

“BIZNESI” COLLEGE



KOLEGJI - COLLEGE
BIZNESI
Prishtinë

QUALITY ASSURANCE OFFICE

**Summary report for the questionnaires conducted by the students of
BIZNESI COLLEGE BACHELOR'S LEVEL**

Prishtina, 2021

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Lista e shkurtesave:

IAL: Institucion i Arsimit të Lartë

SMK: Sistemi i menaxhimit të Kolegjit

KOLEGJI “BIZNESI”: Kolegji “Biznesi”

ZSCKB: Zyra për Sigurimin e Cilësisë në Kolegjin “Biznesi”

REPORT WITH RECOMMENDATIONS FOR QUESTIONNAIRE CARRIED OUT BY STUDENTS OF "BUSINESS" COLLEGE BACHELOR LEVEL

Winter / semestër

Office for Quality Assurance of "Business" College

I. In general for the measurement of the quality and the history of the realization of the questionnaires bachelor students - winter semester

College "Business" (hereinafter: COLLEGES "BUSINESS"), as an Institution of Higher Education (Hereinafter: HEI) established since 2004, has constantly made efforts to make measurable quality assurance process. For every year at the end of each semester (2 times a year), at COLLEGES "BUSINESS" questionnaires were organized with students and other relevant actors, who responded in the questions which were intended to show accurately the real situation in the BUSINESS COLLEGE through respondents' perceptions.

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

In January 2021, in the wake of activities to improve quality within the COLLEGE "BUSINESS", in order to improve the provision of services in "BUSINESS" COLLEGE, improving teaching as an ever-changing process in terms of new methodologies, and increasing the responsibility of the management staff, OCCKB has realized questionnaire with the students of "BUSINESS" COLLEGE, at the Bachelor level, at the end of the semester winter, as an already common process. The whole process of designing questionnaires, placing them (launching) and collecting data is made by ZSCKB. The process has been transparent, and all questionnaires have been 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 save ethics of each and that of the institution, you will find published the answers summarized by the findings of each question extracted from the questionnaires and which are included in the following report summary. The recommendations, as the last part of it, will also contain suggestions and remarks

which are not made public here, but which are provided by the respondents.

1. The progress of the questionnaire

The questionnaire for students was drafted in January 2021, at the end of the winter semester, by on the part of ZSCKB, is intended to include all bachelor's students of all programs of "BUSINESS" COLLEGE. 392 students of who have completed 1915 questionnaires for 5 programs, 4 of the third year and 1 of the fourth year, they answered for each of their subjects, as well as for each professor. This questionnaire has been anonymous.

The questionnaire contained 22 questions with alternatives and that 12 questions for the teacher and 10 questions

for the subject, with only one choice, and there were 3 open questions for suggestions and remarks as well as free comments. The IPSASB has processed the results in the summary table and the graph is generated automatically. The questions were meant to see these main aspects:

- Teachers' approach to students;
- Teaching methods;
- Student space during the lesson;
- Teacher behavior;
- Learning Outcomes.

2. Findings from the questionnaire

Student participation in questionnaires is considered satisfactory. Students have not hesitated to answer, and did not give selective answers to some questions, and avoid other questions.

Also, from the comments they gave in the open question section, it was noticed that the students are interested in contributing to the processes in “BUSINESS” COLLEGE, and are clear in their judgment.

This report expresses only general statistics, and recommendations arising from the entirety of answers. Whereas, the reports for the faculties separately, as well as for each professor, ZSCKB has sent 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 students, consist as follows:

Teacher Assessment Questionnaire

When asked how prepared he is for the subject Teacher, the students as a whole answered as in the table below:

Table 1

<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
<i>1</i>	<i>392/1915</i>	<i>7</i>	<i>31</i>	<i>284</i>	<i>836</i>	<i>757</i>
<i>Percent</i>	<i>100%</i>	<i>0.37%</i>	<i>1.62%</i>	<i>14.83%</i>	<i>43.66%</i>	<i>39.53%</i>

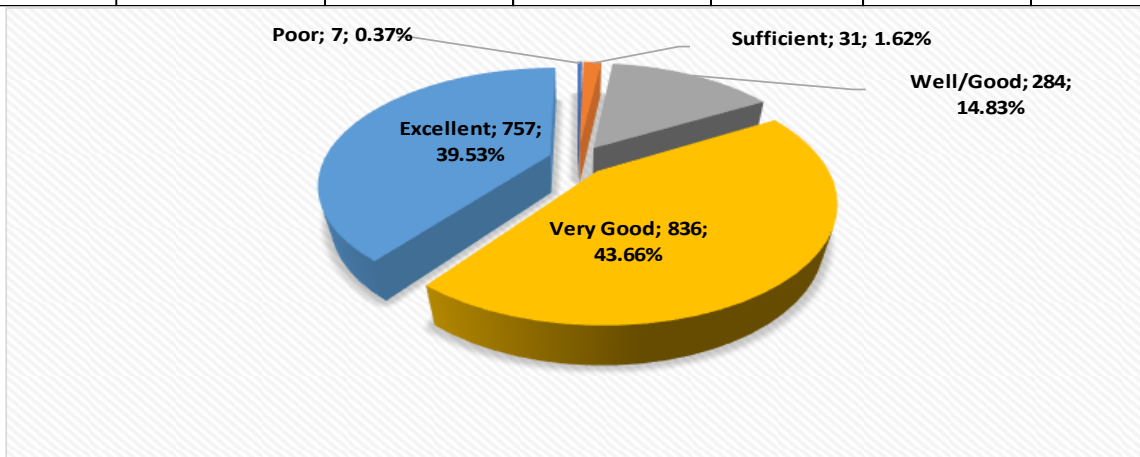
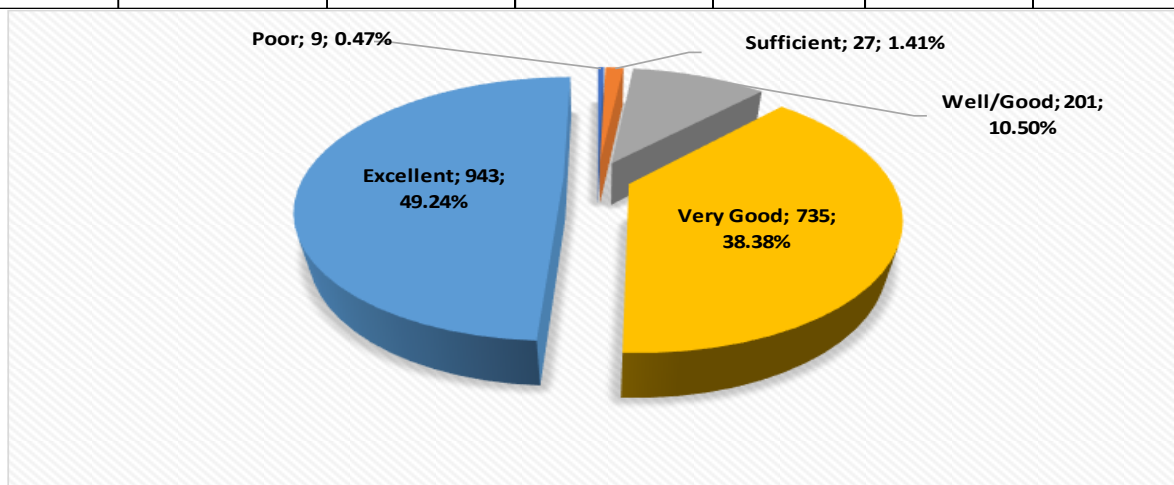


