

**BIZNESI COLLEGE**



**KOLEGJI - COLLEGE**  
**BIZNESI**  
Prishtinë

**QUALITY ASSURANCE FRAMEWORK**

**Summary report on the questionnaires conducted with the academic  
staff of "BIZNESI" COLLEGE**

**February 2021**

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**List of abbreviations:**

**HEI:** Higher Education Institution

**CMS:** College Management System

**BIZNESI COLLEGE:** Biznesi College

**QAIBC:** Quality Assurance Office of “Biznesi” College

**RECOMMENDATIONS REPORT ON THE QUESTIONNAIRES  
CONDUCTED WITH THE ACADEMIC STAFF OF "BIZNESI"  
COLLEGE**

**Winter semester**

**Quality Assurance Office of "Biznesi" College**

**I. In general for measuring quality and history of conducting questionnaires with staff - winter semester**

BIZNESI College (hereinafter: BIZNESI COLLEGES), as an Institution of Higher Education (Hereinafter: HEI) established since 2004, has continuously made efforts to make the quality assurance process measurable. For each year at the end of each semester (2 times a year), in "BIZNESI" COLLEGES questionnaires were organized with the staff, who answered the questions which aimed to show accurately the real situation in "BIZNESI" COLLEGE through the perception of respondents.

"BIZNESI" COLLEGE has its own mechanisms for measuring quality, and in addition to the process being measured and monitored continuously by the dean, vice dean, quality coordinators within the College, the Quality Assurance Office of "Biznesi" College (Hereinafter: QAOBC) has a special role in these developments, and is the main body within BIZNESI COLLEGE for measuring internal quality.

In January 2021, following the activities to improve the quality within BIZNESI COLLEGE, in order to improve the provision of services in BIZNESI COLLEGE, improving teaching as a constantly changing process in terms of new methodologies, and increasing of the responsibility of the management staff, QAOBC has completed the questionnaire with the academic staff of BIZNESI COLLEGE, at the end of the winter semester, as an already common process.

The whole process of drafting the questionnaires, placing them (launching) and collecting data has been conducted by QAOBC. The process was transparent, and all questionnaires were unanimous, thus respecting the dignity of each respondent and maintaining the prestige of the institution.

Below, we will present the data extracted from the questionnaires. In order for the report to preserve the ethics of each and that of the institution, you will find published the answers summarized from the findings of each question extracted from the questionnaires and which are included in the following summary report. The recommendations, as the last part of it, will also contain suggestions and remarks which are not made public here, but which have been given by the respondents.

## **1. Questionnaire progress**

The questionnaire for the staff was drafted in January 2021, at the end of the winter semester, by QAOBC, it is foreseen to include the professors and assistants of all programs of “BIZNESI” COLLEGE. In these drafted questionnaires, 28 respondents were included who completed 28 questions on working conditions, work results and administration, the same answered for each issue raised. This questionnaire was anonymous.

The questionnaire contained 23 questions with alternatives and 9 questions about working conditions, 9 questions about work results and 5 questions about the administration, with only one choice, and there were 2 open-ended questions for suggestions and remarks as well as free comments. QAOBC has done the processing of the results in the summary table and the graph has been generated automatically. The questions were intended to look at the following key aspects:

- Work conditions;
- Background Information;
- Decision making;
- Space, environment and technological equipment;
- Realization of curriculum objectives;
- Easy management and smooth running of teaching;
- Motivation and integration within the College;
- Personal development, participation in conferences and activities;
- Communication and information from the administration;
- Challenges and improvements in conditions and performance

## **2. Findings from the questionnaire**

Staff participation in the questionnaire is considered satisfactory. The staff did not hesitate to answer, and did not give selective answers to some questions, and to avoid other questions.

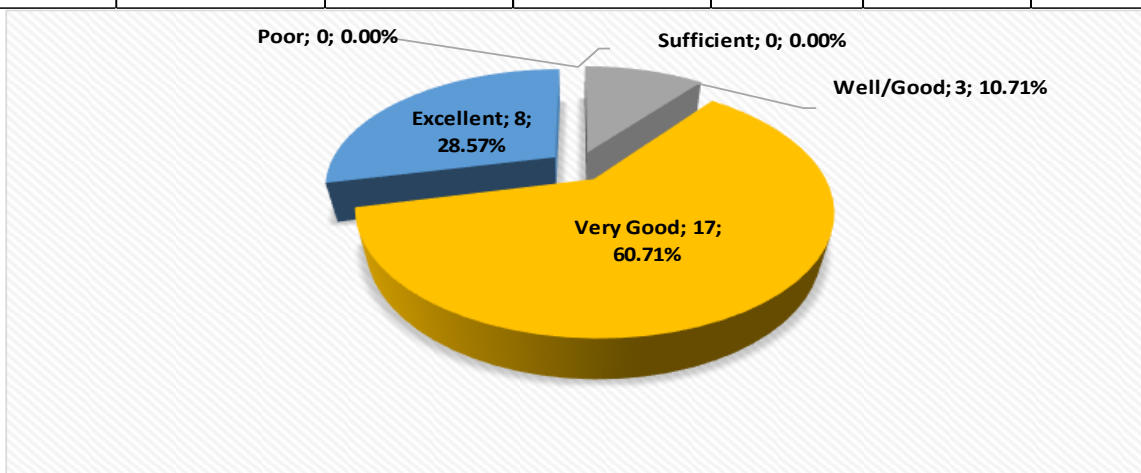
This report expresses only the general statistics, and the recommendations that emerge from the entirety of the responses. Whereas, the QAOBC has sent the reports to the Dean, and he will discuss their findings with his academic staff.

The main findings, in some of the specific questions and areas, from the questionnaire conducted with the staff, consist as follows:

**Questionnaire for evaluation of working conditions**

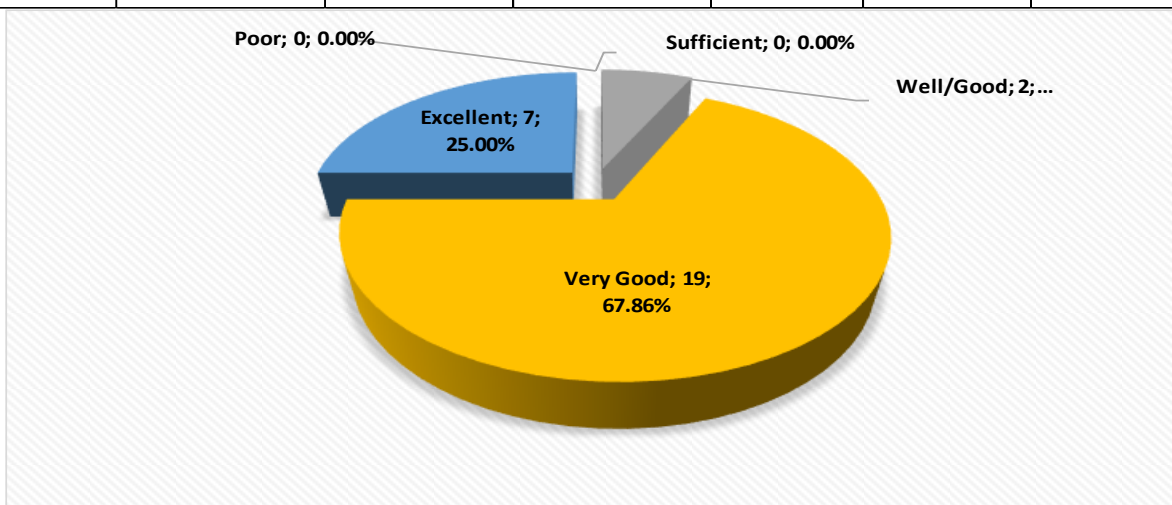
I am satisfied with the working conditions offered by the College:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
1	28/28	0	0	3	17	8
Percent	100%	0.00%	0.00%	10.71%	60.71%	28.57%



