University Of Prishtina "Hasan Prishtina"

Academic Development Office

Developing a Module for managing and monitoring the quality of teaching within the SEMS

This document presents a new initiative in the field of quality assurance. Particular focus is on a digitalised course-evaluation through students, along with measures that needed to be taken (**follow-up measures**). This document lists the various documents in this area of Quality Assurance that have been developed at the University of Pristina, shows what measures are being implemented currently, and describes the legal rules that will shape the assessment procedures in the future.

Besnik Loxha

Prishtinë 27.11.2014

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1. Content

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2. Initiatives of the University of Prishtina in the field of quality assurance

In order to establish a contemporary system of quality assurance and improvement, university senate in 2007 took decision to establish Quality Assurance unit which operate under umbrella of Academic development office. At the same yare in 2007, university senate, to complete the Quality Assurance system, established committee for quality assurance which is in charge for all quality assurance/improvement policies and procedures and functions as sub comity of University Senate.

The Quality Assurance Unit is charged with assisting academic and administrative units in continuously improving the quality of their services and ensuring the highest standards are maintained in accordance with University Statute[1], the Ministry of Education, Science and Technology (MEST), Guidelines on evaluation of higher education institutions in Kosovo, and ENQA's set of Standards and Guidelines

Under the new agreed structures at UP, the Quality Assurance Unit is an autonomous unit that operates under the umbrella of the Academic Development Office, consisting of the ECTS Co-ordination Unit, Curriculum Development Unit, Research Support Project Unit and Career Development Center.

In order to foster a quality culture in the University, the Akademik Development Office/Quality Assurance Unit organized since 2007 a number of seminars and workshops with prominent international experts in the field of quality assurance for academic staff, administrative staff and University students. Study visits were organized in many europeane universities, University representatives participated in the EUA Quality Assurance Forums. University in cooperation with its partners WUS Austria, University College Cork Ireland, University of Wuppertal Germany and the University of Salzburg Austria applied to the European Commission funded 'TEMPUS' Programme with the project "Fostering and Developing the Quality Culture at the University of Prishtina".

In order to monitor the quality of academic and administrative services, as proposed by the Quality Assurance Committee, the Senate has approved a number of data collection instruments for quality assurance; these include questionnaires for academic staff, questionnaires for administrative staff, and questionnaires for students and questionnaires for course and teachers evaluation.

A number of other mechanisms exist within the University to support the improvement of the quality of UPHP. This paper briefly describes some of these activities.

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[1] See Statute of University of Prishtina (article 210 – 222)

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2.1. Other activities within Faculties

Within the academic units exist Academic Development Coordinator. The coordinator is the bridge between the respective Academic Unit and the Academic Development Office of UP. Academic Development Coordinator reports to the Management of Rectorat through the Academic Development Office.

In accordance with the Statute of the University "Hasan Prishtina" (UPHP), at the end of each semester is organized evaluation of courses and teachers (mostly in December and April), it is done through anonymous questionnaires to students, where students have the opportunity to present their opinions regarding to performance of teachers and courses. It is organized by the Academic Development Office / Quality Assurance Unit led by Vice-Rector for Quality Development in close coordination with the Deans of Academic Units. The results of evaluation are used to improve quality of teaching at the University of Prishtina "Hasan Prishtina".

3. Legal Basis

3.1. LAW ON HIGHER EDUCATION IN THE REPUBLIC KOSOVO

Law No. 04 / L-037 on Higher Education in the Republic of Kosovo, proclaimed by the Assembly; Official Gazette of the Republic of Kosovo / No. 14/9 September 2011, Pristina, provides the following rules for evaluation:

Article 3

1.6. **Internal quality assurance**- the formal evaluation of processes by which a bearer assures
itself that his offer (whether of programs or of services) meets standards which correspond to
European best practice and show continuous improvement.

Article 16

6. In all other cases, a provider of higher education enjoys the freedom in organizing its curriculum and valuation schemes and the examination on the basis of rules that are transparent, honourable and easy to be understood for students. Provider will require the provision of quality standards and
Implementation of curriculum through external reviews of evaluation schemes and his exams and will actively seek opinion of students about their learning experience.

Article 28

4. Each member of staff employed under individual contract with the provider of higher education. Such contracts will include arrangements for regular evaluation of staff performance including direkt observation of teaching and a structured process for support of its professional development.

3.2. Administrative Instruction on Higher Education

Administrative Instruction: No. 02/2013 for Acreditation of Higher Education Institutions in the Republic of Kosovo.

Article 10

1.7. The Institution must postes an internal sistem f Quality Assurance.
6. Field of Evaluation: Internal organization and the approach to Quality Assurance.

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6.4. Quality Assurance tools and criteria for program evaluation and servilce delivery are clearly specified and fully working. The Institution uses the results of evaluation for periodic review of study programmes and provision of services for students.

3.3. Rregullation of the Kosovo Accreditation Agency

Kosovo Accreditation Agency (KAA), according to the checklist, requires that institution in the process of accreditation and re-accreditation, the self-assessment application to contain:

Institutional Accreditation:

> **Quality Management**
- Description of the internal quality assurance system;
- Institution's regulations on programme's quality assurance procedures;
- Presentation of instruments for evaluation of programme's/ course quality
- (questionnaires, surveys, focus groups, etc.);
- Follow up procedures for improvement and use of outcomes from previous evaluations;

Study Programe Accreditation:

> **Quality assurance**
- Description of the internal quality assurance system;
- Institution's regulations on programme's quality assurance procedures;
- Procedures for reviewing study programmes;
- Presentation of instruments for evaluation of programme's/ course quality (questionnaires, surveys, focus groups, etc.);
- Mechanisms for implementing quality assurance measures;
- Follow up procedures for improvement and use of outcomes from previous evaluations;

3.4. Statute of University of Prishtina

Under Article 65 (1) of the Constitution of the Republic of Kosovo and Article 17, paragraph 1 of the Law on Higher Education in the Republic of Kosovo No. 04 / L-37, was approved: Statute of the University of Pristina.

Quality Assuarance and assessment is regulated by Article 210-221 of the Statute of the University of Pristina.

Article 210

University develops its own system of quality assurance in order to maintain quality and achievement of objectives.

