**UNIVERSITETI / UNIVERSITY
"ISA BOLETINI"
Mitrovicë / Mitrovica**

QUALITY ASSURANCE OFFICE

Summary report on the assessment of support services at UMIB by academic staff and students

(2021)

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HEI   **Higher Education Institutions**

CCQAV   **Central Commission for Quality Assurance and Evaluation**

EQAS: **Electronic Quality Assessment System**

UMS   **University Management System**

UMIB: **Universitety "Isa Boletini" in Mitrovica**

QAO: **Quality Assurance Office**
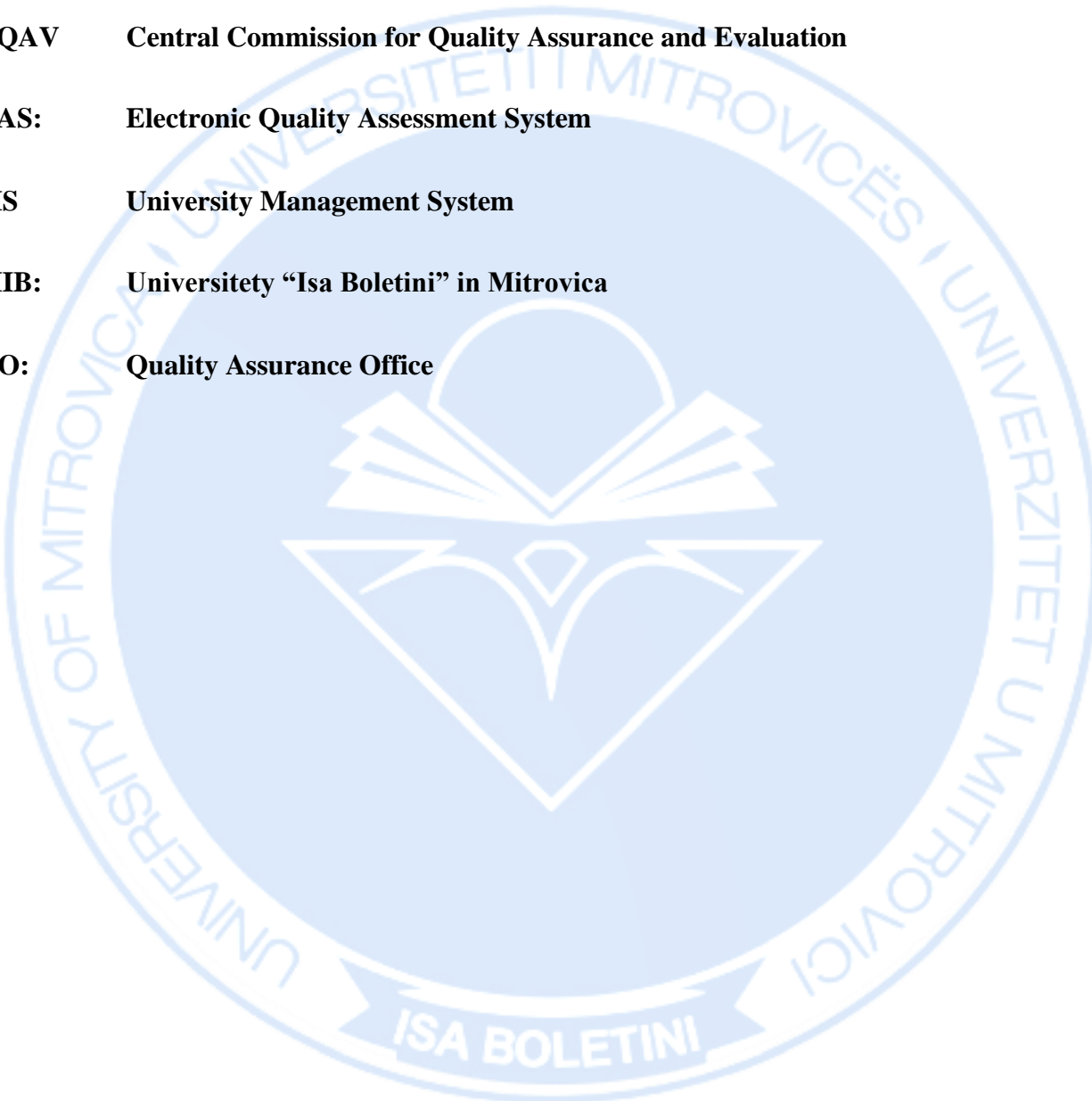
Introduction

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 were organized at UMIB with students and other relevant stakeholders on annual basis, which responded to the questions aiming at reflecting the real situation at UMIB through the respondents' 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 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 UIBM, improving teaching as an ever-changing process in relation to new methodologies, and increasing the responsibility of management staff, QAO conducted the service assessment questionnaire with the UMIB academic staff and students, as an already common process.

The whole process of drafting the questionnaires, their placement (launching) 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

QAO launched the questionnaire for the assessment of support services with the academic staff and all bachelor and master level students in all programs, from 02 April 2021 to 16 April 2021. The questionnaire was anonymous and the data were collected and stored by QAO through the Electronic Quality Assessment System - EQAS. Academic staff and students responded through the University Management System (hereinafter UMS) to the questionnaires, where they assessed the support services at UMIB.

The questionnaires were divided by designation:

- Assessment of academic staff for support services at UMIB and,
- Assessment of students for support services at UMIB.

The questions were intended to look at these key aspects:

- Management structure access to UMIB;
- Information and communication networks;
- Communication between academic staff, students and administrative staff;
- Organizing the learning process;

- Provision of administrative services;
- Library and access to literature;
- Use of UMS;
- Providing opportunities by UMIB for employment, mobility and career advancement;
- Student union work and student representation.

Questionnaire findings

The questionnaire was completed by all Bachelor and Master level students as well as all academic staff at UIBM. The Quality Assurance Office has distributed the service assessment questionnaire and the participation of students and academic staff in the questionnaire is considered quite satisfactory.

