

QUALITY ASSURANCE OFFICE

0

UNIVERSITY "ISA BOLETINI"
MITROVICA



QUALITY ASSURANCE OFFICE

**Summary report on
questionnaires
conducted with students
of Faculty of
Mechanical and
Computer Engineering**

**MASTER LEVEL
(Summer Semester)**

July, 2022

QUALITY ASSURANCE OFFICE

CONTENT

List of abbreviations	3
Introduction	4
<u>Quality Assurance Office (QAO)</u>	5
Conducting of the questionnaire	Error! Bookmark not defined.
Questionnaire findings	6
Recommendations	21

QUALITY ASSURANCE OFFICE

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" in Mitrovica
QAO:	Quality Assurance Office
FMCE:	Faculty of Mechanical and Computer Engineering

QUALITY ASSURANCE OFFICE

Introduction

University "Isa Boletini" in Mitrovica (hereinafter: UIBM), as a Higher Education Institution (hereinafter: HEI) established since 2013, has continuously made efforts to make the quality assurance process measurable. Every year, questionnaires have been organized at UIBM with students and other relevant actors, who have answered the questions that were intended to show the real situation at UIBM through the perception of the respondents.

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

In of May 2022, in the wake of activities to improve quality within UIBM, with the aim of improving the provision of services at UIBM, improving teaching as a constantly changing process in relation to new methodologies, and increasing the responsibility of management staff, The QAO carried out the questionnaire with the students of the Faculty of Mechanical and Computer Engineering of UIBM, at the Master's level, at the end of the summer semester, as an already usual process.

The entire process has been transparent, and all questionnaires have been unanimous, thus respecting the dignity of each respondent and preserving the institution's prestige.

Below, we will present the data that was extracted from the questionnaire. In order for the report to preserve the ethics of each individual and that of the institution, you will find published only some of the main findings of the questionnaire. The recommendations, like its last part, will also contain suggestions and remarks which are not made public, but which were given by the respondents.

QUALITY ASSURANCE OFFICE

Quality Assurance Office (QAO)

The Quality Assurance Office is an independent office that functions within the Rectorate of the University "Isa Boletini" in Mitrovica (hereafter UIBM) which reports directly to the Rector of UIBM. QAO engages in increasing quality at UIBM 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 UIBM academic staff.

The office performs quality measurements using all instruments included in the package of quality measurement instruments 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 findings to deans of academic units for the purpose of planning academic staff development and continuous improvement.

Conducting of the questionnaire

After the lectures and exercises for the summer semester 2022, QAO launched the questionnaire with all students of the Faculty of Mechanical and Computer Engineering, master's level in all programs, from May 19 to May 31, 2022. The questionnaire was anonymous and data is collected and stored by QAO through the Electronic System for Quality Assessment - EQAS. The students answered through the University Management System (hereinafter UMS) in the questionnaire which contained 24 closed questions and 1 open question, where they evaluated the study program and the support in the research work.

The questionnaire was divided into two levels:

- Study program and
- Support in research work

The questions were intended to see these main aspects:

- Curricula of the program

QUALITY ASSURANCE OFFICE

- Development of critical thinking
- Consultations with the mentor and his contribution;
- Teachers' approach towards students;
- Methods of holding online lessons;
- Learning outcomes.

Questionnaire findings

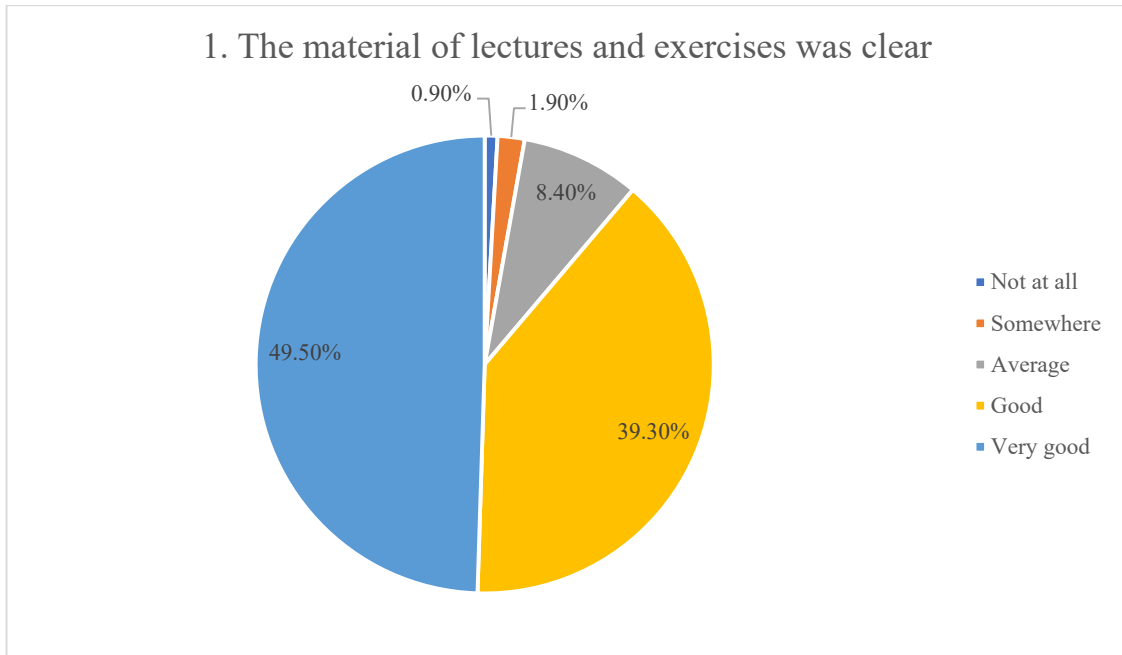
The questionnaire was completed by all the students who presented the exams in the regular exam period at the Faculty of Mechanical and Computer Engineering, Master's level. QAO has distributed the questionnaire to all the academic staff of FMCE and we have received 107 responses from the students, where the students' participation in the questionnaires is considered very satisfactory.

From the findings, students have been honest in their responses, and we have received many comments and suggestions that show their interest in contributing to the processes at UIBM.

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

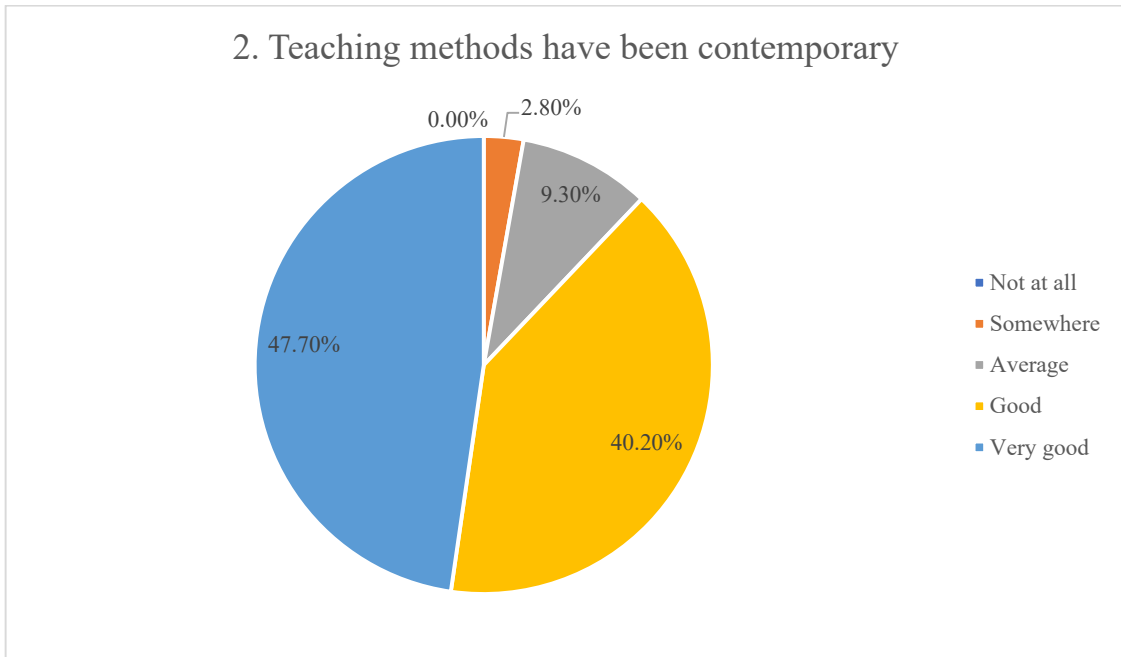
QUALITY ASSURANCE OFFICE

The first diagram expresses in percentage the students' answers regarding the question of whether the material of the lectures and exercises was clear, where half of the students rated it as very good, two-fifths rated it as good, and a small number rated it average, to somewhere and not good at all. In general, we can say that the material of lectures and exercises during the summer semester of the academic year 2021/2022 was clear.