Article 211

1. Evaluation will subject all and this evaluation includes the entire spectrum of the University and its services.

2. Evaluations analyze the effectiveness and efficiency of University operations in all areas of operation. It provides the evaluated units and responsible governing bodies indicators for quality assurance measures and quality improvement, as well as decisions relating to personnel and organization.

Article 212

Evaluations conducted in accordance with international valuation standards.

Article 213

1. Evaluation have the following effects:

1.1. Motivation and public appreciation in case of positive results;

1.2. Implementation of appropriate measures in order to improve performance in case of negative results.

Article 214

Results and effects of the evaluation will be considered by the governing bodies of the University and the units and they will have an impact on budget allocations.

Article 217

1. Assessment of the quality of teaching will be done once a year through anonymous questionnaires coordinated by a special panel of studies.

2. The questionnaire shall be detailed compiled by the study commission of each academic unit based on a standardized questionnaire structure given by the Senate and will be saved and will be used in computer

3. 10% of the best annual results of the evaluation of quality of teaching will be published by the head of each study commission.

4. The head of each study commission is obliged to discuss with the teacher listed in 10% of lower annual results by students and jointly decide on the measures to be taken to improve the quality of teaching.

3.5. Quality Strategy 2012 -2017

2.1.6. To develop monitoring mechanisms and measurement indicators

- By conducting surveys with students (online), employers and graduates (alumni) in order to get feedback regarding teaching and learning quality at UP;

- By developing other ways of getting feedback from students and employers.

3.6. Strategic Plan of the University of Prishtina 2013 - 2015

3.3.2. Measures:

develop mechanisms for monitoring and measuring indicators for the quality of teaching and learning (with students, employers and graduates)

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3.7. Other relevant documents

Standards and Guidelines for Quality Assurance in the European Higher Education Area
Part 1: European Standard and Guidelines for Internal Quality Assurance within Higher Institution
(http://www.ehea.info/Uploads/Documents/Standards-and-Guidelines-for-QA.pdf)

4. Current process of course/teachers evaluation
University of Prishtina "Hasan Prishtina" (UPHP), as a public university, is required to have internal system of quality control and assurance as foreseen by the Law on Higher Education of the Republic of Kosovo, the status of the University and all relevant documents which are mentioned above.

So far UPHP, on the semester bases has organized evaluation of courses and teachers and has been followed with flawed as:

• The process of evaluation of courses and teachers is organized in a manual in the form of questionnaires in hard copy.

• Courses and professors selected for evaluation chosen as random sampling method, this results in limited numbers and lower case of evaluation.

• Evaluation based on hard copy / paper followed by processing in SPSS program and data entry to generate reports .

• There are no clear procedures for publishing the results of the evaluation.

• No procedures are to inform students on assessment results.

• No follow-up procedures apply.

Actual process of evaluation is very time consuming process, where from preparation for distribution of questionnaires to generation of evaluation reports, will need to be in disposition at least 5 months available. Most time of the evaluation process is spent on distribution and data processing of questionnaires in SPSS program.

Below in Figure 1, is shown actual process of evaluation of courses and teachers.

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Courses and Teachers Evaluation Cycle

Preparation schedule for distributing questionnaires

↓

Distributing of questionnaires for Bachelor study programs for summer and winter semester

↓

Processing of results. Graphical and tabular presentation

↓

Tabular presentation per semester and study program

↓

Preparation of the Report

↓

Sending report to:
Vice-rector
Senate
Deans of units

↓

Informing students with survey results
- Information day in each unit

↓

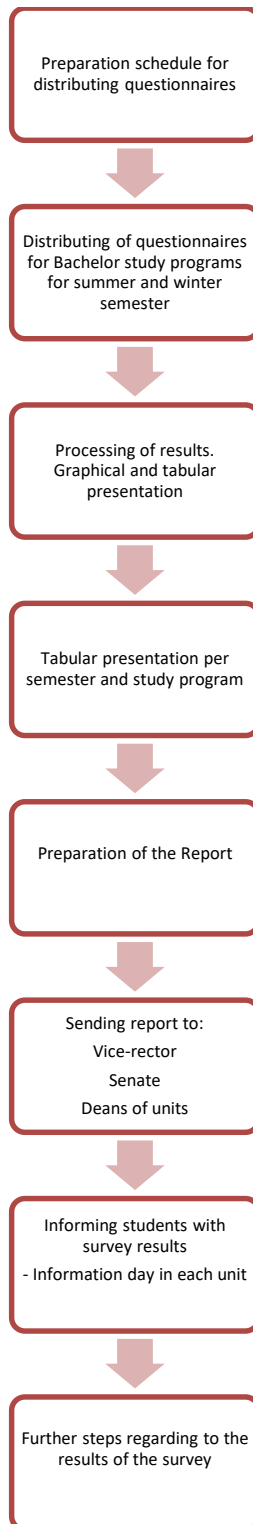Further steps regarding to the results of the survey

Figure. 1. Courses and Teachers Evaluation Cycle

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In the evaluation process, always atteption is to include all academic units and as much is posible highest number of study programs, so that the evaluation process to be more inclusive. This attempt can be seen in Figure 1 and 2.

Faculties included in course evaluaton process

17

17

4

14

2009/2010

2010/2011

2011/2012

2012/2013
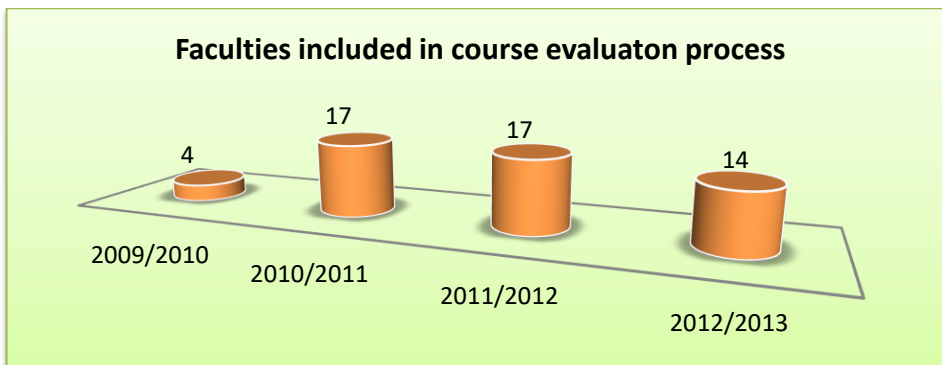
Graf.2. Number of faculties included in course evolution process

Programs included in course evaluation

47

24

35

0

2009/2010   2010/2011   2011/2012   2012/2013

Figura. 3. Programet e përfshira në procesin e vlerësimit

In addition, our aim in the process of assessment is to include the highest number of students in the assessment process. So over the years, with available capacities, we have tried to include highest number of students but also teachers and courses in proces of evaluation.

