcomes.

Findings of the questionnaire

All students who submitted their exams on the regular exam deadline completed the questionnaire. QAO has distributed the questionnaire to 497 subjects and we have received 4966 responses from students, so the participation of students in the questionnaire is considered very satisfactory.

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 quality and the style of teaching where students have given their assessment about these dimensions.

From the answers we received from the students it turns out that the online classes in general were organized well by UMIB and utilized well by the academic staff and students.

We can conclude that online classes have not reduced the level of content of lectures and there were no learning difficulties for students.

Students have felt free to interact with professors and appreciated that online classes gave them opportunities to interact.

Teachers gave opportunities and encouraged students to express their ideas during online classes and the examples given by professors related to the theory they learned during online lectures.

Students also claimed that the attitudes towards teachers and students were ethical and collegian, which yielded very good results as to overall running of the online teaching-learning process.

1.

Përbajtja e ligjëratisë online ka qenë e qartë.

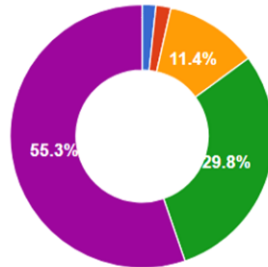
Pyetje e detyrueshme.

Përgjigje me mundësi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë

Legjenda në përqindje (%)



Kategoria	Numri	Përqindje (%)
Aspak	84	1.7%
Jo mirë	91	1.8%
Mesatarisht	566	11.4%
Mirë	1480	29.8%
Shumë mirë	2745	55.3%

2.

Ligjëratat Online kanë qenë ndërvepruese.

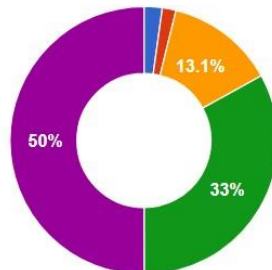
Pyetje e detyrueshme.

Përgjigje me mundësi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë

Legjenda në përqindje (%)



Kategoria	Numri	Përqindje (%)
Aspak	109	2.2%
Jo mirë	82	1.7%
Mesatarisht	652	13.1%
Mirë	1639	33.0%
Shumë mirë	2484	50.0%

3.

Mësimdhënësi/ja i inkurajon studentët të shprehin idetë e tyre.

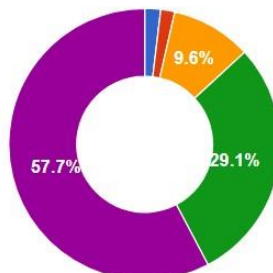
Pyetje e detyrueshme.

Përgjigje me mundësi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë

Legjenda në përqindje (%)



Kategoria	Numri	Përqindje (%)
Aspak	94	1.9%
Jo mirë	83	1.7%
Mesatarisht	476	9.6%
Mirë	1447	29.1%
Shumë mirë	2866	57.7%

4.

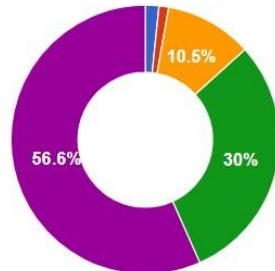
Shembujt që ka sjellë mësimdhënësi/ja kanë qenë të lidhur me teorinë që kemi mësuar.

Pyetje e detyrueshme.

Përgjigje me mundësi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Kategoria	Numri	Përqindje (%)
Aspak	81	1.6%
Jo mirë	58	1.2%
Mesatarisht	522	10.5%
Mirë	1492	30.0%
Shumë mirë	2813	56.6%

5.

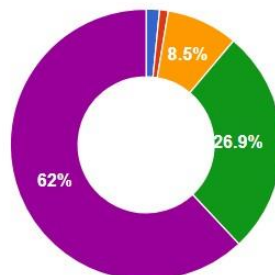
Sjellja e mësimdhënësit/es ndaj studentëve ka qenë etike dhe kolegjiale.

