UNIVERSITY OF MITROVICA

“ISA BOLETINI”

KEY PERFORMANCE INDICATORS

2023-2024

Rector's Speech

Dears,

The University of Mitrovica "Isa Boletini" (UIBM) offers numerous opportunities for the youth of the region, combining quality education and preparation for the labor market.

With over 20 accredited programs, sought after not only within the country, but also abroad, students can develop their academic and professional skills, keeping up with the latest developments in science and technology. In addition to modern infrastructure with cabinets and laboratories, UMIB has built collaborations with public and private companies, which allow students to carry out professional practice in relevant fields, familiarizing them with real market demands.

Mechanisms such as the Innovation Center, the Alumni Association, the Career Development Center and the Advisory Board constitute a new approach to academic and professional development, strengthening the connection between the university and the business community. Scientific conferences and traditional activities, such as the Career Fair, enrich university life and create new opportunities for students.

These steps have also resulted in UMIB's significant rise in international rankings, ranking second in the country among public universities and proving its quality and performance. The new campus, modern infrastructure and shared vision for development make UMIB an institution that combines quality education, innovation and professional preparation. This shared journey demonstrates our commitment to continuous improvement and transforming UMIB into a success story for students, staff and the community.

Thank you!

Rector

Prof. Dr. Nurten Deva

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List of abbreviations

CCSCV	Central Commission for Quality Assurance and Evaluation
PSUMIB	Strategic plan of the University of Mitrovica “Isa Boletini”
TKP	Key Performance Indicators
UMIB	University of Mitrovica "Isa Boletini"

FoRewoRd

What are the key performance indicators?

Key performance indicators for higher education are measurable values used by educational institutions to measure and track their progress towards specific objectives. Furthermore, these performance indicators help educational institutions monitor and evaluate how well they are performing and guide the formulation of policies and the setting of their goals. Key performance indicators are measures that provide information and statistical data that allow comparison and determination of progress towards a given goal. They are considered an important administrative tool to monitor progress towards achieving strategic goals:

- They are measures that provide information and statistical data that allow comparison and determination of progress towards a given goal.
- They are an important administrative tool for monitoring progress towards achieving strategic goals.
- They are statistical indicators that provide a subjective measure of the performance of higher education institutions as numerical measures of the degree of achievement of goals.

Key performance indicators are one of many tools that help answer a very important question: how do we know what we have achieved?

At the same time, in order to compare with other higher education institutions, through key performance indicators, the following questions are answered:

- Where are we compared to others?
- What are the desired areas for improvement?
- Which universities have the best results to compare our activities with?
- How can we embrace the style of these universities?
- How can we achieve more excellence than these universities?

But why do we need performance indicators?

- They can show how well something is working;

- They can support evaluation, evidence-informed decision-making, strategic direction, policy formation and management of the University.
- They can provide data on overall performance;
- They can contribute to the overall picture of what the University is doing;
- They identify areas for improvement and development;
- They can indicate where they need to intervene;
- They contribute to promoting continuous improvement;
- They contribute to promoting an organizational learning environment;
- They can determine/measure progress;
- They can show where they can address developments and improvements with students.
- They can modify the culture of the institution.

What are the goals of key performance indicators?

- To assist the educational institution in determining and measuring its progress towards achieving goals
- To provide reliable information on the nature and highest performance of the educational institution.
- To enable the institution to compare its work with other institutions.
- To assist in the process of monitoring performance and its development and contributes to the continuation of these institutions.

What was the methodology for developing key performance indicators for UIBM?

The Central Commission for Quality Assurance and Evaluation, during the drafting of this document, relied on UMIB documents, such as the Provisional Statute, the Strategic Plan, the set of regulations and other supporting materials, as well as on several models of performance indicators from prestigious universities.

In the Strategic Plan of the University of Mitrovica, a critical element in the successful achievement of the defined goals and objectives has been the identification and successful measurement of Key Performance Indicators (KPIs). Over the past months, in regular meetings of

this committee and in close coordination and cooperation with the University management, UMIB's performance indicators were identified and drafted.

The package of performance indicators will be completed each year and, based on the results obtained, activities aimed at further improvement and development of specific indicators will be planned.

The UIBM Strategic Plan has defined seven main objectives as the basis on which the University will achieve its vision during this period. In order to fulfill these objectives, a number of Key Performance Indicators have been identified, which we will present below.