Graf 3 and 4 shows trends of involvement of student in teachers and courses evaluation process.
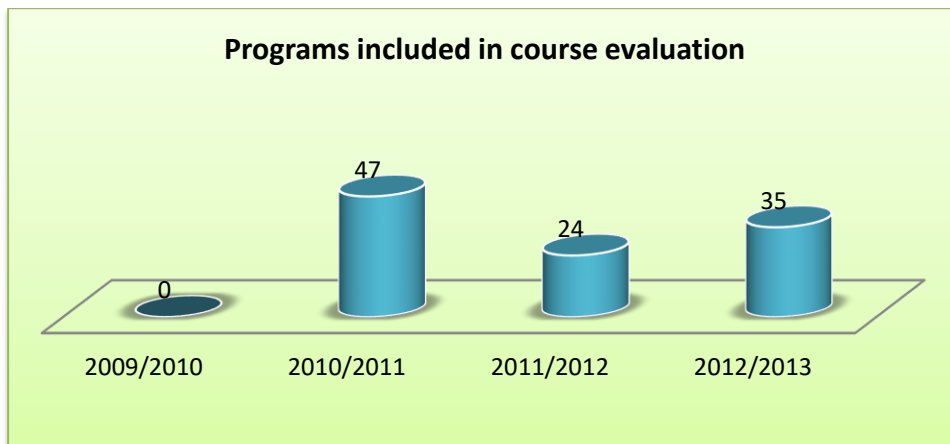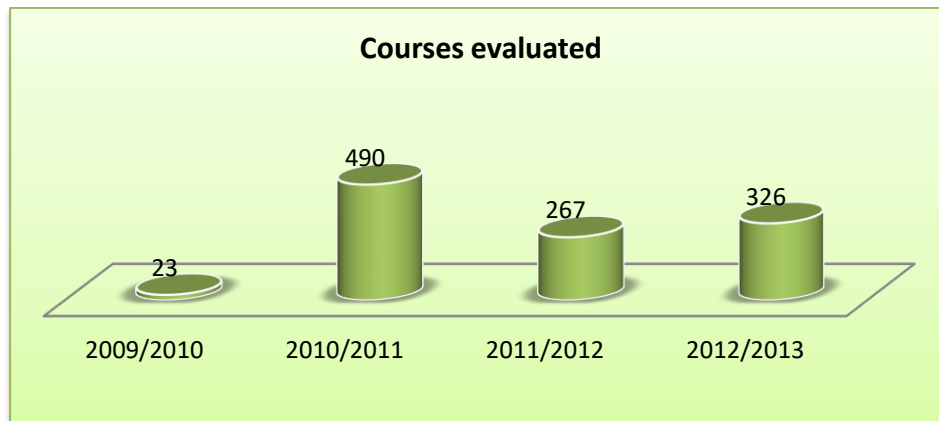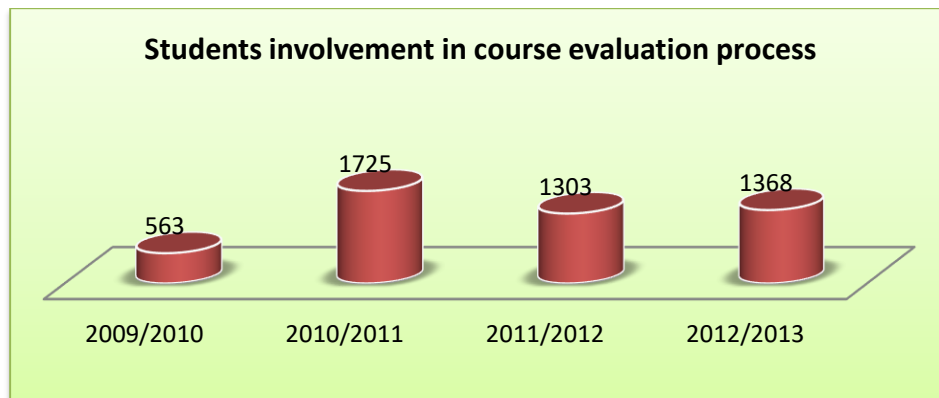
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Courses evaluated

490

326

267

23

2009/2010   2010/2011   2011/2012   2012/2013

Graf.4. Number of courses evaluated

Students involvement in course evaluation process

1725

1368

1303

563

2009/2010   2010/2011   2011/2012   2012/2013

Graf.5. Students involved in course evaluation process

4.1. The forms of data used in evaluation reports

The evaluation of teachers and courses is realised through anonymous questionnaires.

Evaluation questionnaires consisting of 9 optional questions and 3 open questions. Optional questions have 5 opportunities of assessment; 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree, and 3 open questions where the student has the opportunity to present their impressions about; What are your impressions for the course in general; What are your impressions for the professor in general; Do you have any extra comment or suggestion.

For each question in the questionnaire student has the opportunity to do evaluation only for one option from 1 to 5. At the moment of filling out of relevant question for the professor and courses which student does during the semester, means that the student has given the evaluation for respective course and teacher and for respektive question.

Example of questionnaire used for evaluation can be seen in Appendix (7.1) of this plan.

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Evaluation results generated in evaluation reports from the questionnaires are:

- Analytical evaluation for each course and teachers to relevant questions
- Avarage of evaluation for courses and teachers.
- Evaluation of credibility of results
- Average results of evaluation for courses and teachers in the level of Study

4.1.1. Analytical evaluation for each course and teachers to relevant questions

Analytical evaluation for each course and teacher for relevant question is initial assessment generated by the SPSS. This assessment consists of frequency (number of respondents) and Percentage of assessment for the relevant question.

This report can be see in Table 1, where is presented evaluation of a professor (X1) for the relevant course (Y1) and respective question (Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester).

Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester.		Frequency	Percent
Valid	Disagree	2	4.4
	Neutral	2	4.4
	Agree	6	13.3
	Strongly Agree	19	42.2
Total		29	64.4
Missing	N/A	16	35.6
Total		10	100.0

Table. 1. Analytical evaluation for each course and teachers

Evaluations, presented in Table 1, are involved 45 students of the same generation (summer semester) and the same program of study.