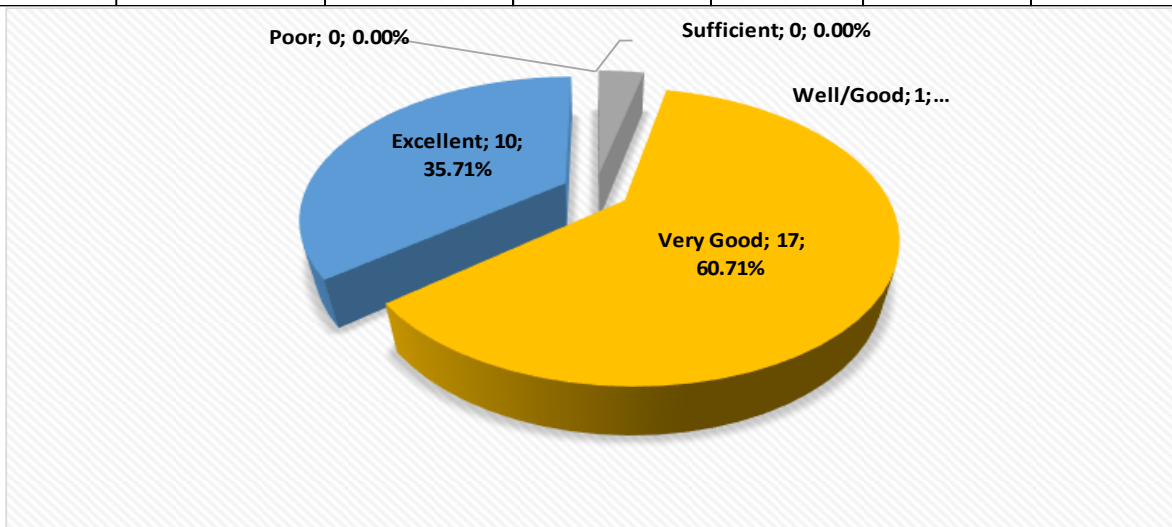
I find support at the management for any eventual difficulties and challenges:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
2	28/28	0	0	2	19	7
Percent	100%	0.00%	0.00%	7.14%	67.86%	25.00%



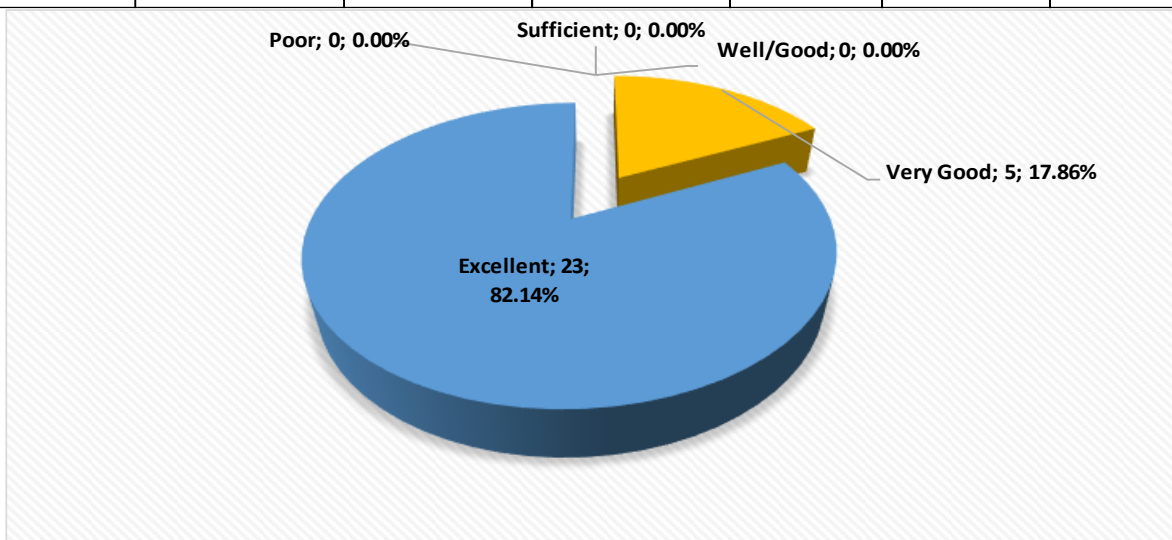
My workload is easily manageable:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
3	28/28	0	0	1	17	10
Percent	100%	0.00%	0.00%	3.57%	60.71%	35.71%



I am aware of the mission, vision and strategic goals of the College:

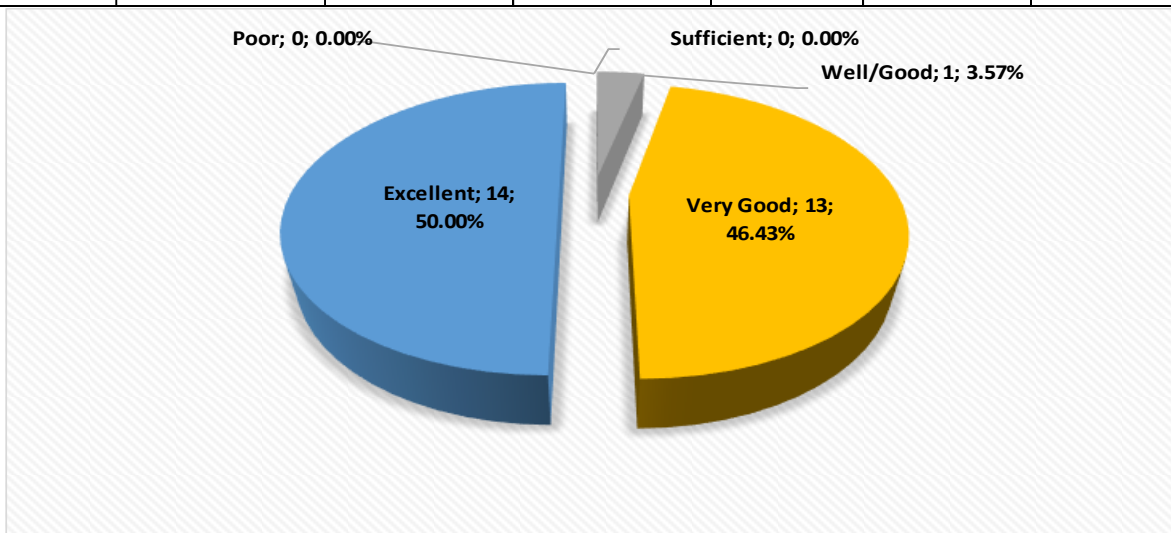
Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
4	28/28	0	0	0	5	23
Percent	100%	0.00%	0.00%	0.00%	17.86%	82.14%





