

**UNIVERSITY "ISA BOLETINI"
MITROVIĆE**



QUALITY ASSURANCE OFFICE

**Summary report on
questionnaires
conducted with students
of Faculty of Law**

**BACHELOR 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 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 students of Faculty of Law 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 bachelor level students in Faculty of Law, 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 22 closed questions and 1 open question, where they evaluated teaching, subject and resources.

The questionnaire was divided into two levels:

- Quality of teaching and teaching style
- Subjects and resources

The questions were intended to look at these key aspects:

- Teachers' approach towards students;
- Methods of online teaching;

- Students` space during the lesson;
- Teachers` behaviour;
- Students` evaluation;
- Learning outcomes.

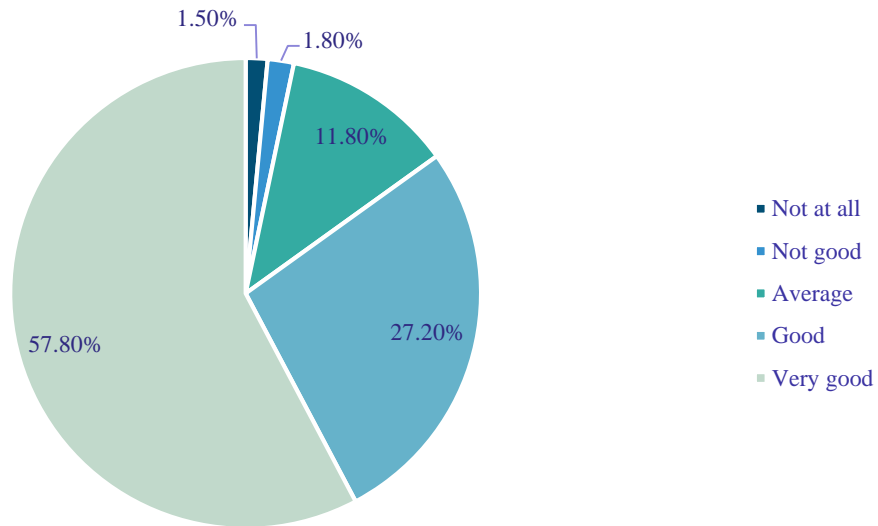
Questionnaire findings

The questionnaire was completed by all students of Faculty of Law BA who announced the exams on the regular January exam timeline. The Quality Assurance Office distributed the questionnaire for the evaluation of all courses and professors and received 1171 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 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.

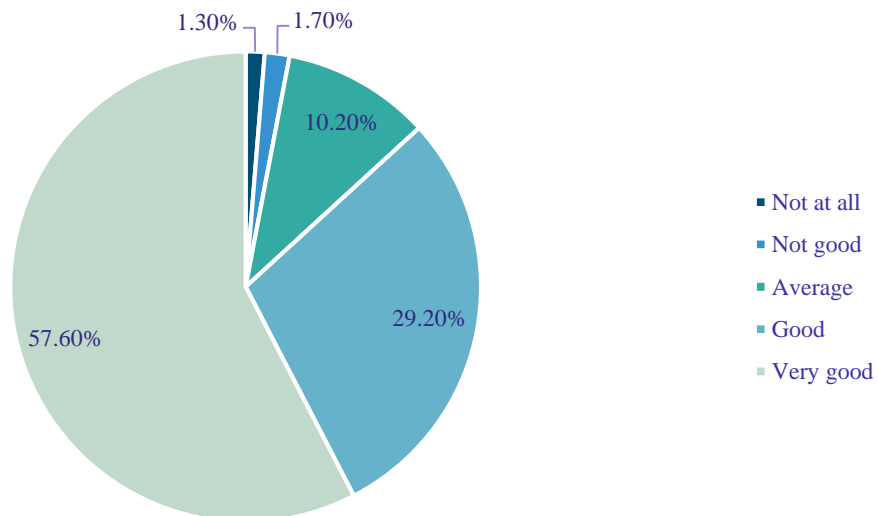
The following diagram, expresses in percentage the answers of students regarding the material of lectures and exercises, used during the winter semester of the academic year 2021/2022, where more than half of the students have evaluated maximally, a little more than a quarter have rated good, over a tenth on average and a small number have rated it as not good and not good at all. Thus, we can say that most of the students had given positive evaluation regarding the materials used during the lectures and exercises for the winter semester 2021/2022.

