

**UNIVERSITY "ISA BOLETINI"
MITROVIĆE**



QUALITY ASSURANCE OFFICE

**Summary report on
questionnaires
conducted with students
of Faculty of Food
Technology**

**Master Level
(Winter Semester)**

February, 2022

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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 “Isa Boletini” Mitrovicë
QAO:	Quality Assurance Office
FFT:	Faculty of Food Technology

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 a continuously changing process in relation to new methodologies, and increasing the responsibility of management staff, QAO has conducted the questionnaire with students of Faculty of Food Technology, 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. Recommendations to the last part of it 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 “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 of the Faculty of Food Technology, 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 have evaluated the study program and 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:

- Curricula of the program
- Development of critical thinking
- Consultations with the mentor and his contribution
- Teachers' approach to students
- Methods of teaching in online learning;

- Learning outcomes

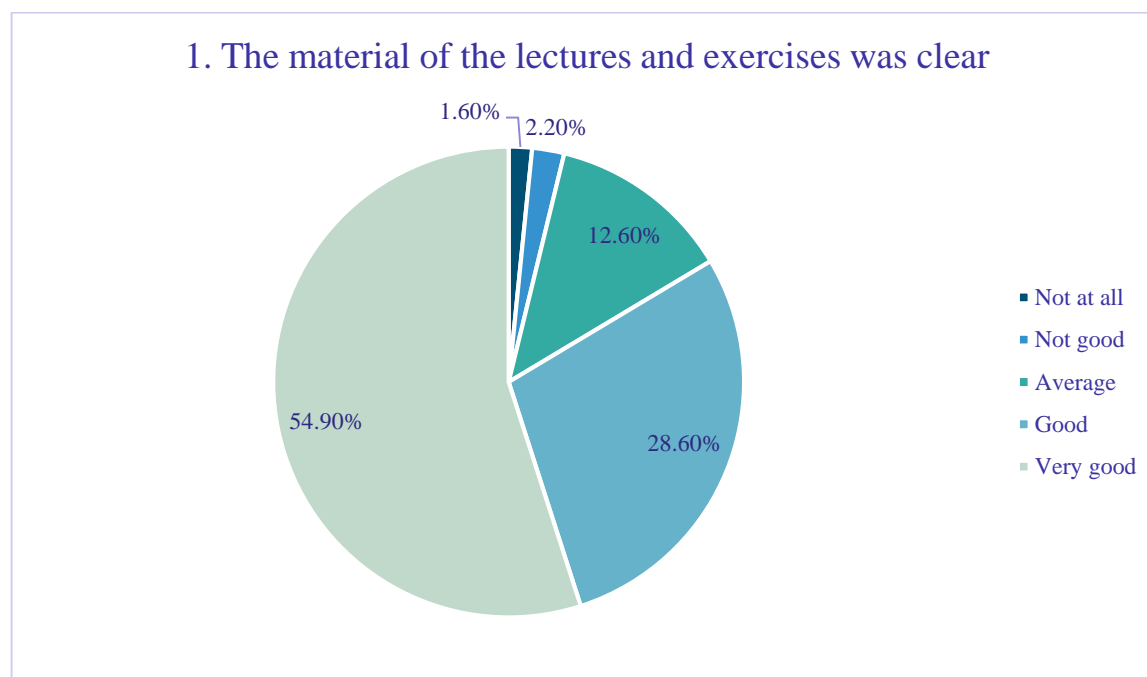
Questionnaire findings

The questionnaire was completed by all students who submitted the exams on a regular basis at the Faculty of Food Technology, Master level.

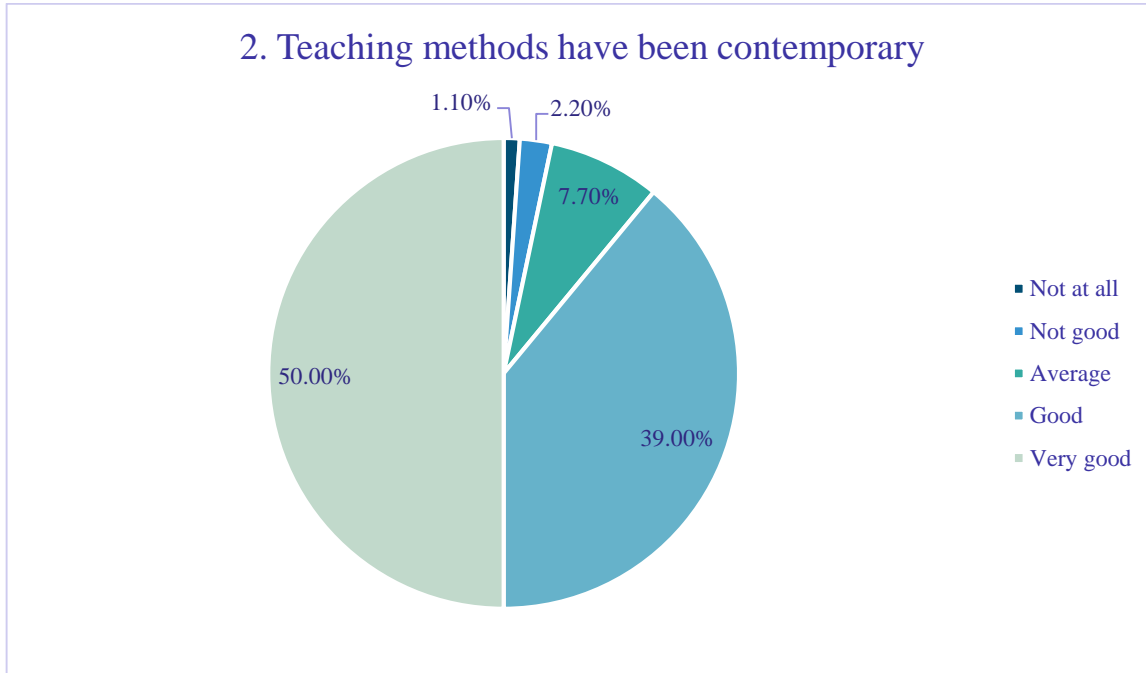
The Quality Assurance Office distributed the questionnaire for the evaluation of all courses and professors and received 182 responses from students, where student participation in questionnaires is considered very satisfactory. From the findings, the students have been honest in their responses, and 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 are 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, less than a third good, a little more than one tenth average, and a small number of students 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.