Pyetje e detyrueshme.

Përgjigje me mundësi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Kategoria	Numri	Përqindje (%)
Aspak	79	1.6%
Jo mirë	51	1.0%
Mesatarisht	422	8.5%
Mirë	1337	26.9%
Shumë mirë	3077	62.0%

In the second part, the questionnaire posed questions related to the subject and resources where students gave their assessments about the subject, materials and forms of evaluation.

From the answers received, students were satisfied with the content of the courses, and were informed about the progress of the course and obligations that the students have.

The evaluation method was adapted to online classes, and students got evaluated for all the activity they did during online classes, including (Exercises, assignments, projects, seminar papers, presentations).

The implementation of online classes through the internal UMS platform made it easier for the students to access online lectures, and teaching was well-coordinated between professors and

assistant professors because students appreciated that there was a very good correlation between exercises and lectures.

The online teaching process has been highly appreciated by the students and the students were informed in time about the whole development of online classes, which had an effect on the conduct of regular lectures. Teachers have explained new teaching methods in the virtual classroom and teachers have consistently sent out materials and lectures at UMS or emailed them to students.

From the students' answers we noticed that 46.6% of them stated that the teachers had problems with organization of online teaching, but according to general data this answer was a consequence of the large number of questions and questionnaires for each subject and the speed of answers made them go through the questions without having much attention in terms of posing the question in the negative context.

Students felt comfortable with online classes and had the opportunity to present their work, as well as the whole process of online classes has been equivalent to the lectures physically conducted at UMIB in terms of developing students' skills.

In the part of student engagement, we see that most of the students have studied 1-4 hours a day, and only for a smaller number, their engagement was over 7 hours a day.

Students claimed to have had the equipment to attend online classes from their homes and claimed to have had internet access.

Students highly appreciated online classes as not to interrupt the continuation of their education and asserted that online classes should continue also in specific cases during the academic year.

Students felt comfortable with the programs they enrolled to and asserted that if they chose again to enroll they would make the same choices.

6.

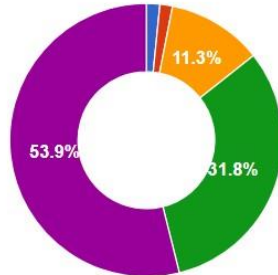
Në përgjithsi jam i/e kënaqur me përmbajtjen e lëndës.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

Aspak Jo mirë Mesatarisht Mirë Shumë mirë



Legjenda në përqindje (%)

Kategoria	Shifra	Përqindje (%)
Aspak	79	1.6%
Jo mirë	74	1.5%
Mesatarisht	560	11.3%
Mirë	1577	31.8%
Shumë mirë	2676	53.9%

7.

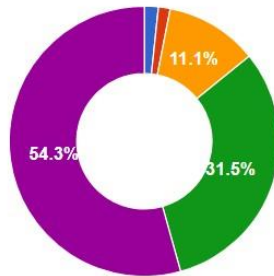
Obligimet e mia ndaj lëndës ishin të qarta për mua.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

Aspak Jo mirë Mesatarisht Mirë Shumë mirë



Legjenda në përqindje (%)

Kategoria	Shifra	Përqindje (%)
Aspak	83	1.7%
Jo mirë	70	1.4%
Mesatarisht	550	11.1%
Mirë	1565	31.5%
Shumë mirë	2698	54.3%

8.