Table 2

To the question of how clear the Teacher is in lectures, students answer differently with the following:

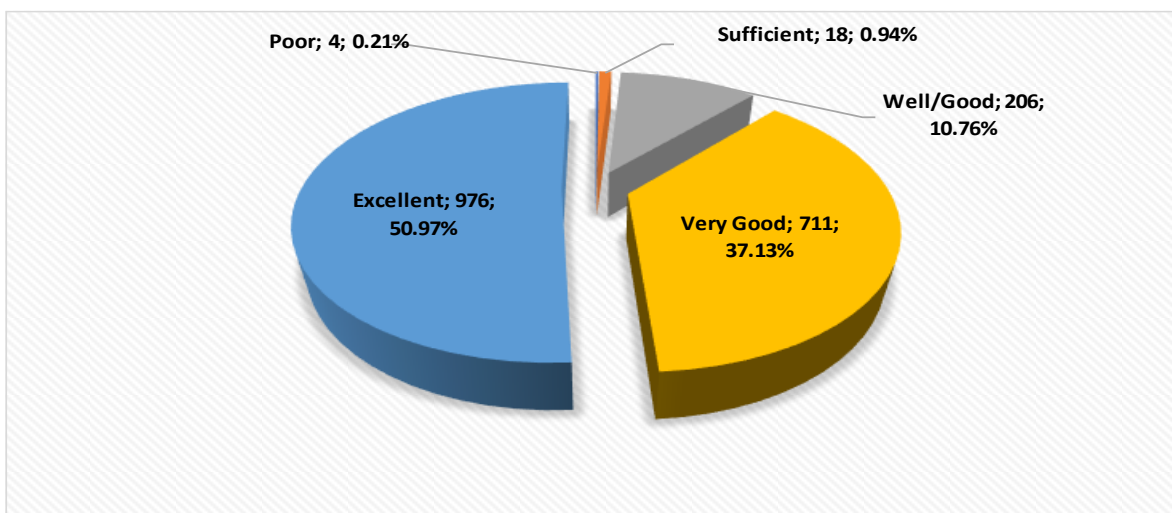
<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
2	392/1915	9	27	201	735	943
<i>Percent</i>	100%	0.47%	1.41%	10.50%	38.38%	49.24%



When asked how transparent the Teacher is, the students answered as follows:

Table 3

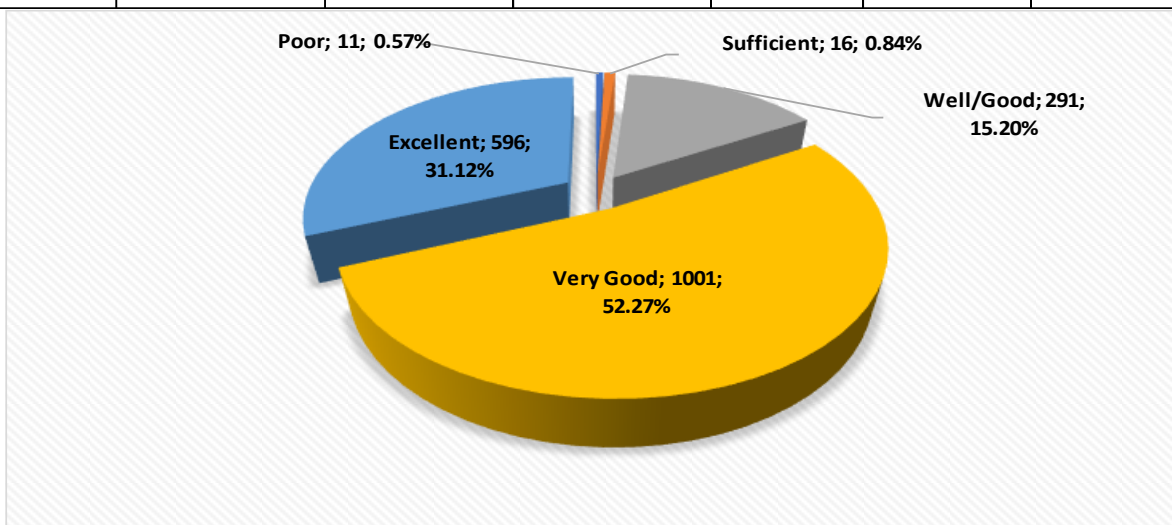
<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
3	392/1915	4	18	206	711	976
<i>Percent</i>	100%	0.21%	0.94%	10.76%	37.13%	50.97%



When asked how fair the teacher is, the students answered as follows:

Table 4

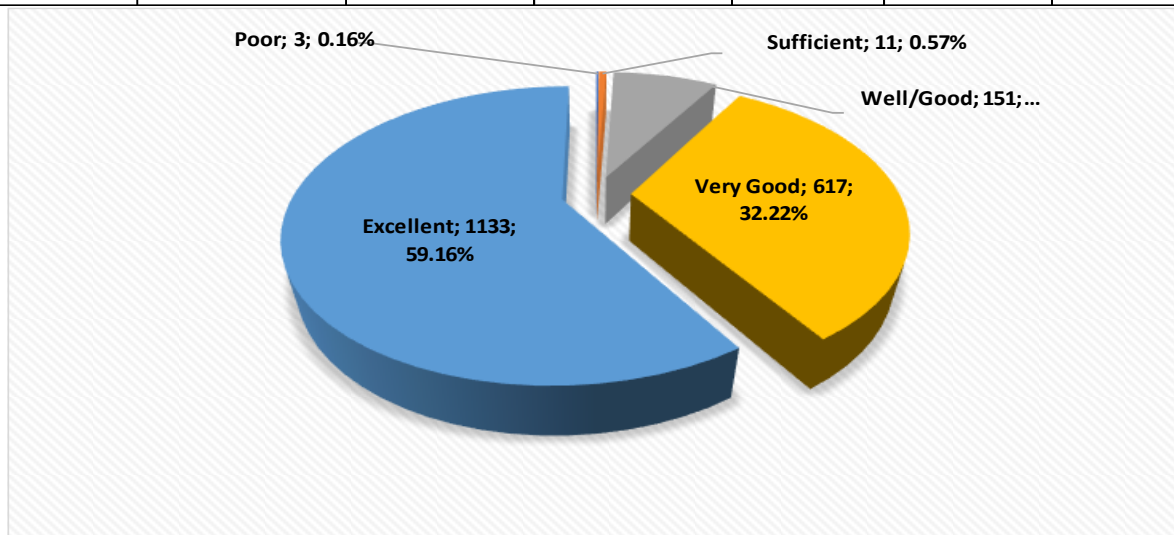
Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
4	392/1915	11	16	291	1001	596
Percent	100%	0.57%	0.84%	15.20%	52.27%	31.12%