By 45 students involved in the evaluation process for Professor (X1) and Course (Y1), for first question in questionnaire (Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester), the students has been given their evaluation as fallow: 2 students, or 4.4% of the student participants in the evaluation does not agree with appropriate questions (evaluated with option 2) ; 2 students or 4.4% have chosen the option 3 in the questionnaire (evaluation with the option neutral); 6 students or 13.3% assessed with the option 4 = agree; 19 students or 42.2% assessed with option 5 = Strongly agree , and; 16 students or 35.6% did not answer.

So,Analytical evaluation for each course and teachers to relevant questions will be realized in thet way that samples of students that represent populations will be divided in proportion in baze of impressions presented for each of the nine optional questions that make student evaluation questionnaire.

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This evaluation procedure continues for all the following questions of the questionnaire as listed in the questionnaire, so the 45 students involved in the evaluation stated in our example illustrated above, must follow the procedures of optional questionnaires for questions dedicated to Professor and relevant Course.

4.1.2. Avarage of evaluation results for courses and teachers
The average of courses and teachers evaluation is an assessment which contains the average values of each question of the questioner and represents integral part of the Evaluation Report.

Evaluation results are generated in that way, where all values of students evaluation for the corresponding question in the questionnaire are collected and then divided by the total number of students who assigning relevant question, for example:

In the preliminary evaluation we take as an example the evaluation of 45 students per professor X1 and course Y1. The average evaluation results are shown in Table 2, these results are due to the first example of which is shown above.

Value 4:38 that is generated from the processing of questionnaires to the first question in Table 2, (Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester), is generated in such a way where 45 students have provided evaluation for the relevant question (example first question in the evaluation / survey). Of the 45 students, 16 of them did not answer the first question, and answered a total of only 29 students. So in this case we have the evaluation of only 29 students to the corresponding question (first question).

Statistics

Professor X1 Course Y1	N		Mean
	Valid	Missing	
Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester.	29	16	4.38
Teachers attendance during the semester has been regular	29	16	4.14
The teacher was always prepared for teaching	28	17	4.57
Activities during the semester have created opportunities for students to engage in discussions, projects, and encourage student interaction (work in group etc.)	29	16	3.83
The professor has been available to students for consultation	29	16	4.28
Provided materials for studies during the semester were suitable for the acquisition of knowledge and skills for this course	29	16	4.55
Assessment of student work for subject has been made continuously during the semester.	29	16	4.52
The course has been successful and beneficial for students.	29	16	4.45
How do you evaluate the professor in general	29	16	4.31

Table. 2. Avarage of evaluation results for courses and teachers

In Table 3, are presented individual assessments of students for question (Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester). So in

this case we have N student and X number of evaluations. To generate the average rating for the mentioned question, we have:

$$\text{Average rating for the relevant question} = \frac{\sum X}{n}$$

Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester																													Total
Student	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	
Evaluation	5	5	5	4	5	5	5	4	3	5	5	4	5	3	5	1	4	5	5	5	5	5	5	5	5	4	4	1	5	127

Table. 3. Average rating for the relevant question

In our case the value of evaluation: $\frac{127}{29}$ = 4.379

The gained value is 4:38 (reduced in two decimals) and represents the average value of student evaluation which means, in relative terms, the student agrees with the given question.

This procedure applies for average evaluation by students for all questions in the questionnaire.

4.1.3. Evaluation of credibility of results

Evaluation of credibility of results obtained in such way where the student is required to give the evaluation of teachers and course as a whole. This impression is asked by the students in question 9 of the questionnaire (How do you evaluate the professor in general). To generate a score, will be collected the average of values from question 1 to 8 (Table. 2) and sum of the results collected from 1 to 8 will be divided by the number 8 (the number of questions) result obtained is compared with a results of question 9 (How do you evaluate the professor in general) . The highest difference between the two coefficients the credible of the results of evaluation is lowest , the smaller the difference is, the more credible is the evaluation. This will illustrate with an example:

Average of evaluation for courses and teachers for relevant question								
Question	1	2	3	4	5	6	7	8	9
Average value of evaluation	4.38	4.14	4.57	3.83	4.28	4.55	4.52	4.45	4.31

Table. 4. Average of evaluation for questions.

The data in the table are taken from Table 2. The numbers in the table are collected from question 1 to 8 leaving aside the rezult of question 9. Once collected, the result obtained is 34.72. The amount gained 34.72 divided by 8 obtained coefficient will be 4:34. This obtained coefficient is compared with the value of question of 9, where is 4.31.

Taken I consideration very small difference between two coefficient, we can conclude that the evaluation by students for the course and the teacher is significant. This evaluation in the Assessment Report is presented as in Figure 5.

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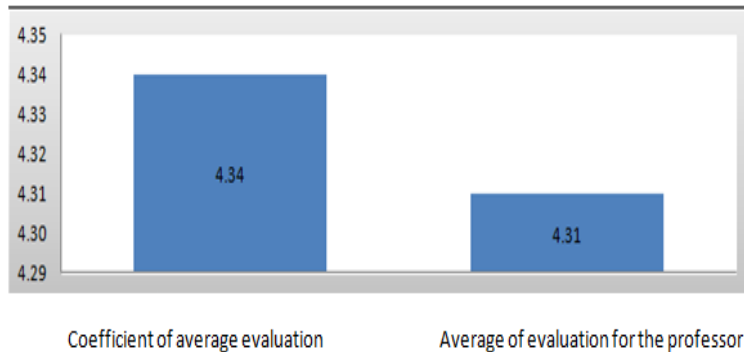
Graf. 5. Evaluation of credibility of results

4.1.4. Average results of evaluation for courses and teachers in the level of Study Program

Once realized course and teacher evaluation and after are generated values of average evaluation for courses and teacher in the evaluation reports, then will be presented the average results of evaluation for courses and teachers in the level of Study Program. This is done in order to evaluate the program in general, by do not taken in consideration names of courses and teachers.

