



QUALITY ASSURANCE OFFICE

SUMMARY REPORT ON ACADEMIC STAFF  
SELF-ASSESSMENT

September, 2022

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## **List of abbreviations**

<b>HEI:</b>	Higher Education Institution
<b>CCQAE:</b>	Central Commission for Quality Assurance and Evaluation
<b>EQAS:</b>	Electronic Quality Assessment System
<b>UMS:</b>	University Management System
<b>UIBM:</b>	University "Isa Boletini" in Mitrovica
<b>QAO:</b>	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.

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 University "Isa Boletini" in Mitrovica (here hereinafter: QAO) has a special role in these developments, and is the main body within UIBM for internal quality measurement.

In July 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 has carried out the questionnaire for the self-evaluation of the academic staff at UIBM, as an already common process. The entire process of launching questionnaires and collecting data was done by QAO in full coordination with CCQAE. The process has been transparent, thus respecting the dignity of each respondent and preserving the prestige of the institution. 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 (QAO)**

The Quality Assurance Office is an independent office that functions within the Rectorate of 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**

CCQAE has approved the questionnaire for the self-assessment of the academic staff and QAO on 08.07.2022 to 20.07.2022 has launched the questionnaire in UMS. The questionnaire was intended for all professors and assistants who had active courses in the summer semester 2022. The Academic Staff responded through UMS to the questionnaire, which contained 32 closed questions and 3 open questions, related to their contribution in the community, the advantages as well as the necessary improvements.

## **Questionnaire findings**

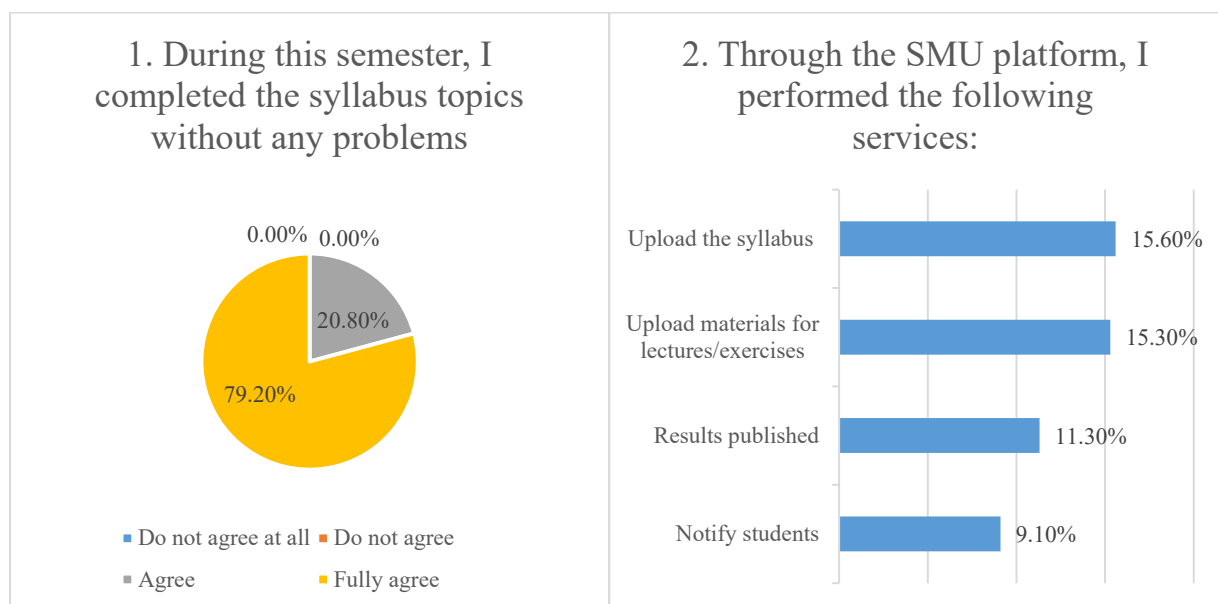
QAO launched the questionnaire from 08.07.2022 to 20.07.2022 and we received a total of 72 self-evaluations of the academic staff. This report expresses only the general statistics, and the recommendations that emerge from the totality of the responses.