1. The material of the lectures and exercises was clear



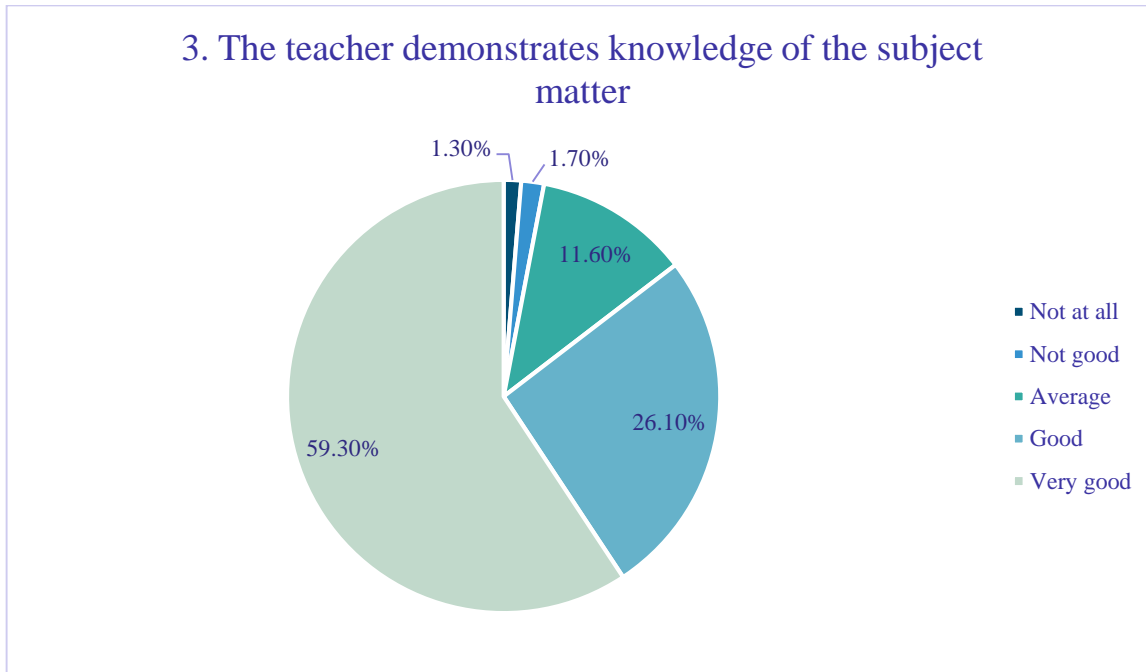
The second diagram expresses in percentage the answers of students regarding the teaching methods during the winter semester of the academic year 2021/2022, where more than half of the students have given the highest rating regarding the teaching methods, less than one third rated the methods good, a tenth on average, a small proportion of students rated not good and not good at all. In general we can say that most students have positively evaluated the teaching methods during the winter semester 2021/2022.

2. Teaching methods have been contemporary



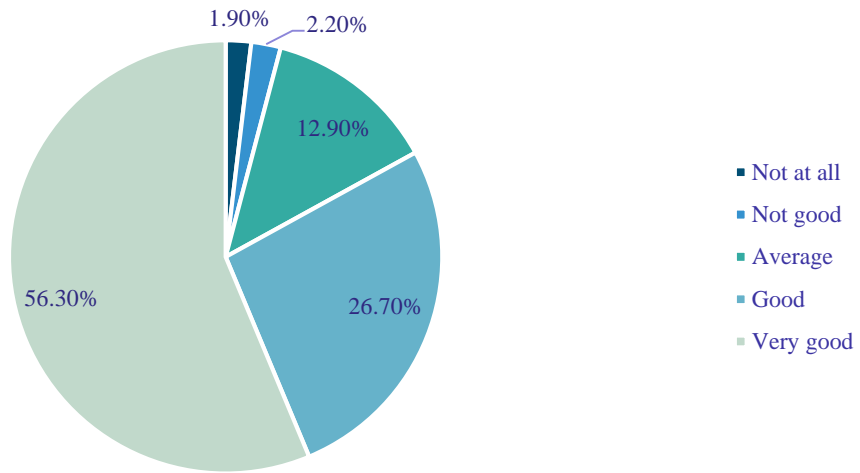
The following diagram, the third in a row shows the answers of students regarding the preparation of teachers during the winter semester of the academic year 2021/2022. More than half of the students gave

the maximum rating, a quarter rated good, one tenth average, and a small percentage of the students rated it not good and not good at all. In general, based on the results we can say that teachers have demonstrated knowledge of the subject matter.



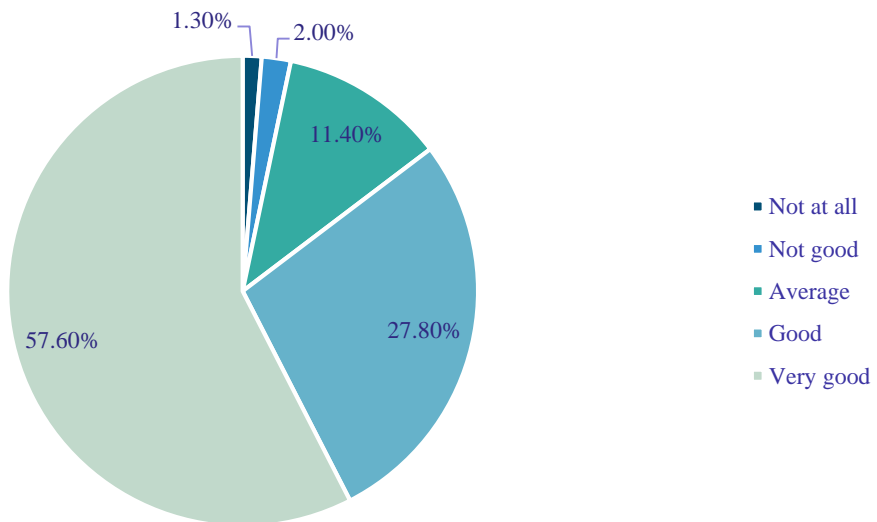
The fourth diagram expresses in percentage the students' answers regarding the relationship between the theoretical and practical part of the course. More than half of the students gave the highest rating that the ratio between the theoretical and practical part of the course was adequate, a quarter answered good, less than a fifth rated average and a small percentage answered not good and not good at all. In general, based on results we can say that the ratio between the theoretical and practical part of the course was adequate.

