

UNIVERSITY “UKSHIN HOTI” PRIZREN
QUALITY ASSURANCE OFFICE



SUMMARY EVALUATION REPORT FOR
THE SUMMER SEMESTER 2021-2022

2023

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Introduction

Quality Assurance Office

The Office for Quality Assurance operates within the Central Administration of the University "Ukshin Hoti" Prizren. The QAO aims the establishment and continuous advancement of university policies and practices in order to increase quality, fully conform to the provisions of the Law on Higher Education, Quality Assurance Standards within the European Area, Accreditation Standards/Accreditation Agency of Kosovo, and the Quality Assurance Regulation.

The operative superior of the QAO is the Vice-Rector for International Relations and Quality Improvement, while the administrative superior is the General Secretary of the University. Quality measurement is done with the instruments included in the Quality Assurance Regulation, drafted by the Central Quality Assurance Commission and approved by the Senate. The reports drafted by the Quality Assurance Commission at the level of academic units, including the recommendations that emerge from the evaluation results, with drafts of the summary report are sent to the management, deans and administrative managers (stakeholders) are immediately informed in order to plan and improve continuously and other stakeholders. The summary report is public on the university's website.

Questionnaires A1, A2, A3, A4, A5, A6 and A13 are launched twice a year, while the other questionnaires are launched at the end of the year. Questionnaires A8 and A12 are constantly in process during deregistration and graduation of students. Questionnaires are anonymous and ensure complete confidentiality. Academic staff performance contains five assessment pillars from questionnaires A1, A2, A3, A4 and A5, the results of which reflect staff performance per semester and year. Academic staff are informed of their performance on an ongoing basis (every semester).

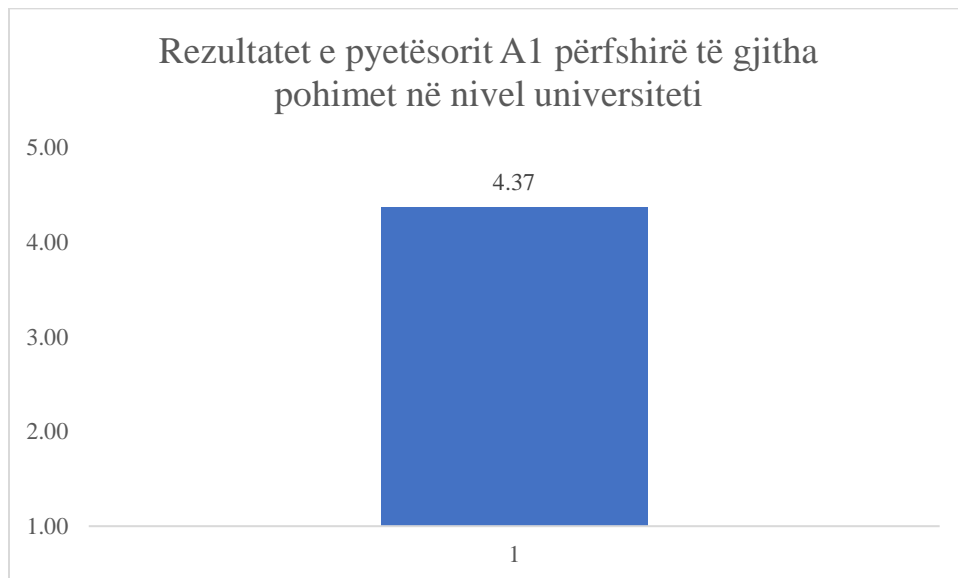
Evaluation of The Teacher/Assistant by The Students – A1

The questionnaire is intended for bachelor's and master's level students. The questionnaire includes 17 questions for teachers and 16 questions for assistants and one open question. The assessment is made from 1-5. The questionnaire includes questions related to:

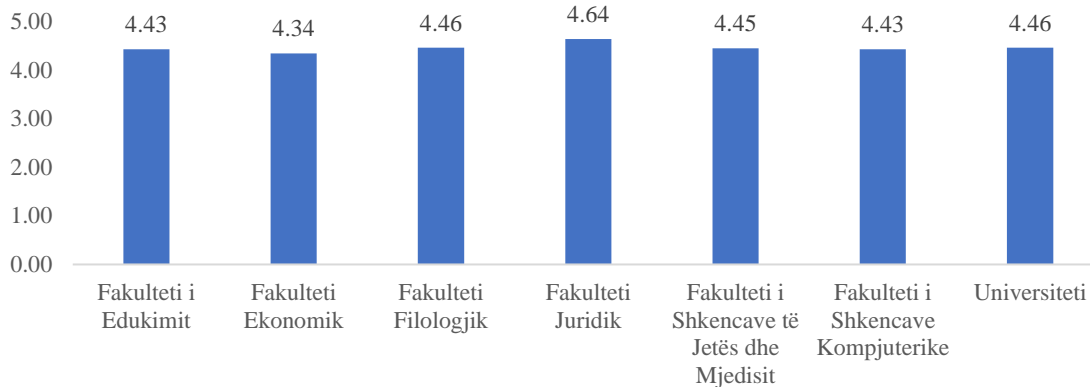
- teaching,
- relationship with students,
- ethical code.

The questionnaire was designed in order to provide information about the full implementation of the syllabus, professional development, teaching methods, time management, satisfaction with assessment, willingness to provide consultations, behavior of teachers/assistants.

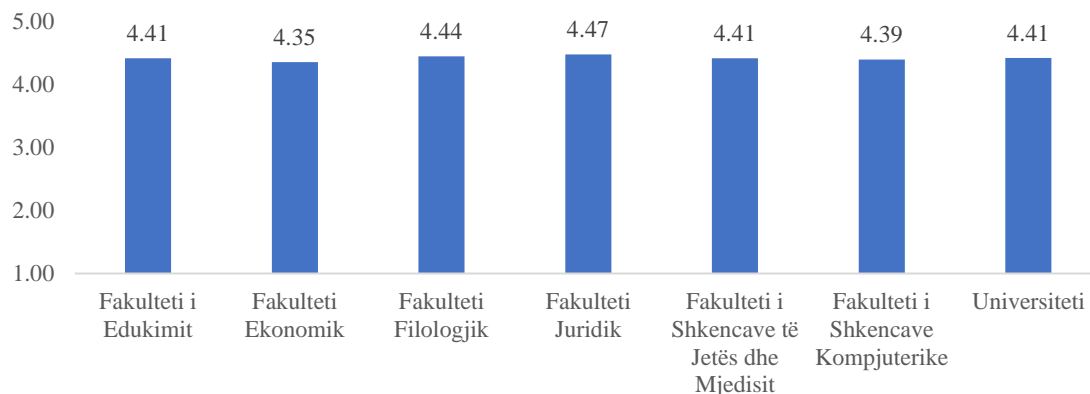
The questionnaire is carried out twice a year at the end of the semester and is one of the pillars of the academic staff performance indicator. The report presented general statistics and recommendations arising from the data collected from the questionnaires. Teachers and assistants are informed of their performance as well as in real time they can see the results of the questionnaires in real time in the electronic system in their profiles. The questionnaire is completely confidential and guarantees complete anonymity. The questionnaire was answered 8593 times by students for the summer semester. The results of the questionnaire are satisfactory with a rating of 4.38 at the university level, out of a full rating of 5. Below are the results for each question in a graphical form.



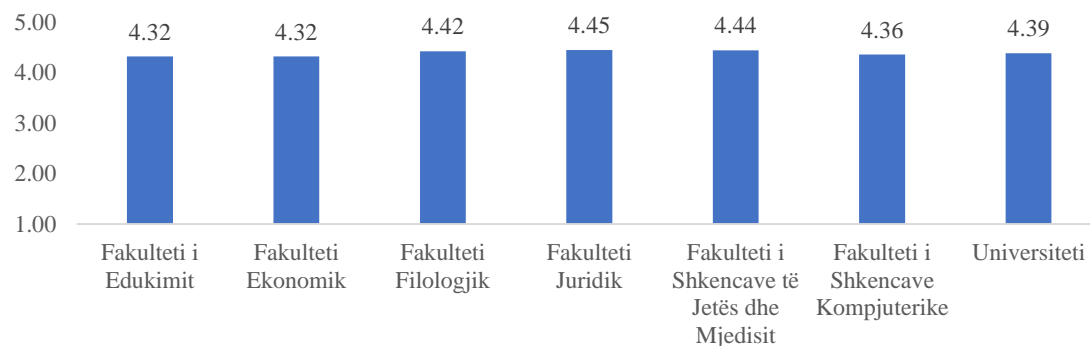
P1: Në fillim të semestrit, mësime/ndërmësuesit ka prezantuar syllabusin/përmbajtjen e lëndës dhe metodat e vlerësimit.



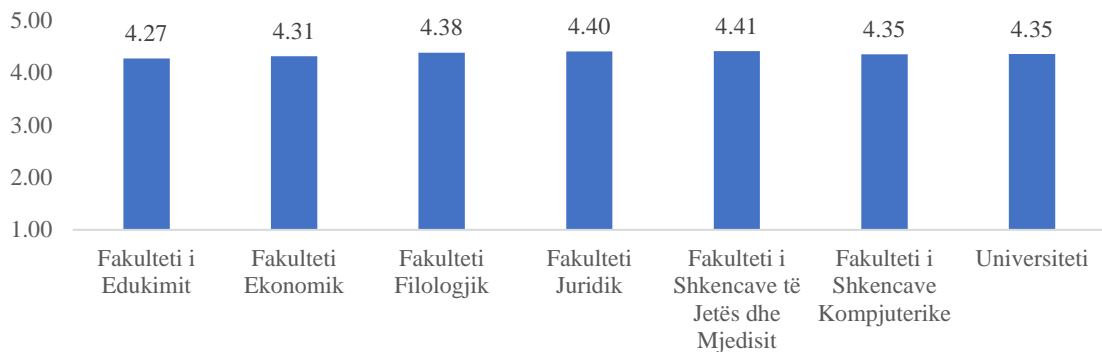
P2: Mësime/ndërmësuesit ka qenë i rregullt në ligjerata.



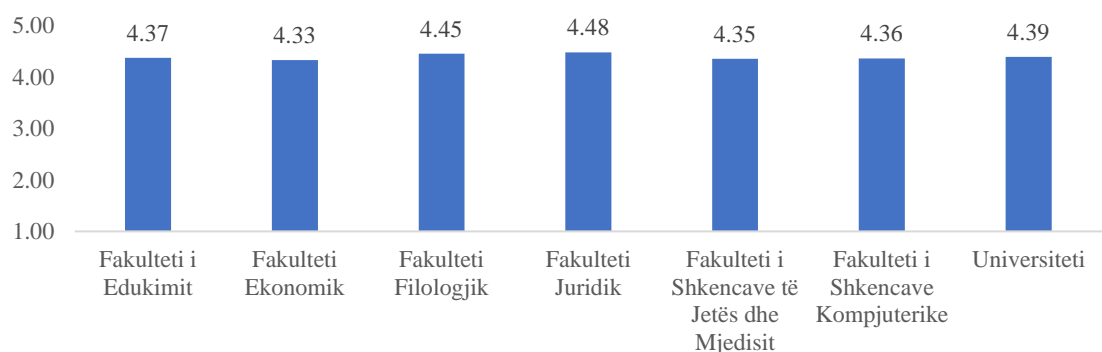
P3: Mësime/ndërmësuesit ka shoqëruar ligjëratat me shembuj dhe ilustrime të cilat ndihmojnë në kuptimin e përmbajtjes së ligjëratës.



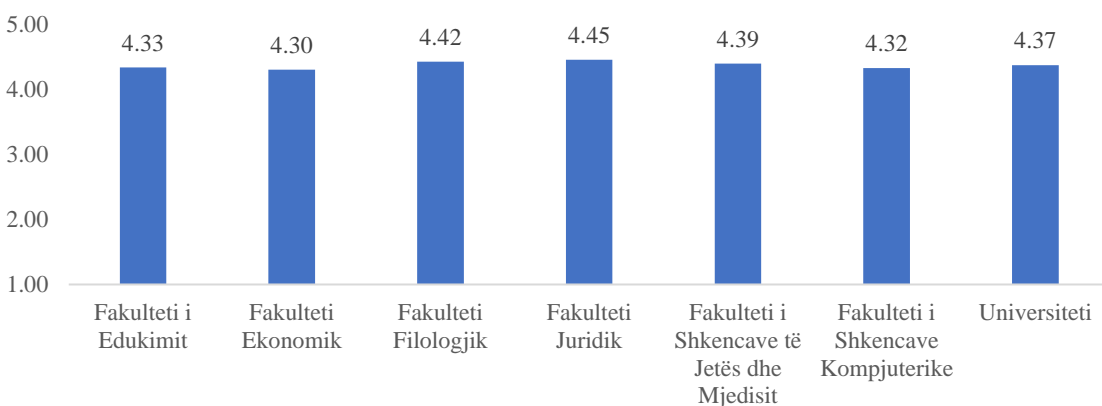
P4: Mësimdhënësi/ja ka përdorur teknologjinë bashkëkohore të mësimdhënies (p.sh. projektorët, internetin, simulatorët).



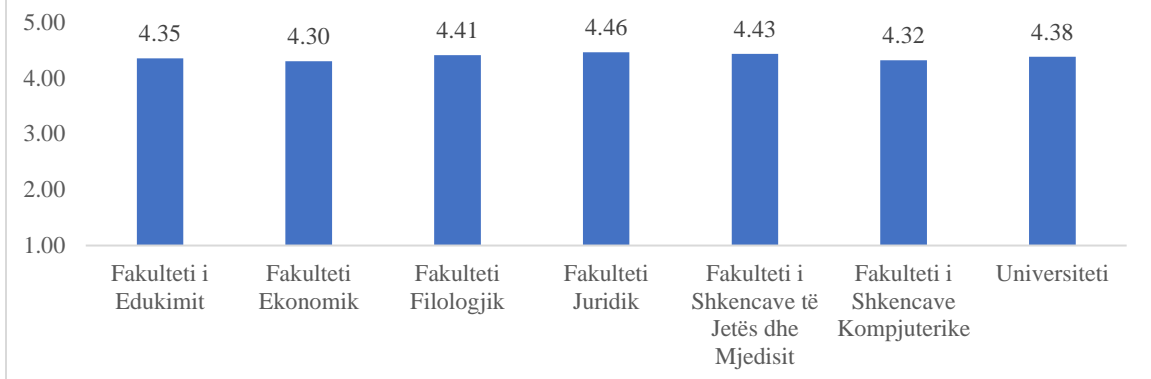
P5: Mësimdhënësi/ja ka treguar gatishmëri për t'iu përgjigjur pyetjeve të studentëve dhe ka treguar kompetencë për lëndën.



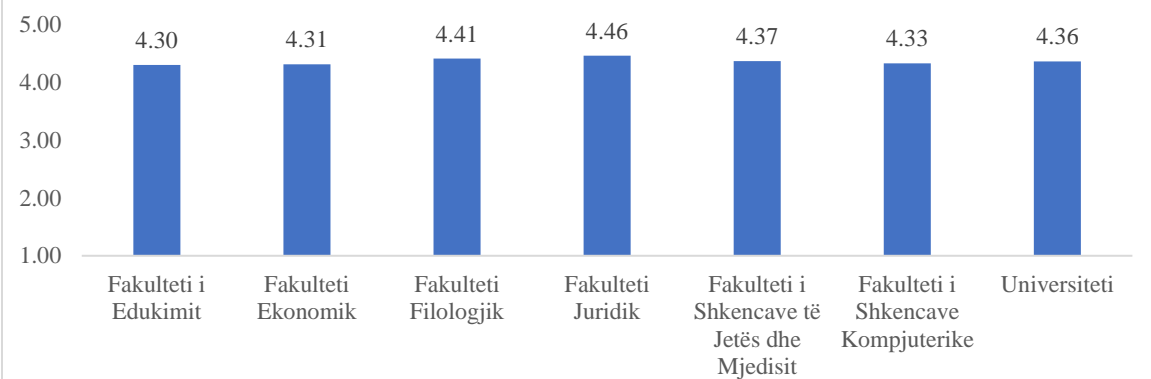
P6: Mësimdhënësi/ja gjatë ligjeratave ka inkurajuar diskutime dhe aktivitete në klasë.



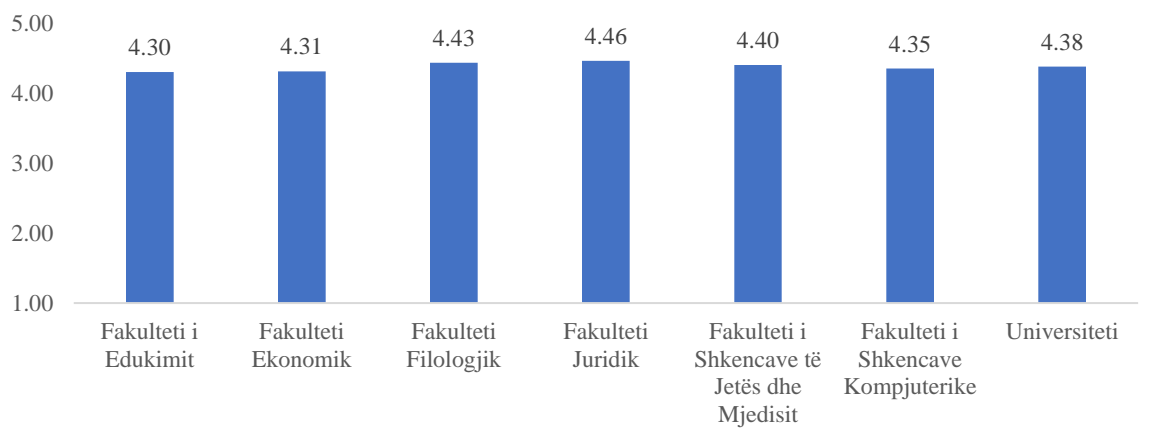
P7: Mësimdhënësi/ja i jep rëndësi pjesëmarrjes së studentëve në ligjerata.



