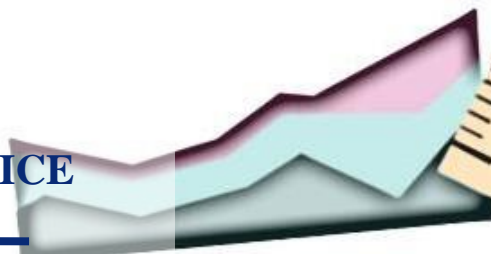


UNIVERSITY OF MITROVICA "ISA BOLETINI"



EVALUATION	
Relevance	✗ ○ ○ ○ ○ ○
Efficiency	○ ○ ✗ ○ ○
Effectiveness	○ ✗ ○ ○ ○
Sustainability	○ ○ ○ ○ ✗
Impact	○ ○ ○ ✗ ○

QUALITY ASSURANCE OFFICE



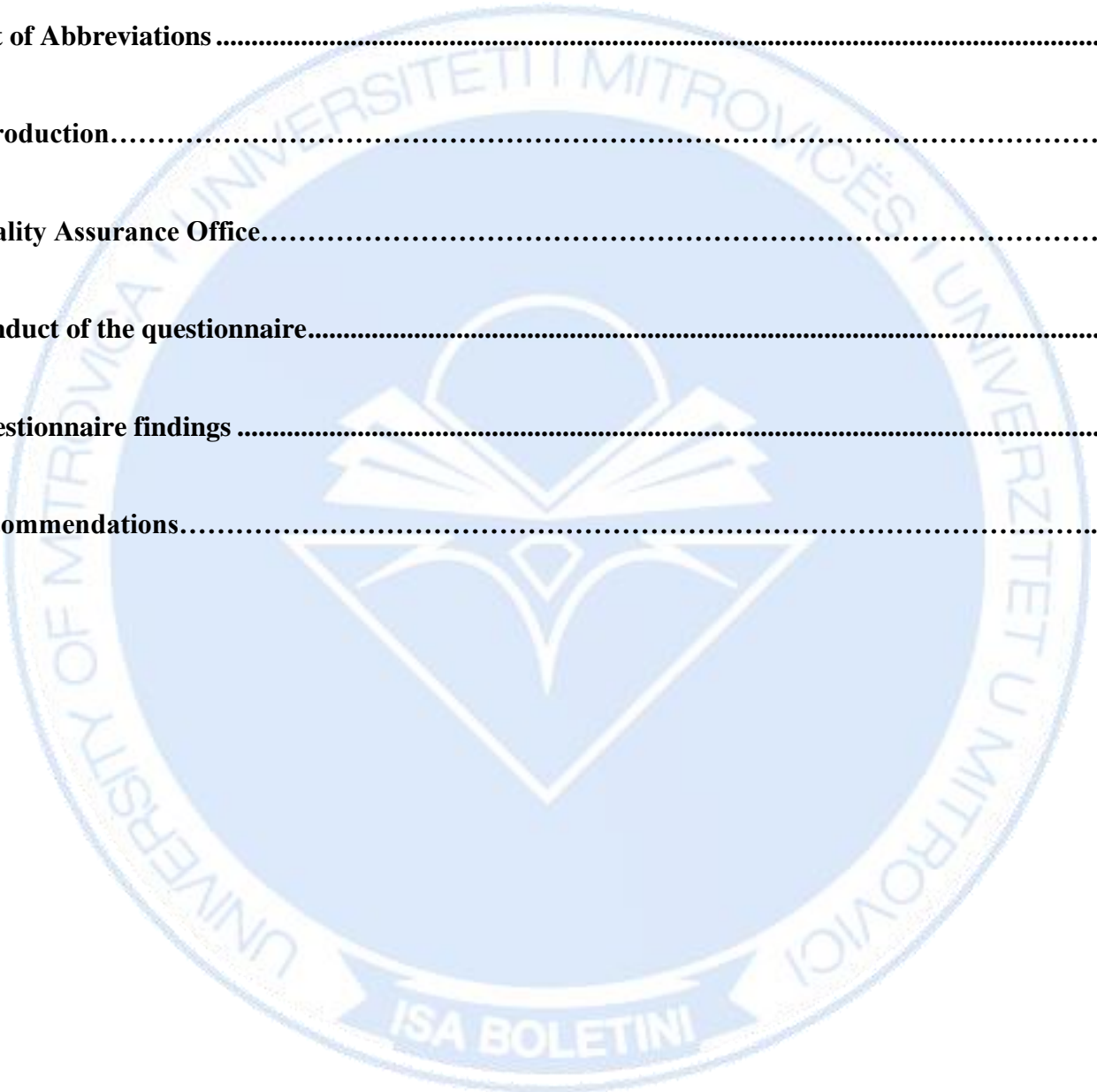
Summary report on questionnaires conducted with students

MASTER DEGREE
(Fall semester)

