

UNIVERSITY OF GJAKOVA

“FEHMI AGANI”

Gjakova



**Summary evaluation report
of academic staff and subjects by students
(Winter Semester 2019/2020)**

Processed by:

Quality Assurance Office:

2020

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Introduction

Based on the Regulation on Quality Assurance and Evaluation at the University of Gjakova "Fehmi Agani" (Ref.nr.04 / 50 dt. 10/01/2020) the evaluation of the Academic Staff by students for the Winter Semester 2019/2020 was realized, in order to gather their views on all aspects of teaching and learning at UGJFA.

In the framework of this, the questionnaire was distributed based on the above-mentioned issues, through which we have measured the realization of the tasks and responsibilities that the teacher has towards the student.

The questionnaire was completed anonymously and confidentially in order to achieve the most constructive results.

The questionnaire was divided into six separate categories and the student had the opportunity to evaluate:

- Quality and methodology of teaching
- Learning materials
- Teaching process
- Student's own contribution
- Evaluation of practical activities and resources
- Student's evaluation

The questionnaire also contained comment space, where students had the opportunity to express their views more widely..

Purpose of research

The purpose of this research is to identify possible problems during the implementation of the curriculum of teachers in UGJFA, the treatment of relevant subjects and the general approach of the obligations that the teacher has to the subject and the student..

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

The recommendations from this evaluation will serve the academic staff as well as the senior management of UGJFA to reflect on the research findings for the period of the Winter Semester 2019/2020.

Evaluation methodology

Based on the tasks and job description of the Office for Quality Assurance and the Office for Academic Development, it is foreseen that in the seventh week the evaluation of the academic staff, subjects, by the students will be realized, so in cooperation with the UGJFA management and The Quality Assurance Commission has drafted a dynamic questionnaire distribution plan.

The answers to the questionnaire were constructed with 6 levels, where the student for each statement had to round one of these values:

- I do not agree at all (Grade 1)
- I disagree (Grade 2)
- I partially agree (grade 3)
- I agree (grade 4)
- I completely agree (maximum grade 5)
- I have no answer (I have no knowledge; grade 0)

According to the students who answered, the completion of the questionnaire lasted from 13 to 15 minutes.

Questionnaire distribution methodology

According to the Regulation on Quality Assurance and Evaluation at the University of Gjakova "Fehmi Agani" the deadlines for the implementation of teacher evaluation by the student are provided (Article 7) and in accordance with the dynamics the distribution of the questionnaire was done in all Academic Units of University, during the period 21 - 29.11.2019. With the coordination of the Commission for Quality Assurance, deans and professors, the distribution of questionnaires was done during the lectures without the presence of teachers and was carried out for a week.

This questionnaire includes all UGJFA teachers, regular and engaged teachers. Teachers who teach more than one subject in the semester, the students have evaluated only one subject and the first subject in a row that has been in the schedule of lectures.

The UGJFA internship team assisted Quality Office and Academic Development Office in distributing and recording electronic questionnaire data.

Number of distributed questionnaires

UGJFA in the winter semester during the academic year 2019/2020 has distributed a total of **1019** questionnaires with this ranking

Faculty of Education

- Preschool - 252 questionnaires
- Primary – 410 questionnaires

Faculty of Medicine

- Nursing - 148 questionnaires
- Midwifery – 132 questionnaires

Faculty of Phylology

- Albanian language and literature - 170 questionnaires

Questionnaire analysis methodology :

Questionnaire analysis will be done in several stages:

- General phase, where analysis will be realized at the level of UGJFA and academic units.
- Secondary phase, where subjects will be analyzed in particular and
- The final stage, the distribution of questionnaires to the academic staff, is answered by their “feedback” from teachers, deans and other bodies responsible for quality assurance

Results display

The results summarized by the questionnaires for UGJFA are presented in tables 1 and 2, which include: the names of the subjects participating in the evaluation, no. of distributed questionnaires, average student results. While the special categories of the questionnaire (Quality and methodology of teaching, Teaching materials, Teaching process, Student's own contribution, evaluation of practical and resource activities and Student evaluation), have been elaborated in the separate way following the report.