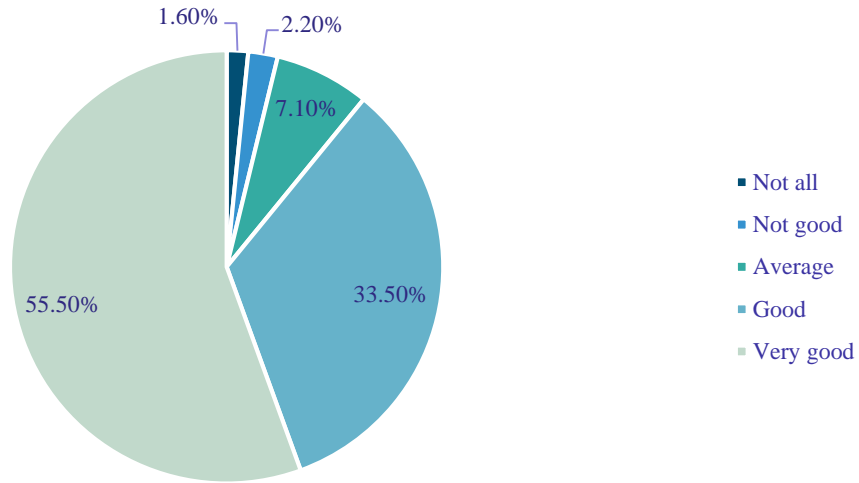


The second diagram expresses in percentage students' answers regarding the teaching methods, where half of the students have evaluated maximally, two quarters have evaluated with good, and a small number of students have evaluated on average, not good and not good at all. In general, according to the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



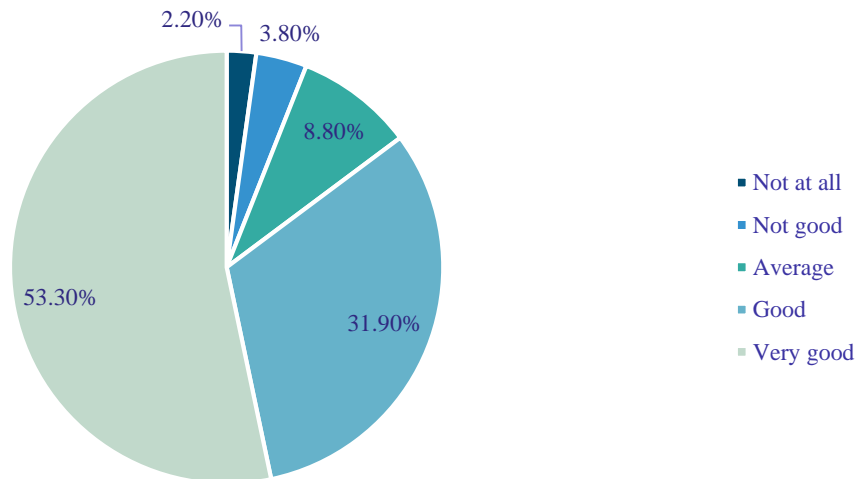
The third diagram in a row expresses in percentage students' answers regarding the knowledge of teachers about the subject, where more than half of the students have rated very good, more than a third good, and a small number rated as average, not good and not good at all. Based on the results, we can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

3. The teacher demonstrates knowledge of the subject matter



The fourth diagram expresses the percentage of students' answers regarding the relationship between the theoretical and practical part of the course, where a little more than half of the students have rated very good, a little less than a third good and a small number of students rated as average, 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.

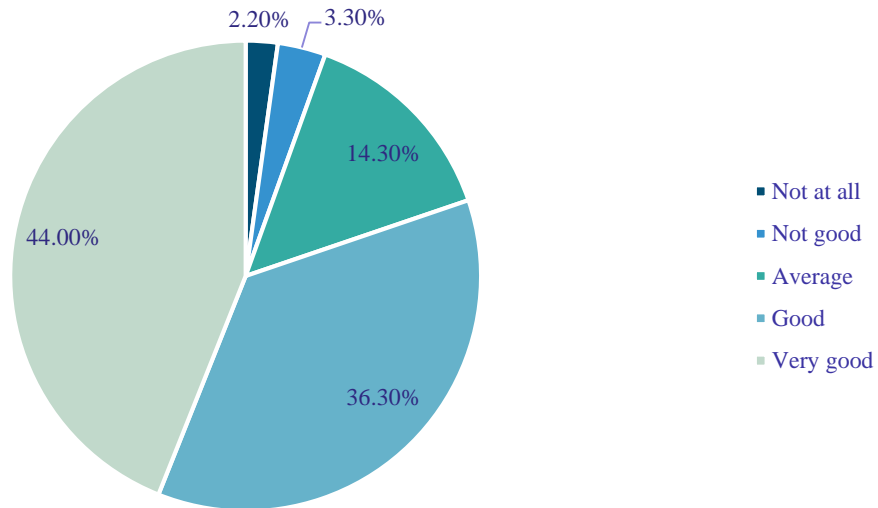
4. The ratio between the theoretical and practical part of the course has been adequate



