



KOLEGJI - COLLEGE
BIZNESI
Prishtinë

Quality Assurance Office

Summary Report on Questionnaires Carried out with External Stakeholders

Prishtina 2021

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List of

HEI:	Higher Education Institution
QAEC:	Quality Assurance and Evaluation Commission
CMS:	College Management System
BC	Biznesi College
QAO:	Quality Assurance Office

Intro

BIZNESI, as an Institution of Higher Education (Hereinafter: HEI) established since 2004, has continuously made efforts to make the quality assurance process measurable. Questionnaires have been organized every year at Biznesi College, with students and other relevant actors, who answered questions which aimed to show 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 campuses, the Quality Assurance Office of "Biznesi" College (Hereinafter: QAO) has a special role in these developments, and is the main body within Biznesi College for measuring internal quality.

The whole process of drafting the questionnaires, launching them and collecting data has been conducted by QAEC. The process was transparent, and all questionnaires are anonymous, thus respecting the dignity of each respondent and maintaining the prestige of the institution, with exception for self-evaluation questionnaires.

In order for the report to preserve the ethics of each and that of the institution, only some of the main findings of the questionnaires will be published. The recommendations, as the last part of it, will also contain suggestions and remarks which are not made public, but which have been given by the respondents.

Quality Assurance Office (QAO)

The Quality Assurance Office is an independent office which operates within the Business College which reports directly to the Dean of Biznesi College. QAO is committed to quality enhancement in Biznesi College by implementing all institutional policies and quality measuring instruments approved by the Quality Assurance and Evaluation Committee (hereinafter QAEC). Quality officers are not part of the academic staff of Biznesi College.

The office performs quality measurements using all instruments included in the QAEC approved quality measuring instrument package. QAO prepares reports containing findings and recommendations for each completed questionnaire which it sends to the Dean of Biznesi College. The Office also sends the findings to Heads of the Study Programs in order to plan for academic staff development and continuous improvement.

Fulfillment of the

The questionnaire with external stakeholders is a questionnaire that is conducted once a year in coordination with all academic units (Prishtina and Prizren) through quality coordinators.

The questionnaire with external stakeholders was conducted during the period 10 February 2021 - 26 February 2021. The questionnaire was anonymous, included 120 respondents and data was collected and stored by the QAO.

External stakeholders responded through the questionnaire that was submitted in hard copy. The questionnaire contained 18 questions, which assessed the cooperation with Biznesi College, areas of cooperation, student employment, satisfaction of students' skills and knowledge, needs for specific subjects and departments, etc.

The questions were intended to look at the following key aspects:

- Students' employment rate;
- Level of student preparation for career;
- Acquired skills and abilities of students;
- The need for new subjects and study programs;
- Level of cooperation with Biznesi College;
- Fields of cooperation;
- Suggestions and remarks;

Questionnaire

The questionnaire was completed by external stakeholders, the same was distributed through academic units (Prishtina and Prizren) and the same with sealed envelopes were brought to the College and handed over to the coordinators of the quality office.

We have received many comments and suggestions from the findings, showing their interest in contributing to the processes in Biznesi College. This report expresses only the general statistics, and the recommendations that emerge from the entirety of the received responses.

The questionnaire with external stakeholders was conducted with all types of institutions including state institutions, public enterprises, educational institutions, businesses and non-governmental organizations.

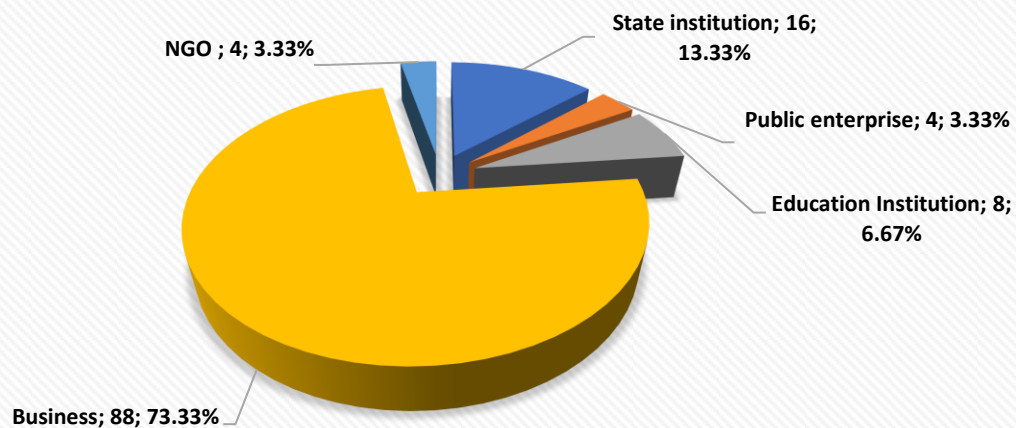
The questionnaire was answered mainly by state institutions, public enterprises, educational institutions, businesses and NGOs from the region of Prishtina, Prizren, Gjakova, Vushtrri and Ferizaj, but other regions have been included as well.

