



UNIVERSITETI PUBLIK “KADRIZEKA” UNIVERSITY

Zija Shemsiu pn., 60000, Gjilan, Republika e
Kosovës www.uni-gjilan.net tel:
0280390112

**REPORT ON THE EVALUATION OF THE ACADEMIC STAFF AND THE SUBJECTS
BY THE STUDENTS OF THE "KADRI ZEKE" UNIVERSITY, FOR THE SUMMER
SEMESTER OF THE YEAR 2021/2022**

Office of Academic Development and Quality
Fitore Malaj-Abdyli

Contents

1.	Abstract.....	3
2.1	Research methodology.....	4
2.2	The purpose of the research	4
2.3	Research methods	3
3.	Research Results.....	3
3.1	Information about the research process.....	3
4.	Analysis of questionnaires	4
4.1	Attitudes of students of Academic Units in relation to the statements expressed in the questionnaire	4
5.	Conclusions and recommendations	14

1. Abstract

Measuring the teacher's performance during lectures with students is one of the important measurements for raising the quality of teaching. The results of the students are related to the planning of work by the teacher, the organization of lessons, the use of appropriate materials for the subject, their creativity and the application of contemporary methodologies during the organization of the lesson.

Based on the Regulation for Quality Assurance and Evaluation in UKZ (Ref. no. 01/2280 dt. 21/12/2020) as well as the Manual for Planning and Evaluation of Academic Staff (Ref. no. 01/2281 dt. 21.12) .2020) the Evaluation of the Academic Staff by the students for the Summer Semester 2021/2022 has been carried out at "Kadri Zeka" University.

In the framework of this, we have published the questionnaire on the SMU platform, this time combined with questions about both the subjects and the teacher's performance.

2. Research methodology

2.1 The purpose of the research

The purpose of this research has to do with the identification of possible problems during the realization of the teaching program plan of the teachers in UKZ, the treatment of the relevant subjects as well as the general approach of the obligations that the teacher has towards the subject and the student. For that reason, our constant effort is to have the most realistic results.

From this research, we managed to extract values that determine the degree of action of teachers within their professional engagement in certain subjects of Study Programs within the University.

The recommendations resulting from this evaluation will be submitted to the members of the Quality and Evaluation Supervisory Council, which will recommend to the senior management of UKZ to reflect on the findings of the research for the period of the Summer Semester 2021/2022, for possible improvements.

2.2 Research methods

The research was carried out mainly through the quantitative method and instruments that are in function of data collection and processing.

- Distribution of questionnaires

The object of the research were the seven Study Programs at the bachelor's level as well as five Study Programs at the master's level. Questionnaires were placed in SMU during the period of submission of exams for the summer semester 2021/2022, also their completion was done during this time frame.

3. Research Results

3.1 Information about the research process

Based on the evaluation instruments contained in the Planning and Evaluation Manual Performance of the Academic Staff (Ref.nr.01/2281 dt. 21.12.2020), students have evaluated according to the Likert scale, where the student for each statement had to circle 1,2,3,4 or 5 (5=completely agree ; 4=agree; 3=don't know; 2=disagree; 1=strongly disagree).

Relying on the Annual Calendar for Quality Assurance, where it is foreseen that after each Semester the evaluation will be done by the students. ZZHAC in cooperation with KMCV and the Quality Coordinators have determined the form and content of the questionnaires for the summer semester of the Academic Year 2021/2022. Where it has been decided to evaluate both the teachers and their subjects.

All students who took the exams in the June term have completed the questionnaires.

IT office officials also helped in the registration of questionnaires in electronic form. Based on the Manual for Planning and Evaluation of the Academic Staff of all UKZ teachers, the evaluation result was submitted individually, in electronic form.

The Office for Academic Development and Quality worked mainly for the drafting of the Report with the evaluation results and the publication of the results.

4. Analysis of questionnaires

4.1 Attitudes of students of Academic Units in relation to the statements expressed in the questionnaire

The general attitudes of the students of the Faculty of Education are reflected in table 1. In findings 1, 3 and 5, students highly value the preparation of teachers for the subject (4.63), the objectives and purpose are clarified in the syllabus of the subject (4.62) and students highly value the content of the curriculum, which is in accordance with the literature contemporary, (4.60).

We also see an approximate assessment in the other statements which are above 4.50, where the students are largely satisfied with the performance of their teachers.

It is worth noting that a diminution of students' attitude is observed in finding 5, where students evaluate with 4.50 the creativity of teachers in the development of lessons and other activities.

Taking into account the overall assessment of the Faculty of Education, where the average goes to 4.57 for bachelor's programs and 4.68 for master's programs, we see that students highly appreciate the work and commitment of the teachers of the Faculty of Education for this semester.