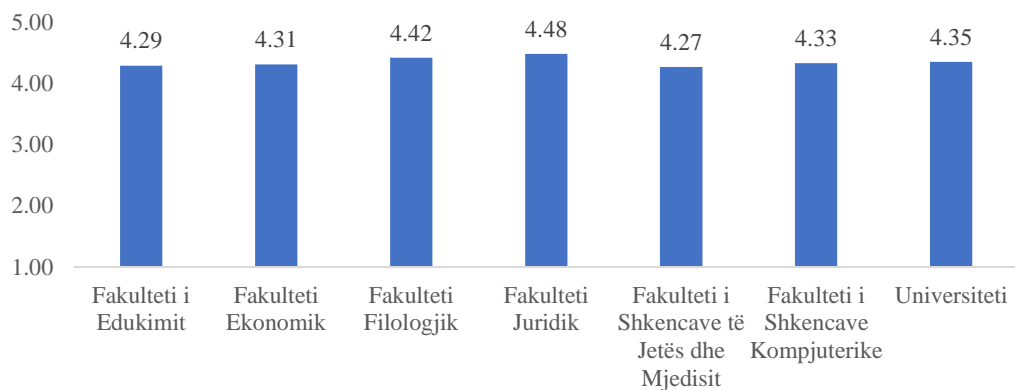
P8: Mësimdhënësi/ja ka përdorur burime/literaturë bazike dhe burime shtesë në mësimdhënie.



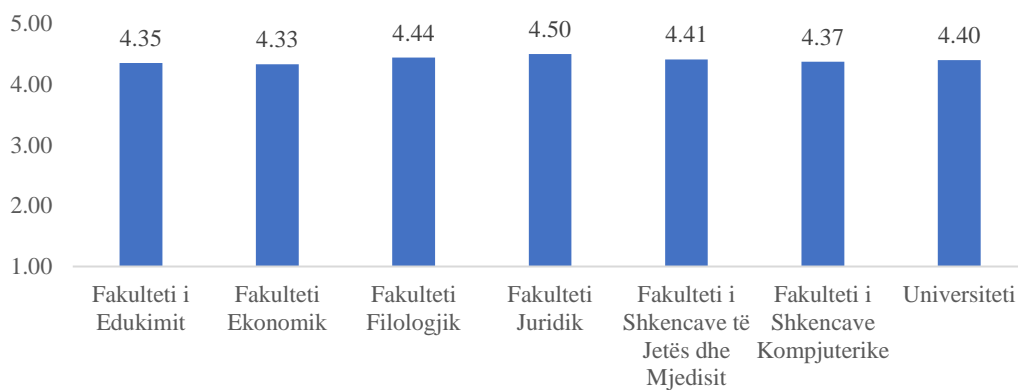
P9: Mësimdhënësi/ja ka integruar konceptet teorike dhe praktike për lëndën (nëse aplikohen ushtrimet).



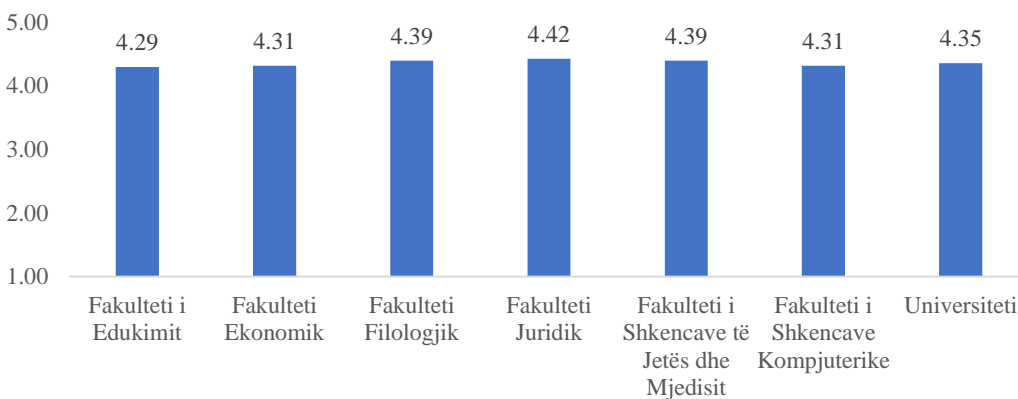
P10: Sa është harmonizuar përmbajtja e ligjëratave me ushtrimet? (nëse aplikohen ushtrimet)



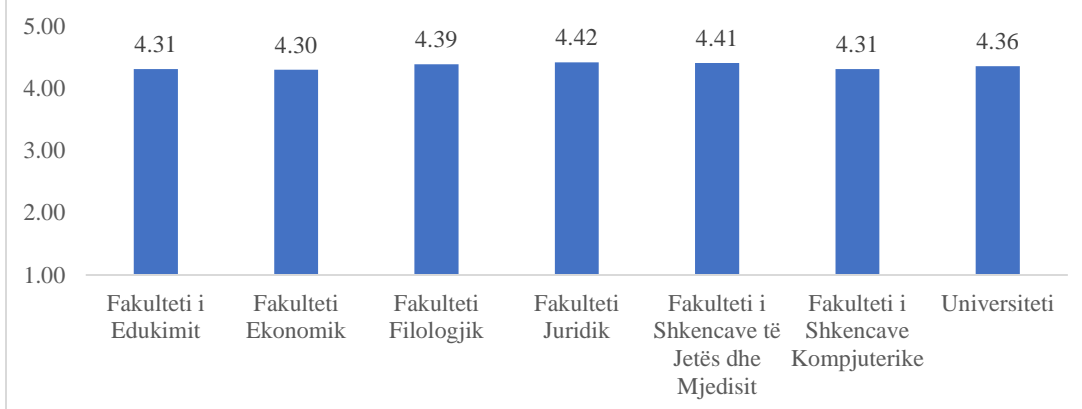
P11: Mësimdhënësi/ja e ka menaxhuar mirë kohën gjatë ligjëratave.



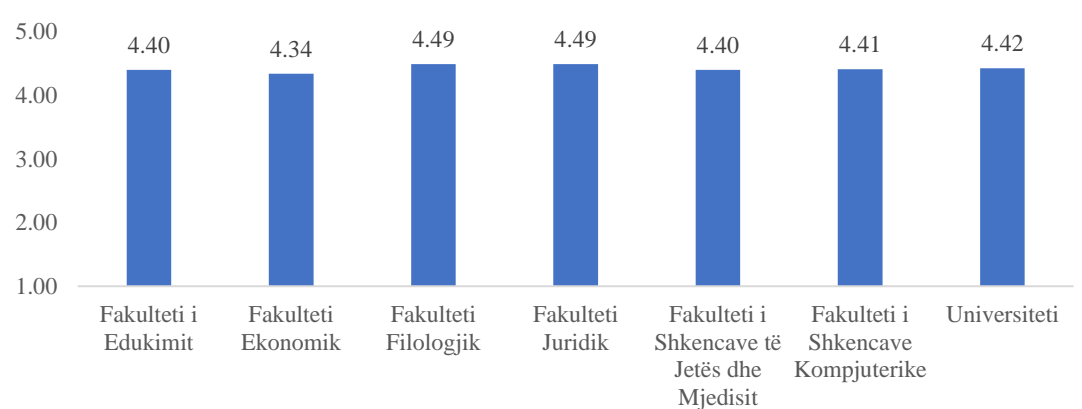
P12: Vlerësimi i punës së studentëve është bërë në vazhdimësi.



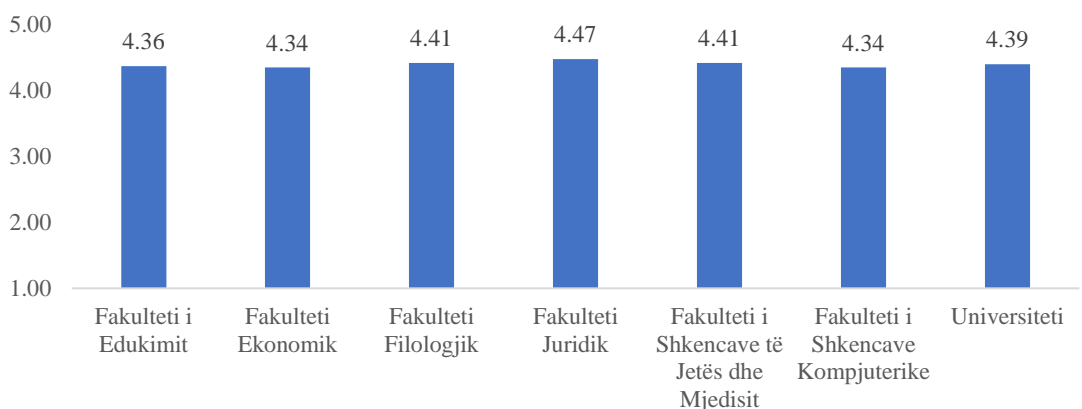
P13: Sa ka shprehur gadishmëri mësime/je në ofrimin e konsultimeve jashtë orarit të ligjeratave?

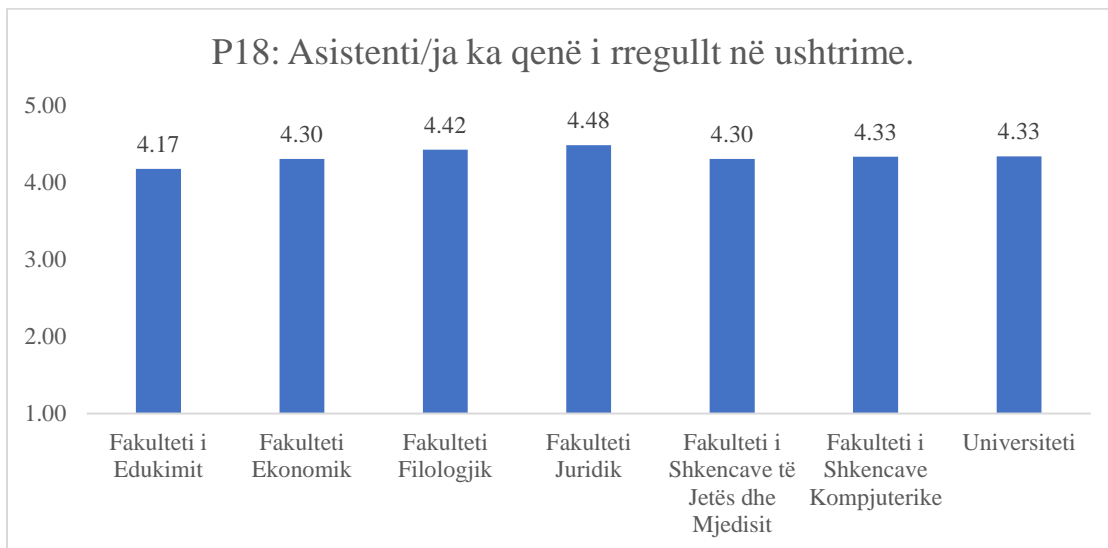
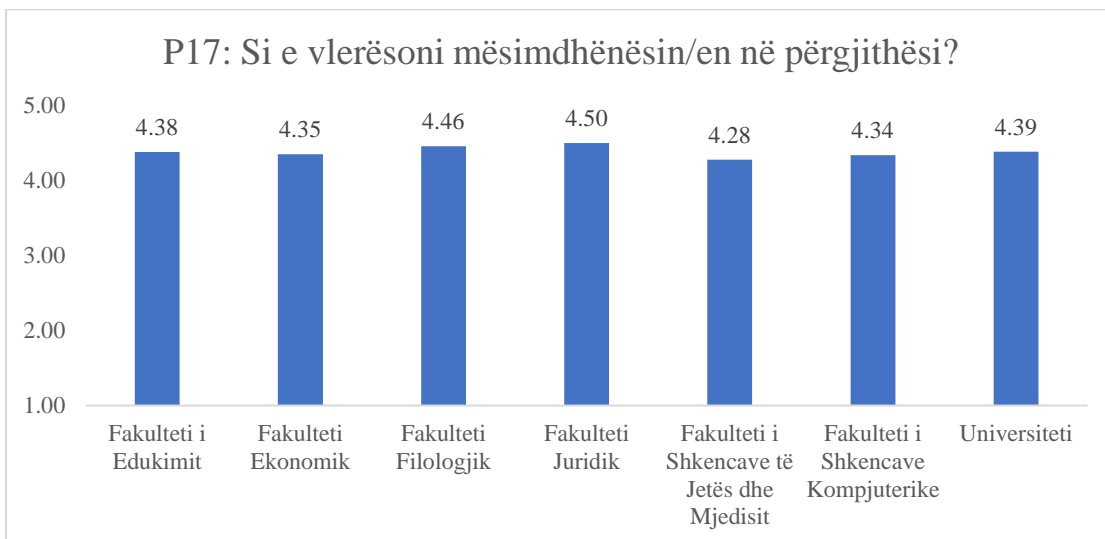
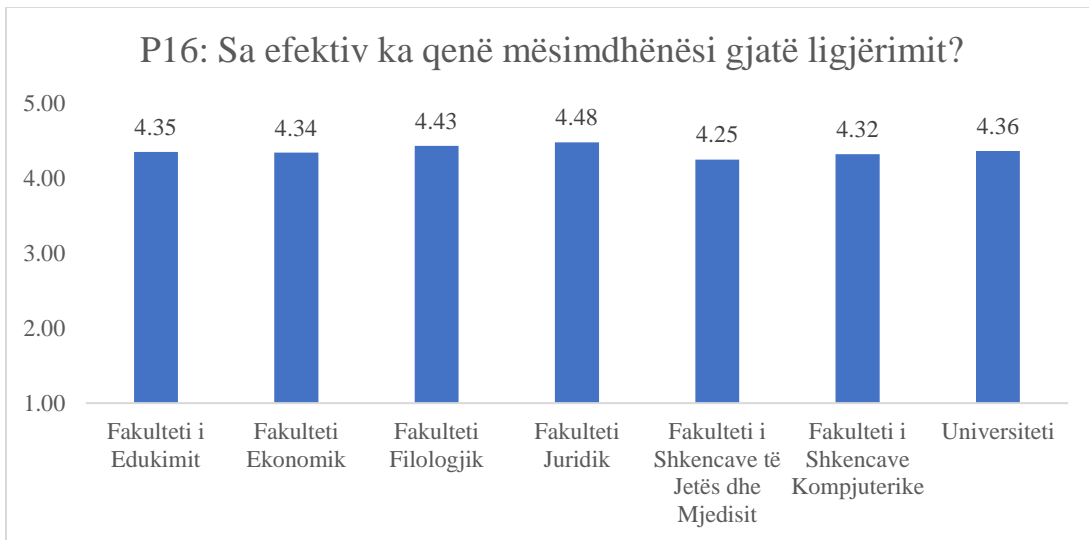


P14: Mësime/je është sjellur në përputhje me kodin etik.

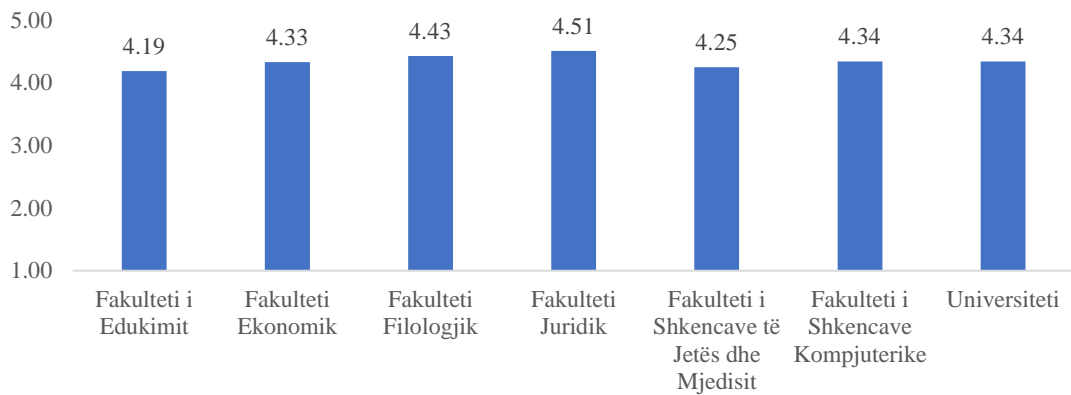


P15: Sa ju ka ofruar mësime/je informacione për trendet aktuale që lidhen me lëndën?