From the findings through the students' responses, we notice their sincerity and willingness to contribute to the advancement and development of UMIB.
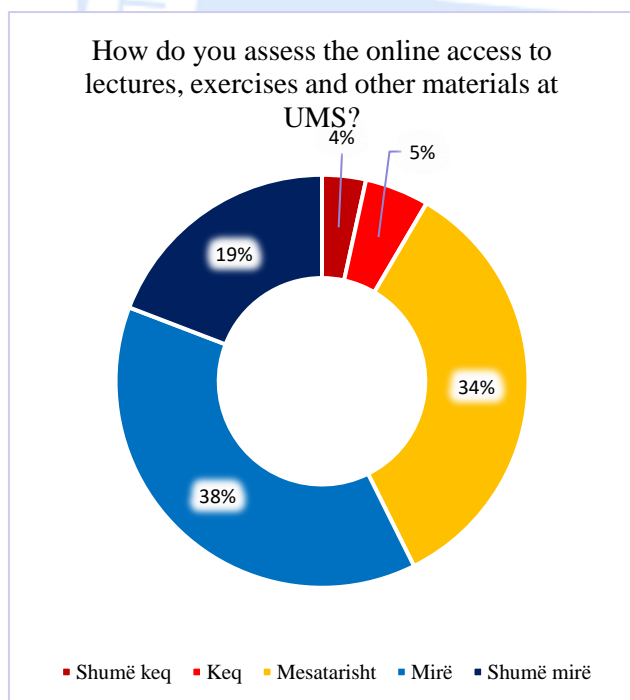
The pandemic time has been a great challenge for all educational institutions in Kosovo with special emphasis on higher education institutions. From the very first day of the pandemic situation, UMIB has put into operation all its assets to develop a quality, efficient and effective learning process.

From the assessment of students for online access to lectures, exercises and other materials at SMU, we see that 57% of students assess it as good and very good, 34% on average and 9% as bad and very bad.

How do you assess the online access to lectures, exercises and other materials at UMS?

- Shumë keq
- Keq
- Mesatarisht
- Mirë
- Shumë mirë

Figure 1: Assessment of students for online access to lectures, exercises and other materials at UMS.

The academic staff are highly dedicated to the realization of online learning and have considered it as very satisfying (90%) the IT support during the online learning process. They are very pleased with the information provided by the IT office regarding the organization and the use of the online learning platform within UMS.

I am happy with IT support while learning online.

0%   10%

35%

55%

- I do not agree at all - I do not agree - I agree - I completely agree
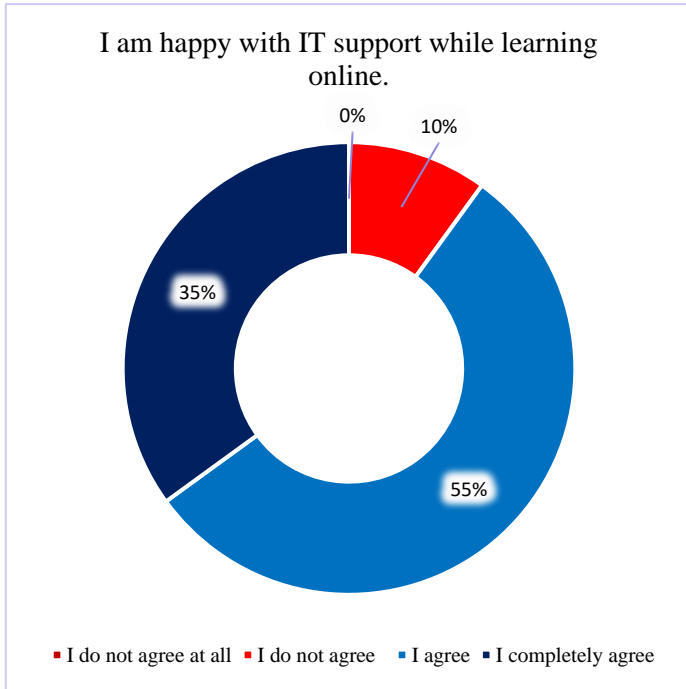
Figure 3. Assessment of academic staff for IT support during online learning.

I am very well informed regarding the UMS utilization

0% 0%

48%   52%

- I do not agree at all - I do not agree
- I agree - I completely agree
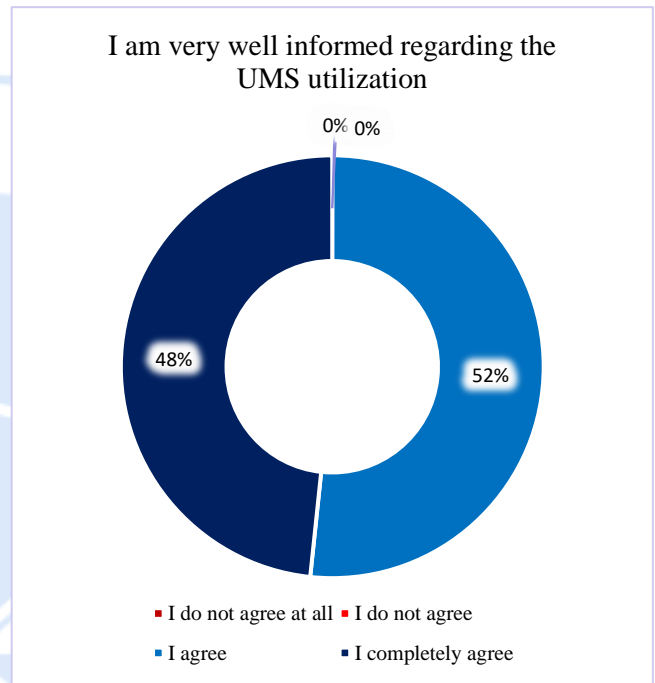
Figure 2. Assessment of academic staff iregarding the UMS utilization.

Students also highly assessed the organization of online learning through the UMS platform, with 75% of them assessing that UMS has functioned and is well maintained. Academic staff agree (78%) that the UMIB website is quite informative and has sufficient information on UMIB activities and organizations.

How do you assess the UMS operation and maintenance?