February 2021

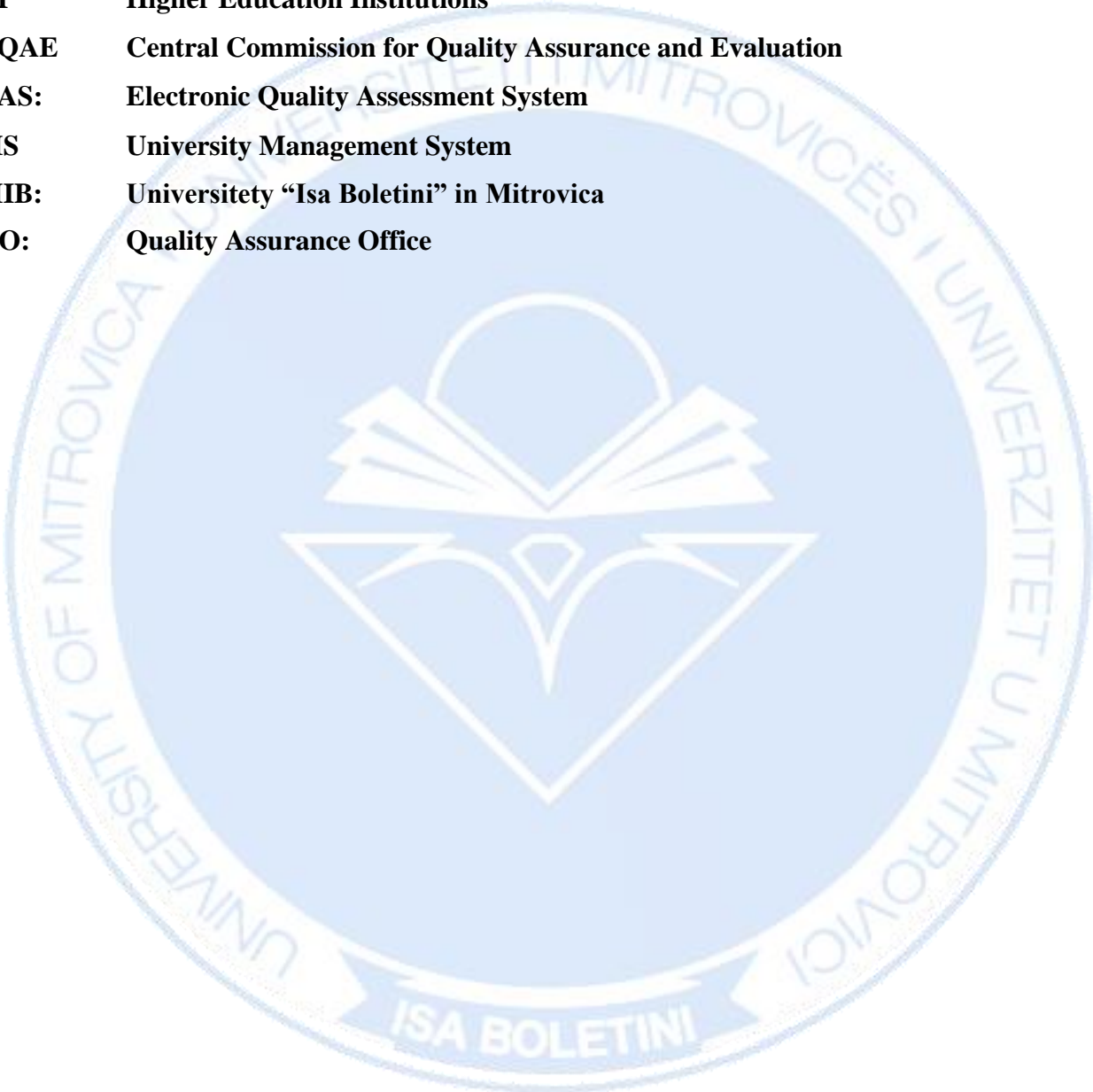
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List of abbreviations

HEI	Higher Education Institutions
CCQAE	Central Commission for Quality Assurance and Evaluation
EQAS:	Electronic Quality Assessment System
UMS	University Management System
UMIB:	University “Isa Boletini” in Mitrovica
QAO:	Quality Assurance Office



Introduction

The University of Mitrovica “Isa Boletini” (hereinafter: UMIB), as a Higher Education Institution (hereinafter: HEI), established since 2013, has continuously made efforts to make the quality assurance process measurable. Questionnaires have been conducted at UMIB each year with students and other relevant stakeholders, who responded to questions aiming at reflecting the UIBM through the respondent’s perception.

UIBM has its own quality measurement mechanisms, and in addition to the process being measured and monitored continuously by deans, vice deans, quality coordinators within the faculties, the Quality Assessment Office in 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.

In April 2021, in the wake of activities to improve quality within UIBM, with the aim of improving service delivery at UMIB, improving teaching as an ever-changing process in relation to new methodologies, and increasing the responsibility of management staff, QAO conducted a service assessment questionnaire with the UMIB Master Degree students, at the end of the fall semester, as an already common process.

