



Quality Assurance Office

**Summary report on
questionnaires
conducted with students**

**BACHELOR LEVEL
(Summer Semester)**

July, 2022

Content

List of abbreviations3

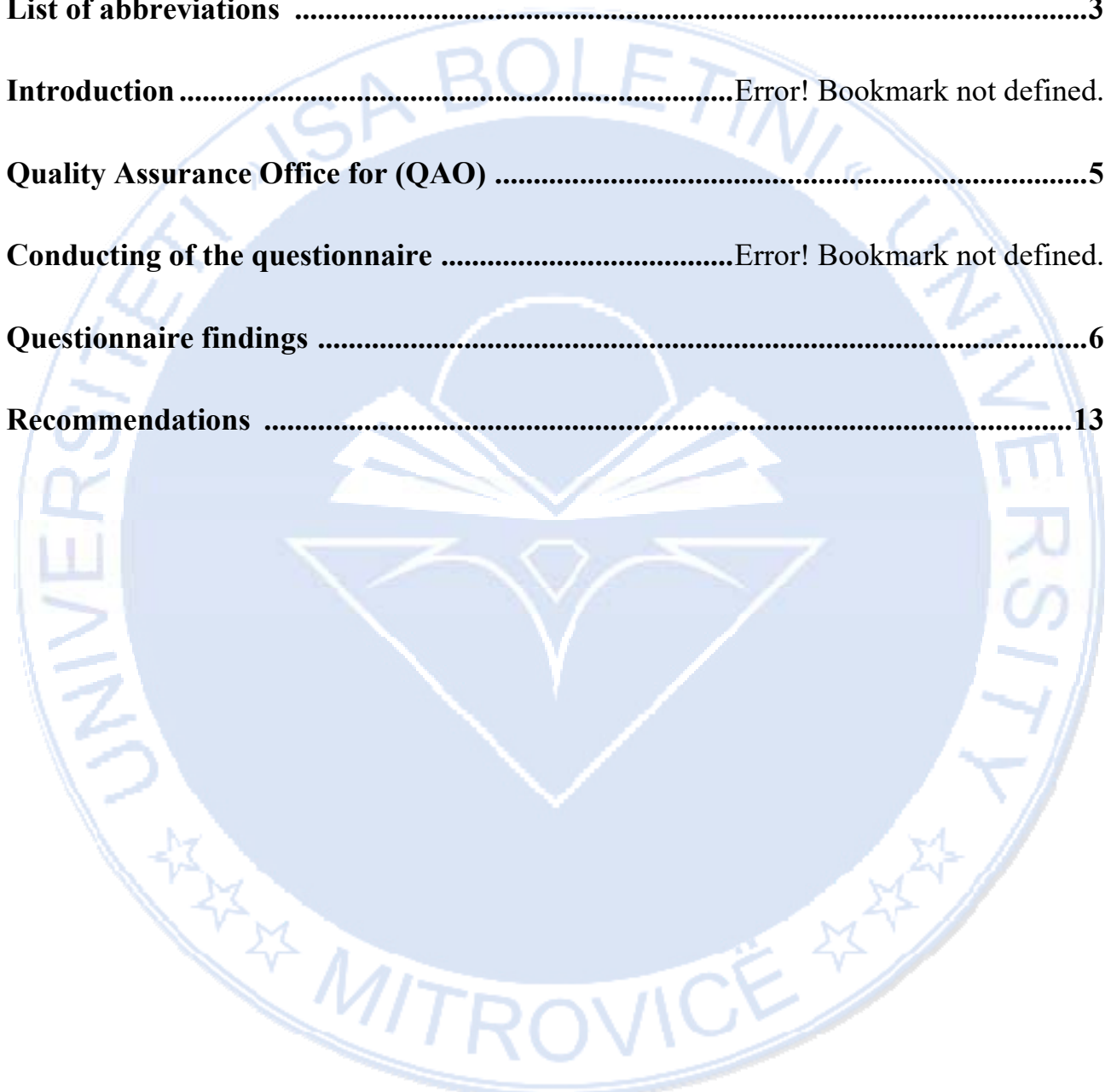
IntroductionError! Bookmark not defined.

Quality Assurance Office for (QAO)5

Conducting of the questionnaireError! Bookmark not defined.

Questionnaire findings6

Recommendations13



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
FE:	Faculty of Education
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, constantly aims to develop the quality assurance system. According to the activities planned with a strategic plan for each year at UIBM, questionnaires are organized with students and other relevant actors, who answered the questions that were intended to show the real situation at UIBM through their perception.

