

**UNIVERSITY "ISA BOLETINI"
MITROVICË**



QUALITY ASSURANCE OFFICE

**Summary report on
questionnaires
conducted with students**

**MASTER LEVEL
(Winter Semester)**

Februrary, 2022

CONTENT

List of abbreviations 3

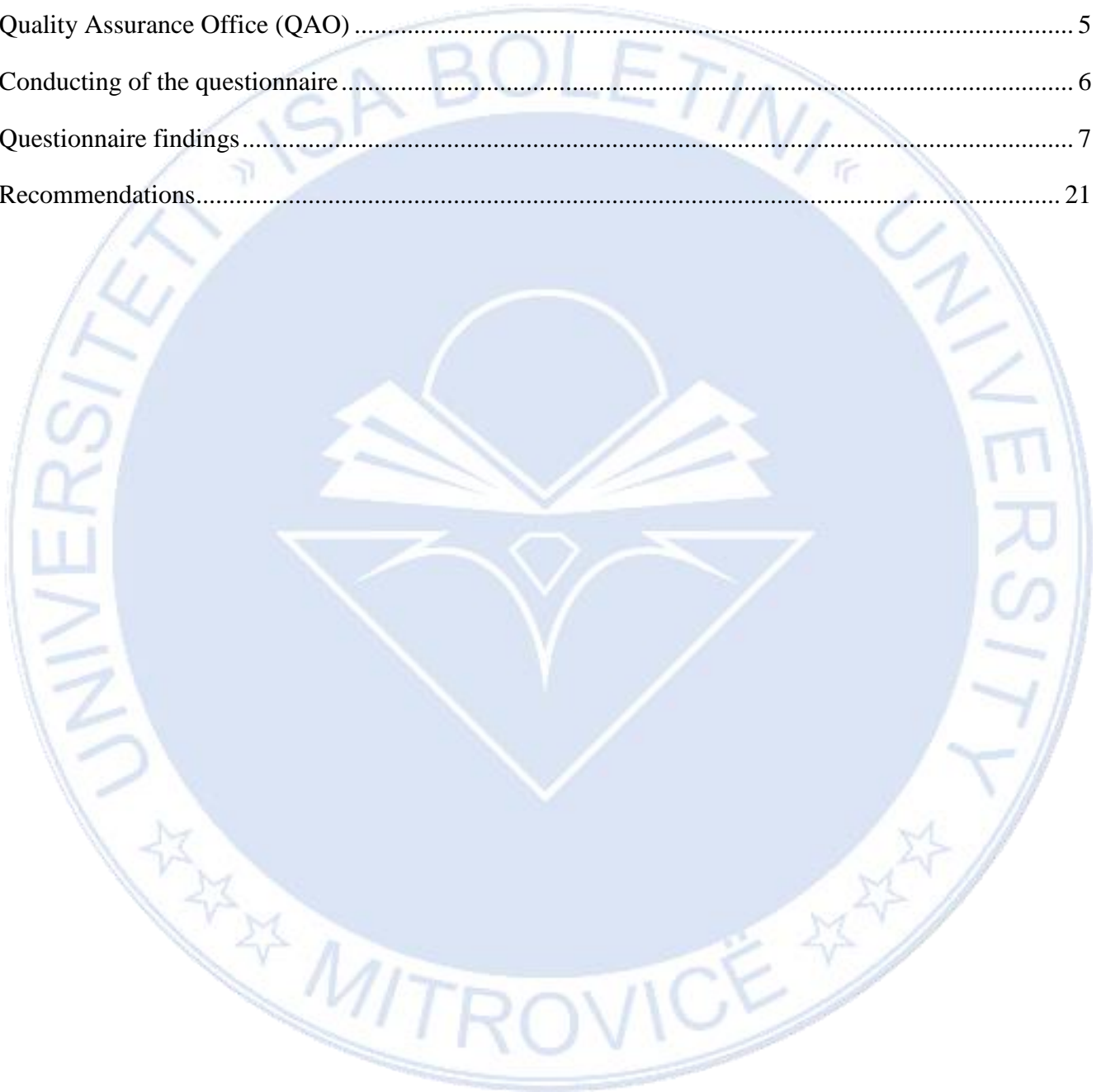
Introduction..... 4

Quality Assurance Office (QAO) 5

Conducting of the questionnaire..... 6

Questionnaire findings..... 7

Recommendations..... 21



List of abbreviations

- HEI:** Higher Education Institution
- CCQAE:** Central Commission for Quality Assurance and Evaluation
- EQAS:** Electronic Quality Assessment System
- UMS:** University Management System
- UIBM:** University Management System
- QAO:** Quality Assurance Office



Introduction

University Isa Boletini in Mitrovica (hereinafter: UIBM), as a Higher Education Institution (hereinafter: HEI) established since 2013, continuously aims to develop a quality assurance system. According to the activities planned with a strategic plan for each year in UIBM, questionnaires are organized with students and other relevant actors, who answered the questions which aimed to show the real situation in UIBM through their perception.

UIBM has its own quality measurement mechanisms, and besides that the process is measured and monitored continuously by deans, vice deans, quality coordinators within the faculties, the Quality Assurance Office at the University “Isa Boletini” in Mitrovica (hereinafter: QAO) has a special role in these developments, and is the main body within UIBM for measuring the internal quality.

In January 2022, in the course of activities to improve quality within UIBM, with the aim of improving service delivery at UIBM, improving teaching as continuously changing process in relation to new methodologies, and increasing the responsibility of management staff, QAO has conducted the questionnaire with all students at the Master level, at the end of the winter semester, as an already common process.

The whole process was transparent, and all the questionnaires were unanimous, thus respecting the dignity of each respondent and maintaining the prestige of the institution.

Below, we will present the data that were extracted from the questionnaire. In order for the report to preserve the ethics of everyone and that of the institution, you will find published only some of the main findings of the questionnaire. The recommendations, as the last part of it, will also contain suggestions and remarks aimed at the continuous improvement of the academic life at UIBM.

Quality Assurance Office (QAO)

The Quality Assurance Office is an independent office which operates within the Rectorate of the University “Isa Boletini” in Mitrovica (hereinafter UIBM) which reports directly to the Rector of UIBM. QAO is committed to quality enhancement at UIBM by implementing all institutional policies and quality measuring instruments approved by the Central Commission for Quality Assurance and Evaluation (hereinafter CCQAE). Quality officials 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 prepares reports containing findings and recommendations for each completed questionnaire which is sent to the Rector of UIBM. 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.

