Quality assessment report for the academic year 2023/2024
Faculty of Management
Program: Business Management and Entrepreneurship

Introduction

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 Business Management and Entrepreneurship Program (BME) within the Faculty of Management during the 2023/24 academic year has offered teaching for students according to the 2022/25 Accredited curriculum by the Kosovo Agency for Accreditation (AKA) as a continuation of the Industrial Management program (Accredited for the years 2019/22).

The BME program provides students with contemporary theoretical and practical knowledge in the field of business and entrepreneurial thinking, in innovations, in planning business activities, knowledge of business communication, and other knowledge, skills and abilities related to Business Management and Entrepreneurship.

The mission of the program is to prepare cadres who, through modern methods in business management and enterprise development, will contribute to continuous changes in the business environment. The mission of the program is in full harmony with the mission of the University of Applied Sciences in Ferizaj.
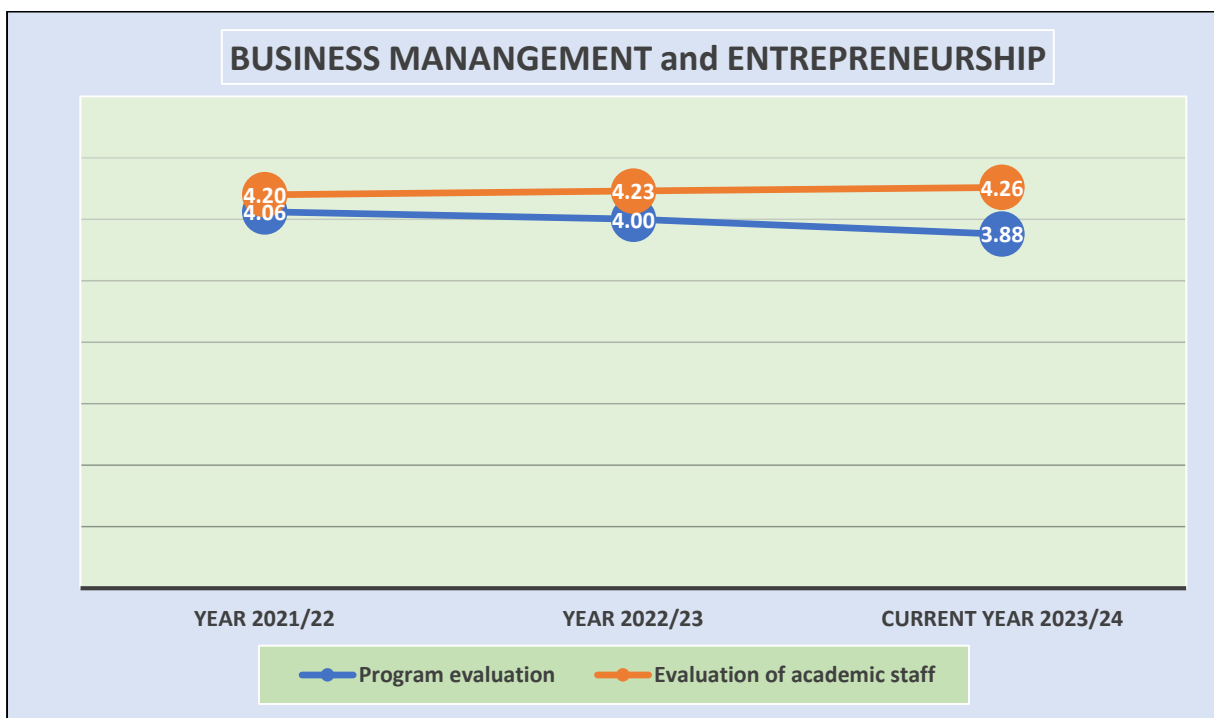
The quality assessment report by students for the academic year 2023/2024 contains data on the evaluation of the program and on the evaluation of the academic staff/subject, which report is compared with the two previous years.

Summary quality assessment report (program, academic staff/subjects)

The general report - for two areas (program and academic staff/subjects), presents in Table no. 1 - data for the academic year 2023/24 (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 liker 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).