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, QAO has conducted the questionnaire with UIBM students, at the Bachelor'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, as its last part, will also contain suggestions and remarks aimed at the continuous improvement of the academic life at UIBM.

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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

After the end of the lectures and exercises for the summer semester 2022, QAO has launched the questionnaire with all bachelor 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 22 closed questions and 1 open question, where they evaluated the teaching, the subject and the resources.

In this process, the Faculty of Education has completed the questionnaire, part of the package of questionnaires for quality development within the Erasmus + project, QATEK, this time through UMS.

The questionnaire was divided into two levels:

- Subject matter and resources
- Teaching quality and teaching style

The questions were intended to see these main aspects:

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- Teachers' approach to students;
- Online learning;
- Students' space during the lesson;
- The behavior of teachers;
- Student assessment;
- Learning outcomes.

Questionnaire findings

The questionnaire was completed by all Bachelor level students who submitted their exams in the regular June exam period. The Quality Assurance Office distributed the questionnaire for the evaluation of all courses and professors and received 3345 responses from students. Student 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. 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.

From the answers received, the students were satisfied with the content of the courses and were informed about the progress of the course and the obligations they have. According to the responses of the majority of students, the teachers have demonstrated knowledge of the subject matter, have respected the consultation schedule, and the syllabuses have been clarified and distributed to the students on time. Also, the materials used during lectures and exercises were clear according to them, and they were sent to UMS and email. Regarding online learning, access to online learning classes at UMS has been rated as easy and the online learning process has been equivalent to physical lectures in terms of developing students' skills.

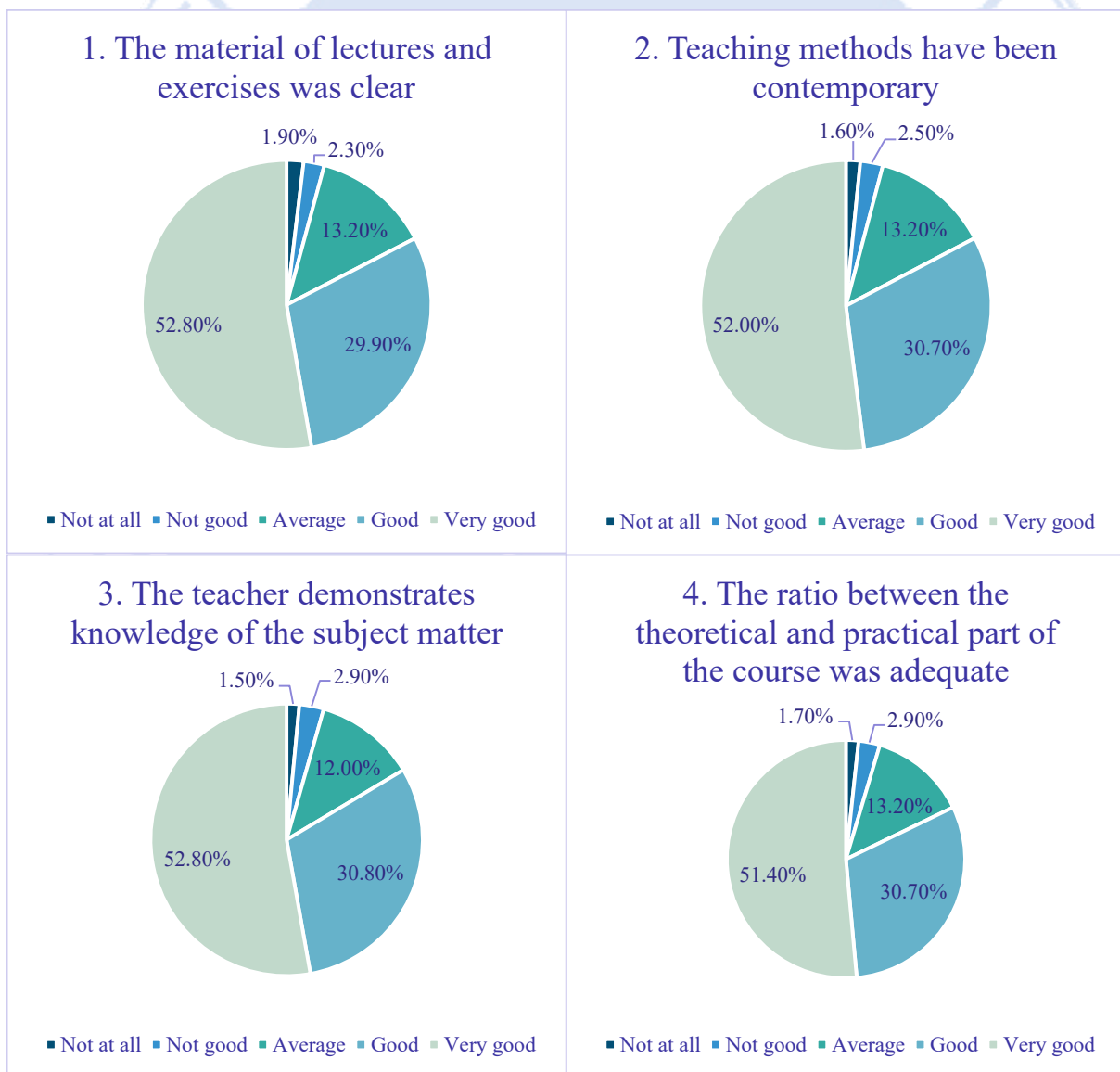
In the part of student engagement, we see that most students have studied 3-4 hours a day and a smaller number have had their engagement over 7 hours a day.