Conducting of the questionnaire

After the completion of lectures and exercises for the winter semester 2022, QAO has launched the questionnaire with all Master level students in all programs, from 05 January to 28 January 2022. The questionnaire was anonymous and the data were collected and stored by the QAO through the Electronic Quality Assessment System - EQAS. Students answered through the University Management System (hereinafter UMS) the questionnaire which contained 24 closed questions and 1 open question, where they evaluated study program and the support in research work.

The questionnaire was divided into two levels:

- Study program and
- Support in research work

The questions were intended to look at these key aspects:

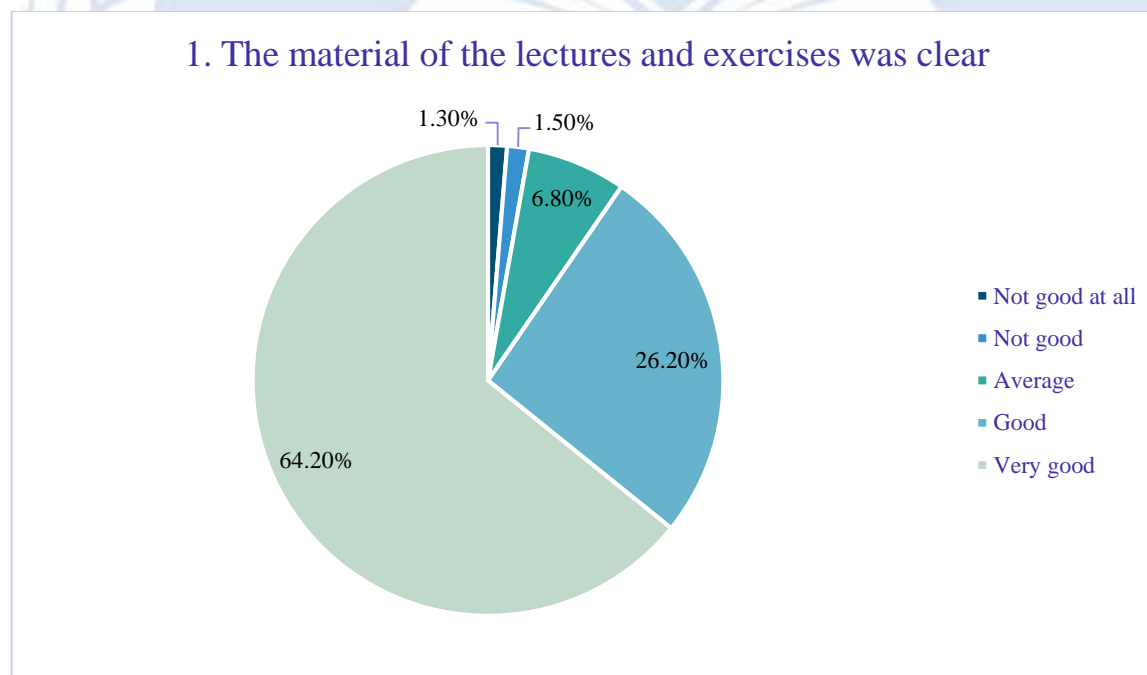
- Program curriculum
- Development of critical thinking
- Consultations with the mentor and his contribution;
- Teachers' approach to students;
- Methods of online learning;
- Learning outcomes.

Questionnaire findings

The questionnaire was completed by all students who announced the exams on the regular January exam timeline. 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 processes at UIBM.

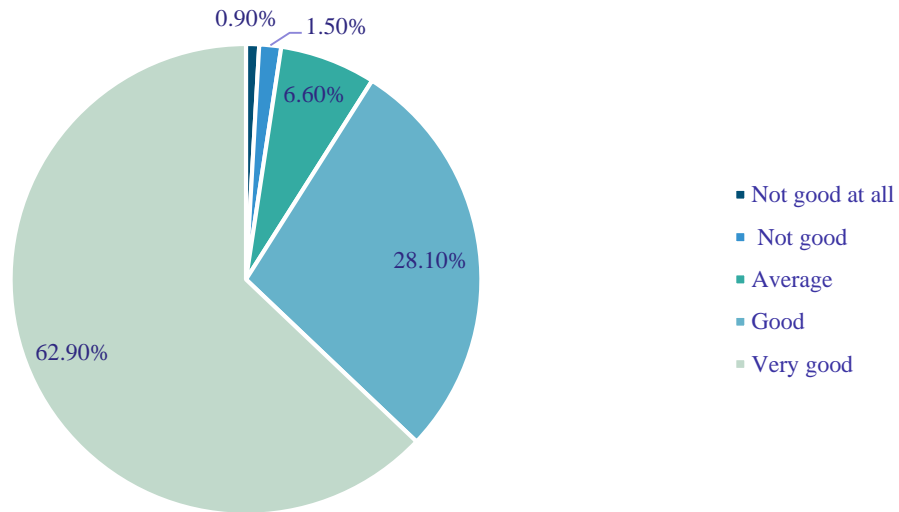
This report expresses only the general statistics, and the recommendations that emerge from the entirety of the answers. While, the reports for the faculties separately, as well as for each professor, the QAO has sent to the Deans of the faculties, and they will discuss the findings with their academic staff.

The first diagram expresses in percentage the students' answers to the question whether the material of lectures and exercises was clear, where more than half of the students rated very good, more than a quarter good, less than a tenth average, and a small number have rated not good and not good at all. In general we can say that the material of lectures and exercises during the winter semester of the academic year 2021/2022 was clear.



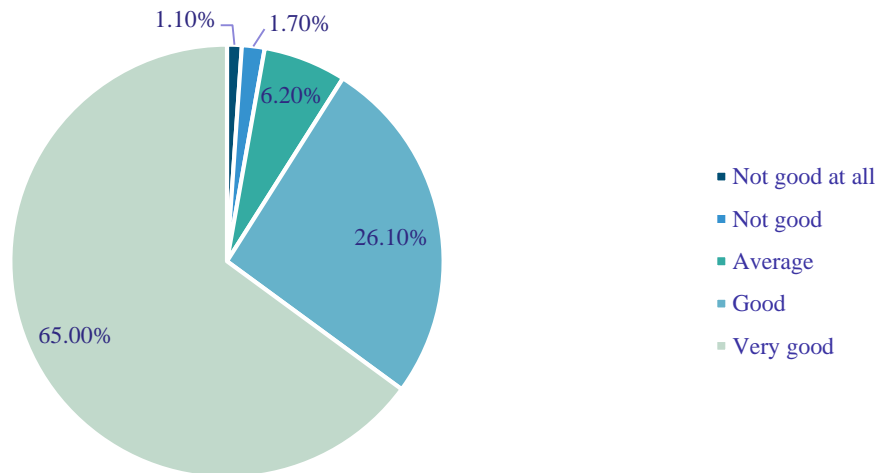
The second diagram expresses in percentage the answers of students regarding the teaching methods, where more than half have evaluated maximally, more than a quarter have rated good, less than one tenth on average and a small number of students rated with not good and not good at all. In general, according to the results, the teaching methods used during the winter semester of the academic year 2021/2022 were modern or contemporary.

