

**Quality assessment report by students
for the current academic year 2020/2021
Program: Industrial Management**

1. Introduction

The Industrial Management Program (MI) within the Faculty of Management during the 2020/21 academic year has offered lessons for students according to the curriculum Accredited in 2019 by the Kosovo Agency for Accreditation (AKA). 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.

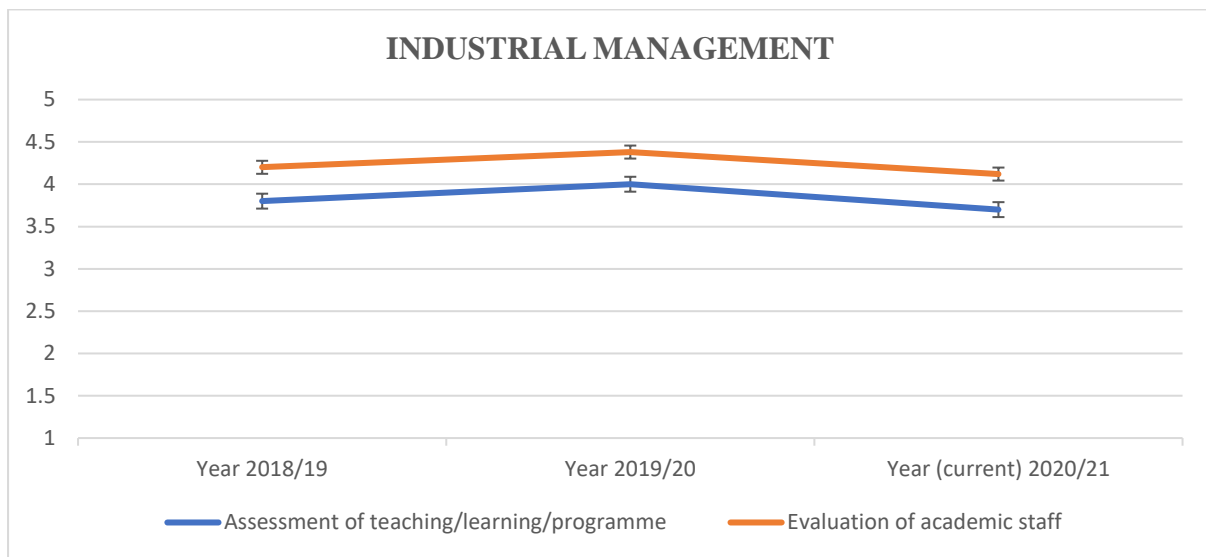
The quality assessment report by students for the academic year 2020/2021 contains data on the evaluation of the program and on the evaluation of the academic staff/subject, which report is compared with the two previous years.

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 2020/21 (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
	2018/19	2019/20	2020/21
Teaching/learning assessment (programme)	3.80	4.00	3.70
Evaluation of academic staff/subjects	4.26	4.38	4.12



Graph.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 constant evaluation of quality throughout the three academic years. Referring to the table, the quality assessment for three academic years is close to note 4 or the percentage assessment by students for the program is about 80%, which is considered a very good assessment. Within the scope of the evaluation of the academic staff/subject, it is a constant assessment over the years by the students, for the three academic years the average rating is 4.21 or about 84%, the percentage assessment of the students for the academic staff/subject is an excellent assessment for the work and commitment of the academic staff and the taught subject.

3. Program evaluation report

The assessment of the MI 2020/21 program (compared to the previous two years) was carried out through questionnaires which contain 20 components, this assessment is carried out once in an academic year and the assessment is made by the students of the relevant program. 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). Based on the results of the evaluation of the program - teaching and learning-learning presented in table no. 2, we note that all the components of this session were positively evaluated by the students, the average evaluation grade of the program for the three academic years is about 4 it's a very good rating.