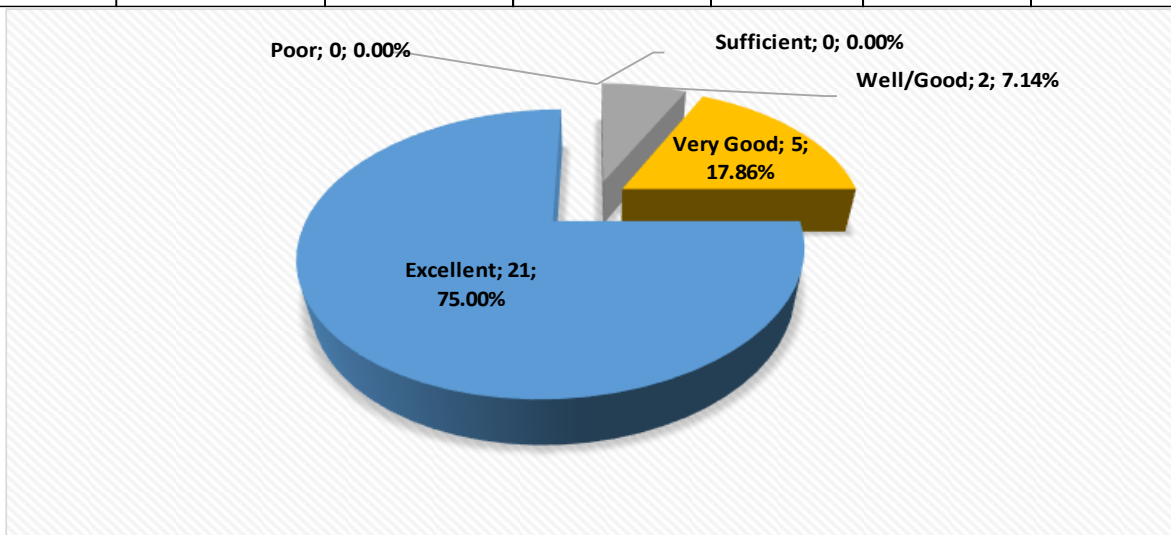
I participate in the policy-making and decision-making processes of the College:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
5	28/28	0	0	1	13	14
Percent	100%	0.00%	0.00%	3.57%	46.43%	50.00%



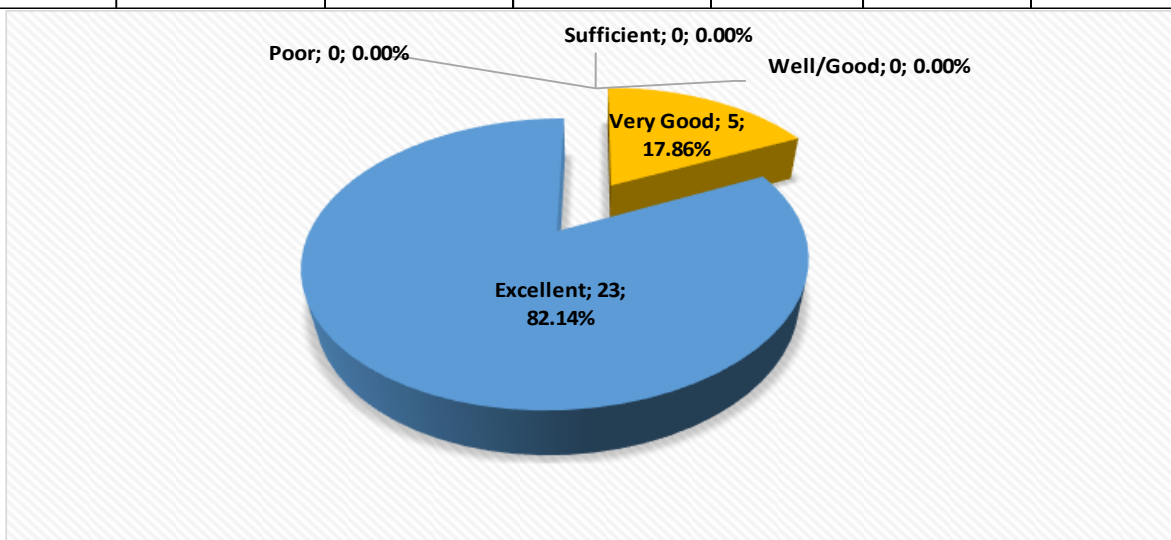
I am free to express my ideas and proposals to BC management:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
6	28/28	0	0	2	5	21
Percent	100%	0.00%	0.00%	7.14%	17.86%	75.00%



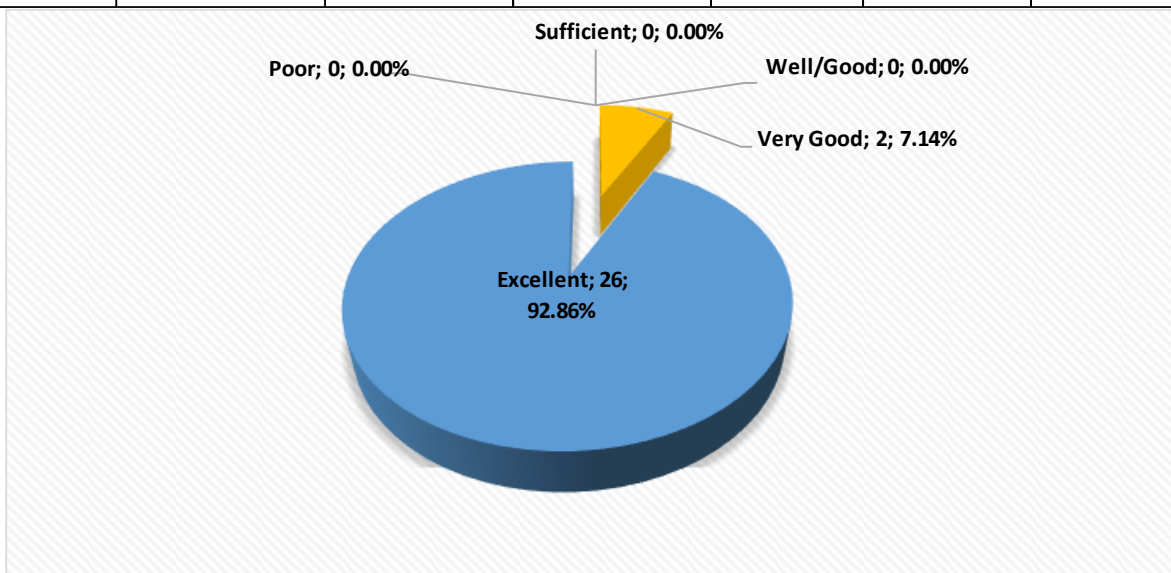
The College space meets all the necessary conditions for the realization of effective teaching:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
7	28/28	0	0	0	5	23
Percent	100%	0.00%	0.00%	0.00%	17.86%	82.14%