2. Teaching methods have been contemporary



The third diagram in a row expresses in percentage the students' answers regarding the teachers' knowledge of the subject, where more than half of the students have rated with very good, more than a quarter rated good, less than a tenth rated with average and a small number have rated with not good and not good at all. Based on the results, we can say that teachers have shown knowledge of the subject matter.

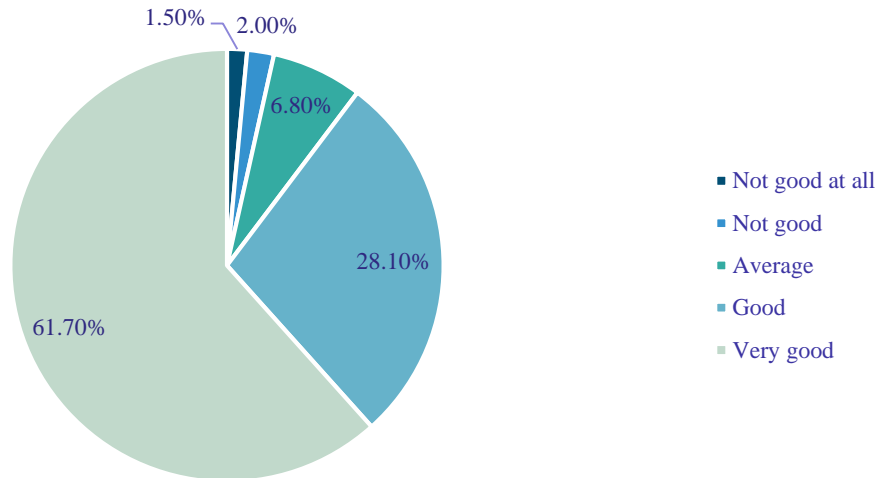
3. The teacher demonstrates knowledge of the subject matter



Further, the fourth diagram expresses the percentage of students' answers regarding the ratio between the theoretical and practical part of the course, where more than half have rated very good, more than a

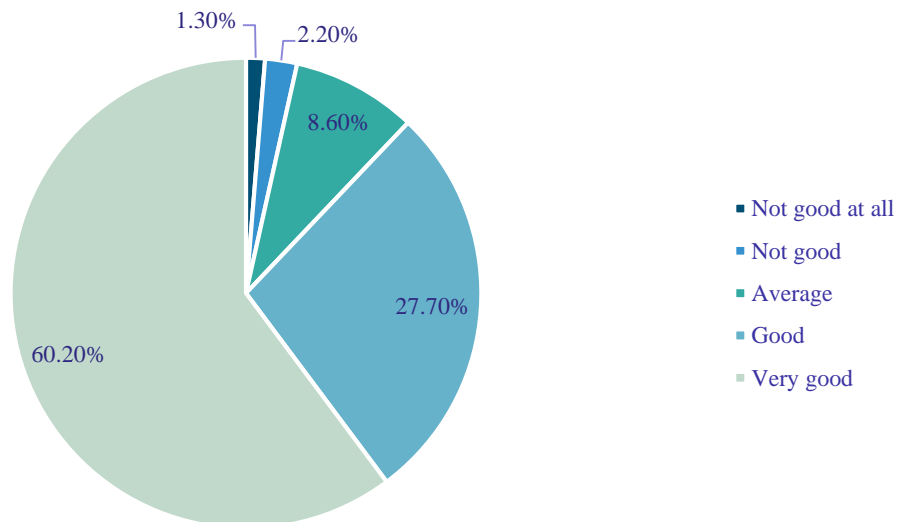
quarter rated good, less than a tenth rated average and a small number rated not good and not good at all. In general we can say that the ratio between the theoretical and practical part of the course has been adequate.

4. The ratio between the theoretical and practical part of the course has been adequate

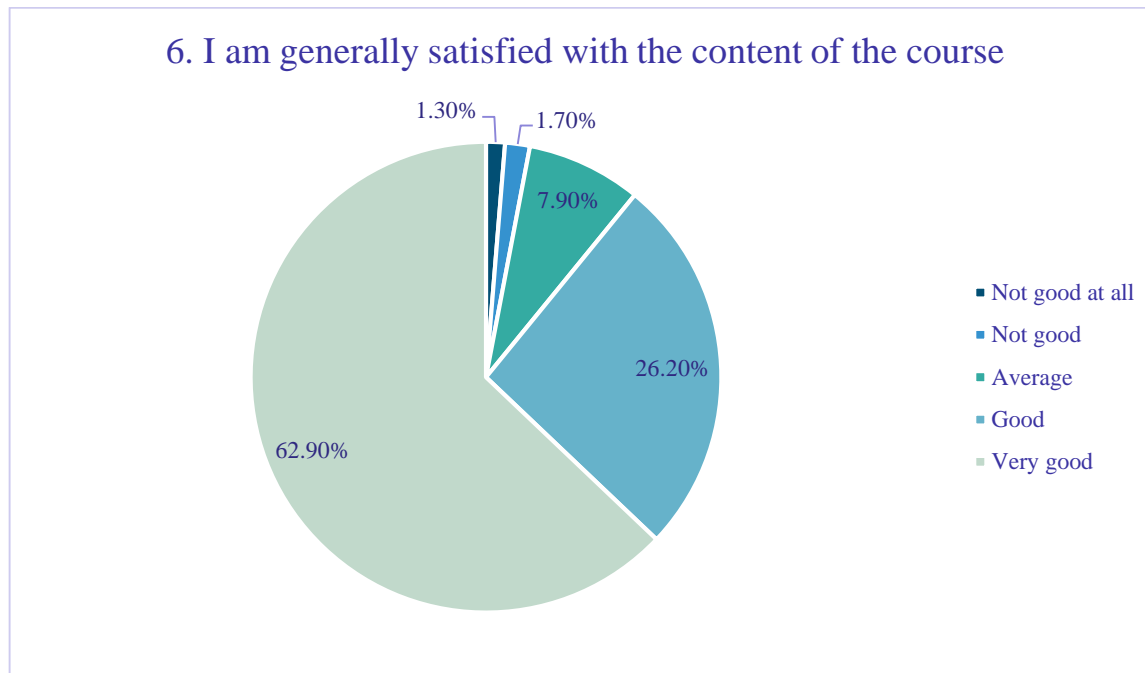


The fifth diagram, expresses in percentage the answers of students regarding the interactivity of lectures and exercises, where more than half have rated with very good, more than a quarter good, less than a tenth on average and a small number rated not good and not good at all. In general we can say that lectures and exercises during the winter semester of the academic year 2021/2022 have been interactive.