2% 3%

30%   20%

45%

- Very bad - Bad - Fairly good
- Good - Very good
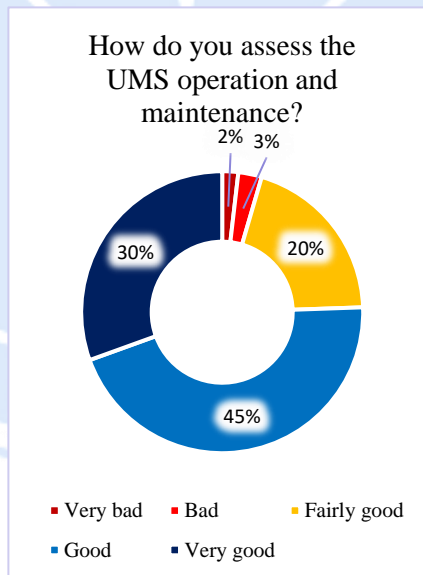
Figure 5. Student assessment for the UMS functioning and maintenance

I think the UMIB website is quite substantial.

4%

18%

23%

55%

- I do not agree at all - I do not agree
- I agree - I completely agree

Figure 4. Assessment of the academic staff for the university website.

The assessment of the work of the office for student services was highly ranked by the students with 74% of them assessing that the student services and the work of the clerks are good, 20% stated as fairly good and 6% of the students did not assess the work of the clerks and services as good.
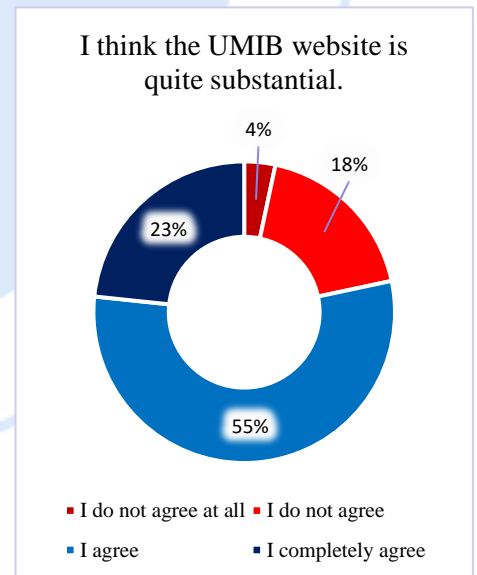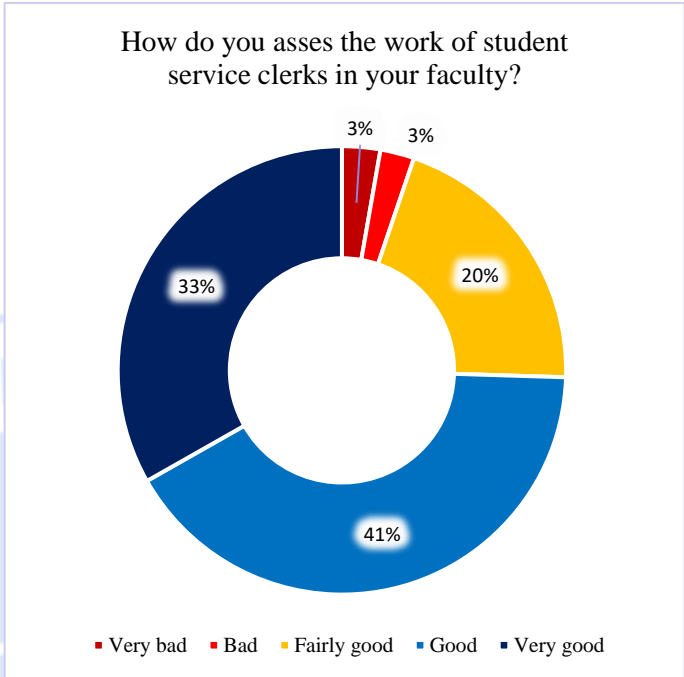
How do you asses the work of student service clerks in your faculty?

3% 3%
33%
20%
41%

■ Very bad ■ Bad ■ Fairly good ■ Good ■ Very good

Figure 6. Assessment of students for the work of clerk and student services.

Administrative services at the faculty are expeditious and efficient.

2%
15%
43%
40%

■ I do not agree at all ■ I do not agree
■ I agree   ■ I completely agree

Figure 7. Assessment of the academic staff for the administrative services in the faculty.

The academic staff also made good assessments or 83% of them assessed that the administrative services in the faculty are expeditious and efficient. 17% of academic staff disagree that services are good and efficient in academic units.

Communication and access to students of administrative offices at UIBM are considered as a very important element that is highly valued by students, where 72% rated as good and very good the communication of clerks with students, 22% as average and 6% as not good.

How do you assess the communication of clerks with you as students?

3% 3%
34%
22%
38%

■ Very bad ■ Bad ■ Fairly good ■ Good ■ Very good

Figure 8. Assessment of students for the communication of clerks with students.

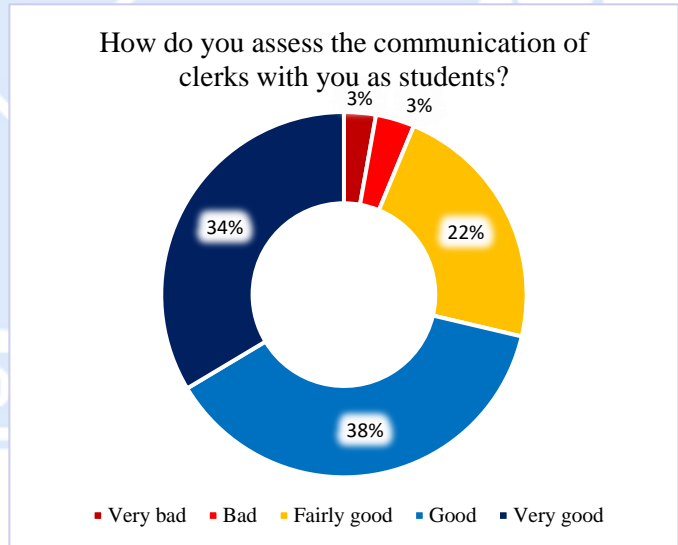The academic staff is satisfied (80%) with the administrative services for storing the student data and the support provided by the administrative offices in the academic units and the Rectorate.

