



**UNIVERSITETI - UNIVERSITY - UNIVERZITET**  
**"HAXHI ZEKA"**

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**REPORT OF THE COMMISSION FOR QUALITY AND EVALUATION  
MANAGEMENT IN THE UNIVERSITY "HAXHI ZEKA" IN PEJA**

**March 2020**

According to the provisions of the statute, and the Regulation on the Quality Assurance and Evaluation System, all actors within the university are subject to evaluation, and this evaluation includes the entire spectrum of the university and its services. The evaluations conducted aim to analyse the efficiency and effectiveness of the University functioning in all areas of activities.

The types of evaluations at UHZ are:

- Internal and
- External

Internal evaluations are conducted by internal and external parties, through students, academic and administrative staff, employers, alumni, or external experts engaged by the University. Internal quality evaluation can also be conducted through other forms, such as: Focus groups; Ad hoc commissions for intermediate evaluation of study programs or other areas within the University.

External evaluations are conducted by state authorities that are legally recognized as foreign evaluation authorities such as the Kosovo Accreditation Agency (KAA) or any other international agency which is recognized under the provisions of the Law on Higher Education in the Republic of Kosovo.

### **Instruments for internal quality evaluation and evaluation Procedure**

During January and February 2020, a total of six (6) evaluations were conducted, through questionnaires for internal quality evaluation:

1. Evaluation questionnaire: Self-evaluation of academic staff
2. Evaluation questionnaire: Graduates - University
3. Evaluation questionnaire: Dean - Teacher
4. Evaluation questionnaire: For the Employer
5. Evaluation questionnaire: Student - Administration
6. Evaluation questionnaire: Student - Teacher

Of these: Questionnaires number 1, 2, 4 have been distributed and completed through the online system, while questionnaires 3, 5 and 6 have been distributed and completed in physical form.

#### **Evaluation results:**

The questionnaire **“Graduates – University”** was completed by a total of 84 graduates, while the abilities gained at UHZ, is evaluated with **3.56**.

The questionnaire **“For the Employer”** was completed by a total of 13 employers, while satisfied with the graduates of UHZ are **3.66**.

The questionnaire **“Self-evaluation of academic staff”** was completed by a total of 65 full-time staff and 13 part-time staff, the working conditions are evaluated with 3.81, while teaching and personal development with **3.95**.

The questionnaire **“Student-Teacher”** was completed by a total of 2322 students from all academic units, while the academic staff at the University level is evaluated with **4.80**.

The questionnaire **“Dean - Teacher”** was completed by the deans for all the staff, and the evaluation average is **4.2**.

The questionnaire **“Student - Administration”** was completed by a total of 452 students from all academic units, and the administration services are evaluated with an overall average of **4.36**.

## The questionnaire Self-evaluation of academic staff

University “Haxhi Zeka” in Peja, in order to expand the scope and processes of quality assurance, in order to make more comprehensive evaluations regarding the performance of academic staff and other issues related to teaching, learning and scientific research work. In this regard, UHZ has prepared this questionnaire which aims to identify potential areas for the improvement and development of academic staff.

The questionnaire is divided into four parts, the first part has nine (9) sub-questions about the working conditions, the second part has nine (9) sub-questions about teaching and personal development, the third part has five (5) sub-questions about the administration, and in the last part, two questions have been posed: 1. The three main challenges you potentially face at UHZ; 2. Three elements that you think need to be improved by the University to improve your working conditions and performance.

The Questionnaire Self-Evaluation was conducted through the online system, and was completed by a total of 78 academic staff, of which: 65 (83.3%) full-time staff and 13 (16.7%) part-time staff.

Working conditions at UHZ, by the staff are evaluated with 3.81 (see figure 1).