Respondents who answered our questionnaires mainly operate for more than 10 years in our country.

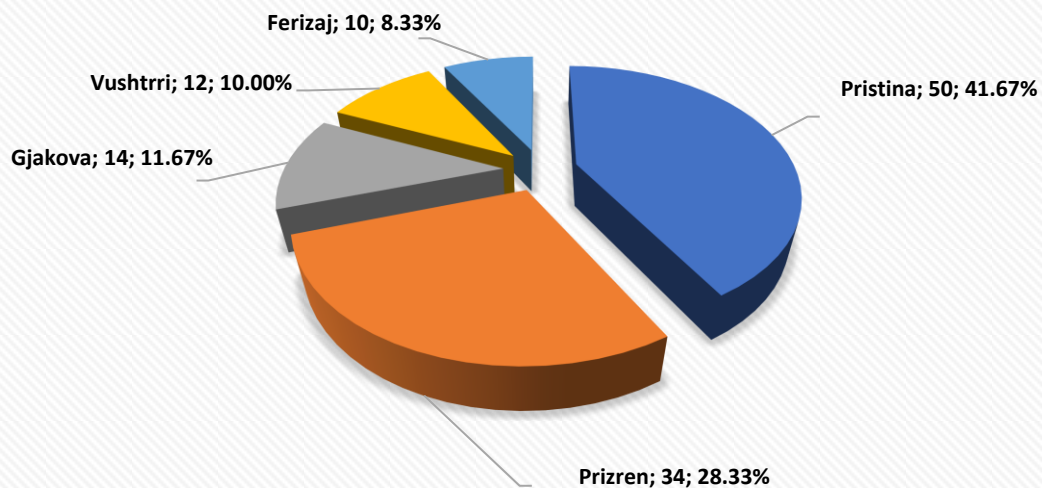
All respondents assessed that the three main pillars of the mission of the Biznesi College which are quality teaching, scientific research and contribution to the community are representatives of their values.

The parties have listed the facilitations they have from the cooperation with Biznesi College which you can find in detail in the report below. The parties also listed the difficulties of cooperation with Biznesi College and the areas where cooperation can be expanded.

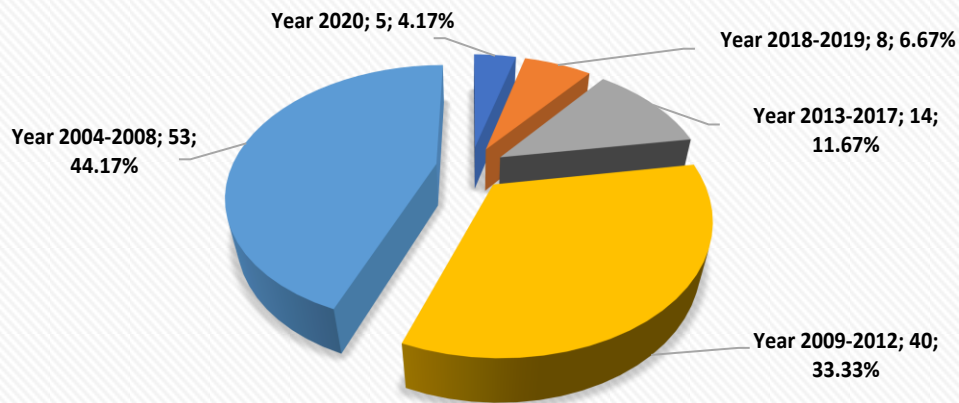
Ordinal nr. of the question	Number of respondents / questionnaires	Participants in the evaluation				
		State institution	Public enterprise	Education Institution	Business	NGO
1	120/120	16	4	8	88	4
Percent	100%	13.33%	3.33%	6.67%	73.33%	3.33%