KEY PERFORMANCE INDICATORS

1. Teaching and learning

The teaching and learning process is considered the backbone of the academic activity of a University. It is about teaching students the theoretical and practical part of various disciplines with the aim of preparing them for the labor market and their contribution to the local culture. The University of Mitrovica "Isa Boletini" has always offered academic programs of an international standard in terms of content and methodology used. Teaching methodologies are in line with the latest developments in teaching methods and the use of technology.

Below we will elaborate on the performance indicators separately related to teaching and learning.

1.1. Ratio of applicants to the number of students admitted to each study program

1.1.1. This performance indicator shows us the ratio between applicants for each study program and the number of students admitted.

1.1.2. This performance indicator shows us the ratio between applicants and the number of students accepted in total as UMIB for the last two years.

Faculty	**Program**	**level**	**2023-2024**	
			How many have applied?	How many have been accepted?
Faculty of Geosciences	Geology	BA	/	52
	mining	BA	/	50
	Materials and Metallurgy	BA	/	17
	Mining	MS	/	6
	Hydrogeology with Engineering Geology	MS	/	6
	Materials and Metallurgy	MS	/	3
	Mineral resources	MS	/	0

Faculty of Food Technology	Food Engineering and Technology	BA	100	85
	Technology: Chemical Engineering Specialization Specialization: Environmental Engineering	BA	100	37
	Food Engineering and Technology	MS		/
	Technology: Specialization: Environmental Protection Engineering Specialization: Chemical Engineering	MS	15	8
Faculty of Mechanical and Computer Engineering	Manufacturing Machinery	BA	/	/
	Engineering Informatics	BA	/	/
	Economic Engineering	BA	/	/
	Economic Engineering	MS	/	/
Faculty of Law	legal	BA	98	80
Faculty of Economics	Business and management Specialization: Banking, Finance and Accounting	BA	115	60
Faculty of Education	Primary Education	BA	199	40

1.2. Academic performance of students

1.2.1. This performance indicator measures student performance through the accumulated grade point average and based on the specifics according to the study programs.

1.2.2. This performance indicator shows the average grade of students over the years during their studies so far at UMIB for the last three years.

Faculty	**Program**	**level**	**Average grade**
			2023-2024
Faculty of Geosciences	Geology	BA	7.15
	mining	BA	6.71
	Materials and Metallurgy	BA	1.17
	mining	MS	6.7
	Hydrogeology with Engineering Geology	MS	7.7
	Materials and Metallurgy	MS	7.15
	Mineral resources	MS	7.67
Faculty of Food Technology	Food Engineering and Technology	BA	7.56
	Technology: Chemical Engineering Specialization Specialization: Environmental Engineering	BA	8.62
	Food Engineering and Technology	MS	7.12
	Environmental Protection Engineering	MS	8.63
Faculty of Mechanical and Computer Engineering	Manufacturing Machinery	BA	7.20
	Engineering Informatics	BA	/
	Economic Engineering	BA	7.9
	Economic Engineering	MS	/
	Engineering Informatics	MS	/
	Manufacturing technology, Deformation profile	MS	/

	Manufacturing technology, Cutting profile	MS	/
Faculty of Law	legal	BA	7.37
Faculty of Economics	Business and management Specialization: Banking, Finance and Accounting	BA	7.40
	Business and management Specializations: Banking, Finance and Accounting and Management and Entrepreneurship	BA	7.71
	Business and Management	BA	7.56
	Primary education - old program	BA	7.87
Faculty of Education	Primary Education	BA	7.26
	Preschool Education	BA	7.87

1.3. Abandoning studies

1.3.1. This indicator represents the percentage of the number of students who abandon their studies at the University (for academic or non-academic reasons) before completing the study program with the total number of students registered per semester.

Faculty	**Program**	**level**	**Dropping out of studies**
			2023-2024
Faculty of Geosciences	Geology	BA	7
	mining	BA	8
	Materials and Metallurgy	BA	3
	Mineral Resources	MS	1
	Hydrogeology with Engineering Geology	MS	2
	mining	MS	0
	Materials and Metallurgy	MS	0

Faculty of Food Technology	Food Engineering and Technology	BA	33
	Technology: Chemical Engineering Specialization Specialization: Environmental Engineering	BA	20
	Environmental Protection Technology-Engineering	MS	1
	Chemical Engineering Technology	MS	0
Faculty of Mechanical and Computer Engineering	Manufacturing Machinery	BA	18
	Computer Science and Engineering	BA	25
	Engineering Informatics	BA	12
	Economic Engineering	BA	57
Faculty of Law	legal	BA	14
Faculty of Economics	Business and management Specialization: Banking, Finance and Accounting	BA	16
Faculty of Education	Primary Education	BA	1
	Preschool Education	BA	1
Total at UIBM level			219

1.4. Transfer of students from one University to another University

According to the statute of the University of Mitrovica "Isa Boletini":

1. The student may change the study program, completing the study program and starting the study program in another study program in the same unit or in another academic unit of the University.
2. Changing the study program is possible between study programs, with the aim of achieving the same level of education in accordance with the provisions of this Statute.