When asked how accurate the teacher is in class, the students answered as follows:

Table 5

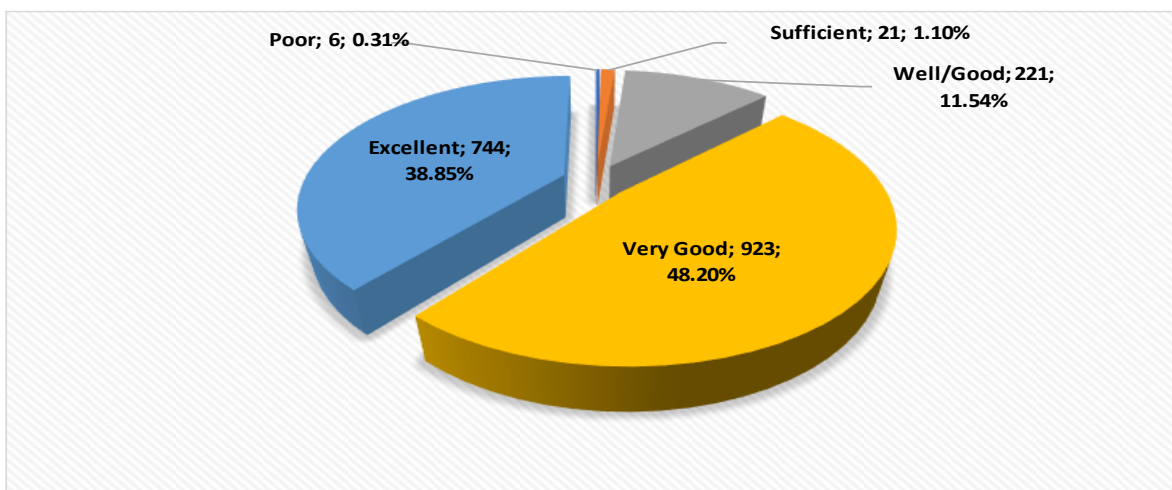
<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
5	392/1915	3	11	151	617	1133
<i>Percent</i>	100%	0.16%	0.57%	7.89%	32.22%	59.16%



On the question of how creative it is in the development of learning and other activities Teacher, students have responded as follows:

Table 6

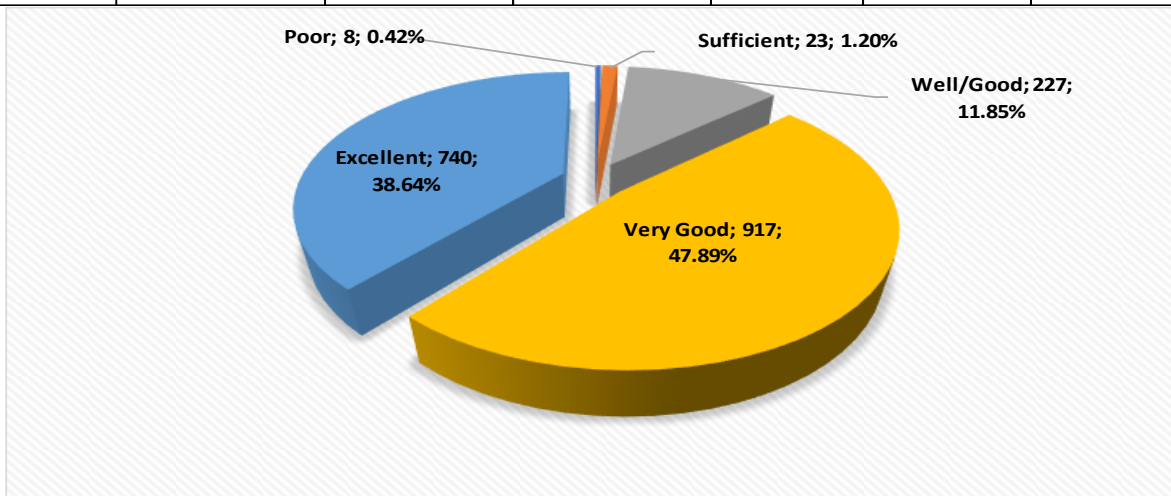
<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
6	392/1915	6	21	221	923	744
<i>Percent</i>	100%	0.31%	1.10%	11.54%	48.20%	38.85%



On the question of how much it creates activities that make the subject more comprehensible Teacher, students have responded as follows:

Table 7

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
7	392/1915	8	23	227	917	740
Percent	100%	0.42%	1.20%	11.85%	47.89%	38.64%

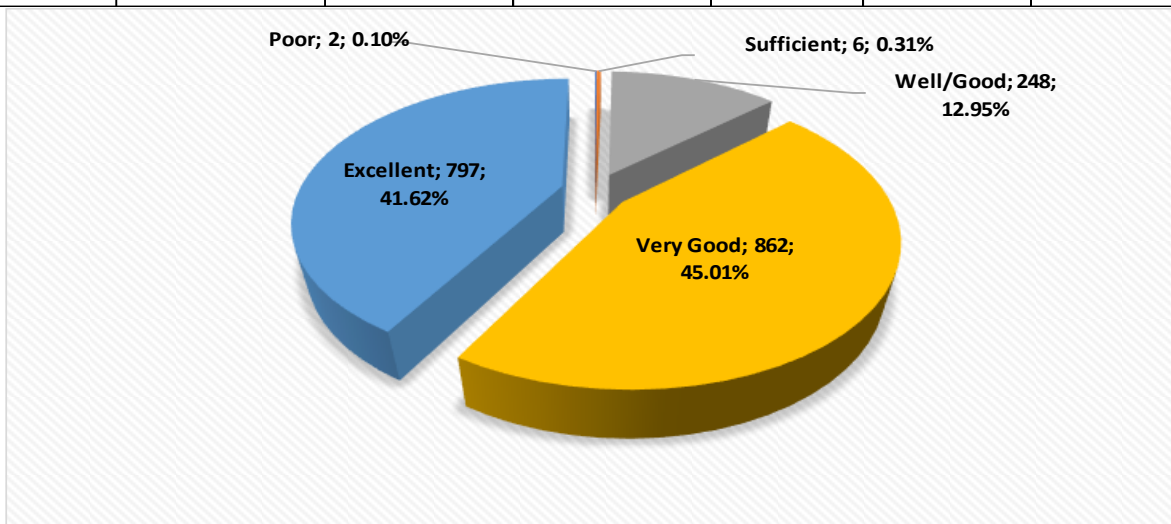


On the question of how much encourages the cooperation and participation of students Teacher, students

have responded as follows:

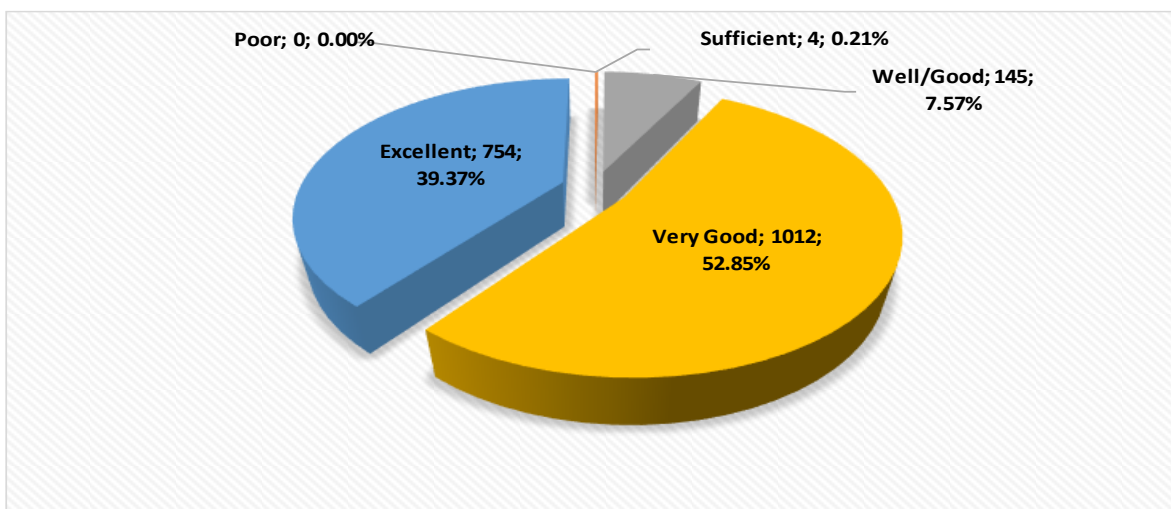
Table 8

<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
8	392/1915	2	6	248	862	797
<i>Percent</i>	<i>100%</i>	<i>0.10%</i>	<i>0.31%</i>	<i>12.95%</i>	<i>45.01%</i>	<i>41.62%</i>



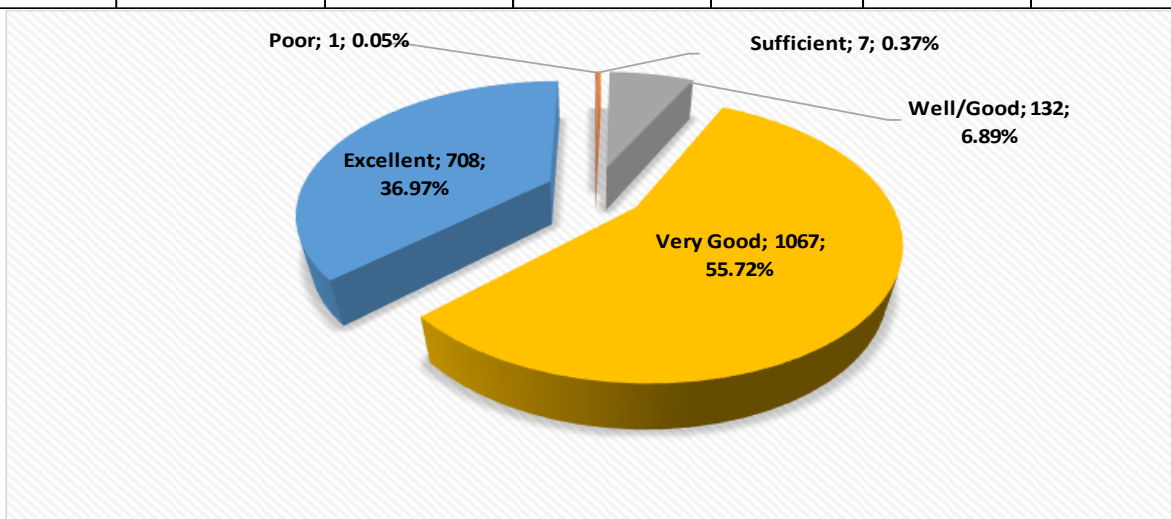
When asked how much the Student can freely ask questions to the Teacher, the students answered as follows:

<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
9	392/1915	0	4	145	1012	754
<i>Percent</i>	<i>100%</i>	<i>0.00%</i>	<i>0.21%</i>	<i>7.57%</i>	<i>52.85%</i>	<i>39.37%</i>