The fifth diagram expresses in percentage students' answers regarding the interoperability of lectures and exercises, where a little more than two-fifths of students have rated very good, a little more than a

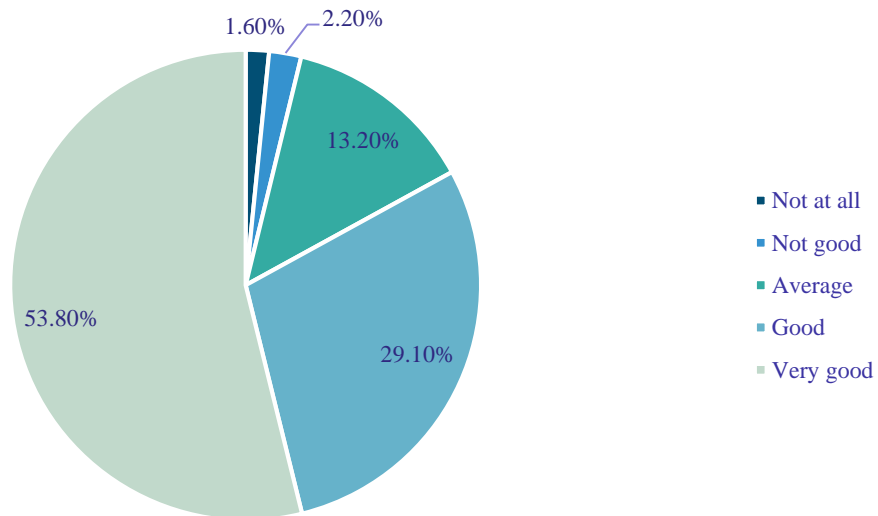
third good, less than a fifth rated as average and a small number of students rated not good and not good at all. In general, we can say that lectures and exercises during the winter semester of the academic year 2021/2022 have been interactive.

5. Lectures and exercises have been interactive

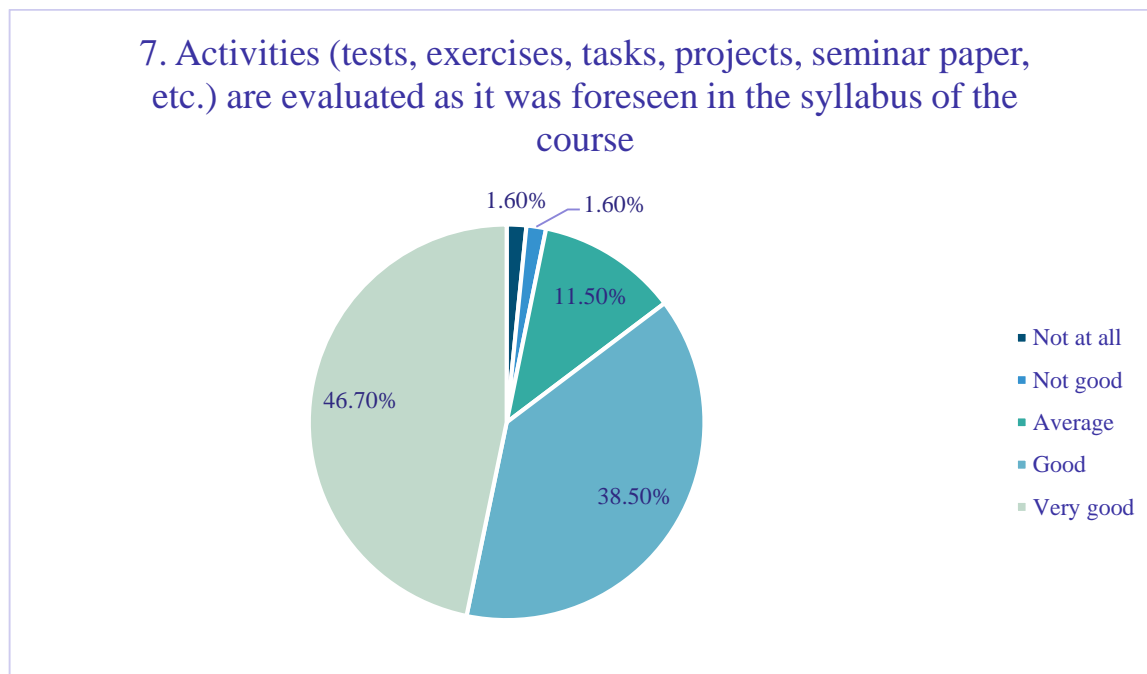


The sixth diagram expresses the percentage of students' answers regarding the content of the course, where a little more than half of the students rated very good, less than a third good, less than a fifth rated as average, and a number small of students not good and not good at all. In general, we can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