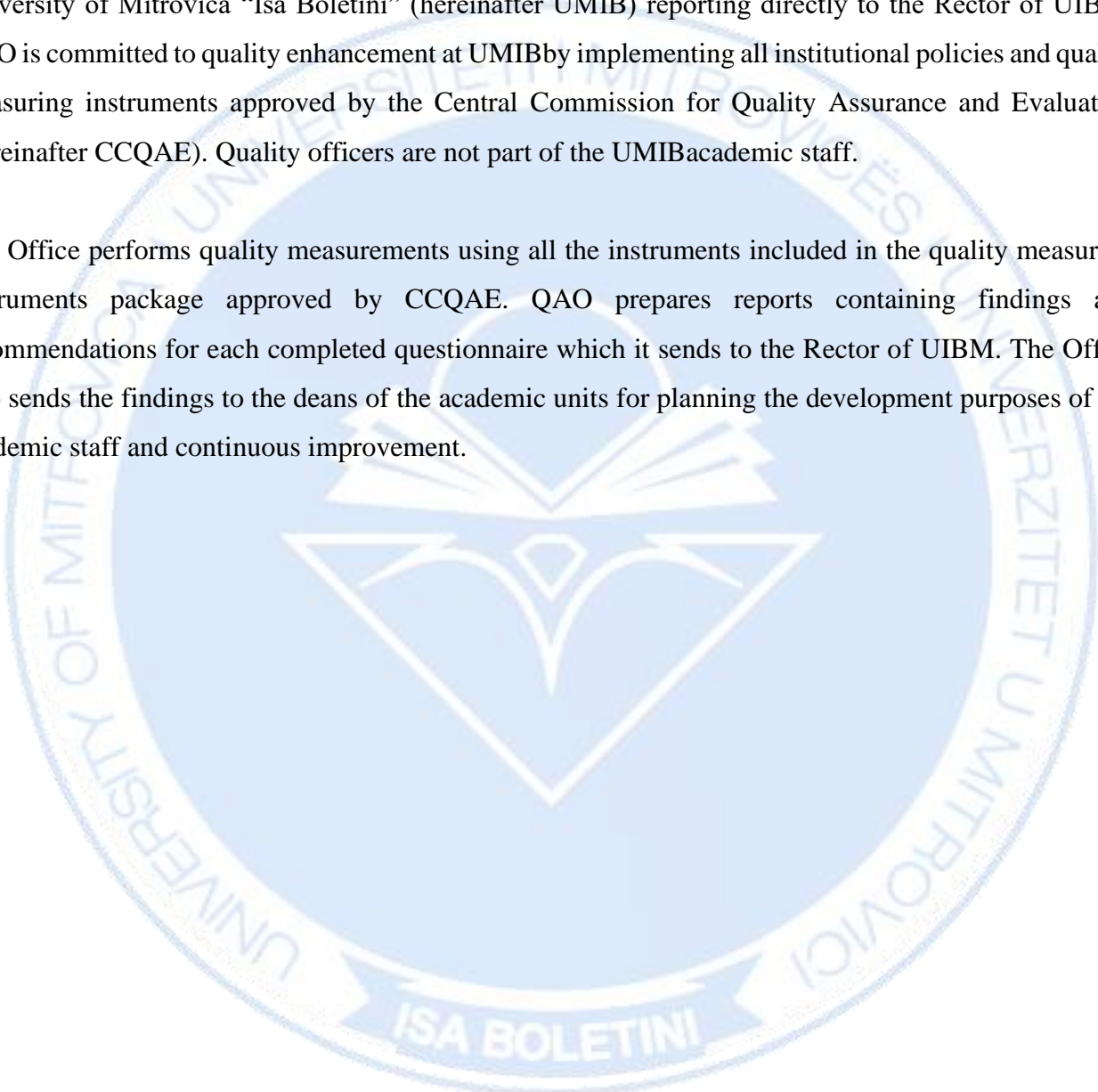
The whole process of placing (launching the questionnaires and data collection was done by QAO in full coordination with CCQAV The process was transparent, and all questionnaires were unanimous, thus respecting the dignity of each respondent and maintaining the prestige of the institution.

We will present below 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 given in its last part will also contain suggestions and remarks which are not made public, but which are given by the respondents.

Quality Assurance Office (QAO)

The Quality Assurance Office is an independent office that operates within the Rectorate of the University of Mitrovica “Isa Boletini” (hereinafter UMIB) reporting directly to the Rector of UIBM. 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 UMIB academic staff.

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



Conduct of the questionnaire

Following the completion of lectures and exercises for the fall semester of 2021, QAO launched the questionnaire with all Master degree students in all programmes, from 05 January to 16 January 2021. The questionnaire was anonymous and the data were collected and stored by QAO through the Electronic Quality Assessment System - EQAS. Students responded through the University Management System (hereinafter UMS) to the questionnaire which contained 13 closed-ended questions and 1 open-ended question, where they assessed the study program and support in 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 thesis
- Consultations with the mentor and his/her contribution;
- Teachers' approach to students;
- Methods of teaching online classes;
- Learning outcomes.

Questionnaire findings

The questionnaire was completed by all students who submitted the exams on the regular exam deadline. From the findings, the students have been honest in their responses, and we have received many comments and suggestions indicating their interest in contributing to the UMIB processes.

This report expresses only the general statistics and recommendations deriving from the entirety of the responses. While, the reports for separate faculties, as well as for each professor, were sent by QAO to the Deans of the faculties, and they will discuss the findings with their academic staff.

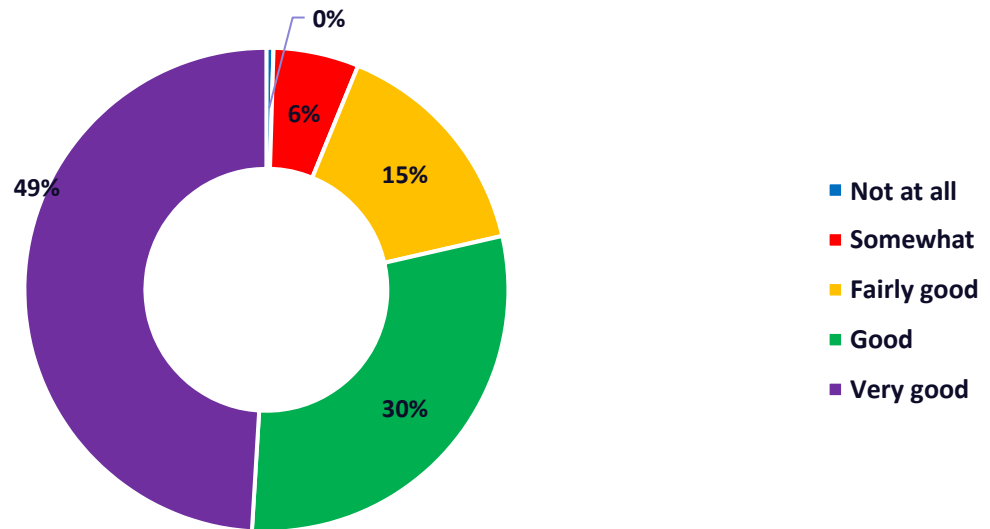
The first part of the questionnaire deals with the study program where students have given their assessment of this dimension.

