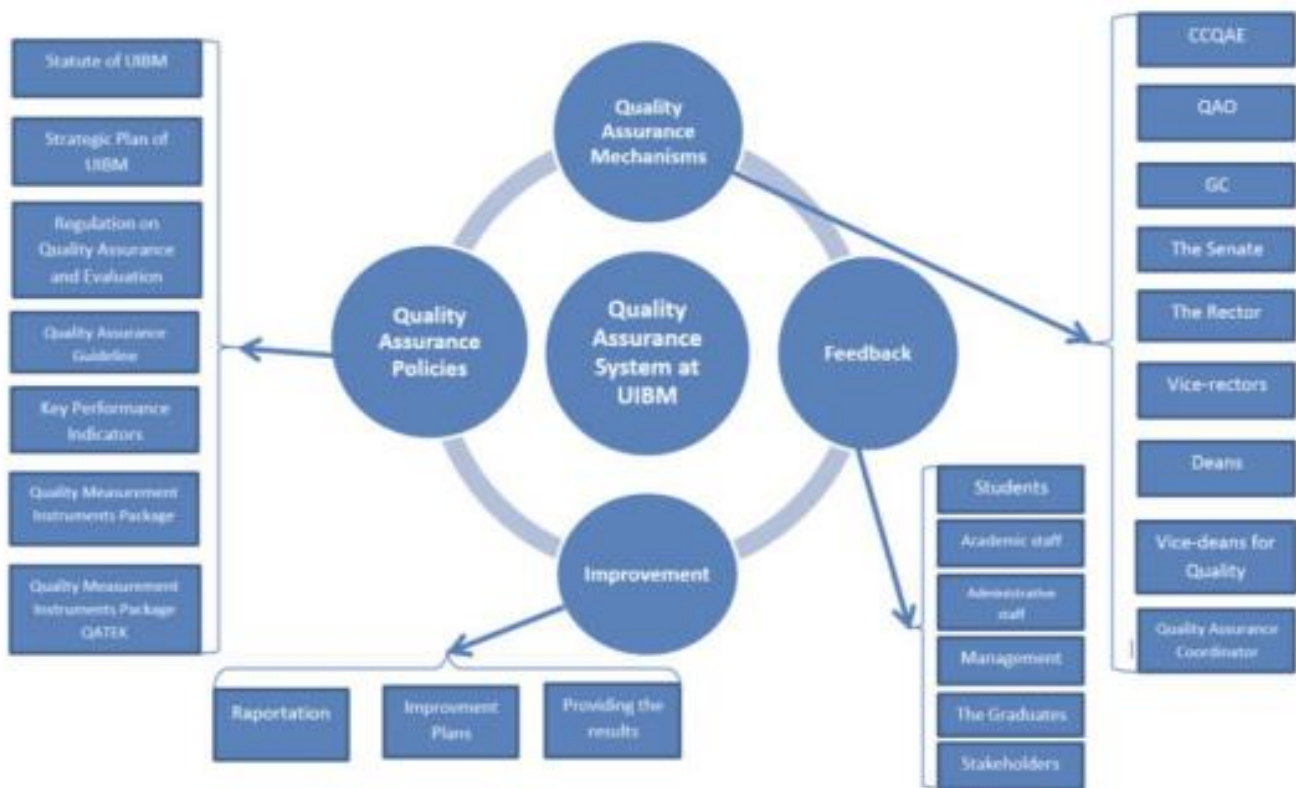




# University “Isa Boletini” Mitrovicë

## QUALITY MEASUREMENT INSTRUMENTS PACKAGE



## Quality Assurance Office

2024

UIBM has an authentic system for quality assurance and evaluation, which is based on a sustainable policy. UIBM has officially approved quality assurance policy, which includes these documents:

- UIBM Statute,
- Regulation for quality assurance and assessment,
- Guide for Quality Assurance, Guide for ECTS,
- Document for the main performance indicators at the UIBM level and in each faculty,
- Package of instruments for quality assurance of the University, as well as
- Package of instruments for measuring quality from the project "Towards a system oriented towards quality of training of new teachers in Kosovo" (QATEK), for the Faculty of Education.

The improvement of the quality culture at the University has influenced that quality assurance is part of the usual development flow at UIBM, as part of all internal and external processes.