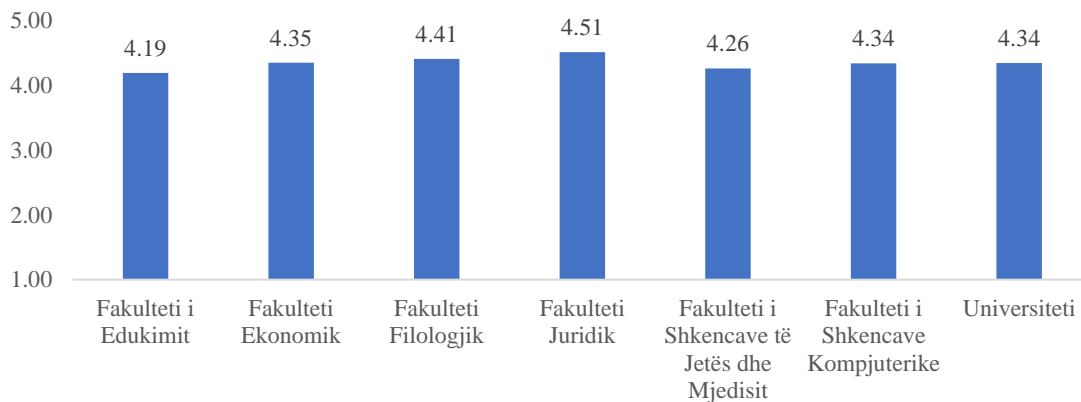




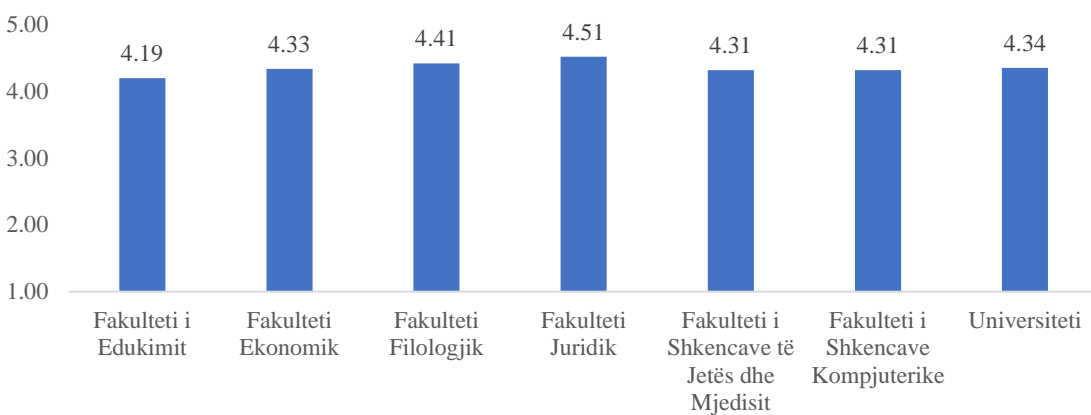
P19: Asistenti/ja ka qenë i përgatitur dhe ka treguar kompetencë për lëndën.



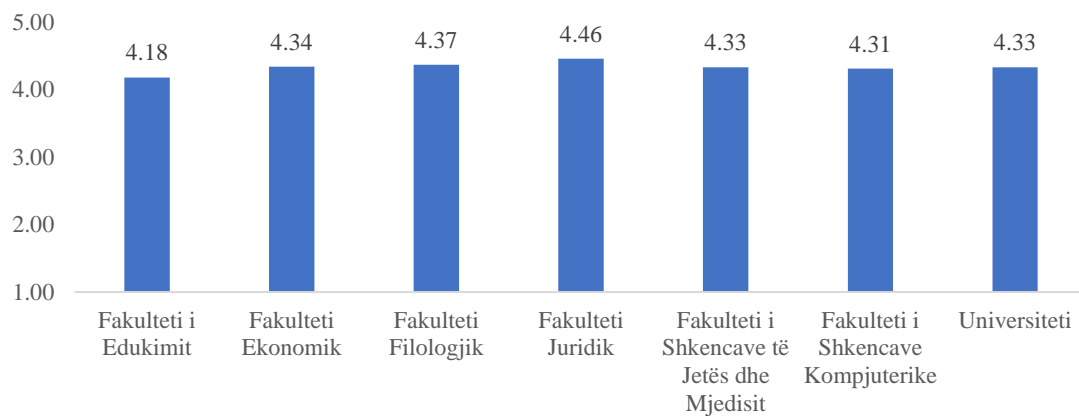
P20: Sa i është përmbajtur asistenti/ja syllabusit/përmbajtjes së lëndës?



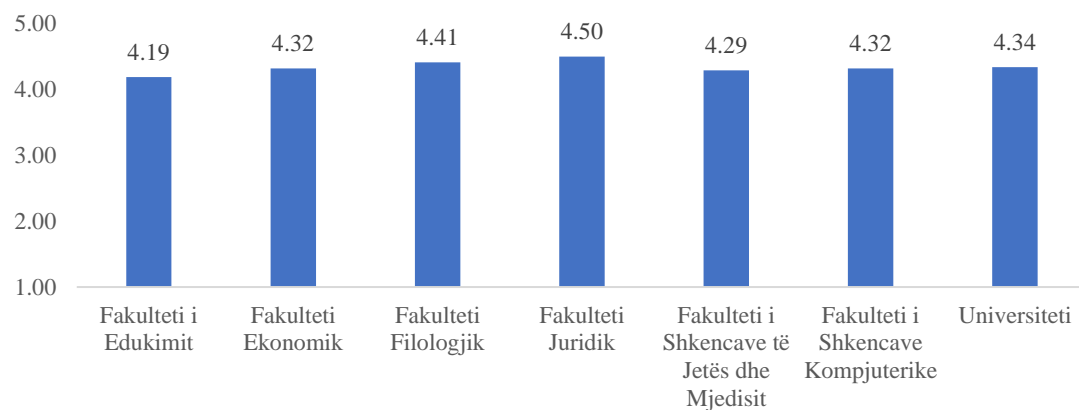
P21: Asistenti/ja gjatë ushtrimeve ka inkurajuar diskutime dhe aktivitete në klasë.



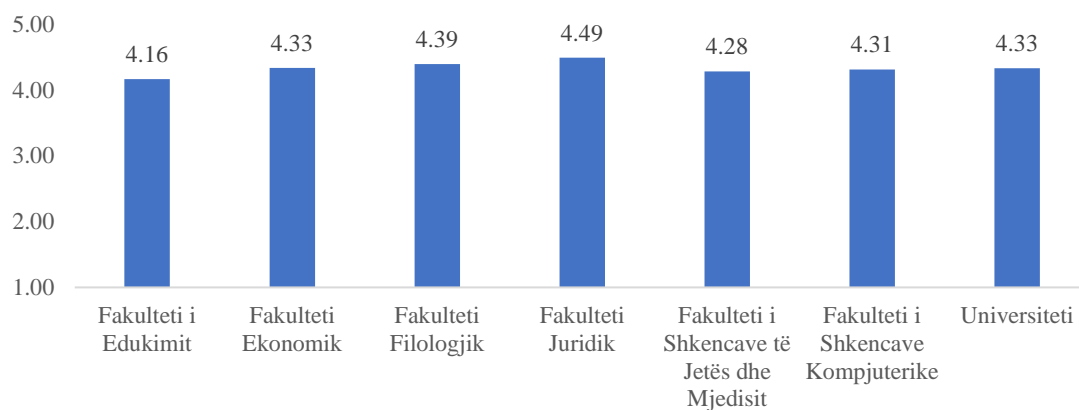
P22: Asistenti/ja i jep rëndësi pjesëmarrjes së studentëve në ushtrime.



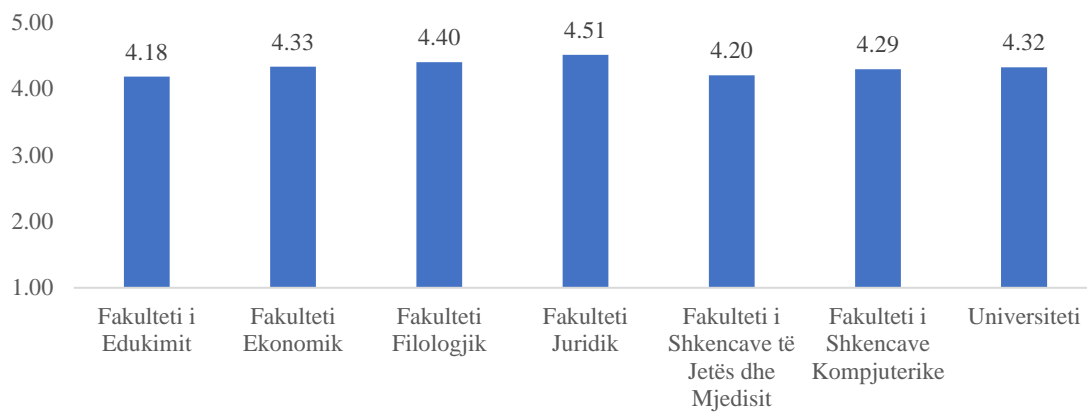
P23: Asistenti/ja ka përdorur burime të mjaftueshme në ushtrime.



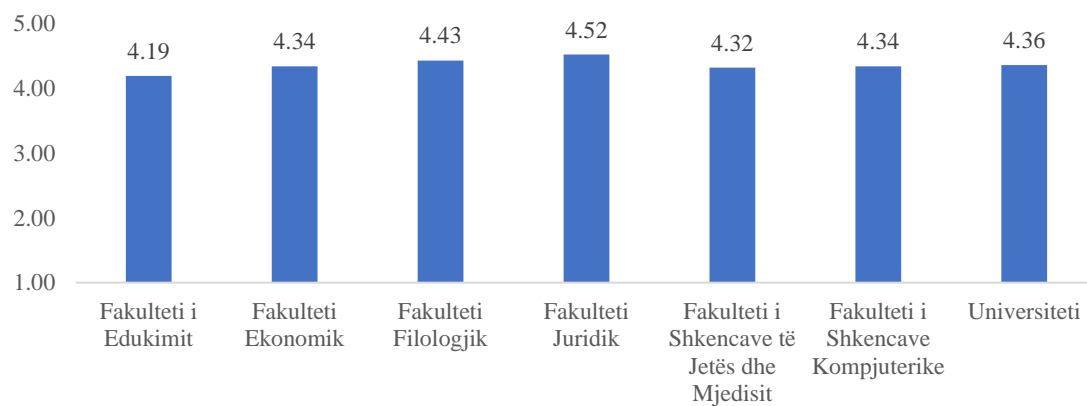
P24: Asistenti/ja ka kontribuar në integrimin e koncepteve teorike dhe praktike për lëndën. (nëse aplikohen ushtrimet)



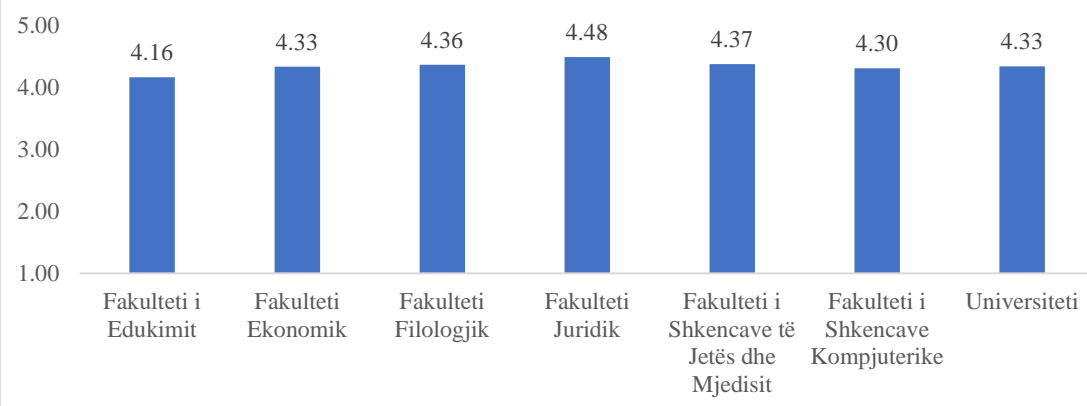
P25: Sa janë të harmonizuara ligjeratat me ushtrimet? (nëse aplikohen ushtrimet)



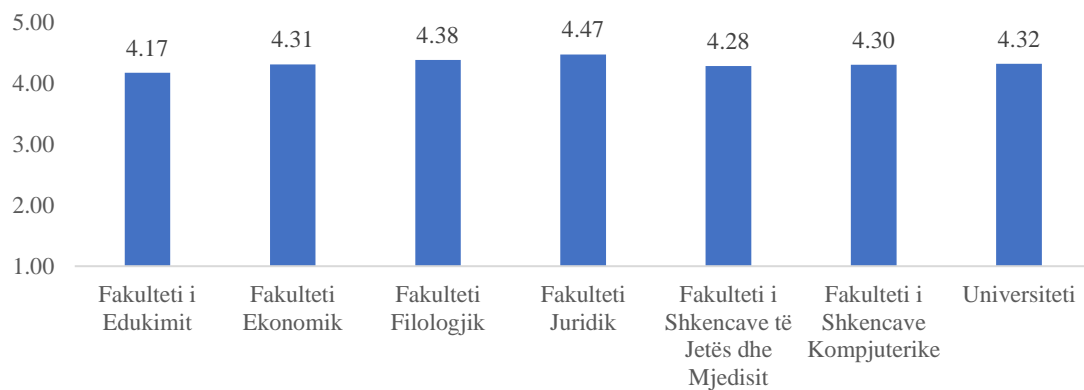
P26: Asistenti/ja e ka menaxhuar mirë kohën gjatë ushtrimeve.



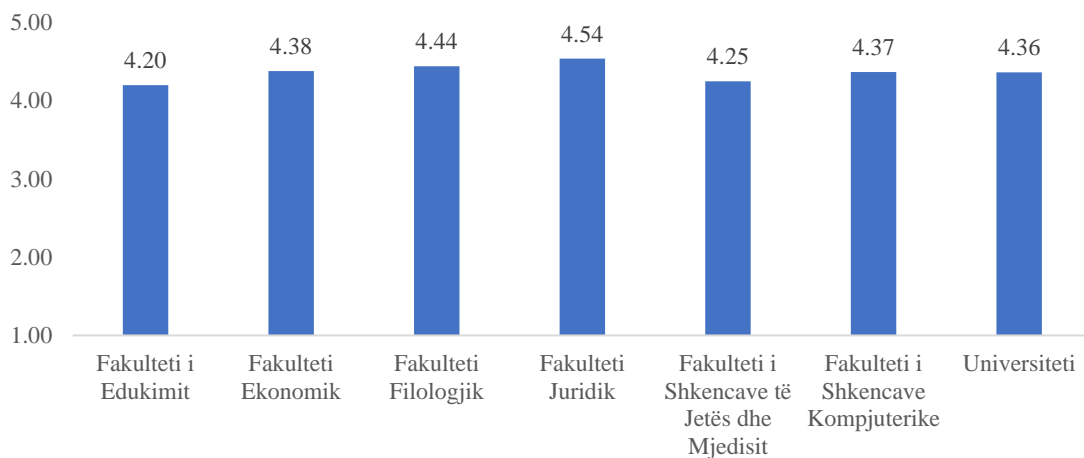
P27: Vlerësimi i punës së studentëve është bërë në vazhdimësi.



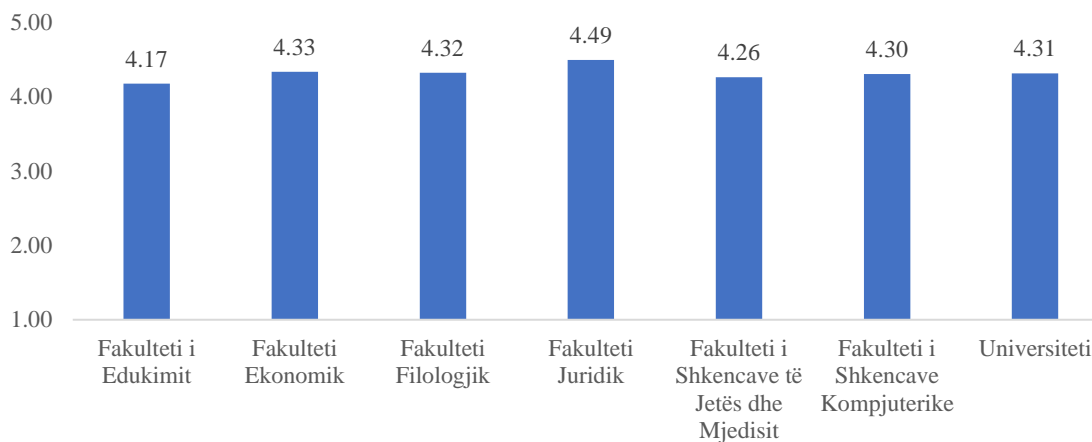
P28: Sa ka shprehur gadishmëri asistenti/ja në ofrimin e konsultimeve jashtë orarit të ushtrimeve?



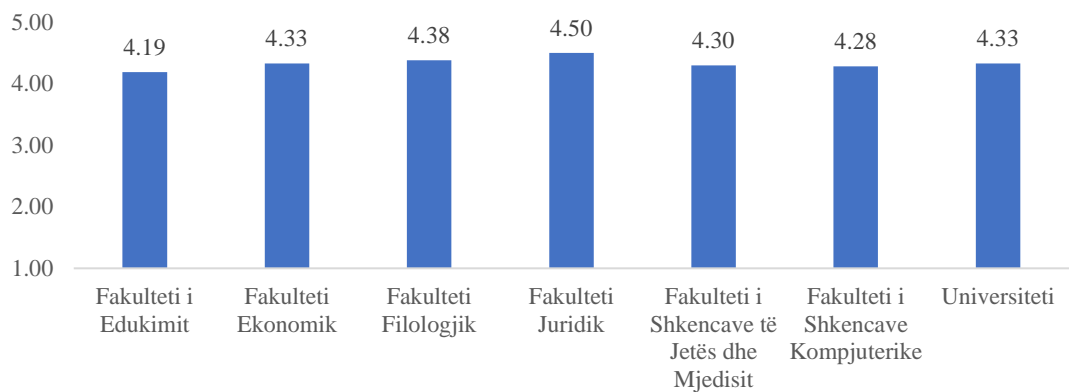
P29: Asistenti/ja është sjellur në përputhje me kodin etik.