Table 1. Overall results at the Faculty of Education, Primary Education Program

Questionnaire results in: FACULTY OF EDUCATION										
Ordinal no.	Year	Name of the course	Fund	No. of Questionnaires	The results of questions on quality and methodology. teaching	The results of questions on teaching materials	The results of questions on the teaching process	The results of questions on the student's own contribution	The results of questions on practical and resource activities	The results of questions on student evaluation
Program: Primary education										
1	I	English language I	2+2	22	3.90	3.75	3.41	76.4%	3.89	3.24
2	I	Mathematics I	3+2	55	4.03	3.46	3.72	80.5%	3.84	2.59
3	II	Albanian language in primary education III	3+2	38	4.23	3.91	4.19	86.8%	3.72	4.21
4	II	Learning theory	2+2	54	4.46	3.78	3.98	83.0%	4.11	3.85
5	II	Civic education	2+1	46	3.90	3.65	3.88	82.8%	4.19	3.41
6	II	Albanian language in primary education III	3+2	13	4.38	3.82	4.23	85.4%	3.68	3.51
7	II	Interpretation with instruments	2+1	18	4.76	3.76	4.19	93.9%	4.76	4.42
8	II	Introduction to Psychology	3+2	25	4.06	3.86	4.12	64.4%	4.03	3.89
9	II	English language II	2+1	24	3.69	3.40	3.90	76.3%	3.88	3.58
10	II	English language II	2+1	8	4.74	4.33	4.63	58.8%	4.77	4.27
11	III	Methodology of the social sciences	3+1	21	2.53	2.71	2.76	71.4%	3.23	0.99
12	III	Pedagogical Practice III	3+0	21	4.12	3.31	4.22	80.5%	2.74	3.79
13	IV	Methodology of the Albanian language	3+1	52	3.87	3.38	3.84	82.2%	3.41	3.02
14	IV	Methodology of Physical Education	3+2	29	4.38	4.18	4.11	81.4%	4.35	2.90
Average				426	4.07	3.66	3.94	78.8%	3.90	3.40

Tabela 2. General results in Faculty of Education , Preeschool Program

Questionnaire results in: FACULTY OF EDUCATION										
Ordinal no.	Year	Name of the subject	Fund	No. of questionnaires	The results of questions on quality and methodology. teaching	The results of questions on teaching materials	The results of questions on the teaching process	The results of questions on the student's own contribution	The results of questions on practical and resource activities	The results of questions on student evaluation
Program: Preeschool										
1	I	Albanian language	3+2	72	4.57	3.74	3.80	83.2%	4.17	3.10
2	I	Preschool education pedagogy	3+1	33	4.06	2.90	3.97	81.2%	3.96	3.82
3	I	Health education	2+1	22	4.02	3.46	3.85	70.5%	4.20	3.38
4	II	Literature for children	3+2	19	4.08	3.54	3.95	68.1%	4.18	1.97
5	III	Educational psychology	2+1	45	4.30	3.56	4.07	76.4%	3.92	4.24
6	III	Pedagogical practice III	3+0	30	3.02	2.93	3.33	67.7%	2.28	2.36
7	III	Basics of natural sciences with methodology II	3+2	14	3.62	3.36	3.38	86.4%	1.61	3.28
8	IV	Dramatization and puppet shows	3+2	18	4.29	3.47	4.11	78.3%	4.26	4.26
Average				253	3.99	3.37	3.81	76.5%	3.57	3.30
General average for Fof E				679	4.03	3.52	3.88	77.7%	3.74	3.35

Table 3. General results in the Faculty of Philology

Questionnaire results in : FACULTY OF PHILOLOGY										
Ordinal no.	Year	Name of the subject	Fund	No. of questionnaires	The results of questions on quality and methodology. teaching	The results of questions on teaching materials	The results of questions on the teaching process	The results of questions on the student's own contribution	The results of questions on practical and resource activities	The results of questions on student evaluation
Program: Albanian language and literature										
1.	I	Introduction to the theory of literature	3+2	22	4.41	4.06	4.33	79.4%	4.09	4.34
2.	I	History of Albanian language I	3+2	31	4.64	4.47	4.63	84.3%	4.52	4.70
3.	I	Latin language	2+1	30	3.88	3.61	3.58	71.3%	4.18	3.63
4.	II	Morphology	3+3	23	4.49	3.63	4.35	75.2%	4.13	3.83
5.	II	World literature 1	3+2	12	4.71	3.70	4.39	80.8%	3.76	3.90
6.	II	History of Albanian language	2+2	22	4.18	3.24	3.68	80.5%	3.75	3.81
7.	III	Sociolinguistics	2+2	19	4.54	3.87	3.98	65.8%	3.97	4.03
General average for F of P				159	4.41	3.80	4.14	76.8%	4.06	4.03