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Students have claimed that they had equipment to attend online classes from their homes and had access to the Internet.

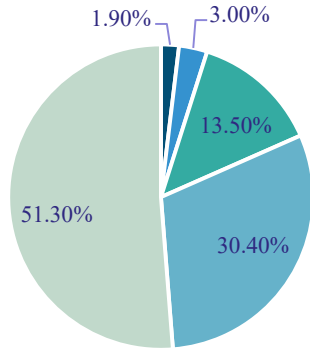
Students highly value online learning in order not to interrupt the continuity of education and have affirmed that online learning should continue even in specific cases during the academic year.

Students are satisfied with the programs they are enrolled in and have affirmed that if they had the opportunity to choose again, they would enroll in the same study program.



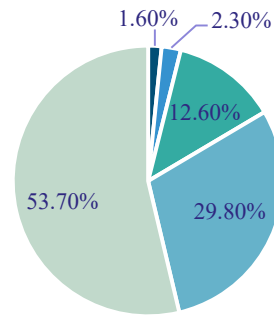
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5. The lectures and exercises have been interactive



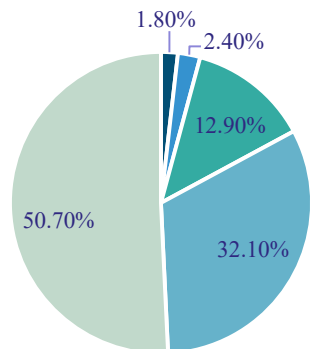
■ Not at all ■ Not good ■ Average ■ Good ■ Very good

6. The examples brought by the teacher were related to the theory we learned



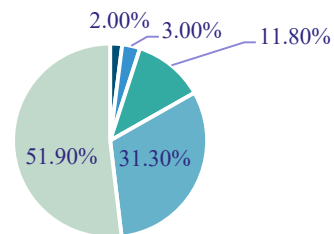
■ Not at all ■ Not good ■ Average ■ Good ■ Very good

