

APPENDIX A.1



University - University - University - University
"UKSHIN HOTI" Prizren

Questionnaire for teacher evaluation by students

ACADEMIC YEAR: _____ SEMESTER: _____

SUBJECT : _____ TEACHER: _____

FACULTY : _____ STUDY PROGRAM : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process , study programs, administration services, management of academic units and those of the infrastructure, University "Ukshin Hoti" Prizren considers the assessment of students and teachers important.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

Teachers will be notified of the assessment results after the assessment process is complete.

The assessment for each question is done by rounding the numbers: 5, 4, 3, 2 or 1.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.	Teaching/Teacher	Excellent	Very good	Good	Sufficient	poor
1.	At the beginning of the semester, the teacher presented the syllabus/course content and assessment methods.	5	4	3	2	1
2.	The teacher was regular in lectures.	5	4	3	2	1
3.	The teacher accompanied the lectures with examples which help in understanding the content of the lecture.	5	4	3	2	1
4.	The teacher used different methods and techniques to make teaching more understandable with the student at the center.	5	4	3	2	1
5.	The teacher used technology tools effectively during the lecture.	5	4	3	2	1
6.	The teacher has shown willingness to answer students' questions and has shown competence for the subject.	5	4	3	2	1
7.	During the lectures, the teacher encouraged discussions and activities in the class.	5	4	3	2	1
8.	The teacher gives importance to the active participation of students in lectures.	5	4	3	2	1
9.	The teacher has used basic resources/literature and additional resources in teaching.	5	4	3	2	1
10.	The teacher has integrated the theoretical and practical concepts for the subject (if the exercises are applied).	5	4	3	2	1
11.	To what extent is the content of the lectures harmonized with the exercises? (if exercises apply)	5	4	3	2	1
12.	The teacher managed the time well during the lectures.	5	4	3	2	1
13.	Evaluation of students' work is done continuously.	5	4	3	2	1
14.	How willing has the teacher been in offering consultations outside of lecture hours?	5	4	3	2	1
15.	The teacher has behaved in accordance with the code of ethics.	5	4	3	2	1
16.	How do you rate the teacher in general?	5	4	3	2	1

If you have any additional comments or suggestions for the teacher, please write them below:

APPENDIX A.1.



University - University - University - University
"UKSHIN HOTI" Prizren

Questionnaire for the evaluation of the assistant by students

ACADEMIC YEAR: _____ SEMESTER: _____

COURSE : _____ ASSISTANT : _____

FACULTY : _____ STUDY PROGRAM : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, administration services, management of the academic units and those of the infrastructure, "Ukshin Hoti" Prizren University considers the student's assessment of the course and the assistant important.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

Teachers will be notified of the assessment results after the assessment process is complete.

The assessment for each question is done by rounding the numbers: 5, 4, 3, 2 or 1.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.	Teaching/Teacher	Excellent	Very good	Good	Sufficient	Poor
1.	The assistant has been regular in exercises.	5	4	3	2	1
2.	The assistant was prepared and showed competence for the subject.	5	4	3	2	1
3.	How well did the assistant adhere to the syllabus/course content?	5	4	3	2	1
4.	The assistant used different methods and techniques to make the teaching clearer with the student at the center.	5	4	3	2	1
5.	The assistant used technology tools effectively during the lecture.	5	4	3	2	1
6.	During the exercises, the assistant encouraged discussions and activities in the classroom.	5	4	3	2	1
7.	The assistant gives importance to the students' participation in the exercises.	5	4	3	2	1
8.	The assistant used sufficient resources in the exercises.	5	4	3	2	1
9.	The assistant has contributed to the integration of theoretical and practical concepts for the subject.	5	4	3	2	1
10.	How well are the lectures harmonized with the exercises?	5	4	3	2	1
11.	The assistant managed her time well during the exercises.	5	4	3	2	1
12.	Evaluation of students' work is done continuously.	5	4	3	2	1
13.	The assistant has behaved in accordance with the code of ethics.	5	4	3	2	1
14.	How do you rate the assistant in general?	5	4	3	2	1

If you have any additional comments or suggestions for the assistant, please note below:

APPENDIX A.2



**University - University - University - University
"UKSHIN HOTI" Prizren**

Intercollegiale evaluation questionnaire

ACADEMIC YEAR: _____ **SEMESTER:** _____

FACULTY : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, administration services, management of the academic units and infrastructure, "Ukshin Hoti" Prizren University considers intercollegiate evaluation important.

The questionnaire is carried out by the full-time academic staff of the faculty. The evaluations are completely confidential and the questionnaire guarantees complete anonymity. Teachers will be notified of the assessment results after the assessment process is complete.

The evaluation for each field is done by circling the numbers: 5, 4, 3, 2 or 1.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.	Name and surname of the teacher	Collaboration and collegial communication	Interpersonal relationships and ethical collegial behavior
1.			
2.			
3.			
4.			
5.			
6.			
7.			
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18.			
19.			
20.			