Calculation of this value is realized in that way where the average values generated, as in Figure 2 and 4, will be generated average values for all courses and teachers for respective questions. So value of evaluation for the first question in questionnaire (Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester) for the course Y1 and Professor X1, will be collected with value of the same questions (Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester) but to another Course Y2 and Professor X2 for the same program of study and the same semester. The same procedure applies to the evaluation of the second question of course Y1, Y2, Y3, ..., Yn, and Professor X1, X2, X3, ..., xn. Once collected all the values for courses/ professors to relevant questions then, sum of value generated for the first question is divided by the number of courses / Professors evaluated for respective program. This can be seen in Table 5.

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Study Program XX Semester 2	Prof (X1) Course (Y1)	Prof (X1) Course (Y1)	Prof (X1) Course (Y1)	Prof (X1) Course (Y1)	Prof (X1) Course (Y1)		Evaluation average for the question
Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester.	3.98	4.16	4.55	3.84	3.35	$\frac{19.88}{5}=$	3.98
Teachers attendance during the semester has been regular	4.43	4.77	4.79	4.54	3.19		4.34
The teacher was always prepared for teaching	4.59	4.04	4.50	4.61	3.20		4.19
Activities during the semester have created opportunities for students to engage in discussions, projects, and encourage student interaction (work in group etc.)	4.34	3.37	4.43	4.33	3.85		4.06
The professor has been available to students for consultation	4.31	3.76	4.48	4.41	3.40		4.07
Provided materials for studies during the semester were suitable for the acquisition of knowledge and skills for this course	4.64	3.67	4.55	4.69	3.40		4.19
Assessment of student work for subject has been made continuously during the semester.	4.10	3.82	4.27	4.58	3.20		3.99
The course has been successful and beneficial for students.	4.00	3.71	4.18	4.15	3.60		3.93
How do you evaluate the professor in general	4.37	4.20	4.39	4.46	3.75		4.23

Table. 5. Average results of evaluation for courses and teachers in the level of Study Program.

$$\overline{X} = \frac{\sum \text{Evaluation average for the question 1}}{Number\ of\ courses/professors} = \frac{19.88}{5} = 3.98$$

4.2. Process of using the results of the evaluation

Procedures of data using from Evaluation Report which are generated evaluation process are regulated by relevant legal documents as mentioned above.

After are compiled Assessment Reports by processing the evaluation questionnaires by Academic Development Office/ Quality Assurance Officer, the report will be forwarded to Vice-Rector for Quality Development. Vice - Rector for Quality Development after reviewing the reports, announces the results of the evaluation for each teacher to evaluated to the management of the academic unit . For 10% lower results of the assessment, required by the management of the respective academic unit to communicate the results and work on those areas which identify poor performance of teachers.

While 10% of the best results required to be published by Academic Unit.

5. Plan to improve the evaluation process

Since the process of evaluation of courses and teachers is essential for Assuring / Improving the quality performance of teachers and courses, then, the need to expand greater involvement in evaluation process of ostudy programs and courses / teachers is necessary.

Therefore, the automation and digitization of the evaluation process at the University Prishtina will:

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• Increase the number of courses and teachers involvement in evaluation

• Reduce the time of treatment of questionnaires in hard copy (preparation of questionnaires distribution schedules, announcements, distribution / Collection, processing etc.),

• Increase the possibility that the results of the assessment are available to a greater number of people

• Increase the transparency and quality standard in university

5.1. Creating a unique opportunity within the Module for the Career Development

One of the very important components in the University of Prishtina is to support the students of the University of Prishtina in their development and career preparation. This important area is covered by the Career Development Center which operates under the umbrella of the Academic Development Office.

In order to provide quality services, Career Development Center (CDC) conducts surveys on the labor market and with graduates of the University of Prishtina. This (CDC) realizes through instruments of surveys and evaluation (questionnaires for the Company and questionnaires Graduate), appendix (7.2 and 7.3).

Therefore, for better functioning of CDC need to create an opportunity for electronic evaluation module for managing and monitoring the quality of learning within the SEMS of which will be used by officers of the Centre for Development of Career.

6. Conclusion

With the implementation of the project Development Module for managing and monitoring the quality of teaching within the SEMS, there will be a higher standard of quality in the University of Prishtina "Hasan Prishtina" and will create broader opportunities Quality Assurance / Improvement of services provided by the University.

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7. Shtojcat

7.1. Qustionnaries for evaluation of teaching and courses

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Date of completion of the questionnaire: _____

Semester: _____   Department: _____

Faculty:_____   Study program: _____
Level (Bachelor or Master): _____

STUDENT EVALUATION FOR TEACHING AND COURSES

Aiming continuously to improve the teaching process, the University of Prishtina considers that student evaluation is an important process, as well as the quality of teaching and teachers in particular.

Your evaluations are a valuable contribution to us.

Evaluations are completely anonymous and confidential.

Please fill the questionnaire carefully and be as objective as you can.

It is important to note, once again, that the purpose of this evaluation is to improve the quality of studies in general, including the work of teachers – teaching.

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For each question, pleas, circle one of the options 1,2,3,4 or 5:
(5 = Strongly agree; 4 = Agree ; 3 = Neutral; 2 = Disagree; 1 = Strongly disagree)

PYETJET   **RUBRIKA E PËRGJIGJEVE**

Name of course		Course 1	Course 2	Course 3	Course 4	Course 5
Name of professor		Professor 1	Professor 2	Professor 3	Professor 4	Professor 5
1	Syllabus of the course including the content and method of evaluation is presented at the beginning of the semester.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
2	Teachers attendance during the semester has been regular	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
3	The teacher was always prepared for teaching	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
4	Activities during the semester have created opportunities for students to engage in discussions, projects, and encourage student interaction (work in group etc.)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
5	The professor has been available to students for consultation	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
6	Provided materials for studies during the semester were suitable for the acquisition of knowledge and skills for this course	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
7	Assessment of student work for subject has been made continuously during the semester.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
8	The course has been successful and beneficial for students.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
9	How do you evaluate the professor in general	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

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Pyetjet e hapura

Professor1 _____
Course 1 _____

What are your impressions for the course in general:
What are your impressions for the professor in general:
Do you have any extra comment or suggestion?

Professor 2; _____
Course 2; _____

What are your impressions for the course in general:
What are your impressions for the professor in general:
Do you have any extra comment or suggestion?

Professor 3; _____
Course 3; _____

What are your impressions for the course in general:
What are your impressions for the professor in general:
Do you have any extra comment or suggestion?

