

**UNIVERSITY "ISA BOLETINI"
MITROVICA**



QUALITY ASSURANCE OFFICE

**Summary report on
questionnaires
conducted with the
students of the Faculty
of Geosciences**

**BACHELOR LEVEL
(Winter semester)
February, 2022**

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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
UIBM:	University “Isa Boletini” Mitrovica
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 Food Technology, at the Bachelor 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

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 all programs of Faculty of Geosciences, 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:

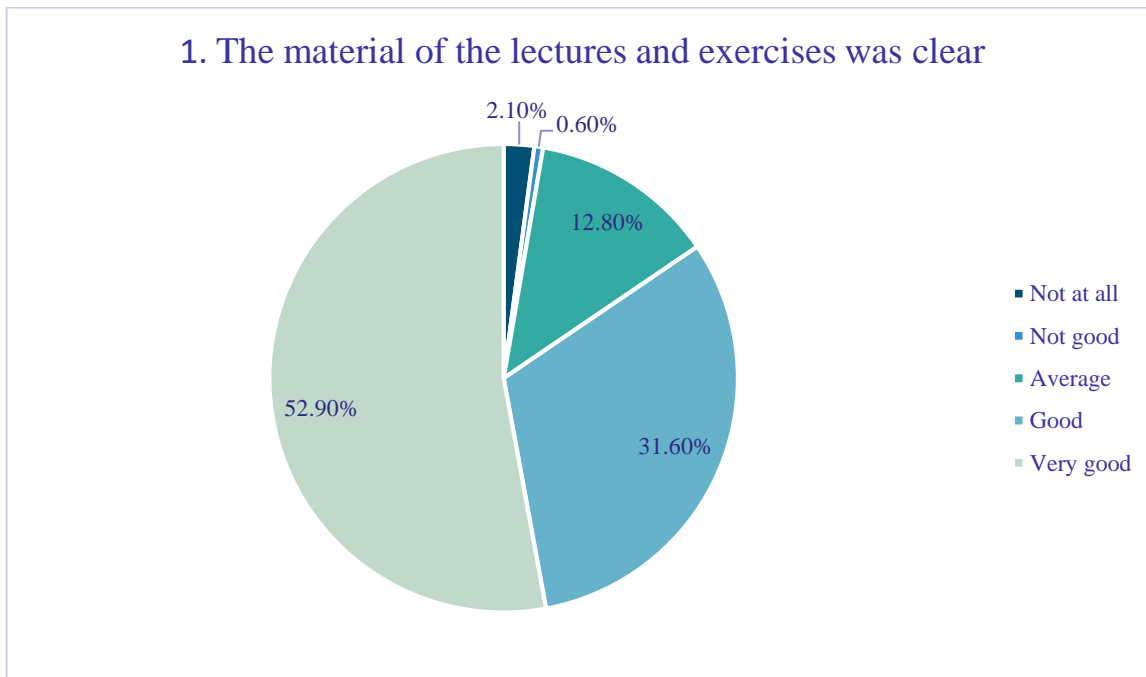
- Teachers' approach towards students;
- Methods of online teaching;
- Students` space during the lesson;
- Teachers` behaviour; • Students` evaluation;
- Learning outcomes.

Findings of questionnaire

The questionnaire was completed by all students of Faculty of Geosciences 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 329 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.

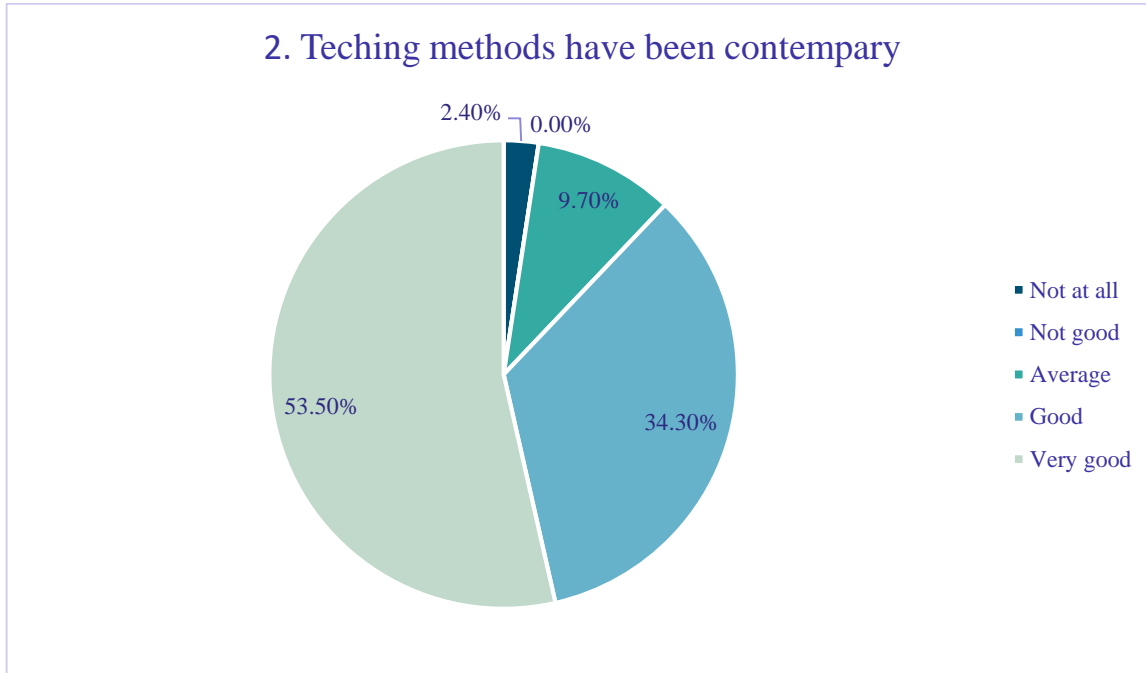
The following diagram shows the percentage of student responses regarding the material of lectures and exercises used during the winter semester of the academic year 2021/2022, where just over half of the students rated very good, almost a third of the students rated it good, a little less than a fifth on average, and a small number rated it not good and not good at all. In general, we can say that most of the students had given a positive evaluation regarding the clarity of the materials used during the lectures and exercises.