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

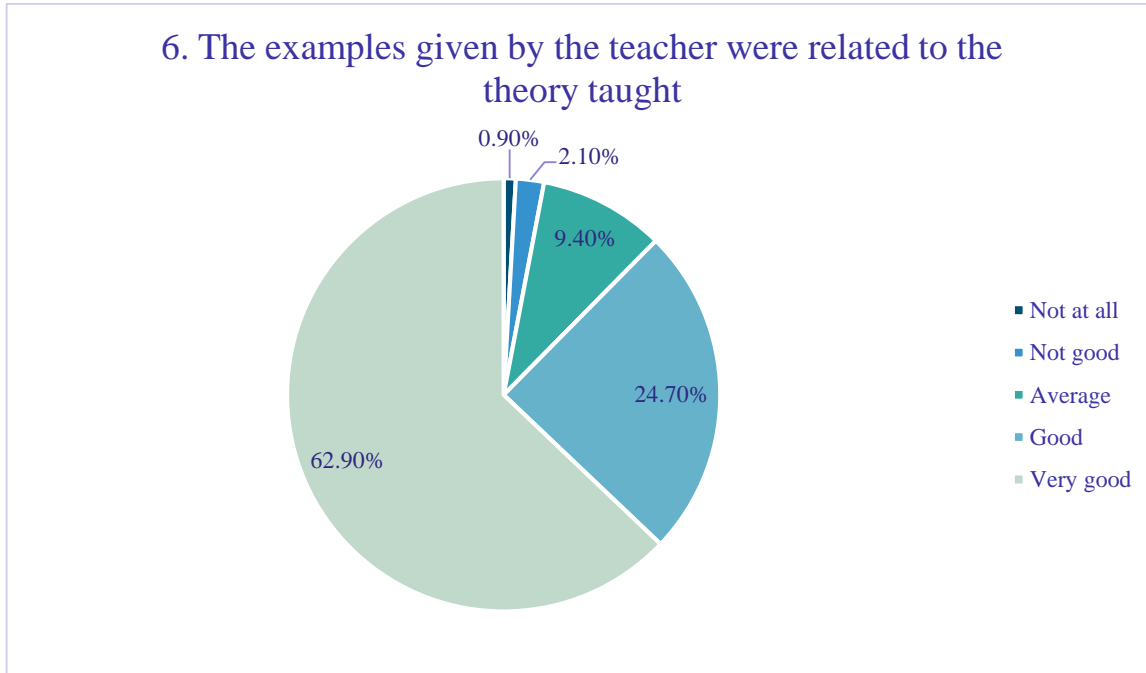


Further, the fifth diagram expresses in percentage the answers of students regarding the interactivity of lectures and exercises during the winter semester of the academic year 2021/2022. More than half of the students rated the interactivity of lectures and exercises as very good, more than a quarter rated it as good, one tenth as average and a small number of students answered as not good and not good at all. Based on the results we can say that the lectures and exercises have been interactive during the winter semester 2021/2022.

5. Lectures and exercises have been interactive

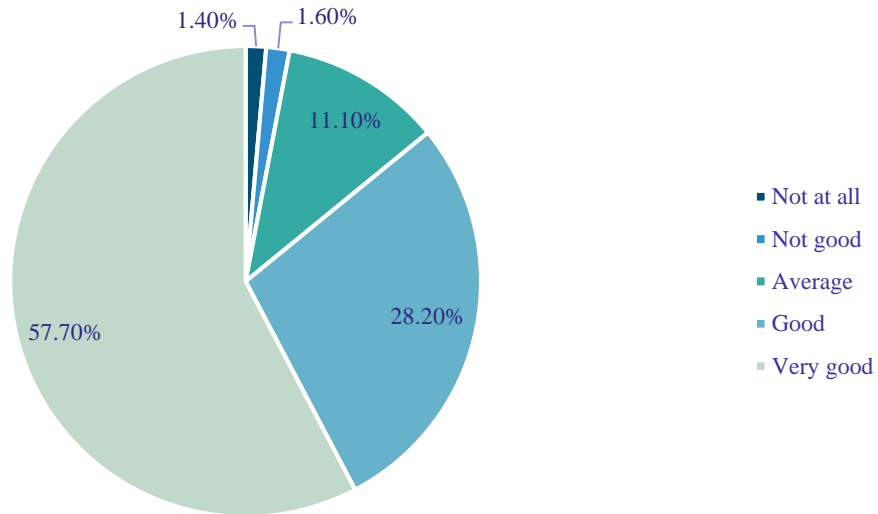


The diagram below shows the percentage of students' answers to the question whether the examples given by the teacher were relevant to the theory taught, where almost half of the students gave the maximum ranking, almost a quarter rated it well, almost a tenth average, and a small number rated not good and not good at all. The results show that the examples given by teachers have been related to the theory taught.



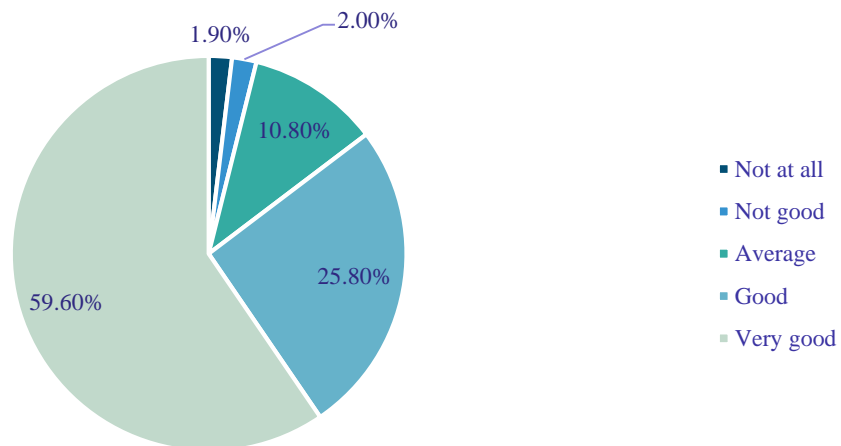
The following seventh diagram expresses in percentage the answers of students regarding the content of the course, where more than half of the students have evaluated maximally, more than a quarter with good, one tenth with average and a small number of students have rated with not good and not good at all. In general we can say that most students are satisfied with the content of the courses.

