

Project No: 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

# Improving University Quality Assurance Resilient Strategies Toward Excellence

## QA-SURE

### WP2- Deliverable 2.3

#### Report on Stakeholder Surveys (students, faculty and administrative staff, and industry partners)

**Project duration:** Dec 2023 – Dec 2025

**Due date of deliverable:** 29 February 2024

**Dissemination Level: Consortium:** Sensitive

Version	Date	Change History	Author	Organization
01	20/01/2024	Document drafted	Dael Dervishi	LU
02	10/02/2024	First edition	Albana Halili	WBU
03	15/02/2024	Final version	Albana Halili	WBU

**Disclaimer:** Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

## **Table of Contents**

<b>1. INTRODUCTION.....</b>	<b>3</b>
<b>2. FACULTY AND STAFF FEEDBACK SURVEY ON QUALITY ASSURANCE.....</b>	<b>4</b>
<b>3. STUDENT FEEDBACK SURVEY ON QUALITY ASSURANCE .....</b>	<b>11</b>
<b>4. INDUSTRY FEEDBACK SURVEY ON UNIVERSITY COLLABORATION AND GRADUATE PREPAREDNESS .....</b>	<b>16</b>

**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

## 1. Introduction

As we embark on the journey to enhance quality assurance practices within the framework of the QASURE project, three distinct surveys have been accurately designed to gather comprehensive insights from key stakeholders: students, faculty and administrative staff, and industry partners. Each survey is tailored to capture the unique perspectives and experiences of its respondents, focusing on areas critical to educational quality and relevance. Through this strategic feedback collection, we aim to identify strengths, uncover areas for improvement, and forge pathways for actionable enhancements. These surveys are pivotal in our continuous quest for academic excellence, aligning educational offerings with industry needs and elevating the overall learning experience.

Project No: 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

## 2. Faculty and Staff Feedback Survey on Quality Assurance

This survey seeks your perspective as a faculty or staff member on the quality assurance practices at our university. Your insights are valuable for our continuous improvement in line with ENQA's standards and the ESG. Responses are confidential.

Funded by the European Union.

Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union. Neither the European Union nor the granting authority can be held responsible for them.

\* Indicates required question

---

1. **0. University** \*
- At which university are you employed?

*(Në cilin universitet jeni i punësuar?)*

*(На кој универзитет си вработен?)*

*Mark only one oval.*

- Western Balkans University
- Luarasi University
- Polis University
- International Business College Mitrovica
- University Isa Boletini Mitrovica
- South East European University
- International Social Sciences Business School

**Disclaimer:** Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.



**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

2. **1. Position** \*

Specify your academic title and current position at the university.

*(Specifikoni titullin tuaj akademik dhe pozicionin aktual në universitet)*

*(Наведете го вашето академско звање и моменталната позиција на универзитетот)*

Mark only one oval.

- Assistant
- Lecturer
- Assistant Professor
- Associate Professor
- Full Professor
- Other: \_\_\_\_\_

3. **2. Years of Service in the Higher Education Sector** \*

Indicate the number of years you have been working in the HE area.

*(Cilësoni numrin e viteve që keni punuar në sektorin e Arsimit të Lartë.)*

*(Наведете го бројот на годините што сте работеле во областа на високото образование)*

Check all that apply.

- Less than 2 years
- 2 - 5 years
- More than 5 years
- More than 10 years



**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

4. 3. What is the most important indicator for quality in teaching in your opinion? \*

*(Cili është treguesi më i rëndësishëm për cilësinë në mësimdhënie sipas jush?)*

*(Кoj е најважниот показател за квалитетот во наставата според вас?)*

*Check all that apply.*

- Student Engagement
- Learning Outcomes
- Teaching Methods
- Assessment Effectiveness
- Other: \_\_\_\_\_

5. 4. Involvement in QA Processes \*

Describe how you are involved in quality assurance processes at the university.

*(Përshkruani se si jeni përfshirë në proceset e sigurimit të cilësisë në universitet.)*

*(Опишете како сте вклучени во процесите на обезбедување на квалитетот на универзитетот.)*

*Mark only one oval.*

- Feeling out a questionnaire
- Discussion with colleges
- Meetings with faculty counsel
- Meeting with QA office
- Other: \_\_\_\_\_



**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

**6. 5. Internal Quality Assurance** \*

How does the institution collect and use data for the enhancement of its programs and activities?