The second diagram expresses in percentage students' answers regarding the teaching methods used during the winter semester of the academic year 2021/2022. Slightly more than half of the students gave

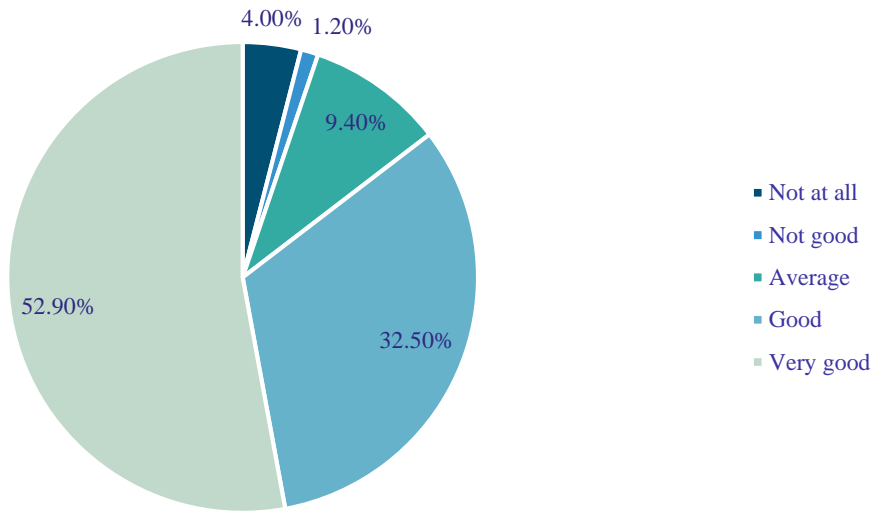
QUALITY ASSURANCE OFFICE

the highest rate in relation to teaching methods, a third rated the methods good, almost a tenth responded with average and a small proportion of students rated with 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.



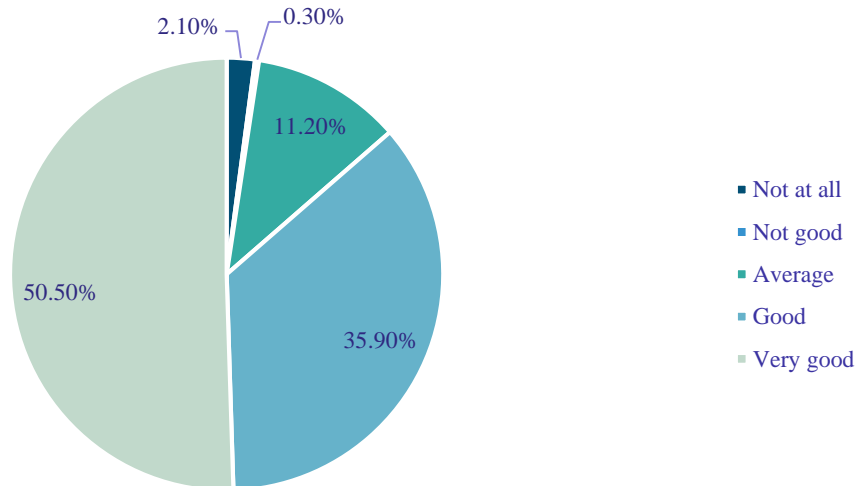
The following diagram, the third in a row shows students' answers regarding the preparation of teachers during the winter semester of the academic year 2021/2022. Slightly more than half rated it very good, a third rated it good, almost a tenth responded with average, and a small proportion of students 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 course.

3. The teacher demonstrates knowledge of the subject course



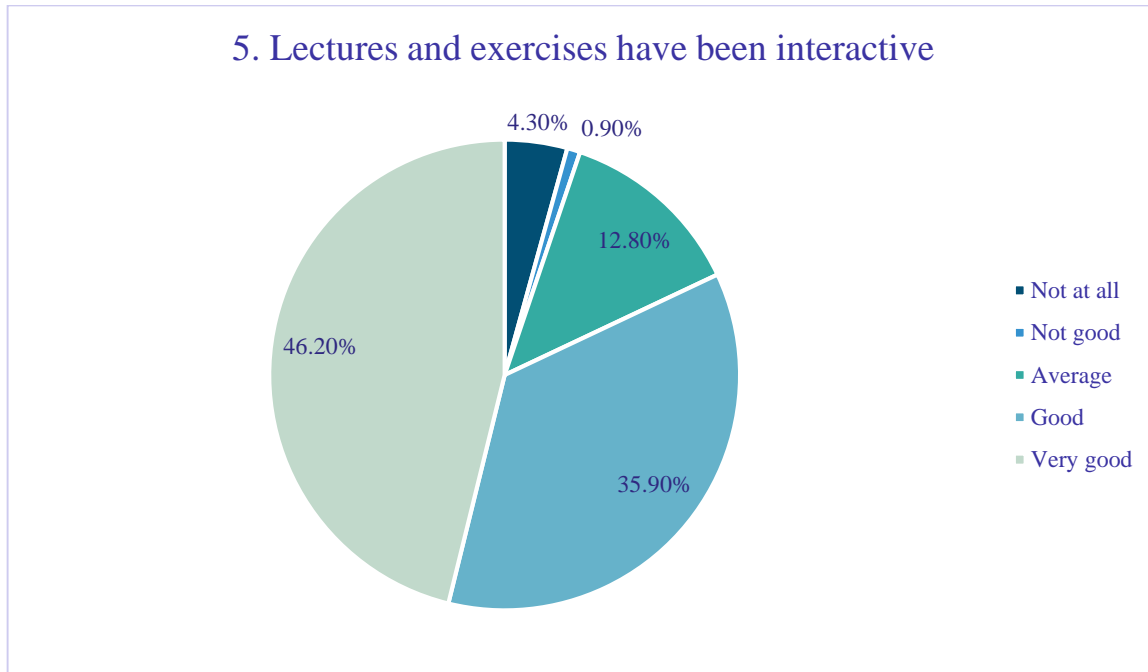
The fourth diagram shows in percentage the students' answers regarding the relationship between the theoretical and practical part of the course. Half of the students rated with very good, more than a third rated it good, a little more than a tenth average and a small percentage rated with not good and not good at all. In general, based on the answers of most students 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