Table no. 2 – Evaluation of the program – IM

	Previous years		Current year
	2018/19	2019/20	2020/21
Materials presented during lectures are offered to students regularly	4.27	4,25	4.22
The suggested literature for the courses is made known to us at the beginning of the semester	4.90	4,17	4.44
Course syllabuses are provided to students in time	4.22	3,99	3.60
Students are notified of the teachers' consultation schedule	4.17	3,89	3.84
The schedule of consultations with teachers is respected	3.55	4,29	3.38
From the beginning of the year, students are informed of the evaluation method for the relevant subject	4.40	4,00	3.34
Teaching methods provide the best way to achieve learning outcomes	3.42	3,28	3.20
Online learning (through Microsoft Teams) is not much different from that in the classroom	///	4,34	2.40
The University Management System (UMS) is easy to use and meets the needs of students	///	3,96	3.63
The classrooms are well equipped with audio-visual aids for quality learning	3.98	3,74	3.98
There is a good connection between theoretical and practical learning	2.95	4,34	3.30
The student is free to decide for himself the elective subjects	4.57	4,22	4.42
The lesson schedule is announced in time	4.32	4,07	4.28
The announced class schedule is respected by the teachers	3.90	3,99	3.76
The study program is in line with the needs of the labor market	4.05	3,91	3.72
The study program is comparable to similar programs in other Universities	3.00	3,87	3.46
The student's engagement in the course is balanced (not overloaded)	///	3,62	3.51
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	3.14
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	3.88
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	4.21
Average rating of the program	3.80	4,00	3.70

From the data presented in Table no. 2 for the evaluation of the MI 2020/21 program by the students, there is an evaluation under 4 (which gives indications that commitment is needed for the following years - with the aim of improving the components that have the lowest evaluation - in which the CoVid-19 pandemic also has an impact), from the analysis of the report it can be seen that some of the 20 components of the evaluation are evaluated with an average grade above 4, which is an excellent evaluation and there are some components that have been evaluated with average under 4 which we consider that there is room to increase commitment with the aim of continuous improvement, the components that require a greater commitment to improve quality are: "on-line" learning through the Microsoft Teams platform which was used during the CoVid-19 pandemic, Informing students about the opportunities for employment after completing their studies, How to evaluate students, The ratio between the theoretical and practical part - these components require the commitment of management, the program committee and better organization of the staff to increase the quality and results in the following years.

4. Evaluation report of the academic staff/subject

The evaluation report for academic staff/subject, presents data for the academic year 2020/21 (compared to the two previous years). 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). 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 evaluation results are presented in table no. 3, from the presented data we note that all academic staff/subjects were positively evaluated by the students, the average grade at the level of the teacher program is 4.12, an excellent evaluation for the work and commitment of the teachers in the relevant subject.

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

Name of Subjects	Previous Years		Current year
	2018/19	2019/20	2020/21
English Language I	///	4.08	4.13
management	///	3.98	4.28
Statistics	///	4.10	4.22
Knowledge of engineering materials	///	4.11	4.21
International marketing	3.80	3.90	3.64

Organizational Behavior	4.79	4.35	3.31
Human resource Management	4.80	4.47	3.57
Technical mechanics	///	3.87	3.98
Financial Management	4.57	4.94	4.49
Operations management	4.14	4.88	///
Protection and safety at work	4.59	4.31	///
Knowledge management and innovation	3.68	4.68	4.12
International business	4.48	4.61	///
Informatics in business	///	4.99	4.36
Mathematics in business	///	4.16	4.25
Engineering graphics	///	4.38	4.35
Introduction to Economics	///	4.71	4.37
Academic skills	///	4.36	4.20
Measurement technique	4.86	///	4.54
Thermodynamics	4.86	///	///
English language II	4.64	///	4.52
Quality Management	4.11	///	///
accounting	4.82	///	4.39
Design of production lines	3.55	///	///
Design of technological processes	3.75	///	3.60
Production technology	3.39	///	///
Technology of technological processes	3.16	///	///
The database	4.64	///	///
Ethics in Business	4.55	///	4.18
Transport and forwarding management	4.40	///	///
Management of engineering projects	3.65	///	3.23
E-business	4.49	///	3.60
SMEs	4.21	///	3.60
Rating average	4.26	4.38	4.12

From the data presented in table no. 3 - we note that for the academic staff and subjects that are part of the Industrial Management program 2020/21, they were evaluated with an average grade 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.