3. When changing the study program, the student is allowed to start the new study program if at least 50% of the exams have been successfully passed during the old study program and are accepted into the new study program.
4. According to point 3, the student is allowed to enroll in the new study program:
    4.1. At least in the second year of studies or
    4.2. In the year of study following the old study program.
5. A change of study program cannot be made if the student must re-enroll in the first year of studies in the new study program, in accordance with points 3 and 4.

1.4.1. This transfer indicator is the ratio between the result of subtracting the number of students who have been transferred from the University of Mitrovica "Isa Boletini" from the number of students who have been transferred to our university with the number of students before the transfer. The ratio is presented as a percentage and can be positive, indicating that the university has increased the number of students, or negative in cases where the number of students has decreased.

Number of students who have transferred	**Transfers within UIBM**	**Transfers outside UIBM**
	2023/2024	**2023/2024**
	0	**0**

1.5. Student graduation

1.5.1. This performance indicator is a measure of the ratio of students who graduated in a given year compared to the total number of students who would have been expected to graduate if everyone had completed their studies on time. A graduation rate of 1.0 means that all students graduated on time that year.

1.5.2. This performance indicator is calculated for each faculty separately as they differ in the total number of semesters to complete graduation requirements. The graphs present: data on the number of students who have graduated according to study programs for all academic units and the ratio between students who have graduated on time and those who should have graduated.

Faculty	Program	level	Student graduation report 2023-2024
Faculty of Geosciences	Geology	BA	5
	mining	BA	7
	Materials and Metallurgy	BA	75
	mining	MS	7
	Hydrogeology with Engineering Geology	MS	1
	Materials and Metallurgy	MS	1
	Mineral raw material deposits	MS	2
Faculty of Food Technology	Food Engineering and Technology	BA	11
	Technology: Chemical Engineering Specialization Specialization: Environmental Engineering	BA	0
	Food Engineering and Technology	MS	/
	Technology: Specialization: Environmental Protection Engineering Specialization: Chemical Engineering	MS	5

Faculty of Mechanical and Computer Engineering	Manufacturing Machinery	BA	7
	Engineering Informatics	BA	26
	Economic Engineering	BA	7
	Economic Engineering	me	/
Faculty of Law	legal	BA	18
Faculty of Economics	Business and management	BA	24
Faculty of Education	Primary Education	BA	17
	Preschool Education	BA	48
At UMIB level			261

1.6. Our graduates

1.6.1. Through this performance indicator, we measure the number of students who have completed their bachelor's studies with us, who within six months of graduation: a) were employed, b) continued their master's studies, c) were not employed and d) did not continue their studies.

The number of students who have completed their bachelor's degree with us, who within six months of graduation:	**2023-2024**
Total number of graduates by Faculty of Law and Law	**138**
a) are employed	
b) have continued their master's studies	
c) are not employed	
d) have not continued their studies.	

1.7. Teaching

The teaching load of a professor is the equivalent number of students with a full teaching load per professor.

1.7.1. Professor-student report for the study program for the academic year 2023-2024

Bachelor's degree

Program	2023-2024
Food Engineering and Technology	1:15
Technology	1:7
Geology	2:40
Mining	2:50
Materials and Metallurgy	20:48
Primary	1:7
Preschool	1:5
Primary education	1:5
Faculty of Economics	1:15
Faculty of Law	1:35

Master

Program	2023-2024
Technology- Environmental Protection Engineering	1:3
Technology -Chemical Engineering	1:2
Sources of mineral raw materials	0
Hydrogeology with Engineering Geology	2.0
Mining	1.2
Materials and Metallurgy	0.75

1.7.2. Percentage of staff who had overtime in the 2023-2024 academic year

Overtime	2023-2024
Food technology	
Regular academic staff	1
Associates	4

Overtime	2023-2024
Faculty of Geosciences	
Regular academic staff	41
Associates	17

Overtime	2023-2024
Faculty of Economics	20
Faculty of Education	23.52
Faculty of Law	20
Faculty of Mechanical and Computer Engineering	/

1.8. Theory-practice ratio

1.8.1. Through this performance indicator we present the connection and relationship between the theory and practice of teaching subjects according to faculties.