The academic staff have stated that they have implemented the syllabus topics without any problems, they have distributed the syllabuses to the students already in the first week, and half of them have taken into account the remarks and suggestions for the improvement of the syllabuses. Regarding online access to lectures, most of them answered that it worked well, while a smaller percentage stated that they encountered problems from time to time. During the lectures, the academic staff used the help of tables, posters, etc., to show examples-cases from practice so that the students better understand the lecture/exercises. The academic staff encouraged and enabled students to ask questions and comments at any time during the lectures.

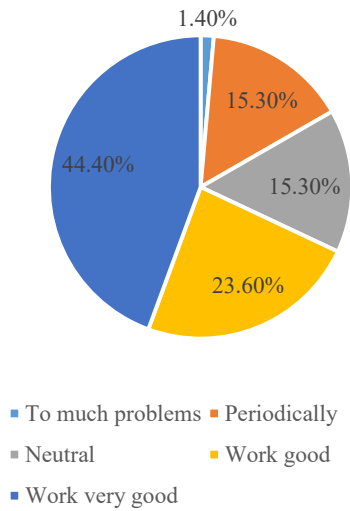
The approach of the academic staff with the students has been in order and always correct. Students were evaluated for each of their activities during the lectures/exercises and were taken into account in the final evaluation.

The IT office has come to the aid of the academic staff to facilitate your access and eliminate the difficulties of using the online platform. The academic staff have participated in trainings for new teaching methods as well as other trainings, but this part should be strengthened even more and the academic staff should constantly be committed to improving their skills in foreign languages. Regarding the organization of visits to communities/schools/businesses/organizations, etc., half of the academic staff have affirmed that they have organized at least one visit, and they have also invited a professor/expert to the lectures of each subject. The academic staff have affirmed that they have participated in various work commissions, are regular in the meetings of the Faculty Council and contribute to the process of re-accreditation/accreditation in the faculty.

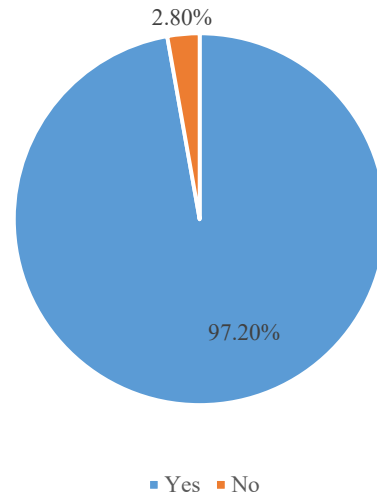
Academic staff keep records of student activities and continuously update their lecture/exercise schedule and records are available at all times to management if required.



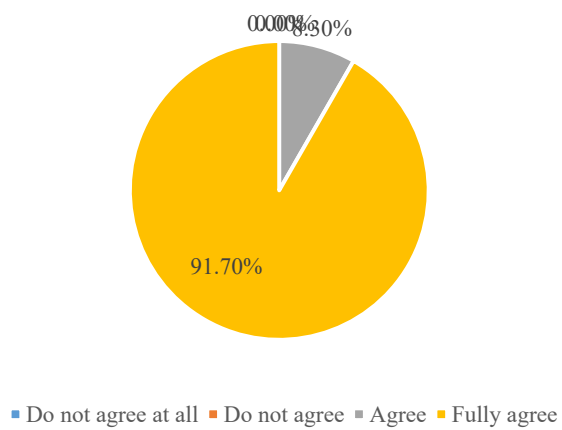
3. I had problems with online access to lectures



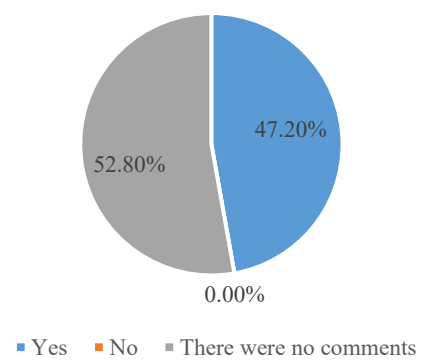
4. I distributed the course syllabus in the first week



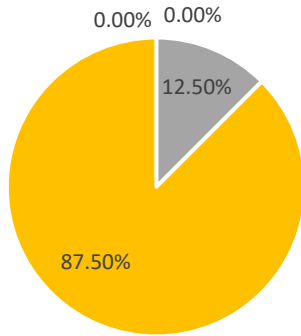
5. In the first lecture, I clarified the content, assessment, tasks, literature, etc.