** Academic staff evaluate colleagues and do not evaluate themselves!*

If you have any additional comments or suggestions, please write them below :

APPENDIX A.4



University - University - University - University
"UKSHIN HOTI" Prizren

Evaluation report for scientific publications and participation in conferences

ACADEMIC YEAR: _____ SEMESTER: _____

FACULTY : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process , study programs, administration services, management of the academic units and infrastructure, " Ukshin Hoti" Prizren University considers it important to evaluate teachers for their activities related to scientific publications and participation in conferences, congresses and workshops.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

Teachers will be notified of the assessment results after the assessment process is complete.

The evaluation is carried out on the basis of the Regulation on the Evaluation of Academic Personnel Performance and the Evaluation Effect, which is based on articles 47 paragraph 1.7 and article 48 paragraph 1.16 and articles 206, 212 and 217 of the Statute of the University " Ukshin Hoti" Prizren, the provisions of the Law for Higher Education in the Republic of Kosovo and Accreditation Standards for HEIs in the Republic of Kosovo.

Note: The assessment is based on factual evidence. The total score is 30%. The verification of the truth of the data filled in by the academic staff is done by the Office for Scientific Research!

No.	Name and surname of the teacher	Publication of at least 1 (one) scientific paper on Web platforms of Science or Scopus (30%)	Publication of at least 1 (one) scientific paper on EBSCO, World platforms Cat and DOAJ (UAMEST 01-2018) (15%)	Participation/publications in at least 1 conference, congress and international workshop (10%)	Participation/publications in at least 1 regional/national conference, congress and workshop (5%)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
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10.					
11.					
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15					
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APPENDIX A.5



University - University - University - University
"UKSHIN HOTI" Prizren

Assessment report for contribution to the university and contribution to society

ACADEMIC YEAR: _____ SEMESTER: _____

FACULTY : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process , study programs, administration services, management of the academic units and infrastructure, " Ukshin Hoti" University considers important the evaluation of teachers regarding the contribution to the university and the contribution to society.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

Teachers will be notified of the results after the evaluation process is complete.

The evaluation is carried out according to the criteria of the Quality Assurance Regulation and the Teacher Evaluation Regulation.

Note: The assessment is based on factual evidence. The total rating is 25%. The assessment based on the pillars is 0% or 10%, 0% or 15%.

No.	Name and surname of the teacher	Active contribution to committees, working groups, expert groups of the University		Active participation in community activities (volunteer work, workshops, expertise, etc.) 10%
		At least 1 10%	More than 1 15% ¹	
1.				
2.				
3.				
4.				
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14.				
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17.				
18.				

¹Community contribution is defined in the Teacher Evaluation Guide.

19.				
20.				

If you have any additional comments or suggestions, please comment below :

APPENDIX A.6



University - University - University - University
"UKSHIN HOTI" Prizren

Comprehensive assessment

ACADEMIC YEAR: _____ SEMESTER: _____

FACULTY : _____ STUDY PROGRAM : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, administration services, management of the academic units and infrastructure, "Ukshin Hoti" Prizren University considers important the student's assessment of study programs, administration services, management of the faculty, library and infrastructure.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

Deans, teachers and other relevant bodies will be notified of the evaluation results after the completion of the evaluation process.

The evaluation for each question is done by circling the numbers: 1, 2, 3, 4 or 5.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.		Excellent	Very good	Good	Sufficient	Poor
studying program						
1.	The study program meets the expectations of students.	5	4	3	2	1
2.	The study program offers a wide range of subjects.	5	4	3	2	1
3.	Practical/laboratory work takes place regularly and according to planning.	5	4	3	2	1
4.	Students are motivated to engage in research work in collaboration with teachers.	5	4	3	2	1
5.	Students are offered services and advice from study program leaders.	5	4	3	2	1
Faculty, governance and student services						
6.	The management of the faculty (dean, vice-dean, head of the program) is open to remarks, suggestions and requests of students.	5	4	3	2	1
7.	The faculty is adequately staffed and operates efficiently.	5	4	3	2	1
8.	The Faculty's Academic Advising Service assists students in need	5	4	3	2	1
9.	The student service at the faculty is satisfactory.	5	4	3	2	1
10.	The faculty provides satisfactory infrastructural conditions (eg buildings, classrooms, laboratories, social spaces).	5	4	3	2	1
11.	Teacher-student relationships are friendly and motivating.	5	4	3	2	1
12.	Students participate in the election of student representatives of the Student Parliament (SP).	5	4	3	2	1
13.	Students are offered opportunities for mobility and internships abroad (eg Erasmus).	5	4	3	2	1
University administration services						
14.	The administration provides efficient services to students.	5	4	3	2	1