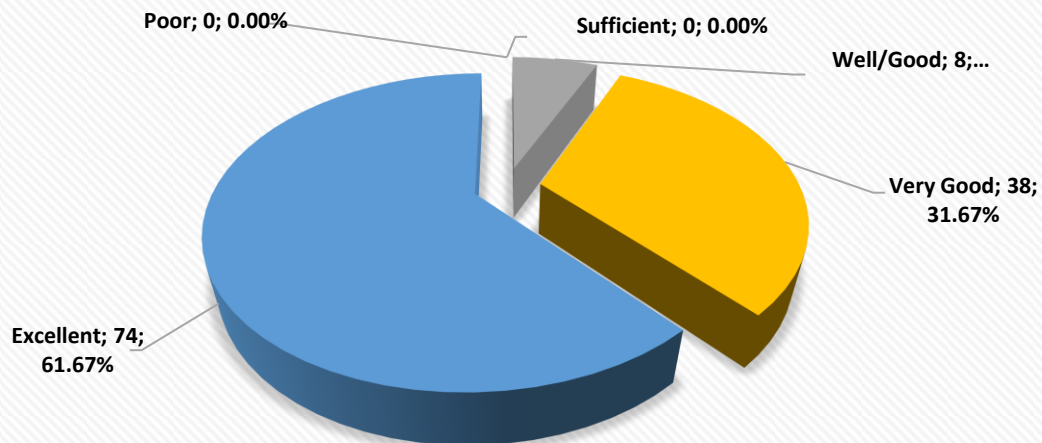
Ordinal nr. of the question	Number of respondents / questionnaires	Participants in the evaluation - Location				
		Pristina	Prizren	Gjakova	Vushtrri	Ferizaj
2	120/120	50	34	14	12	10
Percent	100%	41.67%	28.33%	11.67%	10.00%	8.33%



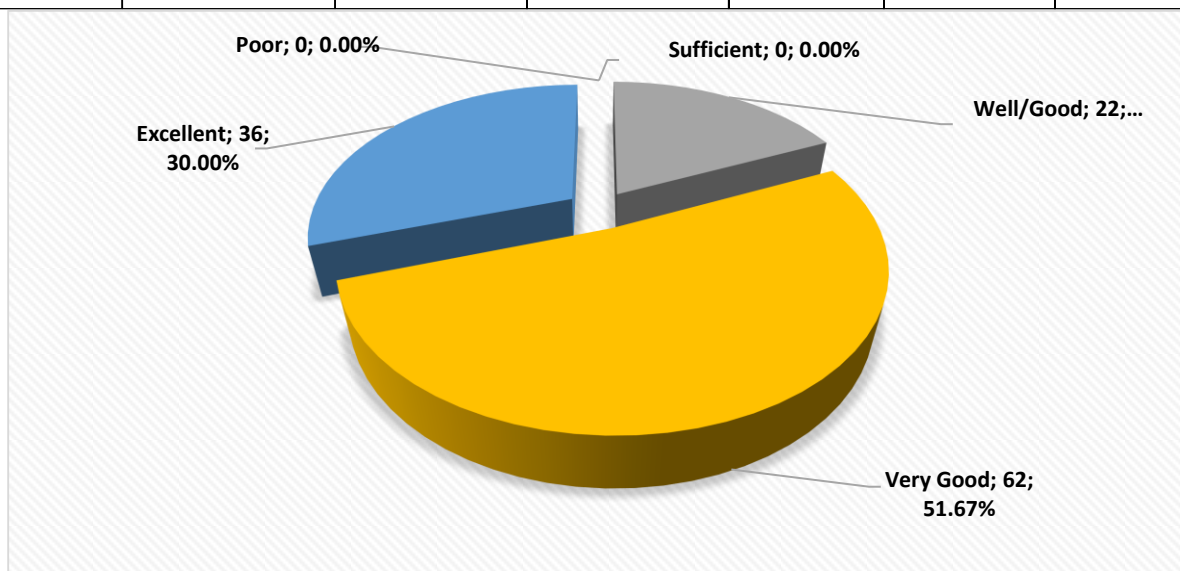
Ordinal nr. of the question	Number of respondents / questionnaires	Participants in the evaluation - Year of establishment				
		Year 2020	Year 2018- 2019	Year 2013- 2017	Year 2009- 2012	Year 2004-2008
3	120/120	5	8	14	40	53
Percent	100%	4.17%	6.67%	11.67%	33.33%	44.17%