6. I am generally satisfied with the content of the course

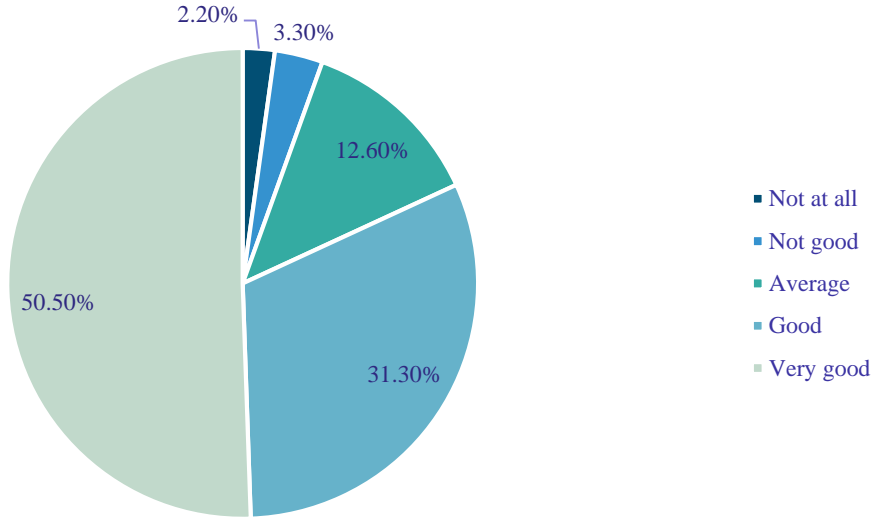


The seventh diagram expresses in percentage students answers regarding the evaluation of activities according to the syllabus of the course, where a little more than two-fifths of students have rated very good, almost two-fifths good, a little more than one tenth rated as average and a small number of students rated as not good and not good at all. In general, we can say that the activities are evaluated as it was foreseen in the syllabus of the course.



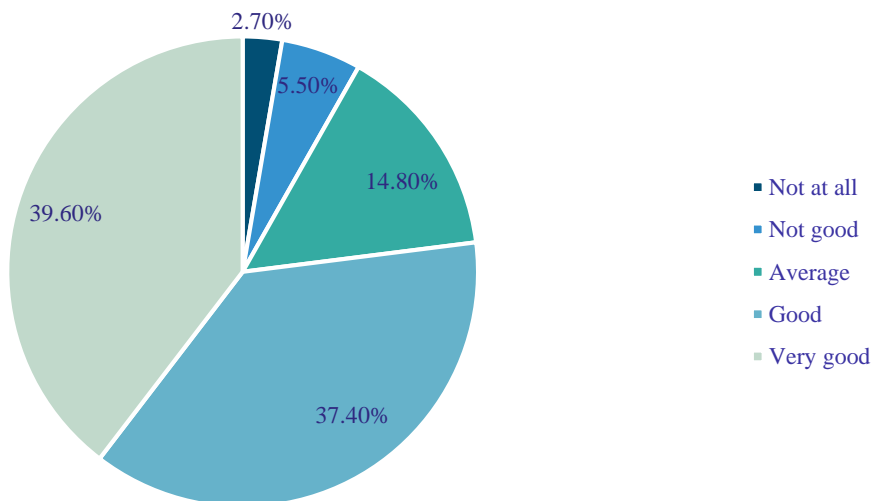
The eighth diagram expresses the percentage of students' answers regarding the interconnectedness of lectures with exercises, where half of the students rated very good, a little less than a third good and a little more than a tenth rated as average and a small number of students rated not good and not 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



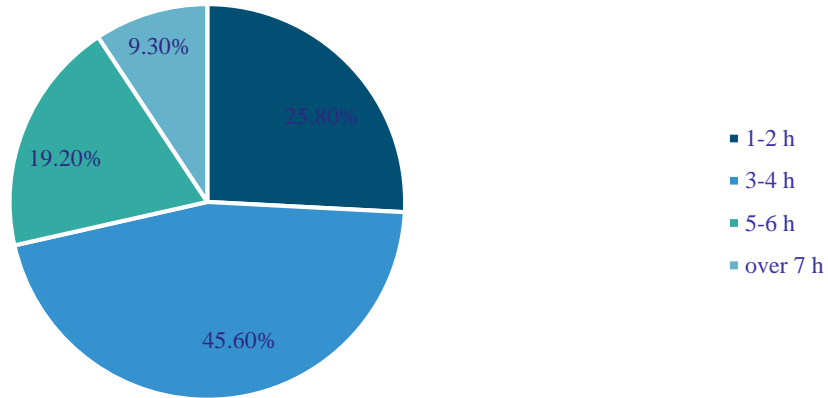
The ninth diagram expresses in percentage students' answers regarding the ease of access to online learning classes at SMU, where almost two-fifths of students have rated very good, less than two-fifths good, less than one fifth rated as average, and a small number of students rated not good and not good at all. In general, we can say that most of the students have positively evaluated the ease of access to online learning classes.

9. Access to online learning classes at SMU has been easy



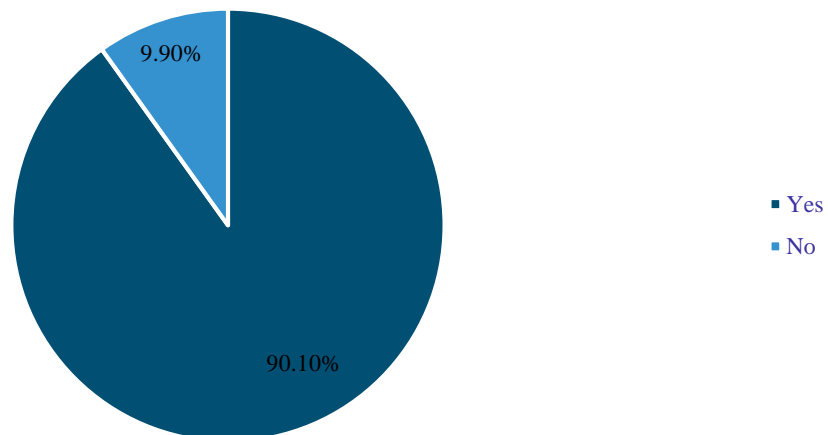
The tenth diagram expresses the percentage of students' answers related to their commitment to home teaching or library for subjects, where more than two-fifths of students answered 3-4 hours, a quarter 1-2 hours, almost a fifth 5-6 hours and almost a tenth over 7 hours.