79% of students stated that the curriculum offered by the relevant department has prepared them for the job market satisfactorily and 75% stated that the programs provide a great development of critical thinking.

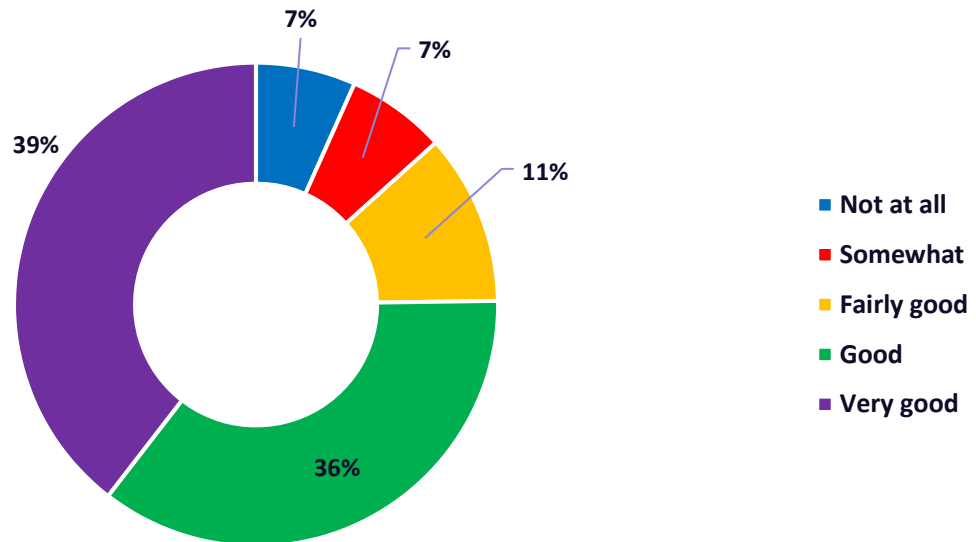
For the theoretical part, 70% think that the theory has been well correlated with the hours of exercises or practical work they have attended and 76% think that the study program has very well met the initial students' expectations.

The diploma thesis manual is considered of great assistance (77%) for compiling the Master thesis

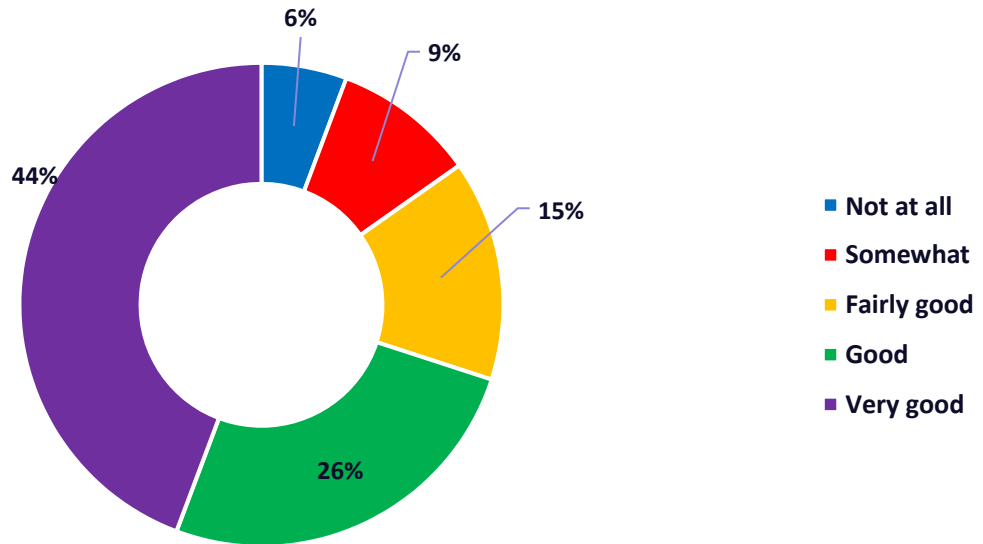
1. The curriculum provided by the department is preparing me for the job market.



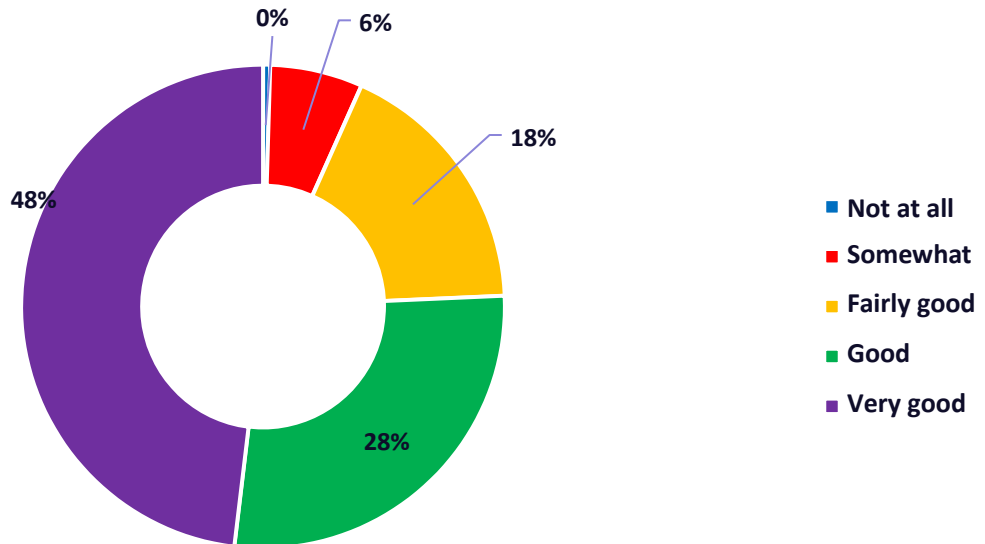
2. Studies in this program have developed my critical thinking.



