

UNIVERSITY OF MITROVICA "ISA BOLETINI"

THE OFFICE FOR ACADEMIC DEVELOPMENT

REPORT OF THE QUESTIONNAIRE WITH STUDENTS CONDUCTED DURING MAY 2017 and MAY 2018

The Office for Academic Development, during May 2017 conducted a research with the students of the University of Mitrovica to look at the needs for quality improvement.

For the realization of this research, data collection was done through questionnaires.

Through questionnaires we have collected data to verify variables and issue recommendations for UMIB management.

We choose the questionnaire as a method, because it is a more appropriate way to apply in our concrete case, as long as the instrument does not require standardization, while it is more efficient to collect the information we seek through this research.

At the beginning of the questionnaire were requested the personal data of subjects: gender, department and year of study.

In our research we used a questionnaire (consisting of three parts). We used the first part of the questionnaire to collect information on winter semester subjects, the second part for summer semester subjects, and the third part for faculty management, including study conditions such as libraries, classrooms, labs etc. .

For measuring the variables of this study, a questionnaire was used as a measuring instrument created precisely for the purposes of this study. Through the questionnaire, data was collected by subjects, which made the verification of certain hypotheses aimed at increasing the quality of the UMIB.

The assessment in this questionnaire was made through Likert's compliance rates, also offering options:

- I disagree - 1
- Partly agree- 2
- Agree-3
- Agree completely -4
- Do not know -5

While, subjects were asked to besiege one of the offered levels:

Applying the questionnaire

The research was conducted at faculties: Food Technology, Mechanical and Computer Engineering, Geosciences, Economics, Law and Education. The research lasted 14 days, from 14.05.2016 to 28.05.2016.

The questionnaire's completion time was 45 minutes, including the time needed for clarification and guidance.

During the research several factors have been taken into consideration; mood and stress at the students, meaning it is not to be a week of assessment, so after the April deadline, generally the week of testing,

since the students would not have the will and the desire to complete such questionnaires. Also, the students were told that they would be free when completing the questionnaire, so the teacher did not stay at the classroom at that time, until the coordinator, having given clarification, had left the room so that their answers would not be interrupted, and students not under pressure when completing questionnaires.

The research was conducted under the leadership of Quality Coordinator, Prof. dr. Faton Merovci, Quality Officer, Prof. dr. Riza Haziri, and with the help of the management of the respective faculties.

Very important was that students should be convinced that testing is in favor of those who will come to understand the behavior of professors and the demands of students on certain subjects.

Materials Required for this Research:

1. 473 questionnaires according to the following table:
2. Financial expenditures can not be planned, because it is about small tools (paper, color ...)

FFT	Food Technology	Year 1	17
FFT	Technology	Year 3	8
FFT	Food Technology	Year 3	14
FFT	Technology	Year 1	19
FFT	Food Technology	Master	9
FMCE	Machinery	Year 1	9
FMCE	Machinery	Year 2	8
FMCE	Machinery	Year 3	3
FMCE	Economic Engineering	Year 1	28
FMCE	Master Informatics	Master	6
FMCE	Economic Engineering	Year 2	15
FMCE	Economic Engineering	Year 3	5
FMCE	Informatics	Year 1	27
FMCE	Informatics	Year 2	20
Economics	Banks, Finance, Accountability	Year II	27
Economics	Economics	Year I	26
Economics	Banks, Finance, Accountability	Year III	13
Economics	Management and Informatics	Year II	18
Economics	Management and Informatics	Year II	26
Education	Education-Preschool	Year I	40

Education	Education-Primary	Year I	24
Education	Education-Primary	Year III	26
Law	Law	Year I	28
Law	Law	Year II	13
Law	Law	Year III	19
Geosciences	Materials	Year III	3
Geosciences	Geology	Year III	6
Geosciences	Mining	Year I	4
Geosciences	Mining	Year II	7
Geosciences	Metallurgy-Mining	Year I	5
	Total		473

Data processing

The processing of the data collected by the questionnaire is done through the statistical program SPSS 22.0. The parametric statistical methods used for data analysis are:

- Alpha Cronbach - is used to interpret the credibility of the questionnaire, whose coefficient will present the level of accuracy of the questionnaire measurement.
 - Pearson correlation - this correlation has been used to find the correlation between the main variables in this research.
 - T-Test - is used to test the differences between the different variables in the hypothesis of the research, where the difference is required. In addition to various variables, this analysis is also applied in detecting differences between certain categories, such as: different courses of social subject students and technical subjects.
 - Kolmogorov-Smirnov - testing the normal distribution of variables averages is done by this method, which determines the normality of the distribution.
- In addition to the abovementioned statistical methods, frequencies, arithmetic mean, standard deviation, graphs are also used.