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Professor 4; _____

Course 4; _____

What are your impressions for the course in general:
What are your impressions for the professor in general:
Do you have any extra comment or suggestion?

Professor 5; _____

Course 5; _____

What are your impressions for the course in general:
What are your impressions for the professor in general:
Do you have any extra comment or suggestion?
Thank you for your cooperation!

Academic Development Office

zzha@uni-pr.edu

University Of Prishtina "Hasan Prishtina"

Academic Development Office

7.2. Questionnaires for Companies – Labor market

University of Prishtina
UNIVERSITAS STUDIORUM PRISHTINIENSIS

Nëna Terezë, 10000 Prishtinë, Kosovë

Tel: +381-38-244183   URL: http://www.uni-pr.edu
Fax: +381-38-244187   Mail: rektorati@uni-pr.edu

Pristina,   Date. _____

The Questionnaire for Labor Organization

1. **The total number of workers that have finished their studies at the University of Prishtina? _____**
2. **The ratio of the employed based on the level of education?**   BA_____   MA_____   PHD_____
3. **According to you; how prepared for work at your company are the newly graduated   students? (Circle your answer 1-Poor, 5- Excellent)**

    1   2   3   4

4. **Rate the skills that the employed at your company gained during their studies at**

    The University of Prishtina?

Circle your answers: (1- Poor, 5- Excellent)

1.	Knowledge and Practical Skills	1	2	3	4	5
2.	The Use of the Computer	1	2	3	4	5
3.	Independence at work	1	2	3	4	5
4.	Ability to solve practical problems	1	2	3	4	5
5.	Ability to team work	1	2	3	4	5
6.	Motivation to work	1	2	3	4	5
7.	Motivation for Education (Continuing education, seminar…)	1	2	3	4	5

5. **Emphasize with what you are mostly satisfied (circle all that apply)**

    a) Ability to search the web

    b) Ability to do different computer programing

    c) Theoretical preparedness

    d) Motivation to work

e) With the general information the employee knows about his/her profession

f) Professional knowledge

g) Work ethic

h) Critical thinking skills during problem solving

6. **Emphasize with what you are not satisfied: (circle all that apply)**

a) Attitude towards knowledge and acquisition of new knowledge

b) Preparation for the use of theoretical knowledge in practice

c) Basic knowledge

d) Use of language/ literary skills

e) Practical work

f) Adhering to the norms

g) Motivated to work

h) Preparedness for field work

i) Opportunities for development of quality studies, to improve the compiling of the students to work in practice.

7. **In what manner do you plan to improve your employees in their profession?**

In the context of education (Circle all that apply)

a) Practical knowledge should be strengthened with practical tasks in the field

b) With many practical lessons and field lessons

c) Presentation of concrete projects and details for work organizing methods

d) Educating the students on the importance of team work through different exercises and team working seminars

e) Introduction of Professional Practice

f) Being out on the field

University Of Prishtina "Hasan Prishtina"

Academic Development Office

University of Prishtina
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<u>Tel:</u> +381-38-244183   <u>URL:</u> http://www.uni-pr.edu
<u>Fax:</u> +381-38-244187   <u>Mail:</u> rektorati@uni-pr.edu

Pristina,   Date. _____

Questionnaire for Graduates

Profession: _____

Year of graduation: _____

Sex: F   M

GPA (grade Point Average):_____

Employer: _____

1. **Were the fundamental studies you performed your first choice?**

   - Yes
   - No
   - Mostly Yes

2. **Studies which you are now pursuing present:**

   - Continuing Education
   - I have transferred to a different Faculty
   - I am not enrolled in school
   - I work, I do not have time for school

3. **Do your current studies present continuing education in the same field?**

   - Present Continuing education in the same field
   - Present Studying in a different field

4. **Do you think that the organization of studies 3 + 2 is useful for your Profession? _____Yes   _____No**

5. **To what extent have your studies prepared you for continuing your education? _____ A lot _____ A little _____ Not at all**

6. **How difficult and demanding were your basic studies?**

_____ **A lot** _____ **A little** _____ **Not at all**

7. **How satisfied are you with the overall experience of your studies?**
_____ **A lot** _____ **A little** _____ **Not at all**

8. **To what extent have your studies have satisfied your initial expectations?**
_____ **A lot** _____ **A little** _____ **Not at**

9. **To what extent have your studies prepared you for your professional career?**
_____ **A lot** _____ **A little** _____ **Not at**

10. To what extent the information you received while enrolled in college were correct and necessary?
_____ **A lot** _____ **A little** _____ **Not at**

11. **How satisfied are you with job opportunities after your basic studies?**
_____ **A lot** _____ **A little** _____ **Not at**

12. **If you could do it all over again, would you choose the same field?**
_____**Yes** _____**NO**

13. **Based on your experience, would you recommend to others afford your basic studies?**
_____**Yes** _____**No**

14. **If you feel unprepared for work in your profession, whose responsibility do you feel that it is?**

- Overall, the responsibility of the studies/School
- Partly my responsibility, Partly schools responsibility
- Overall my responsibility

15. **In general, what grade do you evaluate your basic studies?**
5 4 3 2 1

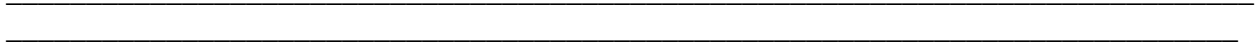16. **How do you evaluate the quality of you higher studies that you have completed?**

_____

17. **How do you value the field of study you have completed?**

_____

18. What changes would you recommend to improve the overall quality of the studies?

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Academic Development Office

7.3. Questionnaire for Academic staff

QUESTIONNAIRE FOR ACADEMIC STAFF

The questionnaire below is the recommended form for Academic Staff.

All those who fill in this questionnaire shall remain completely anonymous.

The primary goal of this questionnaire is to collect the opinions of academic staff in the faculty in order to asses all aspects of their activity; especially their suggestions for eventual improvements.

This questionnaire aims to assist those who prepare the Self-evaluation Report by asking for standpoints of all academic staff on the UP faculty and the working environment.
Your responses will be used to prepare the Self-evaluation Report for the Faculty.

Some of the questions presented in this questionnaire may be avoided if they are not relevant for your faculty.

If you have any comments on the form or content of this questionnaire, please contact Academic Development Office, UP Quality Assurance Unit Officer, at the address zzha@uni-pr.edu

The more realistic your suggestions on the improvement of the existing situation presented in the questionnaire are, the bigger the possibilities for using them in the next strategic planning in your faculty will be.