15.	Announcements for students are made on time.	5	4	3	2	1
16.	IT personnel provide efficient services to students.	5	4	3	2	1
Library						
17.	The library has sufficient and professional staff.	5	4	3	2	1
18.	The library works with a schedule suitable for students.	5	4	3	2	1
19.	The library is rich with enough literature.	5	4	3	2	1
20.	The library provides sufficient and efficient access to electronic libraries.	5	4	3	2	1
21.	The library has sufficient literature in the languages of the communities (Bosnian, Turkish).	5	4	3	2	1
22.	The library has sufficient literature in foreign languages. (English, German).	5	4	3	2	1
23.	The library provides satisfactory access and services for persons with special needs.	5	4	3	2	1
Infrastructure						
24.	There are enough spaces in the Faculty/University.	5	4	3	2	1
25.	The classrooms provide satisfactory conditions for learning.	5	4	3	2	1
26.	The maintenance of the Faculty/University premises is at the appropriate level.	5	4	3	2	1
27.	The computer labs are equipped with computers and IT equipment and the same are available for students.	5	4	3	2	1
Extracurricular activities						
28.	Students participate in the planning and decision making of extracurricular activities.	5	4	3	2	1
29.	Students have access to recreational, entertainment and sports centers inside or outside the University.	5	4	3	2	1

30.	Students are offered satisfactory conditions for spending their free time at the Faculty/University.	5	4	3	2	1
31.	Students are informed and supported by the Career and Alumni Center (CCA).	5	4	3	2	1

If you have any additional comments or suggestions, please comment below:

APPENDIX A.7



University - University - University - University
"UKSHIN HOTI" Prizren

Dean's Performance Evaluation Questionnaire

ACADEMIC YEAR: _____

FACULTY : _____

DATE OF EVALUATION : _____

Aiming to ensure the quality in the teaching and learning process, study programs, administration services, management of the academic units and infrastructure, the University "Ukshin Hoti" Prizren considers the assessment of teachers for the Dean's performance important.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

The dean will be informed about the evaluation results at the end of the evaluation process.

The evaluation for each question is done by circling the numbers: 1, 2, 3, 4 or 5.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.	Evaluation of the dean	Excellent	Very good	Good	Sufficient	poor
1.	Leads faculty in the development and implementation of the university's mission and vision.	5	4	3	2	1
2.	Establishes faculty goals and the strategy to pursue them.	5	4	3	2	1
3.	Works and communicates effectively with the dean, academic staff and administrative staff.	5	4	3	2	1
4.	Effectively supports the needs of the faculty while also considering the broader needs of the university.	5	4	3	2	1
5.	Promotes an atmosphere conducive to faculty development.	5	4	3	2	1
6.	It is motivating and supportive in relation to research-scientific work.	5	4	3	2	1
7.	Provides support for program development and growth.	5	4	3	2	1
8.	Takes initiatives for opening new programs.	5	4	3	2	1
9.	Represents and maintains contacts with the external community.	5	4	3	2	1
10.	Protects academic integrity.	5	4	3	2	1
11.	Demonstrates and encourages high ethical standards.	5	4	3	2	1
12.	Demonstrates willingness to make decisions and involve the right people in the process.	5	4	3	2	1
13.	He is easily accessible and communicates openly with the faculty.	5	4	3	2	1
14.	Works with Heads of Learning/Program Leads to facilitate information flow.	5	4	3	2	1
15.	Routinely holds productive faculty meetings.	5	4	3	2	1

16.	Engages in appropriate conflict resolution.	5	4	3	2	1
17.	Encourages staff participation in faculty development.	5	4	3	2	1
18.	Promotes clear administrative policies, procedures and reports.	5	4	3	2	1

If you have any additional comments or suggestions, please note them below:

APPENDIX A.8



University - University - University - University
"UKSHIN HOTI" Prizren

Questionnaire for evaluation of study programs by graduates(in proces of graduation)

ACADEMIC YEAR: _____

STUDY PROGRAM : _____

FACULTY : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, preparation for the labor market, "Ukshin Hoti" Prizren University considers it important and appreciates the evaluation of graduated students.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

The dean's office, program leaders and teachers will be notified of the evaluation results after the completion of the evaluation process.

The evaluation for each question is done by rounding the numbers: 1, 2, 3, 4 or 5.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.	studying program (please rate the study program as a whole)	Excellent	Very good	Good	Sufficient	Poor
1.	How do you rate the content and quality of the program's subjects?	5	4	3	2	1
2.	How do you evaluate the distribution of the course load during the semester?	5	4	3	2	1
3.	How do you rate the compatibility of the student's workload with the ECTS of the subjects?	5	4	3	2	1
4.	How much has the available literature contributed to the achievement of the learning outcomes?	5	4	3	2	1
5.	How do you rate the practical work and the opportunity to develop the acquired theoretical knowledge in practice?	5	4	3	2	1
6.	How did the study program meet your expectations?	5	4	3	2	1
7.	To what extent has the study program managed to prepare you for work?	5	4	3	2	1
8.	In general, how do you evaluate the study program in which you graduated ?	5	4	3	2	1
9.	To what extent has the study program prepared you to continue your studies in the same field?	5	4	3	2	1
10.	Considering your experiences, would you recommend your study program to others?	5	4	3	2	1
11.	Do you plan to enroll in any postgraduate study program (Masters or Doctorate) in the future?	5	4	3	2	1
No.	Teaching and assessment (please evaluate the study program as a whole).	Brilliant	Very good	Good	Sufficient	Poor