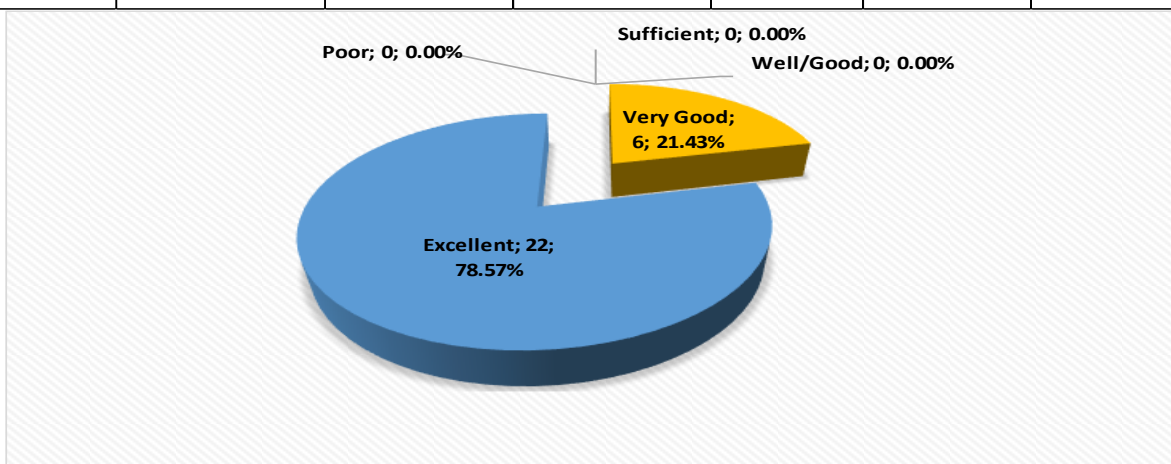
The space is supplied with adequate equipment (projector, table, bench, chairs, etc.):

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
8	28/28	0	0	0	2	26
Percent	100%	0.00%	0.00%	0.00%	7.14%	92.86%



Academic staff have easy access to technical services where required:

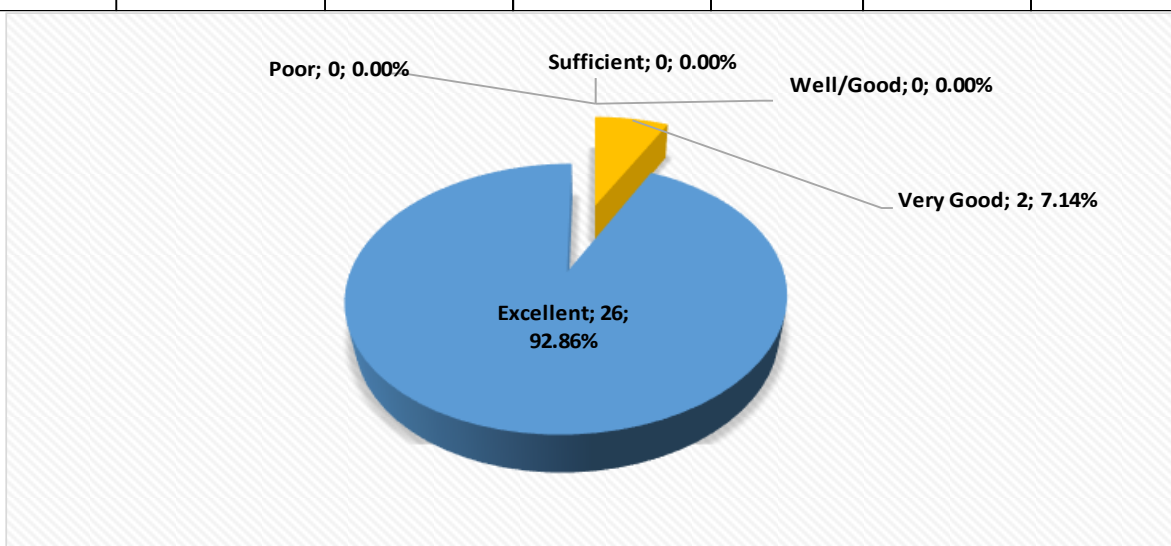
Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
9	28/28	0	0	0	6	22
Percent	100%	0.00%	0.00%	0.00%	21.43%	78.57%



### Questionnaire for evaluation of work outcomes

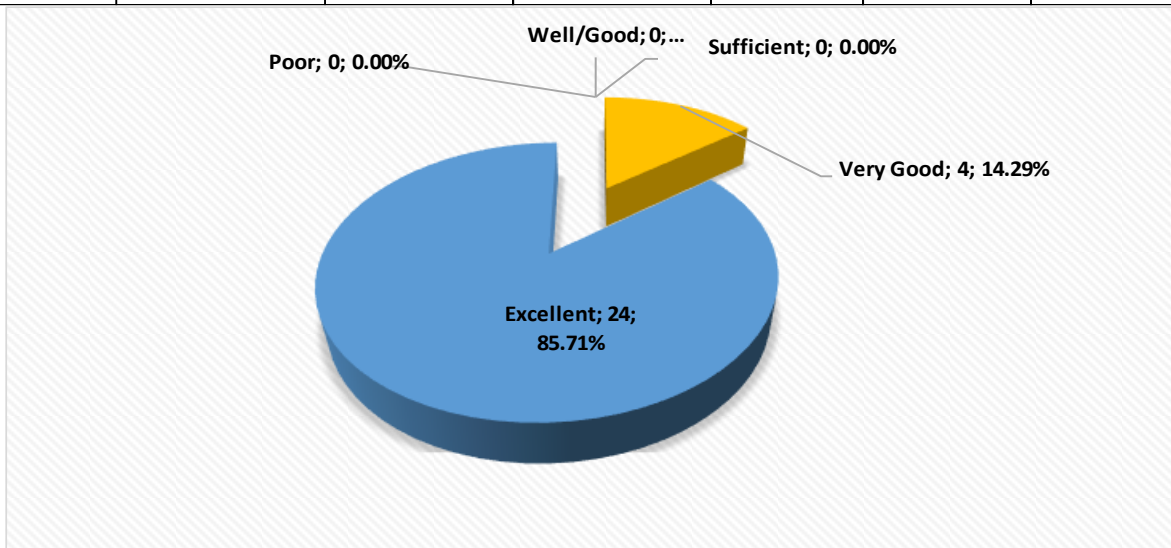
I manage to accurately present the purpose and objectives of the curriculum:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
1	28/28	0	0	0	2	26
Percent	100%	0.00%	0.00%	0.00%	7.14%	92.86%