1.8.2. Through this performance indicator we present the connection and relationship between the theory and practice of teaching subjects at the University level.

	Theory-practice ratio

Faculty	**2023-2024**	
	Theory %	Practice %
Faculty of Geosciences	60	40
Faculty of Food Technology	54	46
Faculty of Mechanical and Computer Engineering	/	/
Faculty of Law	70	30
Faculty of Economics	60	40
Faculty of Education	40	60

1.9. Number of new programs in the last two years

1.9.1. This performance indicator shows the number of new programs within the framework of

Our university for the last two years.

1.9.2. This performance indicator shows the number of new programs by faculty for the last three years.

Faculty	**New programs**	
	2023-2024	
	YES/ NO	Which ones?
Faculty of Geosciences	NO	
Faculty of Food Technology	NO	

Faculty of Mechanical and Computer Engineering	NO	
Faculty of Law	NO	
Faculty of Economics	NO	
Faculty of Education	NO	
At UIBM level		

2. Quality development

The main mission of quality management is the continuous improvement of academic units and the university as a whole. The process of continuous improvement is enabled by the commitment of all parties involved and also recommends the empowerment of participants, which is enabled through the development of regular staff activities.

2.1. There are mechanisms for ensuring and developing quality at the university, which are:

2.1.1. Central Commission for Quality Assurance and Evaluation at the University Level;

2.1.2. Central Office for Quality Assurance;

2.1.3. Quality Assurance Coordinators within Faculties

2.2. Also, for the effective functioning of the quality system, we have also created quality assurance instruments that are part of the UIBM toolkit.

Mechanisms for quality assurance and development at the university	**YES/NO**
Central Commission for Quality Assurance and Evaluation at the University Level;	yes
Central Office for Quality Assurance;	yes
Quality Assurance Coordinators within Faculties	yes
Quality assurance instruments	yes

3. Scientific Research

As part of the UMIB strategic plan, a strategic plan for scientific research is planned to be drafted in 2020. In addition to the strategic research objectives, the Plan will include detailed activities on research and support for academic staff for scientific research work. As part of the strategic plan, the establishment of the Research and Development Center in 2020 is foreseen, within which multidisciplinary Institutes will function.

3.1. Scientific publications

3.1.1. The performance indicator referring to scientific publications serves as a measure of the number of scientific publications published in scientific journals or the publication of books or monographs per year for academic staff by faculty.

3.1.2. The performance indicator referring to scientific publications serves as a measure of the number of scientific publications published in scientific journals or the publication of books or monographs, per year for academic staff as a University

Faculty	**Number of scientific publications**
	2023-2024
Faculty of Geosciences	30
Faculty of Food Technology	35

Faculty of Mechanical and Computer Engineering	N/A
Faculty of Law	30
Faculty of Economics	22
Faculty of Education	32
At UMIB level	**149**

3.2. Scientific conferences

3.2.1 This performance indicator measures the percentage of participation in international conferences by academic staff compared to the total number of academic staff at the university per year [for the last two years]

3.2.2. This performance indicator measures the percentage of participation in conferences. international academic staff of faculties per year [for the last two years]

3.2.3. Also, through this performance indicator, the number of scientific conferences and symposia organized by the university within the academic year [for the last two years] is presented.

3.2.4. This performance indicator presents the number of scientific conferences and symposia organized by faculties within the academic year [for the last two years]

Faculty	**Number of academic staff participation in scientific conferences**	**Number of scientific conferences and symposia organized by faculties**
	2023-2024	
Faculty of Geosciences	10	1
Faculty of Food Technology	7	/

Faculty of Mechanical and Computer Engineering	N/A	N/A
Faculty of Law	21	0
Faculty of Economics	18	2
Faculty of Education	9	2
At UMIB level	**65**	**5**

3.3. Research projects

3.3.1. This performance indicator measures the total number of research projects funded from the university's annual (internal) budget.

3.3.2. This performance indicator measures the total number of research projects funded by external agencies through various grants.

year	Number of research projects	From the UIBM budget	From external agencies through various grants
2023-2024	4	0	1

3.4. Citing scientific publications

3.4.1. This performance indicator measures the number of citations of papers in journals published by regular academic staff at UMIB [for the last two years]

3.4.2. This performance indicator measures the number of citations of papers in journals published by full-time academic staff by faculty [for the last two years]

Faculty	Number of citations of papers in journals published for full-time academic staff.