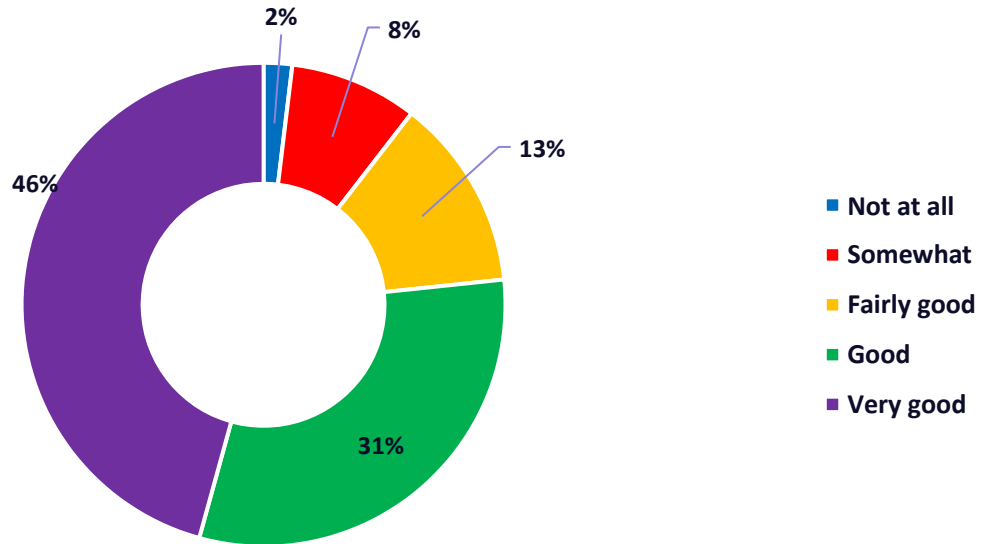
3. The theory was highly correlated to the hours of exercise or practical work we attended.



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



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



In the second part, the questionnaire contained questions related to the support in the research work of the students where they gave their assessments.

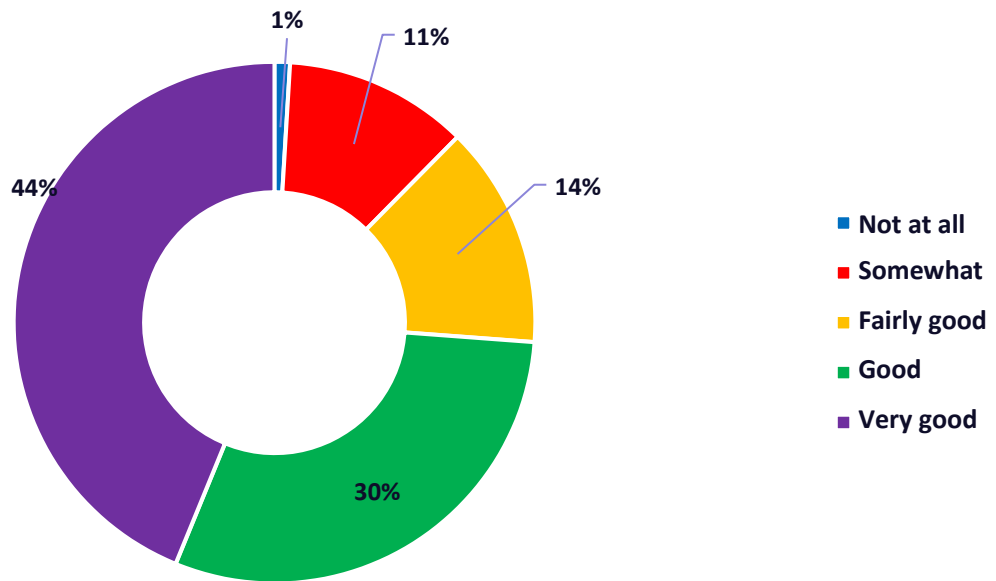
Students stated that 74% of them have had research studies in all subjects and 73% said that the mentors' approach has been good to discuss the researched topics.

Students have highly assessed that the relation with the mentors is good and in most cases or 83% have received a response from them. Also, 83% stated that the procedures in UMIB are clear and facilitate the selection of the Master thesis.

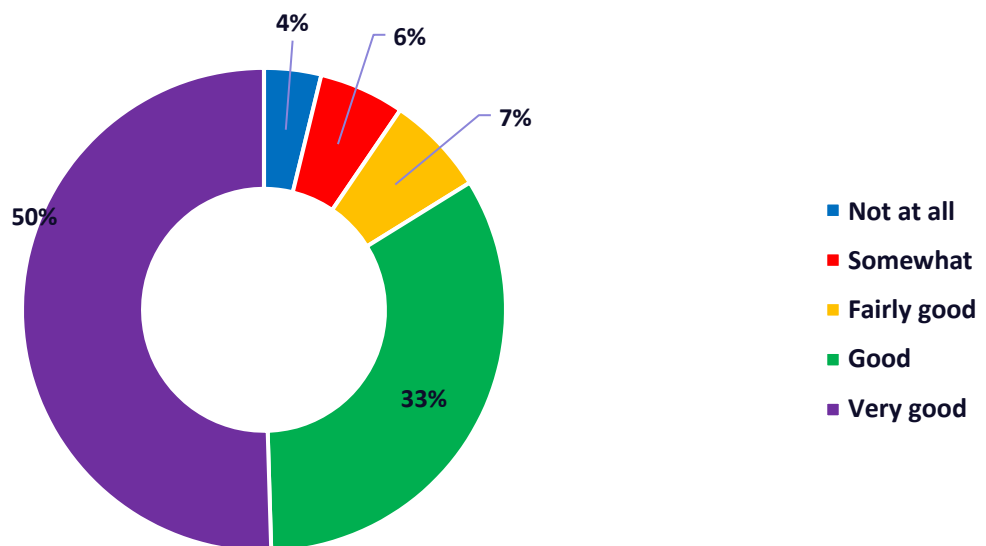
Students stated that 39% of them conduct 3-4 consultations per month with the mentor on the diploma topic, 27% of them conduct over 7 consultations per month, 20% conduct 5-6 consultations per month and 14% conduct 1-2 consultations per month and 83% of them state that the mentors' approach is fair and correct.