All UIBM documents are in line with the Law on Higher Education, the National Qualifications Framework, and the European Qualifications Framework, the Education Strategy 2022-2026, and KAA manuals and guides. The entire UIBM policy is published on the website <https://www.umib.net/en/quality-assurance-office/quality-structure-in-umib/>

The policy of quality assurance is foreseen in the Strategic Plan of UIBM 2022-2025. Strategic Objective 4: Quality development contains specific objectives for strengthening the quality assurance system; Monitoring, evaluation and continuous improvement of study programs; raising the quality culture; Advancement of internal quality assurance and accreditation and external quality. Within these specific sub-objectives, more than 30 specific activities are planned to be developed, for which the time period, responsibilities and all the individuals and units involved in these processes, the indicators and the relevant budget have been specifically defined. The sustainability of the budget allocated for these activities, in the next three years, is a clear indicator of the sustainability of the system.

Quality measurement instrument packages are regularly implemented as planned at UIBM. Full planning cycle; implementation, analysis, reporting, improvement already takes place every year at UIBM. All the phases of this cycle are implemented by the relevant managers and the findings from the completed questionnaires are analyzed by the Quality Assurance Office.

***Quantitative and qualitative instruments.*** Quality assurance instruments are an integral part of the quality assurance framework. Quantitative instruments used to collect data for quality assessment consist of questionnaires as follows:

- Questionnaire for evaluation of students for teaching, subject, practice teaching and resources at the UIBM - Bachelor, which is carried out twice a year (at the end of each semester);
- Questionnaire for evaluation of students for the study program and research work at the UIBM - MASTER, which is carried out twice a year (at the end of each semester);
- Self-assessment questionnaire for the academic personnel of the UIBM, which is carried out once a year;
- Self-assessment questionnaire for the deans of academic units of the UIBM, which is carried out

- once a year;
- Assessment questionnaire for the deans' work by the academic personnel of the academic units of the UIBM, which is carried out once a year;
  - Evaluation form from the dean for the academic personnel of the UIBM, which is carried out once a year;
  - Questionnaire for external stakeholders of UIBM, at least every second year;
  - Questionnaire for UIBM-ALUMNI graduates, which is carried out once a year;
  - Questionnaire for the administrative personnel at UIBM, which is carried out once a year;
  - Questionnaire for the evaluation of the support services of the UIBM, which is carried out once a year;
  - Questionnaires that are part of the package of instruments for evaluation from the QATEK project, and that are questionnaires for evaluation of teaching, research and other components related only to the Faculty of Education.

Qualitative quality assurance instruments include, but are not limited to, PEER TO PEER EVALUATION, focus groups and ad-hoc commissions for the evaluation of specific topics relevant to the institution or specific topics that can cover all areas of the institution's action. The establishment of ad-hoc commissions is done by decision of the Central Commission for Quality. Administration of qualitative quality assurance instruments is a process that is adequately documented.

The QASURE project: Improving University Quality Assurance Resilient Strategies Toward Excellence, where the UIBM is one of the consortium partners, has positively influenced the knowledge of administrative and academic staff as well as students regarding relevant processes and documents. Through targeted training and the sharing of successful experiences from the region, the project fosters a quality culture within the university, integrating it into everyday academic practice

## **QUALITATIVE INSTRUMENTS FOR QUALITY EVALUATEMENT IN UIBM**

Qualitative instruments of quality assurance include, but are not limited to:

- PEER TO PEER EVALUATION;
- Focus groups with students, academic staff, administrative staff and other stakeholders depending on the needs of Quality Assurance Office;
- In depth interviews with all interested stakeholders;
- Ad-hoc commissions for the evaluation of specific topics relevant to the institution or specific topics that can cover all areas of the institution's action. Administration of qualitative quality assurance instruments is a process that is adequately documented;
- Academic Unit Council meetings.

### **PEER TO PEER EVALUATION**

The academic staff holds regular group meetings aimed at quality improvement of programs, academic units and the UIBM in general.

Meetings are held in groups disaggregated by study program, where the following topics are discussed:

- Teaching methodology
- Implementation of lectures and exercises, strengths and challenges
- Problems raised by colleagues
- Involvement of students in research work
- Cooperation strategies for improvement

Minutes are kept at each meeting and submitted to the Quality Office and the management of respective academic units.