Table no. 1 - Quality assessment by fields (program and academic staff)

	Previous Years		Current year
	2021/22	**2022/23**	**2023/24**
Evaluation of academic staff/subjects	**4.20**	**4.23**	**4.26**
Assessment, teaching/learning (program)	**4.06**	**4.00**	**3.88**

Graphic. 1 – Quality assessment by areas (program and academic staff),

From the data presented in table no. 1 and reflected in graph no. 1 within the scope of the evaluation of the program, namely teaching and learning, we see a constant assessment of quality throughout the three academic years (2021/22, 2022/23 and 2023/24). Referring to the table and graph no. 1 - the BME program (for the academic year 2023/24) has been evaluated

with a grade of 3.88, or the percentage rating by students for the BME program is about 80%, which is considered a very good rating. Within the scope of academic staff/subject evaluation is a constant evaluation by students (with a slight increase) throughout the academic years (2021/22, 2022/23 and 2023/24). Referring to the table and graph no. 1 for the academic year 2023/24, the assessment for the academic staff/subject is 4.26 or about 85% is the percentage assessment - it is an excellent assessment for the work and commitment of the academic staff and the taught subject.

Program evaluation report

The assessment of the Business Management and Entrepreneurship (BME) program 2023/24 (compared to the previous two years), was carried out through questionnaires which contains 21 components, this assessment is carried out once in an academic year, and the assessment is made by the students of the program relevant. 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 teaching - learning), presented in Table no. 2, we note that all components of this session were positively evaluated by the students, the average grade of the evaluation of the program is 3.88, which is a very high evaluation good.

Table no. 2 – Evaluation of the program – BME

Nr.		Previous years		Current year
		2021/22	2022/23	2023/24
1	Materials presented during lectures are provided to students regularly	4.04	4.00	3.80
2	The suggested literature for the courses is made known to us at the beginning of the semester	4.17	4.00	3.98
3	Course syllabuses are provided to students in time	4.14	4.10	3.92
4	Students are notified of the teachers' consultation schedule	4.08	3.90	3.89
5	The schedule of consultations with teachers is respected	3.98	3.85	3.80
6	From the beginning of the year, students are informed of the evaluation method for the relevant subject	4.15	4.00	4.03
7	Teaching methods provide the best way to achieve learning outcomes	4.10	3.90	3.81

8	Online learning (through Microsoft Teams) is not much different from that in the classroom	3.74	3.95	3.75
9	The University Management System (UMS) is easy to use and meets the needs of students	4.02	3.90	4.02
10	The classrooms are well equipped with audio-visual aids for quality learning	4.15	3.85	3.81
11	There is a good connection between theoretical and practical learning	4.03	3.80	3.70
12	The student is free to decide for himself the elective subjects	4.16	3.85	3.94
13	The lesson schedule is announced in time	4.09	3.95	3.82
14	The announced class schedule is respected by the teachers	4.04	3.95	3.83
15	The study program is in line with the needs of the labor market	4.08	3.85	3.81
16	The study program is comparable to similar programs in other Universities	4.04	3.85	3.80
17	The student's engagement in the course is balanced (not overloaded)	4.08	3.75	3.80
18	Practical work outside the institution is well organized by the university	3.99	3.75	3.65
19	Employment opportunities after graduation are well known to students	3.97	3.75	3.75
20	My overall opinion of this study program is positive	4.13	4.00	3.90
21	I would suggest this study program to others	4.08	3.85	3.90
	Average rating of the program	4.06	4.00	3.88

From the analysis of the data, we come to the conclusion that the final evaluation at the level of the program is close to grade 4, which is a very good evaluation, the evaluation for the current year is lower than that of the previous year, so in this direction there is room for additional commitment from the management of the faculty and the staff engaged in teaching at the Faculty. Based on the results processed from the data collected in the UMS system (University Management System) for the evaluation of the program - it follows that continuous improvement should be aimed at the components that require a greater commitment - which are: The connection of theoretical learning with practice that is organized by the University , Student-professor consultation schedule, Practical work outside the institution, "on-line" learning through the Microsoft Tims platform (which platform after the CoVid-19 pandemic was used only for student-professor communication through Tims), Balanced engagement of students for subject, Informing students about the possibility of employment after completing their studies, - these components require the commitment of the management, the program committee and better organization of the staff to increase quality and results.