10. To achieve success in addition to lectures, how many hours per week have you studied and prepared at home or in the library for this subject?



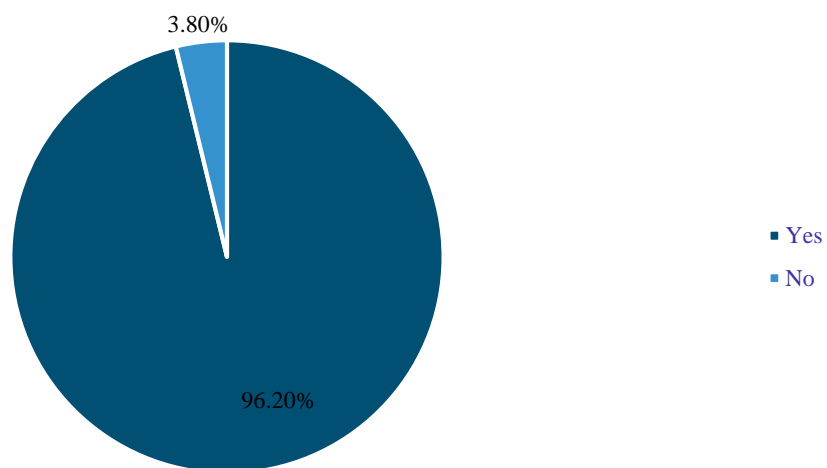
Eleventh diagram shows that most of the students have claimed that the tests were held as planned in the syllabus of the course.

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



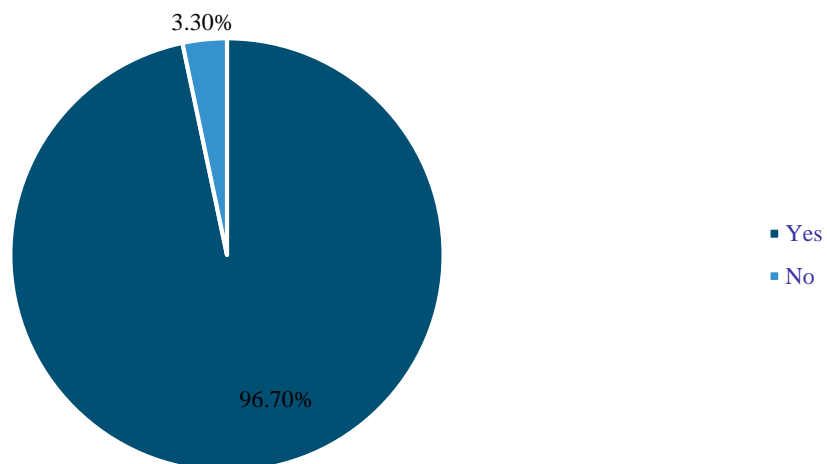
Twelfth diagram shows that most of the students have stated that they have been free to determine on their own the elective courses.