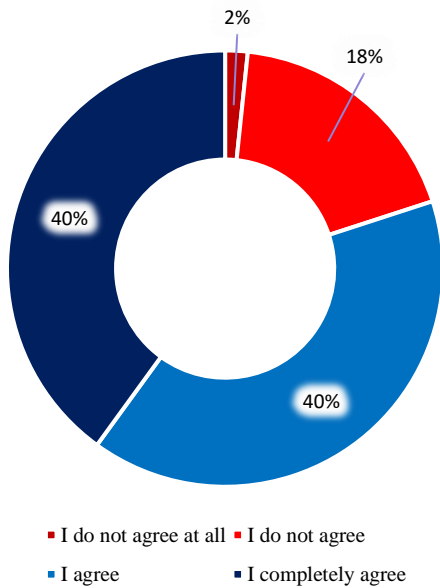### I am satisfied with the administrative service for storing the student data

Figure 10. *Assessment of academic staff for administrative services for storing the student data.*

I am satisfied with the transparency and support of the administrative offices in the Rectorate.
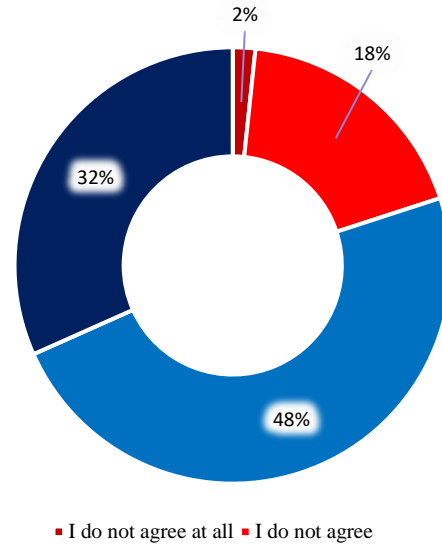
Figure 9. *Assessment of the academic staff for the transparency and support of the administrative offices in the Rectorate.*

The work and services of the Career Office are highly assessed by students, with 73% of them assessing that the office has provided services and done good work, 24% assessed it as fairly good and 3% have not assessed the work of the Career Office.

How do you assess the work and services of the Career Office?
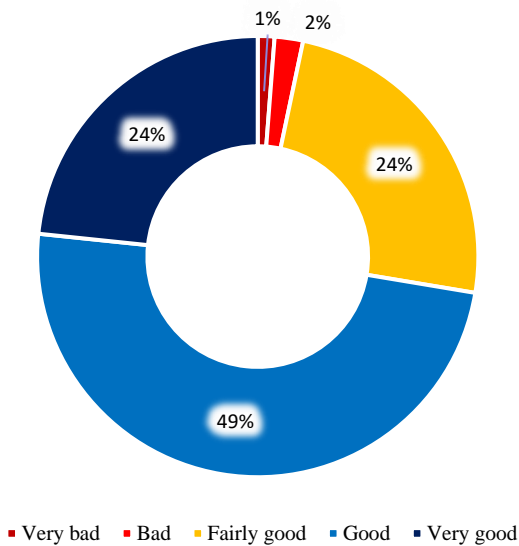
Figure 11. *Assessment of students for the work and services of the Career Office.*

The work and commitment of the management of the academic units (Dean, Vice-Deans and Heads of Programmes), as well as the work and commitment of the Rectorate to solve the requests and problems of students to a large extent, is considered good and very good (71% - 76%), fairly good (20% - 24%) and bad (4% - 5%).
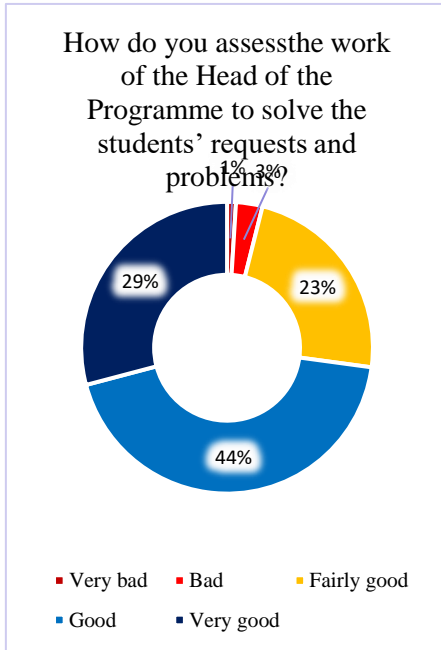

Figure 16. Assessment of students for the work of the Head of the Programme to solve students' requests and problems.
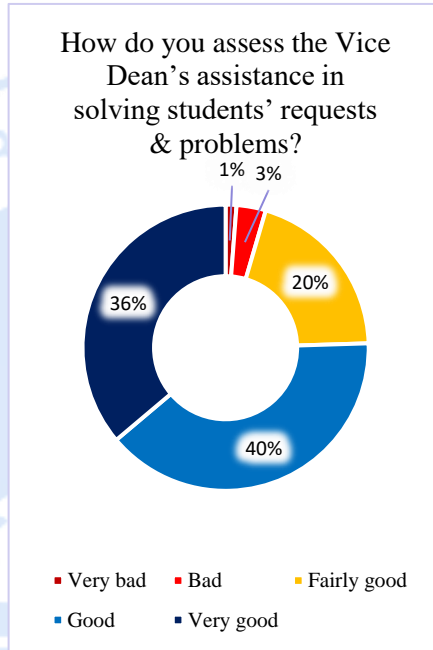
Figure 15. Assessment of students for the Vice Dean's assistance in solving students' requests & problems.
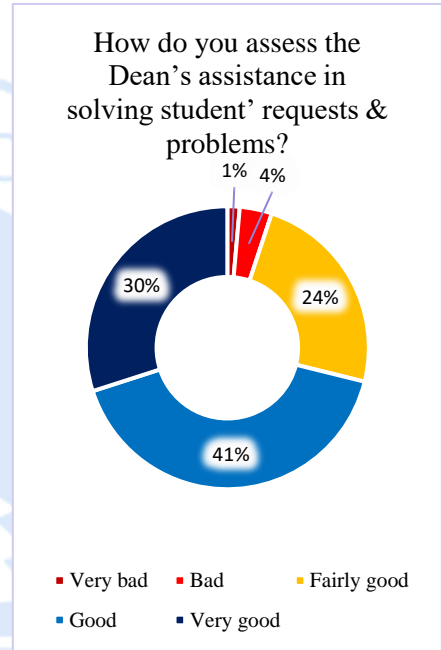
Figure 14. Assessment of students for the Dean's assistance in solving students' requests & problems.
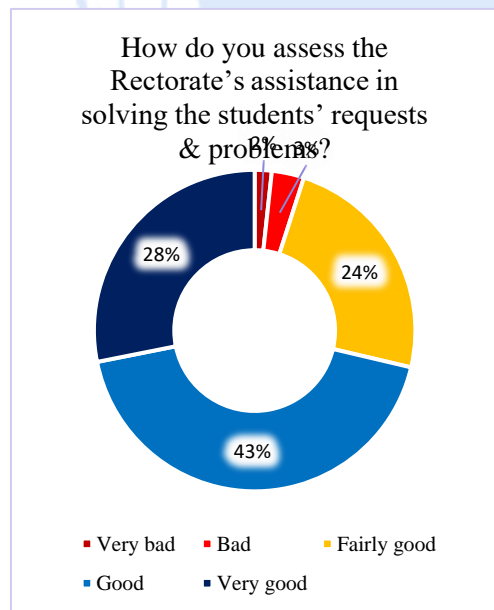
Figure 12. Assessment of students for the Rectorate's assistance in resolving students' requests & problems.