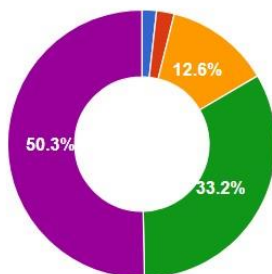
Metoda e vlerësimit i është përshtatur mësimin online.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

Aspak Jo mirë Mesatarisht Mirë Shumë mirë



Legjenda në përqindje (%)

Kategoria	Shifra	Përqindje (%)
Aspak	87	1.8%
Jo mirë	106	2.1%
Mesatarisht	627	12.6%
Mirë	1648	33.2%
Shumë mirë	2498	50.3%

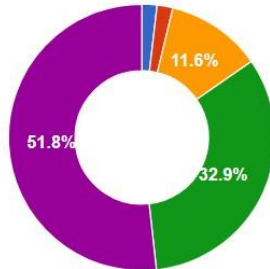
9. Aktivitetet (ushtrimet, detyrat, ushtrimet laboratorike, projektet, punimi seminarik, etj) janë vlerësuar si jemi marrë vesh gjatë mësimit online.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Kategoria	Numri	Përqindje (%)
Aspak	91	1.8%
Jo mirë	95	1.9%
Mesatarisht	576	11.6%
Mirë	1634	32.9%
Shumë mirë	2570	51.8%

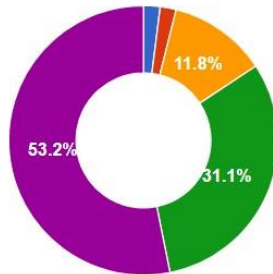
10. Ka pasur lidhje në mes të ushtrimeve dhe ligjëratave.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Kategoria	Numri	Përqindje (%)
Aspak	99	2.0%
Jo mirë	95	1.9%
Mesatarisht	586	11.8%
Mirë	1546	31.1%
Shumë mirë	2640	53.2%

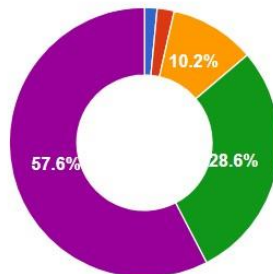
11. Studentët janë njoftuar janë njoftuar në kohë për zhvillimin e mësimit online.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Kategoria	Numri	Përqindje (%)
Aspak	75	1.5%
Jo mirë	101	2.0%
Mesatarisht	507	10.2%
Mirë	1422	28.6%
Shumë mirë	2861	57.6%

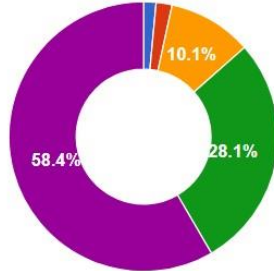
12. Ligjeratat online kanë qenë të rregullta.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Kategoria	Numri	Përqindje (%)
Aspak	74	1.5%
Jo mirë	95	1.9%
Mesatarisht	501	10.1%
Mirë	1396	28.1%
Shumë mirë	2900	58.4%

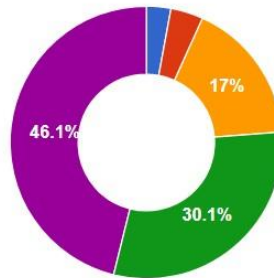
13. Qasja në klasat e mësimit online në SMU ka qenë e lehtë.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Kategoria	Numri	Përqindje (%)
Aspak	144	2.9%
Jo mirë	192	3.9%
Mesatarisht	844	17.0%
Mirë	1495	30.1%
Shumë mirë	2291	46.1%

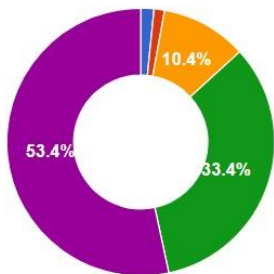
14. Mësimdhënësi ka sqaruar metodologjinë e mësimdhënies në klasën virtuale.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Kategoria	Numri	Përqindje (%)
Aspak	79	1.6%
Jo mirë	63	1.3%
Mesatarisht	515	10.4%
Mirë	1659	33.4%
Shumë mirë	2650	53.4%

15. Mësmidhënësi/ja ka dërguar të gjitha materialet e ligjeratave në SMU apo email.

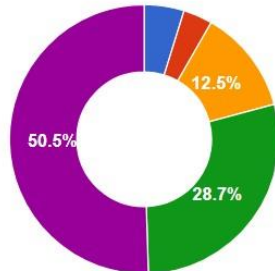
Pyetje e detyrueshme.