	2023-2024
Faculty of Geosciences	5
Faculty of Food Technology	207
Faculty of Mechanical and Computer Engineering	N/A
Faculty of Law	77
Faculty of Economics	505
Faculty of Education	700
At the UIBM level	**1494**

3.5. Cooperation with industry

Through this performance indicator, we measure the level of cooperation with manufacturing companies and businesses operating in our country.

3.5.1. Number of meetings with manufacturing companies within the year [for the last two years]

3.5.2. Number of changes offered in programs as a result of company recommendations

Faculty	Number of meetings with manufacturing companies 2023-2024	Number of changes offered in programs as a result of company recommendations 2023-2024
Faculty of Geosciences	5	4
Faculty of Food Technology	N/A	N/A
Faculty of Mechanical and Computer Engineering	N/A	N/A
Faculty of Law	2	/
Faculty of Economics	3	/

Faculty of Education	4	/
At the UIBM level	**14**	**4**

4. Service to the community/society

As an added value of the university's role as a center for producing high-caliber graduates through unique programs in our country and the realization of scientific research of international quality, the University also attaches great importance to cooperation with the community. The University plays a key role in the community through its great contribution to the provision of knowledge and contribution to social and cultural activities.

4.1. Providing training through the Center for Innovation and Entrepreneurship within the University of Mitrovica "Isa Boletini"

4.1.1. 1. Number of projects offered/won/developed

4.1.1. 2. Number of trainings held

4.1.1. 3. Number of members trained by the center,

4.1.1. 4. Number of modules designed,

4.1.1. 5. Number of staff who have provided training

4.1.1. 6. Number of certificates issued

Innovation and Entrepreneurship Center at UIBM	
Number of projects offered/won/developed	20
Number of trainings held	42
Number of members trained by the center	/
The number of modules designed,	/
Number of staff who have provided training	/
Number of certificates issued	/

4.2. Membership in boards and committees outside the University

4.2.1. Data on the number of staff engaged in boards or commissions outside the university for the two years, divided by engagement.

Safi engaged	**cOMMITMENT 2023-2024**
Faculty of Geosciences	5
Faculty of Food Technology	2
Faculty of Mechanical and Computer Engineering	N/A
Faculty of Law	10
Faculty of Economics	14
Faculty of Education	9

4.3. Media activities

4.3.1. This performance indicator measures the number of public activities of university staff such as: public lectures, publications of various articles in the media, various appearances in the media, etc. as UMIB per year [for the last three years] 4.3.2. Data on the number of public activities of university staff such as: public lectures, publications of various articles in the media, various appearances in the media, by faculty per year.

Faculty	The number of public activities of university

	staff such as: public lectures, publications of various articles in the media, various appearances in the media.
	2023-2024
Faculty of Geosciences	2
Faculty of Food Technology	2
Faculty of Mechanical and Computer Engineering	N/A
Faculty of Law	13
Faculty of Economics	4
Faculty of Education	30
At UMIB level	51

4.4. Participation in public activities outside the University

This performance indicator measures the participation of external visitors to the university during various activities as well as the participation of university staff in charitable or volunteer activities.

4.4.1. Data on the number of external visitors to the university during various activities

4.4.2. Data on the participation of university staff in charitable or volunteer activities outside the institution.

Years	**2023-2024**

Number of foreign visitors	327
University staff	3

5. International cooperation

The University, in its role as an institution of higher education, naturally supports cooperation with international academic institutions and scientific societies in order to participate in current scientific developments and keep abreast of new scientific achievements.

The formal way of the University's international activities is to reach memorandums of cooperation and exchange of students with prestigious research institutions. Another very important activity is the cooperation of faculties with their counterparts in other academic and research institutions through joint research and exchange of visits. Another important activity is the contribution of academic units to international scientific societies through their staff, an activity that promotes the position of the University in the international scientific community.