5. Lectures and exercises have been interactive

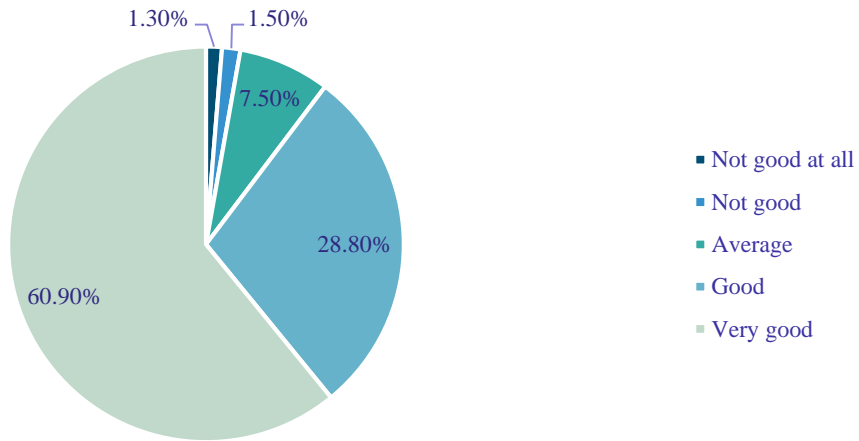


The sixth diagram expresses the percentage of students' answers regarding the content of the course, where more than half have rated very good, more than a quarter good, less than one tenth rated average and a small number rated not good and not good at all. In general, we can say that the students were satisfied with the content of the course.



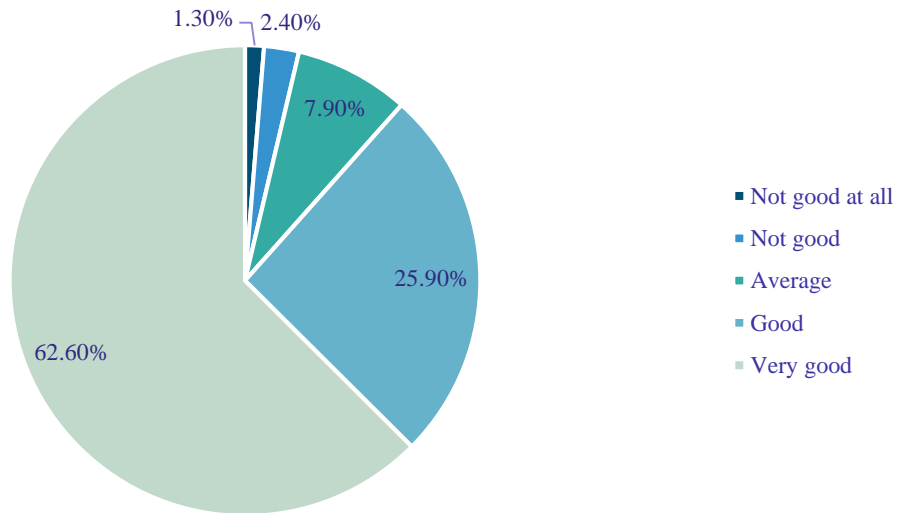
The seventh diagram expresses in percentage the answers of students regarding the evaluation of activities according to the syllabus of the course, where more than half have evaluated with very good, more than a quarter good, less than one tenth on average and a small number have rated not good and not good at all. In general, we can say that the activities were evaluated as it was foreseen in the syllabus of the course.

7. Activities (tests, exercises, tasks, projects, seminar paper, etc.) were evaluated as it was foreseen in the syllabus of the course



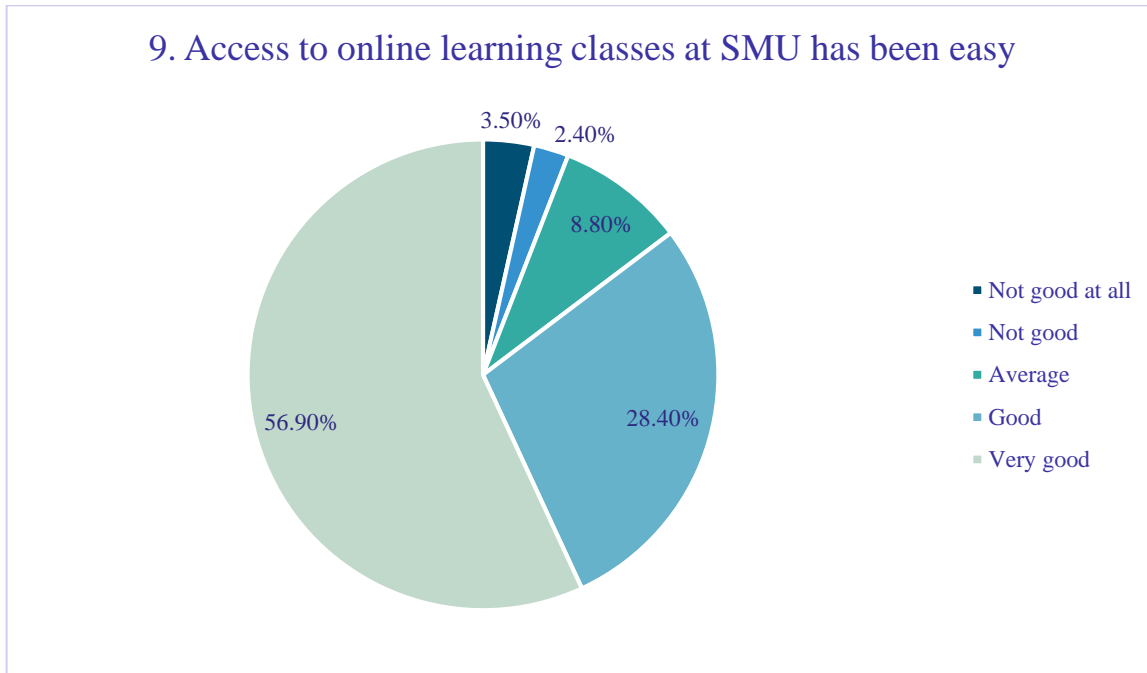
The eighth diagram expresses the percentage of students responses regarding the relevance of lectures to exercises, where more than half rated very good, a quarter rated good, less than a tenth average, and a small number responded with not good and not good at all. In general, we can say that the lectures have been related to the exercises.