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

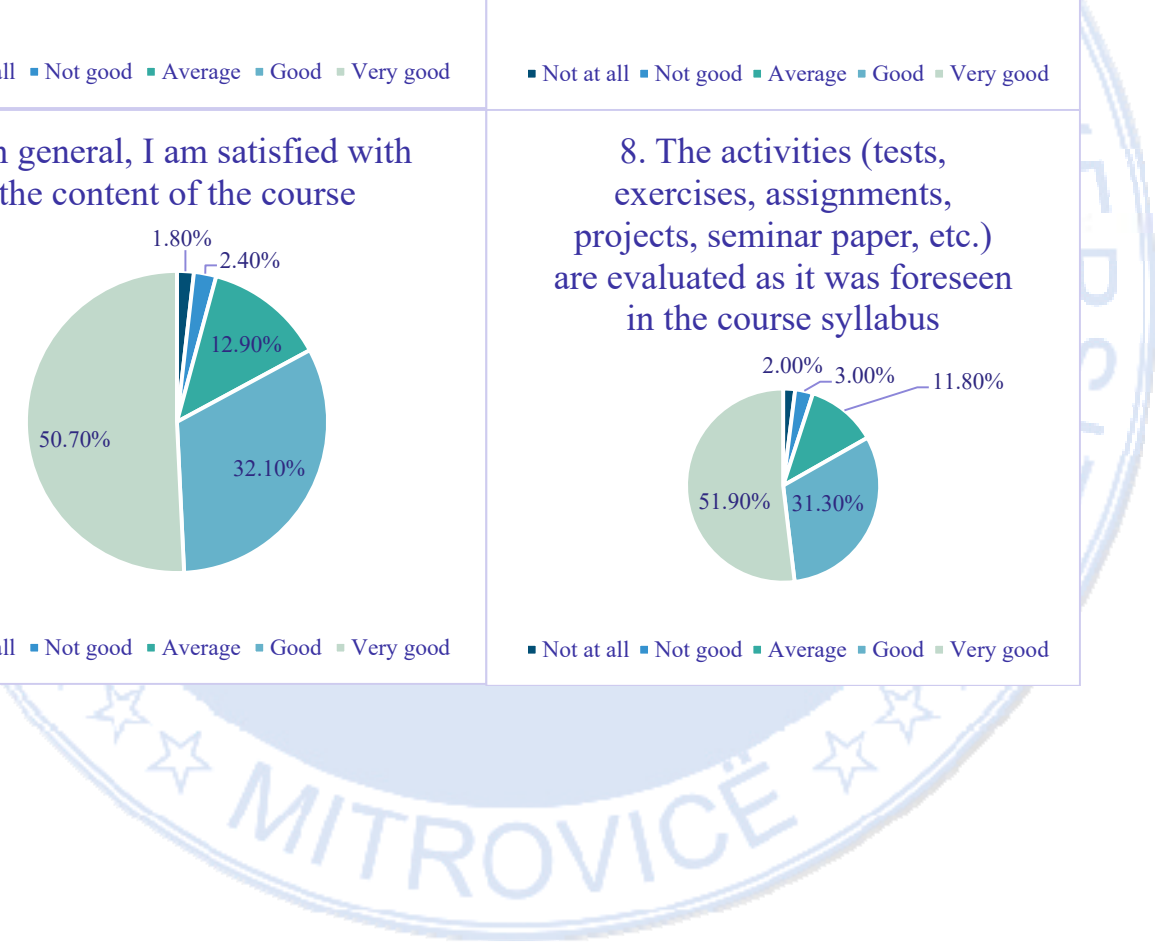


■ Not at all ■ Not good ■ Average ■ Good ■ Very good

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

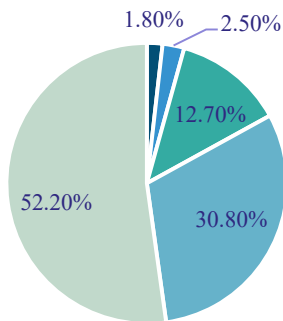


■ Not at all ■ Not good ■ Average ■ Good ■ Very good



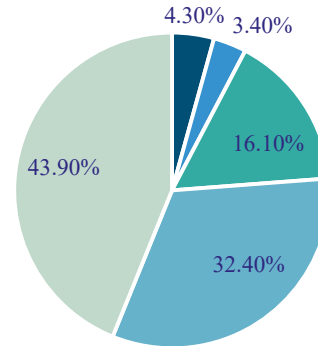
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9. Lectures have been related to the exercises



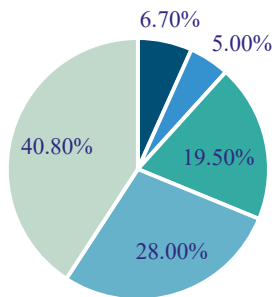
■ Not at all ■ Not good ■ Average ■ Good ■ Very good

10. Access to UMS's online classes has been easy



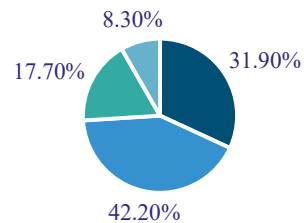
■ Not at all ■ Not good ■ Average ■ Good ■ Very good

11. Online lectures have developed my skills as much as physical lectures



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

12. 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?