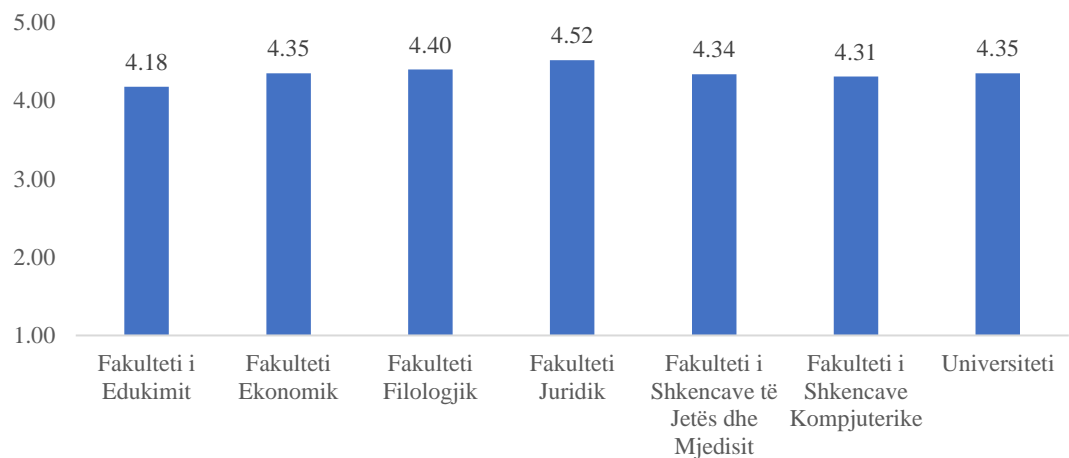
P30: Sa ka përdorur prezantime (me slajde) gjatë ligjërimit?



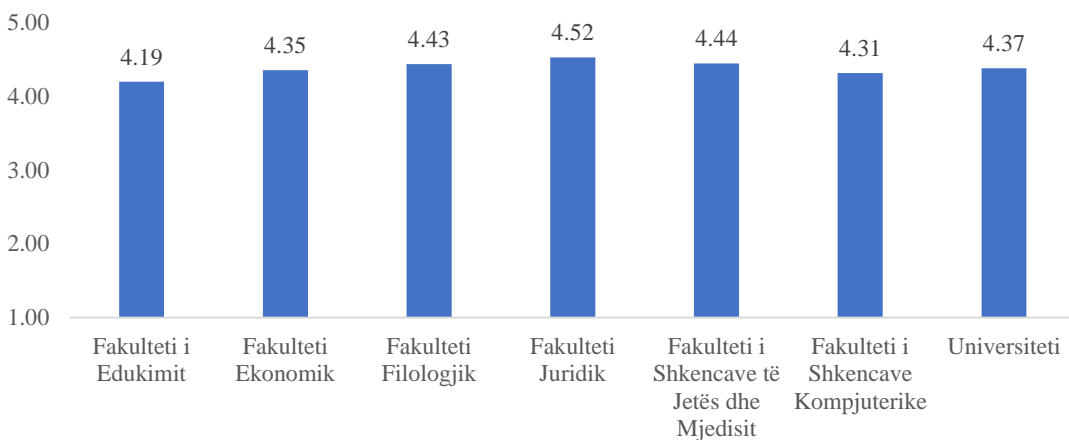
P31: Sa ju ka ofruar asistenti/ja informacione për trendet aktuale që lidhen me lëndën?



P32: Sa efektiv ka qenë asistenti/ja gjatë ushtrimeve?



P33: Si e vlerësoni asistentin/en në përgjithësi?



KSC recommendations in academic units:

Faculty of Education:

- During the evaluation of the students, it is possible to separate the questionnaires with the questions dedicated to professors, not in one questionnaire, to evaluate both the professor and the assistant!
- The name of the assistants should be set for the subjects in which the evaluation is done, instead of the name of the professors of the subjects appearing in the system!

Economy Faculty:

- To continue cooperation with students!
- Use interactive methods in lectures!

Faculty of Philology: There is none!

Faculty of Life and Environmental Sciences:

- Increase cooperation between students and academic staff!
- After the received training, professors should use more interactive, student-centered methods!

Faculty of Computer Sciences:

- To implement teaching and learning trainings for the academic staff.

Faculty of Law: There is none!

Peer Evaluation – A2

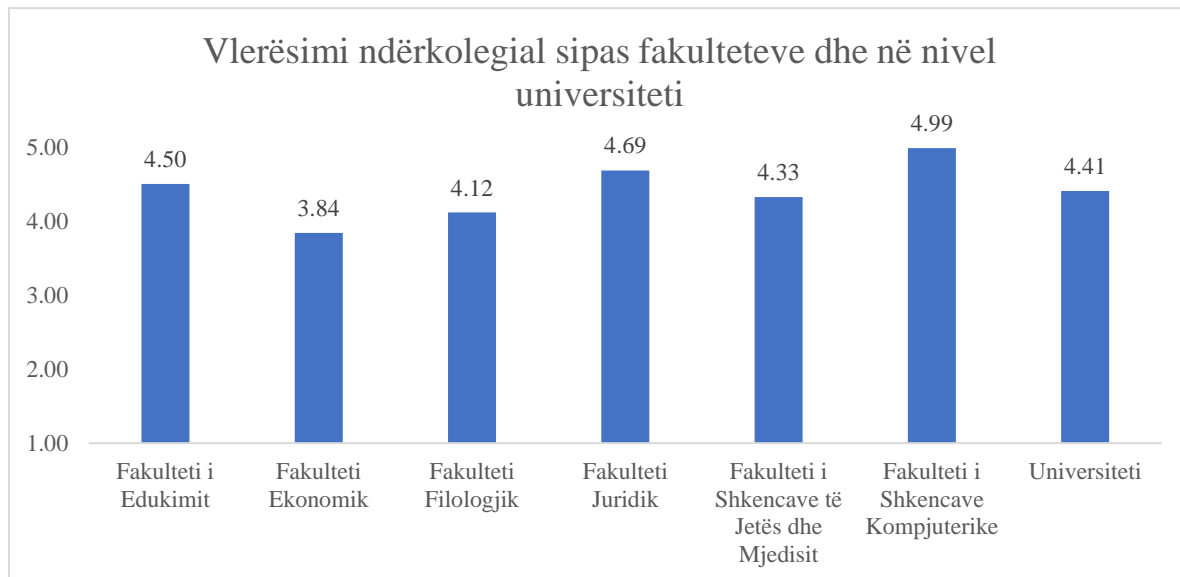
The questionnaire is intended for academic staff. The peer evaluation is carried out twice a year and is one of the pillars of the academic staff performance indicator. The questionnaire has been launched for all the academic units.

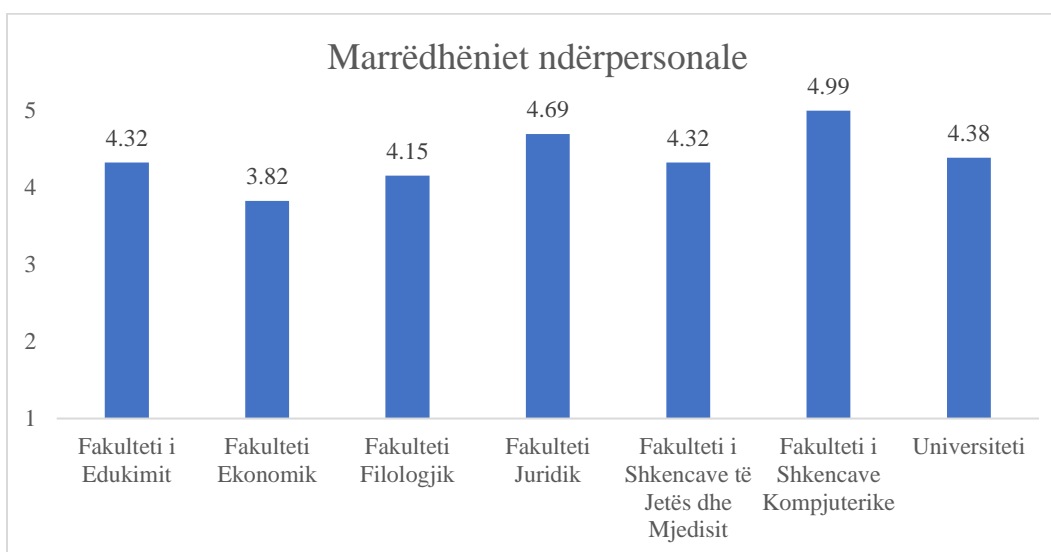
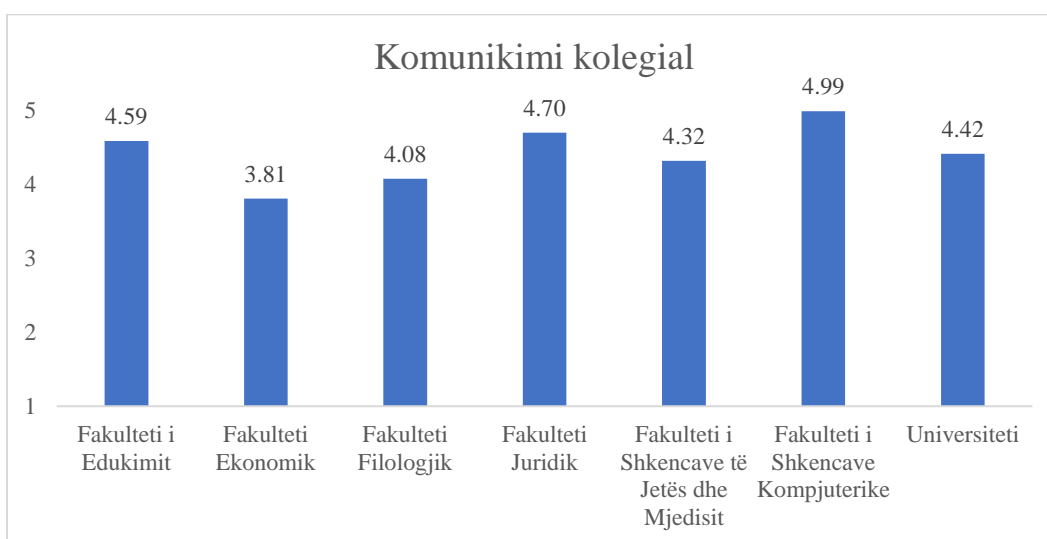
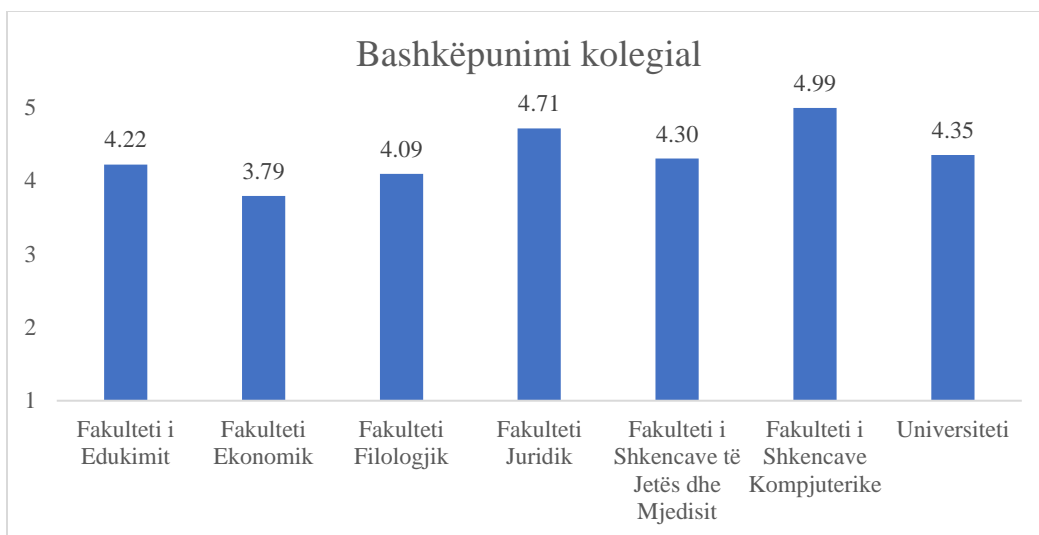
The questionnaire is divided into 4 levels which are evaluated from 1-5.

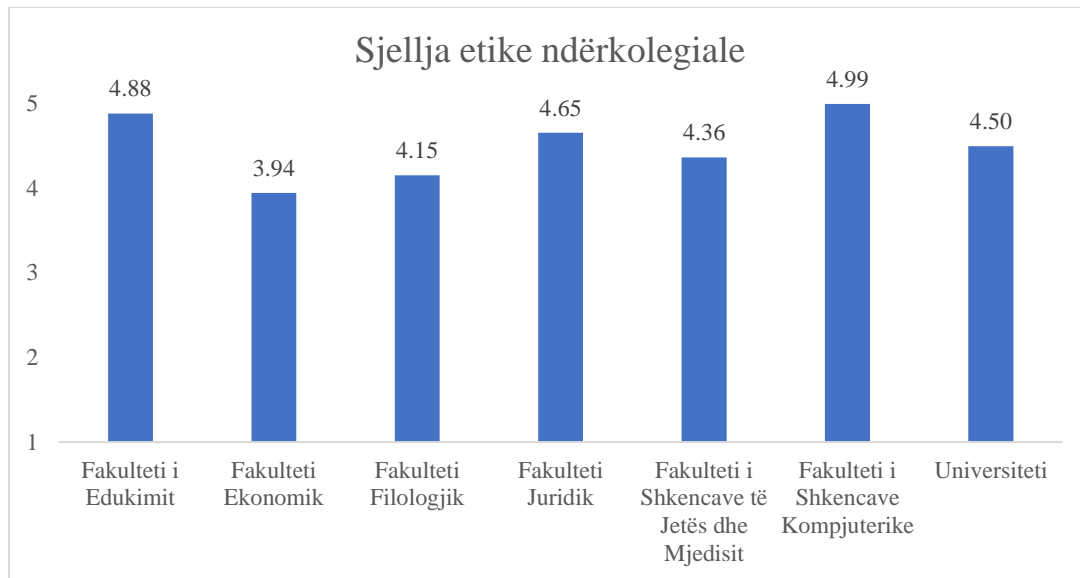
- peer cooperation,
- peer communication,
- interpersonal relationships,
- Ethical peer behavior.

The questionnaire aims to identify priorities and needs for improvement in peer relations. Teachers are informed of their performance every semester, including peer review. The questionnaire is completely confidential and guarantees complete anonymity.

The Faculty of Education has an average intercollegiate rating of 4.50, the Faculty of Economics 3.84, the Faculty of Philology 4.12, the Faculty of Law 4.69, the Faculty of Life and Environmental Sciences 4.33, and the Faculty of Computer Science 4.99.







KSC recommendations at the academic unit level:

Faculty of Education: There is none!

Economy Faculty:

- Raising the level of cooperation and communication, as well as interpersonal relations and ethical behavior among the academic staff!
- To make a professional evaluation for colleagues and not to go with the trend!

Faculty of Philology: There is none!

Faculty of Life and Environmental Sciences: There is none!

Faculty of Computer Sciences: There is none!

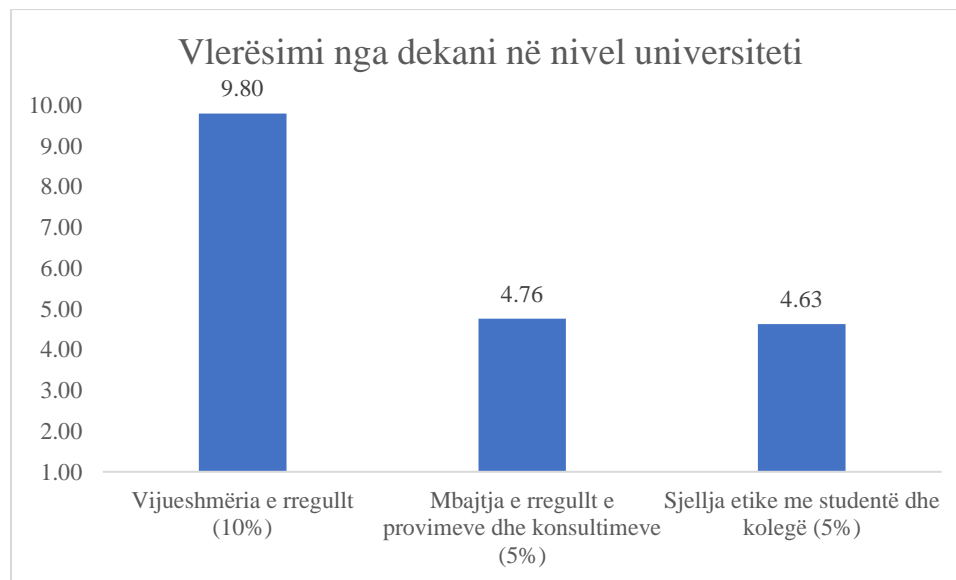
Faculty of Law: There is none!