*(Si mbledh dhe përdor institucioni të dhëna për përmirësimin e programeve dhe aktiviteteve të tij?)*

*(Како институцијата собира и користи податоци за подобрување на своите програми и активности?)*

---

---

---

---

---

**7. 6. What methods are currently used to ensure teaching quality?** \*

*(Cilat metoda përdoren aktualisht për të siguruar cilësinë e mësimdhënies?)*

*(Кои методи се користат во моментот за обезбедување на квалитетот на наставата?)*

---

---

---

---

---



**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

8. 7. What mechanisms and tools are in place for continuous improvement of teaching and learning? \*

*(Cilat mekanizma dhe mjete ekzistojnë për përmirësimin e vazhdueshëm të mësimdhënies dhe të nxënimit?)*

*(Кои механизми и алатки постојат за постојаното подобрување на наставата и учењето?)*

---

---

---

---

---

9. **8. Student-Centered Learning** \*

How are students involved in quality assurance and enhancement activities?

*(Si përfshihen studentët në aktivitetet e sigurimit dhe përmirësimit të cilësisë?)*

*(Како студентите се вклучени во активностите за обезбедување и подобрување на квалитетот?)*

---

---

---

---

---





Project No: 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

10. **9. Quality Assurance in Research** \*

How does QA system effect reseach activities at your instistution?

(Si ndikon sistemi i Sigurimit të Cilësisë në aktivitetet kërkimore në institucionin tuaj?)

(Како влијае системот на обезбедување на квалитетот врз истражувачките активности во вашата институција?)

Mark only one oval.

1 2 3 4 5

1 is      5 is high

11. **10. Administrative Processes** \*

Rate the Administrative Processes related to quality assurance?

(Vlerësoni Proceset Administrative që lidhen me sigurimin e cilësisë?)

(Оценете ги административните процеси поврзани со обезбедувањето квалитетот?)

Mark only one oval.

1 2 3 4 5

1 is      5 is high



Project No: 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

12. **11. Administrative Processes** \*

What challenges do you face in implementing or adhering to quality assurance standards?

*(Me çfarë sfidash përballeni në zbatimin ose respektimin e standardeve të sigurimit të cilësisë?)*

*(Со кои предизвици се соочувате при спроведување или придржување до стандардите за обезбедување на квалитетот?)*

---

---

---

---

---

13. **12. Did you participate in the design of the program where you teach?** \*

*(A keni marrë pjesë në hartimin e programit ku jepni mësim?)*

*(Дали учествувате во дизајнирањето на програмата каде што предавате?)*

Mark only one oval.

Yes

No

Somehow

---

This content is neither created nor endorsed by Google.

Google Forms

Project No: 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

### 3. Student Feedback Survey on Quality Assurance

This survey aims to gather your insights as a student on the quality assurance practices at our university in alignment with ENQA's standards and the ESG. Your feedback is essential in helping us enhance the quality of education. All responses are anonymous and confidential.

Funded by the European Union.

Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union. Neither the European Union nor the granting authority can be held responsible for them.

---

\* Indicates required question

1. **1. Which university do you study at? \***

*(Në cilin universitet studioni?)*

*(На кој универзитет студирате?)*

*Mark only one oval.*

- Western Balkans University
- Luarasi University
- Polis University
- International Business College Mitrovica
- University Isa Boletini Mitrovica
- International Social Sciences Business School
- South East European University

**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

2. **2. Level of Study** \*

Select the program of study you are currently in?

*(Zgjidhni programin e studimit ku jeni aktualisht?)*

*(Изберете го програмата на студии на која сте моментално?)*

*Mark only one oval.*

Bachelor

Master

3. **3. Field of studies** \*

Please specify your field of studies

*(Ju lutemi specifikoni fushën tuaj të studimit:)*

*(Ве молиме специфицирајте ја вашата област на студии:)*

*Mark only one oval.*

Law

Economics

Medial Science

Information Technology

Other: \_\_\_\_\_

**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

4. **4. Quality of Teaching** \*

Rate the quality of teaching you receive?

*(Vlerësoni cilësinë e mësimdhënies që ju ofrohet?)*

*(Оценете го квалитетот на наставата што ја добивате?)*

*Mark only one oval.*

1 2 3 4 5

1 is      5 is excellent

5. **5. Awareness and achievement of learning outcomes** \*

How well do you feel your programs are preparing you to meet these outcomes?

*(Sa mirë mendoni se programet tuaja po ju përgatisin për të përmbushur rezultatet?)*

*(Колку добро мислите дека програмите ве подготвуваат да ги исполните овие резултати?)*

*Mark only one oval.*

1 2 3 4 5

1 is      5 is excellent

**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

**6. 6. Support Services** \*

Evaluate the effectiveness of support services in enhancing the quality of the educational experience.

- How do support services (like academic advising and career services) contribute to your learning experience?