ADMISSIONS		Average value
1	The teacher is prepared for the subject	4.63
2	The teacher was regular and came to lectures on time	4.57
3	The purpose and objective of the course is clearly defined in the course syllabus	4.62
4	The teacher has encouraged discussions and activities in the classroom	4.56
5	The teacher is creative in the development of the lesson and other activities	4.50
6	The content of the syllabus is in accordance with contemporary literature	4.60
7	The classroom environment encourages expression of thoughts/ideas	4.56

8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.58
9	The environment in the classroom	4.56
10	Evaluation of work with students is done continuously	4.50
11	The teacher is right in the assessment	4.51
12	The teacher is always available for consultation	4.59
	Overall average	4.57

Table 1. Faculty of Education (Bachelor)

ADMISSIONS		Average value
1	The teacher is prepared for the subject	4.68
2	The teacher was regular and came to lectures on time	4.64
3	The purpose and objective of the course is clearly defined in the course syllabus	4.68
4	The teacher has encouraged discussions and activities in the classroom	4.78
5	The teacher is creative in the development of the lesson and other activities	4.64
6	The content of the syllabus is in accordance with contemporary literature	4.60
7	Course materials are available	4.64
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.60
9	The classroom environment encourages expression of thoughts/ideas	4.68
10	Evaluation of work with students is done continuously	4.71
11	The teacher is right in the assessment	4.72
12	The teacher is always available for consultation	4.74

Overall average	4.68
-----------------	------

Table 2. Faculty of Education (Master's)

In table 2, correspondingly in statement 1, it can be seen that the students of the Faculty of Law in a slightly higher average value the professional preparation of their teachers (4.47) Approximate attitudes we also find in statements 3,8 and 12 the students' attitude is approximately the same as in the clarity of the teachers in the lectures, the use of materials during the lessons as well as in the readiness of the professors to be always available for consultations with students (4.44, 4.42 and 4.45).

Students give a weaker assessment in findings 2, 4, 5, 6, 7 and 10. It can be seen that students are less satisfied with respecting the schedule, encouraging discussions in class, creativity on the part of teachers, use of literature contemporaneous as well as the assessment (Average assessment from 4.35 to 4.39).

Students' attitudes towards statement 11 have the lowest evaluation rate, with an average of 4.34, where students have evaluated how fair the teachers are in the assessment. The overall average in the bachelor's degree is 4.40.

ADMISSIONS		Average value
1	The teacher is prepared for the subject	4.47
2	The teacher was regular and came to lectures on time	4.39
3	The purpose and objective of the course is clearly defined in the course syllabus	4.44
4	The teacher has encouraged discussions and activities in the classroom	4.35
5	The teacher is creative in the development of the lesson and other activities	4.34
6	The content of the syllabus is in accordance with contemporary literature	4.38
7	Course materials are available	4.37
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.42
9	The classroom environment encourages expression of thoughts/ideas	4.36
10	Evaluation of work with students is done continuously	4.39

11	The teacher is right in the assessment	4.34
12	The teacher is always available for consultation	4.45
	Overall average	4.4

Table 4. Faculty of Law (Bachelor)

ADMISSIONS		Average value
1	The teacher is prepared for the subject	4.47
2	The teacher was regular and came to lectures on time	4.39
3	The purpose and objective of the course is clearly defined in the course syllabus	4.44
4	The teacher has encouraged discussions and activities in the classroom	4.35
5	The teacher is creative in the development of the lesson and other activities	4.34
6	The content of the syllabus is in accordance with contemporary literature	4.38
7	Course materials are available	4.37
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.42
9	The classroom environment encourages expression of thoughts/ideas	4.36
10	Evaluation of work with students is done continuously	4.39
11	The teacher is right in the assessment	4.34
12	The teacher is always available for consultation	4.45
	Overall average	4.65

Table 5. Faculty of Law (Criminal Master's)

The general attitudes of students of the Faculty of Economics for Academic Staff are presented in table 6.

In statements 1, 2, 3, 6 and 12 of this table, the data show us that the students have roughly evaluated their teachers in terms of their preparation for the subject, their accuracy in the lesson, the clarity of the objectives and purpose in the syllabus, the content of the curriculum as well as the readiness of teachers for regular consultations (average from 4.30 to 4.37).

A slight decrease in the average is seen in findings 4,5, 7, 9 and 10 where students express their attitudes towards the encouragement of discussions and activities in the classroom, the creativity of the teacher in the development of the lesson, the materials available for students, the encouragement of the expression of thoughts and ideas in the classroom as well as continuous assessment of students. (Expressed with an average from 4.21 to 4.24).

The students of the Faculty of Economics are dissatisfied with the conclusion that the teacher is fair in the evaluation, they express this with an average of 4.19. The overall average of the Faculty of Economics is 4.27.