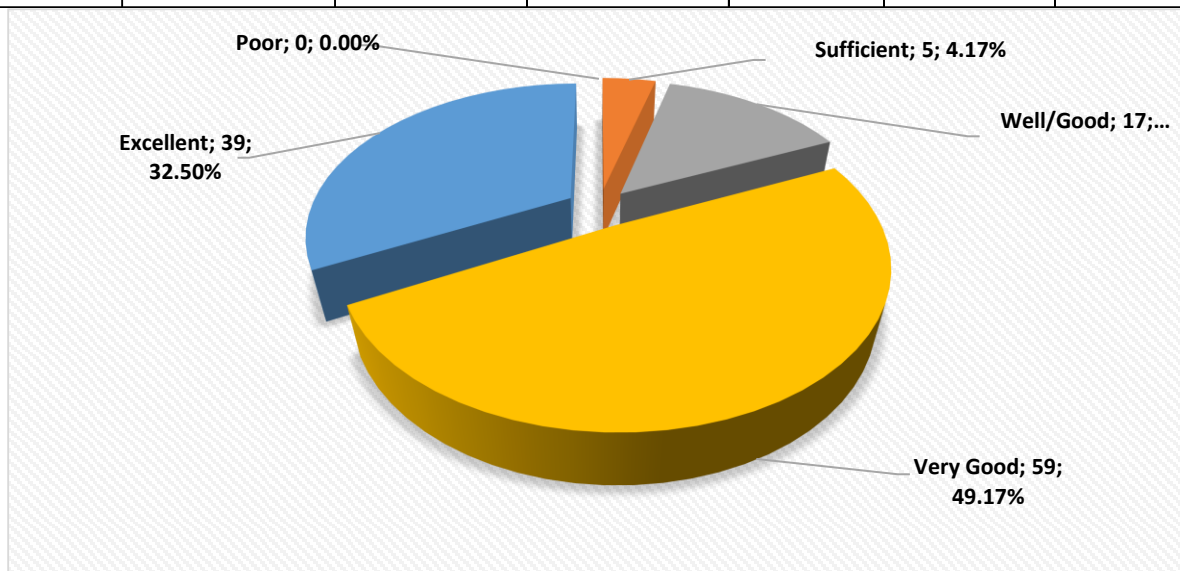
Ordinal nr. of the question	Number of respondents / questionnaires	Mission Assessment - Quality Teaching				
		Poor	Sufficient	Well/Good	Very Good	Excellent
4	120/120	0	0	8	38	74
Përqindja	100%	0.00%	0.00%	6.67%	31.67%	61.67%



Ordinal nr. of the question	Number of respondents / questionnaires	Mission Assessment - Scientific Research				
		Poor	Sufficient	Well/Good	Very Good	Excellent
5	120/120	0	0	22	62	36
Percent	100%	0.00%	0.00%	18.33%	51.67%	30.00%



Ordinal nr. of the question	Number of respondents / questionnaires	Mission Assessment - Community Contribution				
		Poor	Sufficient	Well/Good	Very Good	Excellent
6	120/120	0	5	17	59	39
Percent	100%	0.00%	4.17%	14.17%	49.17%	32.50%



7. What are some of the benefits you get from working with Biznesi College?

- Student practices
- Professional cooperation with staff
- Scientific research
- Preparation of new professional cadres
- Building capacities
- Exchange of experiences
- Creating professional independence
- Internationally recognized degree
- Exchange of information

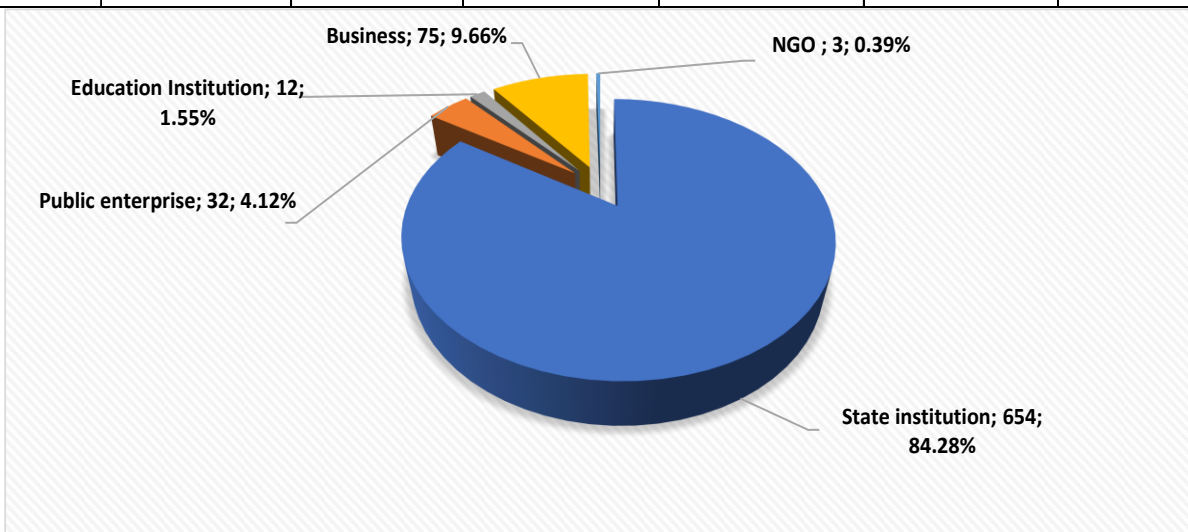
8. What are some of the difficulties you encounter in cooperating with Biznesi College?