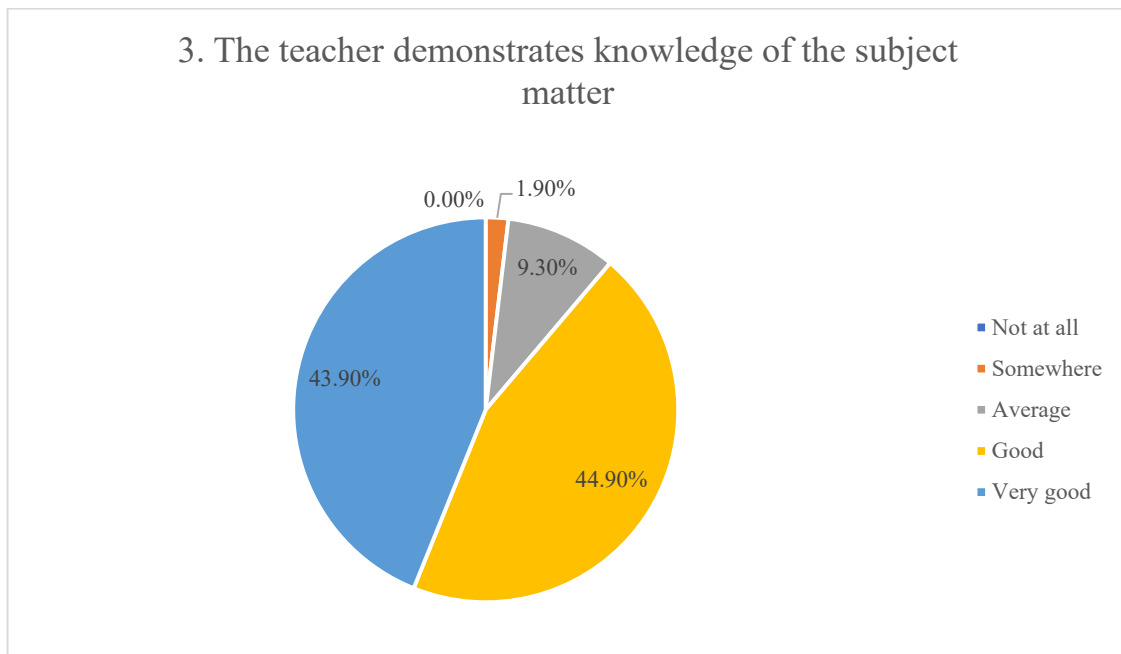


The second diagram expresses in percentages the students' answers regarding the teaching methods, where almost half of the students rated it as high as possible, two-fifths rated it as good, and a small number of students rated it average, to somewhere and not at all. In general, according to the results, the teaching methods used during the summer semester of the academic year 2021/2022 were modern or contemporary.

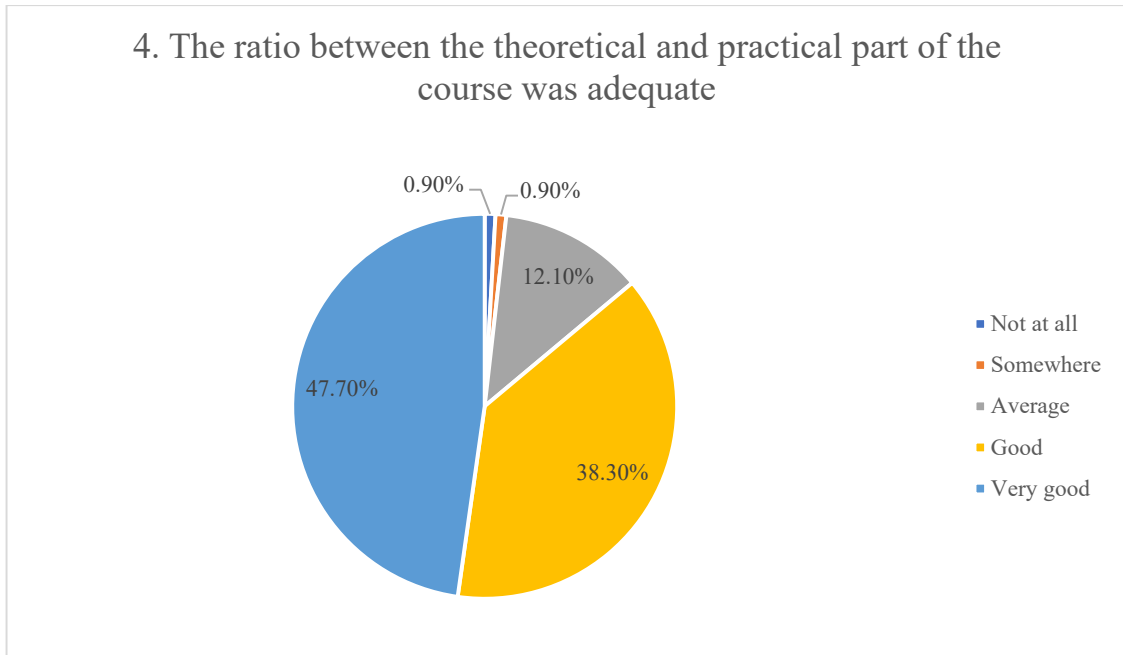
QUALITY ASSURANCE OFFICE



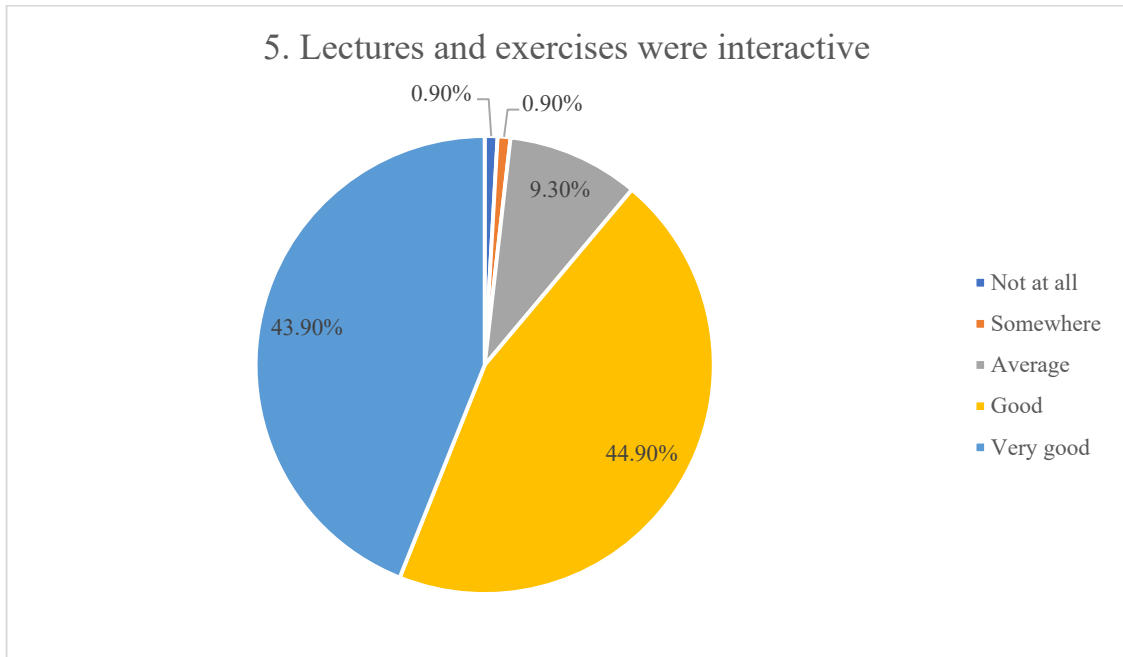
The third diagram in a row expresses in percentage the students' responses regarding the teachers' knowledge of the subject, where more than two-fifths of the students gave the maximum rating, more than two-fifths good, and a small number answered average, to somewhere and not at all good. Based on the results, we can say that the teachers have shown knowledge of the subject matter.