6. I have taken students' remarks and suggestions for changes in the syllabus into consideration

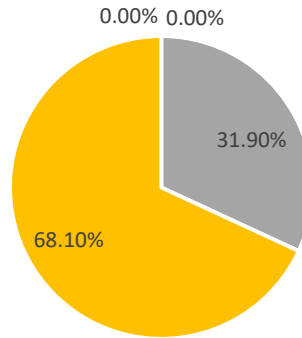


7. I have used case examples from practice in order for the student to better understand the lecture/exercises



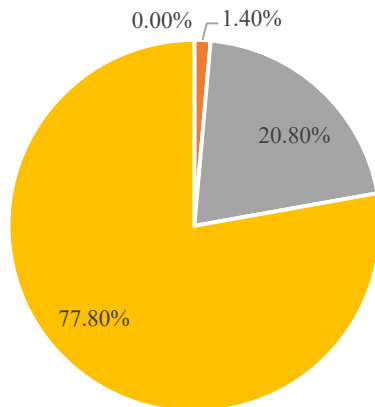
■ Do not agree at all ■ Do not agree ■ Agree ■ Fully agree

8. I have used the help of tables, technology, posters and the like



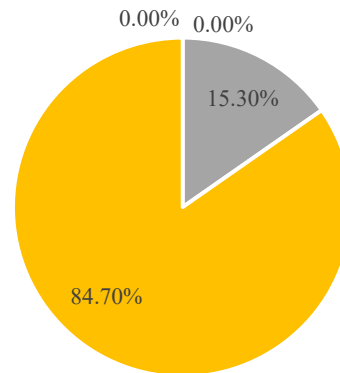
■ Do not agree at all ■ Do not agree ■ Agree ■ Fully agree

9. I conducted the lesson every week according to the schedule



■ Do not agree at all ■ Do not agree ■ Agree ■ Fully agree

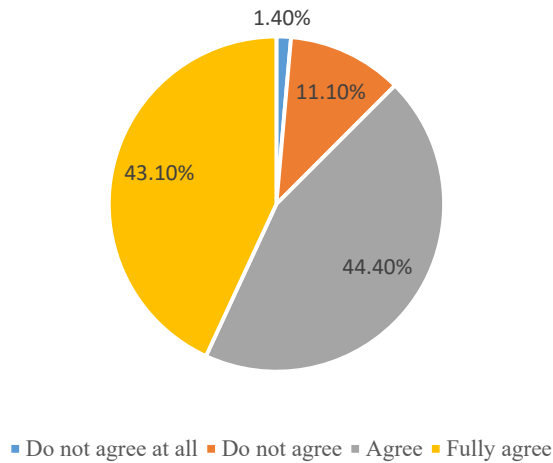
10. I stimulate interactivity with students



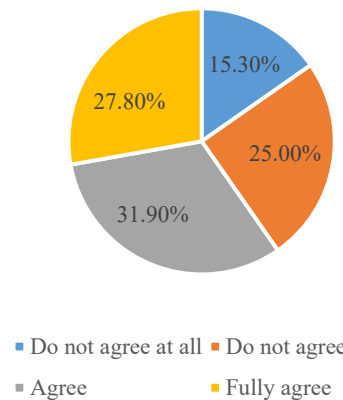
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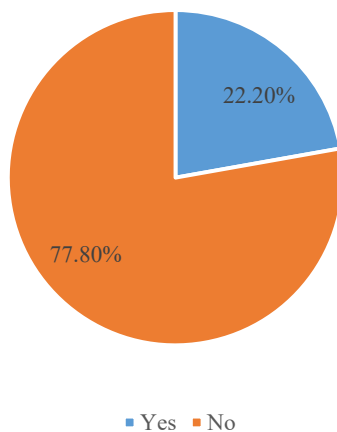
11. I have incorporated my research into the content of the syllabus