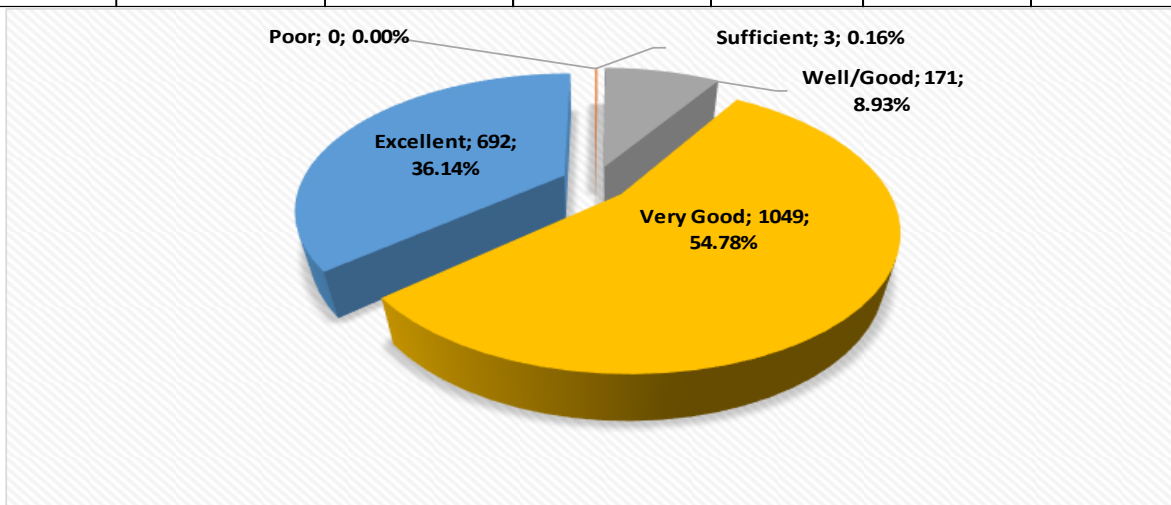
When asked how much interactivity the Teacher requires during the lectures, the students answered as follows:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
10	392/1915	1	7	132	1067	708
Percent	100%	0.05%	0.37%	6.89%	55.72%	36.97%



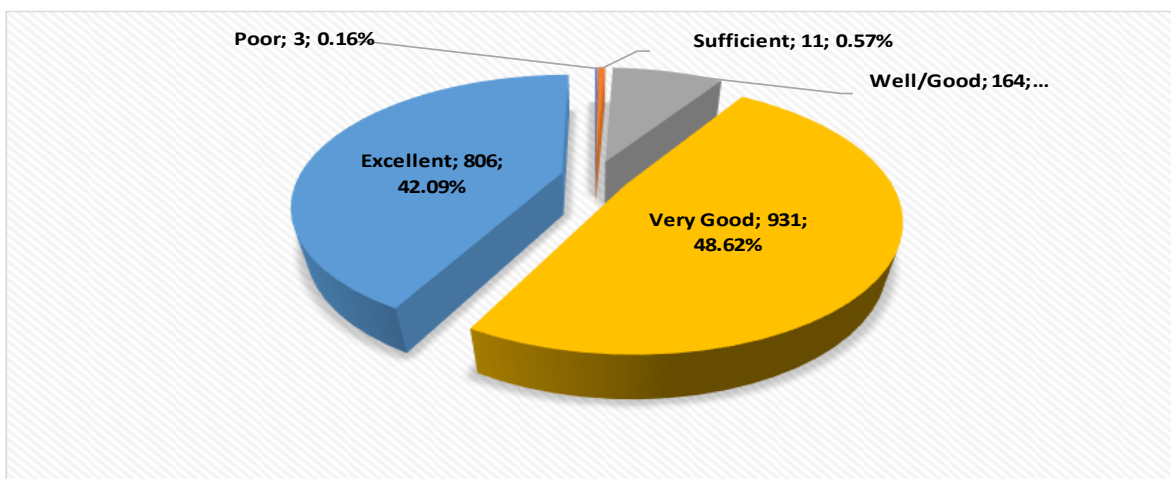
To the question that the Teacher's behavior is in accordance with the regulations, the students answered as follows:

<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
11	392/1915	0	3	171	1049	692
Percent	100%	0.00%	0.16%	8.93%	54.78%	36.14%



To the question whether the Teacher is always available for consultation, the students answered as follows:

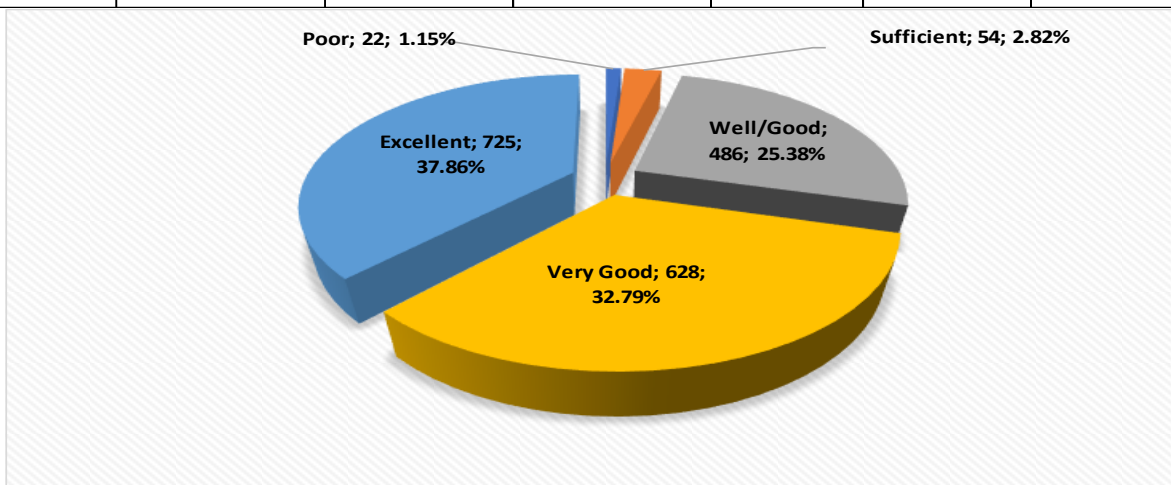
<i>Ordinal nr. of the question</i>	<i>Number of Students / questionnaires</i>	<i>Assessment</i>				
		<i>Poor</i>	<i>Sufficient</i>	<i>Well/Good</i>	<i>Very Good</i>	<i>Excellent</i>
12	392/1915	3	11	164	931	806
Percent	100%	0.16%	0.57%	8.56%	48.62%	42.09%