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## QUANTITATIVE INSTRUMENTS FOR QUALITY ASSESSMENT IN UIBM

### Student Evaluation of Teaching, Courses and Resources at University “Isa Boletini” in Mitrovica - Bachelor

Academic year:

Course: \_\_\_\_\_

Instructor: \_\_\_\_\_

Your opinion on the teaching process in our institution is highly valuable towards quality improvement. The questionnaire is anonymous, so please respond sincerely to the following questions:

Service	Strongly disagree	Disagree	Average	Agree	Strongly agree
<b>TEACHING QUALITY AND STYLE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
The content of lectures and exercises was clear					
The teaching methods were contemporary					
The professor demonstrates knowledge of the subject matter					
The ratio between the theoretical and practical part of the course was adequate					

Lectures and exercises were interactive					
The examples brought by the teacher were related to the theory we learned					
The professor encourages students to express their ideas					

Professor's conduct to students was ethical and collegial					
<b>COURSE RESOURCES (Rate the course, materials and assessment)</b>					
The professor presented and distributed to the students the course syllabus on the first week of semester					
Overall, I am satisfied with the course content					
Professor sent all lecture materials via MSU or email					
The lectures were connected with the exercises					
Activities (exercises, tasks, laboratory exercises, projects, seminar papers, etc.) were assessed as it was foreseen in the syllabus of the course					
The professor has taken into account the students' remarks and suggestions for changes in the syllabus					
Professors/assistants respect the consultation schedule					
The laboratory/practical work is constantly supervised by the subject teacher/assistant					
The tests were held as planned in the course syllabus					
The professor has organized at least 1 visit to the community/school/business/organization etc					
The professor had at least 1 invited Professor/Expert in the taught course					
I would recommend this course to other students as well					
Students are free to choose their own elective courses					
To succeed, in addition to lectures and exercises, how many hours weekly did you study at home or at the library for this course? [circle]	HOURS WEEKLY				
	1 – 2 hours	3-4 hours	5-6 hours	over 7 hours	

If asked to choose again now, would you enroll in the same program again?[circle]

YES

NO

**COMMENTS:** [optional]





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**Student evaluation of study programs and research work at University "Isa Boletini" in Mitrovica - MASTER**

Academic year: \_\_\_\_\_

Course: \_\_\_\_\_

Mentor: \_\_\_\_\_

Assistant: \_\_\_\_\_

Your opinion on the quality of study programs and research work at our institution is highly valuable towards quality improvement. Your data shall be anonymous, so please respond sincerely to the following questions:

Service	Not at all	Somewhat	Average	Good	Very good
<b>STUDY PROGRAM</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
The curriculum provided by the department is preparing me for the labor market					
Studying in this program has helped me develop critical thinking					
Theory was well linked to the exercise hours or the practical work we did					
To what extent did the study program meet your initial expectations?					
Has the graduation paper manual helped you in preparing your Master thesis?					
<b>SUPPORT TO RESEARCH WORK</b>					
We did research work in all the courses					

Communication with the mentor was easy and correct					
Administrative procedures assist in the selection and writing of the Master thesis					

What was the frequency of consultations with the mentor?	1-2 times monthly	3-4 times monthly	5 -6 times monthly	Over 7 times monthly	
If asked to choose again now, would you enroll in the same program again? [circle]	YES		NO		

Based on your experience, would you recommend this study program to others? [circle]	YES	NO
<b>REMARKS: [mandatory]</b>  What changes would you suggest towards improvement of the overall quality of the study program?		



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**EVALUATION FORM FOR ACADEMIC STAFF OF UNIVERSITY OF MITROVICA**  
**“ISA BOLETINI”**

Dear professors/assistants of the University “Isa Boletini” in Mitrovica,

The quality assurance component of a HEI includes a questionnaire implemented with the academic staff which enables you to evaluate semestral work and knowledge of processes developed at UIBM. The questionnaire is anonymous and refers to teaching and academic life at UIBM.