*(Vlerësoni efektivitetin e shërbimeve mbështetëse në rritjen e cilësisë së përvojës arsimore.*

*- Si kontribuojnë shërbimet mbështetëse (si këshillimi akademik dhe zyra e karrierës) në përvojën tuaj të të mësuarit?)*

*(Оценете ја ефикасноста на услугите за поддршката во подобрувањето на квалитетот на образовното искуство. Како услугите за поддршка (како академско советување и услугите за кариера) придонесуваат во вашето искуство во учењето?)*

*Mark only one oval.*

1   2   3   4   5

1 is      5 is excellent

**7. 7. Feedback Opportunities** \*

Are you provided with opportunities to give feedback on courses and teaching?

*(A ju ofrohen mundësi për të dhënë komente mbi kurset dhe mësimdhënien?)*

*(Дали имате можност да дадете повратни информации за курсевите и наставата?)*

*Check all that apply.*

- Yes  
 No  
 Somehow



**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

8. 8. By what means do you provide your feedback on courses and teaching? \*

*(Me çfarë metodash i jepni komentet tuaja për kurset dhe mësimdhënien?)  
(На кој начин ги давате вашите повратни информации за курсевите и наставата??)*

*Mark only one oval.*

- Student Evaluation Form
- Meeting with QA Officers
- Throw Student Unions
- Meeting with Academic Advisors
- Meeting with Professors during consultations hours
- I am not provided with any opportunities to give feedback on courses and teaching
- Other

9. 9. Does the university ensure that your feedback is taken into account? \*

*(A sigurohet universiteti që komentet tuaja të merren parasysh?)  
(Дали универзитетот се осигурува дека вашите коментари се земаат предвид?)*

*Mark only one oval.*

- Yes
- No
- Somehow
- I dont know

---

This content is neither created nor endorsed by Google.

Google Forms

**Disclaimer:** Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

Project No: 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

## 4. Industry Feedback Survey on University Collaboration and Graduate Preparedness

Thank you for participating in our survey. Your insights are invaluable in helping us understand the effectiveness of our collaboration with the industry and the preparedness of our graduates for the workforce. Please answer the following questions based on your experiences and observations. The responses are anonymous.

Thank you for your valuable feedback. Your insights will play a crucial role in helping us enhance our academic programs and collaborations to better serve both our students and the industry.

Funded by the European Union.

Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union. Neither the European Union nor the granting authority can be held responsible for them.

---

\* Indicates required question

1. **1. Organization Name:** \*
- Please provide the name of your organization.

---



**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

2. **2. Industry Sector:** \*

Select the industry sector that best describes your organization.

*Mark only one oval.*

- Technology and Software
- Healthcare
- Manufacturing
- Finance and Banking
- Education
- Option 6
- Retail
- Hospitality and Tourism
- Construction and Real Estate
- Energy and Utilities
- Agriculture
- Transportation and Logistics
- Media and Entertainment
- Non-profit Sector
- Government/Public Services

3. **Nature of Collaboration with the University (if any):**

Describe the nature of your collaboration, such as internships, research projects, or hiring graduates.

*Mark only one oval.*

- Internships
- Research projects
- Graduates
- Employment
- Excursions
- Consultation services
- Other

**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

4. **Relevance of University Programs to Industry Needs:** \*

Rate how well the university's academic programs align with the current needs of your sector.

*Mark only one oval.*

1 2 3 4 5

---

Low      High

5. **Evaluation of Internship Programs:** \*

Based on your experience, how effective are the university's internship programs in providing students with relevant industry skills?

*Mark only one oval.*

1 2 3 4 5

---

Low      High

6. **Graduate Preparedness:** \*

Rate the preparedness of graduates for the workforce in terms of industry-relevant skills and knowledge.

*Mark only one oval.*

1 2 3 4 5

---

Low      High

**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

**7. Skills Gap:**

\*

Identify any significant skills or knowledge gaps observed in recent graduates.

---

---

---

---

---

- 8.** How the university involves you / your sector in the discussions when the university is preparing new study programs or makes changes in the curriculum of already existing programs?

\*

---

---

---

---

---

**9. Suggestions for Curriculum Enhancements:**

Provide any suggestions for how the university could enhance its curriculum to better meet industry needs.

---

---

---

---

---

**10. Interest in Research Collaboration:**

\*

Express your level of interest in engaging in research collaborations with the university.

*Mark only one oval.*

1   2   3   4   5

Low      High



**Project No:** 101129398- ERASMUS-EDU-2024-CBHE-STRAND-1

11. *Mark only one oval.*

Option 1

12. **Additional Comments:**

Feel free to provide any additional comments or suggestions regarding university-industry collaboration and graduate preparedness.

---

---

---

---

---

---

This content is neither created nor endorsed by Google.

**Google Forms**