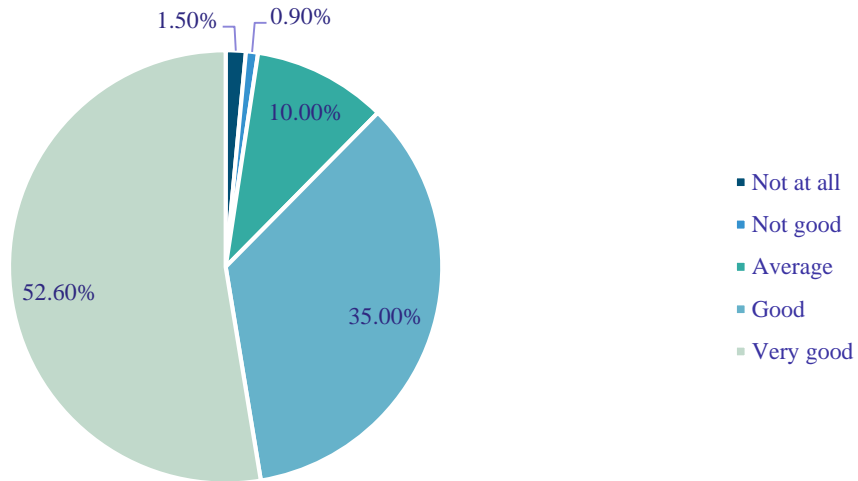
Further, the fifth diagram expresses in percentage students answers regarding the interactivity of lectures and exercises during the winter semester of the academic year 2021/2022. Approximately half of the

students rated very good the interactivity of lectures and exercises, a third good, less than a fifth average and a small number of students rated not good and not good at all. Based on the results, we can say that lectures and exercises have been interactive during the winter semester 2021/2022.



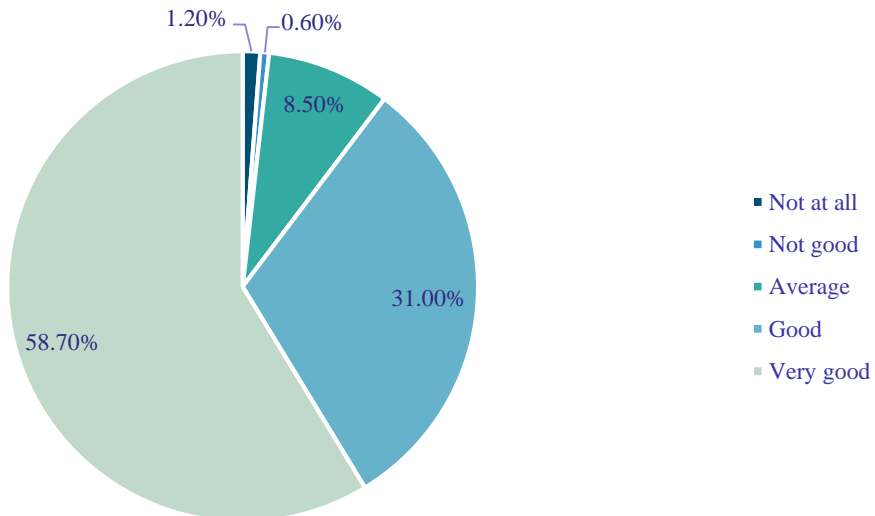
The following diagram shows the percentage of students' answers to the question whether the examples given by the teacher were related to the theory taught, where a little more than half of the students rated very good, one third rated good, one tenth average and a small number of students rated with not good and not good at all. Overall, the results show that the examples given by the teachers have been related to the theory taught.

6. The examples given by the teacher were related to the theory taught



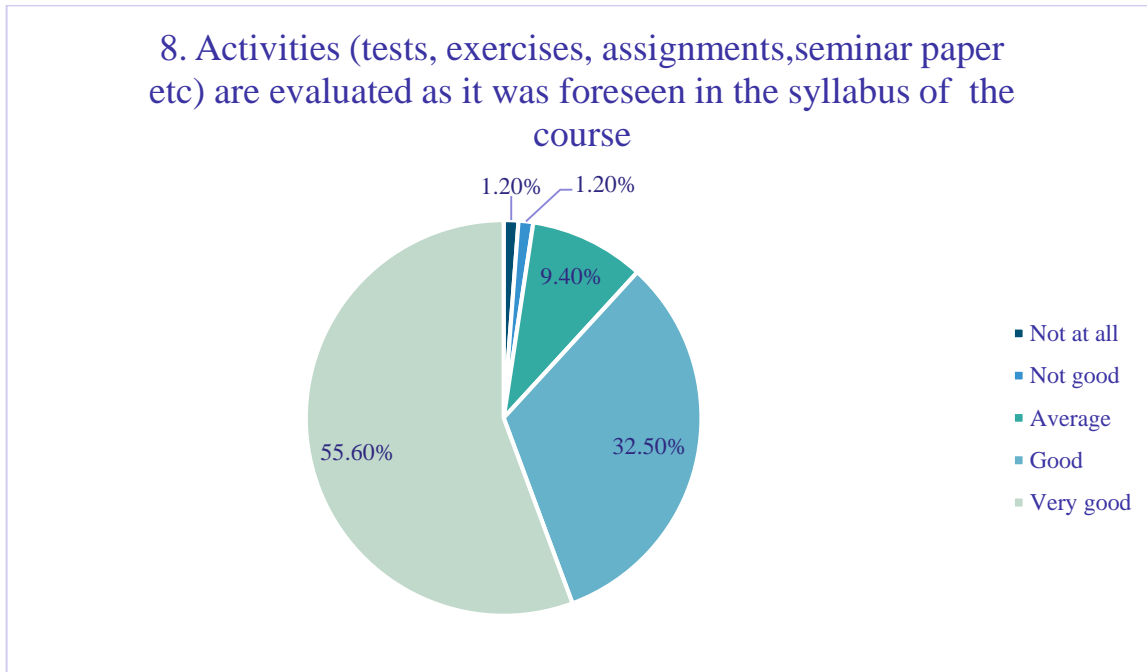
The following seventh diagram shows in percentage the answers of students regarding the content of the course, where more than half rated with very good, almost a third rated with good, less than one tenth on average and a small number of students have rated with not good and not good at all. In general,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