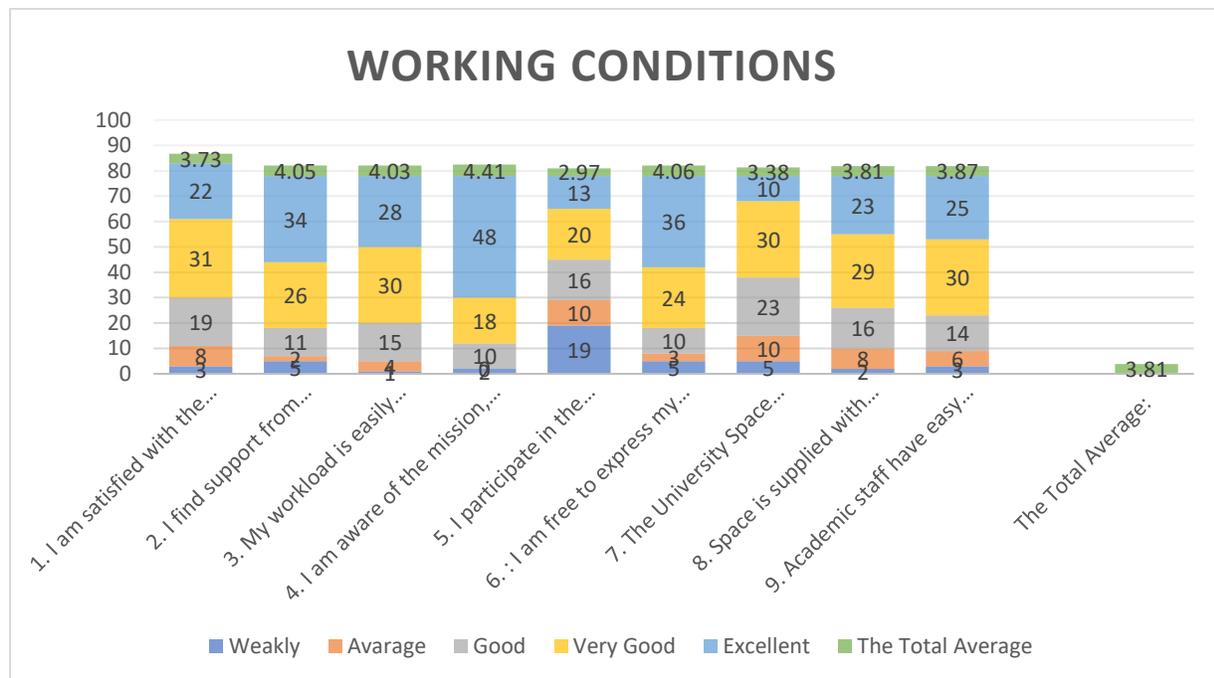


Figure 1: Working conditions

The evaluation average by the academic staff for the questions of the second part, teaching and personal development, is 3.95 (see figure 2).