5.1. Official international activities

5.1.1. Through this performance indicator we present the number of different cooperation agreements with different institutions;

5.1.2. Through this performance indicator we present the number of different cooperation agreements with different institutions such as faculties

5.1.3. The number of international organizations/institutions of which the University is a member.

Faculty of Economics	
Type of agreements/memberships	**Number of agreements**

Number of different cooperation agreements with different institutions such as faculties	1

Faculty of Geosciences	
Type of agreements/memberships	**Number of agreements**
Number of different cooperation agreements with different institutions such as faculties	3

Faculty of Education	
Type of agreements/memberships	**Number of agreements**
Number of different cooperation agreements with different institutions such as faculties	3

Faculty of Law	
Type of agreements/memberships	**Number of agreements**
Number of different cooperation agreements with different institutions such as faculties	5

Faculty of Food Technology	
Type of agreements/memberships	**Number of agreements**
Number of different cooperation agreements with different institutions such as faculties	8

5.2. General scientific collaborations

5.2.1. This performance indicator includes data within the year about the main activities in which academic staff are engaged according to the classification below:

- **Scientific committees.** Number of academic staff divided by Faculties who serve in international scientific, cultural and professional organizations.

- **International cooperation.** Number of activities carried out between Faculties and international institutions and organizations, either individually or as groups.
- **Joint cooperation.** The number of collaborative activities between an academic unit and another institution outside the University.
- **Leadership positions.** Number of academic staff serving on boards of international cultural and research societies.
- **Editorial boards.** Number of academic staff serving on editorial boards of international scientific journals.

Faculty of Economics	
Main activities in which academic staff are engaged	**Number of staff**
Scientific committees	8
International cooperation	5
Joint cooperation	0

Faculty of Education	
Main activities in which academic staff are engaged	**Number of staff**
Scientific committees	4
International cooperation	3
Joint cooperation	3
Editorial boards	1

Faculty of Geosciences	
Main activities in which academic staff are engaged	**Number of staff**

Scientific committees	3
International cooperation	2
Editorial boards	3

6. University environment

The University always aims to provide an environment that serves as a means to achieve its objectives. This includes an efficient management system, the availability of appropriate resources, whether human or material, in order to continuously improve the teaching and learning process. The University provides good environmental conditions for both staff and students in order to facilitate the educational process. Classrooms and laboratories are equipped with modern equipment and technology, and the Faculty is oriented towards the use of contemporary teaching methods in order to produce the highest quality graduates.

6.1. Staff satisfaction

6.1.1. This performance indicator is about measuring the level of staff satisfaction regarding services and various issues that have been researched through questionnaires.

6.2. Student satisfaction

6.2.1. This performance indicator measures the level of student satisfaction with the services included in the questionnaires about teaching and learning, as well as with the services provided.

6.3. Skills and qualifications of graduates

6.3.1. This performance indicator shows us how much studies at our university have helped students adapt to the labor market, according to students.

6.3.2. This performance indicator shows us how much studies at our university have helped students adapt to the labor market according to employers.

ASSESSMENT	Percentage of evaluation
How much has studying at our university helped students adapt to the job market?	**76.9% helped you** **19.8% helped you partially** **3.2% did not help you**
How much have studies at our university helped students adapt to the labor market, according to employers?	**77% helped you** **1% neutral** **22% did not help you**

6. 4. Library

Through this indicator, we present the number of book titles in the library in relation to the number of students as well as the level of access to the library.

6.4.1. Number of book titles in the library in relation to the number of students, as UMIB

6.4.2. Number of book titles in the library in relation to the number of students, by faculty

6.4.3. Library access rate [number of registered students compared to their total number], by faculty

6.4.4. Library access rate [number of registered students compared to their total number], such as UMIB

Meter	Number of bookshelves in the library	Total number of students
The number of book titles in the library in relation to the number of students, such as UIBM .	**1,809**	**1,808**
	Number of students registered in the library	**Total number of students**
The level of access to the library [number of registered students compared to their total number],	**6,600 per year**	**1,087**

Faculty	**Library access rate [number of registered students compared to their total number], by faculty**	
	Number of students registered in the library.	**Total number of students**
Faculty of Geosciences	120	268
Faculty of Food Technology	100	260
Faculty of Mechanical and Computer Engineering	N/A	N/A
Faculty of Law	35	160
Faculty of Economics	60	120
Faculty of Education	200	80

Faculty	**Number of book titles in the library in relation to the number of students, by faculty**	
	Number of bookshelves	**Number of students**
Faculty of Geosciences	201	268
Faculty of Food Technology	200	260
Faculty of Mechanical and Computer Engineering	N/A	N/A
Faculty of Law	517	160
Faculty of Economics	158	120
Faculty of Education	339	80

6.5. Laboratories

6.5.1. Through this indicator, we measure the number of laboratories and accompanying laboratory equipment within the university.

6.5.2. Through this indicator we measure the number of laboratories and accompanying laboratory equipment within the faculties.