7. I am generally satisfied with the content of the subject



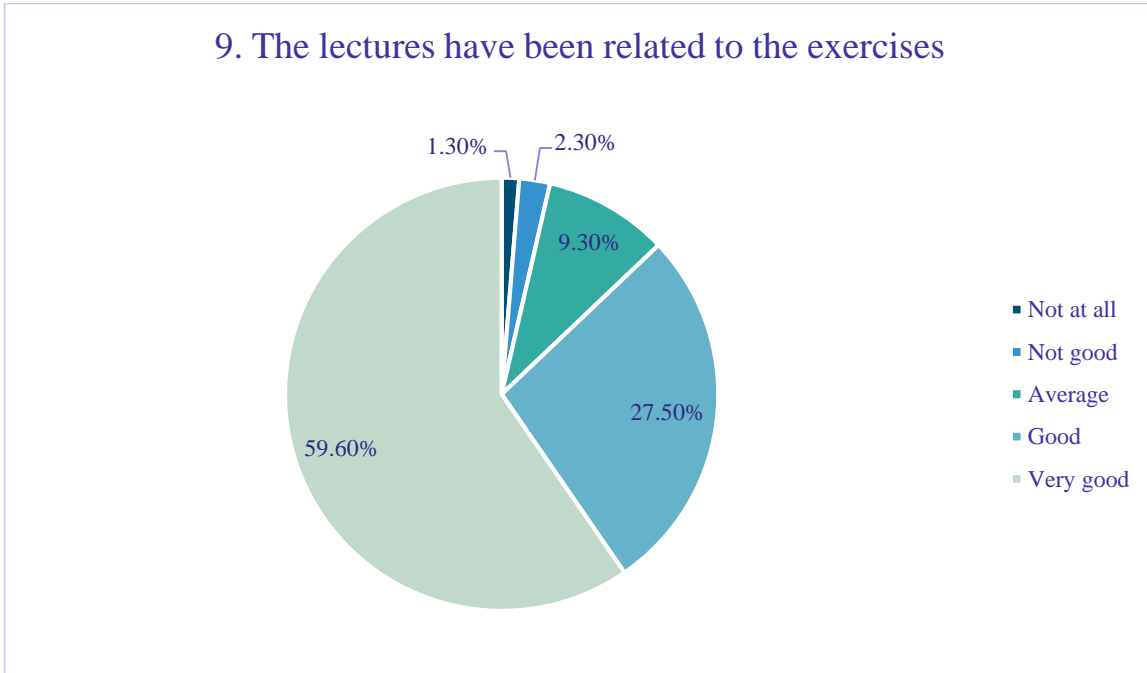
Further, the following diagram expresses in percentage the answers of students regarding the evaluation of activities according to the syllabus of the course, where more than half of the students have evaluated with very good, a quarter good, a tenth average and a small number of students with not good and not good at all. In general, we can say that activities such as tests, exercises, tasks, projects, seminar paper, etc., are evaluated as it was provided in the syllabus of the course.

8. The activities (tests, exercises, tasks, projects, seminar paper, etc.) are evaluated as it was foreseen in the syllabus of the subject

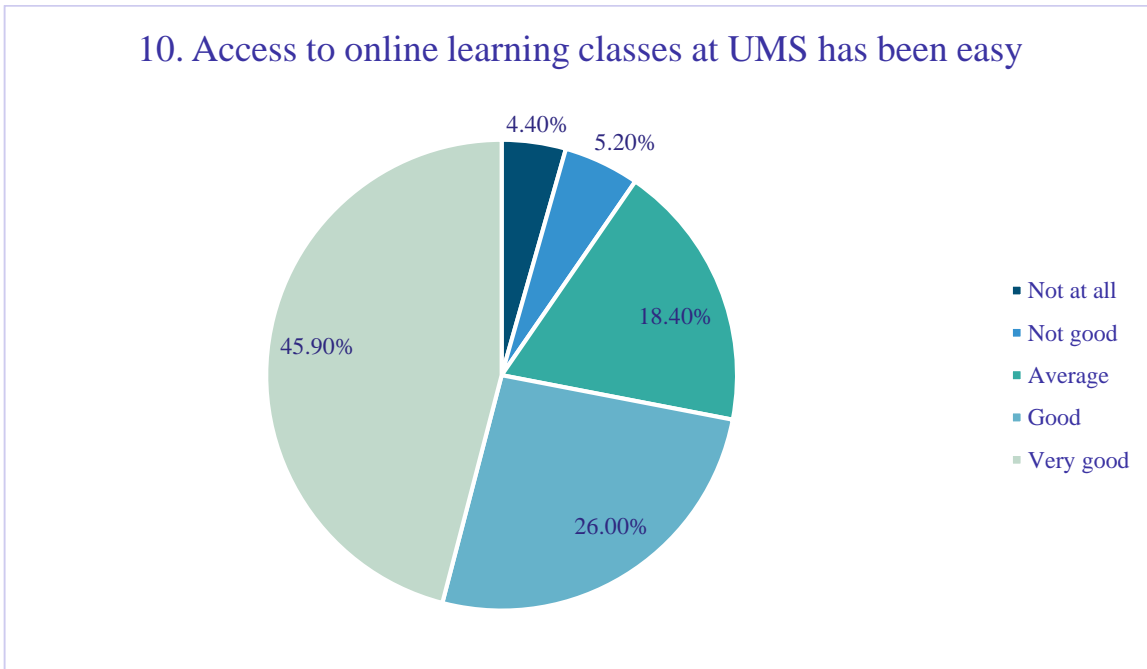


The ninth diagram in a row expresses in percentage the answers of students regarding the interaction of lectures with exercises, where more than half have given the maximum ranking, more than a quarter