- Financial aspects for joint projects
- Business needs research from the research institute
- Mutual (infrequent) visits

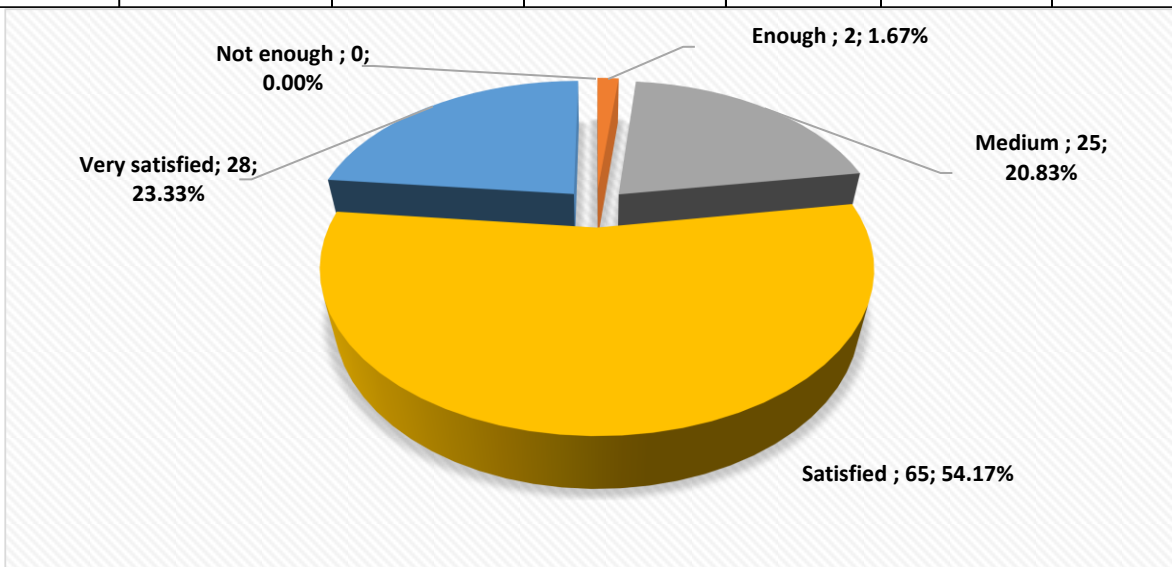
9. In which areas can we expand cooperation?

- Field of emergencies
- Drafting business plans
- Analysis of financial reports
- Student practices
- Students' employment
- Field of scientific research