Analysis and interpretation of results

After the data collection is done, we have followed the next step, analyzing and interpreting data, which is one of the most important stages of the research. The data have been processed with different methods and techniques so that results are as reliable and accurate as possible, and we also get a more optimum correlation between the dependent variables and independent variables, while our expectation has been to make adolescents more sociable, hence having the highest motive for achievement and self-presentation.

The data in this research (from the questionnaire) have been elaborated with these psychometric or statistical procedures:

1. The data in this research are processed through the SPSS program. This program has enabled us to find the overall average achievement of the subjects in the research to see if there is a difference between the subjects and whether these differences are statistically significant.
2. Reliability of the questionnaire through Alpha Kronbah.

PRESENTATION OF RESEARCH RESULTS

Given that this research has attempted to make qualitative measurements and as a main method has been the survey, then the processing of the results was more likely to be done through a statistical package for the qualitative analysis and SPSS 22.0 was used.

The results are given in two parts; in the first part of the results are presented descriptive statistics related to demographic data, age, gender, residence, income level in the family and other relevant data for research.

The second part of the results represents the combination of descriptive and concluding results, as the results of the questionnaires related to the escort, the motivation for achievement and the self-presentation were given simultaneously. In this section, the links between these three variables, as well as the links between the demographic variables and the variables in the focus of this research, have been pointed out, namely the attempt to measure the impact of demographic variables such as; gender or residence in the motive for achievement, association and self-reliance.

The analysis of the results and their description is accompanied by tables and graphs and, in all cases, it was guided by the hypotheses of the study, which were the guiding point in the processing of the results.

Measurement and statistical methods

During the data analysis, the following statistical measurements and methods were used:

Descriptive statistics: In this research, a series of descriptive statistical measurements have been used, as in scientific research everything starts with the description of the results. Such statistics give us a clear picture of the frequency and percentage of certain responses or certain trends and differences between the groups. Also, the arithmetic average and the standard deviation tell us about the central tendencies and the homogeneity or heterogeneity of the phenomena we are interested in, especially in social sciences, these are very effective measurements. The correlation between variables and correlations gives us the idea that

if there are links between certain variables, but without assuring us what is the nature of this connection and without giving us cause-to-cause causality.

To make sure, we need to use the methods of concluding statistics.

T-test and Anova test: In cases where differences in mean or standard deviation are observed between certain groups, one of these two methods is used for testing purposes, if the differences expressed are statistically significant or statistically significant, and is the level of significance that indicates whether the differences are statistically significant. In this research work was done with the permissible 5% error level, which means that all measurements that resulted with significance above ($>$) 0.05 have concluded that there is no influence of the independent variables in the dependent variables eventual, differences between groups are random, and vice versa if significance has resulted under ($<$) 0.05 then we could conclude that we have an influence on the independent variables in the dependent variables and that the differences between the groups are important.

RECOMMENDATIONS FROM THE ACADEMIC DEVELOPMENT OFFICE

From the statistical analysis, the Office for Academic Development recommends to the Steering Council that:

1. At the beginning of each new academic year (for the first year), to be organized an informative day, where the quality co-organizer of each faculty will orientate and inform the students.
2. In the first class of each semester, each professor gives the students the syllabus, through which they will be familiar with the schedule of lectures, laboratory exercises or practice, including the dates of the semester exams.
3. To get acquainted with the method of final evaluation, scores from the written exam, or laboratory practice according to the percentage provided in the syllabus.
4. Subjects that have professional practice outside of the UMIB facility are met with precision.
5. To provide more information about students in the announcement boards i.e website about electives, timetables, change of hours, or replace of classes.
6. Place a separate column on the website with the most frequently asked questions in the student service.
7. The materials presented during the lectures are regularly given one week before the lecture.
8. Have a special day within the week for consultation with the Deanery with Bachelor students and especially Master students
9. The libraries of each faculty should be provided with sufficient professional literature
10. Services for students with disabilities in faculties to be improved.