8. The lectures have been related to the exercises

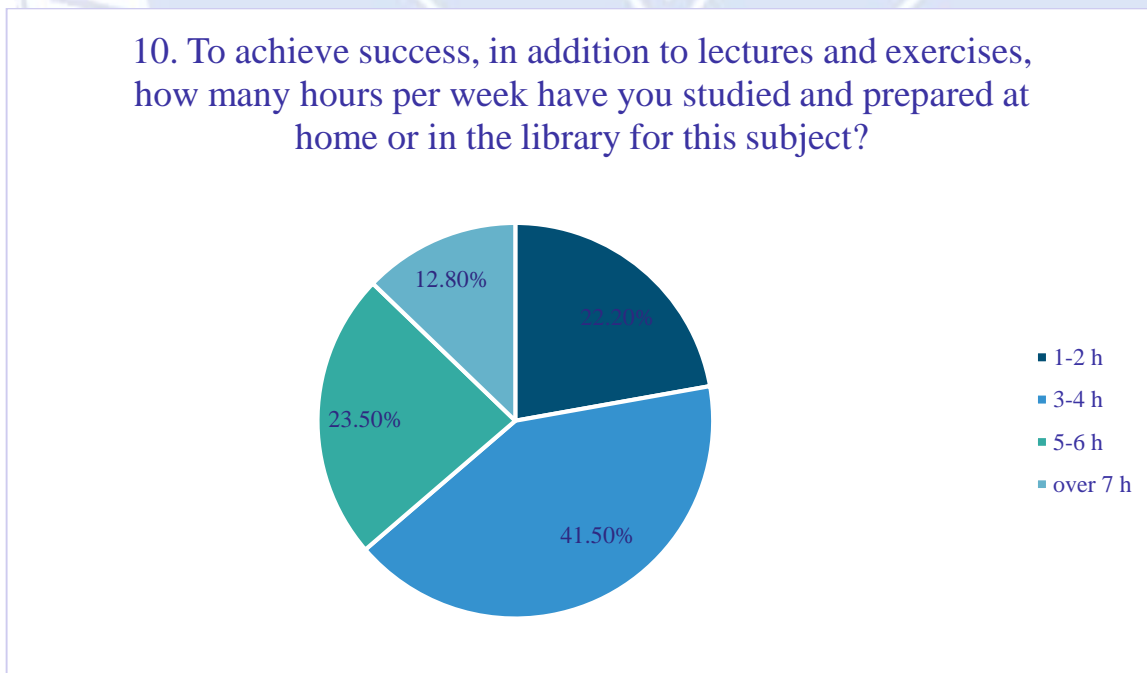


The ninth diagram expresses in percentage the answers of students regarding the ease of access to online learning classes in SMU, where more than half have rated with very good, a quarter good, less than a

tenth average and a small number have rated not good and not good at all. In general, we can say that according to students, access to online learning classes has been easy.



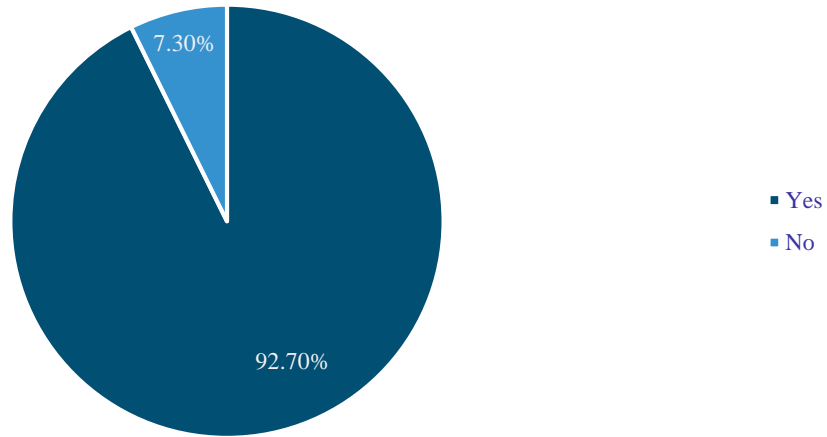
The tenth diagram expresses the percentage of students' answers regarding their commitment to home teaching or library for subjects, where more than a third of students answered in 3-4 hours, more than a fifth in 5-6 hours, also more than one-fifth 1-2 hours, and more than one-tenth over 7 hours.



The eleventh diagram expresses in percentage the answers of students regarding the question whether the tests were held as planned in the syllabus of the course, where nine tenths of students answered yes,

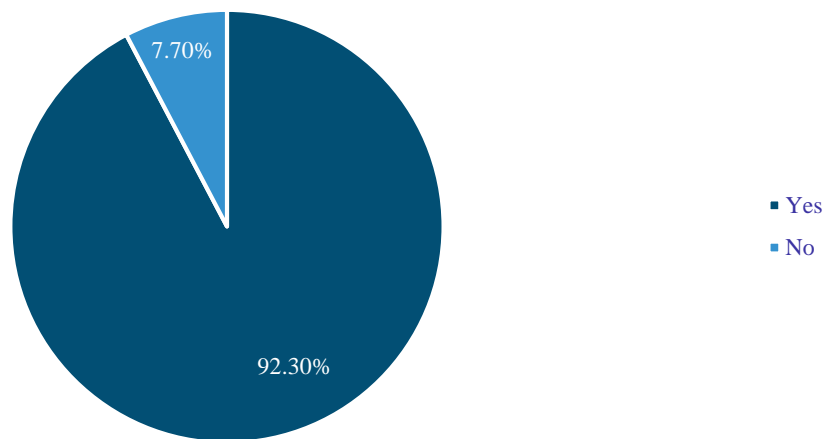
and a small percentage of students answered no. Thus, we can say that the tests were held as planned in the syllabus of the course.