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



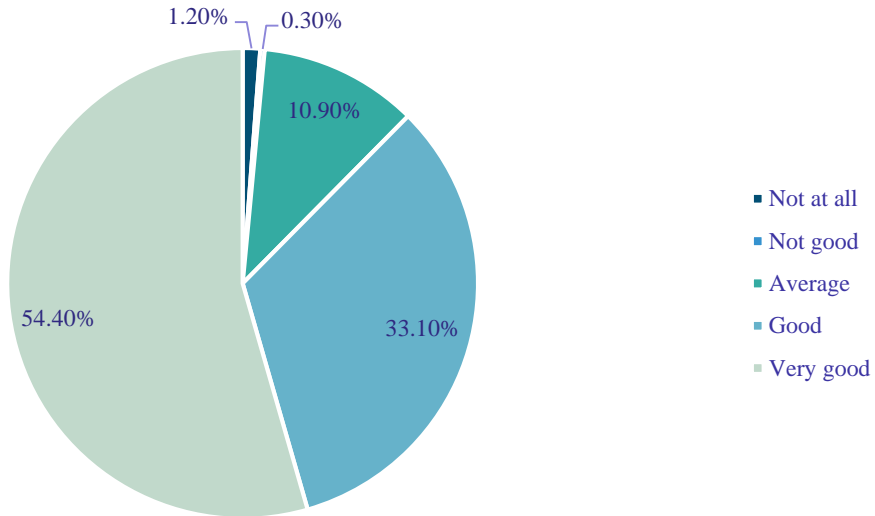
Further, the following diagram expresses in percentage the students' answers regarding the evaluation of activities according to the syllabus of the course, where more than half of the students have evaluated with very good, almost one third of students with good, almost one tenth with average and a 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.



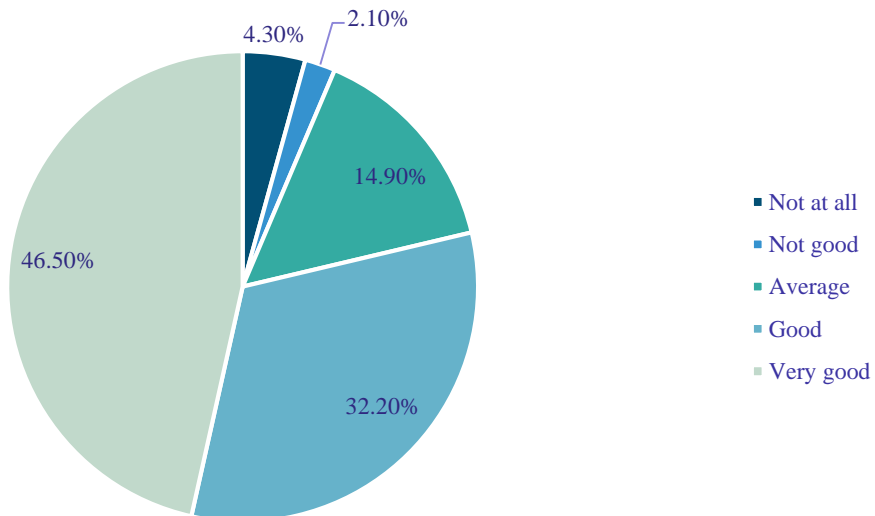
The ninth diagram in a row shows in percentage the answers of students regarding the interconnectedness of lectures with exercises, where more than half of the students have evaluated with very good, one third have evaluated with good, one tenth with average and a small number of students with not good and not good at all. Based on the results we can say that the lectures were related to the exercises.

9. The lectures have been related to the exercises



The tenth diagram shows in percentage the answers of students regarding the ease of access to online learning classes in UMS, where almost half of the students have evaluated with very good, one third with good, less than one fifth with average and a small number of students have rated with not good and not good at all. In general, we can say that access to online learning classes at UMS has been easy.

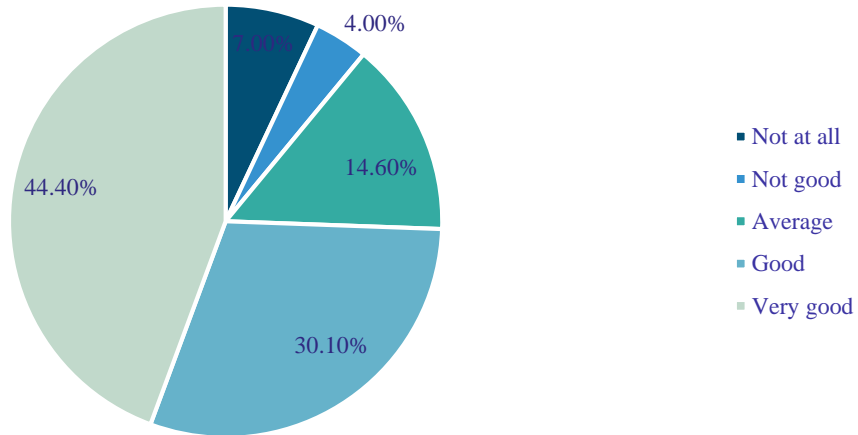
10. Access to online learning classes at UMS has been easy



The eleventh diagram below shows in percentage the students' answers to the question whether online lectures have developed the same skills as physically held lectures, where more than two-fifths rated very good, less than a third good, less than one-fifth average and a small number with not good and not

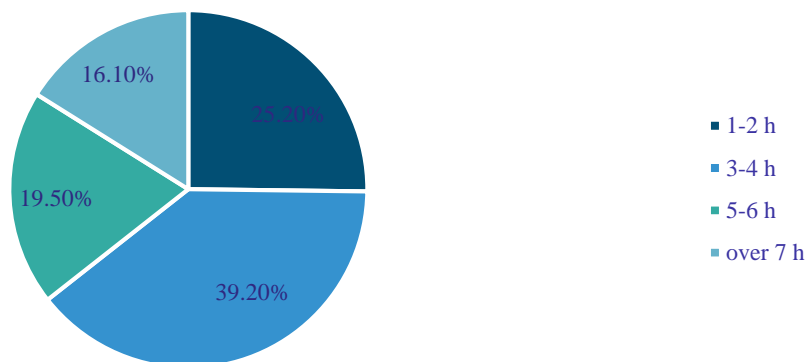
good at all. In general, based on the results we can say that online lectures have developed the same skills compared to physically held lectures.