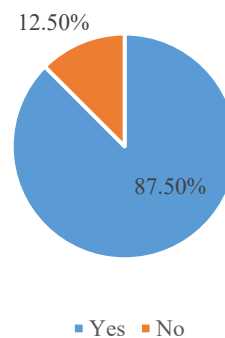
12. I organized at least one visit to the community/school/business/organization etc.



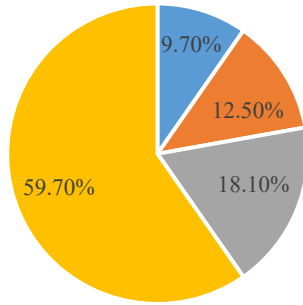
13. I had at least one invited professor/expert in the lectures of each subject



14. I participated in at least two work committees at the faculty (commissions for the defense of topics, committees for drafting documents, materials, etc.)

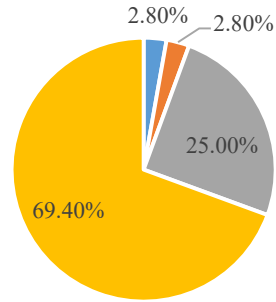


15. I actively participate in the meetings of the Faculty Council



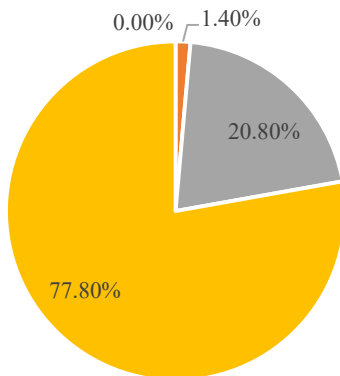
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■ Agree ■ Fully agree

16. I contributed to the process of re-accreditation/accreditation in the faculty



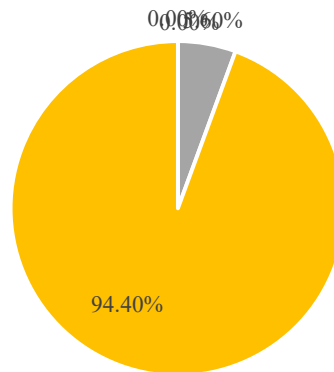
■ Do not agree at all ■ Do not agree  
■ Agree ■ Fully agree

17. Submit student exam reports on time



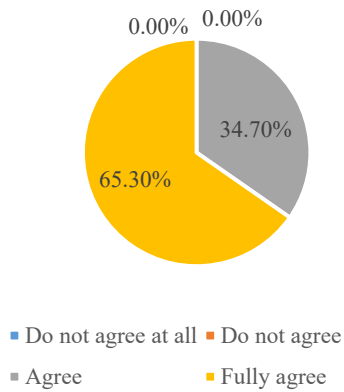
■ Do not agree at all ■ Do not agree  
■ Agree ■ Fully agree

18. My approach with students has always been correct

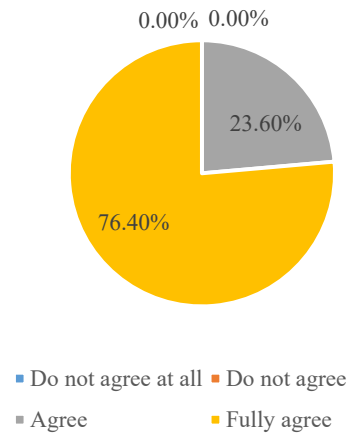


■ Do not agree at all ■ Do not agree  
■ Agree ■ Fully agree

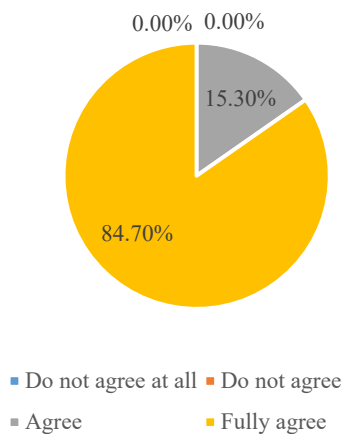
19. Every week, I hold consultations with students according to the schedule published in the SMU/cabinet



