



UNIVERSITETI/UNIVERSITY
"ISA BOLETINI
MITROVICË"

QUALITY ASSURANCE OFFICE

**Summary report on
questionnaires conducted
with students**

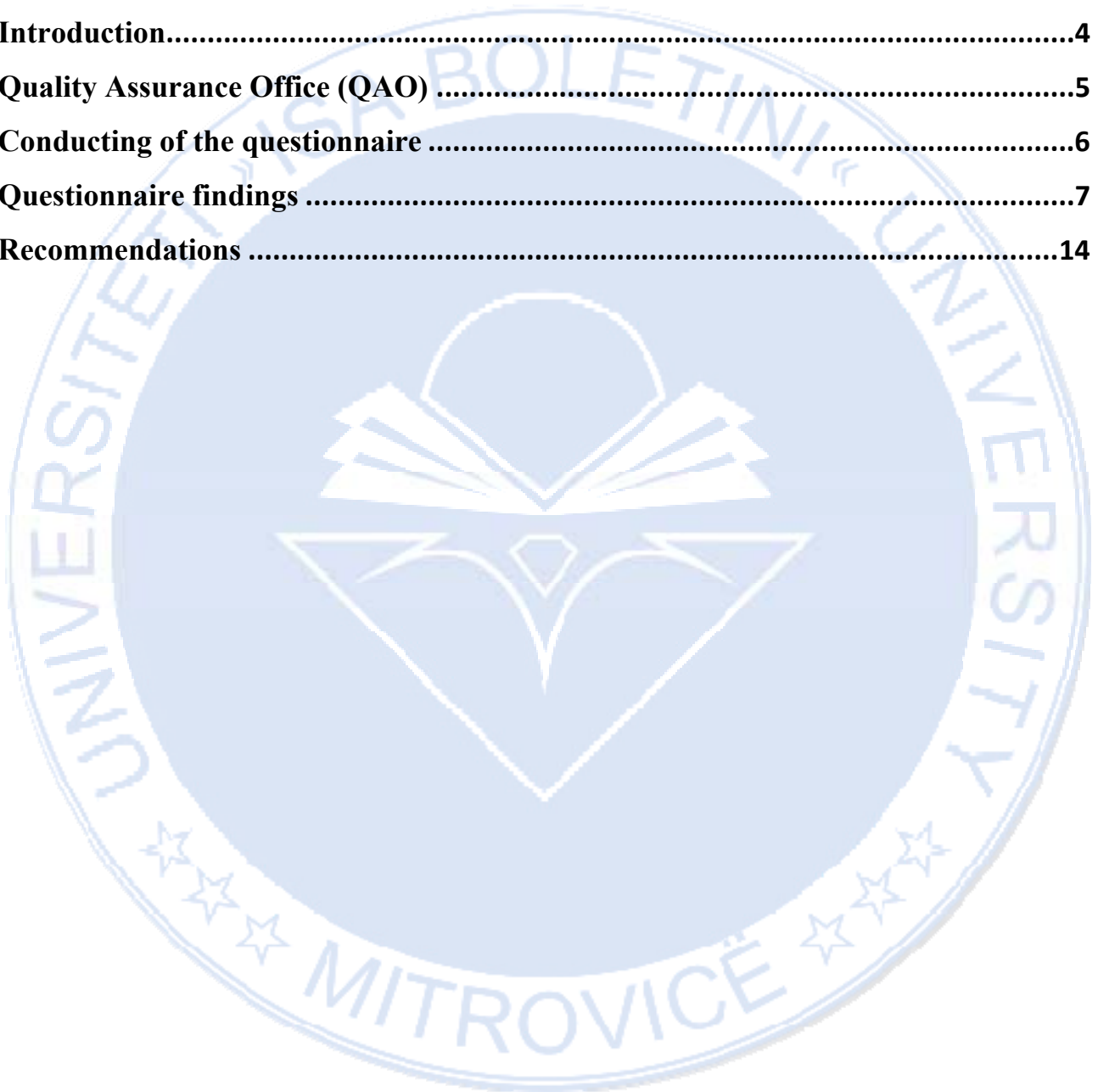
**MASTER LEVEL
(Summer Semester)**

July, 2022

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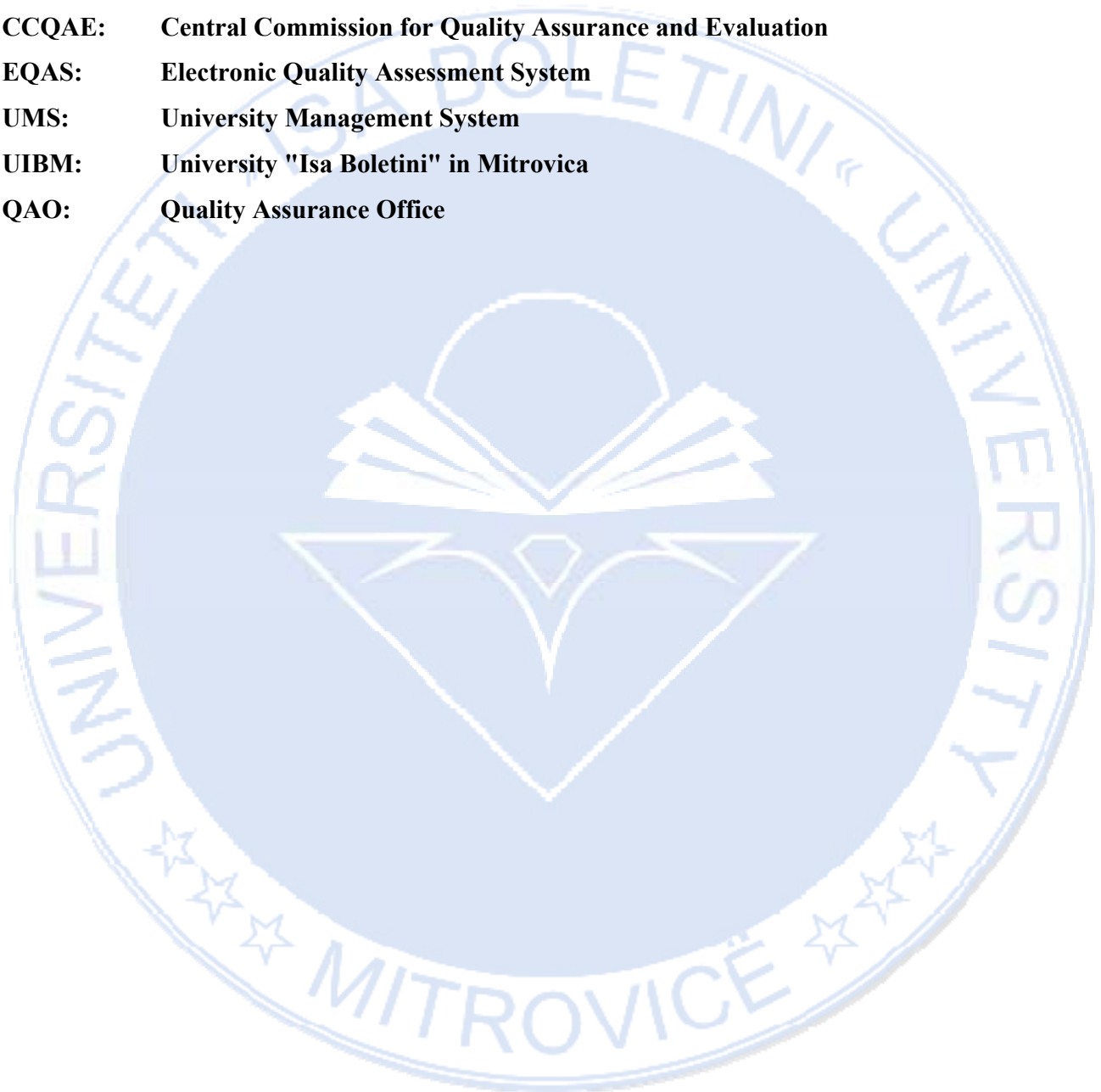
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List of abbreviations

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



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 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 June 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 conducted the questionnaire with UIBM students, 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.