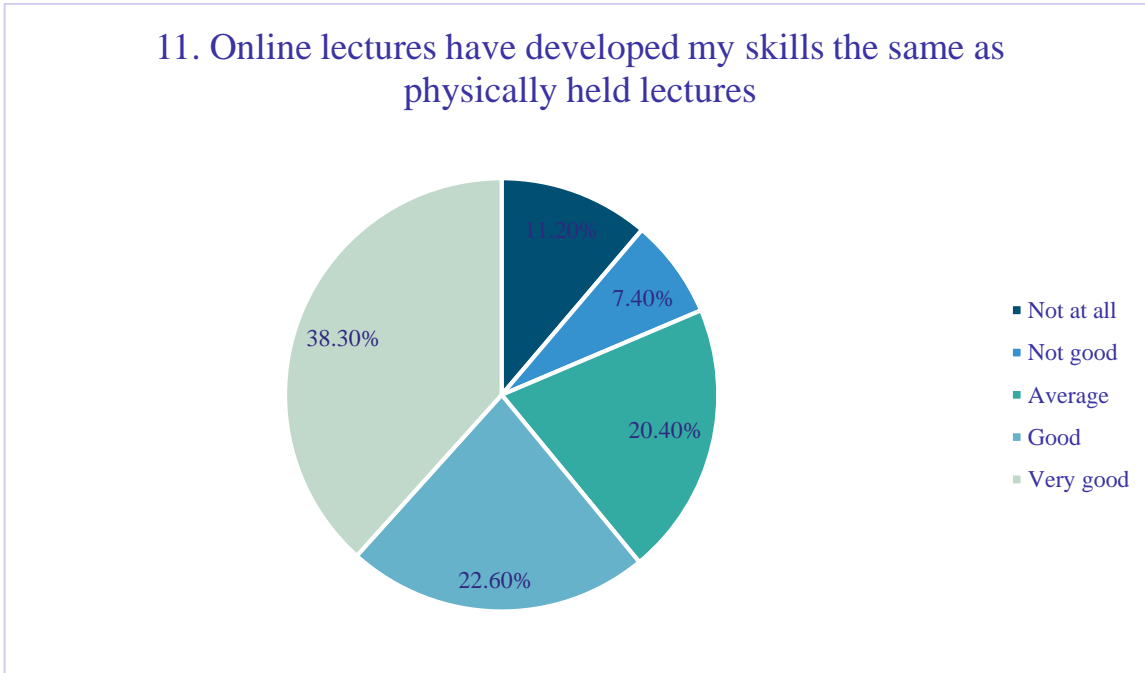
good, almost a tenth average and a small number of students have rated it not good and not good at all. Based on the results we can say that the lectures were related to the exercises.



The tenth diagram expresses in percentage the answers of students regarding the ease of access to online learning classes in SMU, where a little more than two-fifths of students have rated very good, a little more than a quarter have rated good, almost one-fifth on average and a small number of students rated it as not good and not good at all. Based on the majority of students who have evaluated positively we can say that access to online learning classes at SMU has been easy.

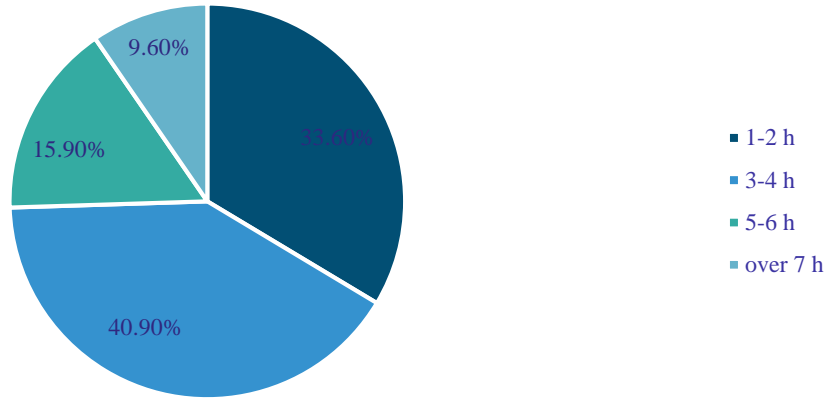


The following eleventh diagram shows in percentage the students' answers to the question whether online lectures have developed the same skills as physically held lectures, where almost two-fifths have rated very good, a little more than one-fifth good, one-fifth on average, a small number rated as not good and one tenth not good at all. We can say that more than half of the students have positively assessed that online lectures have developed the same skills compared to physically held lectures.