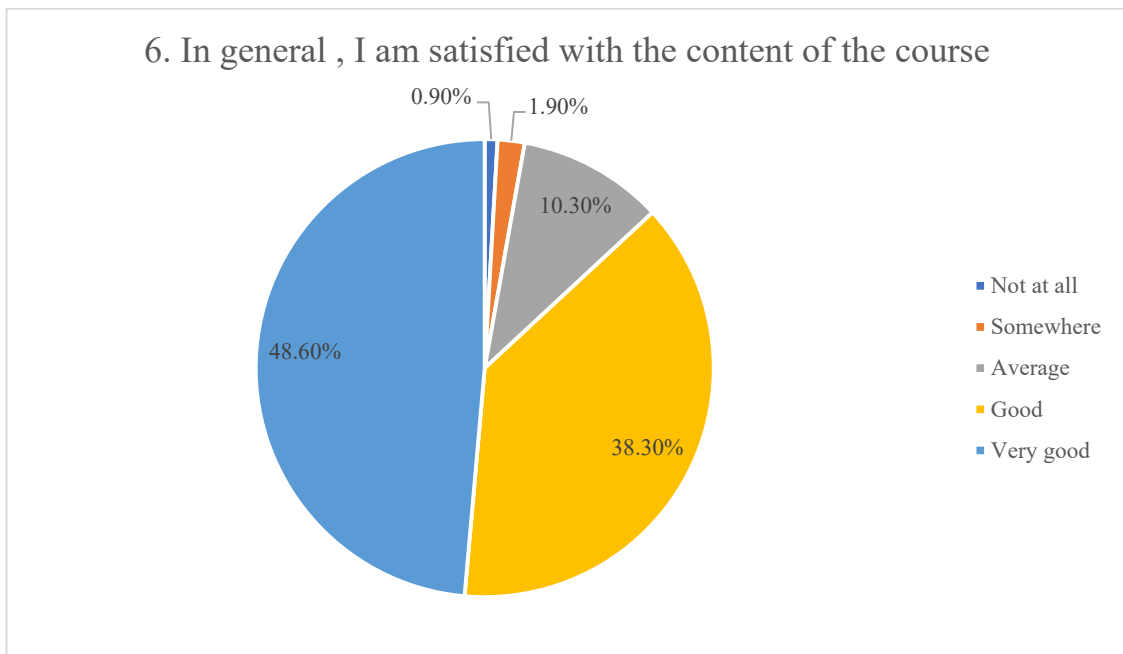
Further , the fourth diagram expresses the percentage of students' answers regarding the ratio between the theoretical and practical part of the course, where a little more than half of the students rated it as very good, a little more than a third good and a small number have responded average, somewhere and not at all good. In general, we can say that the ratio between the theoretical and practical part of the course was adequate.



The fifth diagram expresses in percentage the students' responses regarding the interactivity of the lectures and exercises, where a little more than half of the students rated it as very good, more than a third of them rated it as good, and a small number responded as average, up to somewhere and not at all good. In general, we can say that the lectures and exercises during the summer semester of the academic year 2021/2022 have been interactive.

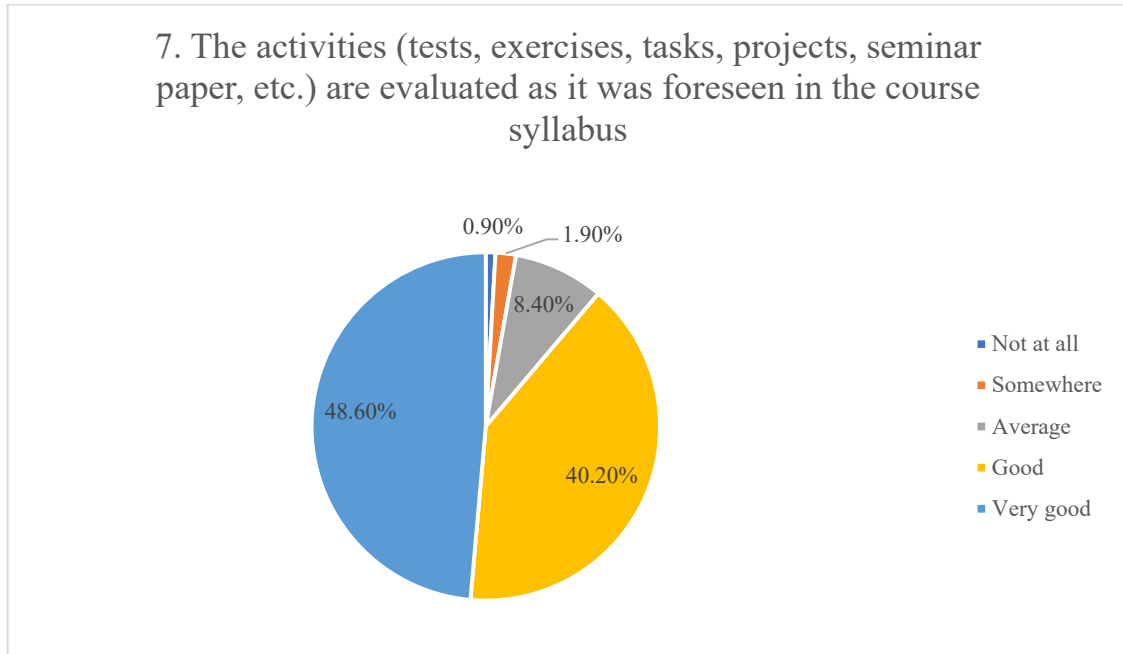


The sixth diagram expresses the percentage of students' answers related to the content of the course, where almost half of the students rated it as very good, a little more than a third good, and a small number answered average, somewhere and not at all good. In general, we can say that the students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