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Statistics						
	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	Teaching methods are modern	Learning classrooms/ha lls are well equipped with audio-visual means for concrete learning	
N	Valid	293	293	293	293	293
	Missing	0	0	0	0	0
Mean			3.065	2.949	2.939	2.198
Std. Deviation			1.0659	1.1441	1.0252	1.1265

Statistics

		The relationship between the theoretical and laboratory (practical) part of the course is adequate	Student is free in choosing the optional courses	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
N	Valid	293	292	293	293	293
	Missing	0	1	0	0	0
Mean		2.276	2.034	2.863	2.993	3.191
Std. Deviation		1.3250	1.3868	1.1944	1.3649	1.8830

Statistics

		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
N	Valid	291	293	293	293	293
	Missing	2	0	0	0	0
Mean		2.175	2.625	2.546	2.836	2.956
Std. Deviation		1.5648	1.1744	1.4174	1.1044	1.3247

Statistics

		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
N	Valid	292	292	292	206	205

Missing	1	1	1	87	88
Mean	2.027	1.849	2.034	1.529	1.966
Std. Deviation	1.5396	1.4730	1.6844	1.4969	1.7472

		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 Administra tion Services are at service for students
N		206	206	206	205	205
Valid		87	87	87	88	88
Missing		1.913	2.000	2.010	2.024	1.937
Mean		1.7620	1.7475	1.7306	1.7191	1.7989
Std. Deviation						

Statistics

		Study halls and labs provide the necessary conditions for qualitative learning.	The maintenance of the university premises (tidiness, cleanliness) is at appropriate level	The computer halls are available for students	The department possesses the library with sufficient professional books and other materials	Department possesses special reading halls for students
N		206	206	205	206	206
Valid		87	87	88	87	87
Missing		1.956	2.019	1.941	1.942	1.830
Mean		1.8381	1.8319	1.7758	1.7632	1.8280
Std. Deviation						

Statistics

		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
N	Valid	206	205	205	205
	Missing	87	88	88	88
Mean		1.743	1.737	1.698	1.663
Std. Deviation		1.7156	1.7147	1.6705	1.6387

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Përbajtja e lëndës (syllabus) na shpërndahet me kohë	293	.0	5.0	3.065	1.0659
Orari konsultimeve me profesorë shpallet rregullisht si dhe respektohet plotësisht	293	.0	5.0	2.949	1.1441
Metodat e mësimdhënies janë bashkëkohore	293	.0	5.0	2.939	1.0252
Sallat e mësimit janë të pajisura mirë me mjete audio-vizuale për konkretizimin e mësimit	293	.0	5.0	2.198	1.1265
Raporti ndërmjet pjesës teorike dhe asaj laboratorike (praktike) të lëndëve është adekuat	293	.0	5.0	2.276	1.3250
Studentët janë të lirë që vetë të përcaktohen për lëndët zgjedhore	292	.0	5.0	2.034	1.3868

Programi i studimit është aktual me zhvillimet në disiplinat përkatëse të studimit	293	.0	5.0	2.863	1.1944
Programi i studimit është i krahasueshëm me programet e ngjashme në universitetet tjera	293	.0	5.0	2.993	1.3649
Vlera e ECTS-së për lëndë është e llogaritur sipas ngarkesës së studentit	293	.0	22.0	3.191	1.8830
Puna praktike jashtë institucionit aplikohet me rregull	291	.0	6.0	2.175	1.5648
Komunikimi i udhëheqësve të fakultetit me studentë është në nivelin e duhur	293	.0	5.0	2.625	1.1744
Mundësitet e punësimit pas përfundimit të studimeve janë të njoitura për studentët	293	.0	5.0	2.546	1.4174
Mendimi i përgjithshëm për këtë program të studimit është pozitiv	293	.0	5.0	2.836	1.1044
Këtë program të studimit do t'ua sugjeroja edhe personave të tjera	293	.0	5.0	2.956	1.3247
Materiali për përgatitjen e punës laboratorike-praktike na jepetparaprakisht	292	.0	5.0	2.027	1.5396
Pun alaboratorike/praktike mbikëqyret vazhdimisht nga mësimdhënësi i lëndës	292	.0	5.0	1.849	1.4730
Puna laboratorike/praktike përfshihet në vlerësimin përfundimtar të lëndës	292	.0	5.0	2.034	1.6844
Laboratorët dhe sallat janë të furnizuara me pajisje, mjete dhe substanca të nevojshme	206	.0	5.0	1.529	1.4969