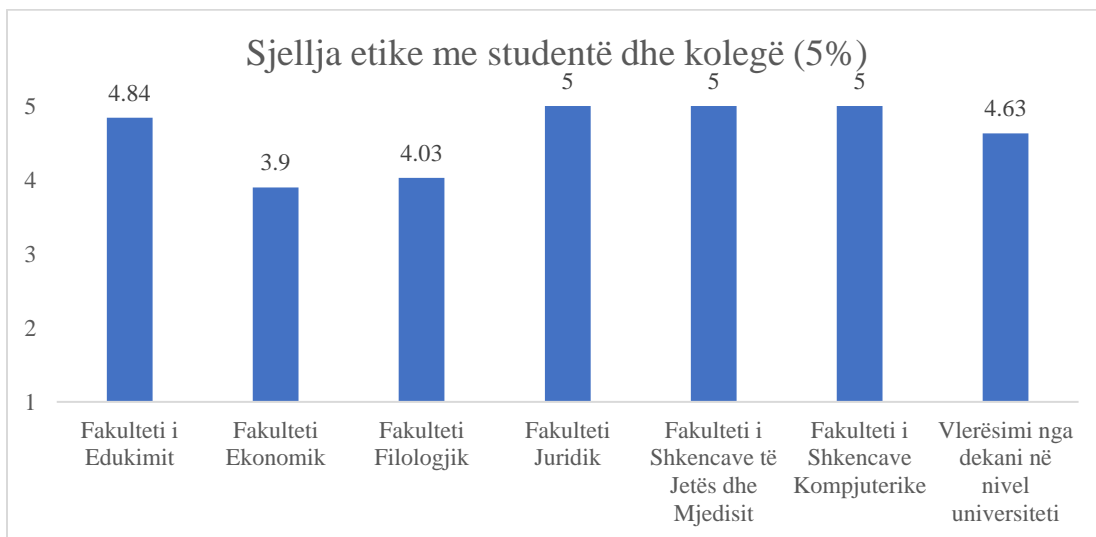
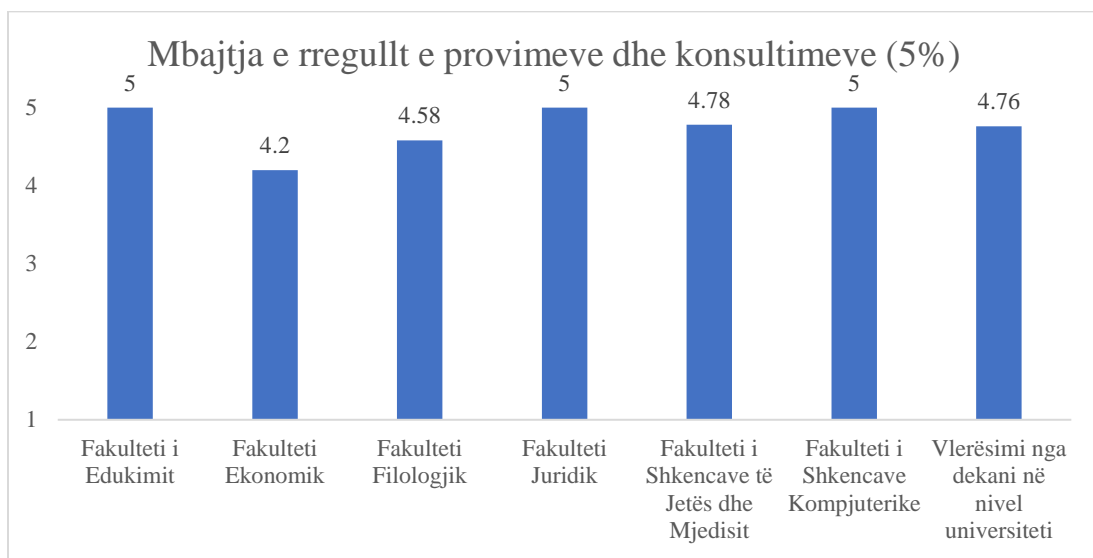
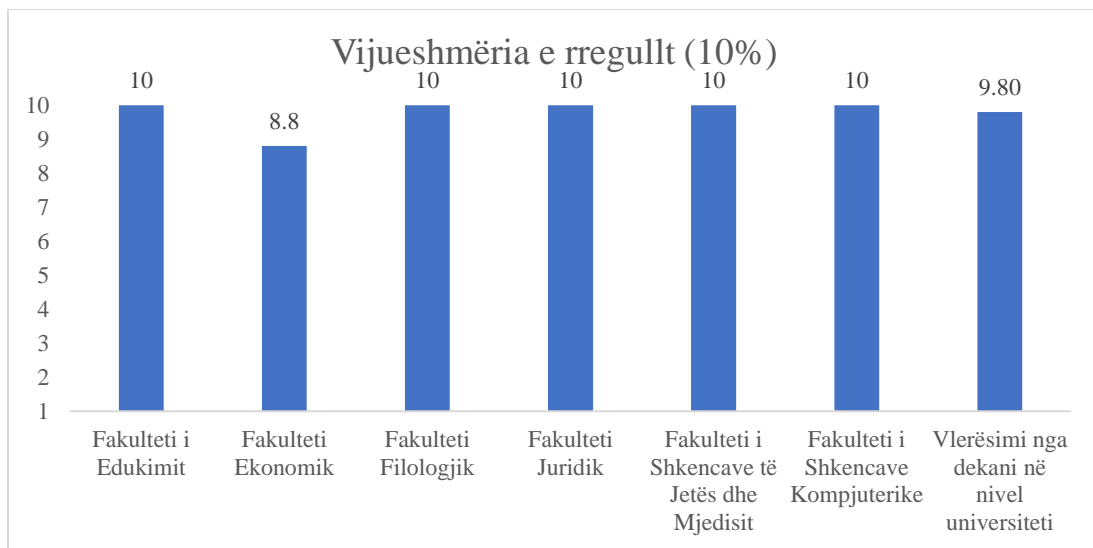
Evaluation Report by the Dean – A3

The questionnaire is intended for the Deans for the evaluation of the academic staff of the academic units and is carried out twice a year and is one of the pillars that determine the performance of the academic staff. The questionnaire is divided into 4 pillars/categories for evaluation, as well as an open-ended question that is immediately evaluated:

- Regular attendance (10%),
- Regular holding of exams and consultations (5%),
- Ethical behavior with students and colleagues (5%).

The purpose of the questionnaire is the assessment by the manager of the academic unit in order to provide information for improvement. Teachers are informed in real-time about their evaluation by the Dean in their electronic system/profiles. The questionnaire is completely confidential and guarantees complete anonymity. The report presented general statistics and recommendations arising from the data collected from the questionnaires.





KSC recommendations at the academic unit level:

Faculty of Education: There is none!

Economy Faculty:

- Individual personal relationships should not reflect in the assessment of academic staff!

Faculty of Philology: There is none!

Faculty of Life and Environmental Sciences: Note: Professor Ekrem Gjokaj has been evaluated with 0% in the evidence of continuity.

- To consult the dean on this issue!

Faculty of Computer Sciences: There is none!

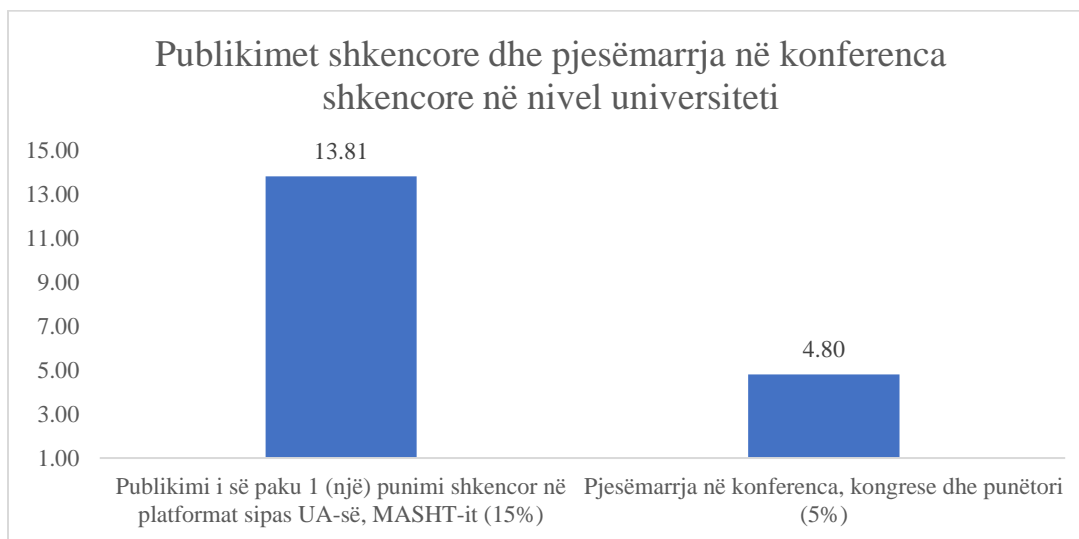
Faculty of Law: There is none!

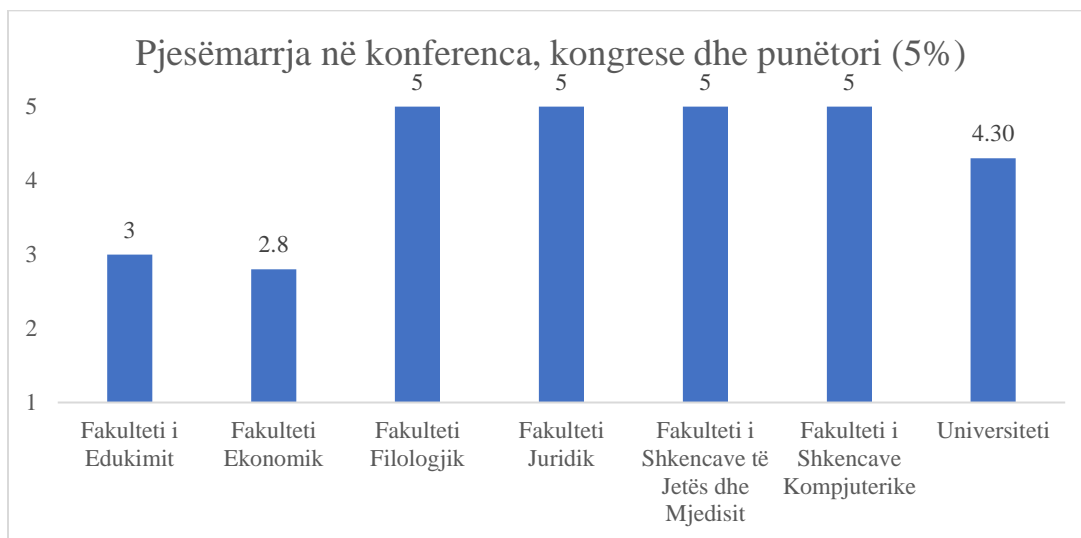
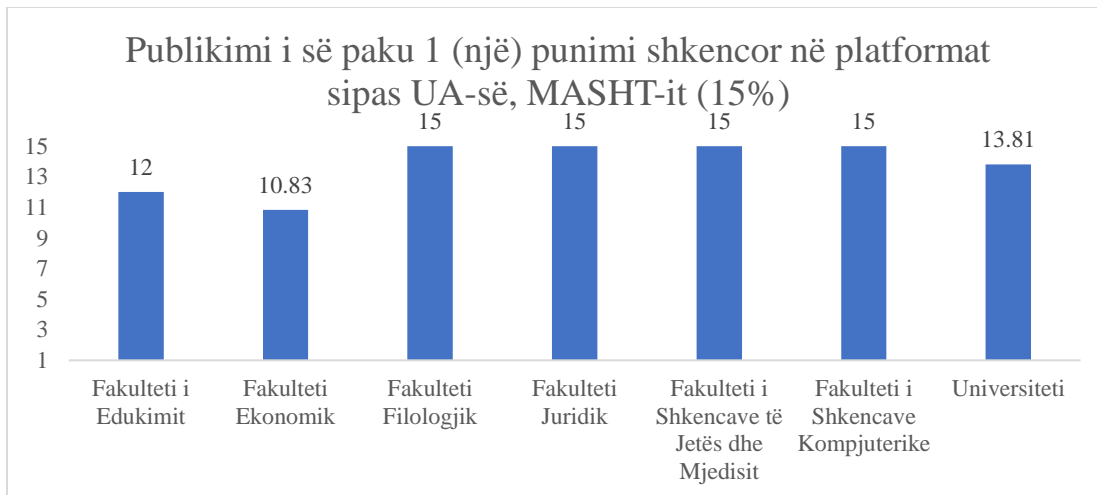
Evaluation Report for Scientific Publications and Conference Attendance – A4

The questionnaire is intended for the full-time academic staff in order to measure the achievement of the staff in the publication of scientific papers (1 scientific paper on the platforms according to UA MEST) and is evaluated with 0% or 15% and the participation in conferences, congresses and workshops that is rated at 0% or 5%. The assessment is based on factual evidence. The questionnaire is carried out twice a year and is one of the pillars that determine the performance of the academic staff.

The university aims for the results to be measurable in order to ensure quality in the university. The questionnaire is completely confidential and guarantees complete anonymity. There were 83 respondents responding to the questionnaire. From the Faculty of Education X respondents, from the Faculty of Economics X respondents, from the Faculty of Philology X respondents, from FSHJM X respondents, from FSHK X respondents, and from the Faculty of Law X respondents. The report presented general statistics and recommendations arising from the data collected from the questionnaires.

At the university level, the publication of at least 1 (one) scientific paper on the platforms according to UA, MESTI, was estimated at 13.81% of 15%, while participation in conferences, congresses and workshops was estimated at 4.80% of 5%.





KSC recommendations at the academic unit level:

Faculty of Education:

- Academic personnel are advised to publish scientific publications, participate in conferences!

Economy Faculty:

- The academic staff of the Faculty of Economics is advised to publish scientific publications in prestigious journals with real impact, participation in conferences and contribution to the university and society.
- Some teachers have not provided their data

Faculty of Philology: There is none!

Faculty of Life and Environmental Sciences: Clarification from the Commission:

- It is recommended that the results be communicated to the academic staff, in order to increase the performance for scientific publications by the end of the year. At the same time, the increase of cooperation between the academic staff for joint publications is required!

Faculty of Computer Sciences: There is none!

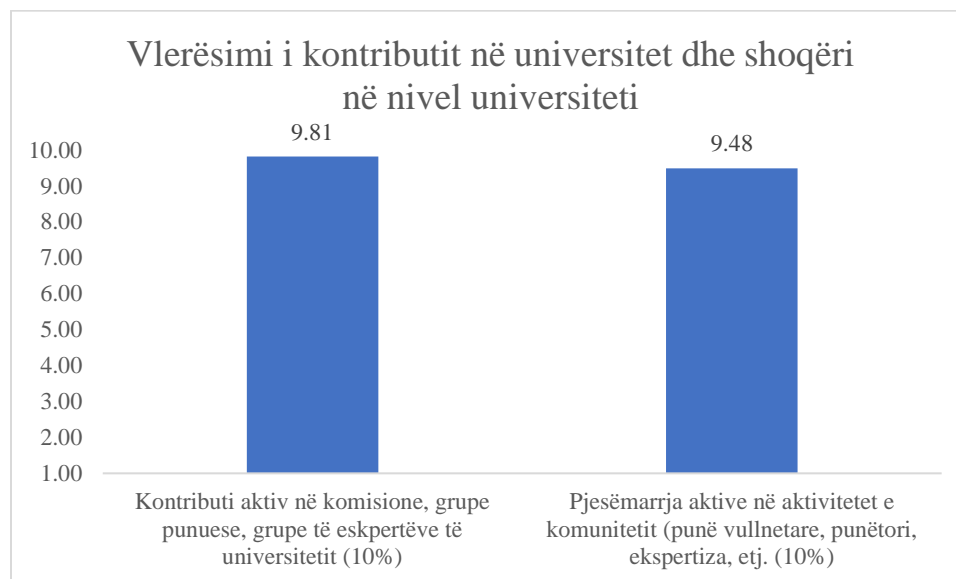
- To carry out scientific work with at least one publication within the year!
- Regular participation in scientific conferences!