89% of students stated that they would enrol in the same program again and 88% of students stated that they would recommend this program to others.

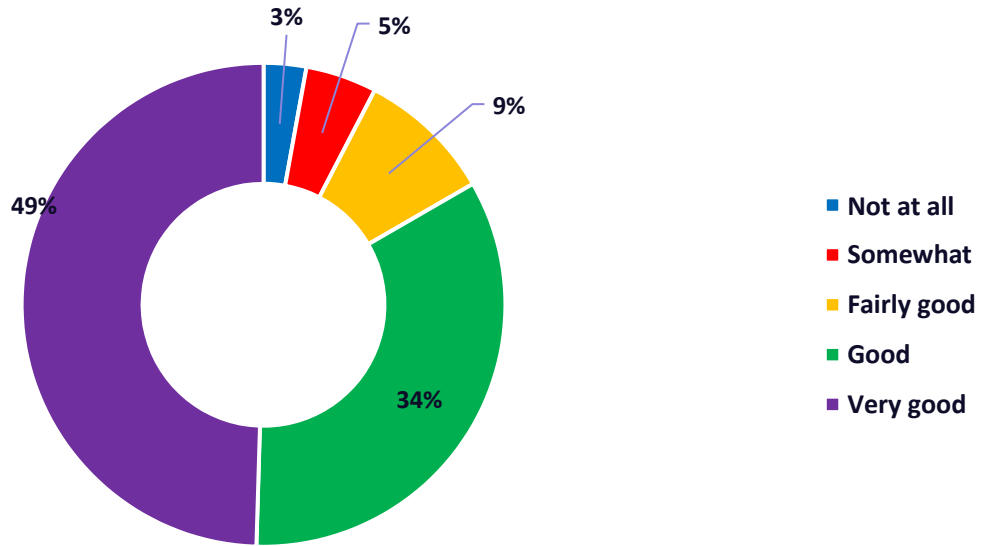
6. We have had research work in all subjects.



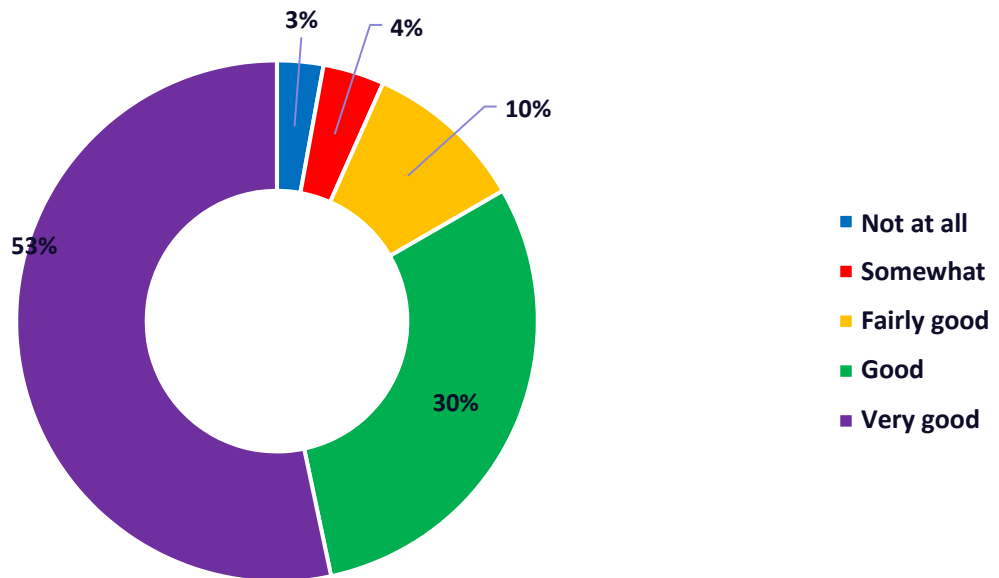
7. Did you have an opportunity to contact the mentor for the online master thesis?