15.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Aspak	238	4.8%
Jo mirë	174	3.5%
Mesatarisht	622	12.5%
Mirë	1424	28.7%
Shumë mirë	2508	50.5%

16. Mësmidhënësi/ja ka pasur problem me organizimin e mësimin online.

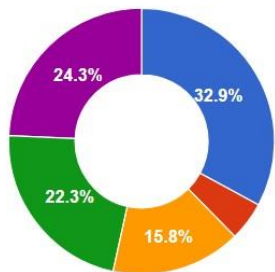
Pyetje e detyrueshme.

16.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Aspak	1634	32.9%
Jo mirë	235	4.7%
Mesatarisht	785	15.8%
Mirë	1105	22.3%
Shumë mirë	1207	24.3%

17. Klasat virtuale kanë mundësuar prezantimet e punimeve të studentëve.

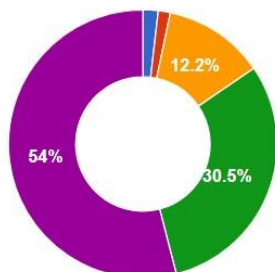
Pyetje e detyrueshme.

17.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Aspak	91	1.8%
Jo mirë	72	1.4%
Mesatarisht	605	12.2%
Mirë	1516	30.5%
Shumë mirë	2682	54.0%

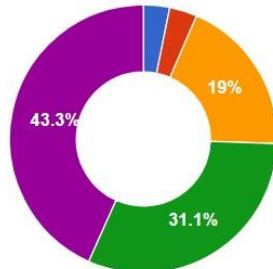
18. Ligjeratat Online kanë zhvilluar aftesit e mija njëjtë me ligjeratat e mbajtura fizikisht në UMIB.

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● Aspak ● Jo mirë ● Mesatarisht ● Mirë ● Shumë mirë



Legjenda në përqindje (%)

Aspak	157	3.2%
Jo mirë	166	3.3%
Mesatarisht	946	19.0%
Mirë	1546	31.1%
Shumë mirë	2151	43.3%

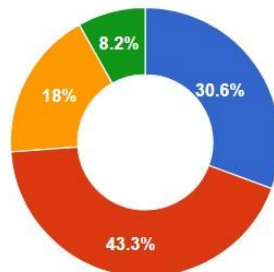
19. Për të arritur sukses përveç ligjëratave dhe ushtrimeve, sa orë në javë keni studiuar dhe jeni përgatitur në shtëpi ose në bibliotekë për këtë lëndë?

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

(4966 përgjigje të postuara)

● 1-2 orë ● 3-4 orë ● 5-6 orë ● mbi 7 orë



Legjenda në përqindje (%)

1-2 orë	1519	30.6%
3-4 orë	2148	43.3%
5-6 orë	894	18.0%
mbi 7 orë	405	8.2%

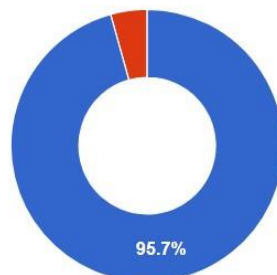
20. Kam pasur paisje per te ndjekur mesimin online [telefon; llap-top; kompiuter].

Pyetje e detyrueshme.