11. The tests were held as planned in the syllabus of the course

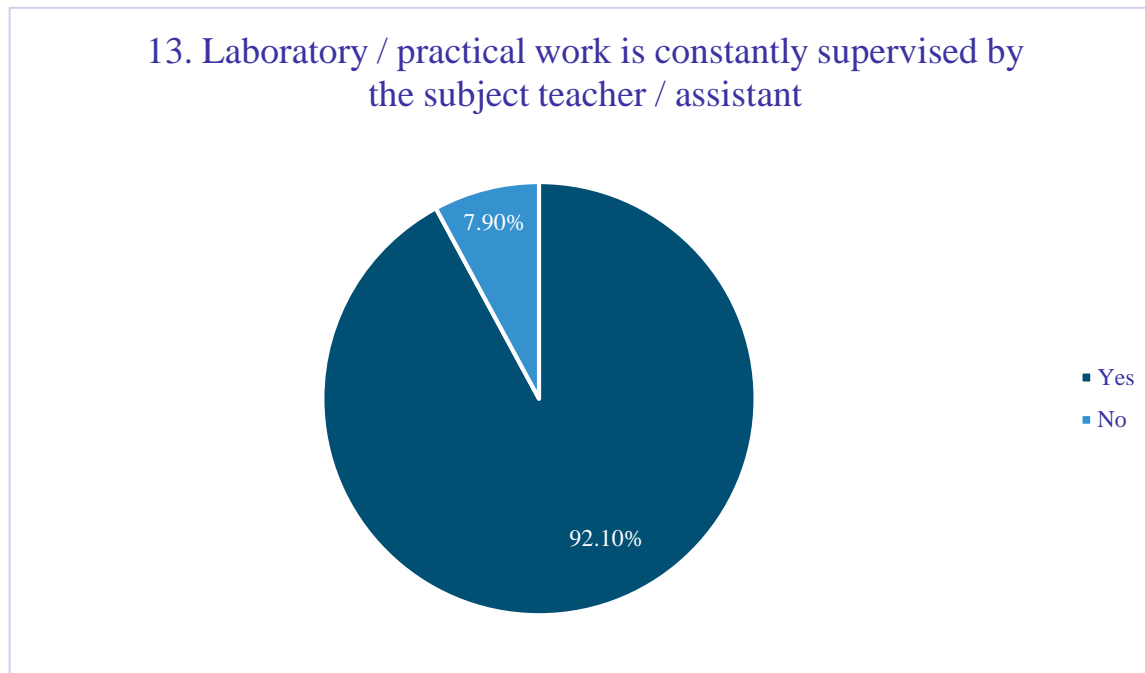


The twelfth diagram in a row expresses in percentage the answers of students regarding the question whether they were free to decide for themselves for elective courses, where nine tenths of students answered yes, and a small percentage of students answered no. So, we can say that students have been free to determine for themselves the elective courses.

12. Students are free to determine for themselves the elective courses

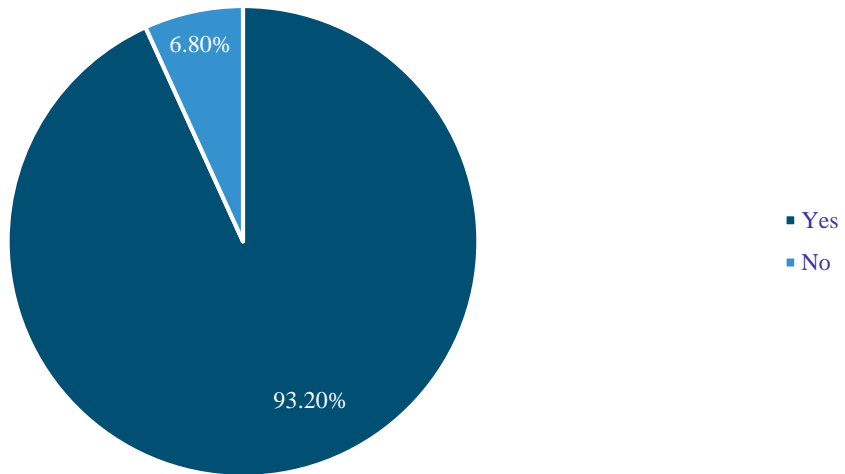


The thirteenth diagram expresses in percentage the answers of the students regarding the supervision of the laboratory work by the teacher / assistant of the subject, where a high percentage of the students answered YES. So, from the results we can say that the laboratory / practical work was constantly supervised by the subject teacher / assistant during the winter semester of the academic year 2021/2022.



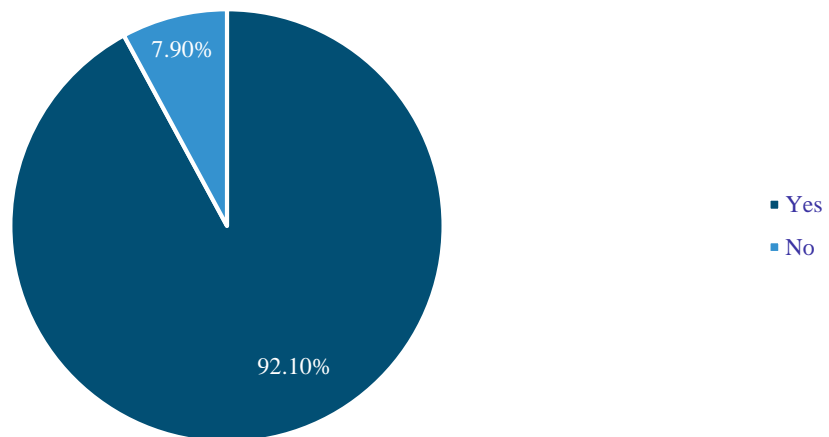
Further, the fourteenth diagram expresses in percentage the students' answers regarding the question whether the professors / assistants respect the consultation schedule, where most of the students answered Yes. So, from the results we can say that the professors / assistants have respected the schedule of consultations during the winter semester of the academic year 2021/2022.

14. Professors / assistants respect the consultation schedule



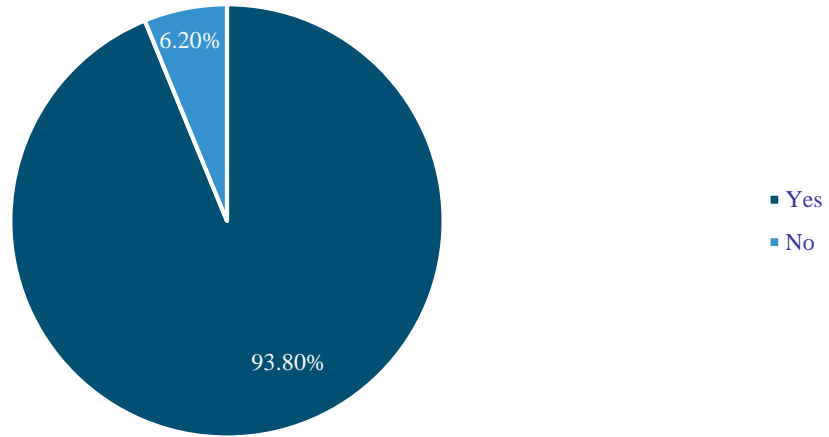
The following diagram shows the percentage of students' answers to the question whether the teacher sent all the lecture materials to SMU or by email, where most of the students answered YES. From the results we can say that the teachers have sent all the materials to SMU or email.