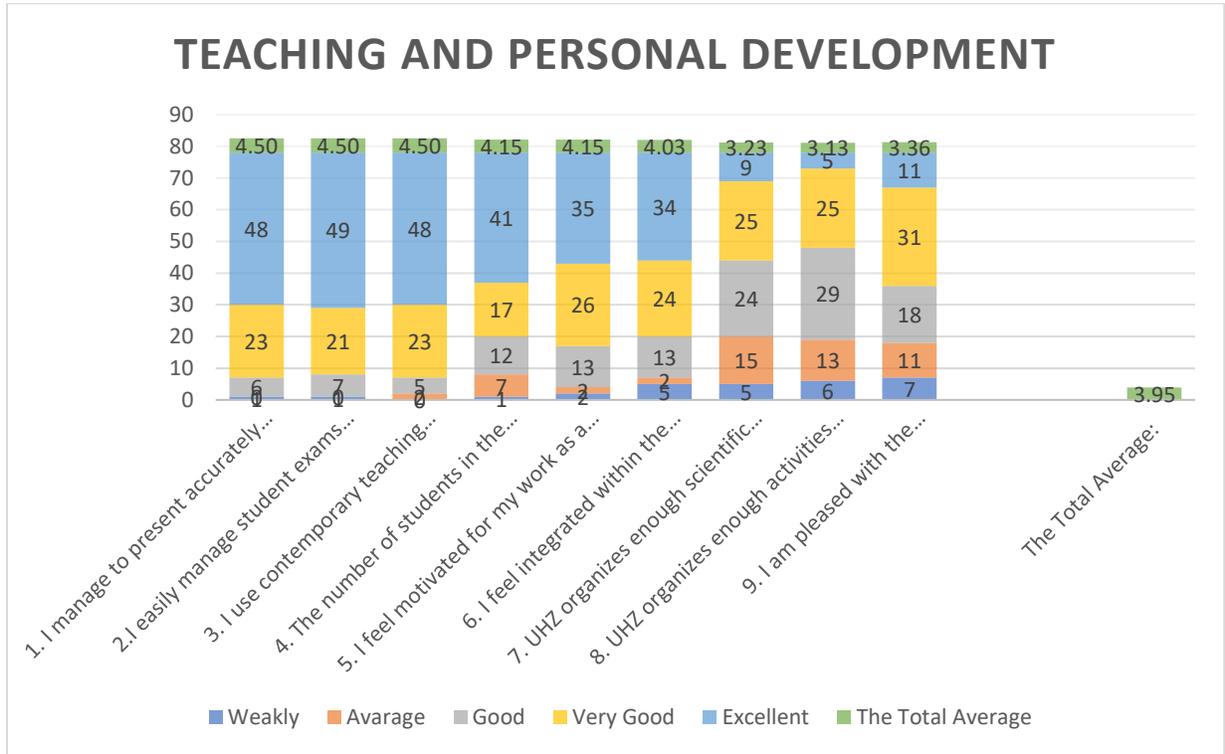


Figure 2: Teaching and personal development

### Questionnaire: "Student - Teacher"

University "Haxhi Zeka" in Peja, has designed the questionnaire "Student - Teacher", which aims to continuously improve the quality of teaching and learning of students, in order to identify possible challenges within the University and make efforts to diminish them.

In the winter semester of the academic year 2019/20, the University "Haxhi Zeka" in Peja, had a total of 70 full-time academic staff, whereas about 50 academic staff were part-time.

The evaluated number of full-time academic staff was 67, whereas the evaluated number of part-time academic staff was 33. The number of completed questionnaires was 2, 322.

During the evaluation process of the academic staff by the students, a total of 2188 questionnaires were distributed for the full-time staff, whereas 537 for the part-time staff, the number of respondents for the full-time staff was 1897, whereas for the part-time staff it was 425. A total of 67 full-time staff were evaluated, of which 38 professors (average 4.69) and 