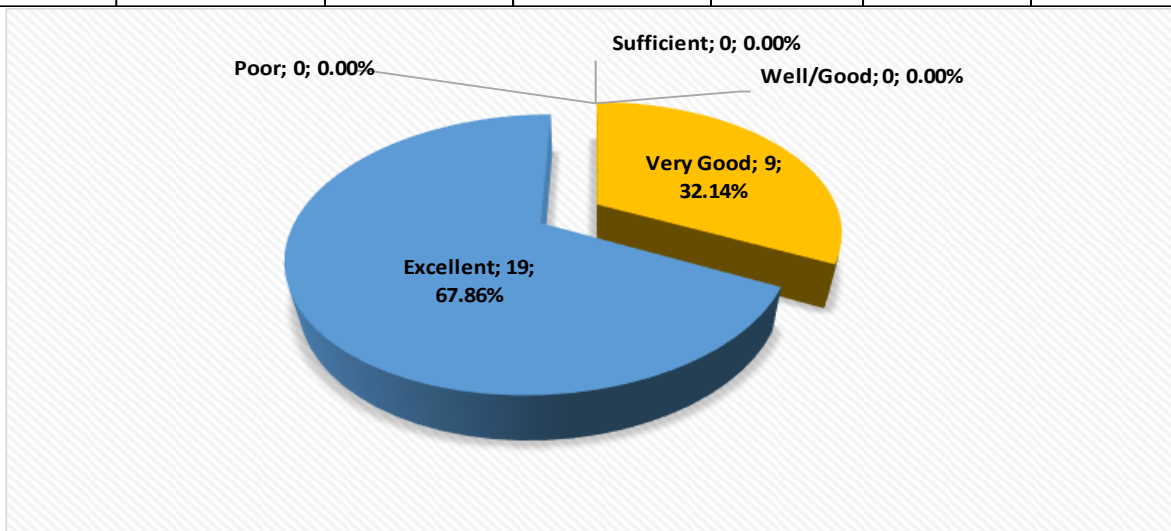
I easily manage student exams and assessments:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
2	28/28	0	0	0	4	24
Percent	100%	0.00%	0.00%	0.00%	14.29%	85.71%



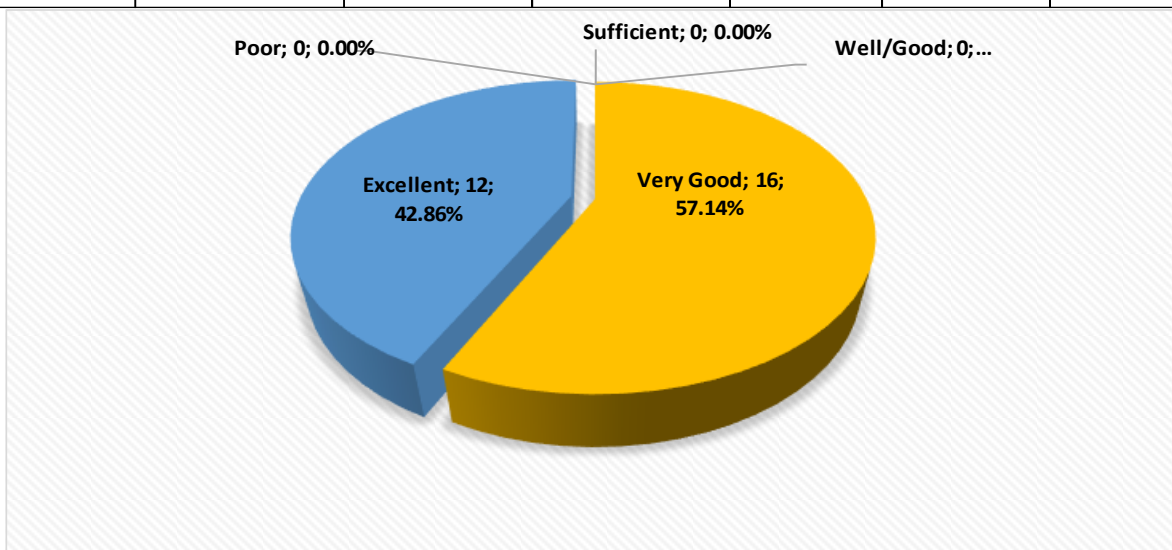
I use contemporary teaching methodologies:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
3	28/28	0	0	0	9	19
Percent	100%	0.00%	0.00%	0.00%	32.14%	67.86%



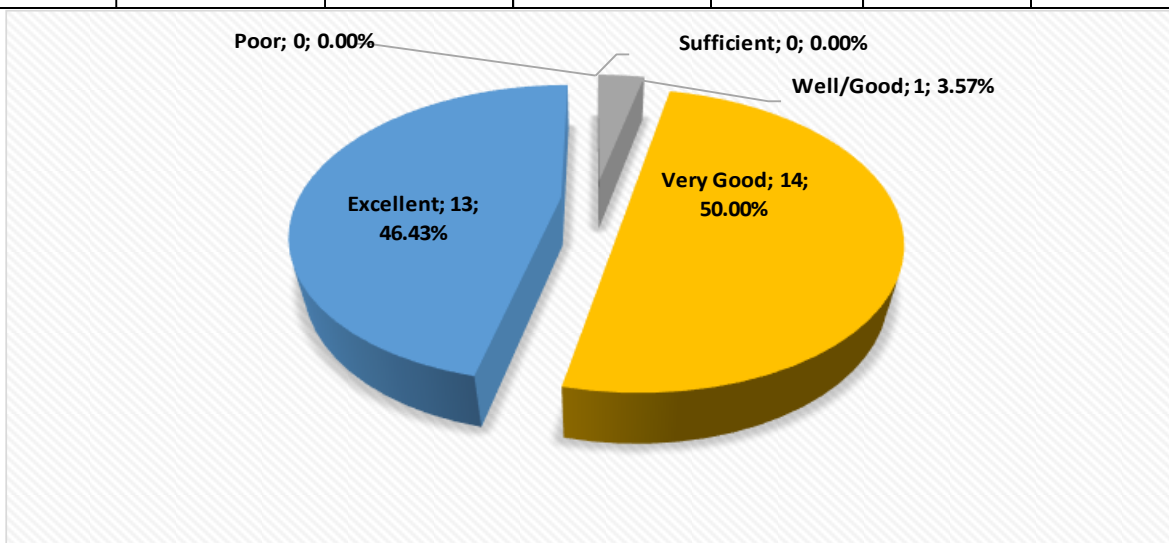
The number of students in the room is suitable for conducting the teaching process:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
4	28/28	0	0	0	16	12
Percent	100%	0.00%	0.00%	0.00%	57.14%	42.86%