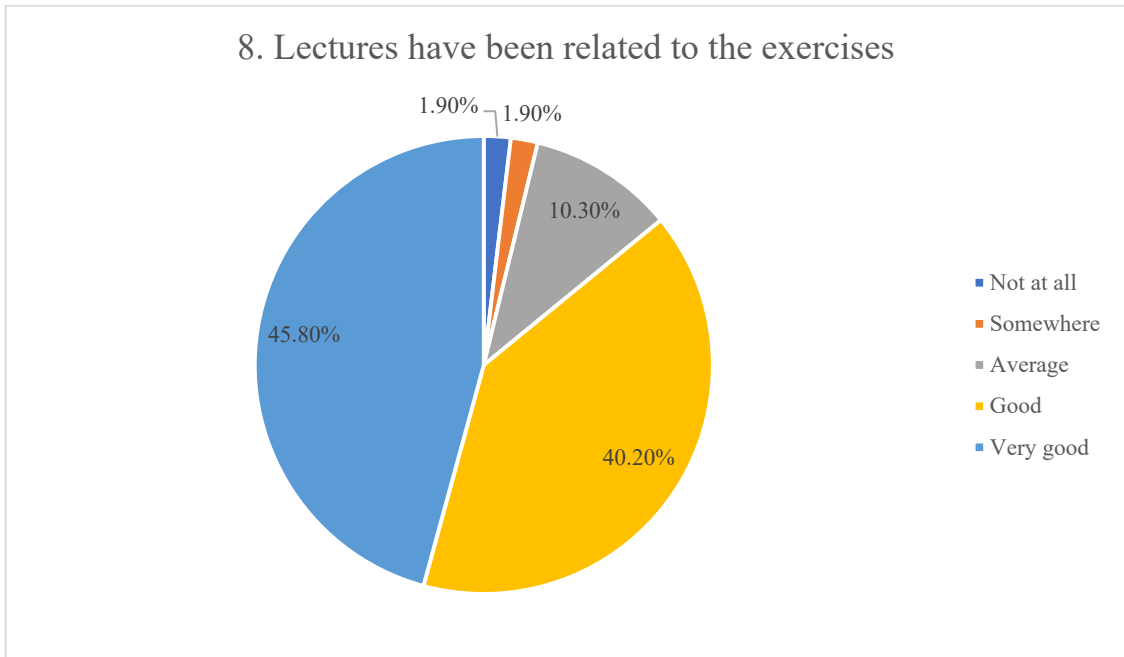


QUALITY ASSURANCE OFFICE

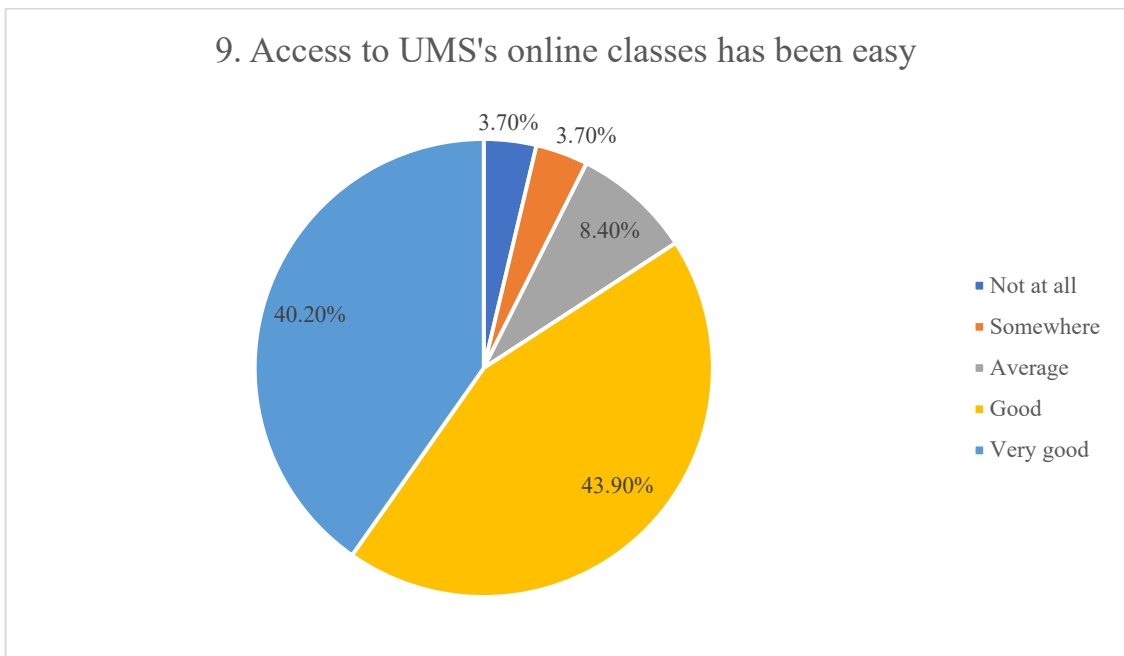
The seventh diagram expresses in percentage the students' responses regarding the evaluation of the activities according to the course syllabus, where almost half of the students rated very good, two-fifths good and a small number answered average to somewhere and not at all good. In general, we can say that the activities were evaluated as it was foreseen in the course syllabus.



The eighth diagram expresses the percentage of students' answers regarding the correlation between lectures and exercises, where almost half of the students rated it as very good, two-fifths as good and a small number answered average to somewhere and not at all good. In general, we can say that the lectures were related to the exercises.

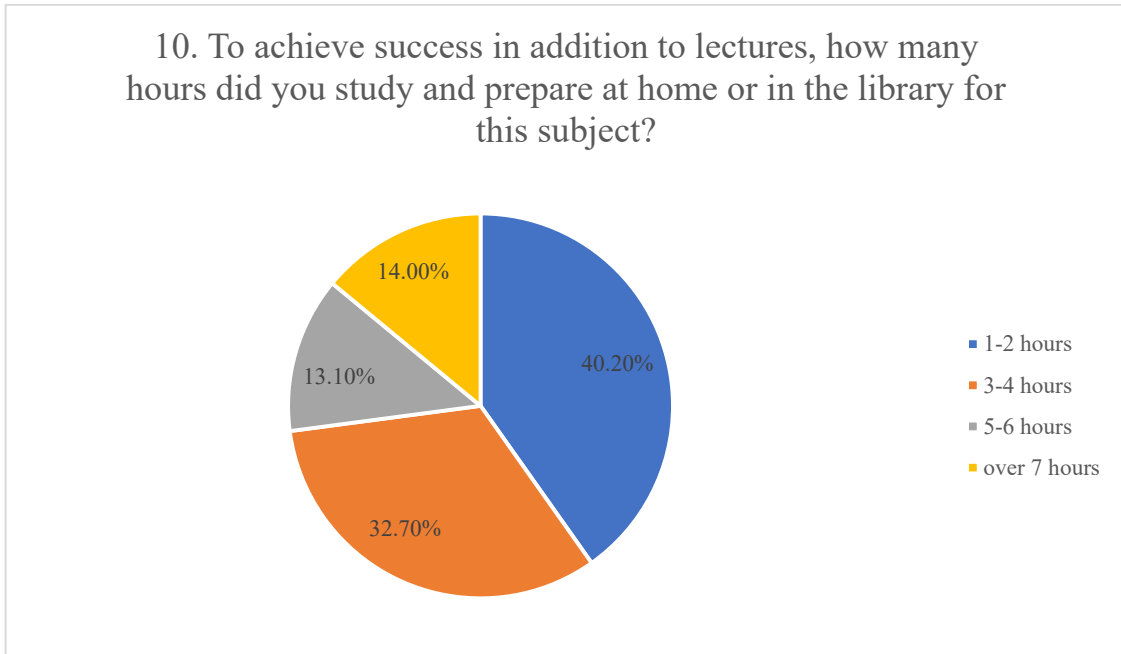


Next, the ninth diagram expresses in percentage the students' responses regarding the ease of access to the online learning classes at UMS, where two fifths of the students rated very good, more than two fifths good and a small number are answered average, to somewhere and not at all good. In general, we can say that according to the students, access to online classes has been easy.