Faculty	Number of laboratories and accompanying laboratory equipment
Faculty of Geosciences	15
Faculty of Food Technology	15
Faculty of Mechanical and Computer Engineering	/
Faculty of Law	/
Faculty of Economics	4
Faculty of Education	4
At UMIB level	38

6.6. Technological equipment

Through this indicator, we present the number of computers per student, as well as the number of software at the service of academic staff and students.

6.6.1. Number of computers for academic staff at UMIB and faculties

6.6.2. Number of computers per student at UMIB

6.6.3. Number of software at the service of academic staff such as UMIB

6.6.4. Number of software serving students such as UMIB

Number of computers for academic staff		
Faculty	**Number of computers**	**Number of laptops**
Faculty of Geosciences	10	/
Faculty of Food Technology	17	/

Faculty of Mechanical and Computer Engineering	19	/
Faculty of Law	10	/
Faculty of Economics	16	/
Faculty of Education	18	/
At UMIB level	90	/
Number of computers per student like UMIB	130	/
Number of software serving academic staff such as UMIB	13	30
Number of software serving students like UMIB	11	

6.7. Suitability and quality of facilities

6.7.1. This performance indicator measures the suitability and quality of facilities in the function of quality assurance.

University campus	17.5 hectares
Rector	2,495.00 m2
Object 1	19,360.00 m2
Object 2	14,149.31 m2
Laboratory	3,475.90 m2
Library	240 seats

7. Finance and Administration

The efficiency and transparency of the financial and administrative system at our University serve as the basis for the smooth running of the process of providing higher education.

The University of Mitrovica implements the scope and planning of the implementation of program policies based on the Strategic Plan for Higher Education in Kosovo, the Strategic Plan for the Development of the University of Mitrovica and the work plans for the fiscal years. The activities are linked to the financial resources defined in the Medium-Term Expenditure Framework for the years, the Law on the Budget for the fiscal year 2023-2024 and the forecasts for the years 2023/2024 as well as resources from donations for specific activities. The budget of the University of Mitrovica is characterized by the process of consultations and the systematization of the requests of the central administration and academic units harmonized with the final budget limits determined by the Ministry of Education, Science and Technology and the Ministry of Finance. The requests are harmonized with the academic units considering that the activities are related to the implementation of the responsibilities that are defined with the scope of the Higher Education institution in Kosovo.

7.1. Budget

This performance indicator shows the amount of the University's budget for the last two years and shows the forms of budget distribution.

7.1.1. The amount of the University's budget for the last 2 years.

7.1.2. The way the budget is distributed.

The amount of the University's budget for the last 2 years.	
2023	**2024**
3,347,473.56	**3,576,831.28**

Budget distribution method		
designation	**AMOUNT**	
	2023	**2024**
Salary and benefits	**2,371,925.73**	**2,339,017.56**
Goods and services	**523,055.74**	**536,561.05**
Municipal expenses	**212,168.52**	**189,222.65**
Subsidies and transfers	**95,152.16**	**171,812.12**
Capital investments	**100,170.58**	**303,943.50**
TOTAL	**3,302,472.73**	**3,540,556.88**
Realization index	**98.65 %**	**98.99 %**

8. Human Resources

The University has always believed and believes that the quality of human resources is essential for the quality of competent graduates. Therefore, the staff recruitment process is given great importance.

UMIB's academic staff is continuously involved in scientific activities that enable them to stay up to date with the latest developments in their field. Also, the administrative staff, through training, will be equipped with new knowledge regarding the easier execution of the duties and responsibilities they have for their job position.

8.1. Personnel

8.1.1. This performance indicator measures the number of academic staff according to:

- Qualification;
- Gender;
- Academic call
- aged

8.1.2. Also, the number of administrative and support staff according to:

- Qualification;
- Gender;
- aged

Academic staff	
Total number of staff	**96**
Qualification / Education level	**Number of staff**
Dr.Sc	66
Msc.	30
Gender	**Number of staff**
M	65
F	31
Academic calls	**Number of staff**
Full professor	19
Assoc. Prof.	27
Assoc. Prof.	25
Assistant	24
Lecturer	1
Age	**Number of staff**
25-45	40
46-65	56

Administrative staff		
Total number of staff		**53**
	Qualification / Education level	**Number of staff**
	Superior	51
	High school	2
	Gender	**Number of staff**
	M	25
	F	28
	Age	**Number of staff**
	18-25	7
	26-35	24
	36-45	11
	46-55	5
	56-65	6
	Over 66	/

8.2. Technical staff

This performance indicator measures the number of technical staff according to:

- Qualification;
- Gender;
- aged

Technical staff		
Total number of staff		**2**
	Qualification / Education level	**Number of staff**
	Professor	2

	Gender	Number of staff
	M	1
	F	1
	Age	**Number of staff**
	18-24	/
	25-35	/
	36-45	/
	46-55	1
	56-65	1
	Over 66	/

8.3. Promotion

This performance indicator measures the promotion of staff at the university divided by categories:

Academic staff, administrative and support staff, and technical staff.