Course evaluation questionnaire

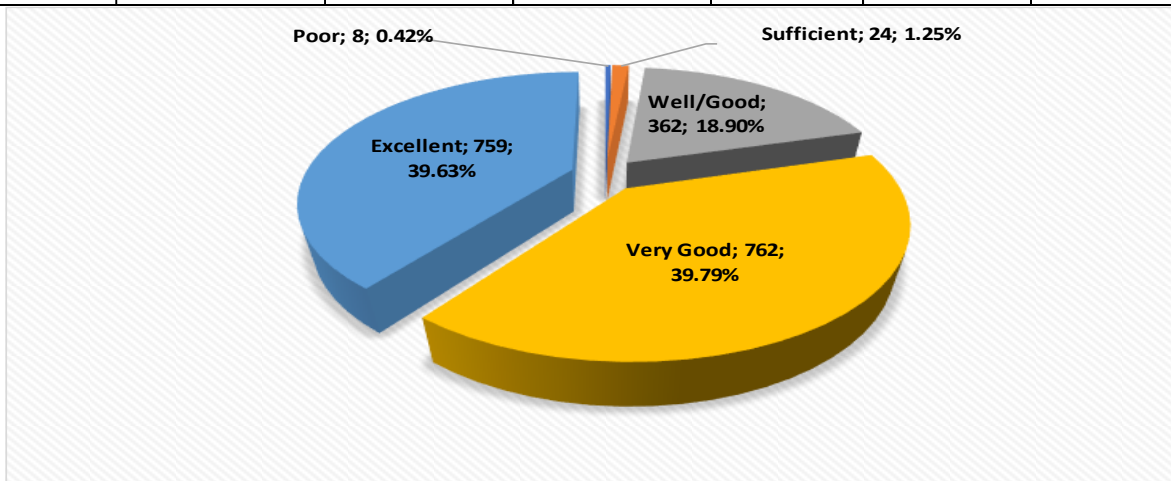
When asked how much the Curriculum Content is in line with contemporary literature, students as a whole responded as in the table below:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
1	392/1915	22	54	486	628	725
Percent	100%	1.15%	2.82%	25.38%	32.79%	37.86%



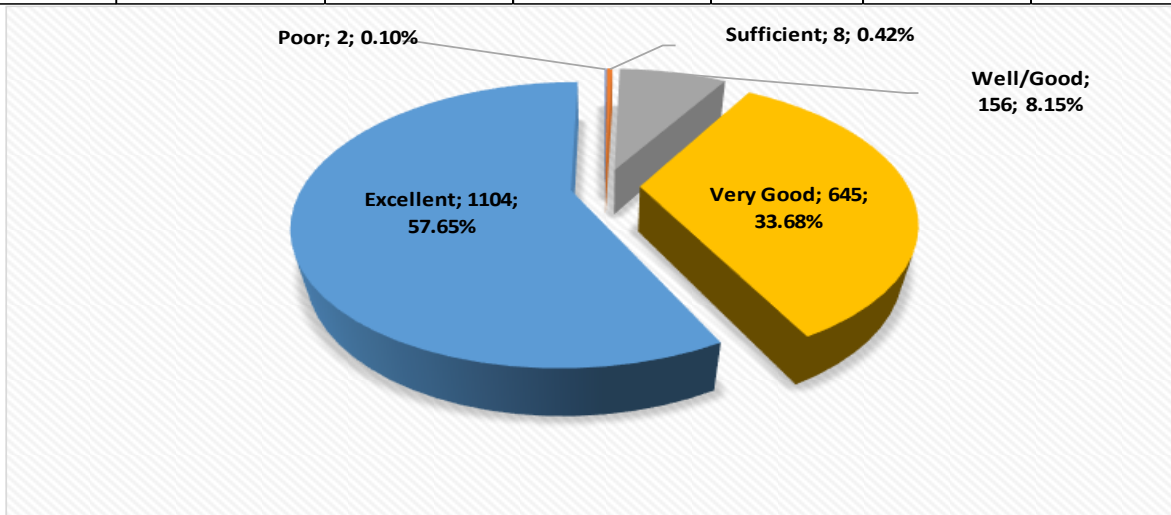
To the question whether the purpose and objective of the course is clearly defined in the course syllabus, students respond differently as follows:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
2	392/1915	8	24	362	762	759
Percent	100%	0.42%	1.25%	18.90%	39.79%	39.63%



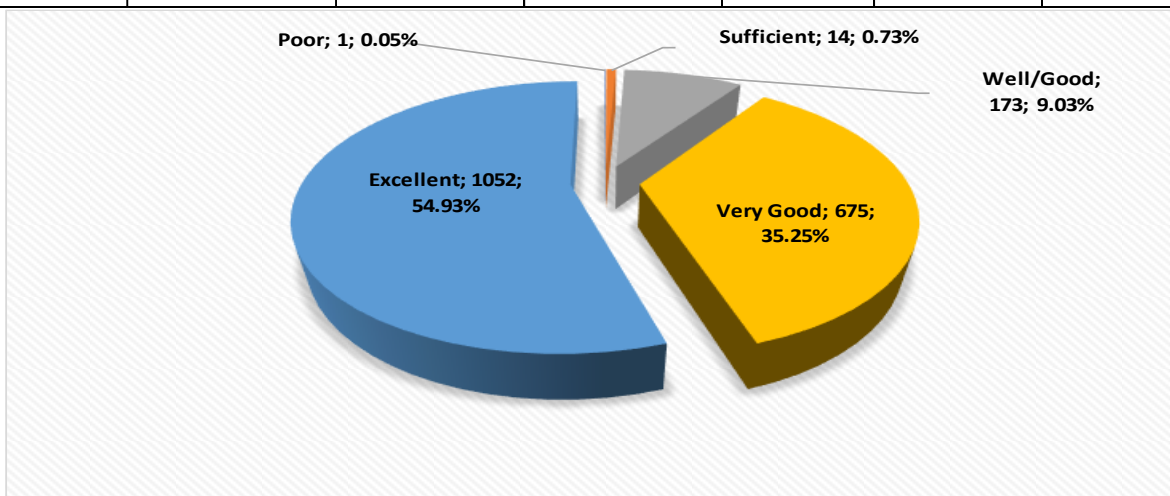
To the question whether the Lectures are continued in accordance with the curriculum, the students answered how many:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
3	392/1915	2	8	156	645	1104
Percent	100%	0.10%	0.42%	8.15%	33.68%	57.65%



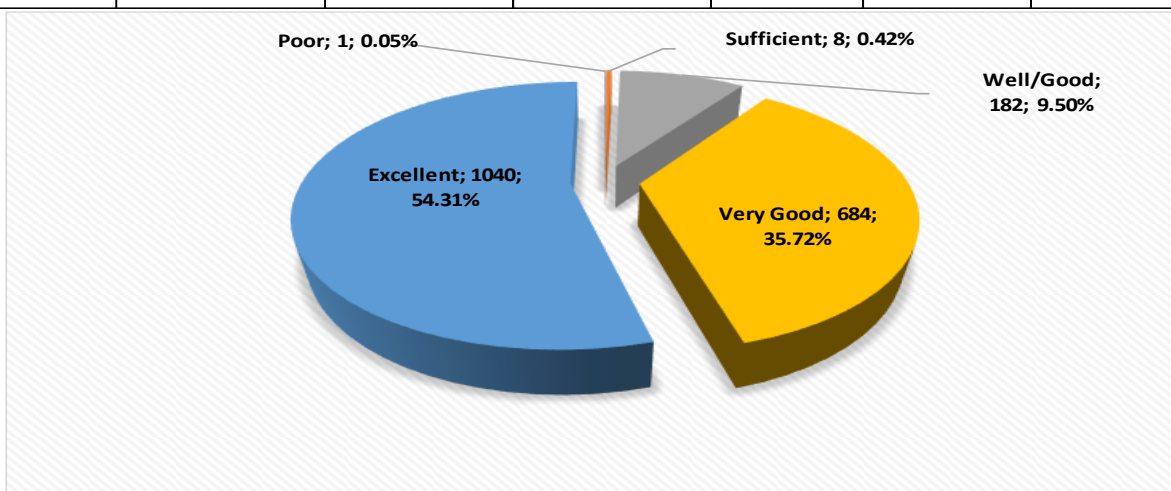
To the question whether the course materials are available, the students answered as follows:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
4	392/1915	1	14	173	675	1052
Percent	100%	0.05%	0.73%	9.03%	35.25%	54.93%