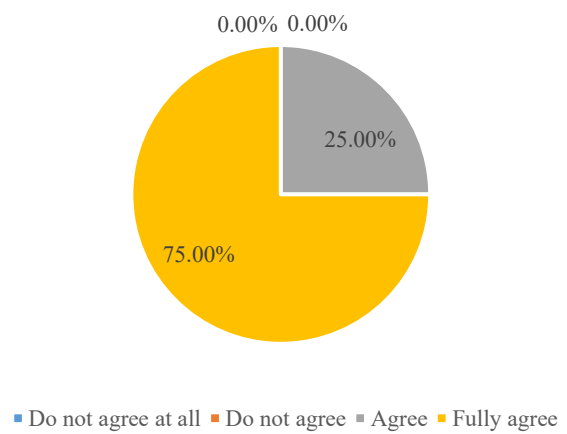
20. I have respected the student evaluation form according to the syllabus



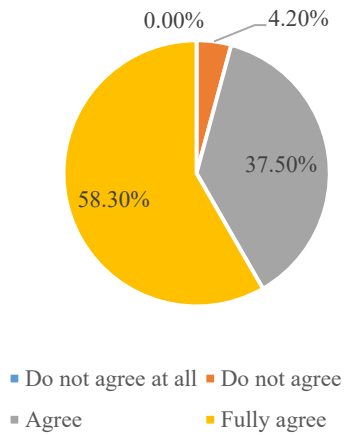
21. I include the student's commitment from the activities during the semester in the final evaluation



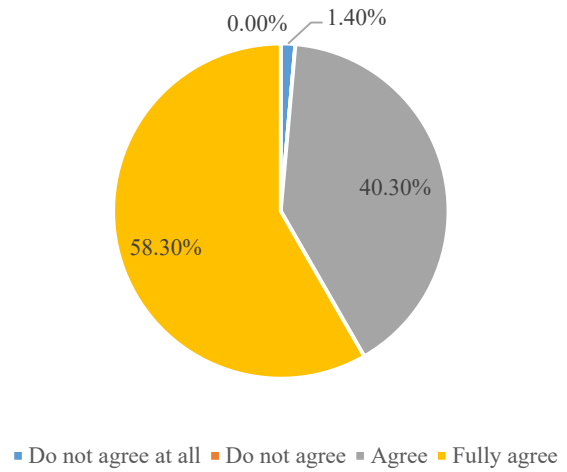
22. I take into account students' suggestions for improving the development of lectures/exercises



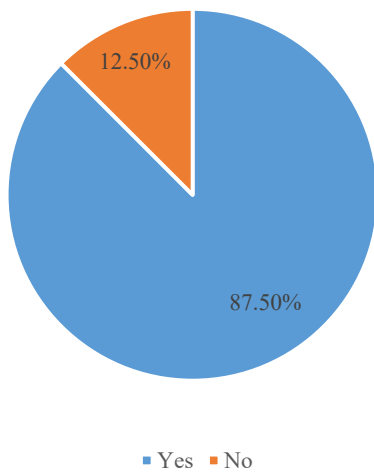
23. I have collaborated with colleagues and the IT office to eliminate the difficulties of using the online platform



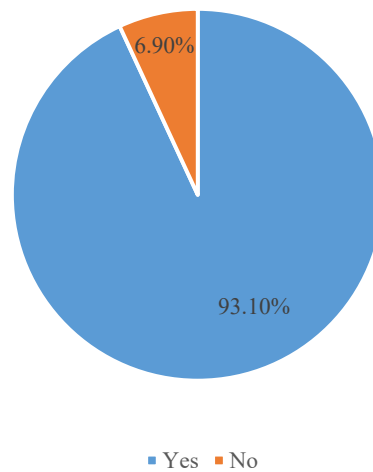
24. I collaborate with other colleagues to identify teaching and faculty problems