Angazhimi i personelit mbështetës për realizimin e punës në laborator është i kënaqshëm	205	.0	5.0	1.966	1.7472
Materialet e prezantuara gjatë ligjératave na jepen rregullisht	206	.0	5.0	2.738	1.2530
Përbajtaj e lëndës (syllabusi) na shpërndahet me kohë	186	.0	5.0	2.812	1.3802
Orari i konsultimeve me profesorë shpallet rregullisht si dhe reperktohet plotësisht	206	.0	5.0	2.782	1.2863
Metodat e mësimdhënie janë bashkëkohore	206	.0	5.0	2.723	1.3850
Sallat e mësimit janë të pajisura mirë me mjete audio-vizuale për konkretizimin e mësimit	205	.0	5.0	2.595	1.2860
Raporti ndërmjet pjesës steorike dhe asj laboratorike (praktike) është adekuat	205	.0	5.0	2.244	1.3317
Studentët janë të lirë që vet të përcaktohen për lëndët zgjedhore	206	.0	5.0	2.141	1.4329
Programi i studimit është aktual me zhvillimet në disiplinat përkatëse të studimit	206	.0	5.0	2.519	1.5324
Programi i studimit është i krahasueshëm me programet e ngjashme në universitetet tjera	206	.0	5.0	2.131	1.6490
Vlera e ECT-së për lëndët është e llogaritur sipas ngarkesës së studentit	206	.0	5.0	2.578	1.4386
Puna praktike jashtë institucionit aplikohet me rregull	205	.0	5.0	2.659	1.6241

Komunikimi i udhëheqësve të fakultetit me studentë është në nivelin e duhur	206	.0	23.0	2.723	2.1721
Mundësitë e punësimit pas përfundimit të studimeve	206	.0	5.0	2.772	1.7310
janë të njohura për studentët					
Mendimi i përgjithshëm për këtë program të studimit	204	.0	5.0	2.314	1.6960
është pozitiv					
Këtë program të studimit t'ua sugjeroja edhe personave të tjerë	205	.0	5.0	2.376	1.4418
Materiali për përgatitjen epunës laboratorike/ praktike	206	.0	22.0	2.568	2.1579
na jepet paraprakisht					
Puna laboratorike/ praktike mbikëqyret vazhdimisht nga mësimdhënësi i lëndës	206	.0	5.0	2.282	1.7217
Puna laboratorike/ praktike përfshihet në vlerësimi	206	.0	5.0	2.403	1.5005
përfundimtar të lëndës					
Laboratorët dhe sallat janë të furnizuara me pajisj, mjete	206	.0	5.0	2.602	1.5794
dhe substanca të nevojshme					
Angazhimi i personelit					
mbështetës për realizimin e punës në laborator (praktikë)	203	.0	5.0	1.961	1.7989
është i kënaqshëm					
Dekanati është i hapur për vërejtje dhe kërkesat e	206	.0	5.0	1.913	1.7620
studentëve					
Shefi i programit është në kontakt të vazhdueshëm me	206	.0	5.0	2.000	1.7475
studentët					
Zyra për marrëdhënie me jashtë ofron informacione të	206	.0	5.0	2.010	1.7306
mjaftueshme për studentët					

Shërbimet e administratës së fakultetit (paraqitura e provimeve) janë në nivelin e duhur	205	.0	5.0	2.024	1.7191
Shërbimet e administratës qendrore janë në dispozicion për studentë	205	.0	5.0	1.937	1.7989
Sallat e mësimit dhe laboratorët ofrojnë kushte të nevojshme për mësim cilësor	206	.0	5.0	1.956	1.8381
Mirëmbajtja e hapësirave universitare (pastërtia) është në nivelin e duhur	206	.0	5.0	2.019	1.8319
Sallat e kompjuterëve janë në dispozicion të studentëve	205	.0	5.0	1.941	1.7758
Fakulteti ka bibliotekën të pajisur me literaturë të mjaftueshme profesionale	206	.0	5.0	1.942	1.7632
Fakulteti posedon salla të vecanta të leximit për studentët	206	.0	5.0	1.830	1.8280
Shërbimet për studentët me aftësi të kufizuarë në fakultet janë në nivel të duhur	206	.0	5.0	1.743	1.7156
Studentët kanë qasje në shtypjen dhe fotokopjin e materialeve për lexim në fakultet	205	.0	5.0	1.737	1.7147
Tabelat e shpalljeve për studentët përmbajnë vazhdimesh informacione të mjaftueshme	205	.0	5.0	1.698	1.6705
Studentët kanë qendrat për sport dhe rekreacion brenda hapësirës universitare	205	.0	5.0	1.663	1.6387