<b>Duties/Responsibilities</b>					
<b>1. Teaching</b>	<b>1 (Never)</b>	<b>2 (Rarely)</b>	<b>3 (Time after time)</b>	<b>4 (Frequently)</b>	<b>5 (Always)</b>
During this semester, I completed the syllabus topics without any problems					
Through the SMU platform, I performed the following services: <ul style="list-style-type: none"> <li>• I have set the syllabus</li> <li>• I have placed the materials for lectures/exercises</li> <li>• I set the results</li> <li>• I set the different notifications</li> <li>• I generated student evaluation reports</li> <li>• I have completed the questionnaires</li> </ul>					



My approach with students has always been correct					
Every week I hold consultations with students according to the schedule published in SMU / cabinet					
I have respected the student evaluation form according to the syllabus					

I include the student's engagement from the activities during the semester in the final evaluation					
I take into account students' suggestions for improving the development of lectures/exercises					
<b>3. Professional development</b>	<b>1 (Never)</b>	<b>2 (Rarely)</b>	<b>3 (Time after time)</b>	<b>4 (Frequently)</b>	<b>5 (Always)</b>
I have cooperated with colleagues and the IT office to eliminate the difficulties of using the SMU platform.					
I collaborate with other colleagues to identify and solve teaching and faculty problems					
I participated in trainings for new teaching methods	a) YES		b) NO		
I participated in various trainings	a) YES		b) NO		
I am constantly improving my foreign language skills					
During this academic year, I made 1 publication in a scientific journal	a) YES		b) NO		
During this academic year, I participated in 1 scientific conference	a) YES		b) NO		
During this academic year I applied for mobility	a) YES		b) NO		
This year I am part of an international project	a) YES		b) NO		
During this year I developed activities related to the contribution to the community	a) YES (Count)		b) NO		
<b>4. Positive aspects:</b>					

<b>5. Aspects that need improvement:</b>	
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**SELF-EVALUATION FORM FOR DEANS OF ACADEMIC UNITS OF THE UNIVERSITY  
"ISA BOLETINI" IN MITROVICA**

Dear deans of the University "Isa Boletini" in Mitrovica,

The quality assurance component at UIBM is considered a planned process of systematic and documented activities, which in essence refers to a reflective-active cycle aimed at development and sustainability of our university.

In this process, this self-evaluation instrument for deans is part of the package of instruments developed by the Central Quality Assurance and Evaluation Commission of UIBM.

The instrument should be completed by you and aims to provide data through evaluation of your work at the end of each semester.

Information should be provided for the current academic year.

<b>Name and surname of Dean:</b>	
<b>Faculty</b>	

<b>1. Leadership/governance</b>	<b>1 (Fully disagree)</b>	<b>2 (Disagree)</b>	<b>3 (Agree)</b>	<b>4 (Fully agree)</b>
I have a work plan for developing the faculty	a) YES		b) NO	
I have shared with all the staff the work plan for the development of the faculty	a) YES		b) NO	
I create a good climate for work and activities at the faculty				
I have a good cooperation with all the academic staff				
I am fair and have ethical behavior in all relationships and communications				
I function effectively as part of the faculty team				
I have presented all the demands of the academic staff in UIBM bodies and outside them				



I motivate and support staff in setting strategic objectives				
During the work process, I take into consideration the proposals of the academic staff				
I have undertaken all the necessary measures in the implementation of the decisions and tasks determined by the Faculty Council				
I contribute effectively to the curriculum/syllabus change process				
I monitor the implementation of the curriculum				
I support the development of the academic staff improvement plan (as needed)				
I am open to proposals for new ideas from the academic staff				
I evaluate the academic staff based on real performance				
I regularly present the work report to the Faculty Council				
I present and discuss the results of the quality assessment reports in the Faculty Council				
I inform students with the results of quality assessment reports				
I ensure the implementation of the activities of the Strategic Plan				
I cooperate with other faculties				
I follow academic policies and legal procedures correctly				
I fairly nominate the vice-deans, heads of programs and the quality coordinator				
I am able to manage under pressure and in difficulties				
I fairly manage faculty concerns and issues				
I hold regular and productive meetings with the Faculty Council, administration and academic staff				
My decisions are transparent				
I report, make decisions and give answers within certain deadlines				
I have signed cooperation agreements for the academic unit within the year	<b>a) None</b>	<b>b) 1</b>	<b>c) 2</b>	<b>d) Above 3</b>

Write at least two positive aspects of your job:

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Write at least two aspects that need improvement:

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Propose necessary strategies for improvement:

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**EVALUATION FORM FOR DEAN'S WORK BY THE ACADEMIC STAFF OF  
 ACADEMIC UNITS OF THE UNIVERSITY "ISA BOLETINI" IN MITROVICA**

Dear,

The quality assurance component at UIBM is considered a planned process of systematic and documented activities, which in essence refers to a reflective-active cycle aimed at development and sustainability of our university.