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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 end of the lectures and exercises for the summer semester 2022, QAO has launched the questionnaire with all master's level students in all programs, from May 19 to May 31, 2022. The questionnaire was anonymous and the data was 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:

- Program curriculum
- Development of critical thinking
- Consultations with the mentor and his contribution;
- The approach of teachers to students;
- Methods of holding online lessons;
- Learning outcomes.

Questionnaire findings

The questionnaire was completed by all students who submitted the exams in the regular exam period. 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. Meanwhile, the QAO has sent the reports for the faculties separately, as well as for each professor, to the Deans of the faculties, and they will discuss the findings with their academic staff.

In the first part of the questionnaire, the study program was addressed where the students gave their assessment about this dimension.

According to the results, the material used during the lectures for the summer semester of the academic year 2021/22 was clear, the methods used during teaching were modern or contemporary, the ratio between the theoretical and practical part of the course was adequate, and in general the students were satisfied with the content of the subjects. Regarding the preparation of the teachers for the taught subjects, most of the students claimed that the teachers have demonstrated knowledge of the subject matter, respect the consultation schedule, forward the lecture materials to UMS or email and constantly supervise the laboratory/practical work of the students. The syllabuses were clarified at the beginning and distributed to the students in time, as well as the various activities, tests, were carried out according to the syllabuses.

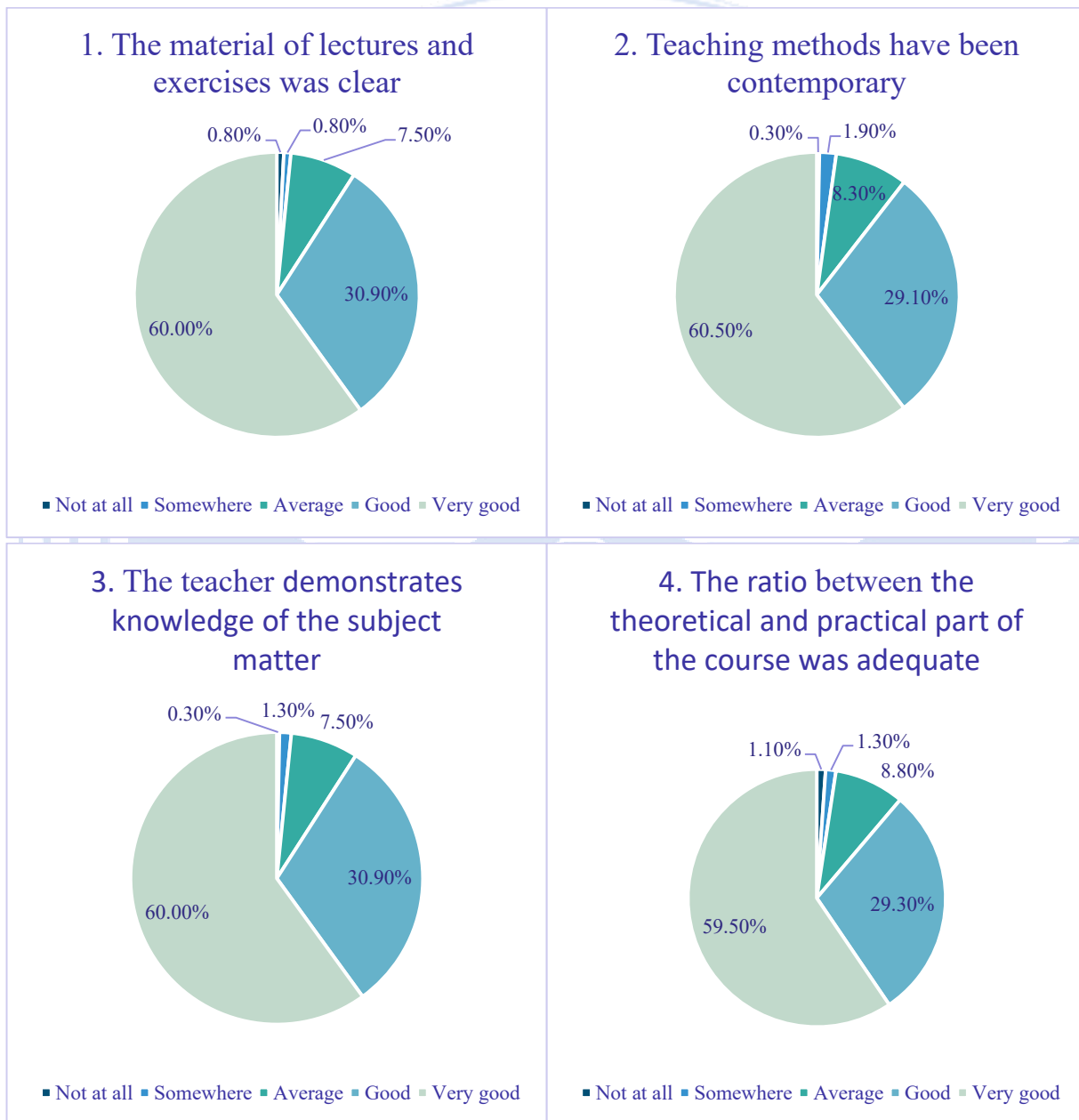
In the part of student engagement, we see that most students have studied 3-4 hours a day and a smaller number have had their engagement over 7 hours a day.

