

**Quality assessment report by students  
for the current academic year 2019/2020  
Program: Industrial Management**

**1. Introduction**

The Industrial Management Program (MI) within the Faculty of Management during the academic year 2019/20 has offered teaching to students according to the curriculum Accredited in 2019 by the Kosovo Agency for Accreditation (AKA), the evaluation for the academic staff/subject has begun from the same year. The Faculty of Management has a qualified staff and has modern work facilities that enable students to acquire the necessary skills for the profession, which they will practice in the future.

The mission of the program is to create professionals in the field of Industrial Management, with a focus on the field of business administration and engineering, helping to structure and organize industrial companies to improve the company's development as well as generate ideas that advance management practice; The mission of the program is in full harmony with the mission of the University of Applied Sciences in Ferizaj.

The report contains data on the evaluation of the program by the students - which was carried out at the university level, which also contains the evaluation at the MI program level - and on the evaluation of the academic staff/subject by the students in the MI program.

**2. Summary quality assessment report (programme, academic staff/subjects)**

The general report - for two areas (program and academic staff/subjects), presents in Table no. 1 - data for the academic year 2019/20 (compared to the previous two years), also illustrated in fig.1. The questions for the two areas were mainly constructed in the form of statements and their evaluation was done according to the scale (1 - I don't know; 2 - I don't agree at all; 3- I partially agree; 4- I agree; and 5- I completely agree).

**Table no. 1 - Quality assessment by fields**

|  | Previous Years |         | Current year |
|--|----------------|---------|--------------|
|  | 2017/18        | 2018/19 | 2019/20      |
| Teaching/learning assessment (programme) | 3.12           | 3.80    | 4.00         |
| Evaluation of academic staff/subjects    | 4.30           | 4.26    | 4.38         |