In this process, this self-evaluation instrument for deans is part of the package of instruments developed by the Central Quality Assurance and Evaluation Commission of UIBM.

The instrument should be completed by you and aims to provide data through evaluation of your work at the end of each semester.

The provided information will be used by the UIBM management to define future activities aimed at quality development at the University.

Information should be provided for the current academic year.

The questionnaire is anonymous!

<b>Name and surname of Dean evaluated:</b>	
<b>Faculty:</b>	

<b>1. Leadership/governance</b>	<b>1 (Fully disagree)</b>	<b>2 (Disagree)</b>	<b>3 (Agree)</b>	<b>4 (Fully agree)</b>
The dean has a work plan for the development of the faculty	a) YES      b) NO      c) DON'T KNOW			
The dean has shared the work plan with the staff	a) YES      b) NO			
The Dean evaluates the opinions of the academic staff during the decision-making process				
Responds to ongoing requests within the faculty				

Creates a motivating environment for academic, administrative staff and students				
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<b>2. Academic program development:</b>	<b>1 (Fully disagree)</b>	<b>2 (Disagree)</b>	<b>3 (Agree)</b>	<b>4 (Fully agree)</b>
Leads and participates in strategic planning				
Motivates and supports staff in defining strategic objectives				
The Dean contributes effectively to the curriculum/program plan change process				
Support the development of the academic staff improvement plan (as needed)				
The Dean presents and discusses the results of the quality assessment reports in the Faculty Council				
The Dean is open to proposals for new ideas from the academic staff				

<b>3. Management:</b>	<b>1 (Fully disagree)</b>	<b>2 (Disagree)</b>	<b>3 (Agree)</b>	<b>4 (Fully agree)</b>
Identifies needs for academic staff				
The Dean ensures the implementation of the activities of the Strategic Plan				
Cooperates with other faculties				
Correctly applies academic policies and legal procedures				
He meritoriously proposes the vice-deans, heads of programs and the coordinator for quality				
He is able to manage under pressure and under stress				
The dean presents all the requests of the academic staff in UIBM bodies and outside them				
Holds regular and productive Council meetings, meetings with the administration and meetings with the staff				
The dean's decisions are transparent				
The Dean presents the work report to the Faculty Council				

The dean reports, makes decisions and gives answers within certain deadlines				
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<b>4. Interpersonal skills</b>	<b>1 (Fully disagree)</b>	<b>2 (Disagree)</b>	<b>3 (Agree)</b>	<b>4 (Fully agree)</b>
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It is accessible at all times to academic staff				
Promotes open communication for academic staff				
Demonstrates fairness and ethical behavior in all relationships and communications				
Functions effectively as part of the faculty team				
The dean performs the evaluation of the academic staff based on real performance				
The Dean has signed a cooperation agreement for the academic unit within the year	<b>a) None</b>	<b>b) 1</b>	<b>c) 2</b>	<b>d) Above 3</b>

Write at least two positive aspects of deans job:

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Write at least two aspects that need improvement:

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Propose necessary strategies for improvement:

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**DEAN'S EVALUATION FORM FOR THE ACADEMIC STAFF OF THE UNIVERSITY "ISA BOLETINI" IN MITROVICA**

Dear deans of the University "Isa Boletini" in Mitrovica

The quality assurance component at UIBM is considered a planned process of systematic and documented activities, which in essence refers to a reflective-active cycle aimed at development and sustainability of our university.

In this process, this self-evaluation instrument for deans is part of the package of instruments developed by the Central Quality Assurance and Evaluation Commission of UIBM.

The instrument should be completed by you and aims to provide data through evaluation of your work at the end of each semester. In completing the instrument, you should consider the self-evaluation of the academic staff and the student evaluation of each academic staff at the faculty.

The provided information will be used by the staff, Faculty management and the Quality Assurance Office under the rectorate to define future activities aimed at quality development at the University.

Information should be provided for the current academic year.