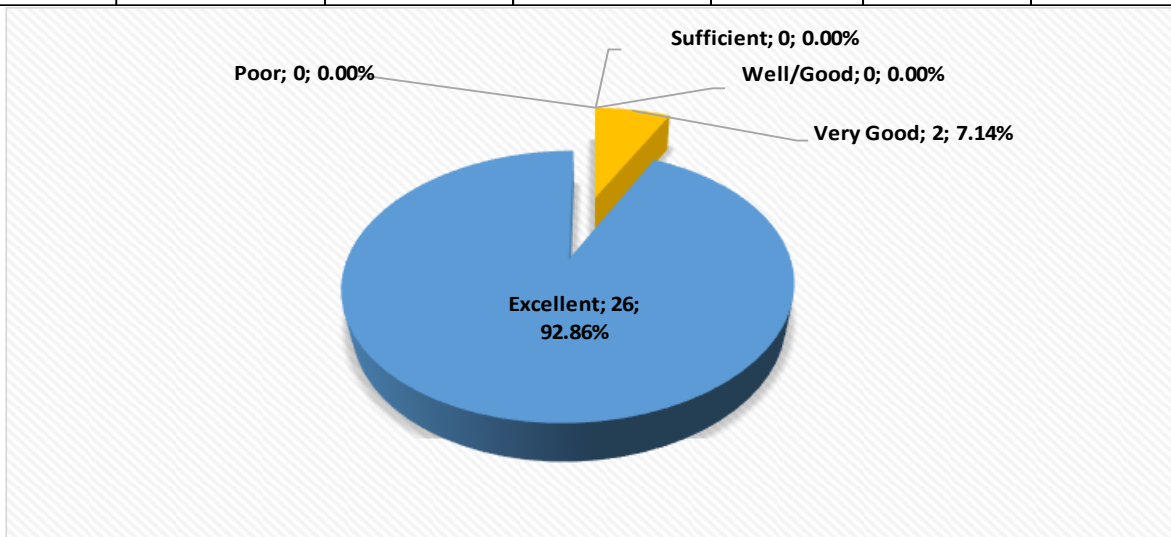
I feel motivated for my work as a teacher at Biznesi College:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
5	28/28	0	0	1	14	13
Percent	100%	0.00%	0.00%	3.57%	50.00%	46.43%



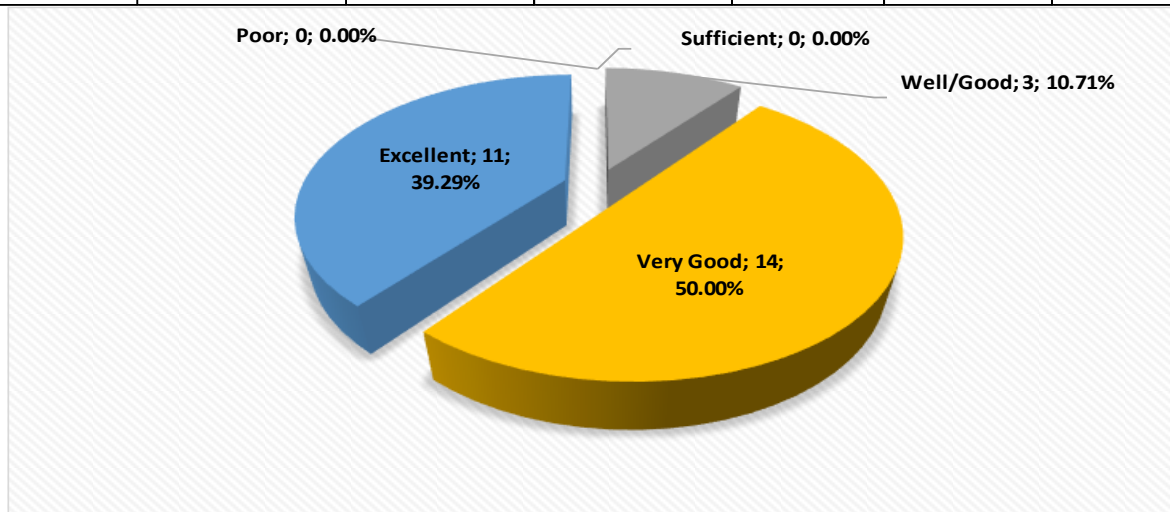
I feel integrated within the College:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
6	28/28	0	0	0	2	26
Percent	100%	0.00%	0.00%	0.00%	7.14%	92.86%



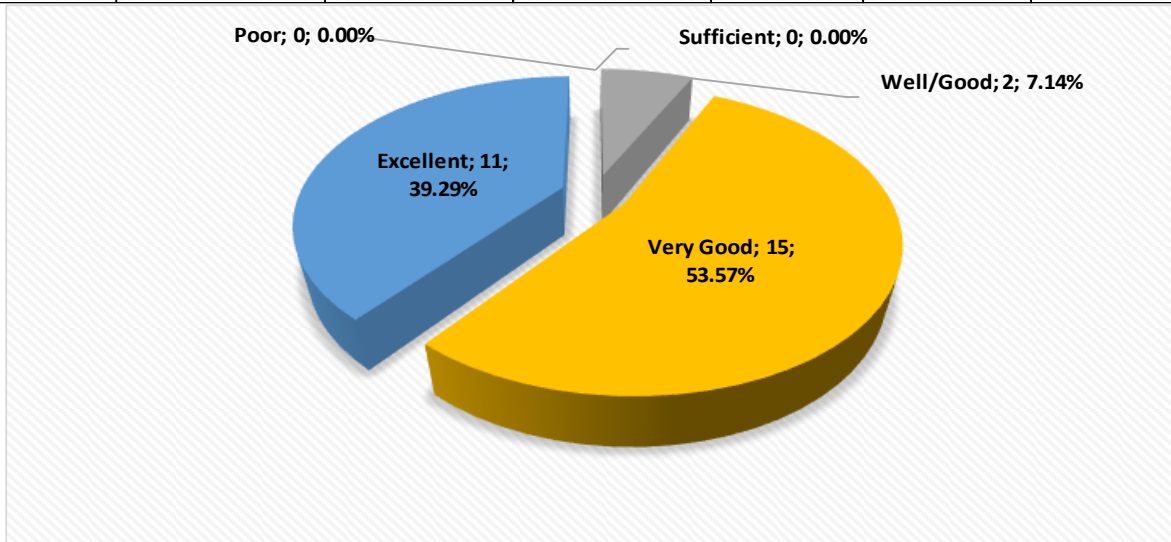
Biznesi College organizes enough scientific conferences for the academic staff:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
7	28/28	0	0	3	14	11
Percent	100%	0.00%	0.00%	10.71%	50.00%	39.29%