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Academic Development Office

FACULTY / DEPARTMENT / BRANCH: _____

ACADEMIC TITLE:_____

Gender: _____

Age: _____

Please give your evaluation on the assessments presented below
(Put **x** on the column to reflect your opinion on the topic that is being evaluated)

1. INFORMATION ON THE FACULTY	I fully disagree	I partially agree	I agree	I fully agree	I don't know
The Mission of the faculty is well known for all its staff members					
The declared Mission of the faculty properly reflects the role of the faculty within the University					
Our faculty has frequently conducted assessments of its work with the purpose of making a comparison with other similar faculties in the universities in the region and wider.					
The profile of academic staff in our faculty is satisfactory					
Gender ratio in our faculty is balanced					

Internal organisation of the faculty is satisfactory					
Current management structure of the Faculty was proven as successful					
The faculty staff is well informed on the available budget					
Workload (work) of academic staff in the faculty is equal					
Salaries of academic staff are motivating for good results at work					
The faculty has hired sufficient new staff in the past three years					
Academic staff is involved in the procedures of selecting of new staff.					
The staff is well informed on all decisions that are taken within the faculty					
Academic staff is involved in all commissions throughout the departments in the faculty					
Communication between the education delivery staff and students is satisfactory in all levels					
Communication between the academic and non-academic (lab technicians, administration etc) staff of the faculty is satisfactory					
Relationship between the faculty management and academic staff are at a satisfactory level					
2. ACADEMIC STAFF, TEACHING AND LEARNING	**I fully disagree**	**I partially agree**	**I agree**	**I fully agree**	**I don't know**
The faculty provides for adequate conditions for organisation of education process.					

The halls, labs in the faculty are well equipped with concretisation means					
Academic staff has adequate conditions for professional development and advancement					
The faculty uses mechanisms to assess the efficiency of its curricula through its current and previous students, as well as through employers and professional associations.					
The study programs in the faculty contain sufficient interdisciplinary subjects					
Learning outcomes expected are defined for each matter					
The expected education results are achievable					
Education, skills and knowledge gained by the student are assessed in different forms of evaluation					
The content of subjects offered has been improved after the last curricula review					
The existing study curricula in the faculty are continuously amended					
Education staff is encouraged to further develop their education skills and methodology					
Academic staff is trained for supervision and leadership of students in the Master and Doctorate studies.					
The interest of students for the					

	I fully disagree	I partially agree	I agree	I fully agree	I don't know
education process is satisfactory					
Participation of students in lectures and other education activities is satisfactory					
The student admission procedures provide selection of high quality students					
The study curricula are attractive for new students					
3.RESEARCH ACTIVITIES	**I fully disagree**	**I partially agree**	**I agree**	**I fully agree**	**I don't know**
The ratio between research and teaching at faculty is satisfactory					
Engagement with teaching hampers engagement of academic staff in research work					
Faculty supports its personnel in undertaking research activities					
The Faculty research work is related to industry and other institutions					
Academic policies of the University stimulate research work by academic staff					
Oversight or guidance to students in research is adequate					
The Faculty has a Regulation on Guidance of Students in Masters and PhD studies					
Level of cooperation of the Faculty with faculties abroad is satisfactory					
Involvement of academic staff in assessing the Faculty is right					

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1. Do you have any suggestion on improving teaching, research work and involvement of students in lectures: _____

_____

_____

_____

2. Please count three things you think function best at your Faculty

_____

_____

_____

Please give your evaluation on the assessments presented below
(Put **x** on the column to reflect your opinion on the topic that is being evaluated)

	I fully disagree	I partially agree	I agree	I fully agree	I don't know
the Dean's Office is open for communication with the Academic staff					
The Head of Department/Branch may be contacted every day by academic personnel and students					
the Computer Centre in the Faculty is well equipped					
Research labs are well-equipped with modern tools					
Administrative services at the Faculty are outworn.					
Faculty possesses a library rich of modern textbooks					

the University Library provides quality services to academic staff					
the UP Financial Unit provides efficient and satisfactory services					
the Academic staff has access to printing and photocopying equipment for lecture materials					
Lecturers' cabinets are equipped with all tools of quality lecture preparation					
the Audio/visual equipment maintenance services are good					
There are sufficient premises within the University Campus for feeding academic personnel					
Hygienic conditions are satisfactory					

3. Do you have any suggestion on how can the services above be improved?

_____

_____

_____

_____

Additional comments: _____

_____

_____

_____

Thank you for your participation!

University Of Prishtina "Hasan Prishtina"

Academic Development Office

7.4. Questionnaire for Amnistrative Staff

QUESTIONNAIRE FOR THE ADMINISTRATIVE AND SUPPORT STAFF OF THE UNIVERSITY

The following questionnaire is the recommended form for the administrative and support staff

_____

All those filling this questionnaire will remain fully anonymous

The primary objective of this questionnaire is collecting views of the administrative and support personnel of the University, with a view of assessing all aspects of their work, especially their suggestions on eventual improvement.

This questionnaire aims to support those preparing the Self-Assessment Report, requiring the views of the administrative and support staff in Departments (Faculties), UP and the working environment.
Your responses shall be used to prepare a Self-Assessment Report for the Department.

Some of the questions posed by this questionnaire might not be relevant for your Department, hence they may be avoided.

If you have any comments on the form or content of this questionnaire, please contact Academic Development Office, UP Quality Assurance Unit Officer, at the address zzha@uni-pr.edu

The more realistic your suggestions presented for improving the existing situation, the greater the possibilities are for them to be used in future strategic planning by your Department.