29 assistants (average 4.77). Whereas 33 part-time staff, of which 29 professors (average 4.81) and 4 assistants (average 4.92). The university-level average for professors and assistants, full-time and part-time, is 4.8. Statistical data are presented in Figure 3.

In the following, in Figure 3 are presented the evaluation results from five academic units of the University "Haxhi Zeka" in Peja, and the total at university level.

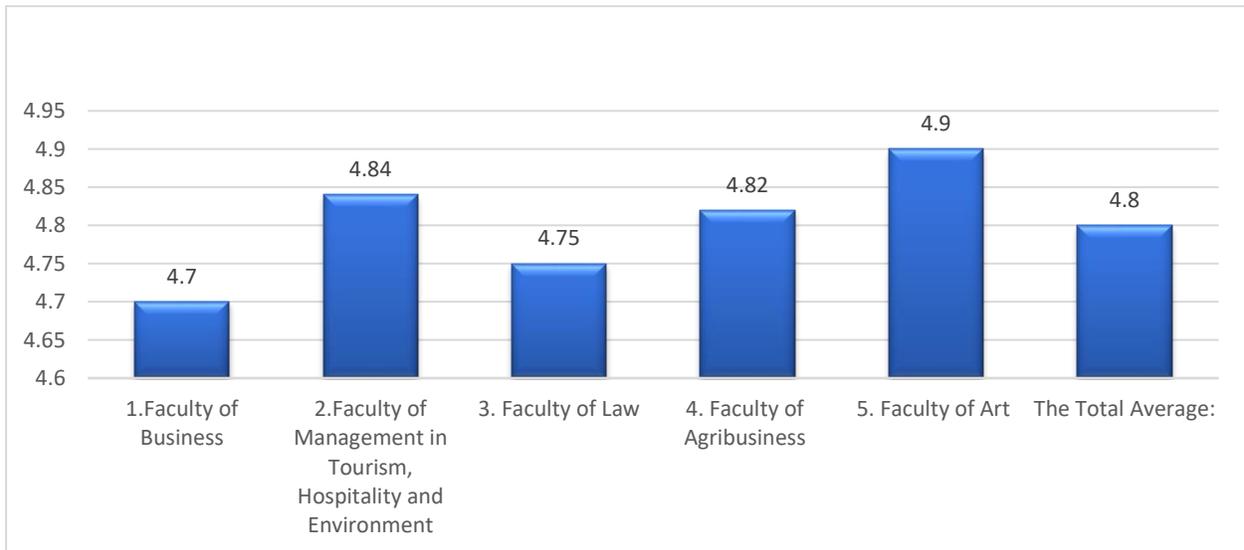


Figure number 3. Student Evaluation Average by the students-Teachers from the five academic units and the total average at the University level

## Questionnaire “Graduates - University”

In order to create a network of graduates (Alumni), and in order to maintain contacts and communication with graduates, the University "Haxhi Zeka" in Peja, for the first time has drafted the evaluation questionnaire "Graduates University", i which will help the University improve study programs. Assessments by graduate students are valuable in assessing student experience at UHZ and identifying areas for improvement for future generations of students.