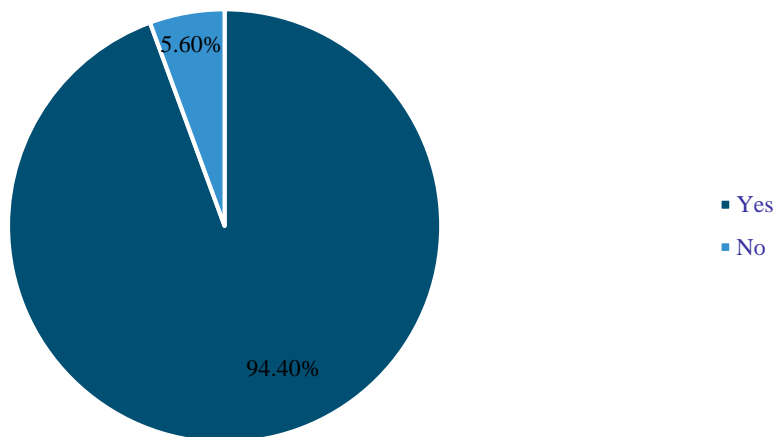
The twelfth diagram expresses in percentage the hours of study at home or at the library for the subject, where the majority, two-fifths of the students have studied 3-4 hours, a little less than a third 1-2 hours, less than one-fifth 5-6 hours and nearly one tenth over 7 hours.

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



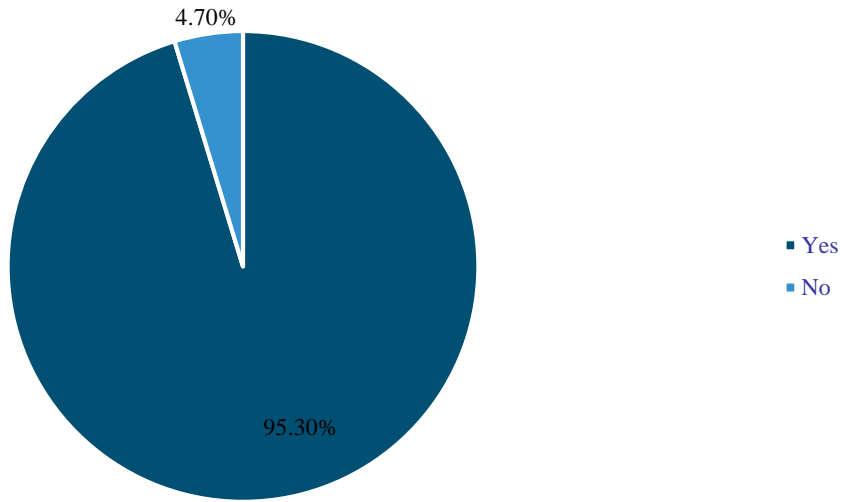
The following diagram, the thirteenth in a row, expresses in percentage the answers of the students regarding the question whether the tests were held as it was planned in the syllabus of the course, where most of the students answered YES.

13. The tests were held as planned in the syllabus of the subject



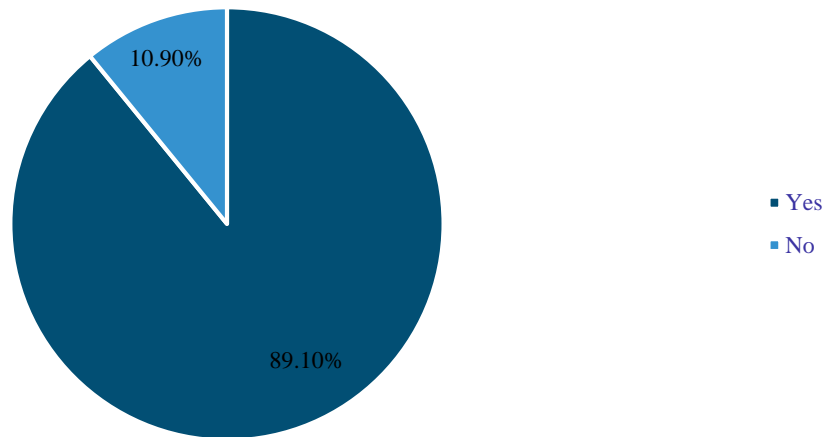
The following diagram expresses in percentage the answers of students regarding the determination of elective courses where most of them answered that they were free to determine for themselves the elective courses.

14. Students are free to self-determine for elective subjects



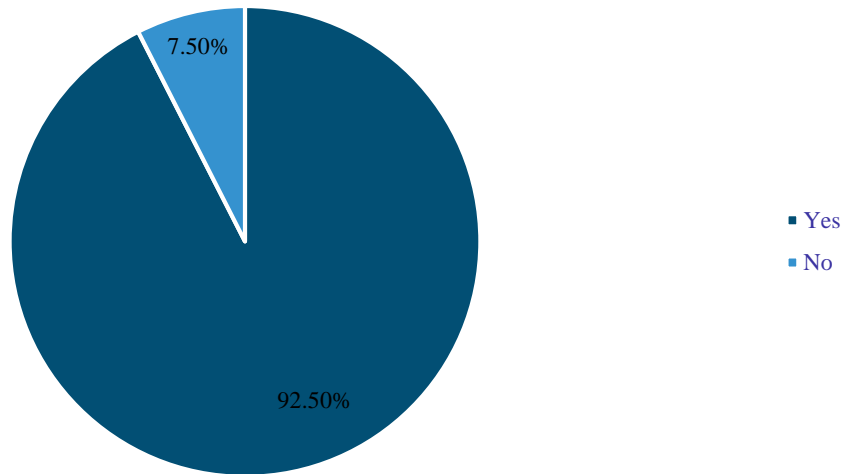
Further, the fifteenth diagram expresses in percentage the answers of the students regarding the question whether the laboratory work is supervised by the teacher / assistant of the subject, where most of them answered YES.