11. Online lectures have developed my skills the same as physically held lectures.

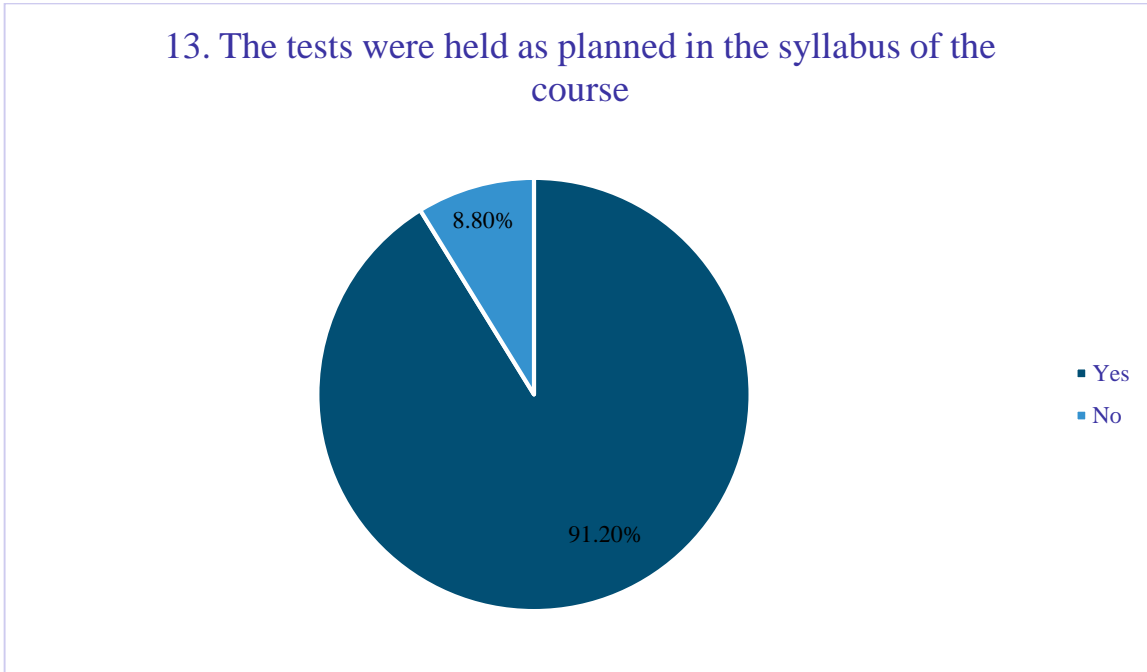


The twelfth diagram shows in percentage the hours of study at home or library for subjects, where almost two-fifths of the students have studied 3-4 hours, a quarter 1-2 hours, almost a fifth 5-6 hours and less than one-fifth over 7 hours.

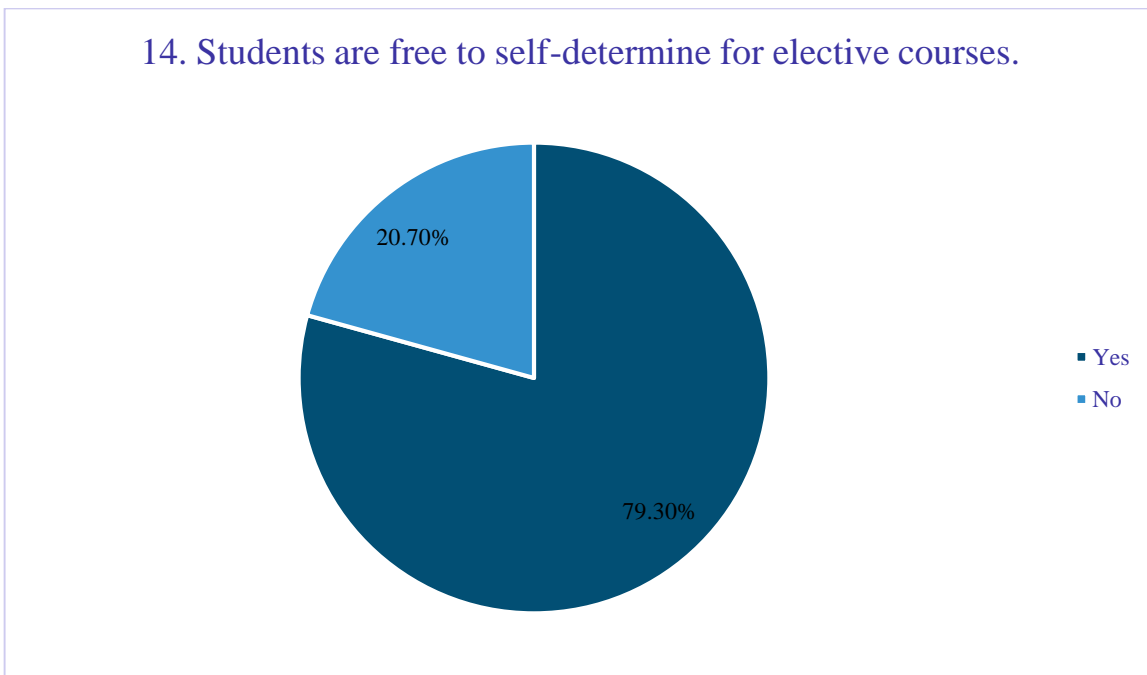
12. To be successful in addition to lectures and exercises, how many hours per week have you studied and prepared at home or library for this subject?