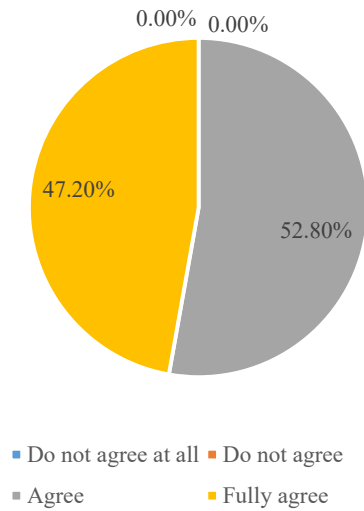
25. I participated in trainings for new teaching methods



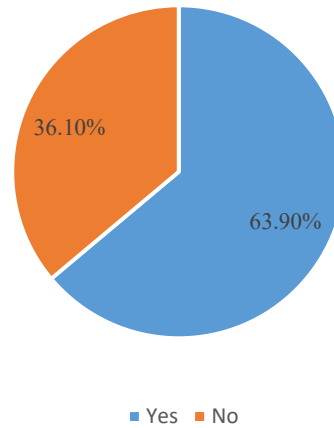
26. I participated in various trainings



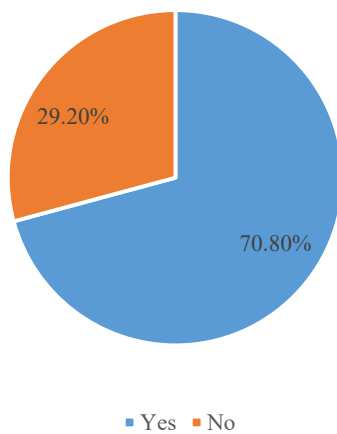
27. I constantly improve my foreign language skills



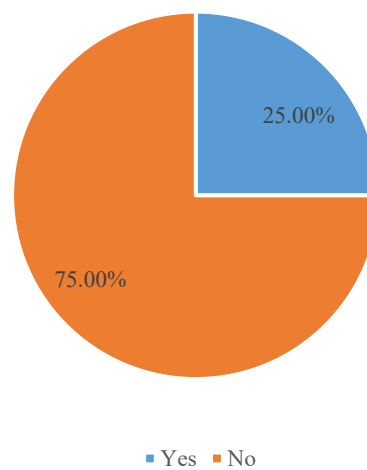
28. During this academic year, I made one (or more) publication in a scientific journal