Faculty/Administrative Unit: _____

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Academic Development Office

Position:_____

Gender: _____

Age: _____

1. Please provide your assessment related to conclusions presented below
*(Write the mark **x** in the column reflecting your view on the issue being assessed)*

	Do not agree at all	Partially agree	Agree	Fully agree	Do not know
Administrative/support staff informed on the declared Mission of the University					
Administrative/support staff well informed with the Mission of the Unit they work for					
Administrative/support staff contribution to the unit enables implementation of its role within the University					
Administrative/support staff profile (professional qualification) within the Faculty satisfactory					
Our Administrative/support unit is comparative to similar units in other universities					
Gender ratios within administrative/support staff are balanced					
Employed personnel within the unit					

is rather old					
The current management structure of the Faculty has shown success					
Administrative/support staff informed with the budget available					
The workload of administrative/support staff in the Faculty/Unit is equal					
Administrative/support staff salaries are motivating for results in work					
The Faculty has hired sufficient new administrative/support staff in the last three years					
New administrative/support staff selection commissions are adequately composed					
Administrative/support staff is well informed on decisions taken within the faculty					
Administrative/support staff is involved in all Commissions within the Faculty					
Administrative/support staff communication with students is good					
Relations between administrative/support staff and academic staff are good.					
Relations between administrative/support staff and Faculty management are good					
Relations between administrative and support units are satisfactory					

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Lecturing rooms and labs are well furnished with accessory tools					

	Do not agree at all	Partially agree	Agree	Fully agree	Do not know
Faculty Deans have good working relations with administrative and support staff					
The University Secretary General timely informs administrative/support unit with decisions of the Management and Senate of UP					
Support staff takes care of maintenance of audio/video equipment in faculties					
Administrative/support units are equipped with necessary working tools					
Computer rooms are used by administrative/support units					
Administrative personnel is equipped with means of printing and copying various materials					
UP Financial Personnel provides satisfactory services					
Salaries of administrative/support staff are motivating for work					
Administrative units are represented to all managing bodies of the University					
there is sufficient premise within the University Campus for feeding personnel					

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Maintenance – hygiene of working premises is satisfactory.					

1. Please count three things you do not like in your Faculty/Unit and write how would you change them

_____

_____

_____

_____

2. Please provide your assessment related to issues presented below
*(Write the mark **x** in the column reflecting your view on the issue being assessed)*

2. Do you have any suggestion on how can the services above be improved?

_____

_____

_____

_____

Additional comments:

_____
_____
_____
_____
_____

Thank you for participating!

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Academic Development Office

7.5. Questionnaire for Bachelor Students

QUESTIONNAIRE FOR BACHELOR DEGREE STUDENTS

The questionnaire below is the recommended form for bachelor degree students. If necessary, changes can be made to adopt to the requests of your department.

Primary goal of this questionnaire is to collect the students' opinions of BA degree (write the name of the department)_____ on all aspects of teaching and learning experiences in this department and in the UP.
Your suggestions in order to improve the quality are most welcome..

The results of this questionnaire shall serve those who are preparing the Self-evaluation Report in the department that is to undergo the Quality Evaluation.

If you have any comments on the form or content of this questionnaire, please contact Academic Development Office, UP Quality Assurance Unit Officer, at the address zzha@uni-pr.edu

This questionnaire is a good opportunity to show your opinion on your education, therefore the more realistic your suggestions are the greater the chances are to make use of them in the next planning of your department.

The questionnaire is fully anonymous, but you are asked to write down the department/field of study and the current year of studying.

FACULTY/DEPARTMENT: _____

BRANCH/FIELD OF STUDY : _____

YEAR OF STUDIES: _____

GENDER:_____

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1. Please, give your evaluation on the topics below
*(Tick **x** on the column to reflect your opinion on the topic)*

LEARING AND TEACHING	I fully disagree	I partially agree	I agree	I fully agree	I don't know
materials presented on lectures are regularly provided for us					
we are informed about the course materials at the beginning of the semester					
The syllabus are always timely distributed					
Consultation hours with professors are announced					
Consultation hours with professors are respected					
We are informed on the evaluation methods of the respected courses in the beginning of the year					
Teaching methods are modern					
Learning classrooms/halls are well equipped with audio-visual means for concrete learning					
The relationship between the theoretical and laboratory (practical) part of the course is adequate					
Student is free in choosing the optional courses					

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Class schedule is timely announced					
Classes schedules are respected by teachers					
Study programmers correspond with the developments in the respective study field					
Study programme is comparative with the programme in other universities					
The value of ECTS per course is calculated according to students engagement					
Practical work outside of institutions is regularly applied					
Communication between the heads of departments and students is a good level					
employment opportunities after the completion of studies are known to the students					
My general opinion on this programme is positive					
I would suggest this study programme to others					

1. Do you have any suggestion on how to improve the study quality in the department?

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_____

_____

_____

_____

2. Please, give your evaluation on the topics below
(Tick x on the column to reflect your opinion on the topic)

LAB/PRACTICAL WORK	I fully disagree	I partially agree	I agree	I fully agree	I don't know
The material on preparing the lab/practical work are given in advance					
The lab/practical work is consistently supervised by the teachers					
Lab/practical work is included in the final course evaluation					
Labs and halls are equipped with the necessary equipment, means and substances .					
Engagement of support staff in the lab/practical work is satisfactory					

2. Do you have any suggestion how to improve lab/practical learning and teaching process in your Department

_____

_____

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_____

_____

_____

3. Show your opinions on the below services – add other services on in the list.

(Tick x on the column to reflect your opinion on the topic)

SERVICES AND INFRASTRUCTURE	I fully disagree	I partially agree	I agree	I fully agree	I don't know
The Deanship is open for students` remarks, suggestions and requests.					
Chief of Department is consistently in contact with students					
Office of External Relations offers sufficient information to students					
Administrative services of the faculty (exams registration) are satisfactory					
Central Administration Services are at service for students					
Study halls and labs provide the necessary conditions for qualitative learning.					
The maintenance of the university premises (tidiness, cleanness) is at appropriate level					

the computer halls are available for students					
The department possesses the library with sufficient professional books and other materials					
University library is equipped with other electronic books and materials					
University library offers quality services for students					
department possesses special reading halls for students					
services for students with limited abilities in the department are at appropriate level .					
Students have access to printing and photocopy of reading materials in the department					
News Boards (announcements) for students contain sufficient and consistent information.					
Students have sport and recreation centers within the university premises					
the accommodation in the students` center is satisfactory					
offered food in the students` restaurant is qualitative					
Center for Carrier Advise and Development (LINK) offers useful advise to students					
IT unit staff offers the necessary services					

University provides health care for students					
Students Union at faculty level addresses the students` needs					
Students Parliament is engaged for the interests of all students in UP					

3. Do you have any suggestion on how to increase the quality of services and infrastructure in the University/Faculty/Department

_____

_____

_____

_____

_____

_____

_____

Additional comment

_____
_____
_____
_____
_____

Thank you for your participation!