12. Students are free to determine on their own the elective courses

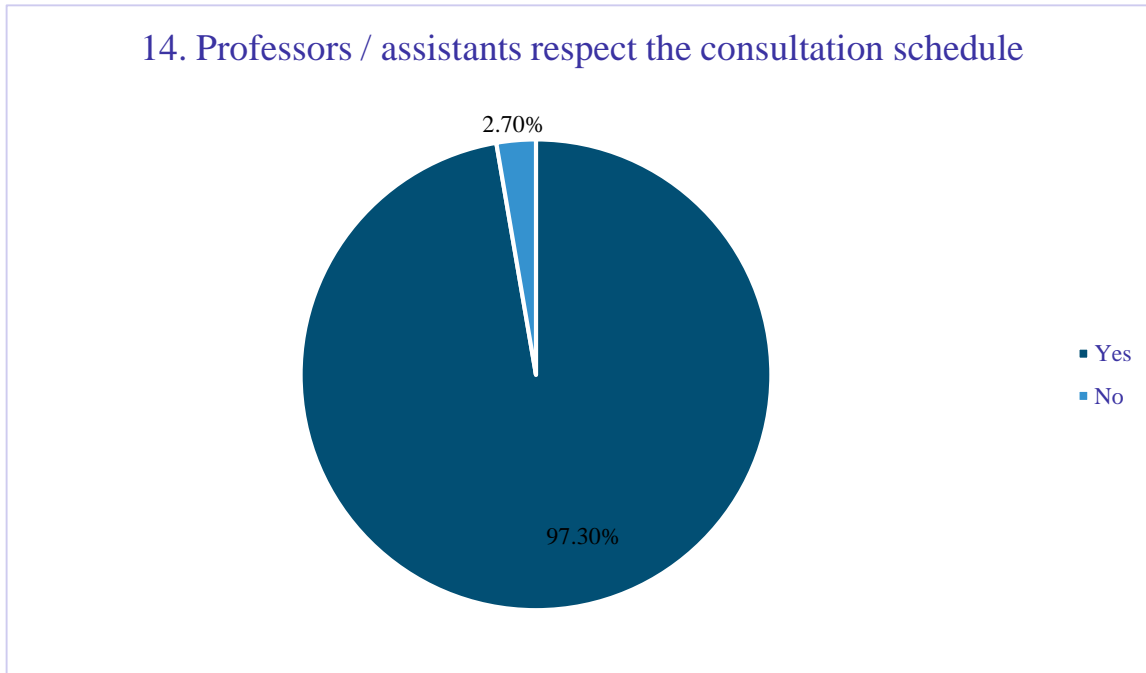


The thirteenth diagram shows that most of the students have stated that the laboratory / practical work has been continuously supervised by the subject teacher / assistant during the winter semester of the academic year 2021/2022.

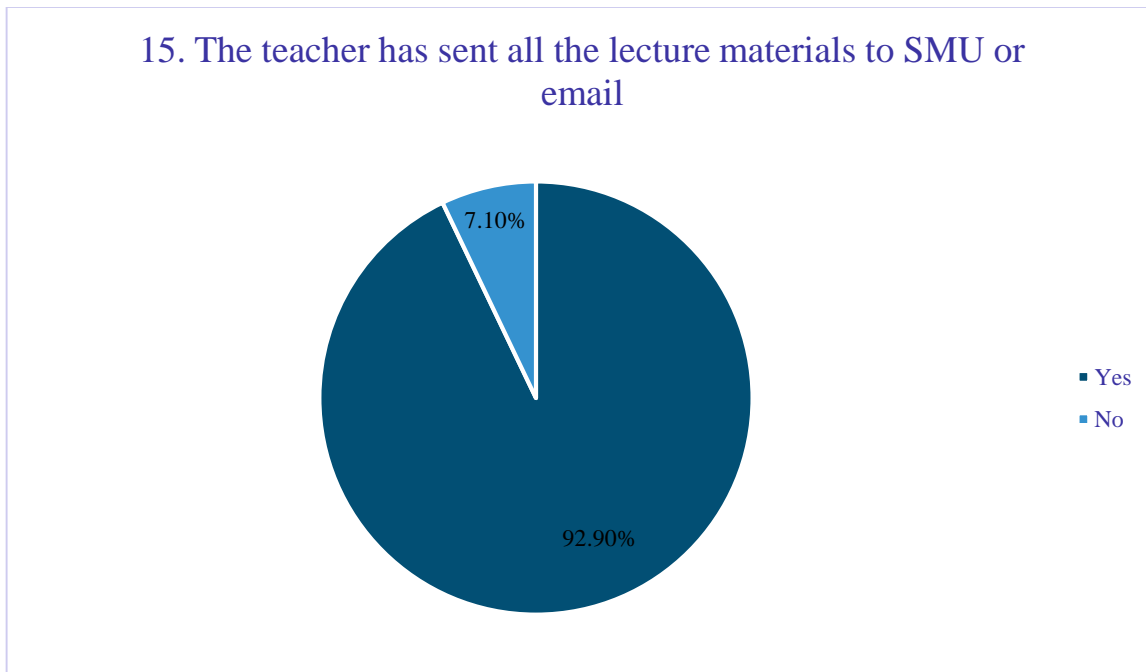
13. Laboratory / practical work is constantly supervised by the subject teacher / assistant



Further, the fourteenth diagram shows that most of the students have stated that the professors / assistants have respected the consultation schedule during the winter semester of the academic year 2021/2022.

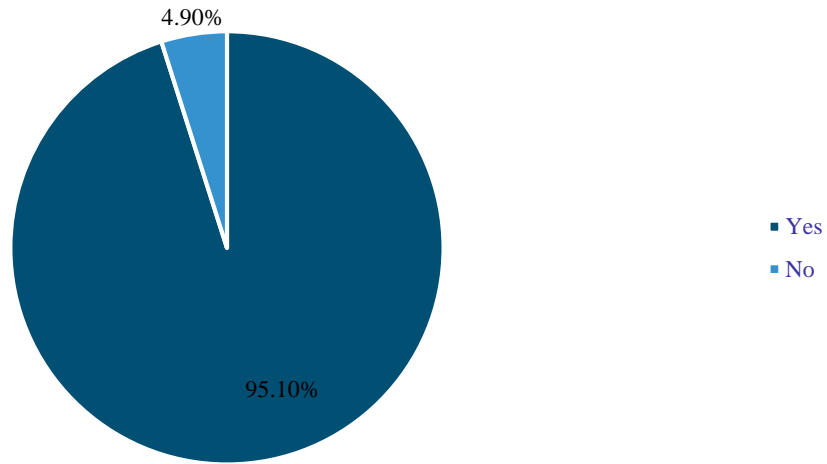


The following diagram shows that most of the students have claimed that the teacher has sent all the lecture materials to SMU or email.