15. The teacher has sent all the lecture materials to SMU or email



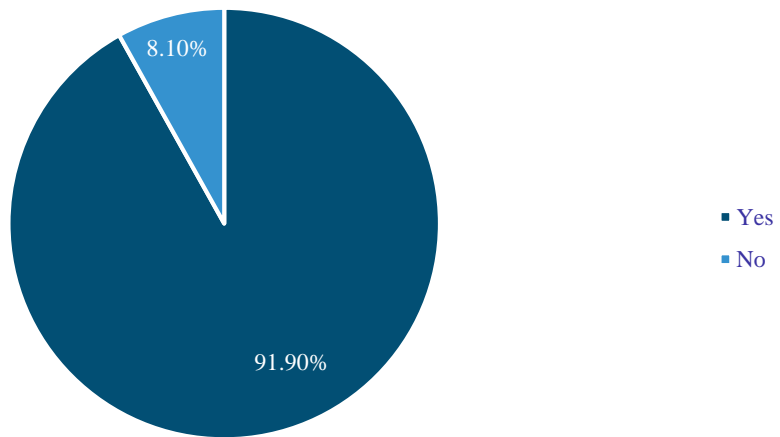
The sixteenth diagram shows in percentage the students' answers to the question whether the teacher explained the syllabus and distributed it in time to the students, where most of the students answered Yes. So, based on the results we can say that the teachers have explained the syllabus of the course and distributed it in time to the students.

16. The teacher explained the syllabus of the course and distributed it to the students in time



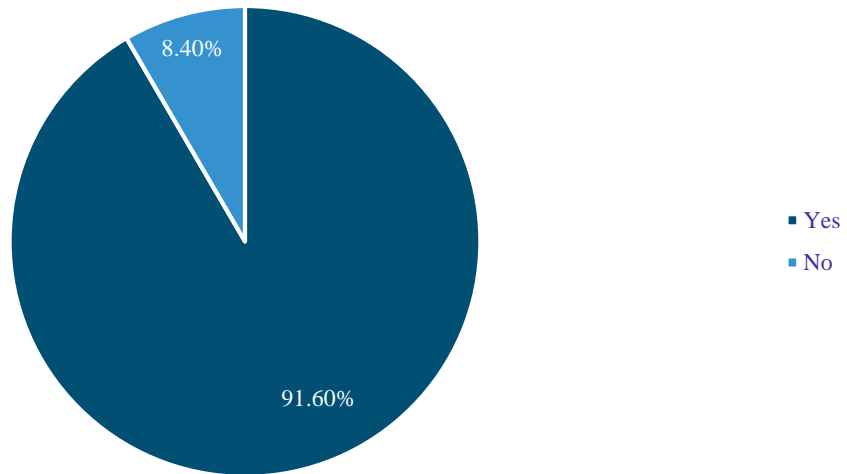
The seventeenth diagram expresses in percentage the answers of students regarding the question whether they had the equipment to attend online learning, where a high percentage of them answered Yes.

17. I had equipment to attend online learning (phone, laptop, computer)



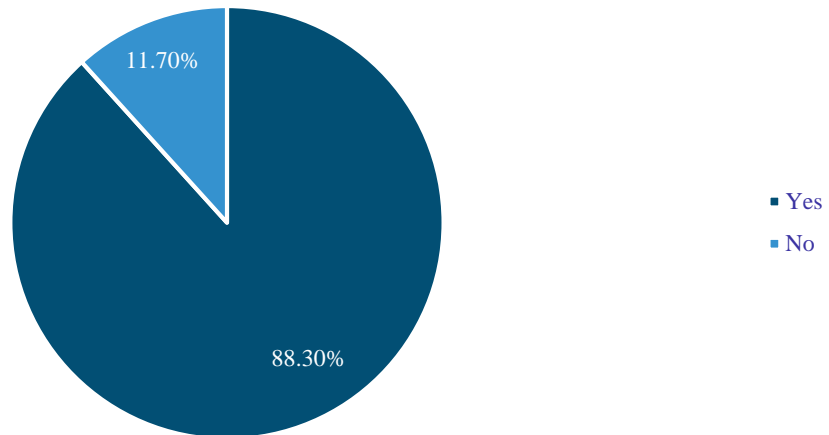
The following diagram shows the percentage of students' answers to the question whether they had access to the Internet to attend online learning, where most of them claimed to have had access to the Internet.

18. I had internet access to attend online classes



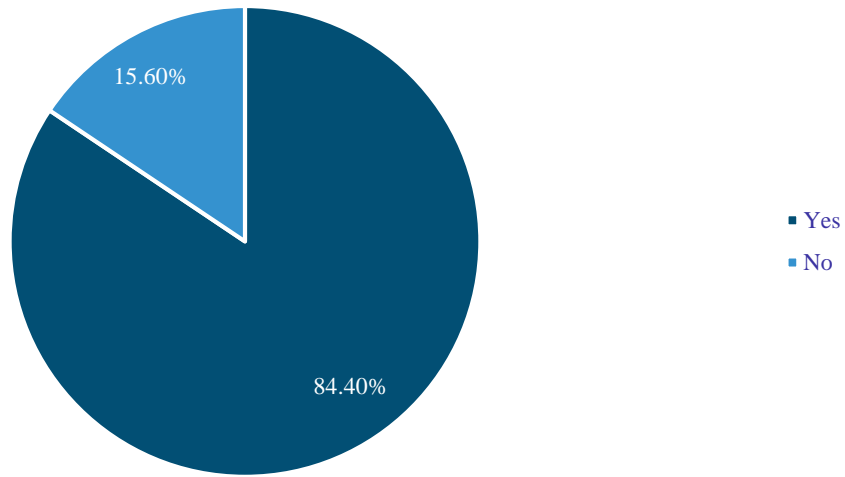
The nineteenth diagram expresses in percentage the answers of students regarding the question whether online learning should continue even in specific cases, where most of them answered Yes.