ADMISSIONS		Average Value
1	The teacher is prepared for the subject	4.35
2	The teacher was regular and came to lectures on time	4.31
3	The purpose and objective of the course is clearly defined in the course syllabus	4.37
4	The teacher has encouraged discussions and activities in the classroom	4.22
5	The teacher is creative in the development of the lesson and other activities	4.22
6	The content of the syllabus is in accordance with contemporary literature	4.30
7	Course materials are available	4.22
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.28
9	The classroom environment encourages expression of thoughts/ideas	4.21
10	Evaluation of work with students is done continuously	4.24

11	The teacher is right in the assessment	4.19
12	The teacher is always available for consultation	4.31
	Overall average	4.27

Table 6. Faculty of Economics

In table 7, the attitudes of the students of the Faculty of Applied Sciences are expressed. The data show that students are more satisfied with the preparation of their teachers for the subject and express this with an average of 4.52.

Courses in findings 2, 3, 6, 7 and 8. Students have roughly estimated how regular the teacher was in the lectures, the course syllabus, the encouragement of discussions and activities in the classroom, the creativity of the teacher in the development of the lesson as and the use of materials during the lesson (Average from 4.40-4.48)

We see a weaker assessment in statement 4,5,9,10,11 and 12, where students have evaluated their teachers with an average of 4.33 to 4.39.

The average overall evaluation of the Educational Mathematics Program is 4.42.

ADMISSIONS		Average Value
1	The teacher is prepared for the subject	4.52
2	The teacher was regular and came to lectures on time	4.48
3	The purpose and objective of the course is clearly defined in the course syllabus	4.48
4	The teacher has encouraged discussions and activities in the classroom	4.38
5	The teacher is creative in the development of the lesson and other activities	4.37
6	The content of the syllabus is in accordance with contemporary literature	4.40
7	Course materials are available	4.42
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.47
9	The classroom environment encourages expression of thoughts/ideas	4.38

10	Evaluation of work with students is done continuously	4.37
11	The teacher is right in the assessment	4.33
12	The teacher is always available for consultation	4.39
	Overall average	4.42

Table 7. Faculty of Educational Mathematics (Bachelor)

In table 8, 9 and 10, the attitudes of the students of the Faculty of Computer Sciences are expressed, for three programs, one bachelor's and two master's.

The data show that students are satisfied with the preparation of their teachers for the course, they think that the purpose and objective of the course is clearly defined in the course syllabus, also the course materials are available, the teacher is always available for consultation, the teacher was regular and came to lectures on time, the content of the syllabus is in accordance with contemporary literature, and the teacher is correct in his assessment. In statements 1, 2, 3, 6, 7, 11 and 12, the average is between 4.40 and 4.49.

While in findings 4, 5, 9, 10, the students have roughly estimated how much the teacher has encouraged discussions and activities in the classroom, how creative he has been in the development of the lesson and other activities, how much the environment in the lesson has encouraged expressions of thoughts/ideas, regular in lectures, course syllabus, encouraging discussions and activities in the classroom, they also maintain a satisfactory attitude towards the assessment of work with students by the teacher. Average from 4.34-4.36

The average overall evaluation of the Computer Science Program is 4.42.

We see a more pronounced difference in table 16, where the students of the EQueverisja master's program are even more satisfied than the bachelor's students. As can be seen, the overall average of the teachers of this program is 4.56.

While in the Control Systems and Artificial Intelligence (Master's) program, students are less satisfied than in the two programs mentioned above.

With a lower average, students evaluate their teachers in statement 5, where it is said that the teacher is creative in the development of the lesson and other activities 4.18 also the content of the curriculum is in accordance with contemporary literature and the evaluation of the work in continuity, the students evaluate with 4.26. Students also give a rough assessment in statement 12 that the teacher is always available for consultation 4.23. Compared to the Computer Science and E-Governance program, the Control Systems and Artificial Intelligence study program has been evaluated with a lower average of 4.34.

ADMISSIONS	Average Value
------------	---------------

1	The teacher is prepared for the subject	4.49
2	The teacher was regular and came to lectures on time	4.42
3	The purpose and objective of the course is clearly defined in the course syllabus	4.47
4	The teacher has encouraged discussions and activities in the classroom	4.36
5	The teacher is creative in the development of the lesson and other activities	4.34
6	The content of the syllabus is in accordance with contemporary literature	4.40
7	Course materials are available	4.45
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.42
9	The classroom environment encourages expression of thoughts/ideas	4.35
10	Evaluation of work with students is done continuously	4.36
11	The teacher is right in the assessment	4.43
12	The teacher is always available for consultation	4.44
	Overall average	4.42

Table 8. Faculty of Computer Science (Bachelor)