Regarding online learning, most of the students claimed that they had equipment to follow online learning such as phone, computer, laptop, had access to the Internet, access to online learning classes at UMS was easy and that online learning should continue even in specific cases during the academic year, if necessary.

In the last part, the questionnaire has presented questions related to the support in the research work where the students have given their evaluations. The students have affirmed that they have had research/research work in all their subjects and have expressed that the teachers have explained their experiences, and that they have motivated them for research work.

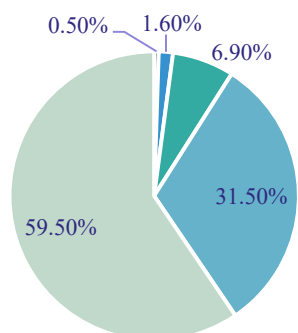
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95.5% of students affirmed that they would enroll in the same study program again if they could choose again and that they would recommend the program to others.



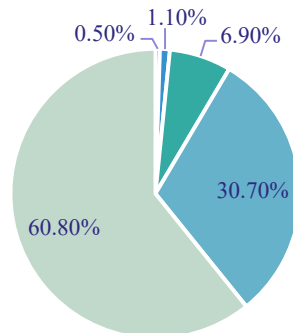
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5. Lectures and exercises were interactive



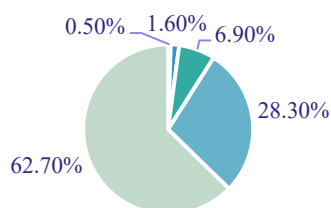
■ Not at all
 ■ Somewhere
 ■ Average
■ Good
 ■ Very good

6. In general, I am satisfied with the content of the course



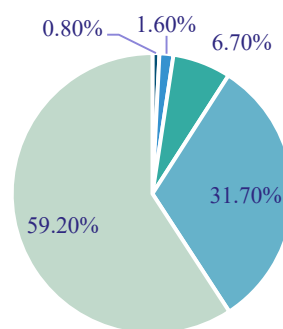
■ Not at all
 ■ Somewhere
 ■ Average
■ Good
 ■ Very good