Përgjigje me mundesi të vetëm një zgjedhje (Radio list)

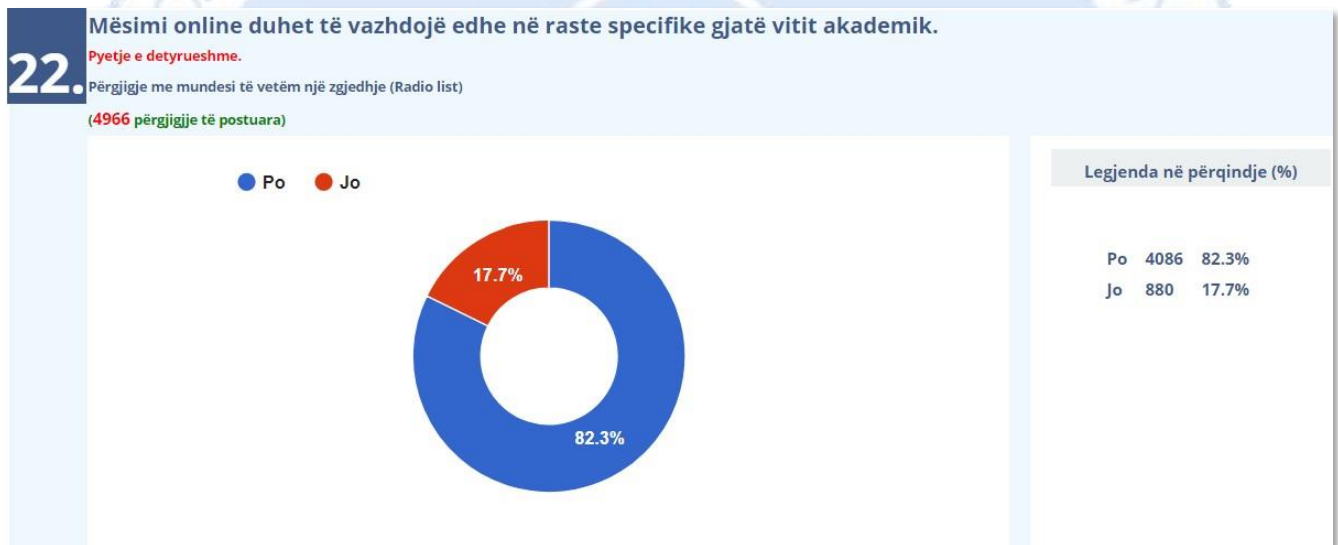
(4966 përgjigje të postuara)

● Po ● Jo



Legjenda në përqindje (%)

Po	4751	95.7%
Jo	215	4.3%



24. **Komente:**
Pyetje jo e detyrueshme.
Përgjigje e shkurtër tekstuale.
(4960 përgjigje të postuara)

Comments:

Students in general gave positive comments about the whole process of online classes, processes at UMIB, and praised all the management that they did a very good job in the whole organization of online classes.

They have encouraged teachers to continuing such a commitment and motivation for students by having interactivity during lectures, and appreciating every opinion.

We also had a small number of comments that were against online teaching, but that the general conditions with COVID-19 have made it necessary to implement online teaching classes. Also, the students of the departments who have to conduct their exercises in laboratories and other institutions have faced difficulties in conducting these exercises.

The lack of additional literature on the subjects was one of the topics on which we received comments from students. It is worth mentioning a comment from a female student, who had remained in Sweden because of the lockdown, she was even given the opportunity in Sweden to take the exam online, and she had a good feeling for the opportunity UMIB gave to her.

Recommendations

UMIB Quality Office, after reviewing the answers of Bachelor 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 to take the following steps:

- To review the course syllabus to create the possibility of linking the knowledge gained between the courses. (The lessons of the first year subjects should serve to the lessons of the second and third year and not be in the same year the subjects from which the students should get the knowledge for the other subjects.)
- To consider the possibility of carrying out practices and practical exercises after the end of the pandemic (especially laboratory exercises)
- To continuously invest in training of academic staff on teaching methods;
- To constantly make students familiar with the achievements and changes made by UMIB after each phase of self-assessment;
- UMIB to enable the signing of as many internship agreements as possible for students;
- To reach as many agreements as possible with other HEI's, local and international to enable student mobility;
- To look at the financial possibilities to continuously enrich the UMIB library, both physical and electronic library.