ADMISSIONS		Average Value
1	The teacher is prepared for the subject	4.67
2	The teacher was regular and came to lectures on time	4.52
3	The purpose and objective of the course is clearly defined in the course syllabus	4.59
4	The teacher has encouraged discussions and activities in the classroom	4.57
5	The teacher is creative in the development of the lesson and other activities	4.50

6	The content of the syllabus is in accordance with contemporary literature	4.61
7	Course materials are available	4.6
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.58
9	The classroom environment encourages expression of thoughts/ideas	4.53
10	Evaluation of work with students is done continuously	4.52
11	The teacher is right in the assessment	4.51
12	The teacher is always available for consultation	4.50
	Overall average	4.56

Table 9. Computer Science E-Government (Master's)

ADMISSIONS		Average Value
1	The teacher is prepared for the subject	4.48
2	The teacher was regular and came to lectures on time	4.3
3	The purpose and objective of the course is clearly defined in the course syllabus	4.35
4	The teacher has encouraged discussions and activities in the classroom	4.43
5	The teacher is creative in the development of the lesson and other activities	4.18
6	The content of the syllabus is in accordance with contemporary literature	4.26
7	Course materials are available	4.36
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.39
9	The classroom environment encourages expression of thoughts/ideas	4.42

10	Evaluation of work with students is done continuously	4.26
11	The teacher is right in the assessment	4.34
12	The teacher is always available for consultation	4.23
	Overall average	4.34

Table 10. Faculty of Computer Science, Control Systems and Artificial Intelligence (Master's)

ADMISSIONS		Average Value
1	The teacher is prepared for the subject	4.53
2	The teacher was regular and came to lectures on time	4.46
3	The purpose and objective of the course is clearly defined in the course syllabus	4.51
4	The teacher has encouraged discussions and activities in the classroom	4.42
5	The teacher is creative in the development of the lesson and other activities	4.39
6	The content of the syllabus is in accordance with contemporary literature	4.46
7	Course materials are available	4.44
8	The course materials (literature, lectures, slides, etc.) have influenced the development of knowledge and skills in the relevant field	4.47
9	The classroom environment encourages expression of thoughts/ideas	4.42
10	Evaluation of work with students is done continuously	4.41
11	The teacher is right in the assessment	4.40

12	The teacher is always available for consultation	4.48
	Overall Average	4.45

Table 11. The general results of the evaluation of the Academic Staff of UKZ by the students

5. Conclusions and recommendations

Based on the data of this research as well as the detailed analysis of the results, we can conclude that the students of UKZ are satisfied with the organization of the lesson both in lectures and in the realization of the program plan in certain subjects all their study programs. This is confirmed by the overall average, which is **4.45**.

As can be seen, the general averages of academnic unit are above 4. With the highest average in Education with 4.57 in the bachelor's as well as in the master's with an average of 4.67. then the Faculty of Computer Sciences and the Faculty of Applied Sciences are ranked with 4.42, while the master's programs within the Faculty of Computer Science have an average of 4.45. (E-Government program starts with 4.56 and Control Systems and artificial intelligence with 4.34), then General Law is rated with 4.40, while the Criminal Law master's program is rated with 4.65. The Faculty of Economics was rated 4.27 with an obvious lower margin.

The attitudes expressed by the students towards teaching, in all academic unit, are almost mostly approximate with a small difference in percentage, except in finding 5 where the students are less satisfied, in the creativity of the teacher in the development of the lesson and other activities where the evaluation rate is 4.39 average lower than in other findings.

It is worth noting that the teachers were evaluated with a higher rating of over 4.5 in their preparation for the subject and that they clarified this with the objectives presented in the syllabus.

Courses with an assessment that ranges from 4.40 to 4.48, students maintain an approximate attitude regarding the materials used by their teachers, the compatibility of the curriculum with the literature, the encouragement of students for the expression of ideas within the lesson as well as the development of activities, continuous assessment and right, and holding consultations. From the results of this research, we can conclude that the role and responsibility of the teacher for the most contemporary approach in the implementation of the program plan as well as the continuous communication with students are key factors in raising the quality in UKZ. Therefore, our recommendations are:

- To design the syllabuses based on the learning outcomes and to continuously monitor the achievement of these outcomes.
- To encourage teachers for continuous professional development
- To organize trainings within the University in order to strengthen the methods and contemporary forms of teaching based on the development of critical thinking among students

- Teachers must respect the evaluation criteria by systematically evaluating students during the semester
- To supervise the compatibility of the literature in the program plan with the literature used by teachers and students.
- To create personal files for the performance of each academic staff in all academic unit.
- The deans should continue to fully coordinate the teaching program plan with the new curricula.
- To find forms of motivation for teachers who have shown good performance during the evaluation.