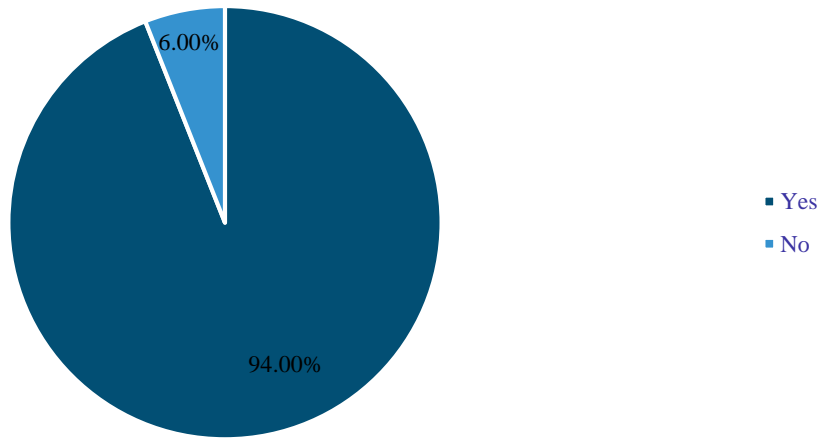
The sixteenth diagram shows that most of the students stated that the teacher clarified the syllabus and distributed it in time.

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



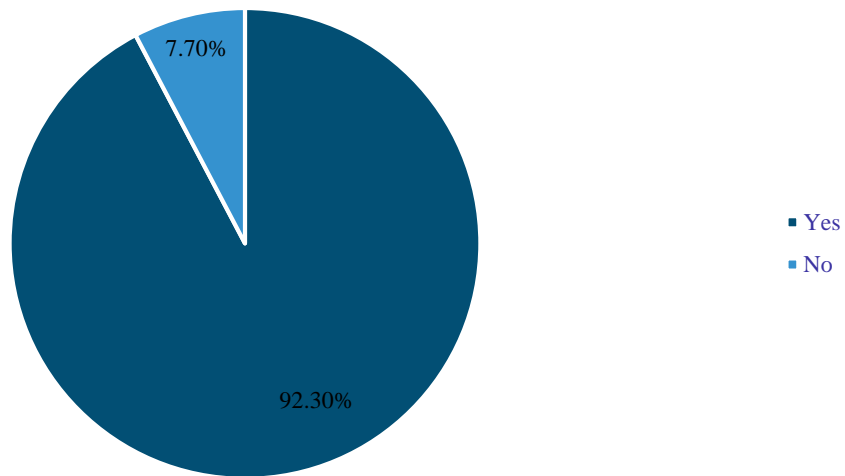
The seventeenth diagram in a row shows that most of the students had the equipment to attend online learning.

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



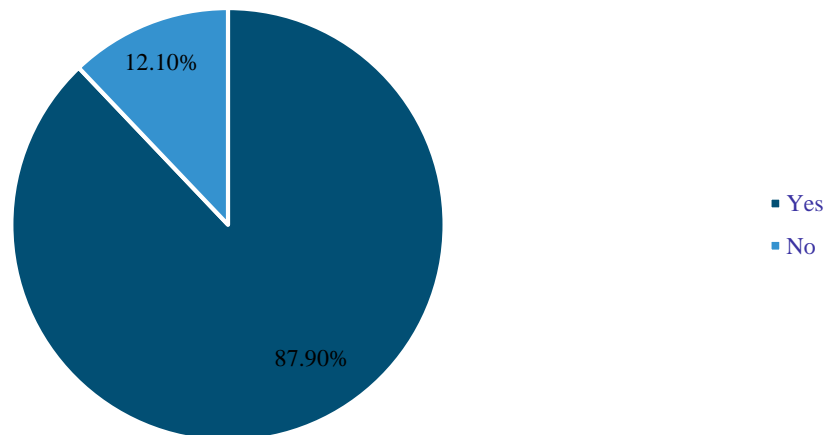
The eighteenth diagram shows that most of the students claimed that they had internet access to attend online learning.

18. I had internet access to attend online learning



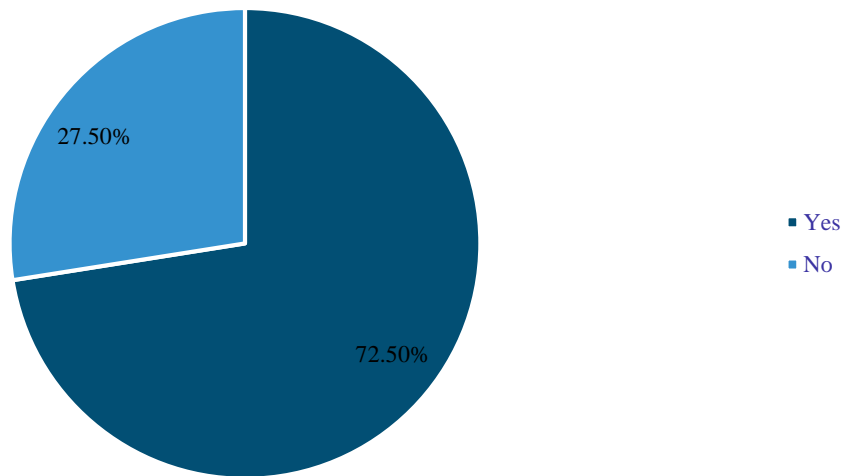
Nineteenth diagram shows that most of the students have stated that online learning should continue in specific cases during the academic year.

