



**University of Mitrovica**

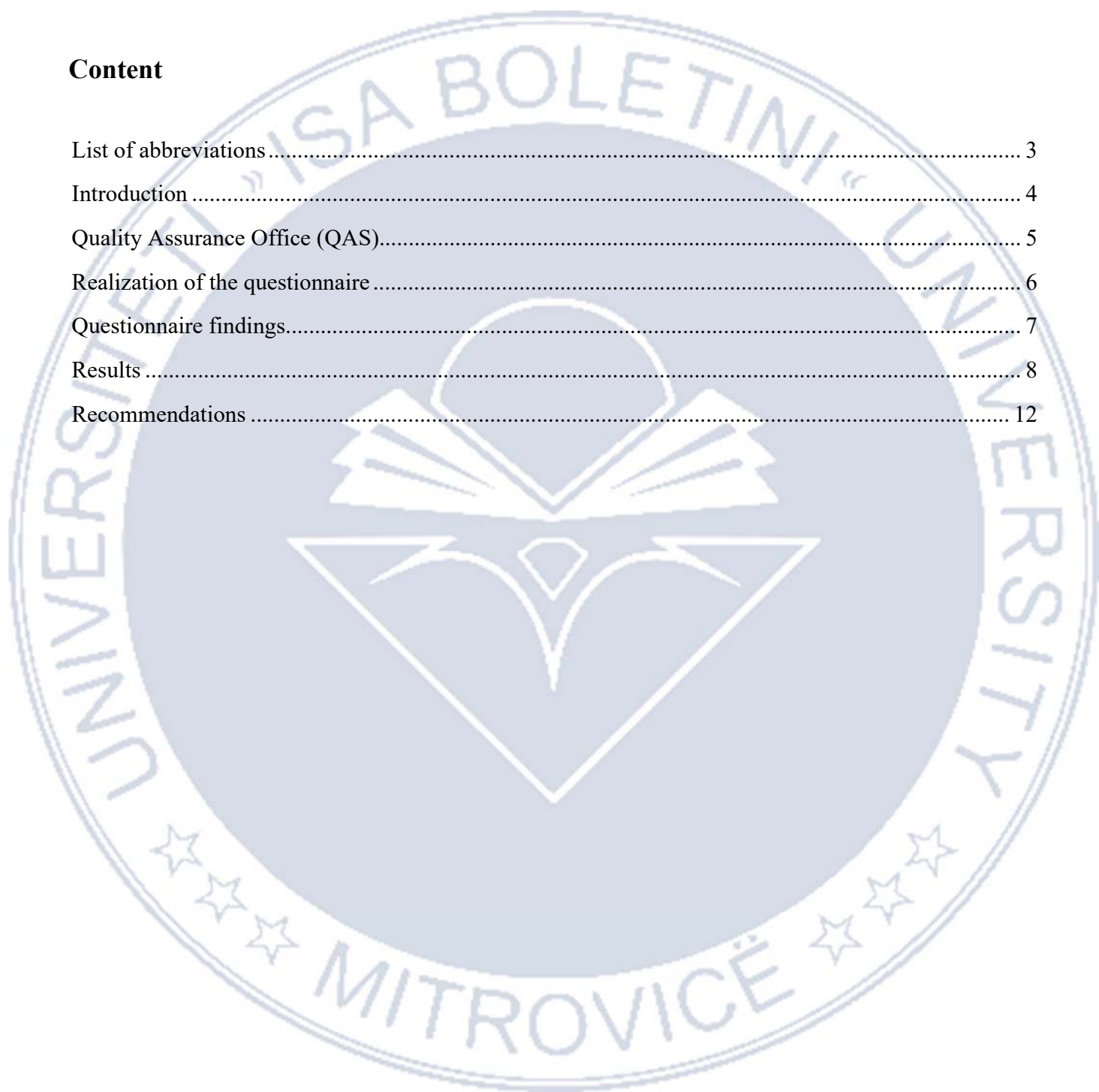
**Quality Assurance Office**

**SUMMARY REPORT ON  
QUESTIONNAIRES CONDUCTED  
WITH ALUMNI**

October, 2022

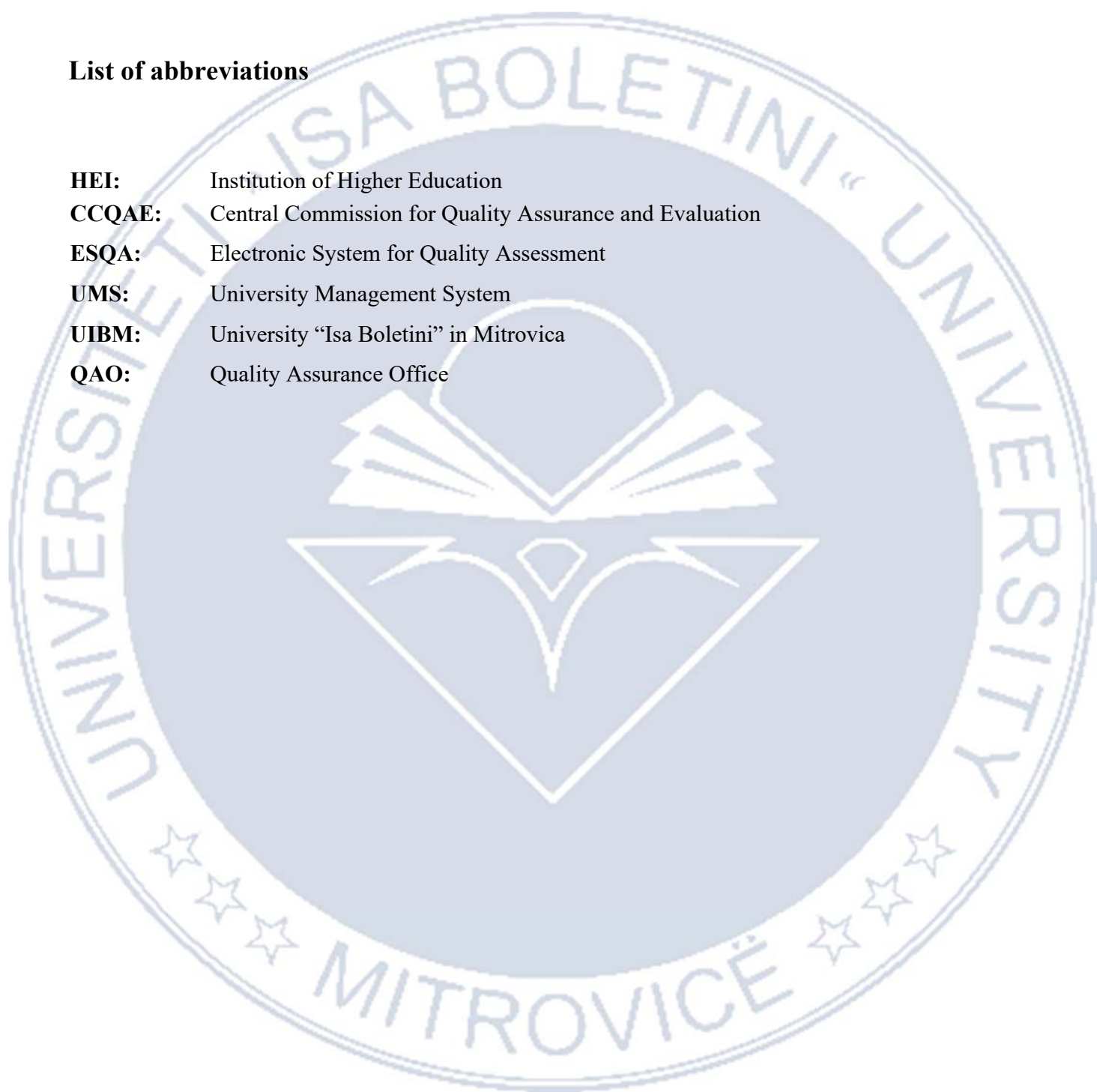
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## List of abbreviations

<b>HEI:</b>	Institution of Higher Education
<b>CCQAE:</b>	Central Commission for Quality Assurance and Evaluation
<b>ESQA:</b>	Electronic System for Quality Assessment
<b>UMS:</b>	University Management System
<b>UIBM:</b>	University “Isa Boletini” in Mitrovica
<b>QAO:</b>	Quality Assurance Office





## Introduction

University of Mitrovica (hereinafter: UIBM), as a Higher Education Institution (hereinafter: HEI) established since 2013, has continuously made efforts to make the quality assurance process measurable. For each year, UIBM has organized questionnaires with students and other relevant actors, who 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 deans, vice-deans, quality coordinators within the faculties, the Office for Quality Assurance at University of Mitrovica (here hereinafter: QAO) has a special role in these developments, and is the main body within UIBM for internal quality measurement.

The entire process of drafting questionnaires, launching them and collecting data was done by QAO in full coordination with CCQAE. The process is transparent, and all questionnaires are anonymous, thus respecting the dignity of each respondent and preserving the institution's prestige, except for self-assessment questionnaires.

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 questionnaires. 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 (QAS)**

The Office for Quality Assurance is an independent office that operates within the University of 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 measurement instruments approved by the Central Commission for Quality Assurance and Evaluation (hereafter 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.

## **Realization of the questionnaire**

The questionnaire with ALUMNI students is a questionnaire that is carried out once a year in coordination with the ALUMNI Association and all academic units through quality coordinators.

The questionnaire with ALUMNI students was carried out during the period 30.09.2022 - 14.10.2022 and 259 graduates answered it. The questionnaire was anonymous and the data was collected and stored by QAS. ALUMNI students answered over the phone in a short interview. The questionnaire contained 7 closed questions and 1 open question, where they assessed studies, student preparation, knowledge and cooperation with UIBM, etc.