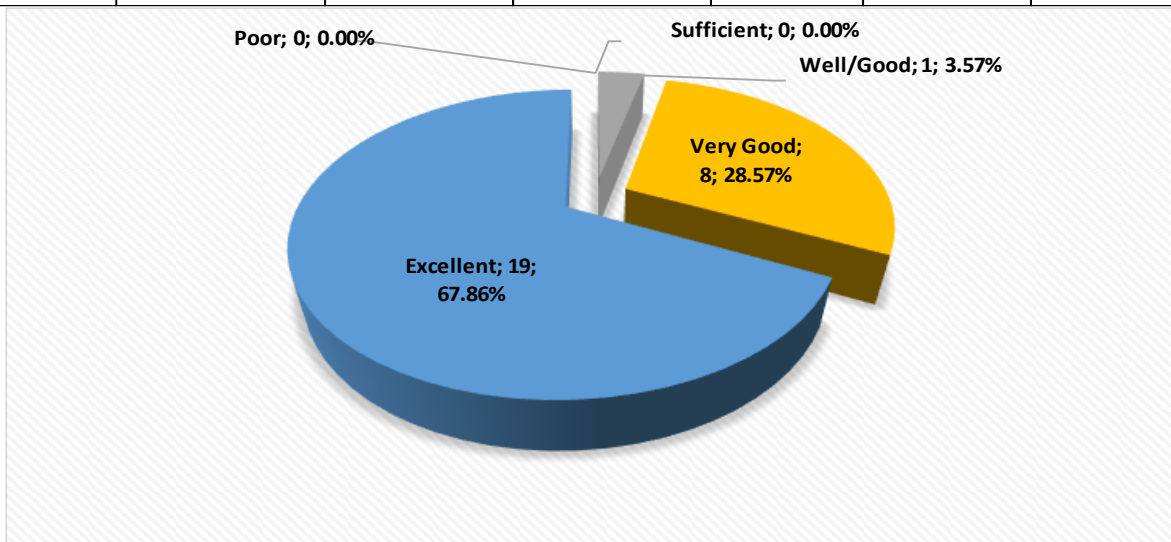
Biznesi College organizes enough activities which aim at the development of the academic staff:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
8	28/28	0	0	2	15	11
Percent	100%	0.00%	0.00%	7.14%	53.57%	39.29%



I am satisfied with the opportunities offered by Biznesi College for personal development:

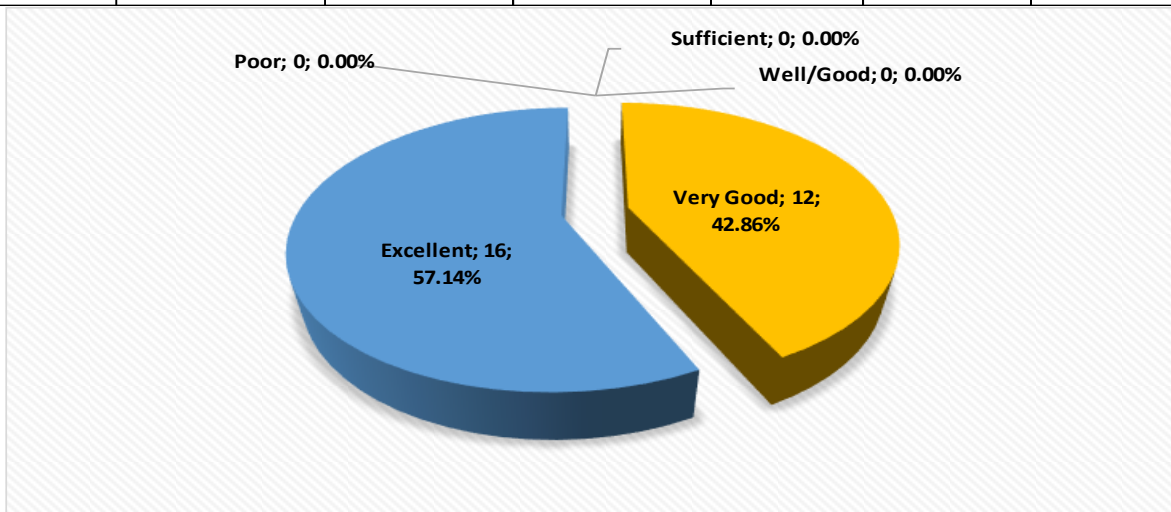
Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
9	28/28	0	0	1	8	19
Percent	100%	0.00%	0.00%	3.57%	28.57%	67.86%



**Questionnaire for evaluation of Administration**

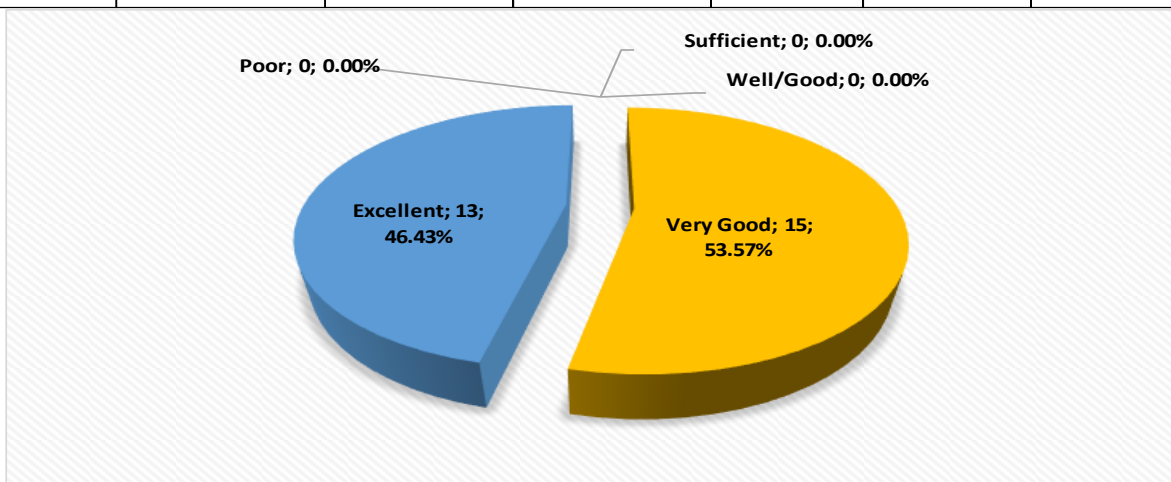
Communication with the administration is effective:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
1	28/28	0	0	0	12	16
Percent	100%	0.00%	0.00%	0.00%	42.86%	57.14%



The conduct of administrative officials is correct and professional:

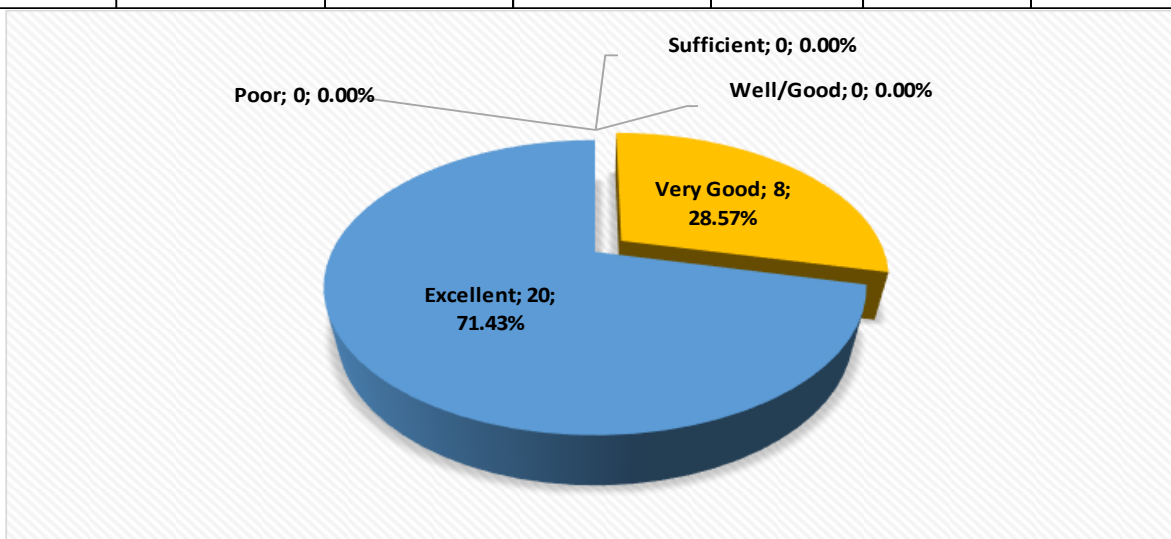
Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
2	28/28	0	0	0	15	13
Percent	100%	0.00%	0.00%	0.00%	53.57%	46.43%





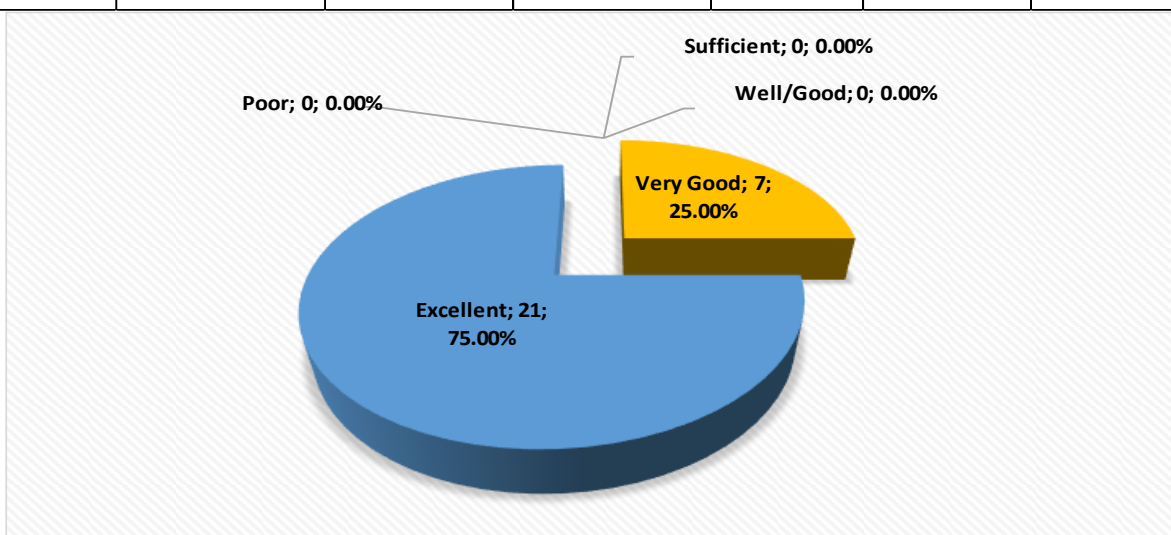
Every request of mine is fulfilled in a timely manner by the administrative service:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
3	28/28	0	0	0	8	20
Percent	100%	0.00%	0.00%	0.00%	28.57%	71.43%



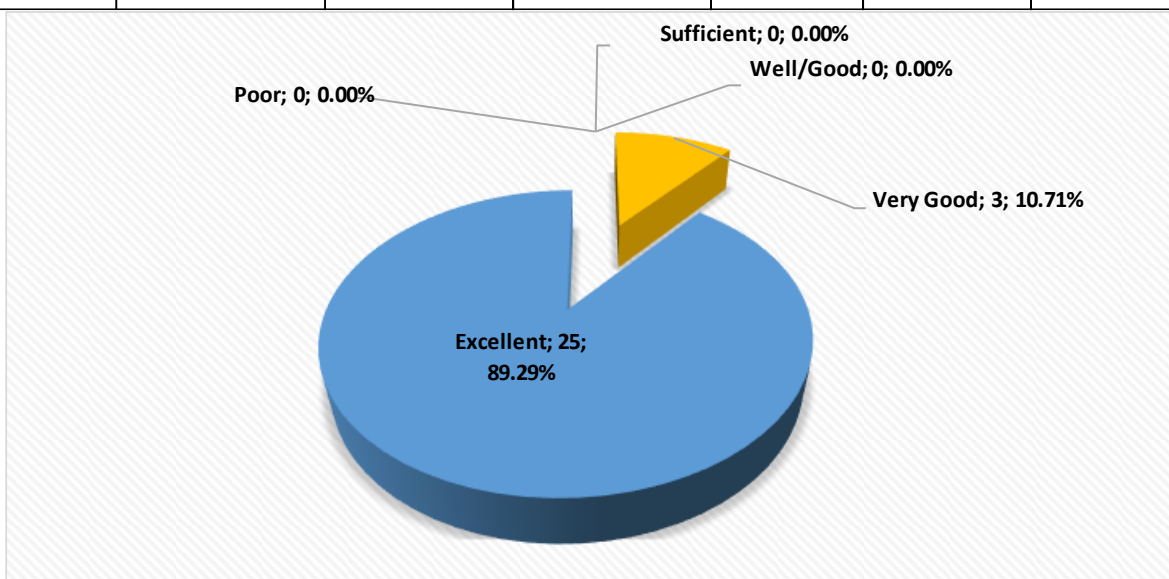
The administration is always available for additional clarification and assistance:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
4	28/28	0	0	0	7	21
Percent	100%	0.00%	0.00%	0.00%	25.00%	75.00%



I am informed in time by the administration for any change in the schedule of lectures, exams or teaching process:

Ordinal nr. of the question	Number of Staf / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
5	28/28	0	0	0	3	25
Percent	100%	0.00%	0.00%	0.00%	10.71%	89.29%



Please list 3 challenges you face in College:

1. Continuation of English language training
2. Maintaining continuous training in the use of online applications
3. Expanding the possibility of using the e-library literature

List 3 elements that you think need to be improved by the College to improve your working conditions and performance?

1. Continuously invest in training of academic staff on teaching methods
2. Reach as many agreements as possible with other HEIs, local and international to exchange academic staff
3. Expanding participation in international research and projects