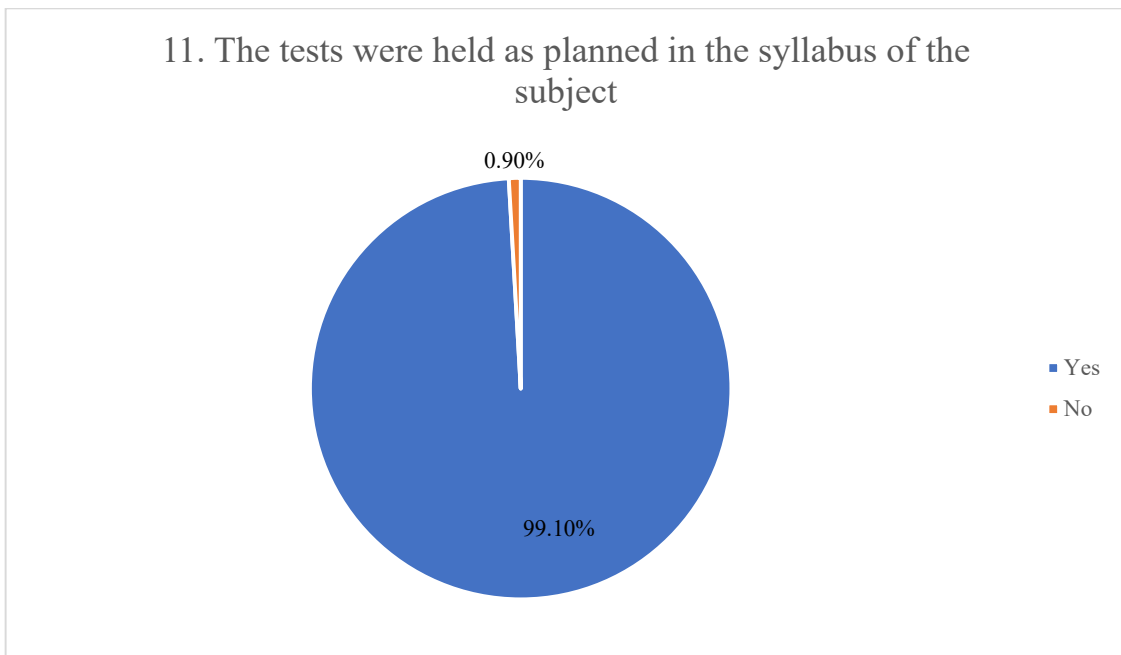


QUALITY ASSURANCE OFFICE

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

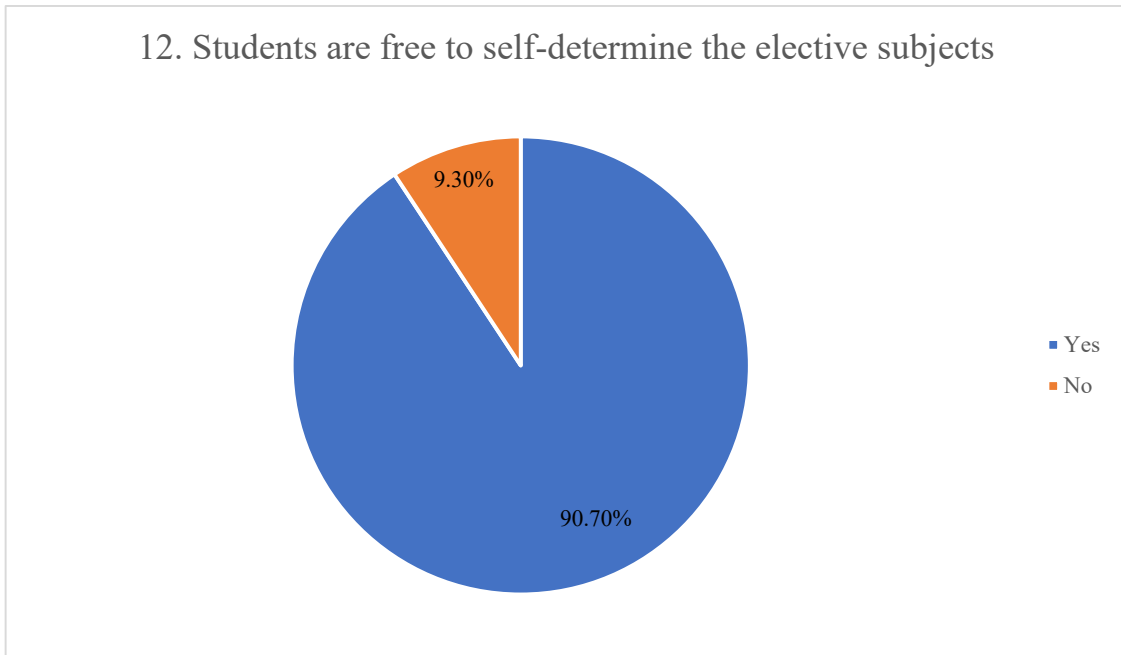


The eleventh diagram shows that most students affirmed that the tests were held as planned in the course syllabus.

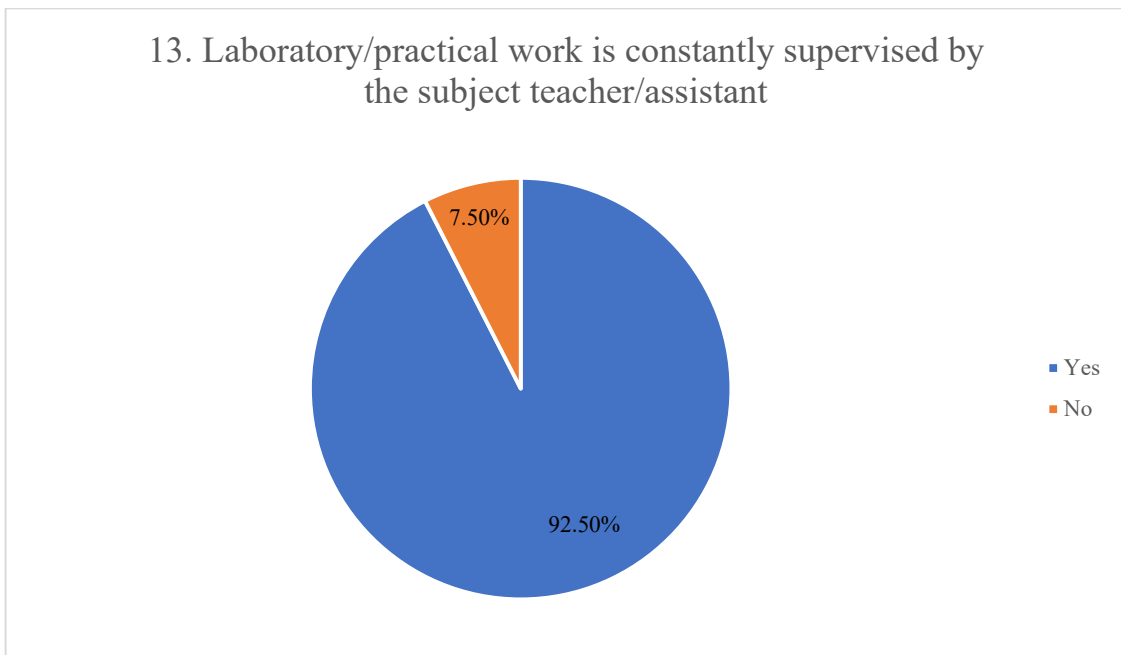


QUALITY ASSURANCE OFFICE

The twelfth diagram shows that the majority of students affirmed that they were free to choose their own elective subjects.

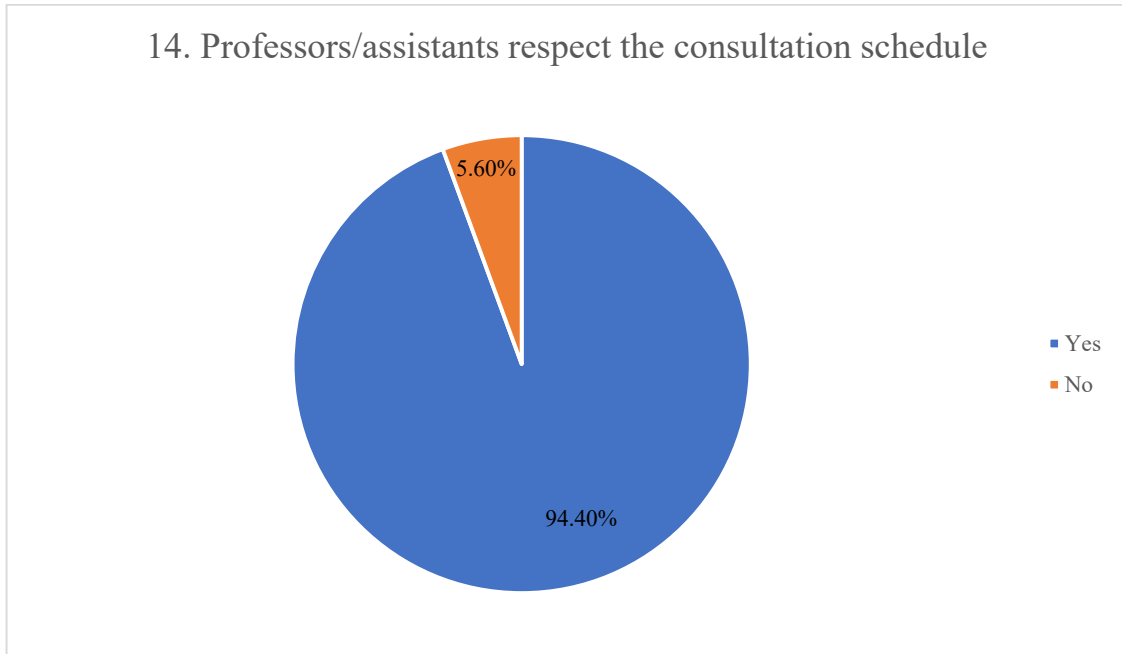


The thirteenth diagram shows that the majority of students stated that the laboratory/practical work was constantly supervised by the subject teacher/assistant during the summer semester of the 2021/2022 academic year.