12.	How do you evaluate the organization of practical work outside the faculty?	5	4	3	2	1
13.	How do you rate participation in fieldwork (if any)?	5	4	3	2	1
14.	How do you rate your involvement in research projects with teachers?	5	4	3	2	1
15.	How do you evaluate the opportunities for international cooperation/mobility?	5	4	3	2	1
16.	How do you evaluate the evaluation criteria for successfully passing the course?	5	4	3	2	1
17.	How do you rate other forms of assessment? (colloquiums, projects, seminar papers, etc.)?	5	4	3	2	1
No.	Student treatment and learning support (please evaluate the study program as a whole).	Brilliant	Very good	Good	Sufficient	Poor
18.	How do you rate the approach of the teaching staff?	5	4	3	2	1
19.	How do you rate the consultations with teachers outside of school hours?	5	4	3	2	1
20.	How do you rate the mentor's approach to the thesis topic?	5	4	3	2	1
21.	How do you rate student career counseling (employment opportunities)?	5	4	3	2	1

Additional comments and suggestions:

22. What are the strengths of the study program in which you graduated ?

23. What are the weaknesses of the study program in which you graduated ?

2 4. What change would you suggest in order to improve the overall quality of the study program in which you graduated ?

APPENDIX A.9



University "UKSHIN HOTI" Prizren

Questionnaire of evaluation by academic staff

ACADEMIC YEAR: _____ **SEMESTER:** _____

FACULTY : _____ **STUDY PROGRAM :** _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, administration services, management of the academic units and infrastructure, University " Ukshin Hoti" in Prizren considers important the evaluation by the academic staff .

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

The rectorate, deans and other relevant authorities will be notified about the evaluation results after the completion of the evaluation process.

The evaluation for each question will be done by circling the numbers: 1, 2, 3, 4 or 5.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.	Management and participation	Excellent	Very good	Good	Sufficient	Poor
1.	How do you evaluate the transparency and accountability of the decisions of the Senate and the Governing Council of the University?	5	4	3	2	1
2.	How do you evaluate the transparency and accountability of the decisions of the Faculty Council and the Dean's Office?	5	4	3	2	1
3.	How do you rate freedom of expression?	5	4	3	2	1
4.	How do you rate the institution's commitment to innovation, change and quality improvement?	5	4	3	2	1
5.	How do you assess the setting of objectives and performance of the academic unit?	5	4	3	2	1
6.	How do you evaluate the mission and vision of the University? <i>If the rating is 1 or 2, write down the reason!</i>	5	4	3	2	1
7.	How do you evaluate the mission and vision of the Faculty?	5	4	3	2	1
8.	How do you assess the priorities and strategic objectives of the University? <i>If the rating is 1 or 2, write down the reason!</i>	5	4	3	2	1
9.	How do you evaluate the priorities and strategic objectives of the Faculty?	5	4	3	2	1
10.	How do you evaluate the objectives and internationalization efforts of the University? <i>If the rating is 1 or 2, write down the reason!</i>	5	4	3	2	1
11.	How do you evaluate the University's relations with external institutions (public, private institutions, NGOs, the public...)?	5	4	3	2	1
12.	How do you rate the possibility of academic/professional advancement and your financial compensation?	5	4	3	2	1
13.	How do you estimate the number of students in your study program? <i>If the rating is 1 or 2, write down the reason!</i>	5	4	3	2	1
14.	How do you rate the compatibility of the program, the content of the ECTS-credit courses? <i>If the rating is 1 or 2, write down the reason!</i>	5	4	3	2	1