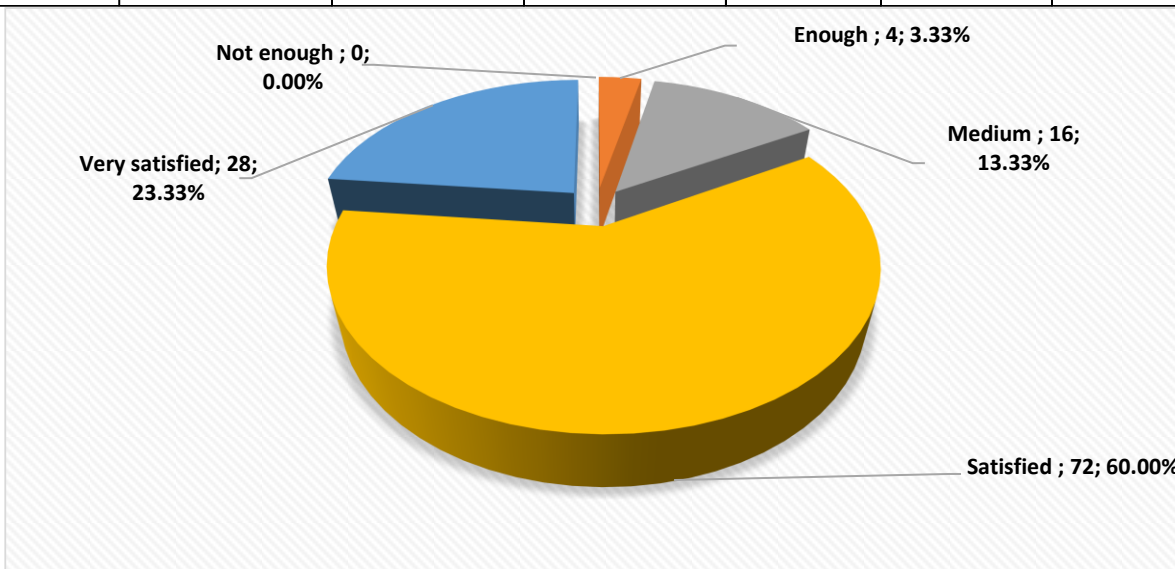
Ordinal nr. of the question	Number of respondents / questionnaires	<i>Participation in the evaluation - Do you have employed students who have graduated from the Business College</i>				
		<i>State institution</i>	<i>Public enterprise</i>	<i>Education Institution</i>	<i>Business</i>	<i>NGO</i>
10	120/120	654	32	12	75	3
Percent	100%	84.28%	4.12%	1.55%	9.66%	0.39%



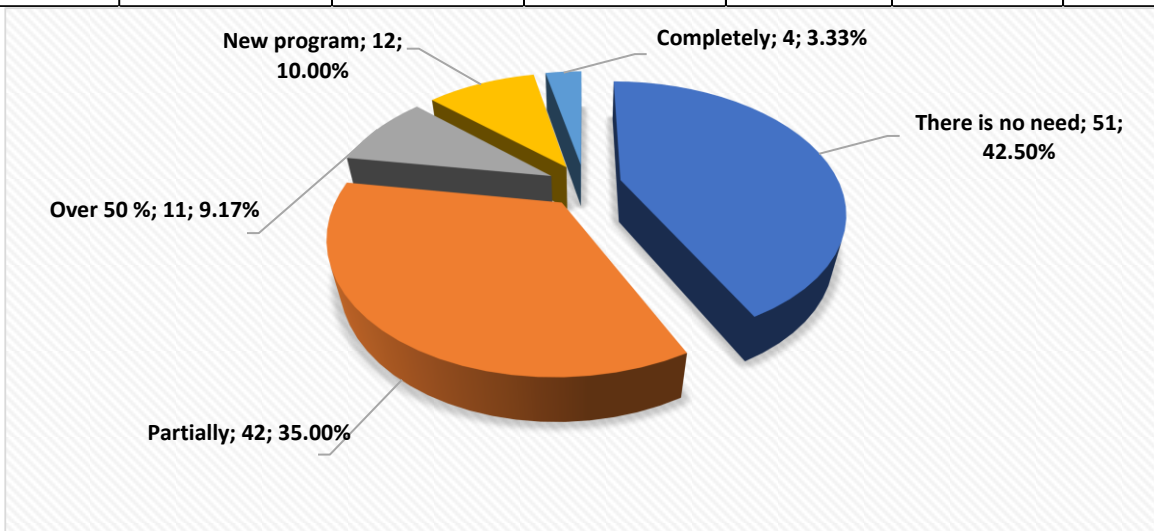
Ordinal nr. of the question	Number of respondents / questionnaires	<i>Assessment - How satisfied are you with the work of the employees</i>				
		<i>Not enough</i>	<i>Enough</i>	<i>Medium</i>	<i>Satisfied</i>	<i>Very satisfied</i>
11	120/120	0	2	25	65	28
Percent	100%	0.00%	1.67%	20.83%	54.17%	23.33%