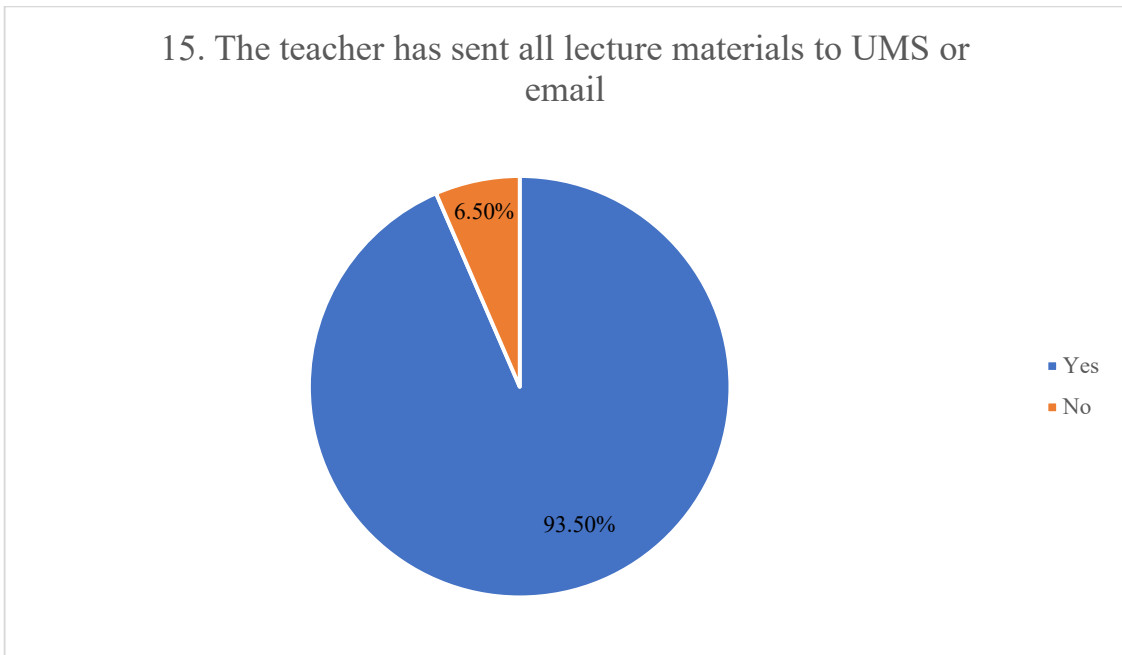


QUALITY ASSURANCE OFFICE

Further, the fourteenth diagram shows that the majority of students affirmed that the professors/assistants respected the consultation schedule during the summer semester of the academic year 2021/2022.

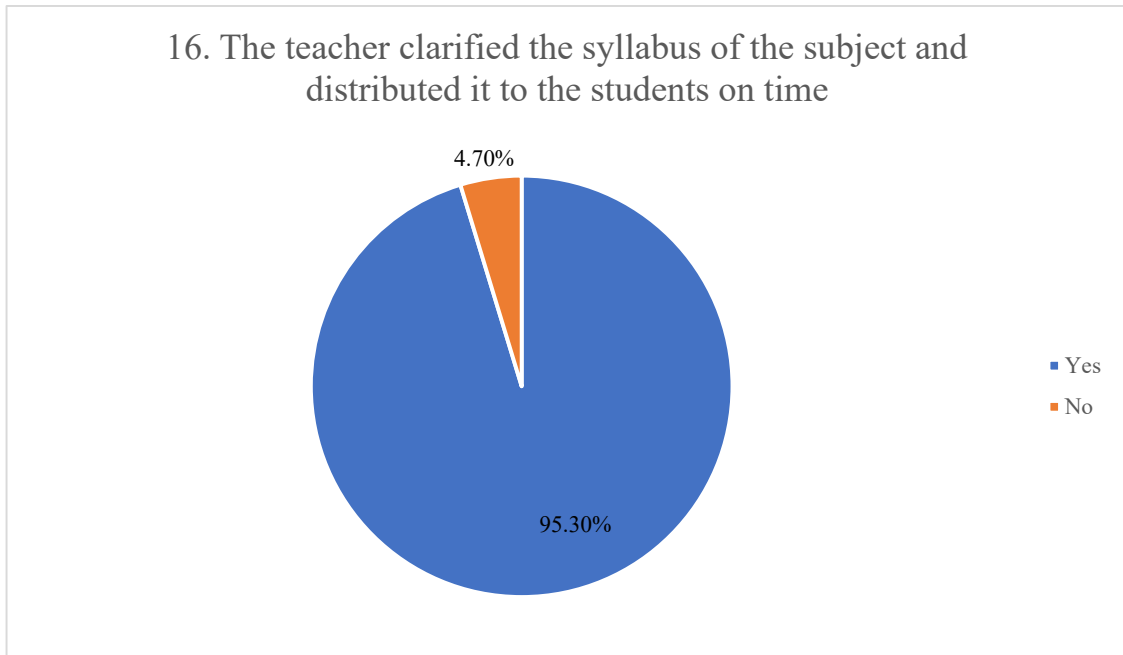


The next diagram shows, based on the statement from the majority of students, that the teacher has sent all lecture materials to UMS or email.