Tabela 4. General results in the Faculty of Medicine

Qyeationnariar results in : FACULTY OF MEDICINE										
Ordinal no.	Semester	Name of the subject	Fund	No. of questionnaires	The results of questions on quality and methodology. teaching	The results of questions on teaching materials	The results of questions on the teaching process	The results of questions on the student's own contribution	The results of questions on practical and resource activities	The results of questions on student evaluation
Program: NURSING										
1	S1	Nursing Care I	8+0	49	4.11	3.53	3.52	81.84%	3.42	3.28
2	S1	Biochemistry, Biophysics and Pharmacology	5+3	3	4.10	3.13	3.67	96.67%	3.54	1.46
3	S1	Anatomy, Physiology and Pathology	6+3	30	4.62	3.81	4.14	79.33%	4.21	3.14
4	S1	Basics of clinical medicine and first aid	6+1	17	4.50	3.80	3.96	81.76%	3.79	3.65
5	S3	Public health with epidemiology and nutrition	5+2	23	4.00	0.00	0.00	0.00%	0.00	0.00
6	S5	Obstetric-Gynecological Nursing	3+0	31	4.07	2.97	3.81	87.42%	2.00	2.67
Average				153	4.23	2.87	3.18	71.17%	2.83	2.37
FACULTY OF MEDICINE										
Program: MIDWIFERY										
1	S3	Obstetrics and Gynecology	8+3	18	3.52	2.76	3.33	85.56%	3.19	3.31
2	S5	Midwifery and midwifery practice 2	7+0	15	4.27	3.80	3.78	73.33%	4.02	3.98
Average				33	4.01	3.14	3.43	76.69%	3.34	3.22
Geenral average for F OF M				186	4.12	3.01	3.31	0.74	3.09	2.79


Questionnaire results:

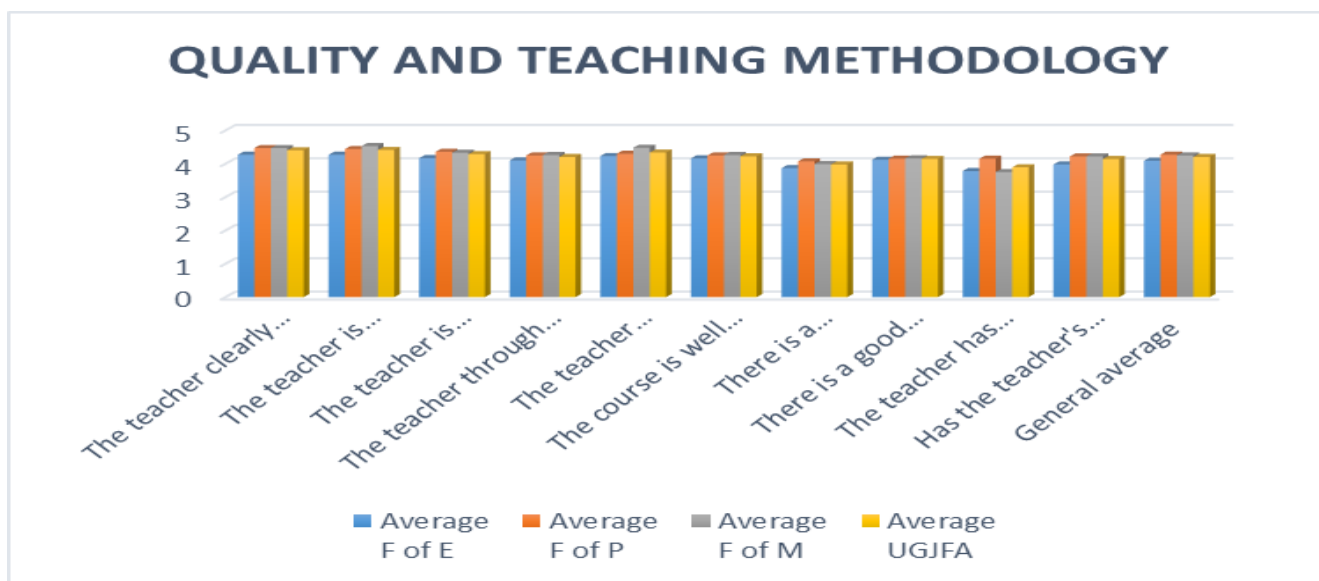
As mentioned above, the questionnaire was divided into six separate categories in which the student had the opportunity to evaluate it.