<b>Name and surname of professor/assistant evaluated:</b>	
<b>Faculty/Department:</b>	

<b>Duties/Responsibilities</b>					
<b>1. Teaching</b>	<b>1 (Never)</b>	<b>2 (Rarely)</b>	<b>3 (Time after time)</b>	<b>4 (Frequently)</b>	<b>5 (Always)</b>

He regularly held lectures/exercises according to the schedule					
During this semester, he completed the syllabus topics					

He distributed the course syllabus in the first week	a) YES			b) NO	
In the first lecture, he clarified the content, assessment, tasks, literature, etc	a) YES			b) NO	
Has organized at least 1 visit to the community/school/business/organization etc	a) YES			b) NO	
There was at least 1 Professor/Expert invited to the lectures of each subject	a) YES			b) NO	
He has participated in at least 2 working committees in the faculty [committees for thesis defense, commissions for the drafting of documents, materials, etc.]	a) YES			b) NO	

He actively participated in the Faculty Council meetings					
It has contributed to the process of re-accreditation/accreditation in the faculty					
Submits student exam reports on time					

<b>2. Relations with students</b>	<b>1 (Never)</b>	<b>2 (Rarely)</b>	<b>3 (Time after time)</b>	<b>4 (Frequently)</b>	<b>5 (Always)</b>
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There are formal complaints from students about communication with them	a) YES			b) NO	
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Every week, she/he held consultations with students according to the schedule published in the SMU/cabinet					
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<b>3. Professional development</b>	<b>1 (Never)</b>	<b>2 (Rarely)</b>	<b>3 (Time after time)</b>	<b>4 (Frequently)</b>	<b>5 (Always)</b>
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Collaborates with other colleagues to identify and solve teaching and faculty problems					
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He participated in trainings for new teaching methods	a) YES			b) NO	
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He has participated in various trainings	a) YES			b) NO	
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Constantly improves foreign language skills				
During this academic year, he made 1 publication in a scientific journal as first author or correspondent	a) YES			b) NO
There was 1 collaboration with a UIBM colleague	a) YES			b) NO
During this academic year, he participated in 1 scientific conference	a) YES			b) NO

During this academic year, he applied for mobility	a) YES			b) NO
This year it is part of an international project	a) YES			b) NO
During this year, it has developed activities related to the contribution to the community	a) YES (Count)			b) NO
<b>4. Positive aspects:</b>				
<b>5. Needs for improvement:</b>				

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**Dean**

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**Professor/Assistant**

*\*In case of disagreement of the appraisee with the assessment made, the appraisee has the right to request a review of the assessment by the higher authorities/Rectorate*

*Note: Without the agreement of both parties, the evaluation is not invalid*



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## QUESTIONNAIRE FOR EXTERNAL STAKEHOLDERS OF UIBM

Dear associates of UIBM,

This questionnaire is intended to collect your opinions on issues related to the quality of cooperation with our university. Your responses are very important for us as they will help as improve this cooperation and create new opportunities.

**Your data will be treated confidentially.**

Thank you for your outstanding cooperation during this survey.

**1. Type of institution (Circle the applicable option)**

- a. State institution
- b. Public enterprise
- c. Education institution
- d. Institution exercising independent activity (lawyer, attorney)
- e. Business
- f. Non-government organization
- g. Other (Specify)

**2. Seat/region of institution (Circle the applicable option)**

- a. Prishtina
- b. Mitrovica
- c. Peja
- d. Prizren
- e. Ferizaj
- f. Gjilan
- g. Gjakova
- h. Other (Specify)

3. **Year of institution establishment**

- a. Last year
- b. Two to three past years
- c. Four to six past years
- d. Seven to ten past years
- e. More than eleven years ago

4. **With which elements of UIBM's mission does our cooperation correspond (Circle all applicable options)**

- a. Quality teaching
- b. Scientific research
- c. Contribution in the community

5. **What are some of the facilities you enjoy from cooperating with UIBM?**

\_\_\_\_\_

6. **What are some of the difficulties you encounter in cooperating with UIBM?**

\_\_\_\_\_

7. **In which areas could we extend cooperation?**

8. **Have you employed/do you employ staff members who graduated from UIBM?**

- a. Yes
- b. No

9. **If yes, how satisfied are/were you with their work? (Circle the applicable option)**

- a. Very unsatisfied
- b. Unsatisfied
- c. Neutral
- d. Satisfied
- e. Very satisfied

10. **Have there been cases where you needed employees of certain profiles and were unable to find them? (If yes, go to question 11; if no, go to question 12)**

- a. Po
- b. Jo

**11. Which education profile? (Specify)**

**12. Is there any new study program/course you would propose to include in future curricula of the University of Mitrovica?**

- a. Yes
- b. No

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13. If yes, specify program/course?