The evaluation questionnaire “Graduates - University” was conducted through the online system, and was completed by a total of 84 graduates, of whom 50 (58.5%) from the Faculty of Business, 13 (15.5%) from the Faculty of Law, 12 (14.3%) from the MTHE Faculty, 6 (7.1%) from the Faculty of Agribusiness and 3 (3.6%) from the Faculty of Arts.

The part of the skills acquired during the study at UHZ, by the graduates is evaluated with 3.56 (see figure 4).

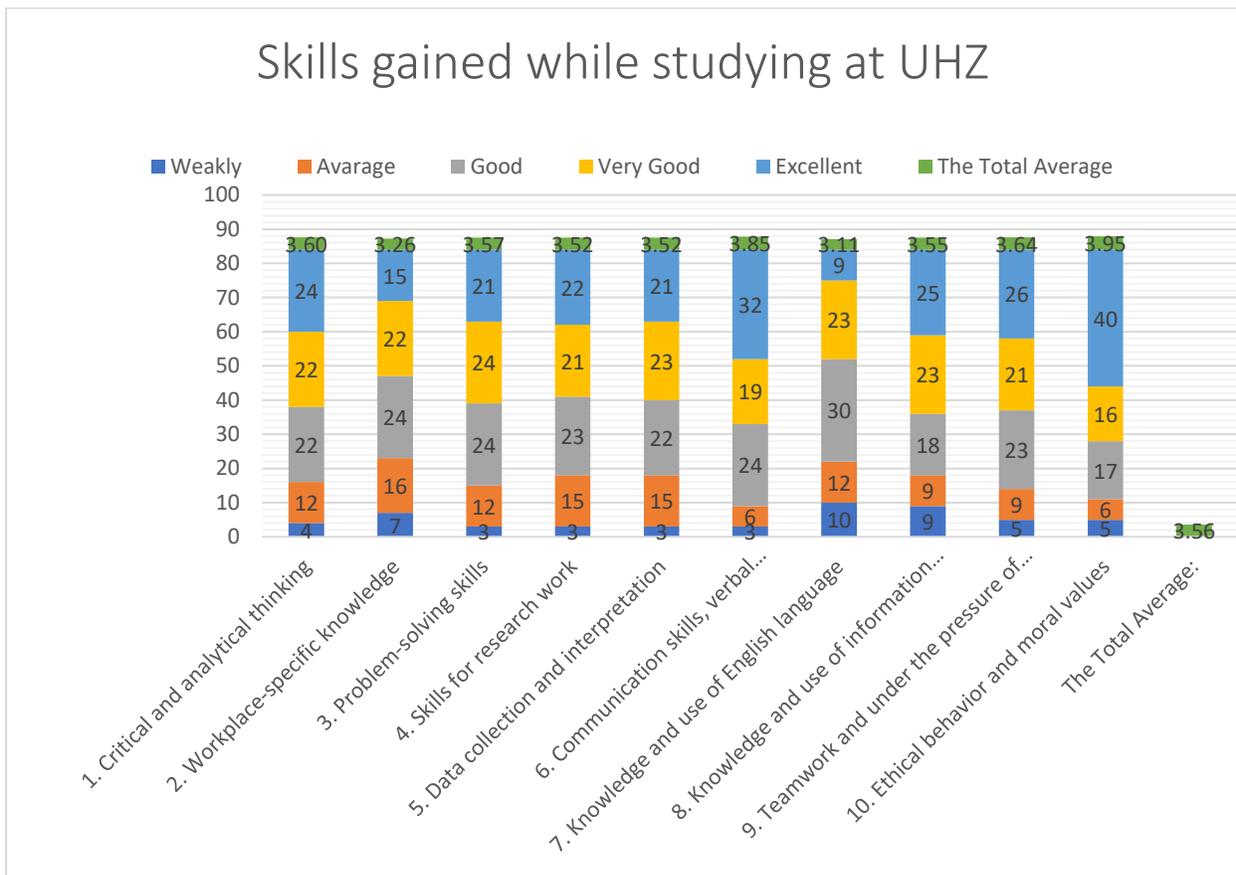


Figure 4. Skills acquired during the study at UHZ

## Questionnaire “Employer – The Graduate”

Haxhi Zeka University in Peja, aiming to increase cooperation with industry, has drafted this questionnaire which aims to evaluate how satisfied employers are with graduates of the University of Peja.