15.	How do you rate the number of academic staff in your faculty?	5	4	3	2	1
16.	How do you assess the interest of foreign students in studying at the Faculty?	5	4	3	2	1
17.	How do you evaluate the approach to the leaders of the academic units (dean, vice-dean, head of the program)?	5	4	3	2	1
18.	How do you rate the access to the senior management of the University (Rector, Vice-Rectors)?	5	4	3	2	1
19.	How do you rate your communication with the administrative staff at the faculty?	5	4	3	2	1
No.	Research-scientific work	Brilliant	Very good	Good	Sufficient	Poor
20.	How do you rate the library service with books, journals, research documents, databases , e-library?	5	4	3	2	1
21.	How do you evaluate the cooperation between the academic staff in research-scientific work?	5	4	3	2	1
22.	How do you evaluate the policies and incentive measures for research-scientific work at the University?	5	4	3	2	1
23.	How do you rate the University/Faculty's support for participation in congresses, conferences and international workshops?	5	4	3	2	1
24.	How do you evaluate the QPM regarding teacher training?	5	4	3	2	1
25.	How do you evaluate the University's support in the design and development of research-scientific projects?	5	4	3	2	1
26.	How do you evaluate the implementation and support of projects from abroad in research work?	5	4	3	2	1
27.	How do you assess the sufficiency of mobility programs (Erasmus + etc.)?	5	4	3	2	1
No.	Infrastructure and activities	Brilliant	Very good	Good	Sufficient	Poor
28.	How do you assess the conditions for cultural and artistic activities at the University?	5	4	3	2	1
29.	How do you evaluate sports activities and the spaces created for this purpose?	5	4	3	2	1
30.	How do you rate the hygiene on campus in general?	5	4	3	2	1

31.	How do you rate the security measures (fire ...)?	5	4	3	2	1
32.	How do you rate services related to transportation for academic purposes?	5	4	3	2	1
33.	How do you rate the buffet services?	5	4	3	2	1
34.	How do you rate internet services, information processing?	5	4	3	2	1
35.	How do you rate the content and design of the University's website ?	5	4	3	2	1
36.	How do you rate the content of the Faculty website?	5	4	3	2	1
37.	How do you rate the equipment in the classrooms (computer, projector, smart board)?	5	4	3	2	1
38.	How do you evaluate the capacities of the laboratories?	5	4	3	2	1
39.	How do you rate the capacities of meeting and conference halls?	5	4	3	2	1
40.	How do you rate the adequacy of office equipment (computer, printer, inventory)?	5	4	3	2	1
41.	How do you assess the sufficiency of administrative staff and support staff at the University and Faculty?	5	4	3	2	1
42.	To what extent do your expectations match the current situation at the Faculty?	5	4	3	2	1

If you have any additional comments or suggestions, please write them below :

APPENDIX A.10



University - University - University - University
"UKSHIN HOTI" Prizren

Questionnaire for evaluation by administration staff

ACADEMIC YEAR: _____ SEMESTER: _____

CENTRAL ADMINISTRATION :

ADMINISTRATION AT THE FACULTY :

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, administration services, management of the academic units and infrastructure, "Ukshin Hoti" Prizren University considers important the evaluation by the administration staff.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

The rectorate, deans and other relevant bodies will be notified of the evaluation results after the completion of the evaluation process.

The evaluation for each question is done by rounding the numbers: 1, 2, 3, 4 or 5.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.	Questionnaire for administration personnel	Excellent	Very good	Good	Sufficient	Poor
1.	How do you evaluate the transparency and accountability of the decisions of the Senate and the Governing Council of the University?	5	4	3	2	1
2.	How do you evaluate the transparency and accountability of the decisions of the Faculty Council and the Dean's Office?	5	4	3	2	1
3.	How do you evaluate the distribution of duties, competencies and responsibilities?	5	4	3	2	1
4.	Do you appreciate that there is a clear description of job duties?	5	4	3	2	1
5.	How do you rate the harmony\cooperation among the administrative staff?	5	4	3	2	1
6.	How do you rate the selection criteria and administrative promotion procedures?	5	4	3	2	1
7.	How do you rate the safety of the work environment?	5	4	3	2	1
8.	How do you evaluate the organization of trainings for administrative staff?	5	4	3	2	1
9.	How do you assess the number of administrative and support staff at the University?	5	4	3	2	1
10.	How do you rate freedom of expression?	5	4	3	2	1
11.	How do you rate the quality assurance efforts at the University/Faculty?	5	4	3	2	1
12.	How do you rate the transparency in the selection system of the best administrative worker?	5	4	3	2	1
13.	How do you evaluate the mission and vision of the University/Faculty? <i>If you rate it with 1 or 2, write down the reason!</i>	5	4	3	2	1
14.	How do you assess the priorities and strategic objectives of the University/Faculty?	5	4	3	2	1

	If you rate it with 1 or 2, write down the reason!					
15.	How do you evaluate the cooperation of the academic staff in relation to the administration?	5	4	3	2	1
16.	How do you evaluate the approach to the leaders of the academic units (dean, vice-dean, head of the program)?	5	4	3	2	1
17.	How do you evaluate the access to the senior management of the University (Rector, Vice-Rectors)?	5	4	3	2	1
18.	How do you rate the opportunities for discussion and problem solving at work with superiors?	5	4	3	2	1
19.	How do you rate hygiene in facilities and office?	5	4	3	2	1
20.	How do you rate the infrastructure at the University/Faculty?	5	4	3	2	1
21.	How do you rate the security measures (fire, other security measures...)?	5	4	3	2	1
22.	How do you rate the buffet services?	5	4	3	2	1
23.	How do you rate internet services, information distribution?	5	4	3	2	1
24.	How do you rate the content and design of the University's website?	5	4	3	2	1
25.	How do you rate the adequacy of office equipment (computer, printer, inventory)?	5	4	3	2	1
26.	To what extent do your expectations for career development-advancement match?	5	4	3	2	1
27.	How satisfied are you with your work and contribution to the University?	5	4	3	2	1