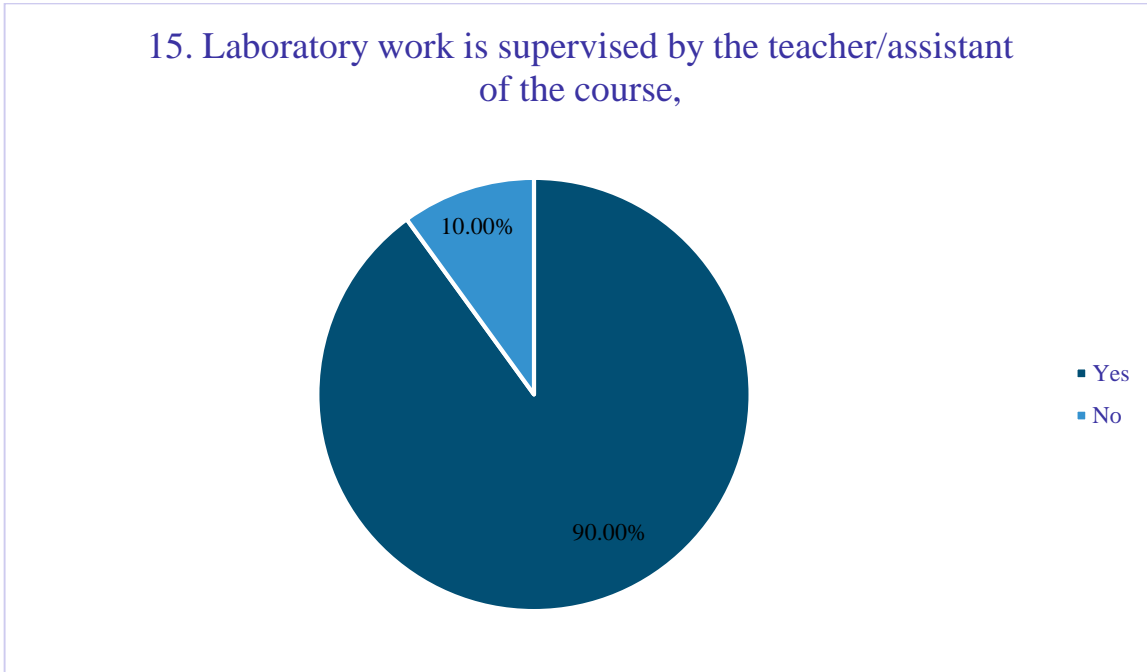
The following diagram, the thirteenth in a row, shows in percentage the answers of the students regarding the question whether the tests were held as it was planned in the syllabus of the course, where most of the students answered YES.



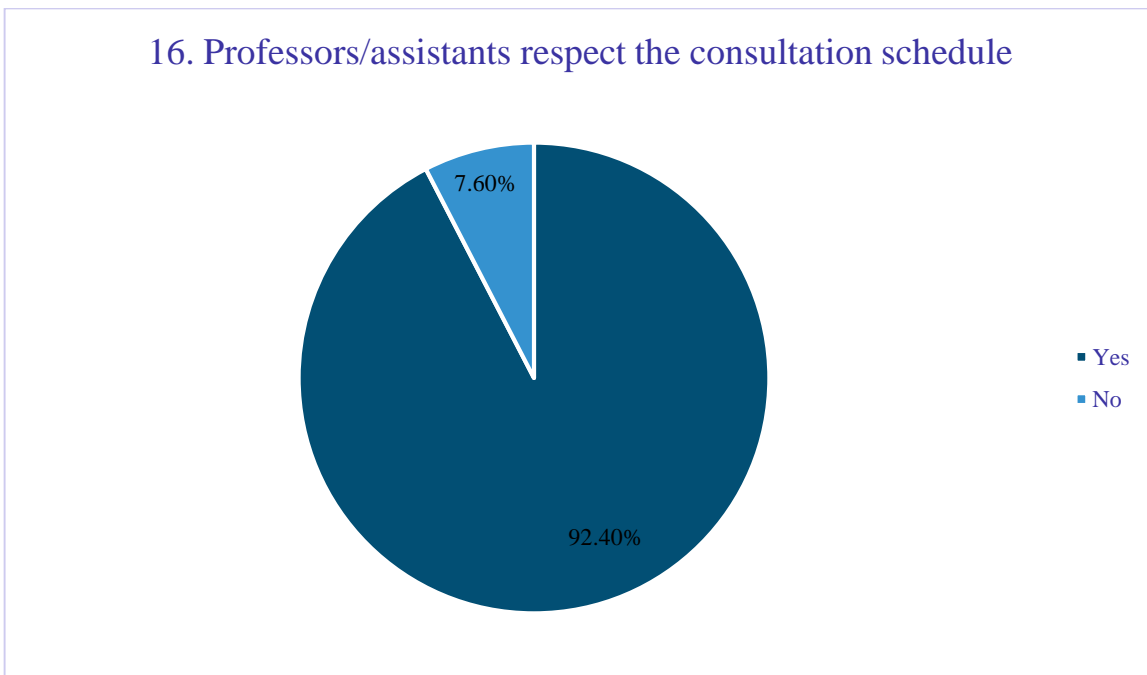
The following diagram shows in percentage the answers of students regarding the determination of elective courses where most of them answered that they were free to determine for themselves the elective courses.



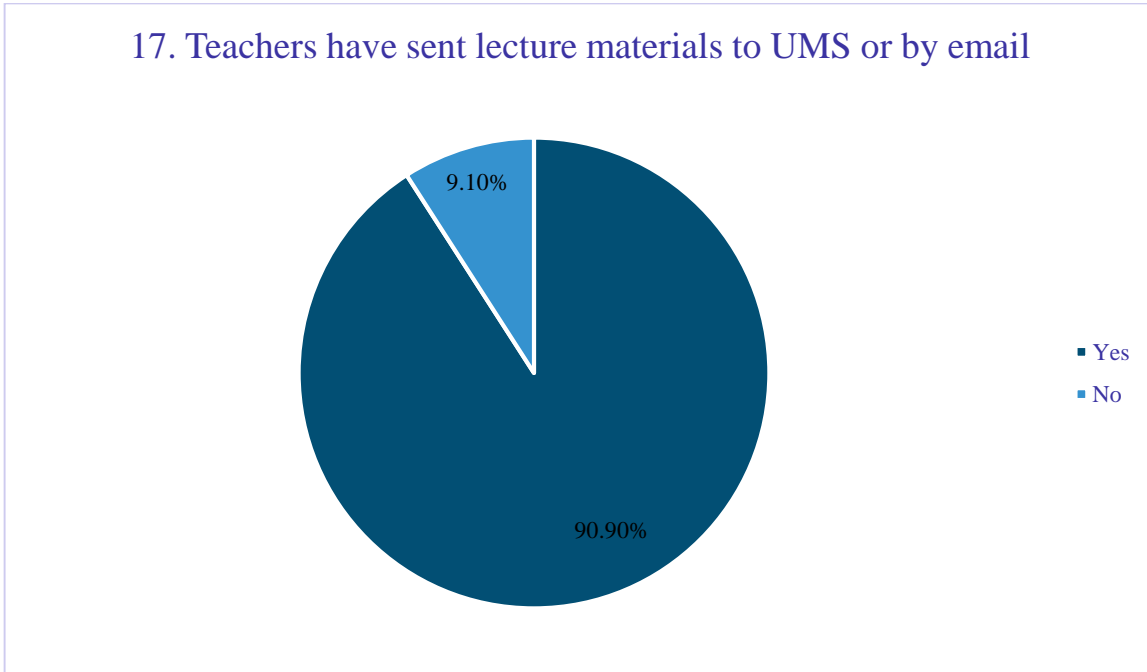
Further, the fifteenth diagram shows in percentage the answers of the students regarding the question whether the laboratory work is supervised by the teacher / assistant of the subject, where most of them answered YES.