The results of this questionnaire will serve to harmonize as much as possible the contents of the study programs with the requirements of the labor market, as well as to make the necessary revisions in order for UHZ graduates to be as prepared as possible for the labor market.

The evaluation questionnaire "Employer - Graduate" was conducted through the **online** system, and was completed by a total of 13 employers - graduates.

Employers’ satisfaction with UHZ graduates is 3.66 (see figure 5).

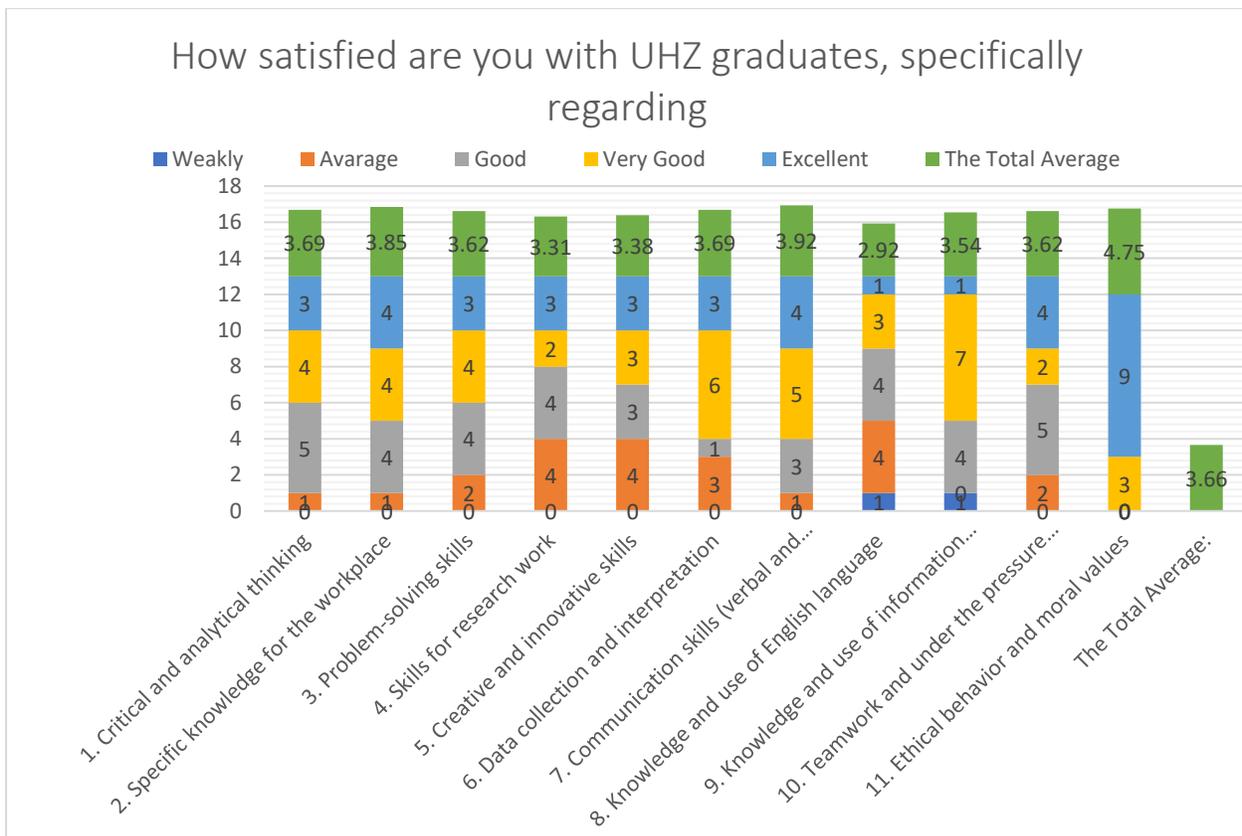
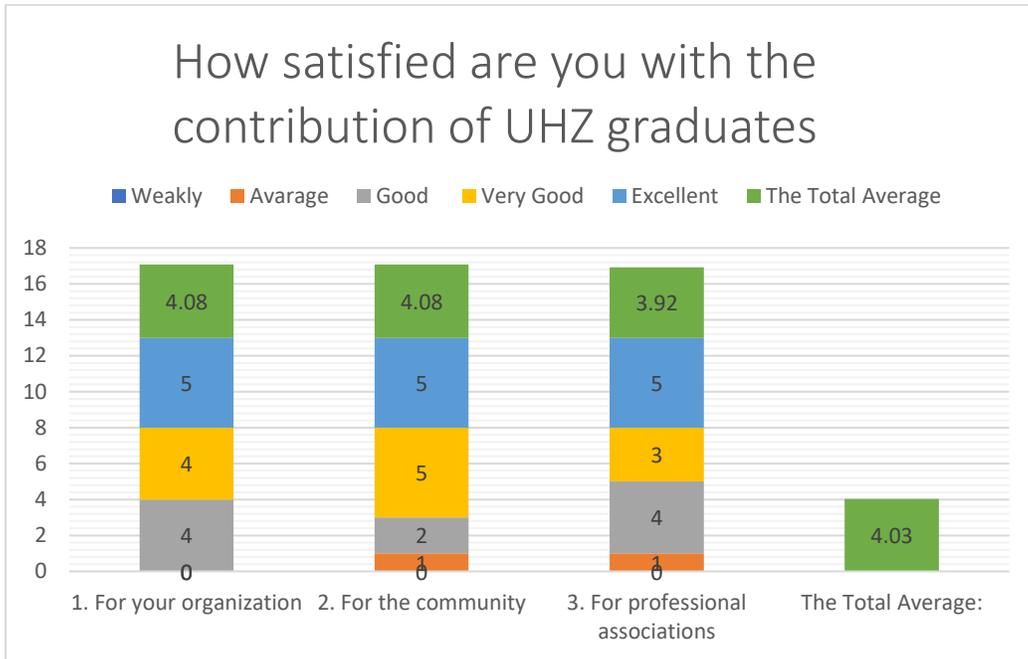