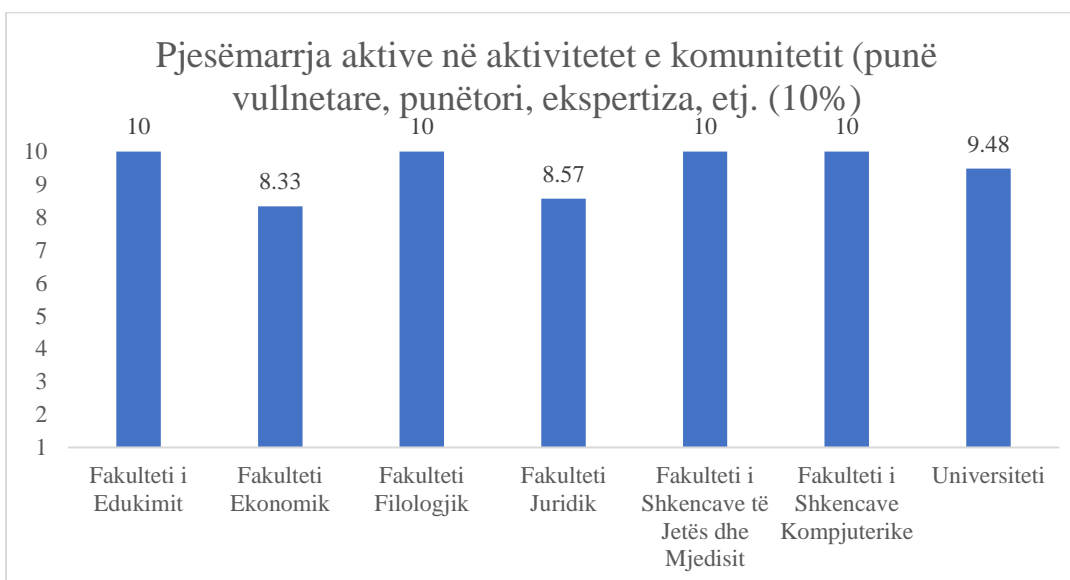
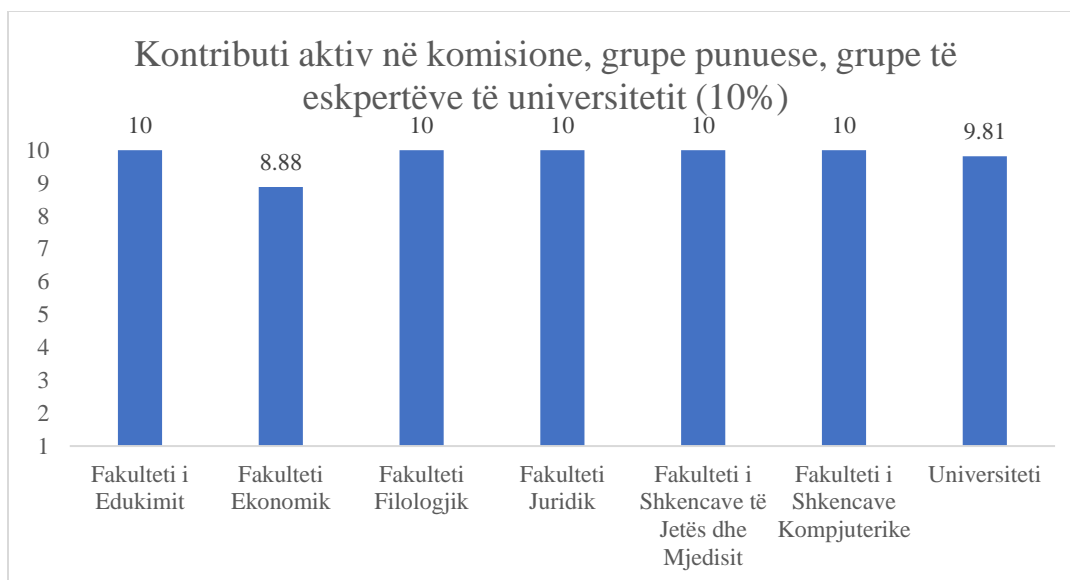
Faculty of Law: There is none!

Assessment Report for The Contribution to The University and Society – A5

The questionnaire is intended for full-time academic staff in order to encourage staff to participate in committees, working groups, groups of university experts as well as active participation in community activities (volunteer work, workshops, expertise, etc.). Active contribution to the committees, working groups, groups of university experts is assessed at 0% or 10%, as well as active participation in community activities (volunteer work, workshops, expertise, etc.), is assessed at 0% or 10%.

The questionnaire is carried out twice a year for the regular academic staff and is one of the pillars that determine the performance of the academic staff. The questionnaire is completely confidential and guarantees complete anonymity. The university aims for the results to be measurable in order to ensure quality in the university. There were X respondents responded to the questionnaire. From the Faculty of Education X respondents, from the Faculty of Economics X respondents, from the Faculty of Philology X respondents, from FSHJM 10 respondents, from FSHK X respondents, and from the Faculty of Law X respondents. The report presented general statistics and recommendations arising from the data collected from the questionnaires.





KSC recommendations at the academic unit level:

Faculty of Education: There is none!

Economy Faculty:

- Academic staff are recommended to contribute to commissions, working groups and participate voluntarily in community work!

Faculty of Philology: There is none!

Faculty of Life and Environmental Sciences: There is none!

Faculty of Computer Sciences: There is none!

Faculty of Law: There is none!

Comprehensive Evaluation – A6

The questionnaire is intended for students. The comprehensive assessment is designed to provide comprehensive information from students. The questionnaire is divided into 4 pillars/categories for assessment with 32 closed questions and 2 open questions.

- The study program contains 7 questions,
- Faculty, management and student services contains 7 closed questions, 1 open question,
- University administrative services contains 3 questions,
- The library contains 7 questions,
- The infrastructure contains 4 questions,
- Extracurricular activities contains 4 questions.

The questions aim to provide outputs in the following aspects:

- The study program fulfills the expectations of the students,
- The sufficiency of elective courses,
- Motivation for scientific research work of students,
- Study program and employment,
- Correlation student management,
- Functionality of faculties, student services,
- Interpersonal relationships,
- Student elections,
- Mobility,
- Information, IT services,
- Library, access, literature, service,
- Infrastructure, halls, cabinets, laboratory equipment, hygiene.

The assessment is made from 1-5. The questionnaire is completely confidential and guarantees complete anonymity.

612 respondents from the Faculty of Education

- 243 respondents from the Primary Program
- 238 respondents from the Pre-Primary Program
- 39 respondents from the Primary Program – Bosnian
- 20 respondents from the Pre-Primary Program – Bosnian
- 31 respondents from the Primary Program - Turkish
- 41 respondents from the Pre-Primary Program – Bosnian

647 respondents from the Faculty of Economics

- 269 respondents from the Business Administration program
- 256 respondents from the International Management program
- 35 respondents from the Accounting and Auditing – Master program
- 87 respondents from the Business Administration – Master program

523 respondents from the Faculty of Philology

- - 174 respondents from the Albanian Language and Literature program,
- - 218 respondents from the English Language and Literature program
- - 131 respondents from the German language program

122 respondents from the Faculty of Life and Environmental Sciences

- 61 respondents from the Agribusiness program
- 49 respondents from the Forestry and Environmental Sciences program
- 12 respondents from the Management in Agribusiness program

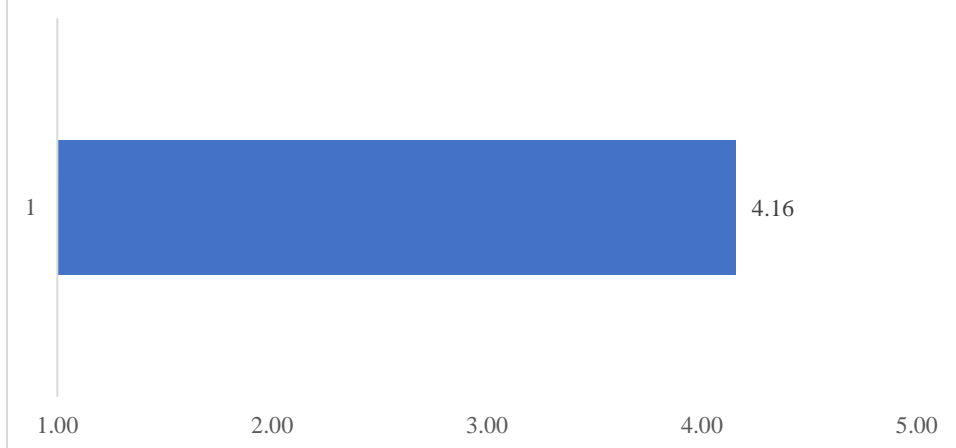
403 respondents from Computer Science

- 158 respondents from the Software Design program
- 121 respondents from the TIT program
- 41 respondents from the Computer Science - Master's program
- 58 respondents from TIT– Bosnian program
- 25 respondents from TIT – Turkish program

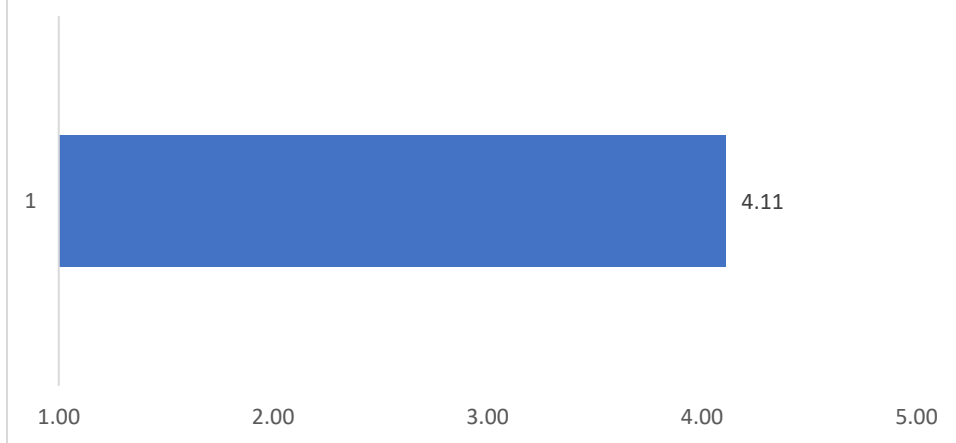
426 respondents from the Law program

The report presents general statistics and recommendations arising from the data collected from the questionnaires.

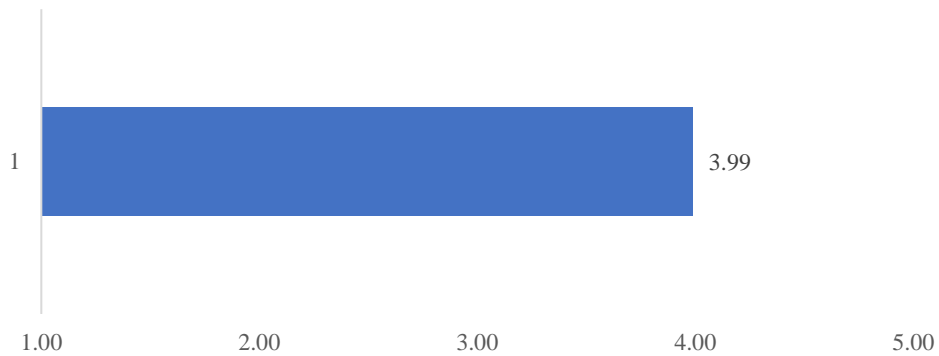
P1: Programi studimor i përmbush pritjet e studentëve.



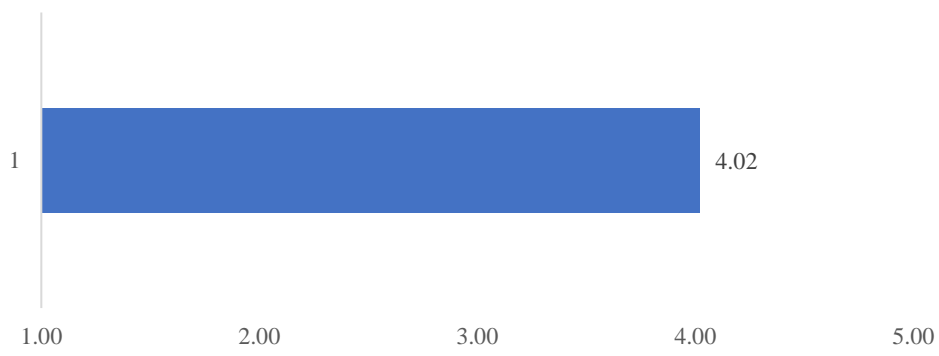
P2: Programi studimor ofron numër të mjaftueshëm të lëndëve zgjedhore.



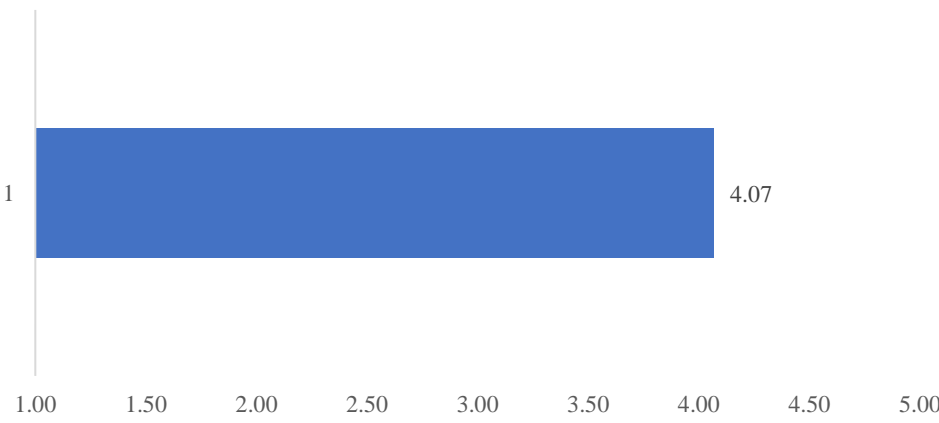
P3: Puna praktike zhvillohet rregullisht dhe sipas planifikimit.



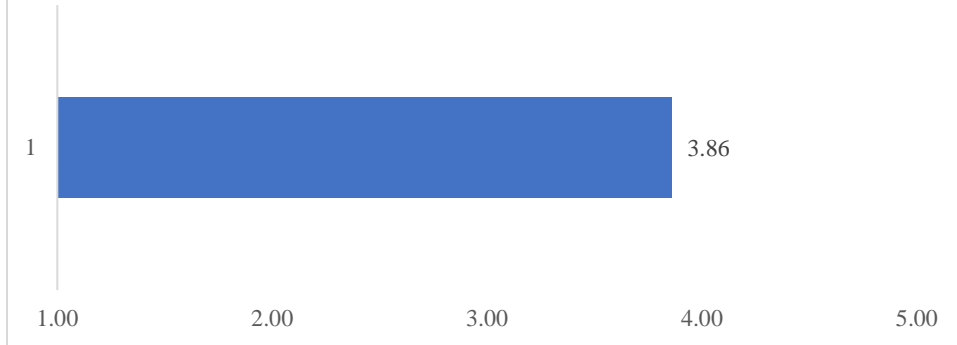
P4: Studentët motivohen për t'u përfshirë në punën kërkimore në bashkëpunim me mësuesin.



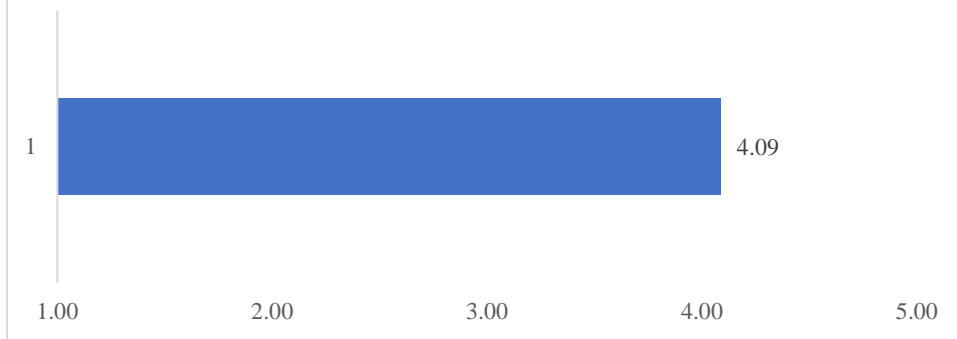
P5: Studentëve i ofrohen shërbime dhe këshilla nga bartësit e programit studimor.



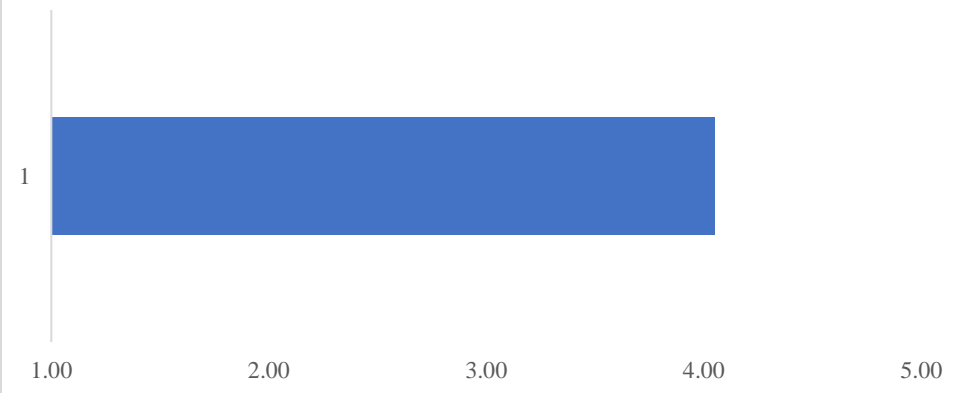
P6: Programi studimor i ofron studentëve mundësinë e punësimit pas përfundimit të studimeve.



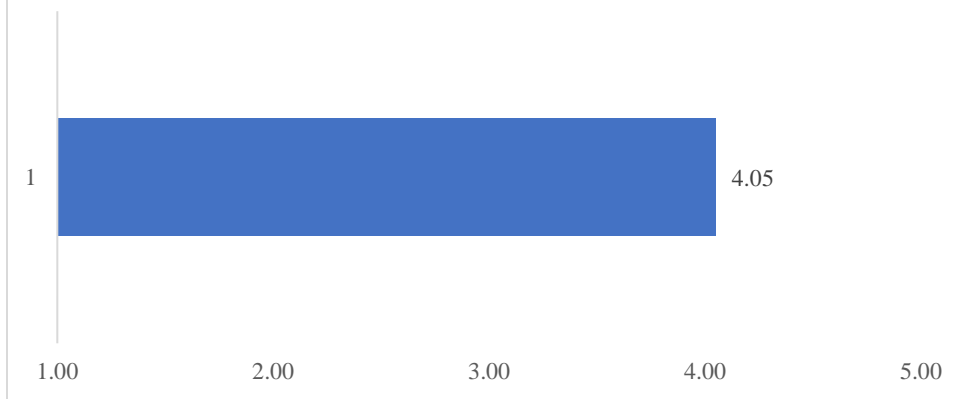
P7: Menaxhmenti i fakultetit (dekani, prodekani, shefi i programit) është i hapur për vërejtje, sugjerime dhe kërkesa të studentëve.