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



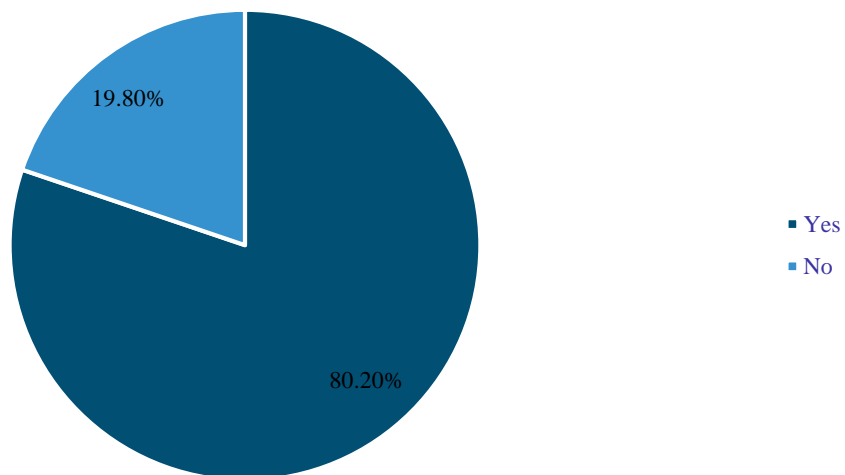
The twentieth diagram shows that most of students have claimed to have done research work.

20. We have conducted research work



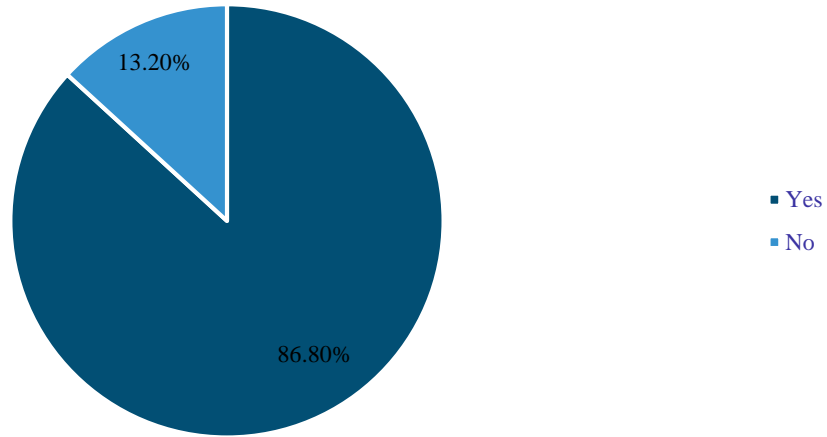
The twenty-first diagram shows that most of the students have claimed that teachers have motivated them for research work.

21. The teacher has motivated us for research work



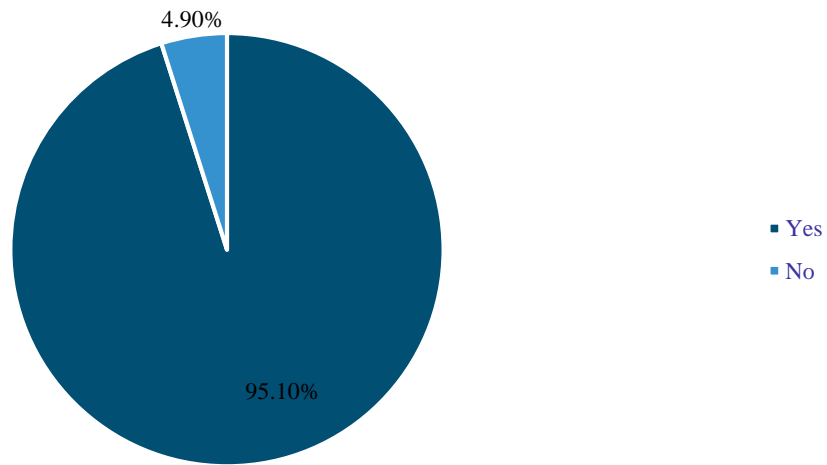
Further, the following diagram shows that most of the students stated that the teachers explained their experiences from the research work.

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



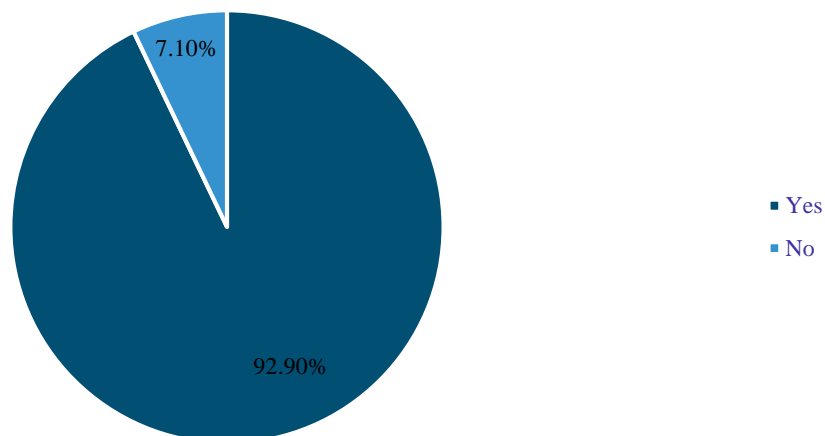
The twenty-third diagram in a row shows that most of the students have stated that if they could choose again, they would enroll again in the same study program.

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



The final diagram in terms of close-ended questions shows that most of the students have stated that they would recommend the study program to others considering the experience.

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



KOMENTE: Çfarë ndryshimesh do të sugjerorit 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)

(182 përgjigje të postuara)

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

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 materials;
- Student evaluation even during lectures;
- Holding lessons on weekends, due to work;

Recommendations

UMIB quality office, after reviewing the answers of students of the Faculty of Food Technology, Master level in this questionnaire, and after analyzing all questions and comments, at this stage of development of the institution, recommends to senior management UIBM to take the following steps:

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