If you have any additional comments or suggestions, please note them below :

APPENDIX A. 11



**University - University - University - University
"UKSHIN HOTI" Prizren**

Questionnaire for Industrial Advisory Boards

ACADEMIC YEAR: _____ **SEMESTER:** _____

FACULTY : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, "Ukshin Hoti" Prizren University considers important the evaluation by employers (Industrial Advisory Boards)

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

1. How long has your company been affiliated with the academic unit of the university?

- 1. Less than 1 year
- 2. 1-3 years
- 3. 3-5 years
- 4. More than 5 years

The assessment for each question is done by rounding the numbers: 1, 2, 3, 4 or 5.

Note: 5-Excellent; 4-Very good, 3-Good; 2- Sufficient; 1-Poor.

No.	The University, Faculty, Staff, Students	Excellent	Very good	Good	Sufficient	Poor
1.	How familiar are you with the role and responsibilities of the Faculty?	5	4	3	2	1
2.	How do you evaluate the interaction with the management of the Faculty	5	4	3	2	1
3.	How effective do you think the academic unit is in preparing students for careers in your industry?	5	4	3	2	1
4.	How do you rate the interaction with the academic staff of the faculty?	5	4	3	2	1
5.	How do you evaluate the academic unit's contributions to your company (expertise, consulting)?	5	4	3	2	1
6.	Industrial Advisory Boards understand the need for mutual cooperation with the university/faculty.	5	4	3	2	1
7.	How satisfied are you with the provision of practical work by BKI for the students of the academic unit?	5	4	3	2	1
8.	To what extent do you value your contribution to the financial support of students, such as scholarships/research projects?	5	4	3	2	1

The needs of employers are very important in the design of new programs and the revision of existing programs. If you have any additional comments or suggestions, please comment below:

APPENDIX A. 12



University - University - University - University
"UKSHIN HOTI" Prizren

Dropout monitoring questionnaire

ACADEMIC YEAR: _____ SEMESTER: _____

FACULTY : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, administration services, management of the academic units and infrastructure, "Ukshin Hoti" Prizren University considers it important to evaluate the reasons for dropping out of the university and study programs.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

1. **Personal reason;**
2. Migration;
3. Health reasons;
4. Financial reasons.
5. Others _____

6. Reason related to the program/subjects;

Write down the reasons:

7. Reasons related to support from dean's offices, student services, career center, professors, exercises.

Write down the reasons:

Add other reasons not mentioned and additional comments:

1. _____
2. _____
3. _____

Thank you!

APPENDIX A.13



University "UKSHIN HOTI" Prizren

Form of intercollegiate lesson observation

Aiming to ensure quality in the teaching and learning process, University "Ukshin Hoti" in Prizren considers the importance of intercollegiate observation in the lesson.

Faculty/Program: _____

Academic year/Semester: _____

Date of observation: _____

Observed subject : _____

Learning unit: _____

Observer: _____ **Observed:** _____

Instructions:

The observer monitors the class of the colleague in the same or similar course and year.

This questionnaire aims to share experiences among colleagues for continuous improvement of teaching quality.

1. What was the purpose of the observed learning unit? (mark below)

2. What student-centered methods and techniques did the teacher use? (mark below)

3. What are the positive aspects demonstrated by the professor? (mark below)

4. What are your suggestions for the observed professor? (note below)

APPENDIX A.14



University - University - University - University
"UKSHIN HOTI", Prizren

Questionnaire for teacher self-evaluation

ACADEMIC YEAR: _____ SEMESTER: _____

SUBJECT : _____ TEACHER: _____

FACULTY : _____ STUDY PROGRAM : _____

DATE OF ASSESSMENT : _____

Aiming to ensure quality in the teaching and learning process, study programs, administration services, management of the academic units and infrastructure, "Ukshin Hoti" Prizren University considers the teacher's self-esteem important.

Self-assessments are completely confidential and the questionnaire guarantees complete anonymity.

Teachers will be notified of the assessment results after the assessment process is complete.

For each question, round the numbers: 1, 2, 3, 4, or 5.

Note: 5-I completely agree; 4-I agree, 3-I don't know; 2-I do not agree; 1-I do not agree at all.