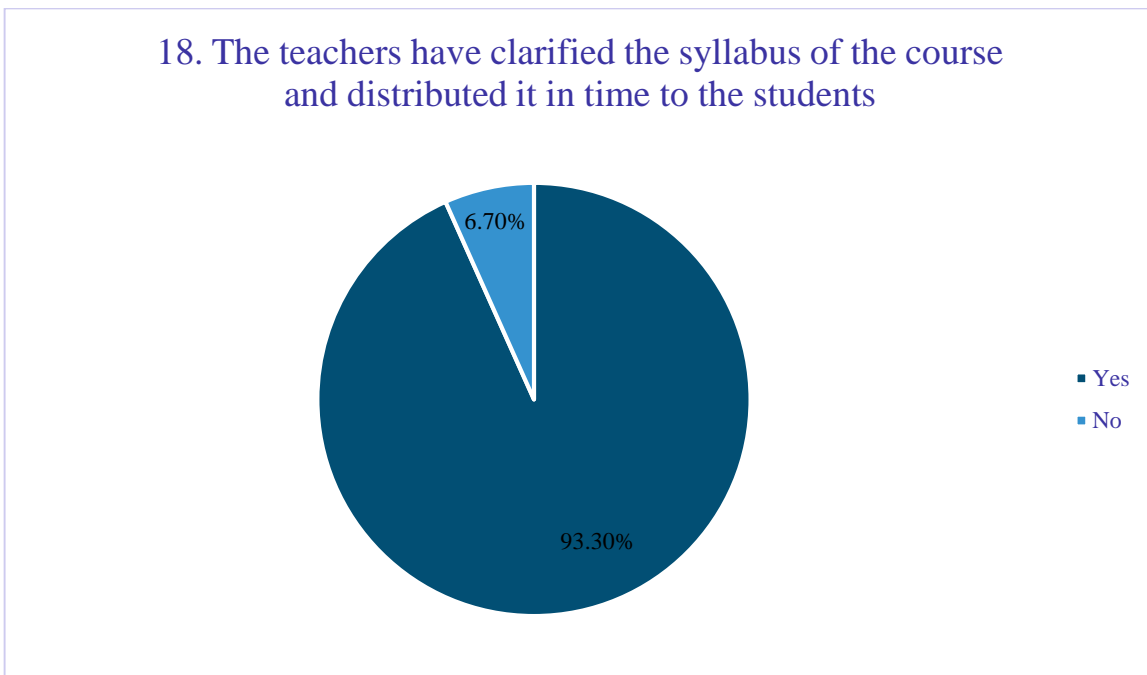
The sixteenth diagram shows in percentage the answers of the students regarding the observance of the consultation schedule by the professors. Most of the students responded that professors respected the consultation schedule.



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

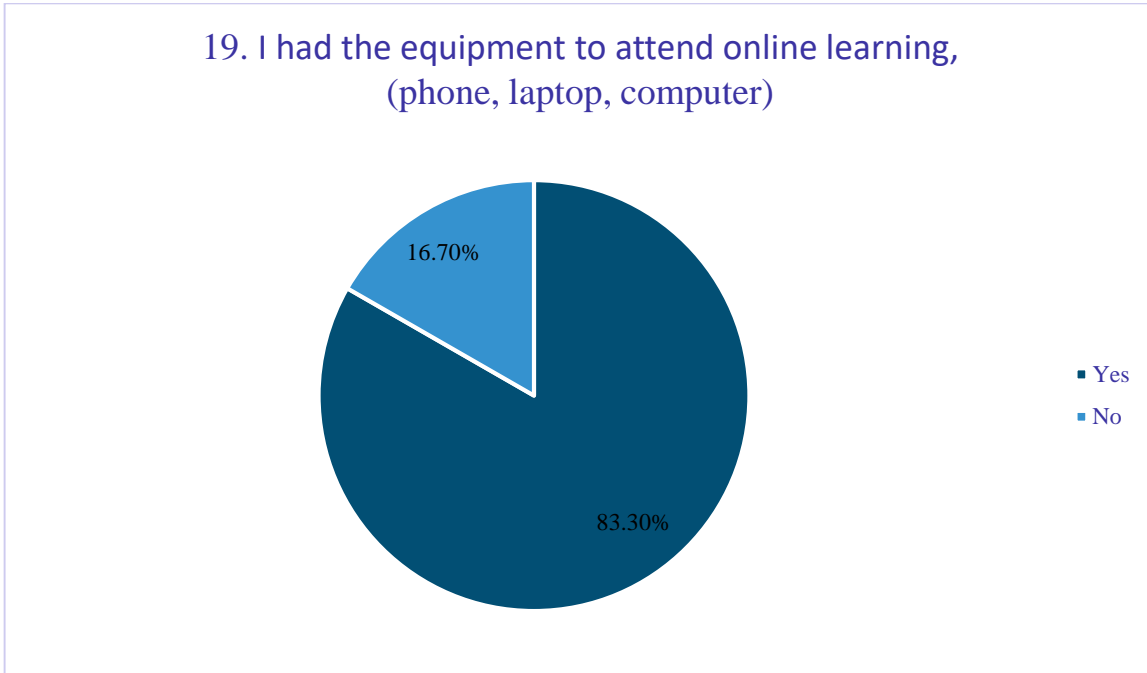


Further, the eighteenth diagram shows the percentage of students' answers regarding the question whether the teachers have clarified the syllabus of the course and distributed it in time to the students, where most of them answered YES.