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

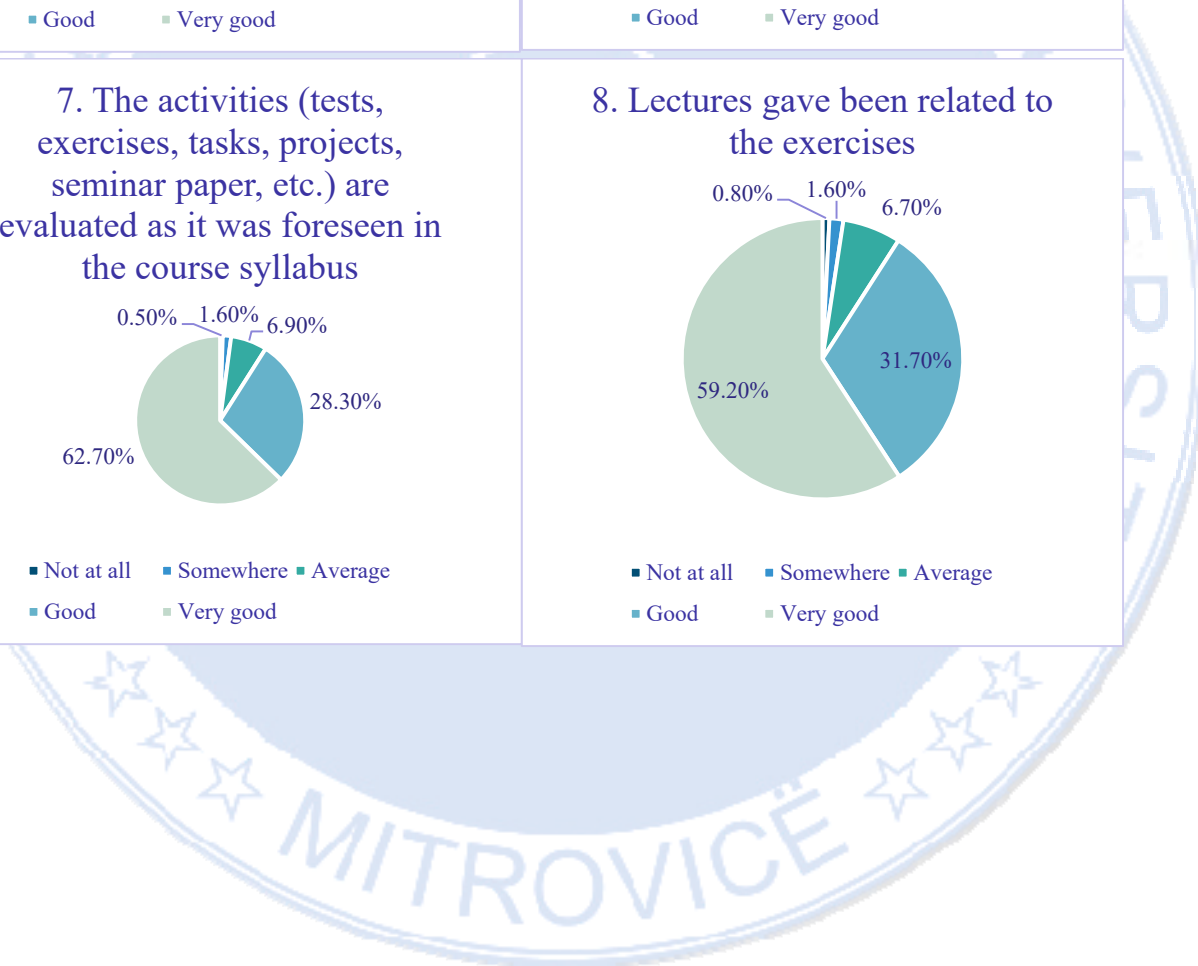


■ Not at all
 ■ Somewhere
 ■ Average
■ Good
 ■ Very good

8. Lectures gave been related to the exercises

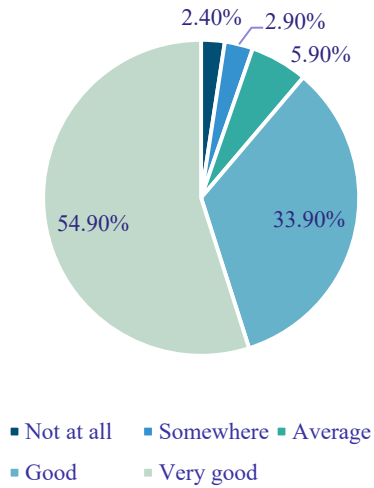


■ Not at all
 ■ Somewhere
 ■ Average
■ Good
 ■ Very good

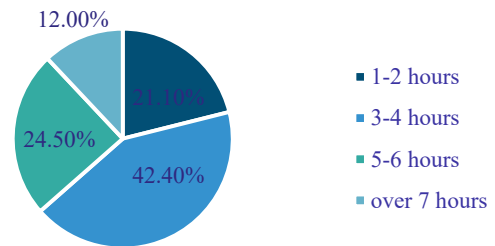


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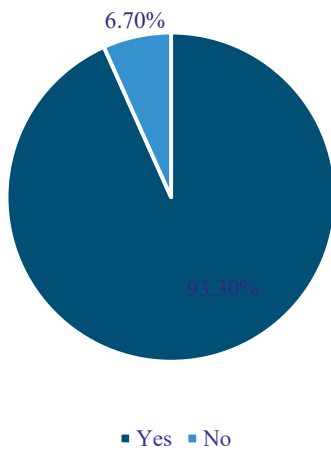
9. Access to UMS's online classes has been



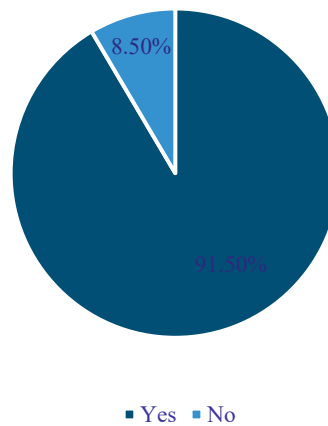
10. To achieve success in addition to lectures and exercises, how many hours a week did you study and prepare at home or in the library for this subject?