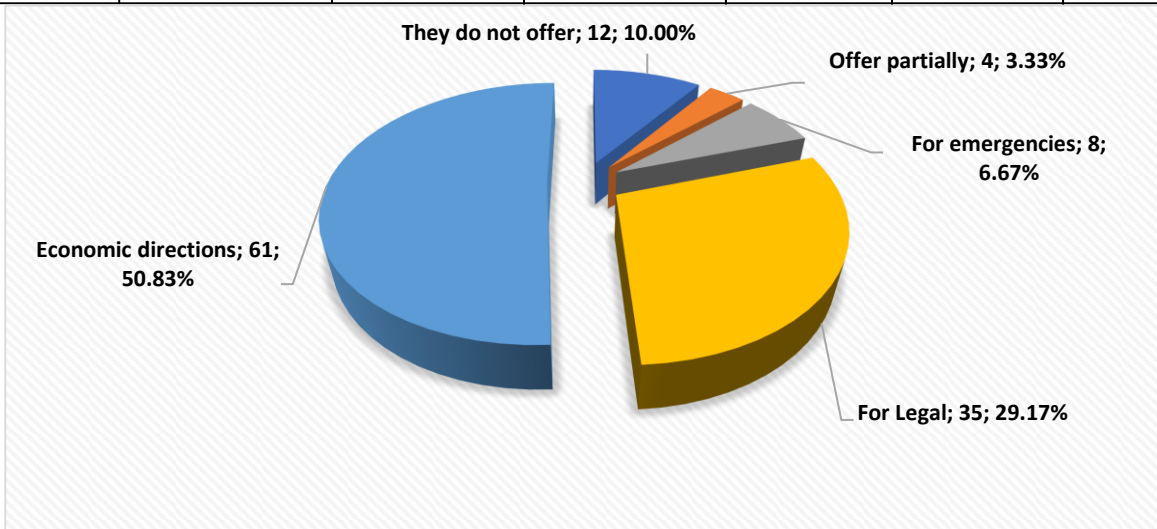
Ordinal nr. of the question	Number of respondents / questionnaires	Assessment - Business College study programs that meet your requirements				
		Not enough	Enough	Medium	Satisfied	Very satisfied
12	120/120	0	4	16	72	28
Percent	100%	0.00%	3.33%	13.33%	60.00%	23.33%



Ordinal nr. of the question	Number of respondents / questionnaires	Assessment - How much there is a need to change the study programs in the Business College				
		There is no need	Partially	Over 50 %	New program	Completely
13	120/120	51	42	11	12	4
Percent	100%	42.50%	35.00%	9.17%	10.00%	3.33%



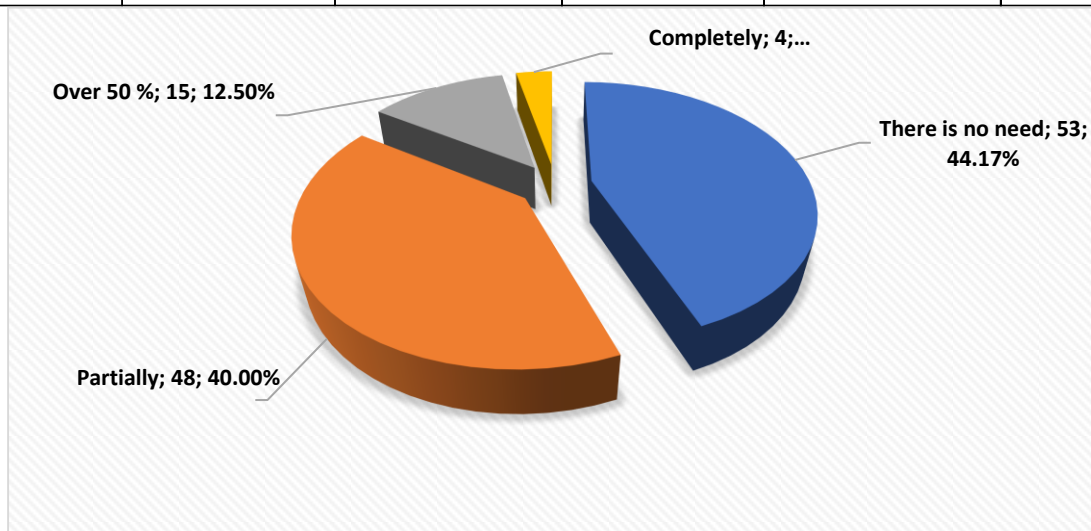
<i>Ordinal nr. of the question</i>	<i>Number of respondents / questionnaires</i>	<i>Assessment - Are you able to offer internships for Business College students</i>				
		<i>They do not offer</i>	<i>Offer partially</i>	<i>For emergencie</i>	<i>For Legal</i>	<i>Economic directions</i>
<i>14</i>	<i>120/120</i>	<i>12</i>	<i>4</i>	<i>8</i>	<i>35</i>	<i>61</i>
<i>Percent</i>	<i>100%</i>	<i>10.00%</i>	<i>3.33%</i>	<i>6.67%</i>	<i>29.17%</i>	<i>50.83%</i>