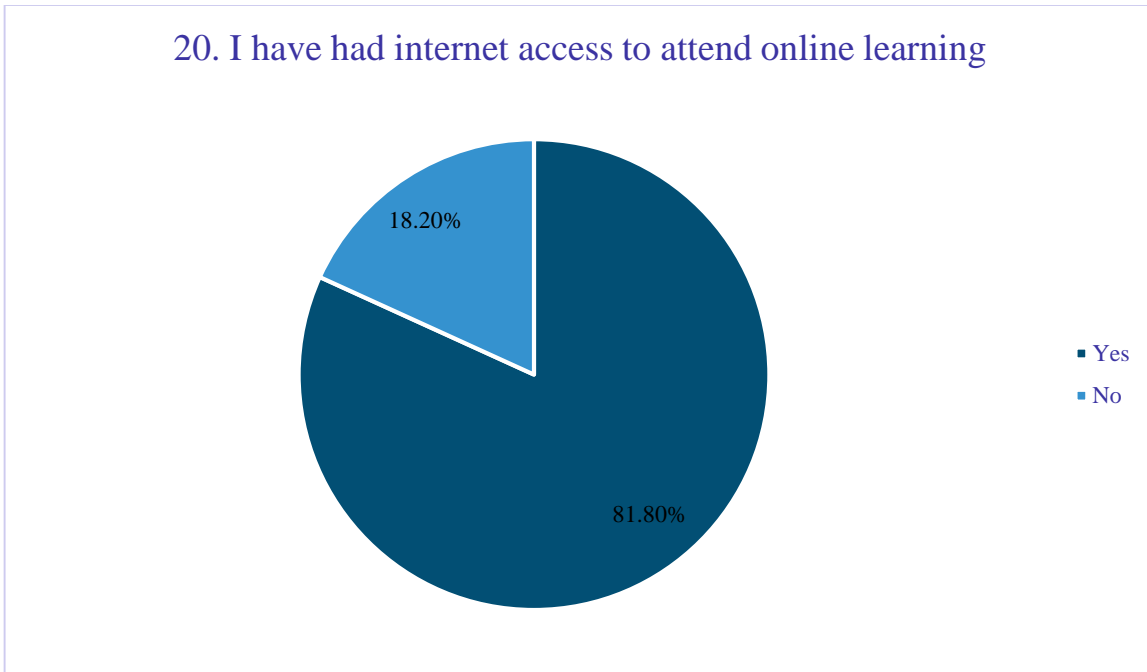


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Nineteenth diagram shows the percentage of student responses to the question whether they possessed the equipment to attend online learning, where most of them answered Yes.

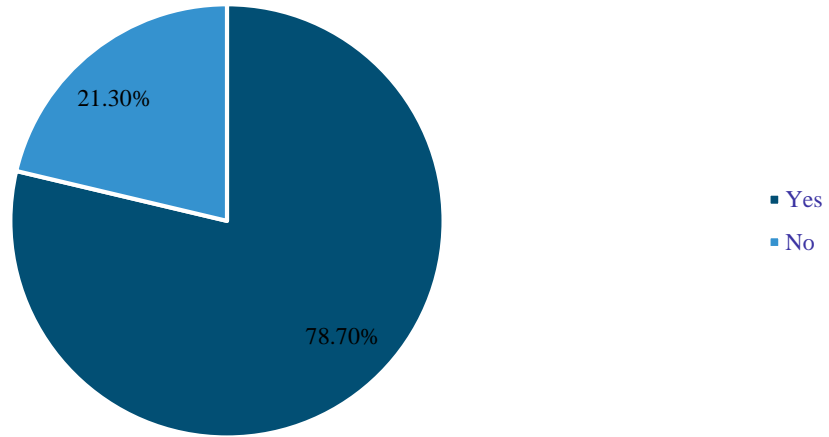


The twentieth diagram shows the percentage of students' answers to the question whether they had access to the Internet to attend online learning, where most of them answered Yes.



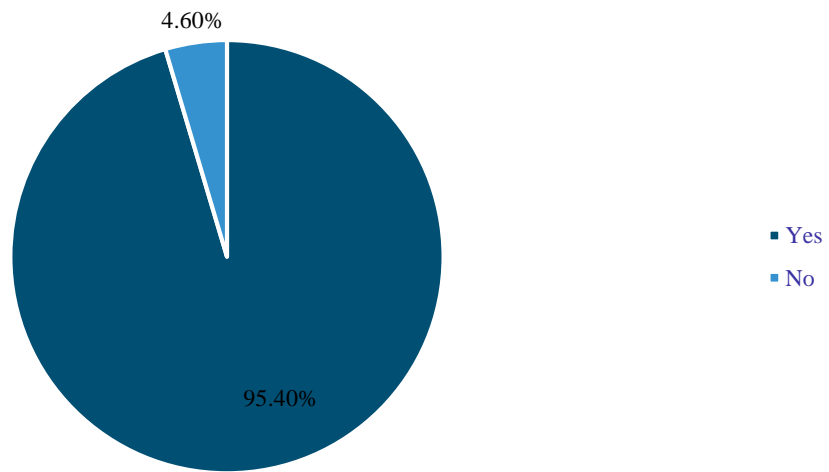
The following diagram shows in percentage students answers regarding the question whether online learning should continue even in specific cases during the academic year where most students answered YES.

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



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

22. if you could choose again now, would you enroll again in the same study program?



23.

KOMENTE:

Pyetje jo e detyrueshme.

Përgjigje e shkurtër tekstuale.

(329 përgjigje të postuara)

Comments; 329 posted answers

Comments:

Students have generally given positive feedback on the whole process of lectures, exercises, processes at UIBM and have evaluated 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 Office, after reviewing the responses of the students of the Faculty of Geosciences, the Bachelor level in this questionnaire, and after analysing all the questions and comments, at this stage of the development of the institution, recommends to the UIBM senior management to take the following steps:

- Faculties are encouraged to explore virtual learning environments through online learning.
- Continuously investing in training of academic staff on teaching methods;
- Academic staff and faculties should consider focusing on academic content as well as developing 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.