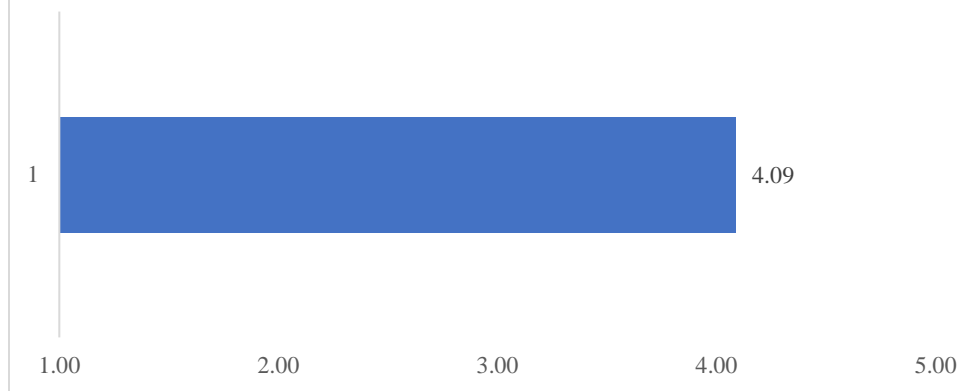
P8: Fakulteti ka staf të mjaftueshëm dhe funksionon në mënyrë efikase.



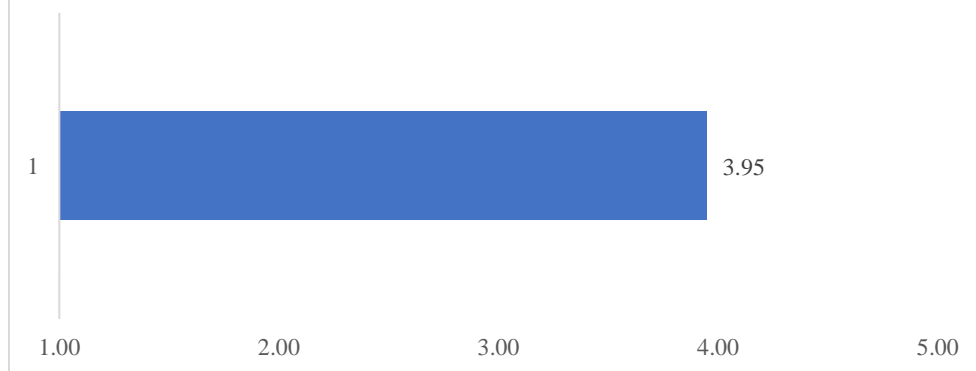
P8: Fakulteti ka staf të mjaftueshëm dhe funksionon në mënyrë efikase.



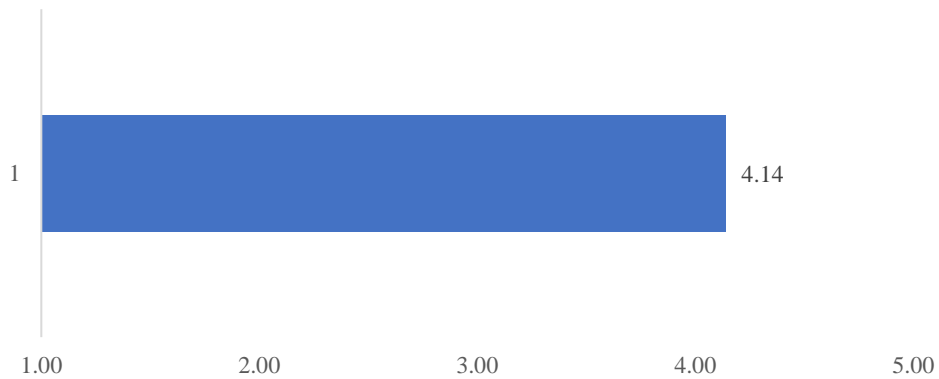
P9: Shërbimet e administratës së fakultetit janë të kënaqshme.



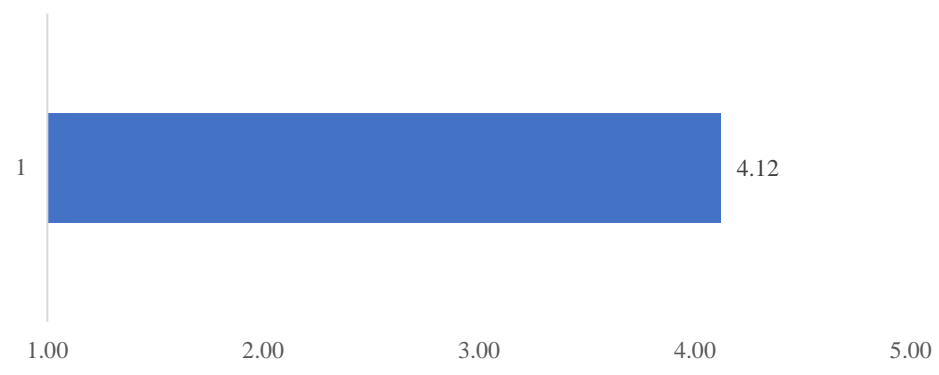
P10: Fakulteti ofron kushte infrastrukturore të kënaqshme (p.sh. ndërtesa, klasa, laboratore, hapësira sociale).



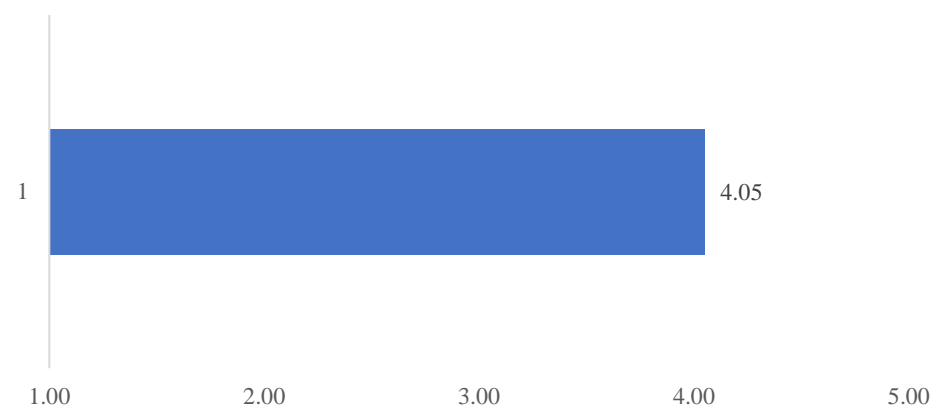
P11: Raportet mësime-dhënëse-student janë miqësore dhe motivuese.



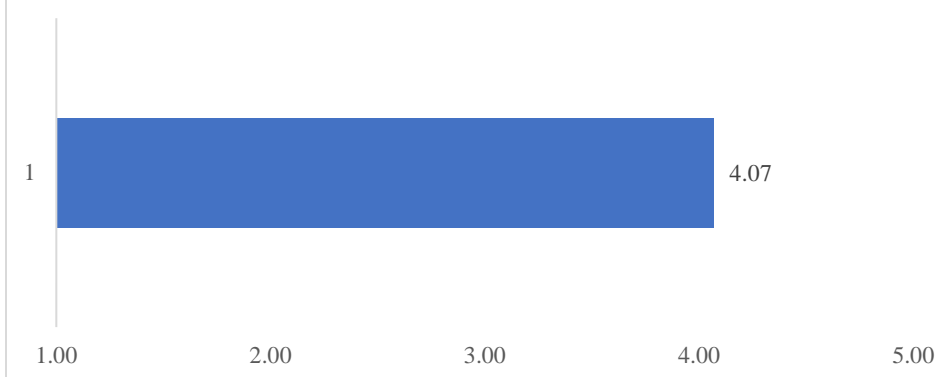
P12: Studentët marrin pjesë në zgjedhjen e përfaqësuesve të studentëve të Parlamentit Studentor (PS).



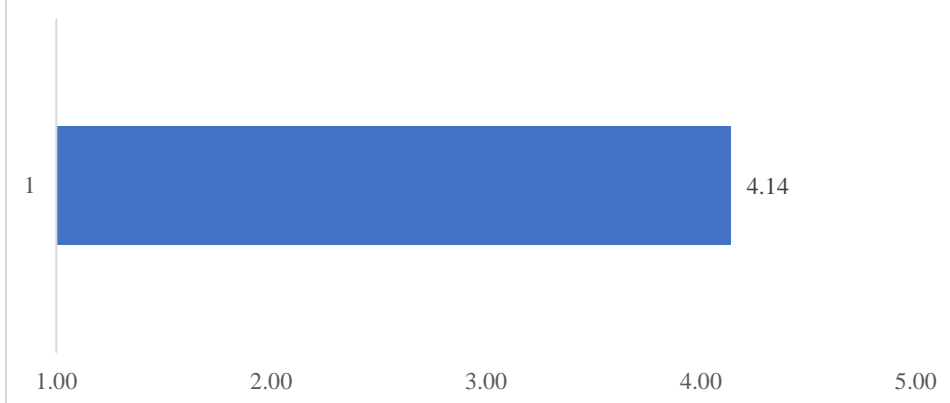
P13: Studentëve i ofrohen mundësi për mobilitet dhe intership jashtë vendit (p.sh. Erasmus).



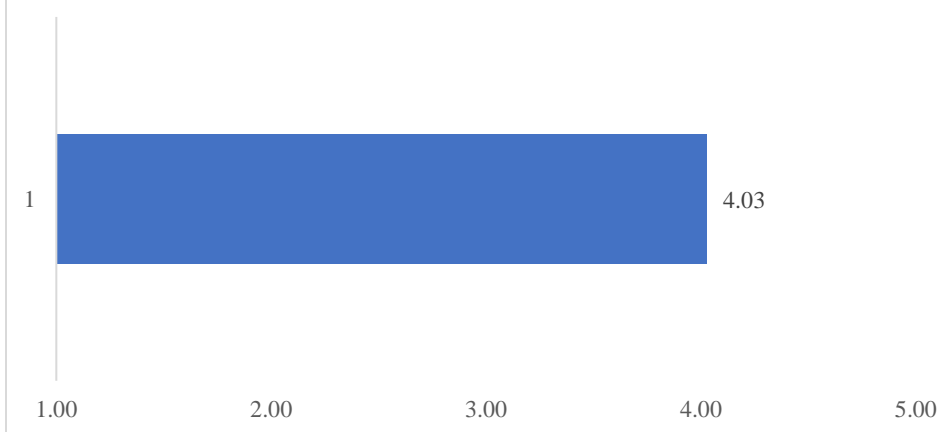
P14: Administrata ofron shërbime efikase për studentët.



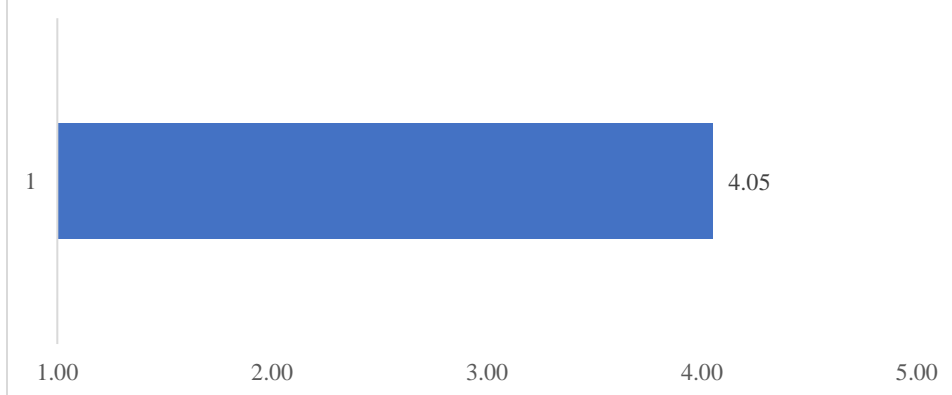
P15: Shpalljet dhe njoftimet për studentë jepen me kohë.



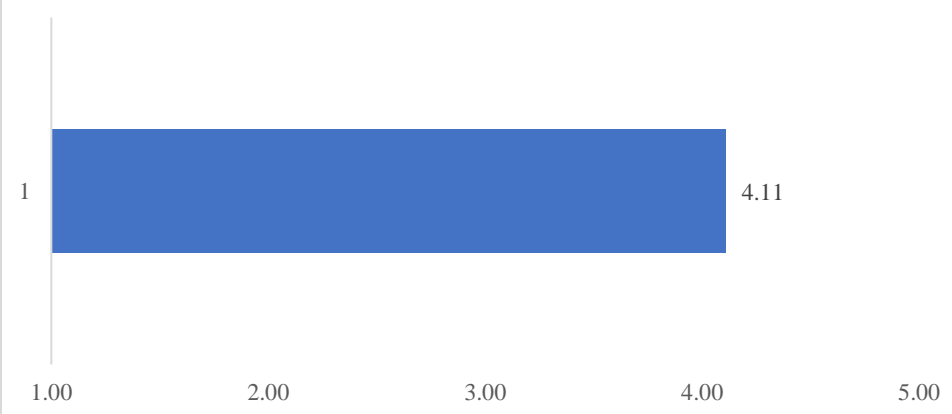
P16: Personeli i IT-së ofron shërbime efikase për studentët.



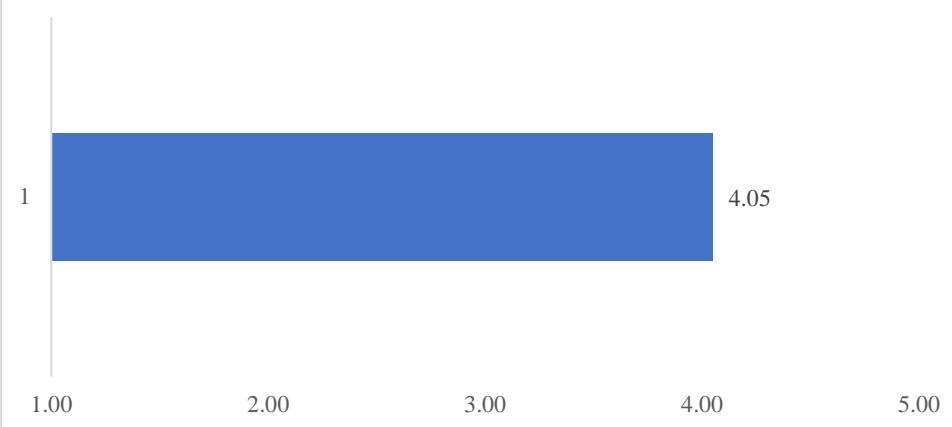
P17: Biblioteka ka personel të mjaftueshëm dhe profesional.



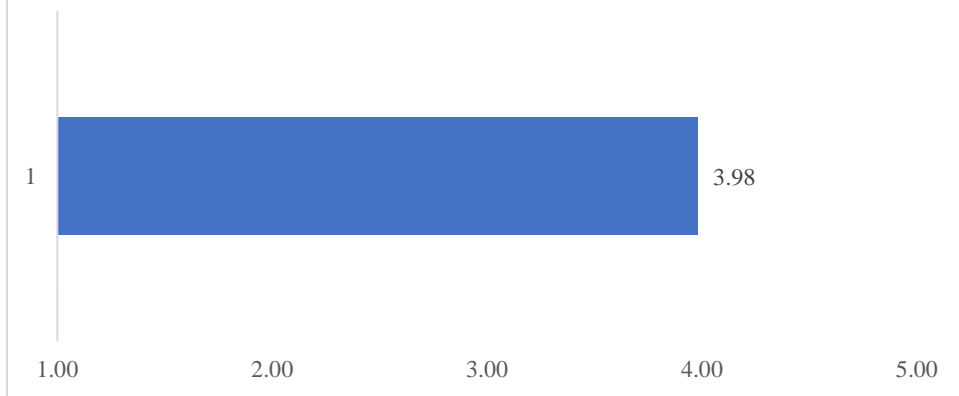
P18: Biblioteka punon me orar të përshtatshëm për studentët.



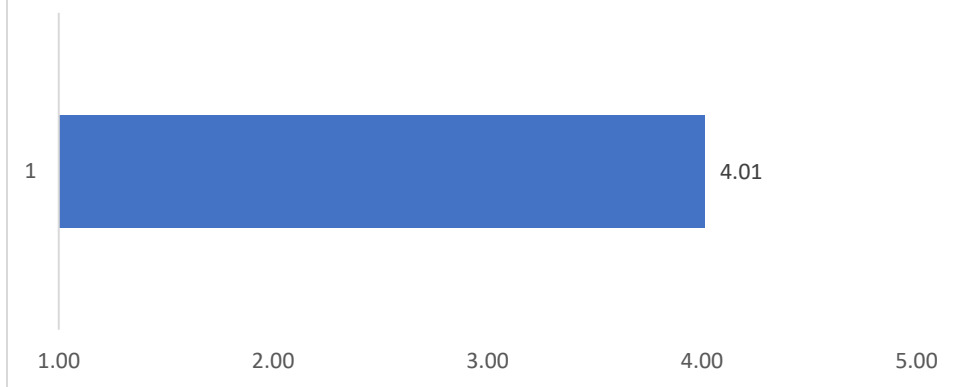
P19: Biblioteka është e pasur me literaturë të mjaftueshme.