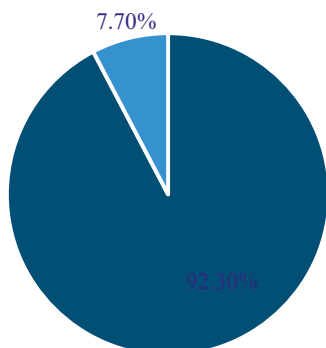


■ 1-2 hours ■ 3-4 hours ■ 5-6 hours ■ over 7 hours



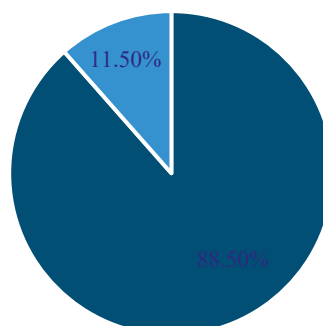
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13. The tests were held as planned in the course syllabus



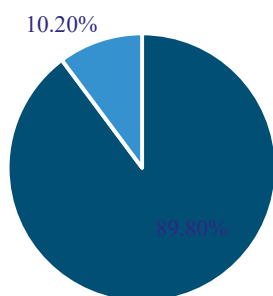
■ Yes ■ No

14. Students are free to self-determine the elective courses



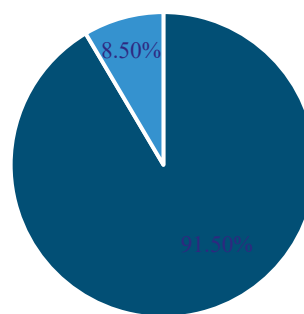
■ Yes ■ No

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



■ Yes ■ No

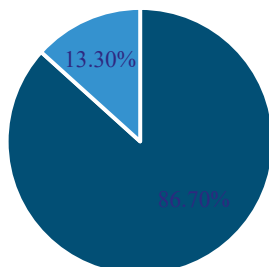
16. Professors/assistants respect the consultation schedule



■ Yes ■ No

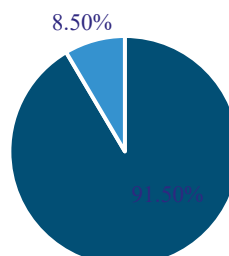
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17. The teacher has sent all lecture materials to UMS or email



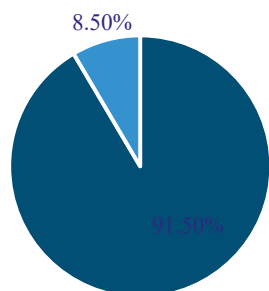
■ Yes ■ No

18. The teacher clarified the syllabus of the subject and distributed it to the students on time



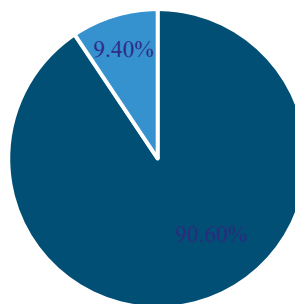
■ Yes ■ No

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



■ Yes ■ No

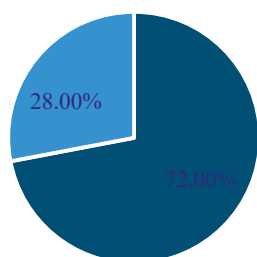
20. I had access to the Internet to follow the online lesson



■ Yes ■ No

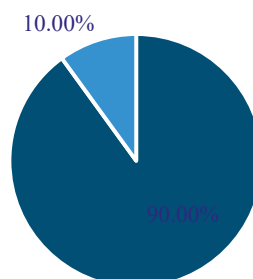
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21. Online learning must also continue in specific cases during the academic year



■ Yes ■ No

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



■ Yes ■ No

KOMENTE:

Pyetje jo e detyrueshme.

● Përgjigje e shkurtër tekstuale.

(1039 përgjigje të postuara)

Comments; 1039 posted answers

Comments:

Students have generally given positive comments about the teaching process and teachers.

They have encouraged teachers to continue such dedication and motivation for students by having interactivity during lectures and valuing every opinion.

It is worth noting that there were comments from the students that the physically delivered lectures were more effective than the online ones.

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Recommendations

UIBM's quality office, after reviewing the responses of Bachelor 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 steps be taken as lower:

- Organization of seminars , symposia , and TRAINING professional ;
- Teaching retention _ qualitative IN ORDER of continuous , effective AND IN ORDER explicit;
- Academic staff and faculties should consider focusing academic content on the development of students' skills and abilities during online learning;
- To examine the possibility of combining online and physical learning, with the aim of maintaining the balance of academic loads for students and academic staff;
- Creating a variety of activities to create effective learning environments;