8.4.1. Promotion of academic staff within the year as faculties and as UIBM

8.4.2. promotion of administrative and support staff

8.4.3. promotion of technical staff

Promotion of academic staff within the year as faculties and as UIBM
Promotion of staff through participation in scientific conferences, publication of scientific papers.
Promotion of administrative and support staff
Promotion of administrative staff through regular annual training
Promotion of Technical Staff

8.5. Training

This performance indicator represents the number of personnel who have benefited from scholarships, as well as the number of academic, administrative, support and technical personnel who have attended training in the last three years.

8.5.1. Number of personnel who have received scholarships per year as UMIB and by faculty [for the last three years]

8.5.2. The number of academic, administrative, support and technical personnel who have attended training in the last three years.

8.5. Training

This performance indicator represents the number of personnel who have benefited from scholarships, as well as the number of academic, administrative, support and technical personnel who have attended training in the last three years.
8.5.1. Number of personnel who have received scholarships per year as UMIB and by faculty [for the last three years]
8.5.2. The number of academic, administrative, support and technical personnel who have attended training in the last three years.

The number of personnel who have received scholarships per year as UMIB and by faculty	
Faculty	**2023-2024**
Faculty of Geosciences	3
Faculty of Food Technology	/
Faculty of Mechanical and Computer Engineering	/
Faculty of Law	7
Faculty of Economics	6

Faculty of Education	10
At UMIB level	26
The number of academic, administrative, support and technical staff who have attended training in the last 2 years.	
Type of staff	**2023-2024**
Academic staff	**1**
Administrative staff	4
Technical Staff	/

8.6. Staff turnover

This performance indicator measures the level of staff turnover per year [for the last two years]. It also presents the reasons for staff turnover such as retirement; termination of contract; resignation.

8.5.1. Staff turnover level for the last two years as UIBM and as faculties 8.5.2. Reasons for staff turnover such as due to retirement; termination of contract; resignation as UMIB and as faculties

Staff turnover rate for the last 2 years as UIBM and as faculties	
Faculty	**2023-2024**
Faculty of Geosciences	/
Faculty of Food Technology	2
Faculty of Mechanical and Computer Engineering	N/A
Faculty of Law	/
Faculty of Economics	2
Faculty of Education	/
At UMIB level	4
Reasons for staff turnover	

Type of staff	2023-2024
Retiring	2
Contract termination	/
SURRENDER	/
Other	2

9. Promotion of UIBM

This performance indicator measures the university's promotion, divided into categories:

9.1. Number of website visitors per year, for the last 2 years

9.2. Webomatrix ranking for the last three years

9.3. Number of UMIB friends on social networks

9.4. Number of UMIB promotional videos

9.5. Number of published documents containing positive statistics about UMIB

9.6. Number of success stories published for current students

9.7. Number of success stories for alumni students

9.8. Number of activities developed with students in the last three years

9.9. Number of trainings offered to students and alumni

9.10. Number of information sessions on campus,

9.11. Number of virtual interviews , 9.12. Number of reviewed CVs, cover letters, and supporting documents such as
portfolios.

9.13. Number of assistances for students in postgraduate studies and employment

9.14. Number of activities organized and coordinated in the service of students

9.15. Number of career counseling and guidance sessions 9.16. Number of activities that ensure the creation of a welcoming environment that respects
students' unique backgrounds, beliefs, and goals.

Conclusion

For the purpose of improving the quality of higher education institutions, institutions should review and measure key performance indicators on a periodic basis. We, as a higher education institution, have also developed key performance indicators through which we identify our strengths as an institution, but also the areas where we need improvement.

Measuring and reporting performance indicators for our institution will serve not only as a tool for improving the quality of higher education provision but also as a key tool for better strategic management, as well as for increasing transparency and accountability, ensuring that the University of Mitrovica "Isa Boletini" is an institution that fulfills its mission to provide contemporary teaching for the preparation of quality staff in fields unique to Kosovo, the region and beyond, dedicated to developing scientific research, professional projects, professional consulting, being at the service of sustainable development and increasing well-being and social advancement.