15. Which study profile is appropriate for your business?

- Management
- Finance - Accounting
- Emergencies - Safety at work, fire safety, etc.
- Law
- Tourism
- Marketing
- Money markets

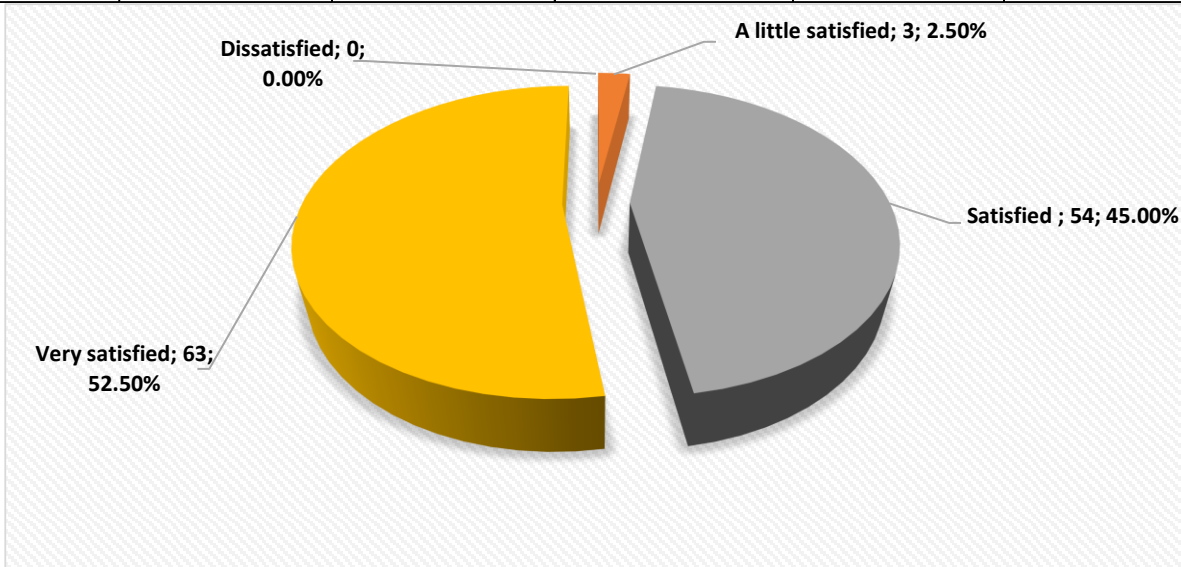
Ordinal nr. of the question	Number of respondents / questionnaires	Assessment - Are there any new courses that you would like to propose to us in the future curricula of the Business College			
		There is no need	Partially	Over 50 %	Completely
16	120/120	53	48	15	4
Percent	100%	44.17%	40.00%	12.50%	3.33%



17. If yes, specify the program/subject?

- Business Analysis
- Advanced accounting
- Tourism development
- Advanced English language
- Research practices
- Money markets

<i>Ordinal nr. of the question</i>	<i>Number of respondents / questionnaires</i>	<i>Assessment - Your impressions of the Business College as a Higher Education Institution</i>			
		<i>Dissatisfied</i>	<i>A little satisfied</i>	<i>Satisfied</i>	<i>Very satisfied</i>
<i>18</i>	<i>120/120</i>	<i>0</i>	<i>3</i>	<i>54</i>	<i>63</i>
<i>Percent</i>	<i>100%</i>	<i>0.00%</i>	<i>2.50%</i>	<i>45.00%</i>	<i>52.50%</i>



Recommendations

The Quality Office of Biznesi College, after reviewing the responses of external stakeholders, at this stage of the development of the institution, recommends to the senior management of Biznesi College to take the following steps:

- a. Carefully analyze the needs and demands of external stakeholders for new subjects and programs;
- b. Reach as many agreements as possible with external stakeholders, local and international ones to enable work internships and employment of students;
- c. Increase contribution to the community through various initiatives;
- d. To intensify scientific research in the research institute within Biznesi College;
- e. Carrying out more visits at different institutions;