11. The tests were held as planned in the course syllabus

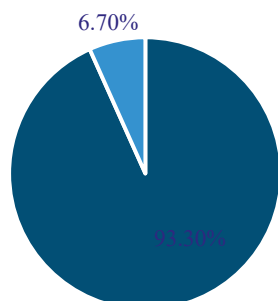


12. Students are free to self-determine the elective subjects



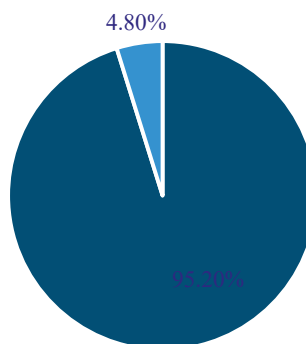
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13. Laboratory/practical work is constantly supervised by the teacher/assistant of the subject



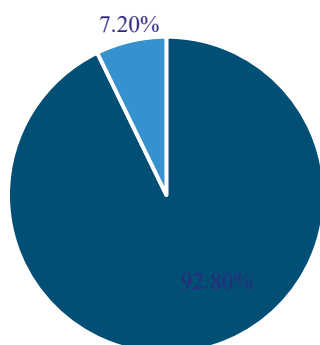
■ Yes ■ No

14. Professors/assistants respect the consultation schedule



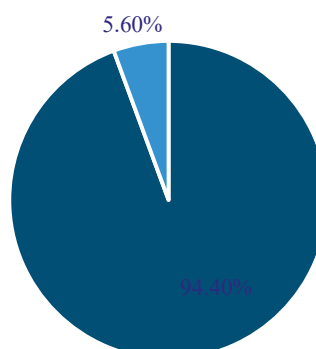
■ Yes ■ No

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



■ Yes ■ No

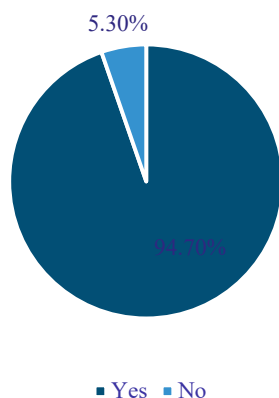
16. The teacher clarified the syllabus and distributed it to the students on time