I. Quality and teaching methodology

The quality and methodology of teaching, marked as Group B of the questions, the results of this category are presented in Table 5.

Table 5. Overall results for the quality and methodology of teaching for UGJFA and academic units

 UNIVERSITY OF GJAKOVA "FEHMI AGANI" - UGJFA St. ISMAIL QEMALI, nn 50 000 GJAKOVA, Republic of Kosovo Phone: 038 200 20 831; www.uni-gjk.org					
In order to ensure internal quality in UGJFA, the Quality Office, during the academic year 2019/2020 in the winter semester, has applied the distribution of anonymous questionnaires to students, in order to give students the opportunity to evaluate: teaching and learning, exercises & practical work as well as services & infrastructure. The results of the questionnaires are presented as follows.					
QUALITY AND TEACHING METHODOLOGY		Average F of E	Average F of P	Average F of M	Average UGJFA
B1	The teacher clearly presented the syllabus of the course	4.26	4.58	4.47	4.44
B2	The teacher is prepared for the subject and lectures clearly.	4.27	4.50	4.53	4.43
B3	The teacher is implementing the curriculum in accordance with the syllabus of the course.	4.17	4.44	4.33	4.31
B4	The teacher through lectures helps and makes it possible to increase the capacity of students.	4.11	4.32	4.26	4.23
B5	The teacher communicates directly / correctly with the students.	4.22	4.40	4.48	4.37
B6	The course is well organized.	4.16	4.35	4.26	4.26
B7	There is a connection between: lectures, exercises and seminars.	3.87	4.17	3.99	4.01
B8	There is a good connection between the theory learned and the practical examples presented by the teacher.	4.11	4.24	4.16	4.17
B9	The teacher has published and respected the consultation schedule.	3.89	4.18	3.75	3.94
B10	Has the teacher's lecture stimulated my interest in participating in lectures?	3.98	4.32	4.22	4.17
Total no. of filled questionnaires		662	171	186	339.66
No. of student's comments		44	21	32	32.33
General average		4.09	4.35	4.25	4.23
Comments:					
1.					



In this category of questions the students have evaluated from: The teacher has clearly presented the syllabus of the course; The teacher is prepared for the course and lectures clearly; The teacher is implementing the curriculum in accordance with the syllabus of the course and has stimulated my interest in participating in lectures, teacher lecturing.

From the general results we see that for the group of questions B (quality and teaching methodology) the overall average for UGJFA is 4.23, while at the faculty level the average of the Faculty of Education (FE) is = 4.09, the Faculty of Philology (FP) = 4.35 and that of Medicine (FM) = 4.25. The results show that for this category of questions, the Faculty of Philology has the best results.

From the general results we see that for the group of questions B all the answers to the questions have a very high average above 4 except for the questions B9 (*the teacher has published and respected in time the consultation schedule*), and B7 (*There is a connection between: lectures, exercises and seminars*) in which the Faculty of Education & Medicine, for B9 have an average FE - 3.89, FM - 3.75 while FP has an average - 4.18 respectively for B7 have values FE - 3.87 respectively FM - 3.99 and FP - 4.17.


The Faculty of Education has a value below 4 for question B10 - 3.98 (Teacher's lecture has stimulated my interest in participating in lectures.) In question B9 (FE & FM) think that there are two factors that have influenced and they are: delay of announcing the publication of the consultation schedule on the announcement schedule as well as students not having a culture for consultations (usually students use it only after receiving the results of any evaluation).