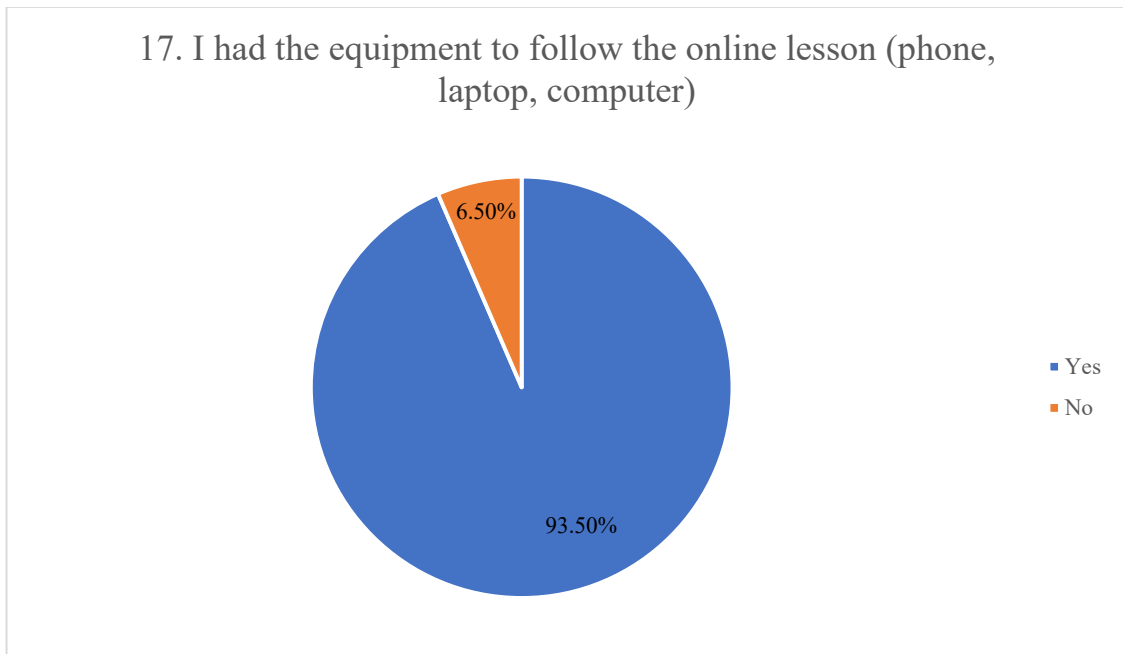


QUALITY ASSURANCE OFFICE

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

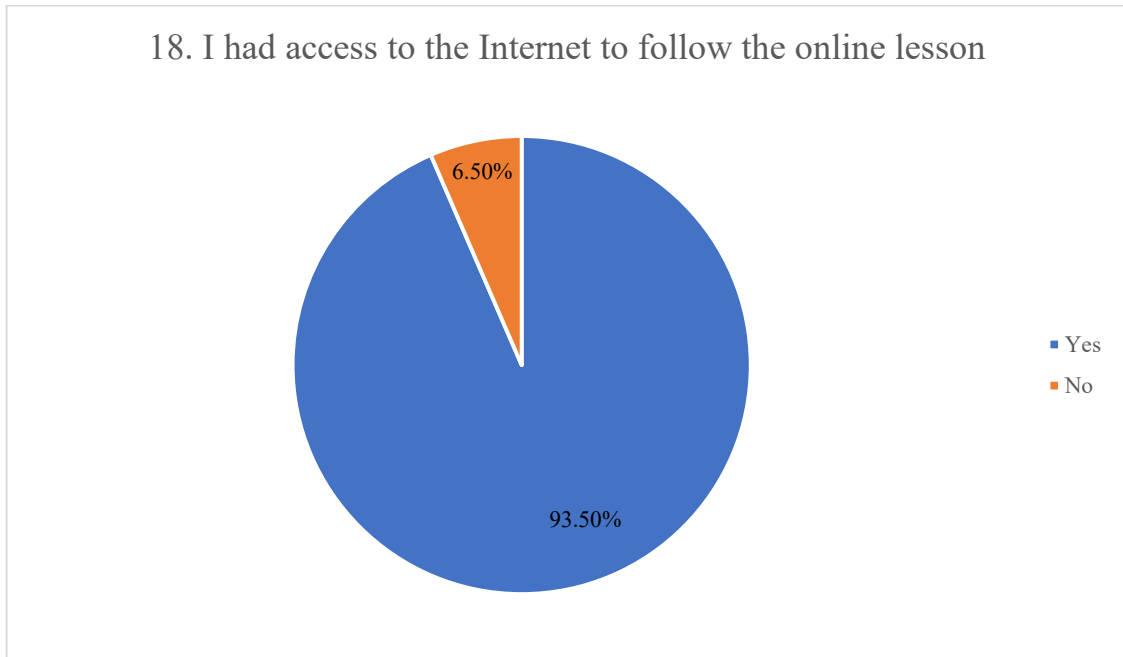


The seventeenth diagram in a row shows that the majority of students had access to online learning.

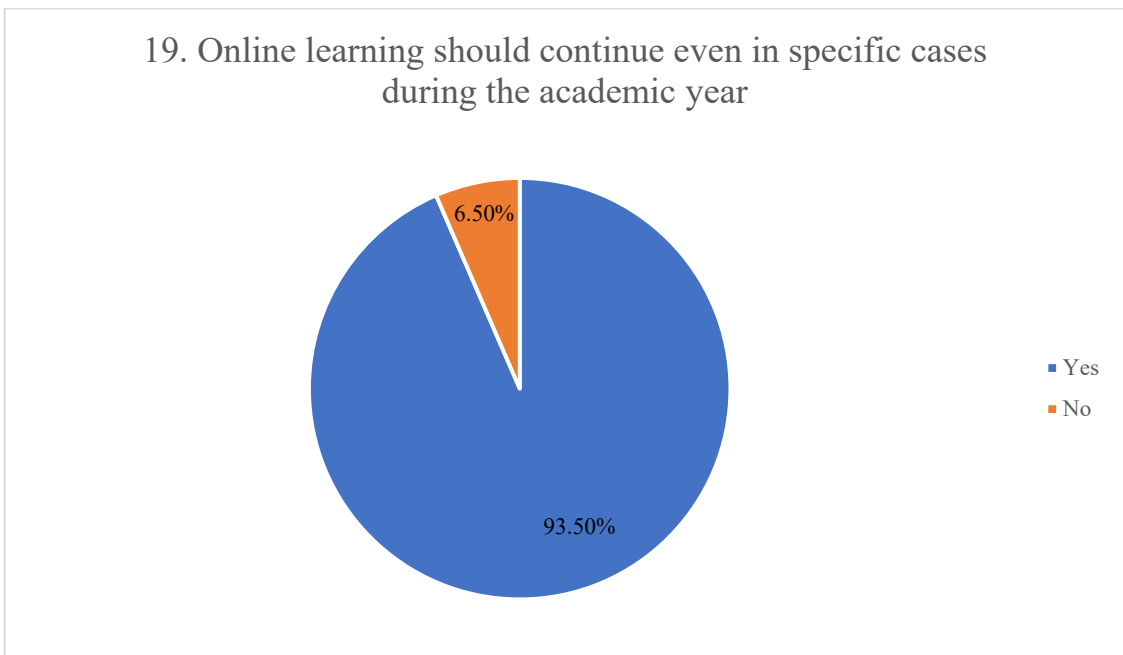


The eighteenth diagram shows that the majority of students claimed that they had access to the Internet to follow online learning.

QUALITY ASSURANCE OFFICE



The nineteenth diagram shows that the majority of students have affirmed that online learning should continue even in specific cases during the academic year.



The twentieth diagram shows that most of the students claimed to have developed research/research work.

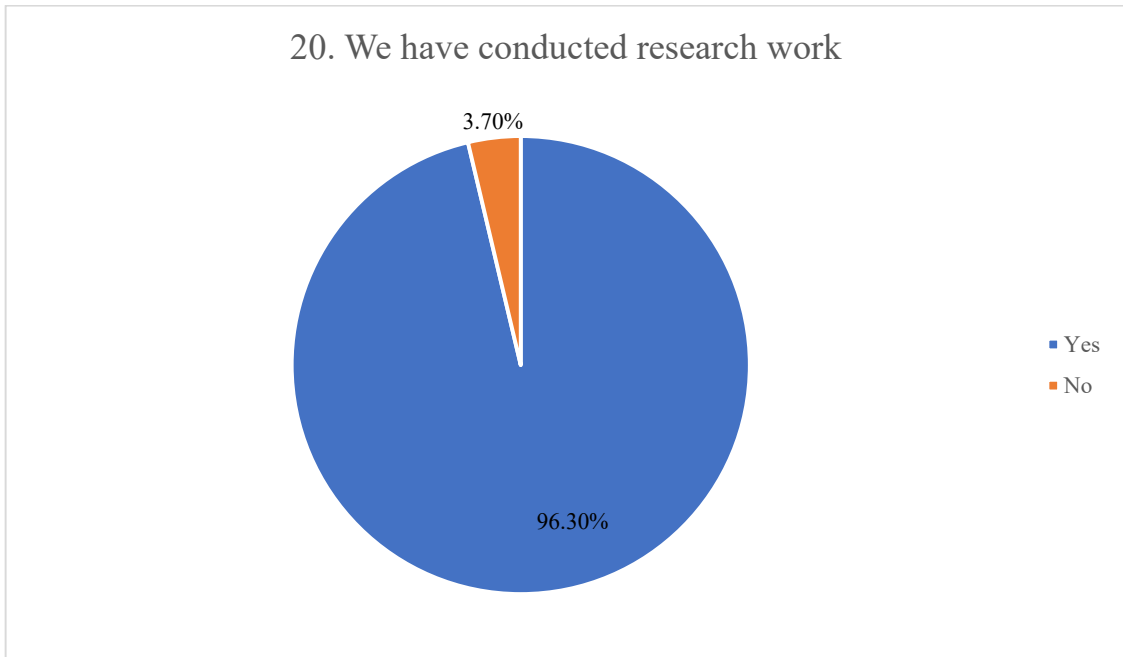
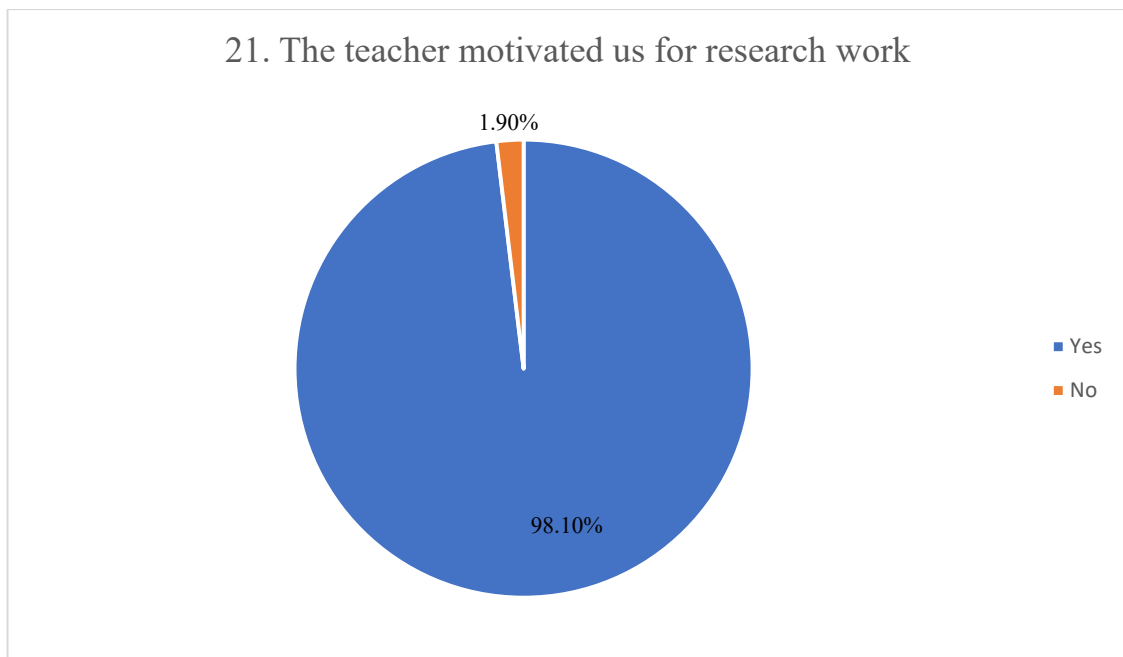
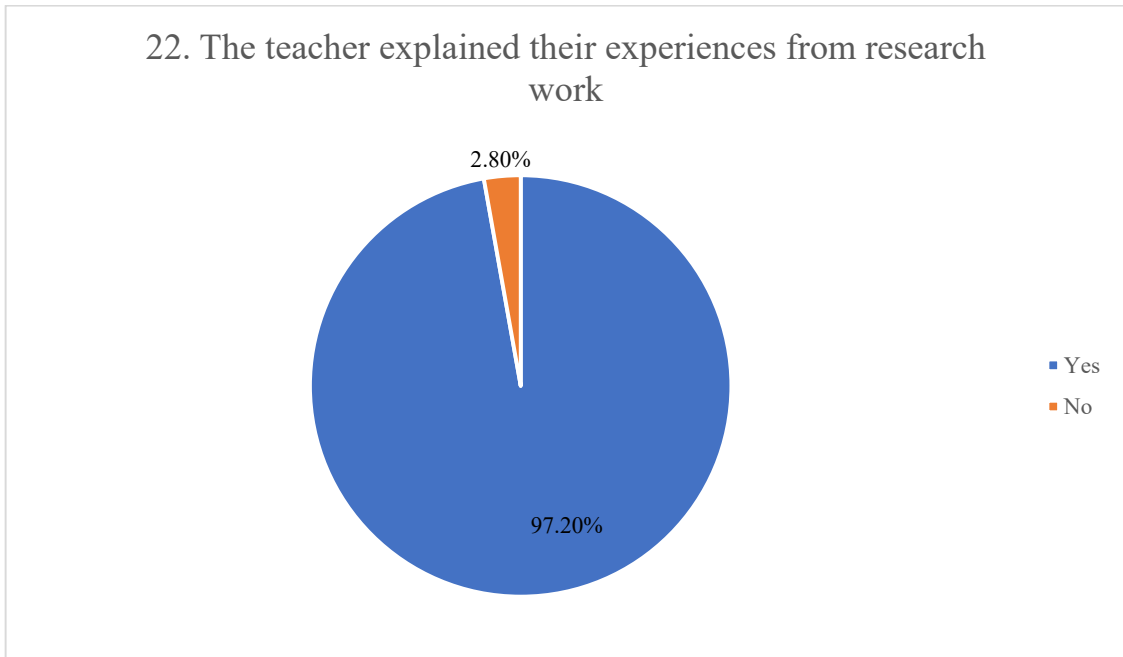