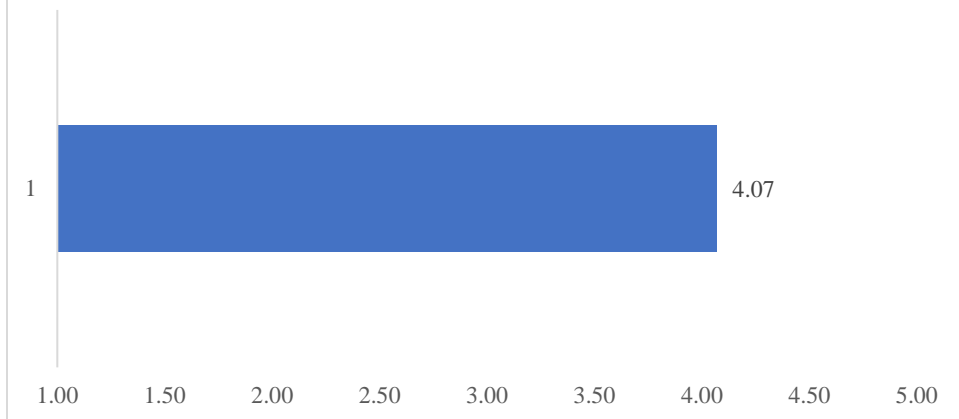
P20: Biblioteka ofron qasje te mjaftueshme dhe efikase në bibliotekat elektronike.



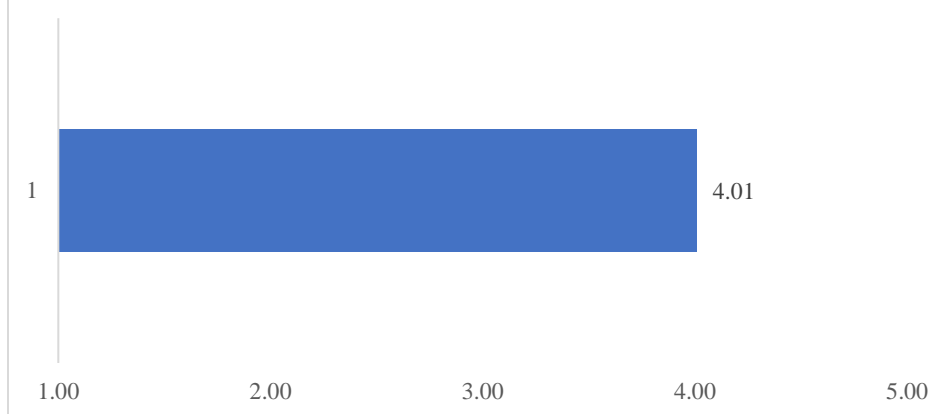
P21: Biblioteka ka literaturë të mjaftueshme në gjuhët e komuniteteve (Boshnjakisht, Turqisht).



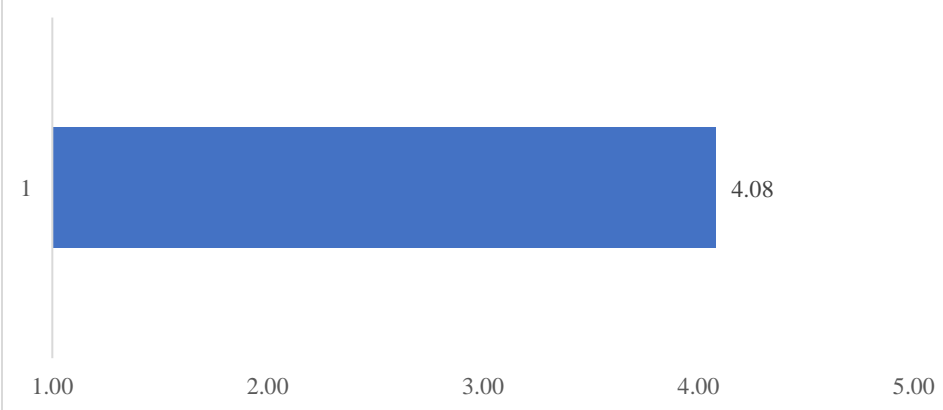
P22: Biblioteka ka literaturë të mjaftueshme në gjuhët e huaja. (Anglisht, Gjermanisht).



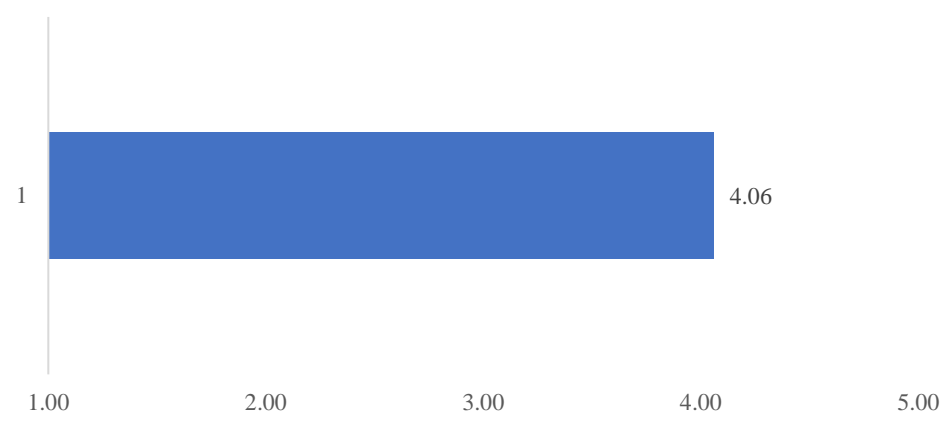
P23: Biblioteka ofron qasje dhe shërbime të kënaqshme për personat me nevoja të veçanta.



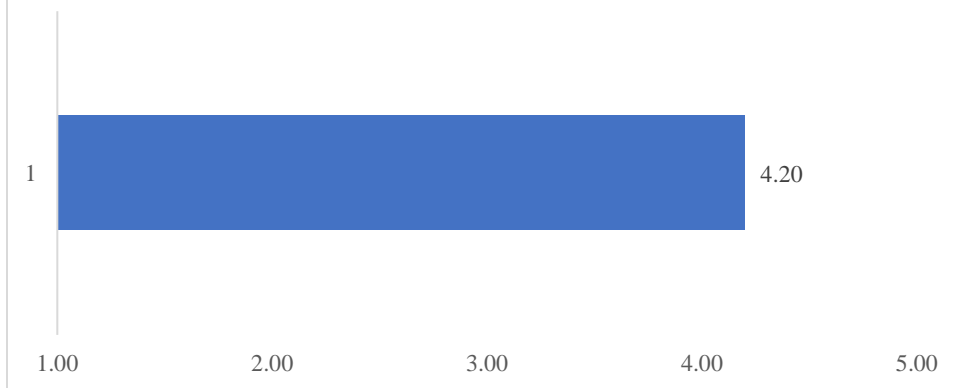
P24: Në Fakultet/Universitet kemi hapësira të mjaftueshme.



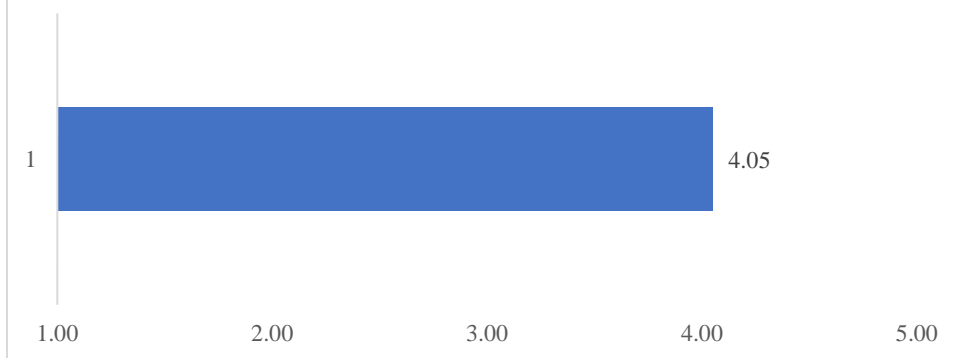
P25: Sallat e mësimit ofrojnë kushte të kënaqshme për mësim.



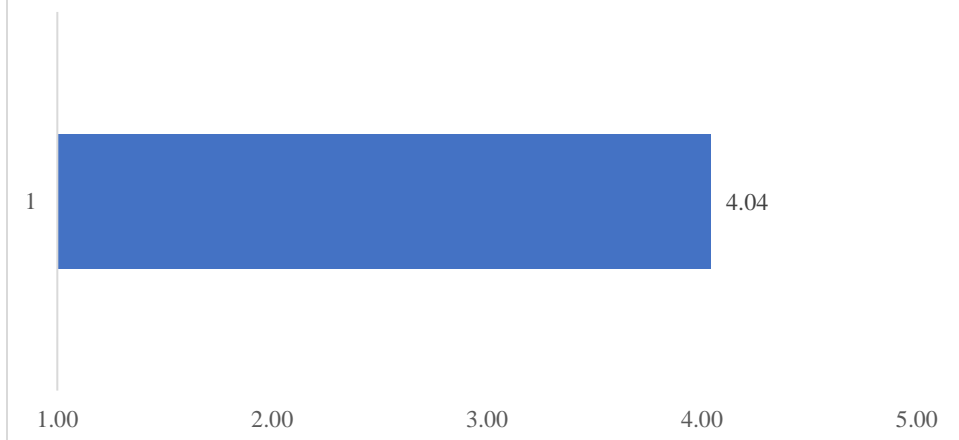
P26: Mirëmbajtja e hapësirave të Fakultetit/Universitetit është në nivelin e duhur.



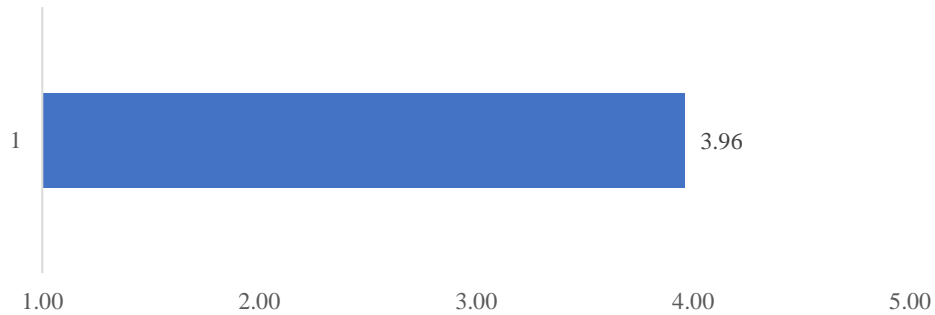
P27: Kabinetet e informatikës janë të pajisura me kompjuterë dhe IT-ja pajisje dhe të njejtat janë në dispozicion për studentët.



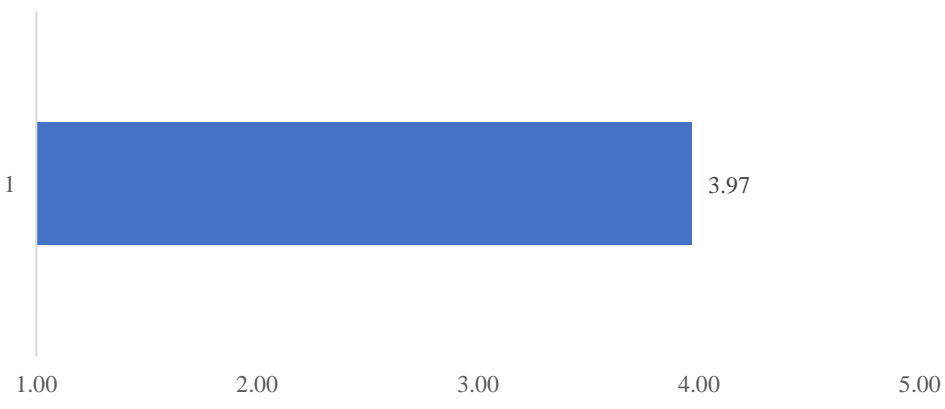
P28: Studentët marrin pjesë në planifikimin dhe vendimmarrjen e aktiviteteve jashtëkurrikulare.



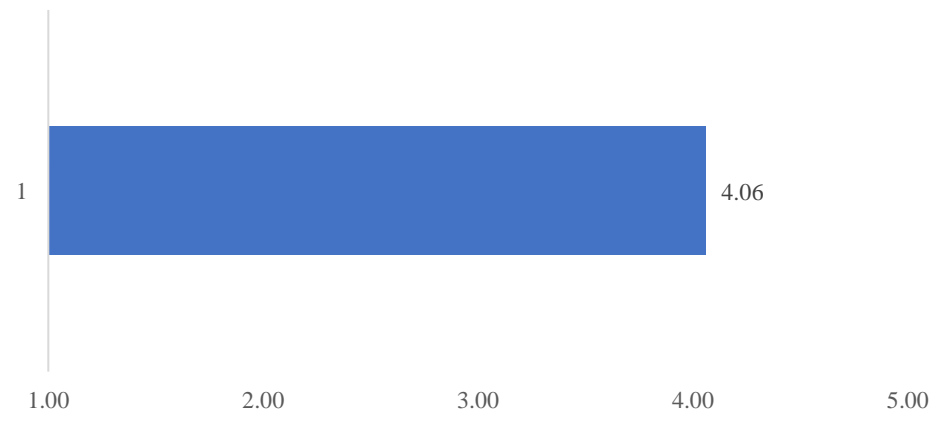
P29: Studentët kanë qasje në qendrat rekreative, argëtuese dhe sportive brenda ose jashtë Universitetit.



P30: Studentëve u ofrohen kushte të kënaqshme për kalimin e kohës së lirë në Fakultet/Universitet.



P31: Studentët janë të informuar dhe përkrahen nga Qendra e Karrierës dhe Alumnit (QKA).



Faculty of Education: Some of the positive comments:

- To be informed more about elective courses before selection,
- Increasing programs in the Turkish language,
- Minimize the use of slides,
- To have more space for students in the Faculty of Education,
- To further improve infrastructural conditions,
- Have more activities.

Faculty of Economics:

Student Comments: Most have given positive comments, some of which are summarized below:

- "The faculty is very good, has many rules, as well as with the right platform for all of us students"
- "The faculty enables participation in lectures, professor-student communication, etc."
- "There is a need for some improvements for the students' service, otherwise no complaints"
- "Keep the practice outside the faculty"
- "The library should be used, usable and opportunities for studying abroad (Erasmus) should be offered more often"

KSC recommendations at the level of academic units:

- To use the current spaces for practical work in the faculty (cabinets, halls and also the subject of professional practice is a compulsory subject in the direction of MN)!
- Increase the number of administrative staff for services with students!
- To offer students more mobility opportunities with Erasmus and to include students in faculty projects

Faculty of Philology and Environment: There is none!

Faculty of Life and Environmental Sciences: There is none!

Faculty of Computer Sciences: There is none!

Faculty of Law: There is none!

Peer Observation of The Lesson – A13

The peer evaluation of the lesson is carried out twice a year, every semester. Peer observation takes place in the same or similar subject or field.

The purpose of the questionnaire is:

- to identify the parts of the lecture that improve the teaching and learning process
- suggestions related to the teaching and learning process where observations, ideas, objectives are also written during the observation process.

Faculty of Education: In the Faculty of Education, 3 collegial observations were carried out.

KSC recommendations at the academic unit level:

- Students get to know the types, importance and elements of planning teaching work.
- To understand the differences between the previous planning, to the new curriculum planning of Kosovo.
- To be able to prepare the planning of a lesson, including the preparation of individual educational plans.

Faculty of Economics: In the Faculty of Education, 14 collegial observations were carried out.

KSC recommendations at the academic unit level:

- We recommend to the professors who have not completed the evaluation according to the A13 form that in the future, the evaluations should complete them at the appointed time. In case of acting differently, they will be reported to the Central Quality Commission and that of the Faculty.

Faculty of Philology: There is none!

Faculty of Life and Environmental Sciences: In the Faculty of Life and Environmental Sciences, 2 intercollegiate evaluations were carried out.

KSC recommendations at the academic unit level:

- Professors who have not completed the A13 form are recommended to complete it in the future.

Faculty of Computer Sciences: 27 observations were made in the Faculty of Computer Sciences.

KSC recommendations at the level of academic units (if any): There is none!

Faculty of Law: In the Faculty of Law, a total of 12 intercollegiate audits were carried out.

After analyzing the comments from the students, the commission unanimously finds that most of the comments are positive and such comments are well argued with the findings and results of this report. Except for one of the colleagues, the peer evaluation was not done.

Comments:

- The quality commission at the faculty level finds that in some subjects the evaluation from a small number of students, for example, below the number 10 should not be taken as a basis because such a result reduces the achievements of the teachers and causes consequences in the identification of key factors for quality improvement.
- Students should not have the opportunity to evaluate the subject more than once because unrealistic evaluations are created, but dual evaluations for the same issue.
- After each semester, update the courses for assessment.
- Based on the provisions of the university statute, assistants have academic callings and the same must be evaluated with separate questionnaires.
- In the SVEC of the assistants, after communicating with them, there are no comments due to the common questionnaires.

KSC recommendations at the academic unit level. During the drafting of the final report, the Commission presents the following actions:

- To encourage the academic staff of the Faculty of Law to participate in international conferences!
- The dean should organize two roundtables of the scientific level with the academic staff of the Faculty of Law.
- To increase the participation of students in scientific publications together with the academic staff.
- The level of assistant-professor communication should be coordinated and constant regarding the teaching methodology.
- To organize trainings about teaching and learning of academic personnel!
- The dress code must be respected by the teachers!
- Academic staff to update the slides!
- To evaluate students' participation in lectures (attendance should be the teacher's focus).