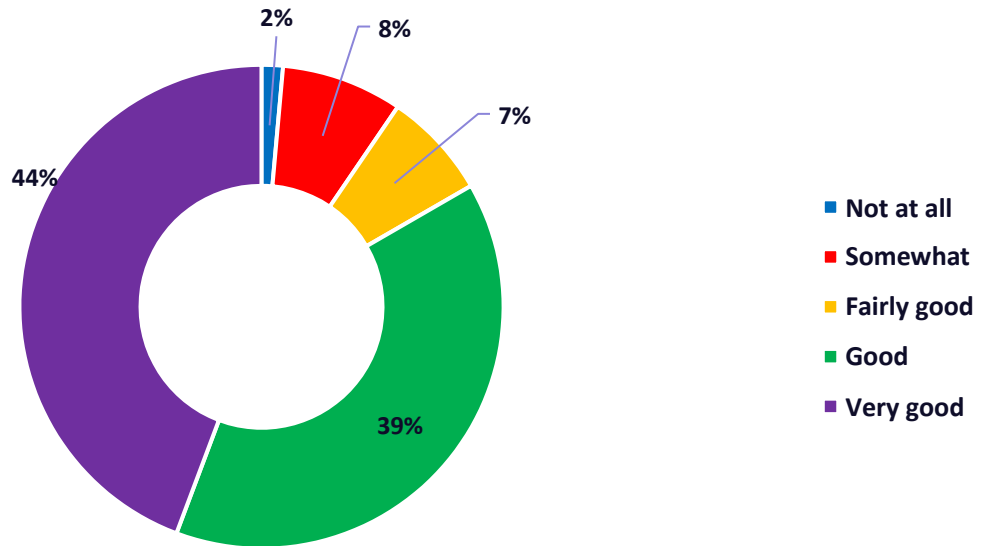
8. Have you been provided with adequate feedback by the mentor through the UMIB online platform?



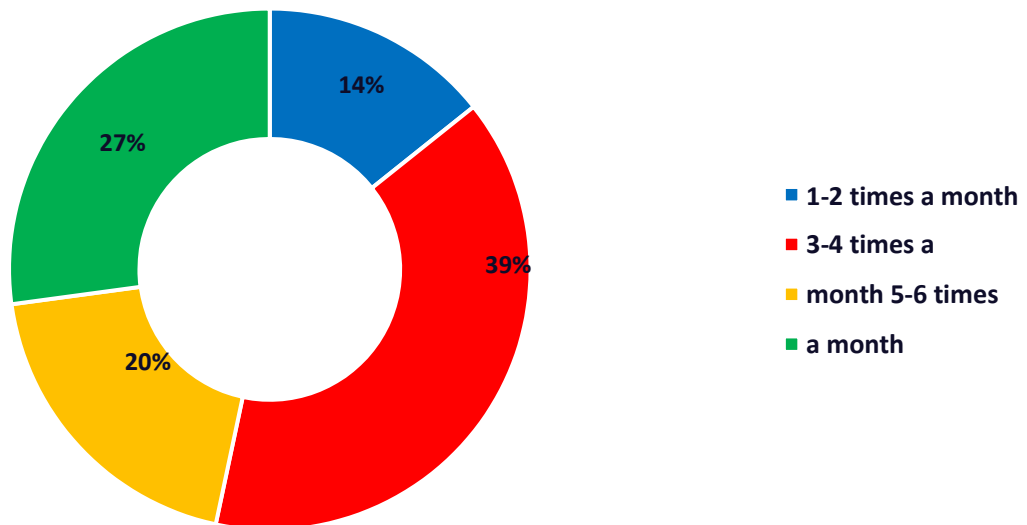
9. Communication with the mentor has been easy and correct



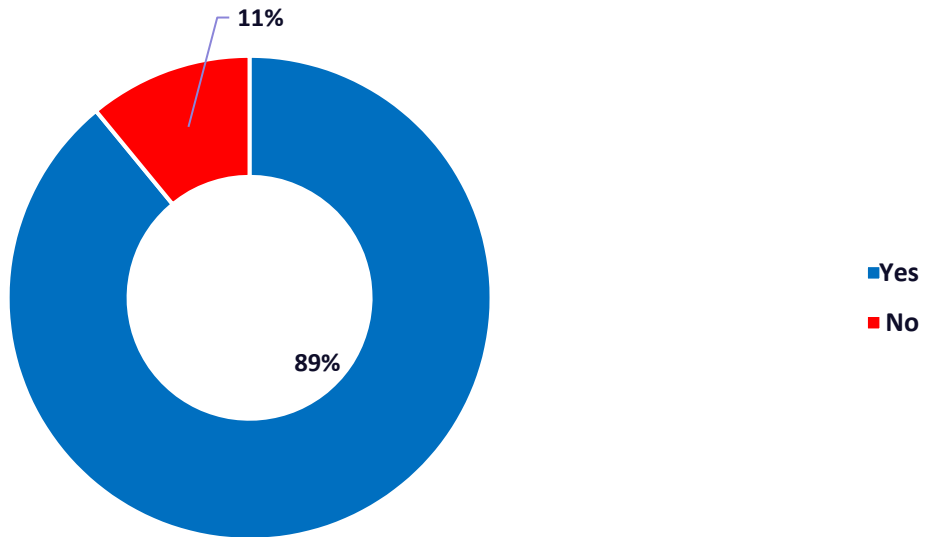
10. Administrative procedures facilitate the selection and preparation of Mater thesis.



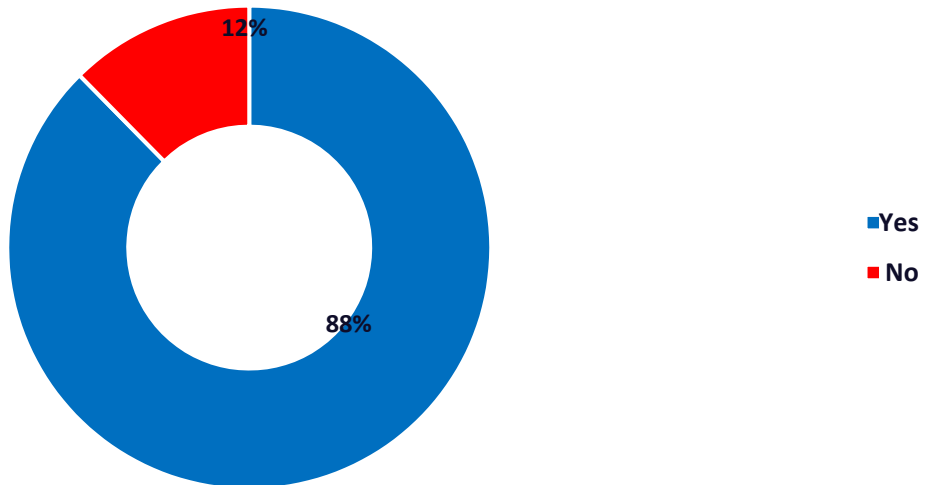
11. How frequent was the consultation with the mentor?