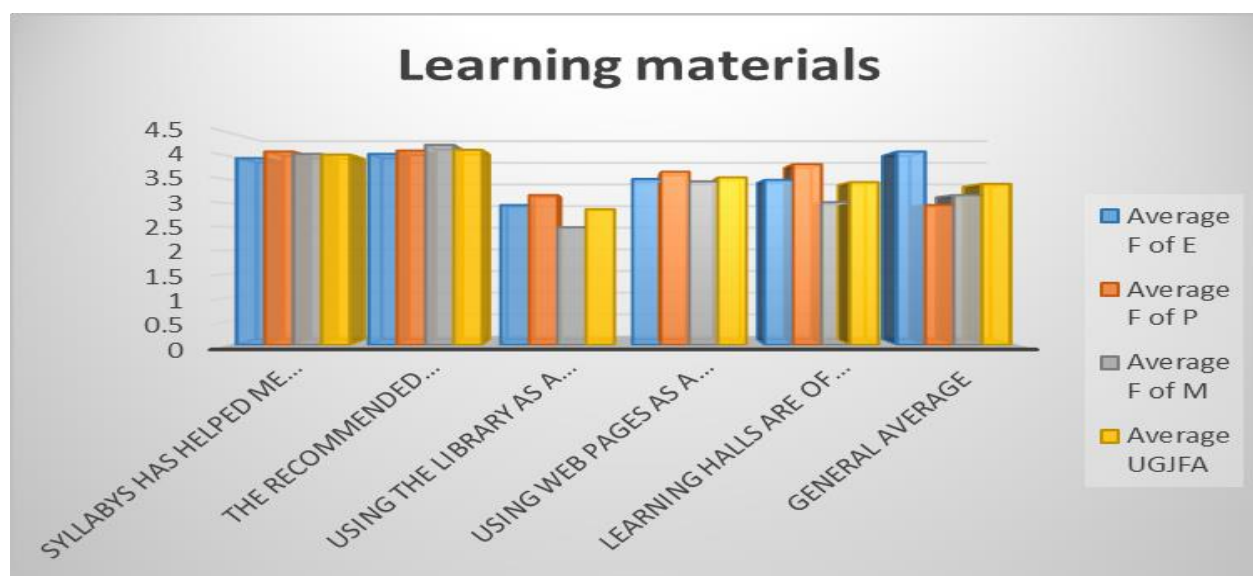
The answers to question B7 tell us that in a certain subject there is a lack of coordination between the teacher and the assistant.

I. Learning materials

Learning materials marked as Group C of the questions, the results of this category are presented in Table .6.

Table 5. Results of the questionnaire for learning materials, for UGJFA and academic units

 UNIVERSITY OF GJAKOVA “FEHMI AGANI” - UGJFA St. ISMAIL QEMALI, nn 50 000 GJAKOVA, Republic of Kosovo Phone: 038 200 20 831; www.uni-gjk.org					
In order to ensure internal quality in UGJFA, the Quality Office, during the academic year 2019/2020 in the winter semester, has applied the distribution of anonymous questionnaires to students, in order to give students the opportunity to evaluate: teaching and learning, exercises & practical work as well as services & infrastructure. The results of the questionnaires are presented as follows:					
LEARNING MATERIALS		Average FE	Average FP	Average FM	Mesatarja UGJFA
C1	Syllabys has helped me prepare for the subject.	3.94	4.21	4.04	4.06
C2	The recommended literature was appropriate and appropriate.	4.03	4.19	4.23	4.15
C3	Using the library as a source of learning has helped me throughout the semester for lectures, exercises, seminars.	2.98	3.15	2.49	2.87
C4	Using WEB pages as a source of learning has helped me throughout the semester for lectures, exercises, seminars.	3.53	3.65	3.46	3.55
C5	Learning halls are of good level.	3.50	3.89	3.02	3.47
Total no. of filled questionnaires		662	171	186	339.66
No. of student's comments		16	8	15	13
General average		3.60	3.82	3.45	3.62
Comments:					
1.					



From the general results we see that for the group of questions C (teaching materials) the overall average for UGJFA is 3.62, while at the faculty level the average of the Faculty of Education (FE) is 3.60, the Faculty of Philology (FP) 3.82 and the Faculty of Medicine (FM) 3.45. The results show that the Faculty of Philology has the best results for this category of questions

In this category of questions, students rated:

- Syllabys has helped me prepare for the subject. (*with an overall average of 4.06, with this ranking: FP -4.21, FM- 4.04 and FE-3.94*);
- The recommended literature was appropriate and right. (*with an overall average of 4.15, with this ranking: FM-4.23, FP -4.191, and FE-4.03*);
- Using the library as a source of learning has helped me throughout the semester for lectures, exercises, seminars. (*with an overall average of 2.87, with this ranking: FF- 3.15, FE-2.98 and FM -2.49*);
- Using WEB pages as a learning resource has helped me throughout the semester for lectures, exercises, seminars. (*with an overall average of 3.55, with this ranking: FP - 3.65, FE-3.53 and FM-3.46*);
- Classrooms are good level. (*with an overall average of 3.47, with this ranking: FP - 3.88, FE-3.50 and FM-3.02*);

The results of question C1 (*Syllabus has helped me to prepare continuously for the subject*) show that some teachers need to have a better coordination between lectures and syllabuses and should continue to update their syllabus after each completion of the semester.