14. What is your overall impression of the University of Mitrovica “Isa Boletini” as a higher education institution?

- a. Very unsatisfied
- b. Unsatisfied
- c. I cannot say
- d. Satisfied
- e. Very satisfied

**Interviewer**

**University “Isa Boletini” in Mitrovica**

**Respondent**



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## QUESTIONNAIRE FOR UIBM ALUMNI

Dear,

This questionnaire is intended to collect your opinions on issues related to the quality of cooperation with our university. Your responses are very important for us as they will help as improve the quality of study programs and other aspects at our university.

The questionnaire is anonymous.

Please respond to the following statements.

**1. My studies prepared me well for my current career (Circle the applicable option):**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

**2. My studies taught me how to acquire new skills and knowledge independently.**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

**3. I can apply the theoretical and practical skills acquired during studies in my work.**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree

e) Fully agree

**4. The study curriculum allowed selection of elective courses which I need directly for my work.**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

**5. My studies prepared me to think analytically and logically.**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

**6. During my studies I acquired thorough knowledge in my field of study.**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

**7. I am represented by UIBM values in my work.**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree



**8. I am informed of continuous development opportunities at the University such as vacancy announcements, conferences, events, seminars, training and public lectures aimed at professional advancement.**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

**9. I am able to maintain contact with my study colleagues thanks to UIBM.**

- f) Disagree
- g) Partially agree
- h) I don't know
- i) Agree
- j) Fully agree

**10. What is your overall impression of the University "Isa Boletini" in Mitrovica as a higher education institution?**

- a. Very unsatisfied
- b. Unsatisfied
- c. I cannot say
- d. Satisfied
- e. Very satisfied

**11. I am encouraged to develop the University's cooperation with the company or institution in which I work.**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

**12. I recommend to others to study at the University “Isa Boletini” in Mitrovica**

- a) Disagree
- b) Partially agree
- c) I don't know
- d) Agree
- e) Fully agree

**13. Remarks**

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**UNIVERSITY "ISA BOLETINI" MITROVICË**  
Str. Ukshin Kovaçica, Mitrovicë, Republic of Kosova  
<http://www.umib.net>; Tel: +383-28535725

### QUESTIONNAIRE FOR THE ADMINISTRATIVE STAFF AT UIBM

Dear administrative and support staff of UIBM,

This questionnaire is intended to collect your opinions on issues related to the quality of your work and of the University in general. Your responses are important for use as they assist us in planning the strategic development of our university towards quality improvement of administrative and other work.

The questionnaire is anonymous.

Please respond to the following statements: (Circle the response that best represents your opinion)

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1. I am informed of the mission of the University and of the faculty where I work.

**Fully disagree**      **Partially agree**      **Agree**      **Fully agree**      **I don't know**

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2. I am well informed of all activities organized at the University and the academic unit where I work.

**Fully disagree**      **Partially agree**      **Agree**      **Fully agree**      **I don't know**

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3. Professional qualification of administrative staff is satisfactory.

**Fully disagree**      **Partially agree**      **Agree**      **Fully agree**      **I don't know**

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4. The workload of administrative staff is distributed equally.

**Fully disagree**      **Partially agree**      **Agree**      **Fully agree**      **I don't know**

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5. Salaries of administrative staff are motivational for results at work.

**Fully disagree**

**Partially agree**

**Agree**

**Fully agree**

**I don't  
know**

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6. I am informed of all decisions taken at the University.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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7. Administrative staff is involved in all Faculty commissions.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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8. Relations between students and administrative staff are good.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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9. Relations between University management and administrative staff are good.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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10. Relations between administrative and academic staff are good.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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11. Academic staff submits required reports on student matters on a timely basis.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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12. Administrative staff requests are considered by the University management.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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13. Administrative staff needs more professional training.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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14. I am satisfied with the management structure at the Faculty where I work.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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15. I am satisfied with the level of maintenance and hygiene on campus and in cabinets.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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16. Administrative suggestions for improvement are considered by the management.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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17. The work atmosphere and collegiality are good and inspires me for work.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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18. Workplace conditions are adequate in all seasons of the year.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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19. Cooperation with the IT Office [MSU] is good.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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20. I am content to be working at UIBM.