The academic staff has also positively assessed the work and successes of the management structures in the faculties, with 85% and 15% of them having given a negative opinion about the successes of the management structures.

Figure 13. Assessment of the academic staff for the successes of the management structures in the faculty.

The University Library in 2021 was open to the whole community and not just UMIB students. Academic staff have differing opinions regarding the possession of sufficient books in the library, where 12% fully agree, 55% agree and 33% disagree that the library possesses a sufficient number of books.

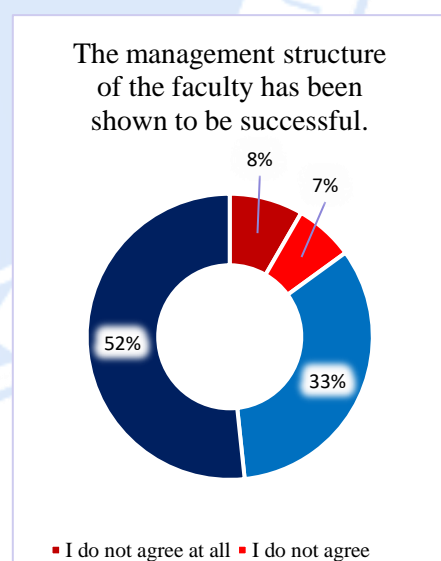Working hours, physical space and literature in the library are highly assessed by students. Undoubtedly, the maximum assessment (87%) was given to the physical space and conditions offered by the library for teaching. The library staff have very good communication with the students and this has been highly appreciated by the students.
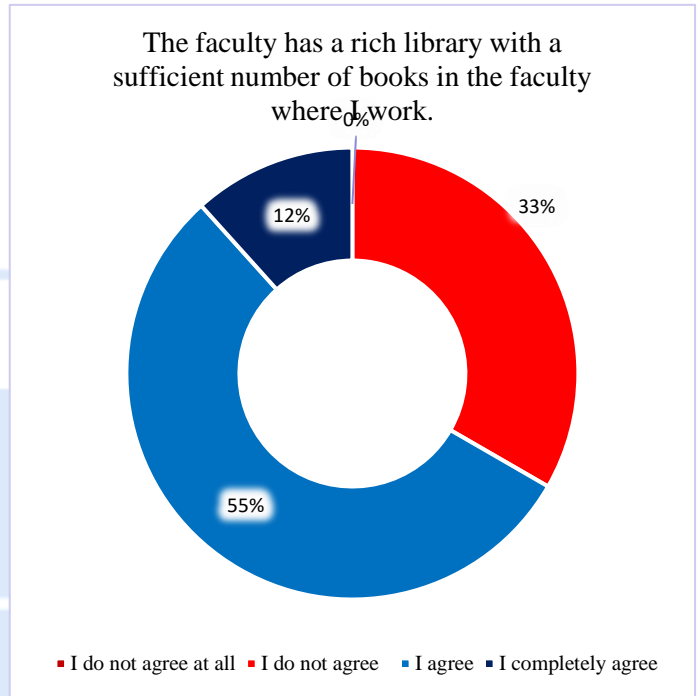
The faculty has a rich library with a sufficient number of books in the faculty where I work.

0%
12%
33%
55%

■ I do not agree at all ■ I do not agree ■ I agree ■ I completely agree

Figure 17. Assessments of the academic staff for the number of books in the library of the faculty where they work.

How do you assess the working hours of the library?

5% 3%
30%
18%
44%

■ Very bad ■ Bad
■ Fairly good ■ Good
■ Very good
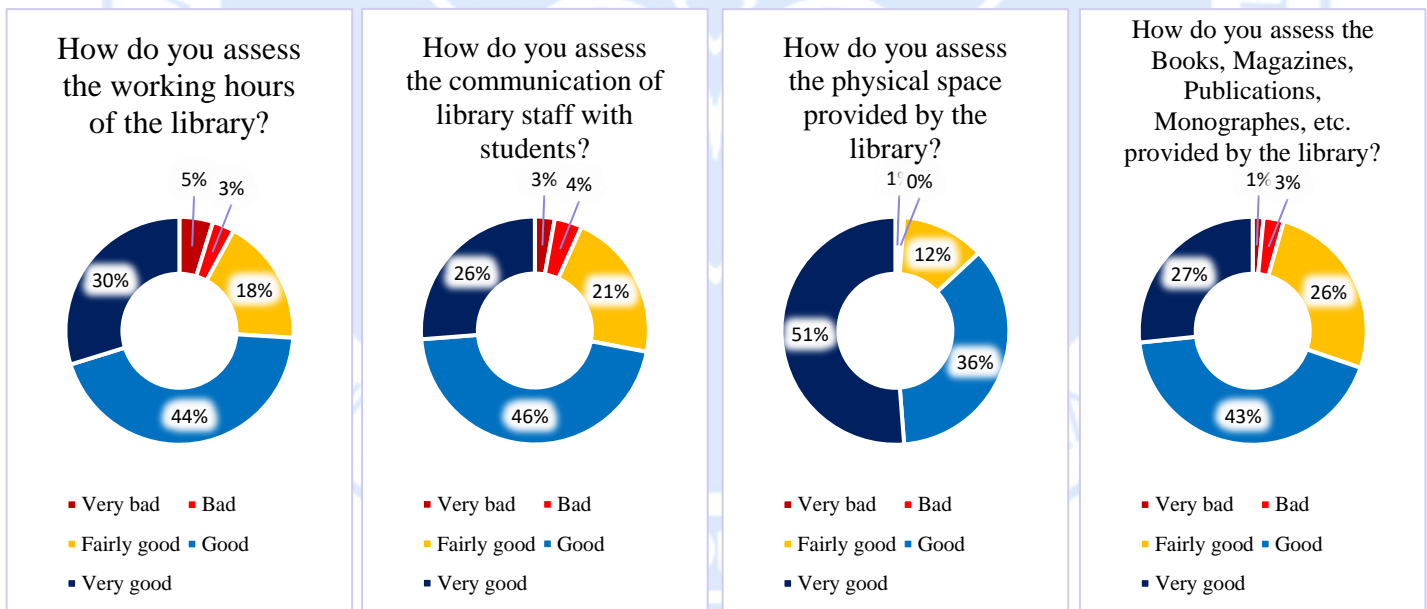
Figure 21. Assessment of students for the library' working hours.