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



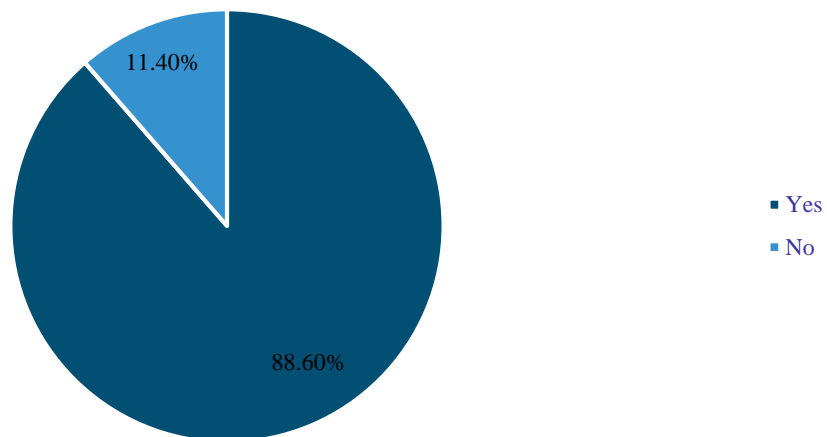
The sixteenth diagram expresses in percentage the answers of the students regarding the observance of the consultation schedule by the professors. Most students responded that the professors respect the consultation schedule.

16. Professors/assistants respect the consultation schedule



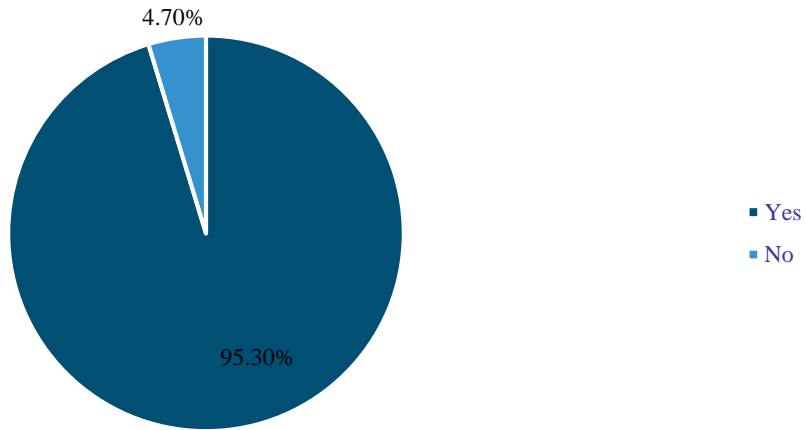
The seventeenth diagram expresses in percentage the answers of the students regarding the question whether the teachers forwarded the lecture materials in the system or in the email, where most of them answered YES.

17. The teacher has sent all the lecture materials to UMS or email



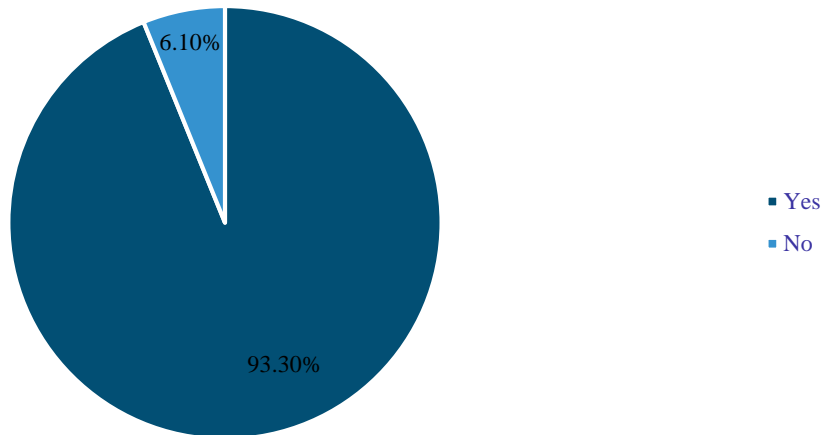
Further, the eighteenth diagram expresses the percentage of students' answers regarding the question whether the teachers have clarified the syllabus of the course and distributed it in time to the students, where most of them answered YES.

18. The teacher clarified the syllabus of the subject and distributed it to the students in time



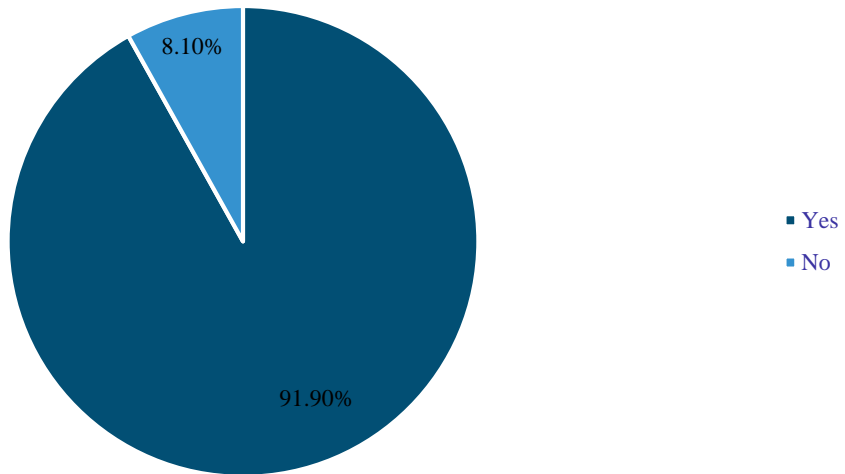
Nineteenth diagram shows the percentage of student responses to the question of whether they possessed the equipment to attend online learning, where most of them answered Yes.