<b>Fully disagree</b>	<b>Partially agree</b>	<b>Agree</b>	<b>Fully agree</b>	<b>I don't know</b>
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21. What is your suggestion towards improvement of the quality of work in general?

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**Thank you!**



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### QUESTIONNAIRE FOR THE ACADEMIC STAFF

Dear professors and assistants,

This questionnaire is intended to collect your opinions on issues related to the quality of your work and the work of deanery, the rectorate, administration and the University in general.

Your responses are important for use as they will assist us in planning the strategic development of our university, drafting or improving various regulations, and supporting academic staff towards academic quality improvement at our university.

The questionnaire is anonymous.

Please respond to the following statements: (Circle the response that best represents your opinion)

1. I am well informed of the mission of the faculty where I work.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
2. I am informed of the mission of the University.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
3. The international organization of the faculty is satisfactory.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
4. The management structure of the faculty has proved successful.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
5. Academic staff salaries are motivational for results at work.	Fully disagree	Partially agree	Agree	Fully agree	I don't know
6. I am well informed of all decisions taken at the faculty.	Fully disagree	Partially agree	Agree	Fully agree	I don't know



7. I am well informed of all decisions taken at the University.

Fully disagree

Partially agree

Agree

Fully agree

I don't know

8. Communication between academic and non-academic staff is satisfactory.

Fully disagree	Partially agree	Agree	Fully agree	I don't know
9. Communication between Faculty management and academic staff is satisfactory.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
10. The Faculty ensures good conditions for organizing the learning process.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
11. I am familiar with UIBM regulations.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
12. I have frequent access to professional training organized by the Faculty or UIBM.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
13. Existing study program curricula at Faculty are updated continuously in cooperation with the deканates.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
14. The study programs are attractive for new students.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
15. Ratio of research work to teaching at the faculty is satisfactory.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
16. Administrative services at the faculty are very efficient.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
17. The Faculty has a rich library with sufficient books.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
18. UIBM's website contains satisfactory content.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know
19. I am very well informed of MSU use.				
Fully disagree	Partially agree	Agree	Fully agree	I don't know

20. I regularly upload all learning material to MSU.

Fully disagree

Partially agree

Agree

Fully agree

I don't know

21. Academic staff is well informed of all events, symposia, conferences, open lectures and other events organized at UIBM.

Fully disagree

Partially agree

Agree

Fully agree

I don't know

22. Hygienic conditions at the faculty are appropriate.

Fully disagree

Partially agree

Agree

Fully agree

I don't know

23. What is your suggestion towards improvement of teaching and learning, research and academic work, and quality enhancement.

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24. What is your suggestion towards improvement between teaching staff and students, professors and assistants, academic and administrative staff, and academic staff and management?

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**EVALUATION OF SUPPORT SERVICES AT UNIVERSITY “ISA BOLETINI” IN MITROVICA**

Towards quality improvement, please respond sincerely to the following questions related to support services. The questionnaire is anonymous.

Service	I don't know	Not good	Good	Very good	Excellent
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
How do you evaluate the Rectorate's assistance in resolving students' requests and issues?					
How do you evaluate the Deanery's assistance in resolving students' requests and issues?					
How do you evaluate the assistance of the Chief of Program in resolving students' requests and issues?					
How do you evaluate the access to lectures, exercises and other materials on MSU?					
How do you evaluate the functioning and maintenance of MSU?					
How do you evaluate the work of student service officials in your faculty?					
How do you evaluate the communication of administration officials with students?					
How do you evaluate the working hours of the library?					
How do you evaluate the communication of library staff with students?					
How do you evaluate the books, magazines, publications, monographies, etc. provided by the library?					

How do you evaluate the physical premises of the library?					
How do you evaluate hygiene at the University?					

How do you evaluate the work and services of the Career Office?					
How do you evaluate the work of the Students' Union?					
How do you evaluate the work of the students' representative in your faculty?					
How do you evaluate visits to institutions, companies, organizations or entertainment evenings organized by your faculty?					
How do you evaluate environment and green spaces at UIBM?					

Remarks:
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