How do you assess the communication of library staff with students?

3% 4%
26%
21%
46%

■ Very bad ■ Bad
■ Fairly good ■ Good
■ Very good

Figure 20. Assessment of students for the communication of library staff with students.

How do you assess the physical space provided by the library?

1% 0%
12%
51%
36%

■ Very bad ■ Bad
■ Fairly good ■ Good
■ Very good

Figure 19. Assessment of students for the physical space provided by the library.

How do you assess the Books, Magazines, Publications, Monographes, etc. provided by the library?

1% 3%
27%
26%
43%

■ Very bad ■ Bad
■ Fairly good ■ Good
■ Very good

Figure 18. Assessment of students for Books, Magazines, Publications, Monographs, etc., provided by the library.

Academic staff are kept informed of all decisions made within the faculty and at the university level. This component was highly assessed (85%) by the academic staff, also 96% of them are informed of the legal infrastructure at UMIB.

Figure 24. Assessment of the academic staff for information on all decisions made within the faculty.

Figure 23. Assessment of the academic staff for information on all decisions made at the University.
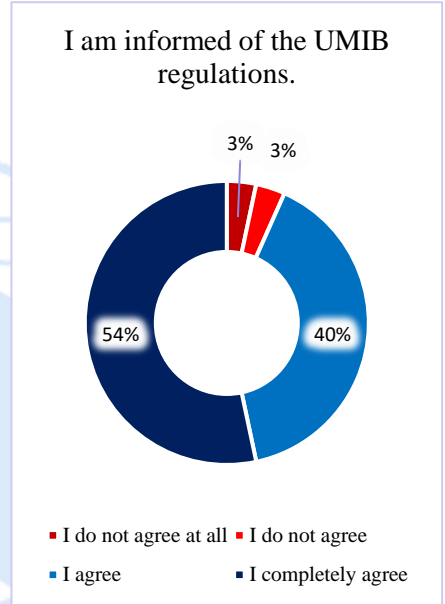
Figure 22. Assessment of the academic staff for information on UMIB regulations.

Students are satisfied with their representatives in the Student Union and with their work where, with 74% assessing their work as good and very good, 22% fairly good and 4% as bad or very bad. Even the work of their representatives in the faculty is assessed as good and very good by 75%, 20% fairly good and 5% as not good.

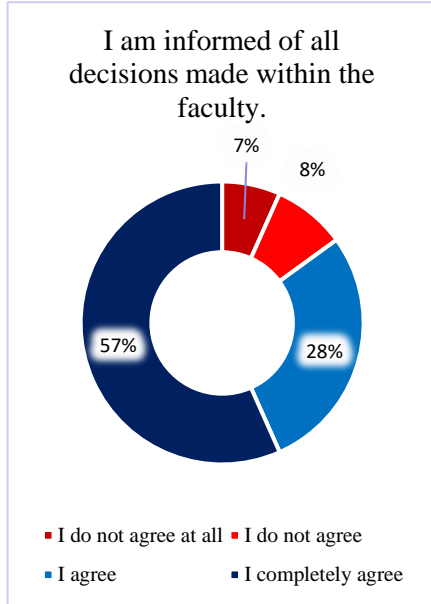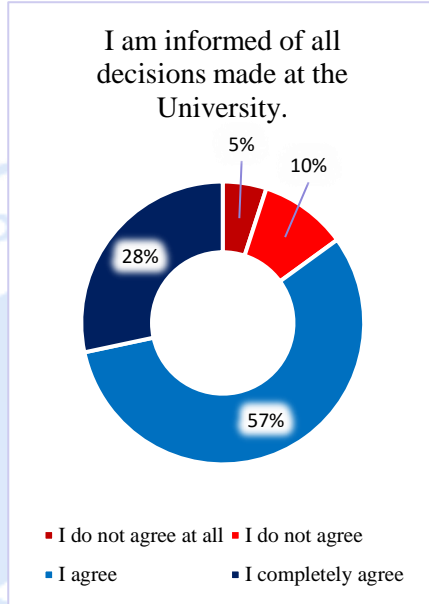*Figure 25. Assessment of students for the work of the Student Union.*

Figure 26. Assessment of students of the work of the student representative in the faculty.