19. Online learning should continue even in specific cases during the academic year



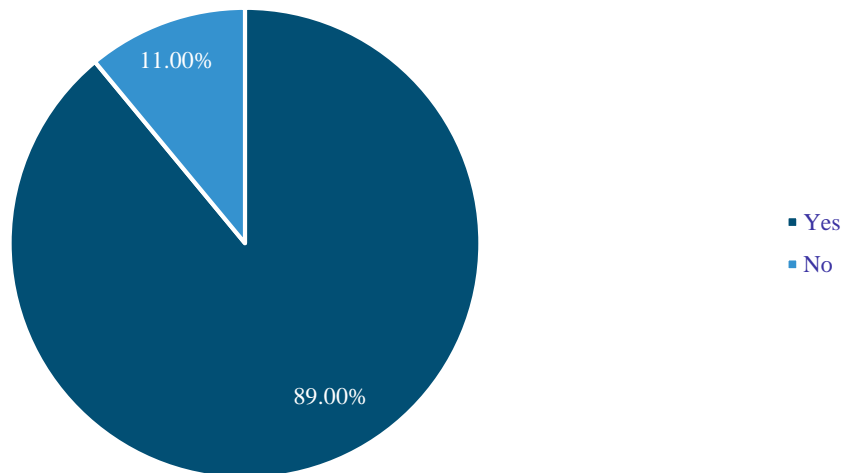
The twentieth diagram expresses in percentage the answers of students regarding the question whether they have conducted research work, where a large part of them answered Yes

20. We have conducted research work



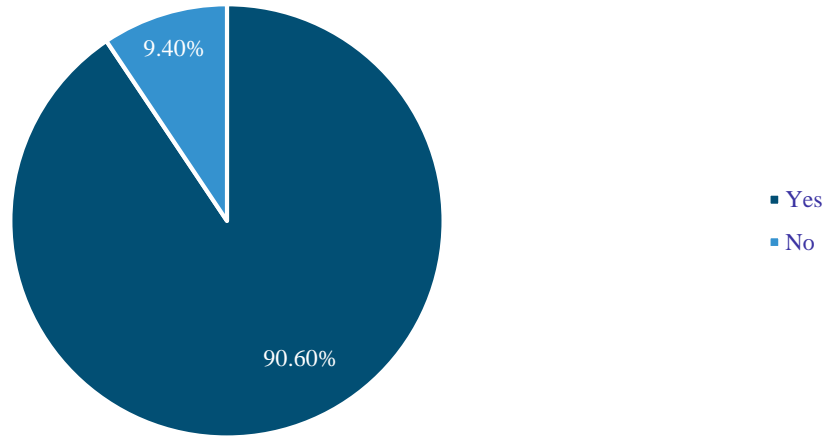
The twenty-first diagram expresses in percentage student responses to the question whether teachers motivated them for research work, were the majority of students answered yes.

21. The teacher has motivated us for research work



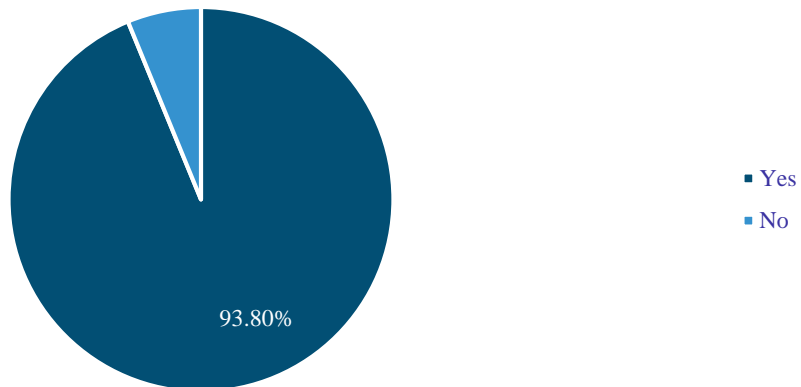
Further, the following diagram shows the percentage of students' answers to the question whether the teacher has explained his / her experiences from the research work, where most of them answer Yes.

22. The teacher explained his / her experiences from the research work?



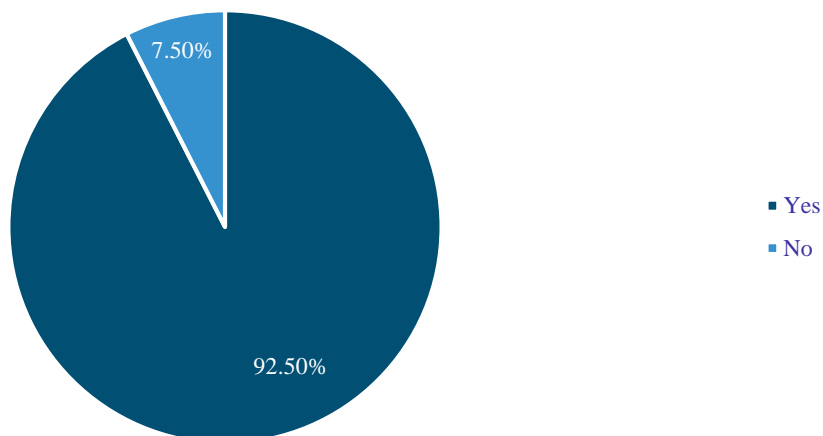
The twenty-third diagram in a row expresses in percentage the answers of the students regarding the question if they had a chance to choose again, would they choose to enroll in the same study program, were most of them answered Yes.

23. If you could choose again now, would you enroll in the same study program again?



The last diagram in terms of closed questions, expresses in percentage the answers of students regarding the question whether they would recommend this study program for others considering the experience, most of them answered Yes.

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



25.

KOMENTE: Çfarë ndryshimesh do të sugjeronit me qëllim të përmirësimit të cilësisë së mësimdhënies dhe punës hulumtuese në kuadër të këtij programi të studimit?

Pyetje e detyrueshme.

Përgjigje e gjatë tekstuale (Paragraf teksti)

(545 përgjigje të postuara)

Comments: What changes would you suggest in order to improve the quality of teaching and research work within this study program?

545 posted answers

Comments:

- To create as much space as possible for independent research - scientific work, by concluding cooperation agreements inside and outside the country;
- To have more opportunities for practical work of students during master studies;
- More communication and cooperation between teachers and students;
- Additional material;
- Student evaluation even during lectures;
- Holding lessons on weekends, due to work;

Recommendations

UIBM Quality Office, after reviewing the answers of Master 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 UIBM to take steps such as below:

- To invest continuously in the field of research;
- UIBM to enable the signing of as many agreements as possible for research and practical work for master students;
- To be reached as many agreements as possible with other HEIs, local and international to enable student mobility;
- To have a look at the financial possibilities for continuous investments in the IT sector and that of laboratories;
- Increased teacher-student communication.
- To have a look at the financial possibilities to continuously enrich the UIBM library, physical and electronic.