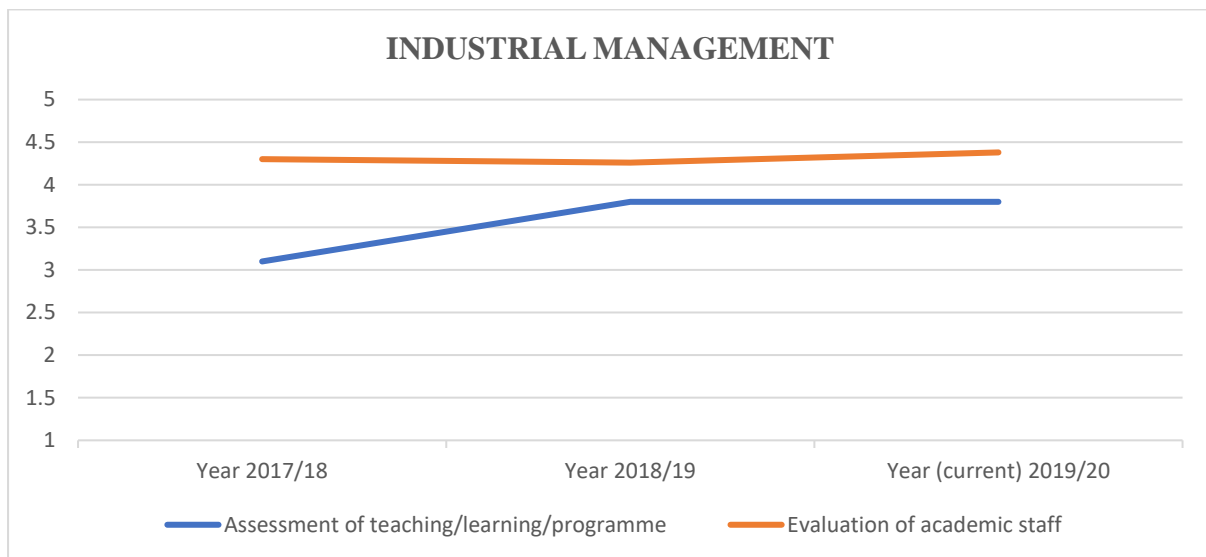


Fig.1 – Graphics - quality assessment by fields,

From the summary report presented in table no. 1 and reflected in graph no. 1 within the scope of program evaluation, namely teaching and learning, we see a continuous improvement in quality over the three academic years - from 3.12 to the academic year 2017/ 18, in 3.8 in the academic year 2018/19 and in the current year 4.00 or the percentage evaluation by students for the program is 80% - a very good evaluation. Within the scope of the evaluation of the academic staff/subject is a constant assessment for three years by the students, for the three academic years the assessment is with an average grade above 4.3 or about 86% is the percentage assessment of the students for the academic staff/subject, is an excellent review.

### **3.Program evaluation report**

The evaluation of the 2019/20 program is at the university level, which also includes the evaluation of the MI program for that academic year (compared to the previous academic year), the evaluation is carried out through a questionnaire that contains 20 components, this evaluation is carried out once during the academic year. The questions were mainly constructed in the form of statements and their evaluation was done according to the Likert scale (1 - I do

not know; 2 - I do not agree at all; 3 - I partially agree; 4 - I agree; and 5 - I completely agree). Based on the evaluation results presented in table no. 2, we note that all the components of this session have been positively evaluated by the students, the average evaluation grade of the program is 4.00, an extremely good evaluation.

**Table no. 2 – Evaluation of the program – IM**

|   | Previous year | Current year |
|---|---------------|--------------|
|   | 2018/19       | 2019/20      |
| Materials presented during lectures are offered to students regularly                                   | 4.27          | 4,25         |
| The suggested literature for the courses is made known to us at the beginning of the semester           | 4.90          | 4,17         |
| Course syllabuses are provided to students in time  | 4.22          | 3,99         |
| Students are notified of the teachers' consultation schedule  | 4.17          | 3,89         |
| The schedule of consultations with teachers is respected  | 3.55          | 4,29         |
| From the beginning of the year, students are informed of the evaluation method for the relevant subject | 4.40          | 4,00         |
| Teaching methods provide the best way to achieve learning outcomes                                      | 3.42          | 3,28         |
| Online learning (through Microsoft Teams) is not much different from that in the classroom              | ///           | 4,34         |
| The University Management System (UMS) is easy to use and meets the needs of students                   | ///           | 3,96         |
| The classrooms are well equipped with audio-visual aids for quality learning                            | 3.98          | 3,74         |
| There is a good connection between theoretical and practical learning                                   | 2.95          | 4,34         |
| The student is free to decide for himself the elective subjects   | 4.57          | 4,22         |
| The lesson schedule is announced in time  | 4.32          | 4,07         |
| The announced class schedule is respected by the teachers   | 3.90          | 3,99         |
| The study program is in line with the needs of the labor market   | 4.05          | 3,91         |
| The study program is comparable to similar programs in other Universities                               | 3.00          | 3,87         |
| The student's engagement in the course is balanced (not overloaded)                                     | ///           | 3,62         |
| The ECTS value for the course is calculated according to the student's workload                         | 3.80          | ///          |
| Practical work outside the institution is well organized by the university                              | 2.80          | 3,68         |
| Communication of program leaders with students is at the appropriate level                              | 3.55          | ///          |
| Employment opportunities after graduation are well known to students                                    | 3.30          | 4,10         |
| My overall opinion of this study program is positive  | 3.00          | 4,05         |
| I would suggest this study program to others  | 3.85          | 4,25         |
| <b>Average rating of the program</b>  | <b>3.80</b>   | <b>4,00</b>  |

From the data presented in Table no. 2 for the evaluation of the program by the students, it can be observed that for the two academic years for which the results are presented, there is a constant evaluation, some of the components of the evaluation are evaluated with a grade above 4 and there are some components that have been graded under 4 - in these cases it is considered that there is room to increase commitment with the aim of continuous improvement, the components that require a greater commitment to improve quality are: Student commitment and their overload, Practical work outside institution, teaching methods, consultation schedule - these components require the commitment of the management, the program committee and better organization of the staff to improve quality and results.