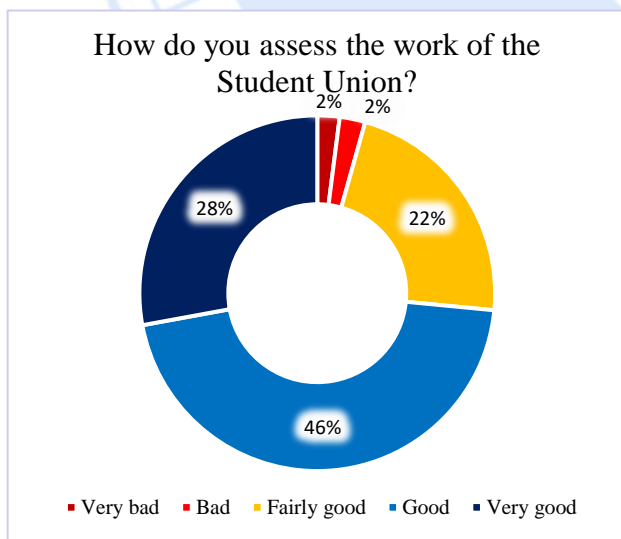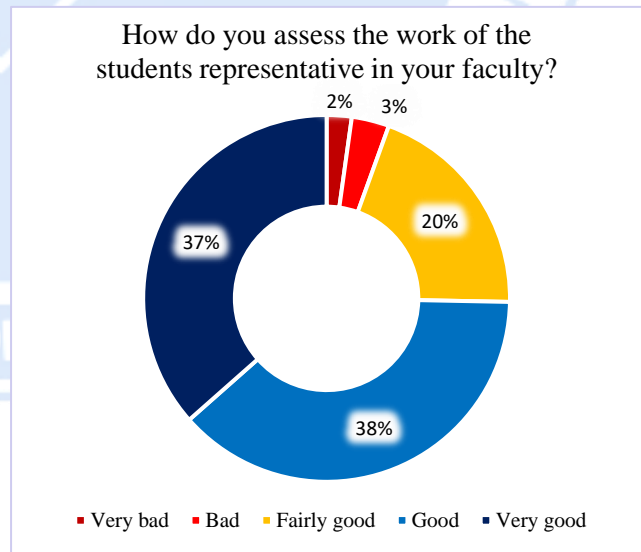Students appreciate the visits to institutions, companies, organizations, etc., which are organized by the faculty and their number should be constantly increased in order for theoretical knowledge to be combined with the practical one.
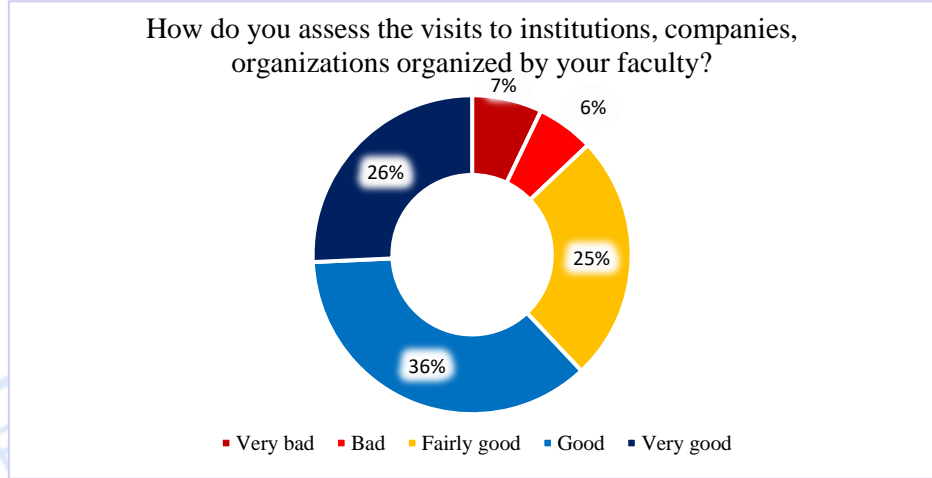
Figure 27. Assessment of students for visits to institutions, companies, organizations organized by the faculty.

Students highly assess (80%) learning development spaces, recreational spaces (79%) and campus green spaces (82%). Assessment of students coincides with the reality of the conditions offered by UMIB both in terms of modern learning spaces and recreational and green spaces.
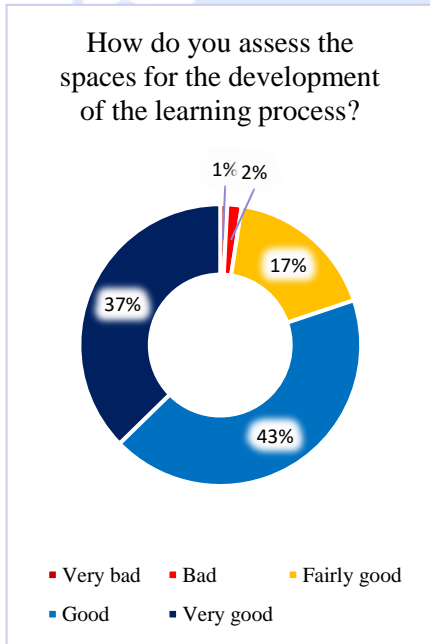
Figure 30. Assessment of students for the spaces of development of the teaching process

Figure 29. Assessment of students for recreational spaces at IMIB

Figure 28. Assessment of students for green spaces at UMIB

Assessment of hygiene at the University is considered very good by both students (85%) and academic staff (95%).

How do you assess hygiene at the University?