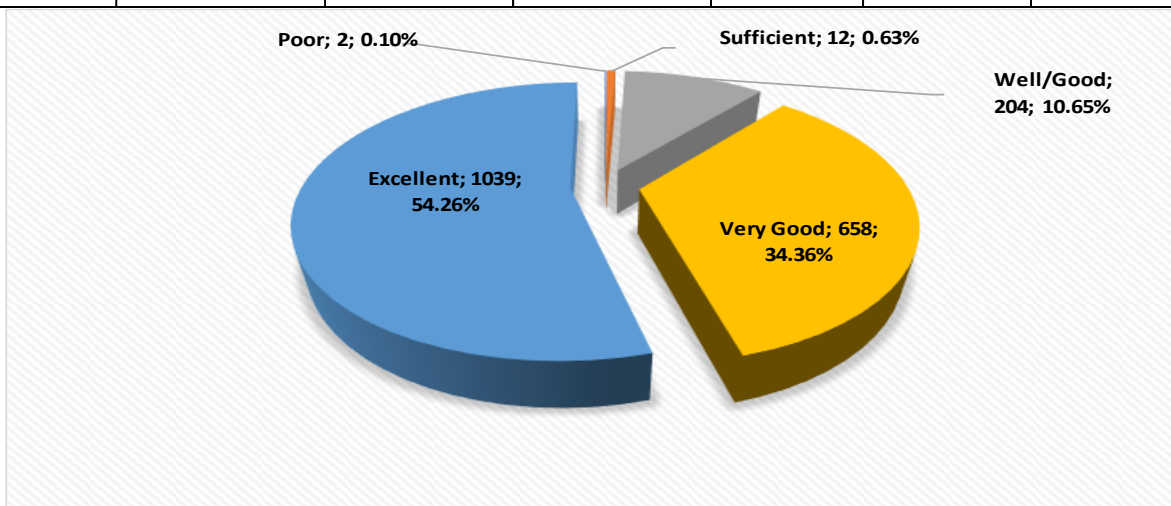
On the question of whether the course is organized in such a way that has helped to understand the concepts of subject, students responded as follows:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
5	392/1915	1	8	182	684	1040
Percent	100%	0.05%	0.42%	9.50%	35.72%	54.31%



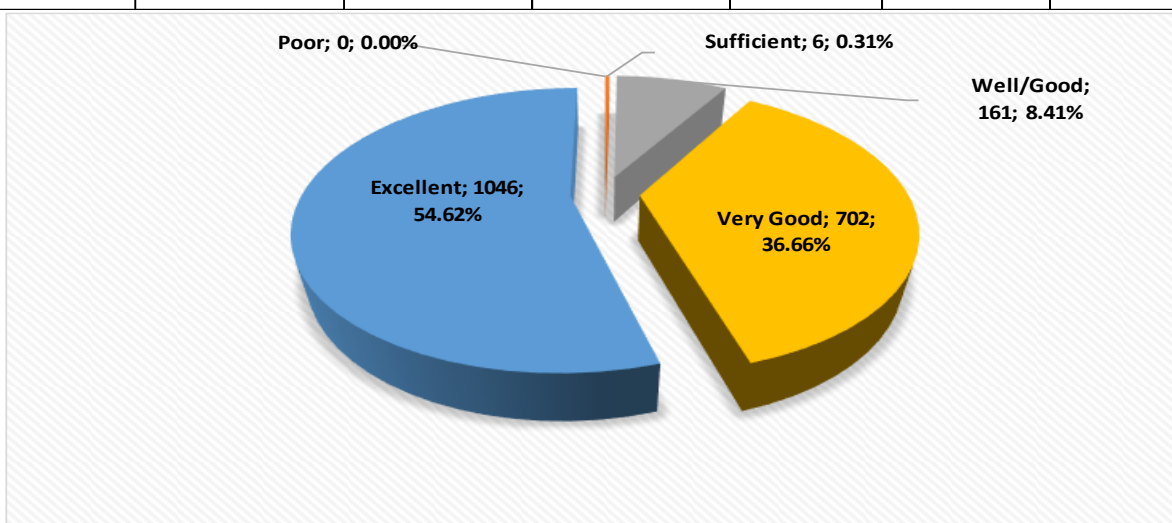
On the question of whether the course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field, students responded as follows:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
6	392/1915	2	12	204	658	1039
Percent	100%	0.10%	0.63%	10.65%	34.36%	54.26%



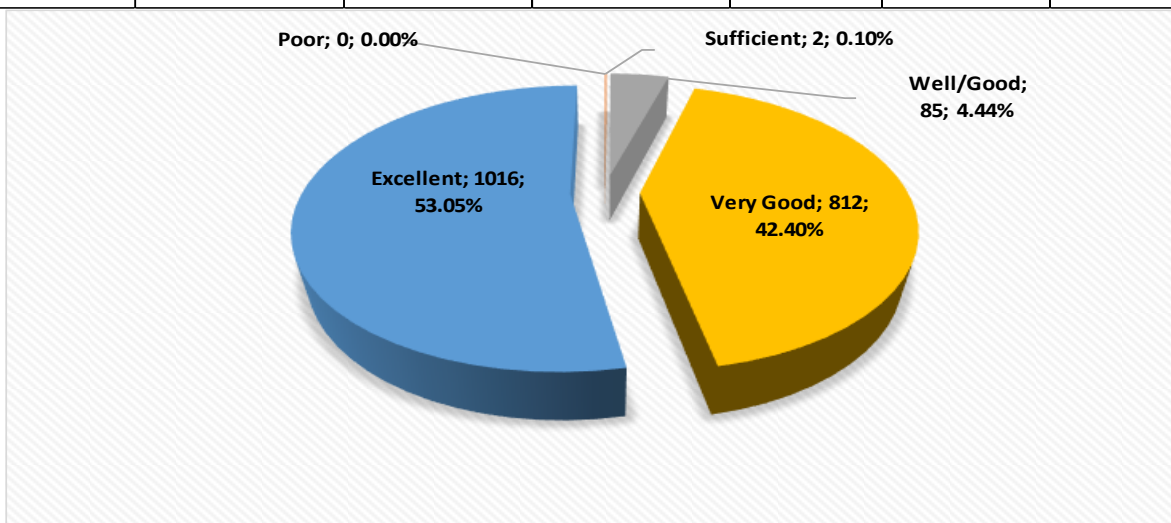
To the question whether Assessment activities (tests, presentations, papers, etc.) have helped me to understand better course materials / concepts, students responded as follows:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
7	392/1915	0	6	161	702	1046
Percent	100%	0.00%	0.31%	8.41%	36.66%	54.62%