#### 4. Evaluation report of the academic staff/subject

The evaluation report for academic staff/subject presents data for the 2019/20 academic year (compared to the previous year). The questions were mainly constructed in the form of statements and their evaluation was done according to the scale (1 - I do not know; 2 - I do not agree at all; 3 - I partially agree; 4 - I agree; and 5 - I completely agree). The evaluation of the academic staff/subject by the students was carried out through the questionnaire which contains 13 components for which the average grade was found. The results of the evaluation of the teachers are presented in table no. 3, from the presented data we note that all the academic staff/subjects have been positively evaluated by the students, the average grade at the program level for the academic staff/subjects is 4.38 - an excellent assessment for the work and commitment of the staff and the subject.

**Table no. 3** - Evaluation of the academic staff / course

|                                     | Previous Year | Current year |
|-------------------------------------|---------------|--------------|
| Name of Subjects                    | 2018/19       | 2019/20      |
| English Language I                  | ///           | 4.08         |
| management                          | ///           | 3.98         |
| Statistics                          | ///           | 4.10         |
| Knowledge of engineering materials  | ///           | 4.11         |
| International marketing             | 3.80          | 3.90         |
| Organizational Behavior             | 4.79          | 4.35         |
| Human resource Management           | 4.80          | 4.47         |
| Technical mechanics                 | ///           | 3.87         |
| Financial Management                | 4.57          | 4.94         |
| Operations management               | 4.14          | 4.88         |
| Protection and safety at work       | 4.59          | 4.31         |
| Knowledge management and innovation | 3.68          | 4.68         |
| International business              | 4.48          | 4.61         |

|                                       |             |             |
|---------------------------------------|-------------|-------------|
| Informatics in business               | ///         | <b>4.99</b> |
| Mathematics in business               | ///         | <b>4.16</b> |
| Engineering graphics                  | ///         | <b>4.38</b> |
| Introduction to Economics             | ///         | <b>4.71</b> |
| Academic skills                       | ///         | <b>4.36</b> |
| Measurement technique                 | <b>4.86</b> | ///         |
| Thermodynamics                        | <b>4.86</b> | ///         |
| English language II                   | <b>4.64</b> | ///         |
| Quality Management                    | <b>4.11</b> | ///         |
| accounting                            | <b>4.82</b> | ///         |
| Design of production lines            | <b>3.55</b> | ///         |
| Design of technological processes     | <b>3.75</b> | ///         |
| Production technology                 | <b>3.39</b> | ///         |
| Technology of technological processes | <b>3.16</b> | ///         |
| The database                          | <b>4.64</b> | ///         |
| Ethics in Business                    | <b>4.55</b> | ///         |
| Transport and forwarding management   | <b>4.40</b> | ///         |
| Management of engineering projects    | <b>3.65</b> | ///         |
| E-business                            | <b>4.49</b> | ///         |
| SMEs                                  | <b>4.21</b> | ///         |
| <b>Rating average</b>                 | <b>4.26</b> | <b>4.38</b> |

Based on the data in table no. 3 - for the academic staff/subjects that are part of the Industrial Management program, they were evaluated with an average grade (for the academic years) above 4, which is an extraordinary achievement for this program. Analyzing the details of the report, we come to the conclusion that there are some teachers and subjects who have received a higher assessment (above grade 4) and there are some teachers and subjects who have received a lower assessment (below grade 4), based on of these findings, we recommend that the management of the program together with the teachers and the program committee should be committed to increase the level of professional responsibility of the teachers in all subjects that have an assessment with a grade below 4, making efforts that these assessments improve in the following years and at the same time you must maintain the level of learning in those subjects that have been evaluated with a grade above 4, having tendencies of continuous improvement.