1% 2%
12%
52%
33%

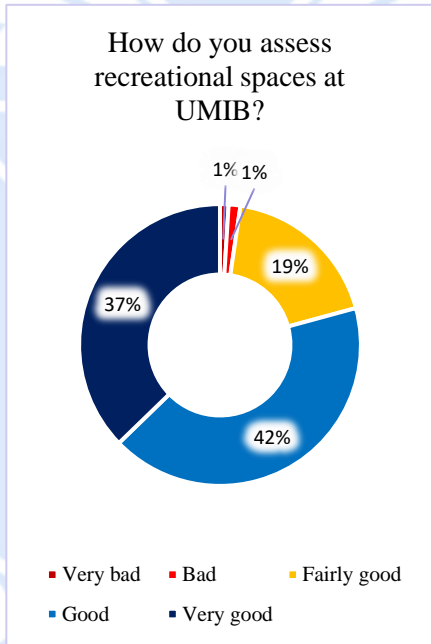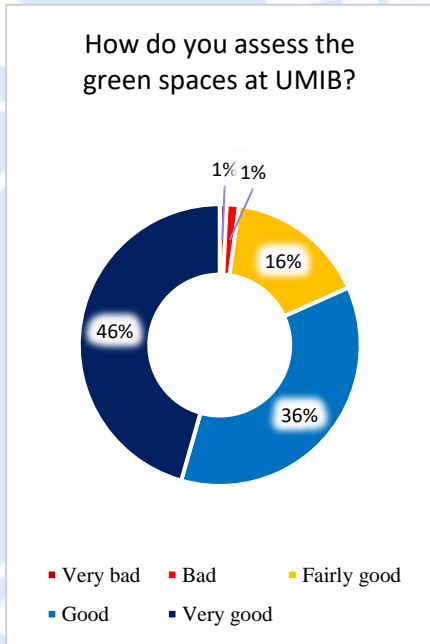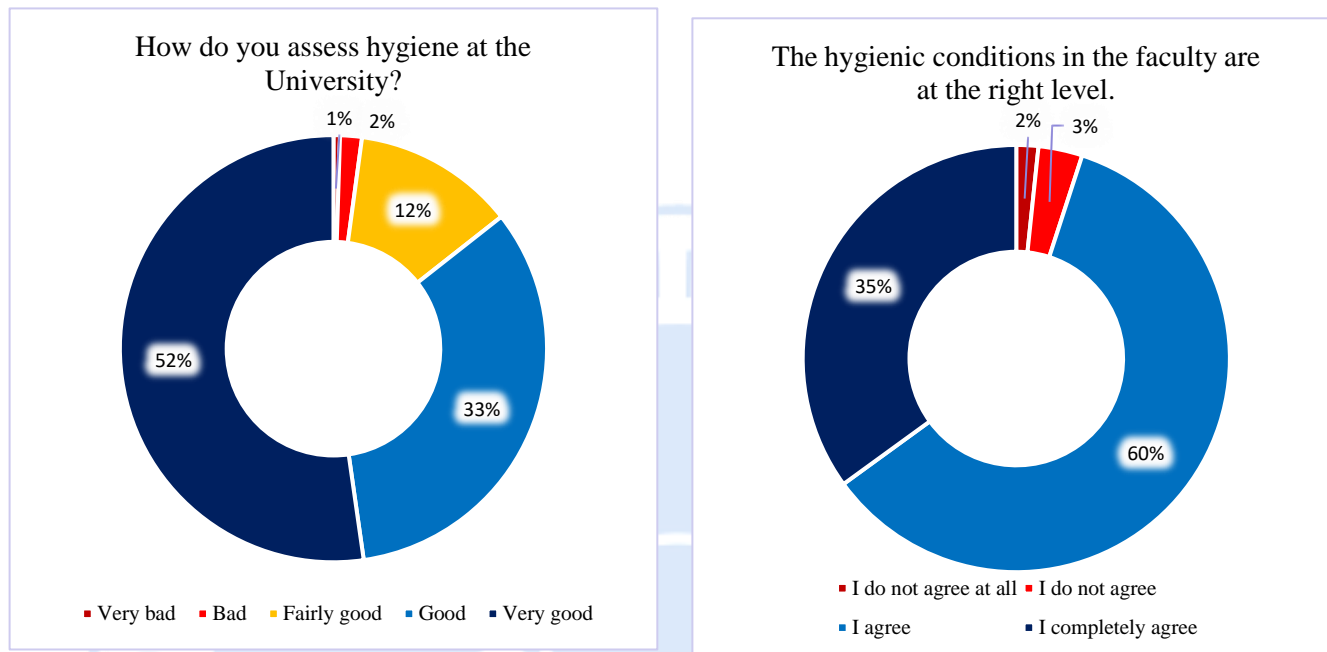Very bad ▪ Bad ▪ Fairly good ▪ Good ▪ Very good

The hygienic conditions in the faculty are at the right level.

2% 3%
35%
60%

▪ I do not agree at all ▪ I do not agree
▪ I agree ▪ I completely agree

Comments:

From the comments of students and academic staff in general we have seen positive feedback regarding the assessment of services at UMIB.

Comments by students:

- The work of the academic staff and personnel, as well as the employees, is well regulated and correct, so I do not have any negative comments. I wish you health and good work!
- We need more to visit different factories.
- UMIB has a very good and expanded space, and it has also a good library. Also with an excellent staff ranging from professors to technical staff.
- There are comments regarding the lectures, in some subjects the professor explains something else and the assistant something else (completely out of the subject).
- Although in the university library we can find a large number of books I would like the library to be enriched even more.
- Greater opportunities to perform online services.
- In general, things are going well in the university building.
- The working hours in the library are very short, they should be extended until the evening.

- To inform UMIB students of projects and scientific conferences held within the faculty building.
- I am satisfied with the services of the faculty to the students.
- Lectures are not being held on schedule.
- A suggestion is to have certificates issued immediately, not to wait 3-4 days.
- To support students' research and scientific works.
- I think UMIB support services are at the right level, but of course, some improvements are needed.
- Everything is perfect except having the heating system activated in the amphitheatres on Saturdays and possibly before starting the lecture.
- Lectures should also be accessible at UMS
- Exam date to be published earlier.
- Everything is ok, just more recreational spaces are needed.
- Online learning was not very useful for us.
- Generally very good, only the exam schedule to come out earlier, not two days before the exams.
- It would have been great if at least the library hours were to run at least until 5 pm.
- Returning email in a timely manner by professors.

Comments of the academic staff:
- The UMIB website should have a lot of scientific content!
- Greater transparency and accountability.
- UMIB has a modern infrastructure and should be used to achieve its mission as a University
- in all cabinets without exception to install and configure the internet on existing computers, and replace printers with new ones.
- Amphitheatres should be cleaned regularly and heating should be activated in time for lectures.
- All academic staff should be supplied with computers to facilitate their work.
- To have better coordination of the lesson schedule, so that we do not have problems with the halls.
- Place projectors in classrooms.
- Increasing the number of quality books, increasing the level of hygienic conditions.

Recommendations

The UMIB Quality Office, after reviewing the responses of students and academic staff to the assessment of support services in academic units and at the UMIB level and after analyzing all questions and comments, at this stage of the institution development, recommends to the senior management of UMIB to take the following steps:

- Organizing more study visits to institutions and factories.
- Obliging the academic staff to place the materials of lectures and exercises in UMS.
- Coordinating lectures and exercises between professors and assistants to coordinate the topics taught.
- Creating opportunities for providing online administrative services to students.
- Extending the library hours.
- Providing support for student research and scientific work.
- Setting exam dates at least xxxx days before the exam.
- Organizing the schedule for the use of amphitheatres and creating conditions for organizing classes according to the set schedule (including cleanliness and regulation of environment temperature).
- Investing in recreational projects for students.
- Increasing communication between academic staff and students (communication through consultations and emails).
- Enriching the UMIB website with scientific content.
- Equipping all cabinets with computers, printers and internet.
- Supplying the academic staff with computers.
- Placing projectors and smart boards in classrooms
- Increasing the number of book titles in the library.