Diagram twenty-one shows that most students have affirmed that teachers have motivated them for research work.

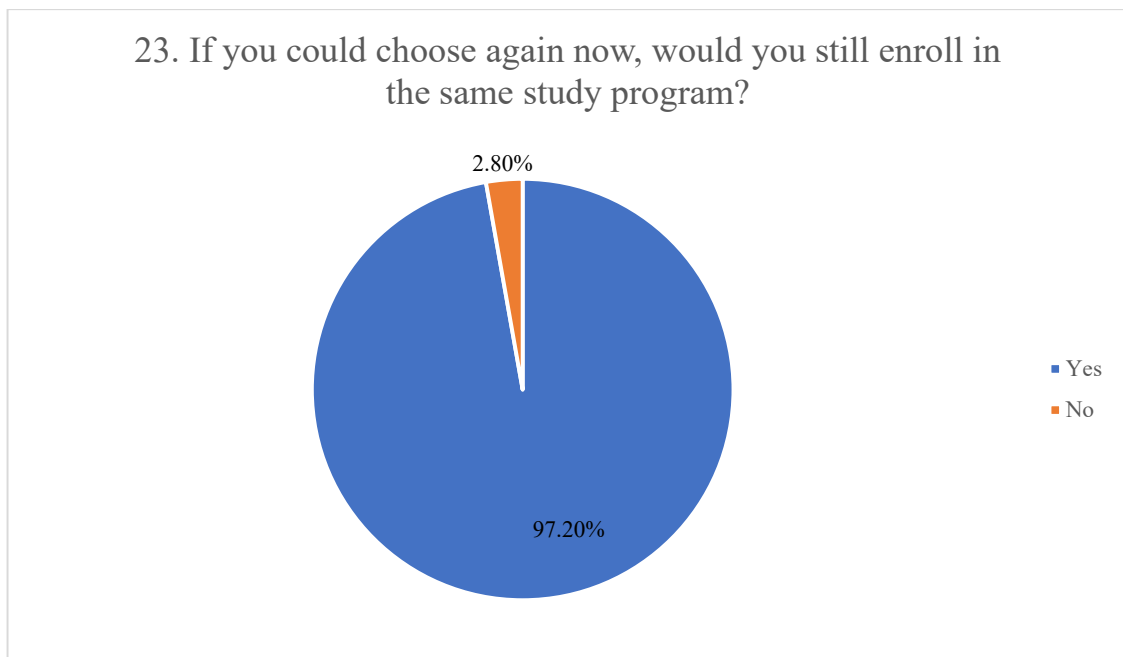


Further, the next diagram shows that most of the students have affirmed that the teachers have explained their experiences from the research/research work.

QUALITY ASSURANCE OFFICE

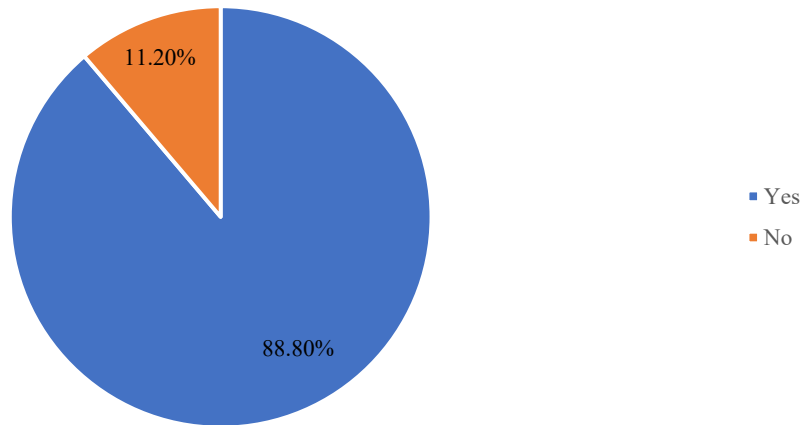


The twenty-third diagram in a row shows that the majority of students have affirmed that if they could choose again, they would enroll again in the same study program.



The last diagram regarding the closed questions shows that the majority of students affirmed that they would recommend the study program to others considering the experience.

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



25. Comments: What changes would you suggest in order to improve the quality of teaching and research work within this study program? (67 respondent)

25. KOMENTE: Çfarë ndryshimesh do të sugjerorit me qëllim të përmirësimit të cilësisë së mësimdhënies dhe punës hulumtuuese në kuadër të këtij programi të studimit?
Pyetje jo e detyrueshme.
Përgjigje e gjatë tekstuale (Paragraf teksti)
(67 përgjigje të postuara)

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 students' practical work even during master's studies;
- More communication and cooperation between teachers and students;
- Additional material;
- Evaluation of students during lectures;
- Holding lessons on weekend, due to work;

Recommendations

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

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