19. I have had equipment to attend online learning (phone; laptop; computer)



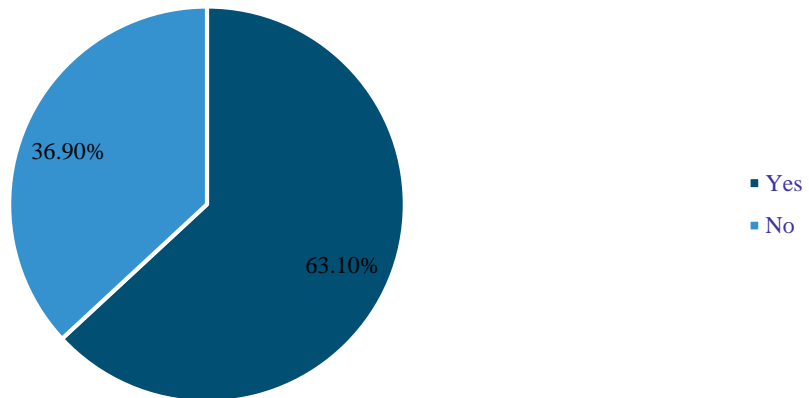
The twentieth diagram shows the percentage of students' answers to the question whether they had access to the Internet to attend online learning, where most of them answered Yes.

20. I have had internet access to attend online lessons

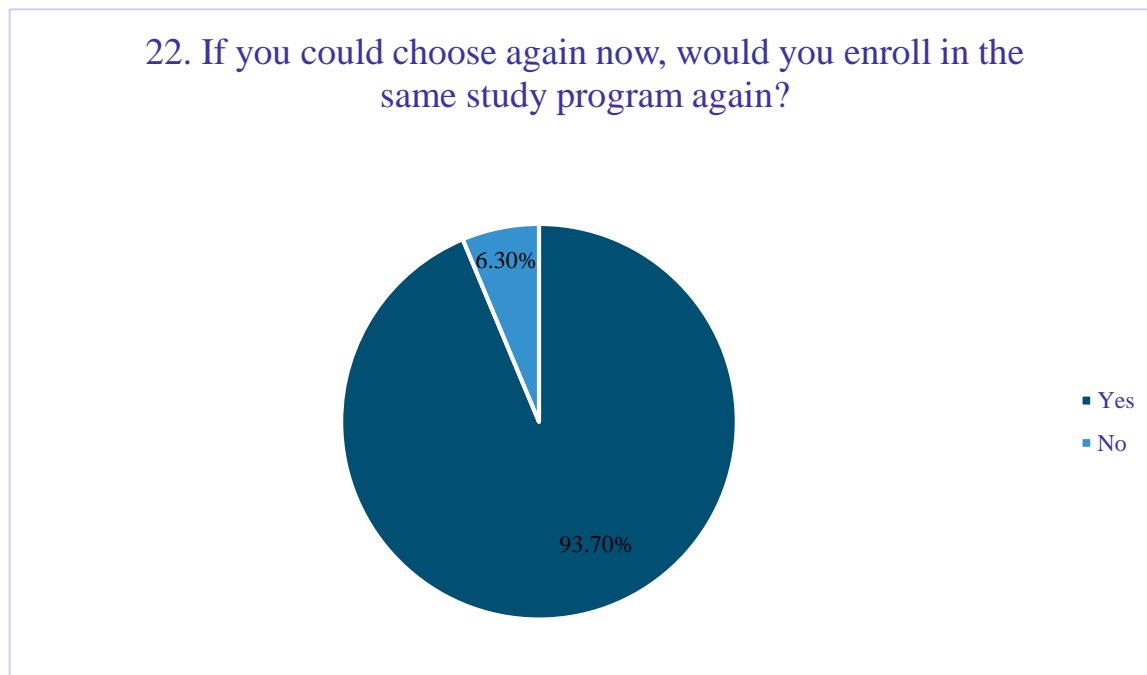


The following diagram expresses in percentage the answers of students regarding the question whether online learning should continue even in specific cases during the academic year where most of the students answered YES.

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



The last diagram, expresses in percentage the answers of the students regarding the question if you could choose again, would you enroll again in the same program study, most of them answered YES.



23.

KOMENTE:

Pyetje jo e detyrueshme.

Përgjigje e shkurtër tekstuale.

(1171 përgjigje të postuara)

Comments

1171 posted answers

Comments:

Students have generally given positive feedback on the whole process of lectures, exercises, processes at UIBM and have appreciated all the faculty management who have done a very good job throughout the organization of the lesson. They have encouraged teachers in continuing such commitment and motivation for students by having interactivity during lectures and appreciating every thought.

Recommendations

The UIBM Quality Assurance Office, after reviewing the responses of the students of Faculty of Law in this questionnaire, and after analysing all the questions and comments, at this stage of the development of the institution, recommends to the senior management of UIBM to take following steps:

- Faculties are encouraged to explore virtual learning environments through online learning.
- To continuously invest in training of academic staff on teaching methods;
- Academic staff and faculties to consider the focus of academic content also on the development of students' skills and abilities during online learning.
- Academic units to enable the signing of as many internship agreements for students;
- Reach as many agreements as possible with other HEIs, local and international to enable student mobility;
- Examine the possibility of combining teaching, online and physical, with the aim of maintaining the balance of academic workload for students and academic staff.
- Creating a variety of activities to create effective learning environments.