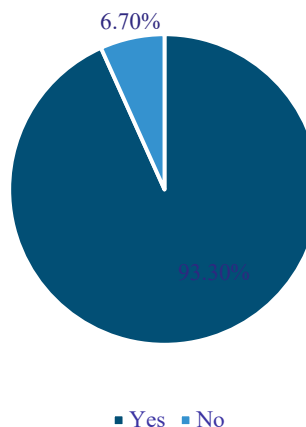
■ Yes ■ No

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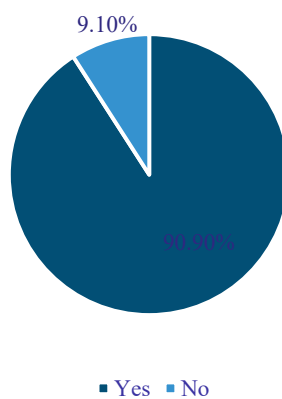
17. I had the equipment to follow the online lesson (phone, laptop, computer)



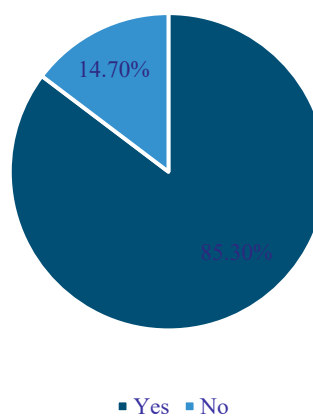
18. I had access to the Internet to follow the online lesson



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

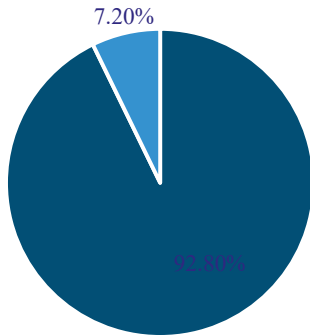


20. We have developed research work



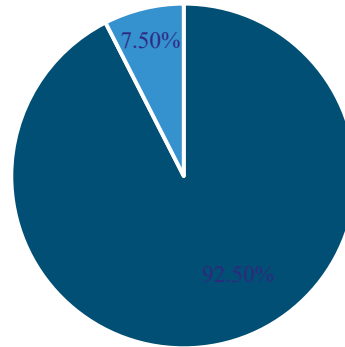
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21. The teacher motivated us for research work



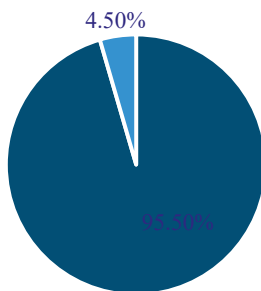
■ Yes ■ No

22. The teacher explained the experiences from research work



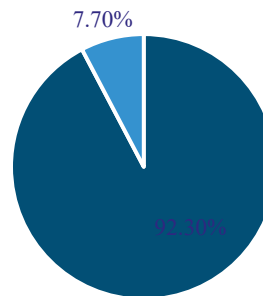
■ Yes ■ No

23. If you could choose again now, would you still enroll in the same study program?



■ Yes ■ No

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



■ Yes ■ No



25.

KOMENTE: Çfarë ndryshimesh do të sugjeronit 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)

25. Comments; What changes would you suggest, in order to improve the quality of teaching and research work within the framework of the study program?

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;
- Material in Albanian language;

Recommendations

UIBM's quality office, after reviewing the responses of Master's students in this questionnaire, and after analyzing all questions and comments, at this stage of the institution's development, recommends to UIBM's senior management that the following steps be taken: lower:

- To constantly invest in research;
- Encouraging the active participation of students as contributing co-authors of published works.
- 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 possibilities to continuously enrich the library of UIBM, physical and electronic.