No.	Teaching/learning/Subject/teacher	I completely agree	4	I do not know	I do not agree	I do not agree at all
1.	In my work at the University, I use all my potential and creativity.	5	4	3	2	1
2.	I am organized and efficient.	5	4	3	2	1
3.	I respect the schedule and co-workers.	5	4	3	2	1
4.	My work meets my expectations.	5	4	3	2	1
5.	Evaluation of students' work is done continuously.	5	4	3	2	1
6.	Uses techniques that make clear the purpose and content of lectures and the achievement of course objectives.	5	4	3	2	1
7.	I offer assignments that require analytical and critical thinking.	5	4	3	2	1
8.	Use different resources to enrich the lecture.	5	4	3	2	1
9.	I attach importance to the connection between theory and practice.	5	4	3	2	1
10.	I devote time to students even after lectures.	5	4	3	2	1
11.	Collaborate with colleagues to identify and solve teaching and learning problems.	5	4	3	2	1
12.	I actively participate in the development of curricula.	5	4	3	2	1
13.	I am dedicated to the development of scientific research.	5	4	3	2	1
14.	Involve students in research work.	5	4	3	2	1
15.	I present papers at conferences, trainings, congresses, workshops and use the new knowledge in teaching.	5	4	3	2	1
16.	I engage in the application of new projects.	5	4	3	2	1
17.	I actively participate in the development of the academic unit.	5	4	3	2	1
18.	I contribute to the university and community, commissions, lectures and expertise, etc.	5	4	3	2	1
19.	How much has your research, your work, contributed to the development of the study program, the faculty and the University?	5	4	3	2	1

I am good at :

It should make improvements in:

APPENDIX A. 15.



**University - University - University - University
"UKSHIN HOTI", Prizren**

Teacher/assistant professional development plan

ACADEMIC YEAR: _____

TEACHER: _____

FACULTY : _____

STUDY PROGRAM : _____

Aiming to ensure quality in the teaching and learning process, "Ukshin Hoti" University in Prizren is committed to supporting the professional development of all teachers and assistants, through training and formation, assigning tasks that help develop skills and gain of experiencing, creating and sharing knowledge by teaching others and learning at the same time.

This form contains:

- Requirements of teachers and assistants for training and opportunities for professional development;

Teacher/assistant: _____

Areas for professional development (special training or development required).

1.

APPENDIX A.16



University "UKSHIN HOTI" Prizren

Questionnaire of evaluation by graduated students - Alumni

The University "Ukshin Hoti" in Prizren via center of the career and alumni invites you to be part of the survey that aims to evidence hiring profile of the graduated students – alumni of the university. This study will also provide valuable information in order to improve all of the study programs at that university.

1. **Email address ***

2. **Name and Last Name***

3. **Birthplace ***

*** Required**

1. **Email address ***

2. **Name and surname ***

3. **Place of birth ***

4. Graduated in the cycle of studies: *

Mark only one.

Bachelor

Masters

5. Faculty you graduated from: *

Faculty of Economics

Faculty of Education

Faculty of Philology

Faculty of Law

Faculty of Life and Environmental Sciences

Faculty of Computer Science

6. The program you graduated from: *

7. After completing your studies at the university, were you employed? *

Employed full-time

Self-employed

Not employed

Employed part-time

8. Are you currently employed? *

Self-employed

Not employed

Employed full time

Employed part time

9. If you are employed, do you work in the field in which you graduated? *

Yes

No

10. If you are employed, the organization (unit) where you work is in: *

The public sector

The private sector

Private sector (domestic market)

Private sector (foreign market)

Non-governmental organization

11. What is your position in the hierarchy of the institution - business where you work? *

• Professional

• Managerial

• Other _____

12. Do you think that the knowledge, skills and competences gained from studying at the University have helped you to have a job?

*** Yes**

*** Satisfactory**

*** No**

If not, please give your suggestions for improvement?

1. Do you think that the job profiles offered by the market match the knowledge, skills and competencies offered by the study programs at the University?

*** Yes**

*** Satisfactory**

*** No**

If not, please provide suggestions for improvement?

1. Do you think that the professional practice that you have carried out has helped you in the workplace? *

*** Yes**

*** Satisfactory**

*** No**

If not, please provide suggestions for improvement?

1. Your comments: *

APPENDIX A. 17



University "UKSHIN HOTI" Prizren

Questionnaire for the Evaluation of Students` Professional Practice

DATE OF ASSESSMENT : _____

Dear Students,

Thank you for participating in the internship program. Your experience is valuable in evaluating the effectiveness of the internships and the overall learning experience. Please take a few minutes to share your thoughts and honest reviews.

Professional Practice Experience

1.1 Internship Position/Title: _____

1.2 Company/Organization Name: _____

1.3 Practice Time: _____

1.4 Faculty: _____

1.5. The study program: _____

Learning and Development

2.1 To what extent did your internship experience contribute to your overall learning and development?
Rated (1-5)

- a. Very obviously
- b. Visibly
- c. Average
- d. Slightly
- e. Not at all

2.2 Please share specific examples or tasks that were useful for learning during practice.

.