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



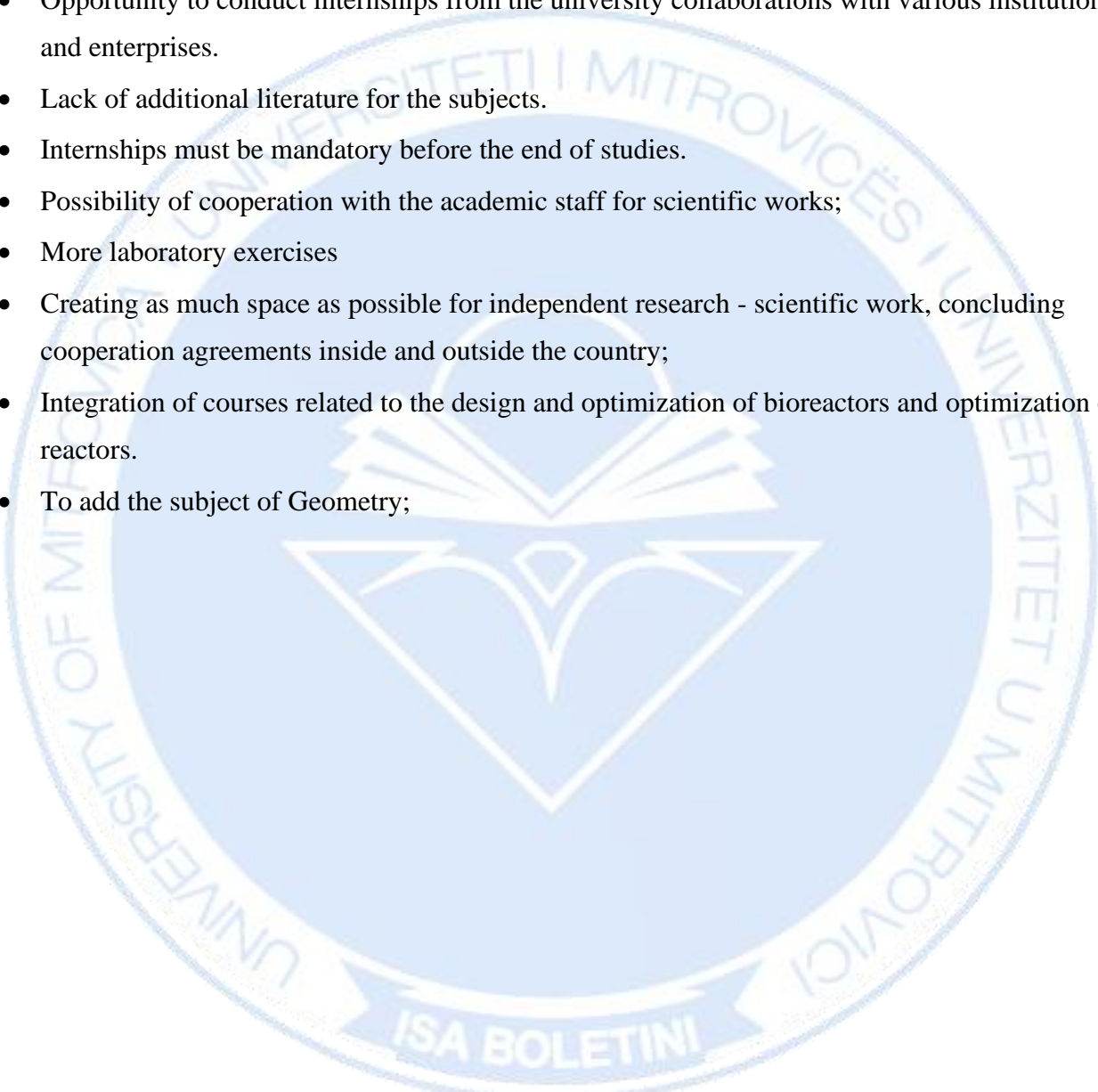
13. Given your experience, would you recommend this study program to others?



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

Comments:

- Latest literature to adapt to global developments.
- Opportunity to conduct internships from the university collaborations with various institutions and enterprises.
- Lack of additional literature for the subjects.
- Internships must be mandatory before the end of studies.
- Possibility of cooperation with the academic staff for scientific works;
- More laboratory exercises
- Creating as much space as possible for independent research - scientific work, concluding cooperation agreements inside and outside the country;
- Integration of courses related to the design and optimization of bioreactors and optimization of reactors.
- To add the subject of Geometry;



Recommendations

The UMIB Quality Office, after reviewing the responses of the Master degree students in this questionnaire, and after analyzing all the questions and comments, at this stage of the development of the institution, recommends to the UMIB senior management to take the following steps:

- Requesting from the management of the academic units the updating of the literature for the subjects taught by the academic staff.
- Creating opportunities by the academic staff for the realization of joint research works with students;
- Investing continuously in the literature for covering the subjects that are according to the curriculum.
- UMIB needs to sign cooperation agreements as many as possible for research and practical work for Master students;
- Focusing students on practical work and utilizing the equipment possessed by academic units.
- Analyzing the need for new subjects: Geometry, Reactors and Bioreactors