Figure 5: Evaluation average by the employer, how satisfied they are with UHZ graduates

While **4.03** are satisfied with the contribution of UHZ graduates (see figure 6).



*Figure 6: The evaluation average by employers is presented, of how much they are satisfied with the contribution of UHZ graduates*

### Questionnaire "Student - Administration"

In order to increase the efficiency and effectiveness of administration officials in the service of students, UHZ has drafted this questionnaire which aims to evaluate how satisfied students are with the administration services of the University "Haxhi Zeka" in Peja.

Of the five academic units, 452 students evaluated administration services with an overall average of 4.36 (see figure number 7).

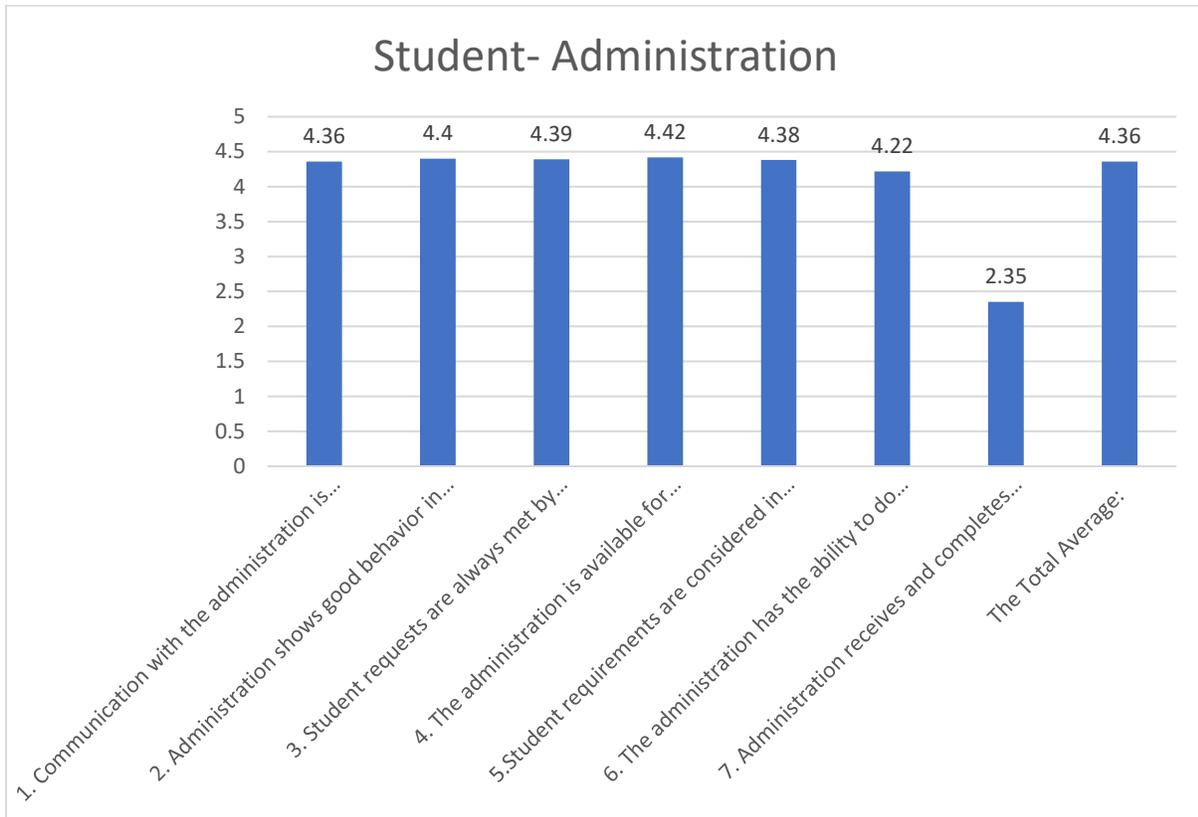


Figure 7: Evaluation of administration by the students of UHZ

### Questionnaire “Dean – Teacher”

In order to increase the quality of work and responsibility, UHZ has drafted this questionnaire which aims to enable the dean to evaluate the academic staff for their dedication to work.

A total of 65 regular academic staff were evaluated by the deans, and the total evaluation results for each faculty were presented separately in Figure 8. While the total evaluation score for all academic units is 4.2.

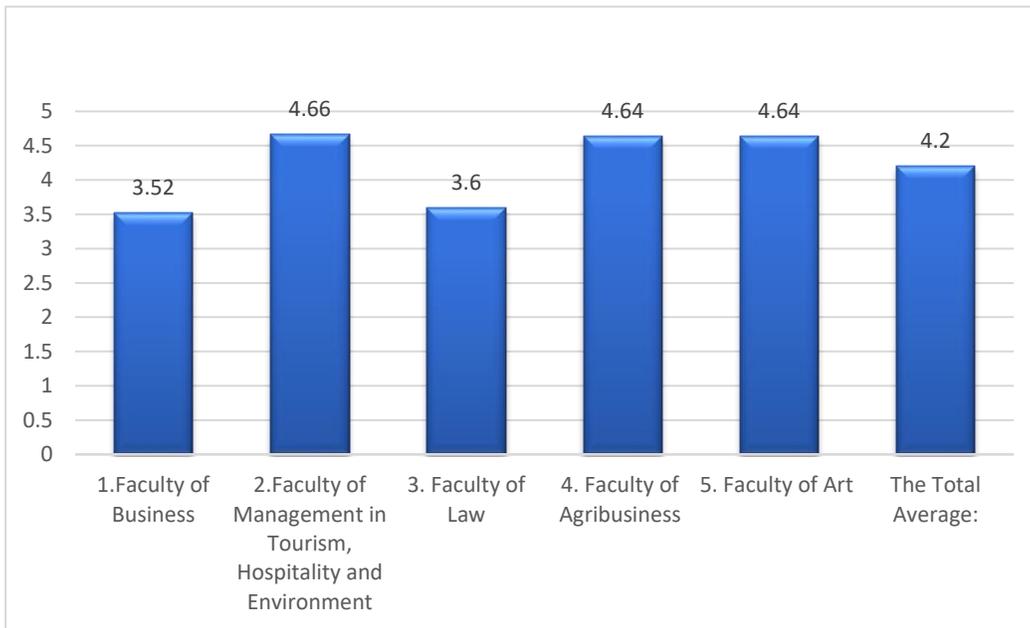


Figure 8: Evaluation of Teachers by the Dean