The questions were intended to see these main aspects:

- Career preparations;
- Acquired skills and abilities;
- Study plan;
- Cooperation with UIBM even after studies;
- Impressions for UIBM;
- Suggestions and comments.

## Questionnaire findings

From the findings, the ALUMNI students have been honest in their answers, 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 received.

ALUMNI students have assessed that the studies they have followed have prepared them well for their careers by offering you opportunities to acquire new skills and knowledge independently.

ALUMNI students have assessed that they are able to apply the acquired skills and knowledge in their jobs. Part to be addressed is the part of elective courses which must be looked at by the academic unit to offer you the most necessary elective courses for work.

The studies have been evaluated to have given their effect on the preparation of students and they represent the values of UIBM in their work.

UIBM, through the ALUMNI Association, keeps them informed about job vacancies, conferences, events, seminars, trainings, as well as public lectures for the purpose of professional advancement, but in this part more work needs to be done.

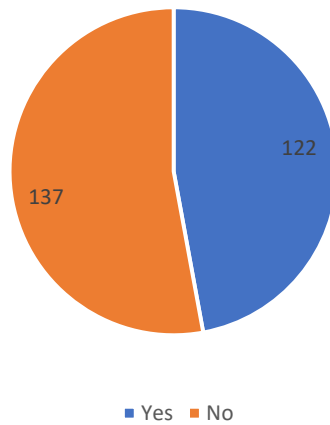
The ALUMNI association enables students to maintain ties with each other for the purpose of cooperation even after the end of their studies.

In general, all ALUMNI respondents are satisfied with UIBM and the programs they attended and recommend others to study here.

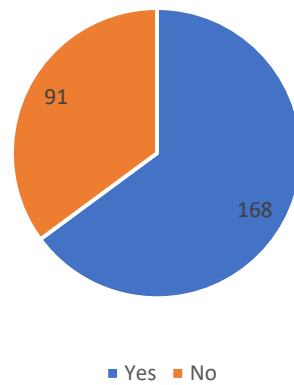


## Results

1. Have you continue your postgraduate studies?

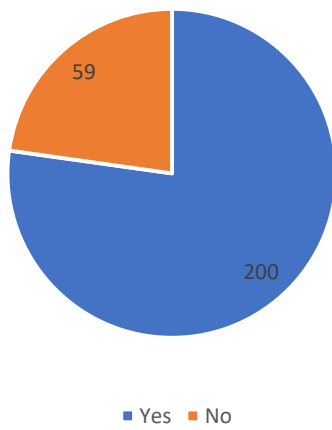


2. Have you done or are you doing practical work?

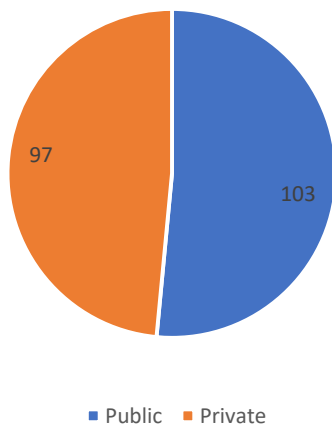




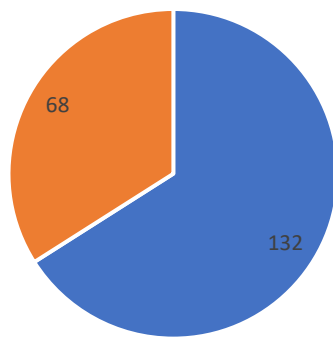
3. Are you employed?



4. In which sector are you employed?

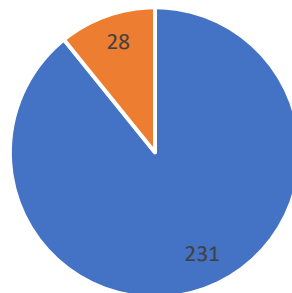


5. Are you with a full or partial contract?



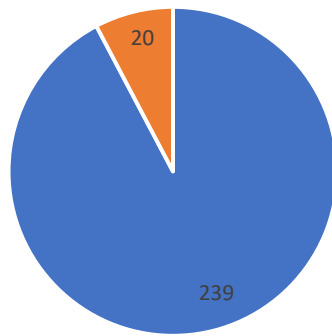
■ Full time ■ Part time

6. Did your studies help you to find a job and do they help you now at work?



■ Yes ■ No

7. Would you choose this program again?



■ Yes ■ No

## Recommendations

The quality office at UIBM, after reviewing the responses of ALUMNI students, at this stage of the institution's development, recommends to the top management of UIBM that the following steps be taken:

- To strengthen the ALUMNI Association even more (including the financial aspect for various activities).
- The Career Development Office should be more active with the ALUMNI network in providing information on job vacancies, conferences, events, seminars, trainings, as well as public lectures for the purpose of professional advancement.
- Offer more elective courses that are directly related to the field of study and the profession.
- Increase the number of hours for practical work.
- Laboratories to be more accessible to students (to carry out experiments under monitoring)
- To reach as many agreements as possible with other HEIs, local and international, to enable student mobility .