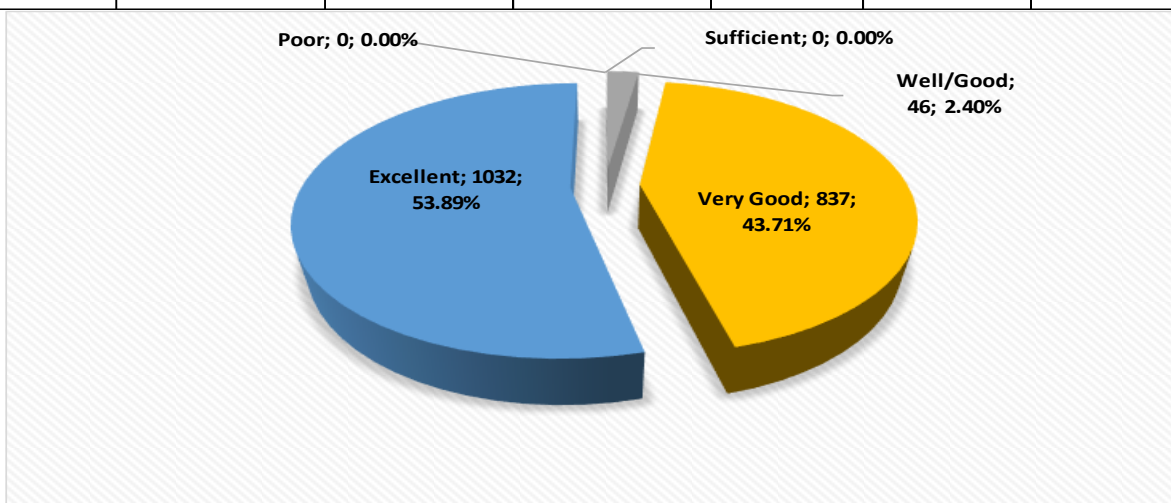
To the question that the Tests and the exam include the materials that have been elaborated in during the lectures, students responded as follows:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
8	392/1915	0	2	85	812	1016
Percent	100%	0.00%	0.10%	4.44%	42.40%	53.05%



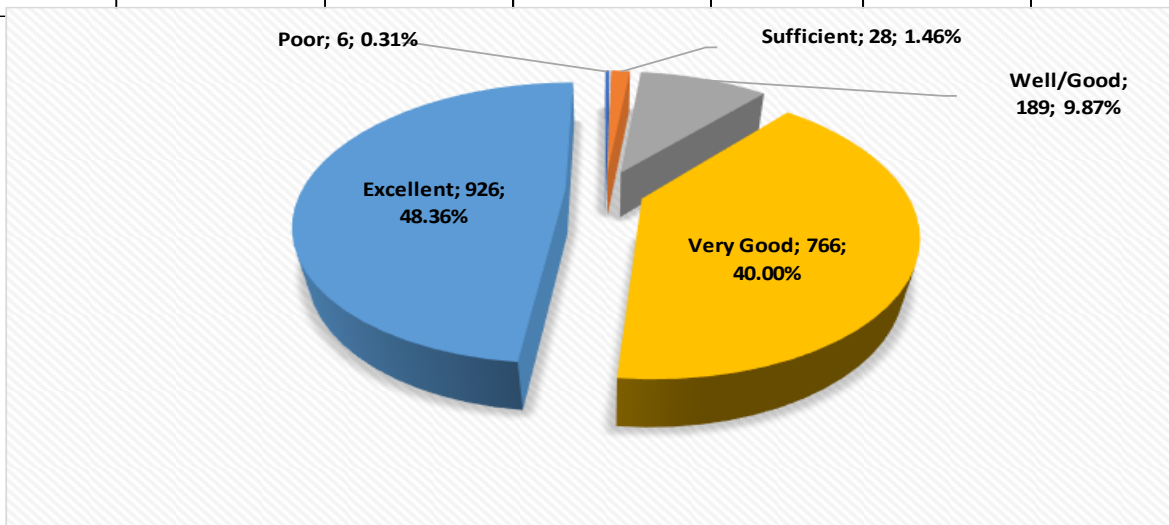
On the question of whether the environment in the classroom encourages the expression of thoughts / ideas, students are answered as follows:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
9	392/1915	0	0	46	837	1032
Percent	100%	0.00%	0.00%	2.40%	43.71%	53.89%



To the question whether the assessment structure is fair and appropriate, the students answered with the following:

Ordinal nr. of the question	Number of Students / questionnaires	Assessment				
		Poor	Sufficient	Well/Good	Very Good	Excellent
10	392/1915	6	28	189	766	926
Percent	100%	0.31%	1.46%	9.87%	40.00%	48.36%



Students, in order for the "BUSINESS" COLLEGE to be continuously improved, as much as possible, have

given in the form of comments some suggestions, which can be summarized as follows:

- Combining teaching methods to have as many learning outcomes as possible;
- It has been proven that as much as teachers have intertwined theory with cases practical practice, has brought greater result to students;
- Have more opportunities for student internships;
- Update as much literature as possible and enrich the library every year.

II. recommendation

The quality office of "BIZNESI" COLLEGE, after reviewing the answers of bachelor students in this questionnaire, and after analyzing all questions and comments, at this stage of development institution, recommends to the senior management of "BIZNESI" COLLEGE to take steps as lower:

- To continuously invest in training of academic staff on teaching methods;
- Constantly inform students about the achievements and changes made by the COLLEGE

"BUSINESS" after each phase of self-assessment;

- BUSINESS COLLEGE to enable the signing of as many employment agreements as possible practical for students;

- Reach as many agreements as possible with other HEIs, local and international increased student mobility;

- Look at the financial possibilities to continuously enrich the COLLEGE library

"BUSINESS", physical and electronic