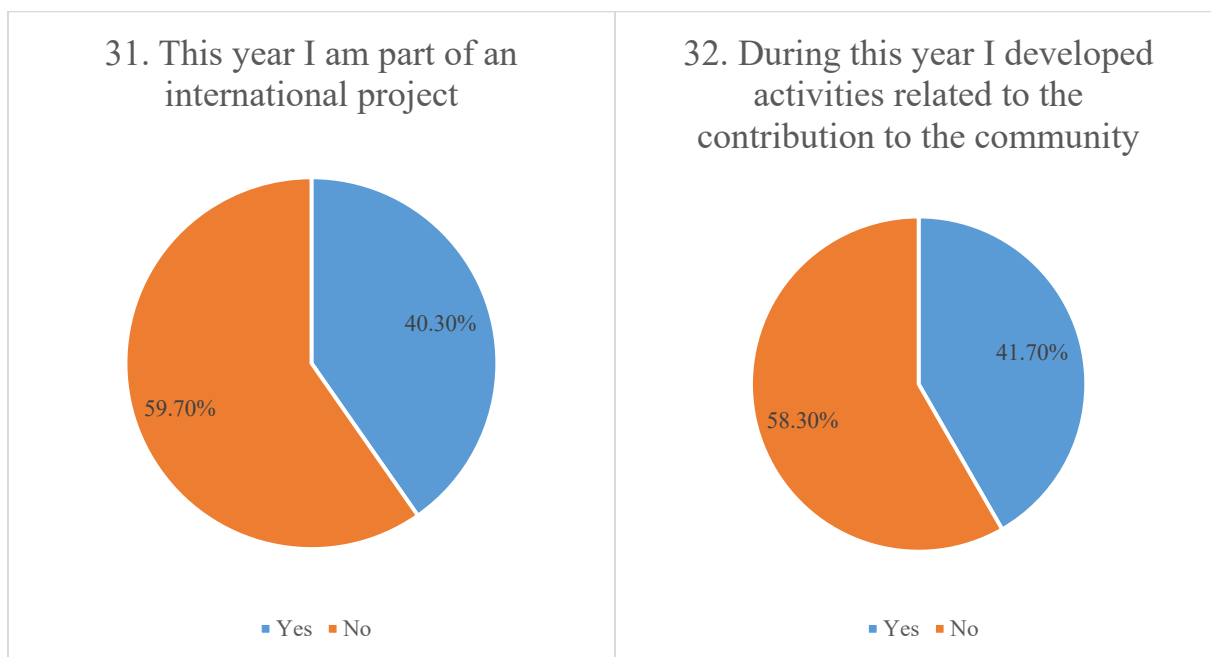


29. During this academic year, I participated in one (or more) scientific conferences



30. During this academic year I applied for mobility





**33. Comments;** If you have developed activities related to the contribution to the community, please show them: ( 27 responded)

**33.** Nëse keni zhvilluar aktivitete që lidhen me kontributin në komunitet, ju lutem tregoni ato:  
 Pyetje jo e detyrueshme.  
 Përgjigje e gjatë tekstuale (Paragraf teksti)  
 (27 përgjigje të postuara)

Some of the activities mentioned by the academic staff:

- Participation in the compilation of projects for the mining sector and the purpose of community awareness;
- Part of the action plan for the youth of Vushtria;
- Application of EU projects for social life;
- Applying to a scientific project for the benefit of the university;
- Compilation of projects for environmental impact assessment, also drafting of utilization programs where the main role is played by the community;
- Active participation in mediums with professional topics that serve to increase awareness and educate the community in general;
- Informing young people about the development of the mineral and productive sector in the country;
- Early childhood development and care training;

### 34. Comments: Strengths (72 repoded)

**34.** **Përparësitë e mia:**  
**Pyetje e detyrueshme.**  
Përgjigje e gjatë tekstuale (Paragraf teksti)  
**(72 përgjigje të postuara)**

Some of the advantages mentioned by the staff self-assessment are:

- Collaborative, Communicative, Motivated, Self-initiative;
- Creating an inclusive and equal environment;
- Correct work, positive approach to teaching,
- Application of contemporary methods for teaching and learning
- Professional integrity
- Development of interactivity, group work, debate, free and critical thinking;
- Demonstrated professionalism;
- Professional preparation and experience;
- Good knowledge of various computer programs, etc.;

### 35: Comments: Needs for improvement (72 responded)

**35.** **Nevoja për përmirësim:**  
**Pyetje e detyrueshme.**  
Përgjigje e gjatë tekstuale (Paragraf teksti)  
**(72 përgjigje të postuara)**

Some of the necessary improvements noted by staff are:

- Higher acquisition of foreign languages;
- Increasing the level of publication of works;
- Higher participation in conferences as well as trainings, mobility;
- Advancement in pedagogical methods in teaching;
- Better coordination with colleagues;

## **Recommendations**

The quality office of UIBM, after having reviewed the answers of the self-assessment of the academic staff, and after analyzing all the questions and comments, at this stage of the development of the institution, recommends to the senior management of UIBM, that the following steps be taken :

- Providing foreign language courses for academic staff
- Supporting the academic staff in scientific publications at home and abroad.
- Organization of trainings for new teaching methods
- Creation of the academic staff network within UIBM to provide opportunities for collaboration.
- Organization of study visits for academic staff and students.