Evaluation report of the academic staff/subject

The evaluation report for the academic staff/subject within the BME program presents data for the academic year 2023/24 (compared to the two previous years). The questions were mainly constructed in the form of statements and their evaluation was done according to the liker 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 11 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 4.26, an excellent evaluation for the work and commitment of the teachers in the relevant subjects.

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

	Previous years		Current year
Name of Subjects	**2021/22**	**2022/23**	**2023/24**
Informatics in business	**4.36**	**3.70**	**4.33**
Mathematic for business	**4.33**	**4.11**	**4.27**
Business Environment	///	**4.40**	**4.45**
Introduction to Economics	**4.33**	**4.25**	**4.51**
Academic and communication skills in Business	**4.14**	**3.10**	**4.24**
Management	**4.31**	**4.12**	**4.31**
Decision making in Business	///	**4.00**	**4.21**
Management of Innovations	///	**4.14**	**4.36**
Business Statistics	**4.13**	**4.19**	**3.99**
English Language I	**4.10**	**3.95**	**4.19**
German language I	**4.15**	**3.90**	**4.18**
CAD	**4.32**	**4.72**	///
Metal processing and metal cutting machines	**4.10**	**3.95**	///
Human resource Management	**4.37**	**4.61**	**3.88**
Marketing	**4.37**	**4.77**	**3.99**
Measurement technique	**4.20**	///	///
Environmental Protection	**4.24**	**4.71**	///
English language II	**4.16**	**4.28**	**3.50**
German language I	**3.91**	**4.17**	///
Professional internship (Internship diary)	**4.05**	**4.13**	**4.05**
Accounting	**4.12**	**4.27**	**4.50**
Financial Management	**3.89**	**4.20**	**3.79**
Entrepreneurship	///	///	**4.08**
Knowledge management and innovation	**3.62**	///	///
Hydraulics and thermodynamics	**4.02**	///	///
Product development and technological processes	**4.14**	**4.12**	///
Ethics in Business	///	**4.00**	**3.97**

Database	**4.30**	**4.90**	**3.85**
Operations management	**4.28**	**4.30**	**4.24**
Quality Management	**4.27**	**4.75**	**4.36**
Product and Pricing	*///*	**4.75**	**4.13**
Product Design	*///*	**4.95**	*///*
CNC technologies	**4.17**	**4.50**	**4.30**
Protection and safety at work	**4.14**	**3.90**	**4.04**
Project management	**4.34**	**3.87**	*///*
Re-engineering	**4.20**	**4.17**	**4.28**
Strategic management	**4.35**	**4.90**	**4.41**
Business Law	**4.40**	**3.75**	**4.34**
SMEs and Business Environment	**4.34**	**4.47**	**3.92**
Organizational Behavior	**4.44**	**3.73**	**4.42**
Transport and forwarding management	*///*	**4.15**	**4.21**
Business Law and Ethics	*///*	*///*	**3.97**
English language III	*///*	*///*	**3.40**
Information System Management in Enterprises	*///*	*///*	**4.06**
Environmental Sustainability and Entrepreneurship	*///*	*///*	**4.31**
Market Analysis and Consumer Behavior	*///*	*///*	**4.11**
Social Entrepreneur	*///*	*///*	**4.31**
German language II	*///*	*///*	**4.23**
German language III	*///*	*///*	**4.01**
The overall average	**4.20**	**4.23**	**4.26**

Based on the data processed by the UMS system (University Management System) presented in table no. 3 (academic staff / subject evaluation), we come to the conclusion that there are some professor and subjects that have received a higher evaluation high - above grade 4 - and there are some professor and subjects that received a lower rating - below grade 4, based on these findings we recommend that the program management together with the professors and the program committee should commit to increasing the level of professional responsibility of professors in all subjects that have an evaluation with a grade below 4, making efforts to improve these evaluations in the following years and at the same time the staff must maintain the level of teaching in those subjects that are evaluated with a grade above 4 , having tendencies of continuous improvement.