Skills Development

3.1 Assess the extent to which the internship helped you develop practical skills relevant to your field of study. Rated(1-5)

- a. Very high
- b. High
- c. Average
- d. Low
- e. Very low

3.2 Are there any skills that you expected to develop during the internship, but did not have the opportunity?

.

Collaboration and Cooperation

4.1 How would you describe the level of interaction and cooperation with colleagues and teams during the internship? Rated (1-5)

- a. Very good
- b. Good
- c. Fair
- d. Below average
- e. Poor

4.2 Give examples of collaborative projects or collaborative experiences during practice.

.

4.3 Did you encounter challenges during interaction or communication during the internship? If so, please describe.

.

Supervisor and Mentor Support

5.1 How do you rate the support and guidance provided by the supervisor and mentor during the internship? Rated(1-5)

- a. Very good
- b. Good
- c. Suitable
- d. Average
- e. Poor

5.2 Share examples of ways your supervisor/mentor supported you in your learning and professional development.

.

5.3 Do you think the supervisor/mentor could have provided more help or guidance?

Application of Academic Knowledge

6.1 To what extent have you applied the academic knowledge gained from your study program in real situations during the internship? Rated(1-5)

- a. Strongly successful
- b. Successfully
- c. In an average level
- d. Not successfully
- e. Not at all

6.2 Share examples of how you applied academic knowledge in your practice assignments or projects.

6.3 Have you encountered challenges when applying academic knowledge in practical situations? Please explain.

Satisfaction and Recommendations

7.1 How satisfied are you with your internship experience? Rated(1-5)

- a. Very satisfied
- b. Pleased
- c. Neutral
- d. Dissatisfied
- e. Very unhappy

7.2 Mark your recommendations regarding the improvement of the practical part of the program for future students?

.

Thank you for your valuable review! Your contribution will help improve the quality of the internship program and the overall learning experience for future students.

APPENDIX A. 18



University "UKSHIN HOTI" Prizren

Questionnaire – Students` evaluation regarding the Academic Counseling Service

YEAR: _____

FACULTY : _____

PROGRAM : _____

DATE OF ASSESSMENT : _____

Dear student,

University "Ukshin Hoti" in Prizren considers important your evaluation regarding the academic counseling services offered by the academic units at the university to improve the development of students and the achievement of academic and career goals.

Your answers will help us improve services for the benefit of students.

The evaluations are completely confidential and the questionnaire guarantees complete anonymity.

1. How often have you used academic advising services?

- Rarely
- From time to time
- Regularly
- Have not used

2. How much has academic counseling helped you and how useful is it?

- Strongly
- Pleasingly
- Not at all

3. How would you rate the instructions given by the academic advisors?

- Very satisfying
- Satisfying
- Not satisfying

4. Were your questions/concerns addressed effectively?

- Always
- In most of the cases
- Sometimes
- Never

5. Were the recommendations/suggestions provided by academic advisors helpful for your academic progress?

- Very satisfying
- Satisfying
- Not satisfying

6. Would you recommend the academic counseling service to other students?

- Yes
- I'm not sure
- No

7. In which area has Academic Counseling helped you the most (mark):

APPENDIX A 19



University "UKSHIN HOTI" Prizren

Questionnaire – Evaluation of the graduates by employers

Dear employers,

University "Ukshin Hoti" in Prizren considers your evaluation of the employees of graduates from the university regarding their performance and professional preparation. Your contribution is valuable to help us improve the quality of university education and to prepare our students better for the job market.

Please take a few minutes to complete the questionnaire.

1. Information about the institution/company?

- a) Name of the institution/company
- b) Sector
- c) Country

2. How many university graduates are employed by you in recent years?

- Any
- 1-2
- 3-5
- More than 5

3. How would you rate the overall performance of graduates in your institution/company? Rated Very Good, Good, Average, Sufficient, Poor(1-5)

- Very good
- Good
- Average
- Sufficient
- Poor

4. Do the graduates possess the necessary knowledge and skills for the positions in your institution/company? Rated: Very Good, Good, Sufficient, Average, Poor(1-5)

5.

- Very good
- Good
- Average
- Sufficient
- Poor

6. Please rate the graduates' skills in the following areas: Rated Very Good, Good, Sufficient, Average, Poor (1-5)

Communication skills

- Very good
- Good
- Average
- Sufficient
- Poor

Problem solving skills

- Very good
- Good
- Average
- Sufficient
- Poor

Practical skills related to the field of study

- Very good
- Good
- Average
- Sufficient
- Poor

Teamwork, adaptability and flexibility

- Very good
- Good
- Average
- Sufficient
- Poor

a. **How satisfied are you with the preparation of university graduates regarding the requirements of the workplace? Rated:** Very Good, Good, Sufficient, Average, Poor (1-5)

- Very good
- Good
- Average
- Sufficient
- Poor

Reviews add to:

Please provide any additional comments or suggestions about our alumni that you believe need attention or improvement.

-

Thank you for you time to complete this questionnaire.