The results of question C2 (*recommended literature was appropriate and right*) show that teachers have given the recommended literature to students and provided it with syllabus.

The results of question C3, leave room for improvement (*Using the library as a source of learning has helped me throughout the semester for lectures, exercises and seminars*) shows that UGJFA has problems with the functioning of libraries and especially the library of the Faculty of Medicine.


The intervention of the management of UGJFA in relation to this finding is that: it has taken concrete measures by increasing the number of books in the libraries of each academic unit, it has also managed unlimited access in recent textbooks and publications for students through membership in the Associated Library. It is also recommended that academic staff guide students in literature and other bibliographic sources.

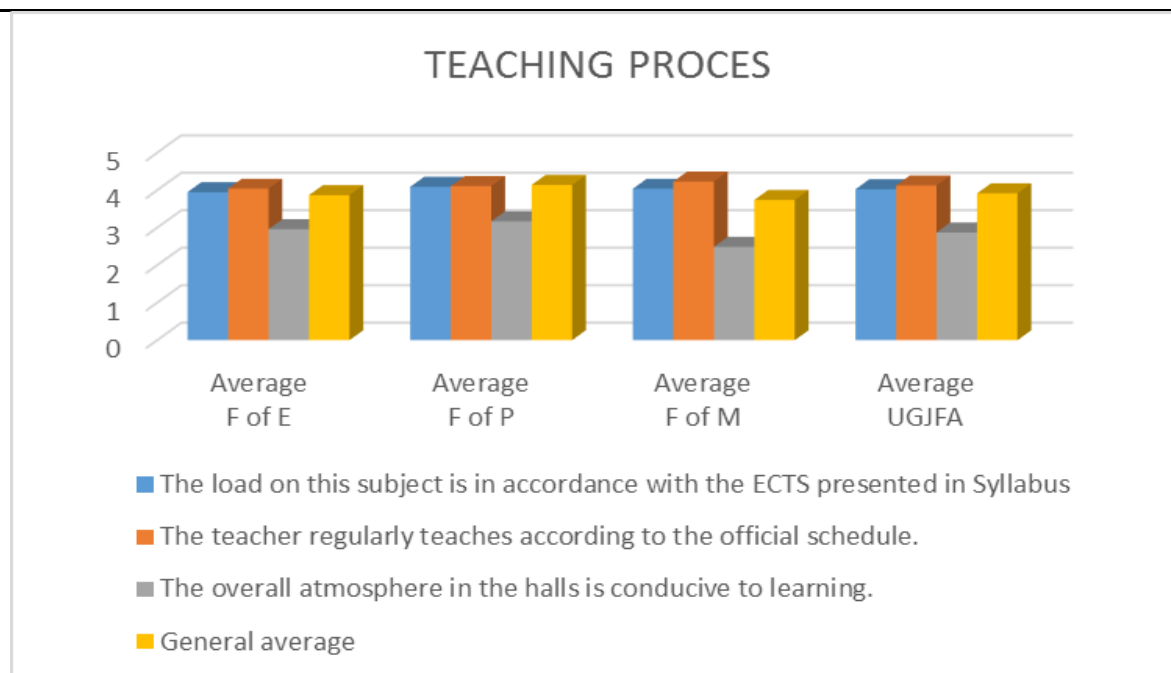
The results of question C4 (*Using WEB pages as a learning resource has helped me throughout the semester for lectures, exercises, seminars*) is an indicator that teachers have also used online resources as a source of learning for students, and that in the future, the use of these resources is expected to increase, as UGJFA already has an electronic library (e-library).

II. The teaching process

The teaching process, marked as Group D of the questions, the results of this category are presented in the tab. 7.

Table 7 Results of the questionnaires from the teaching process, for UGJFA and academic units.

 UNIVERSITY OF I GJAKOVA “FEHMI AGANI” - UGJFA St. ISMAIL QEMALI, nn 50 000 GJAKOVA, Republic of Kosovo Phone: 038 200 20 831; www.uni-gjk.org					
In order to ensure internal quality in UGJFA, the Quality Office, during the academic year 2019/2020 in the winter semester, has applied the distribution of anonymous questionnaires to students, in order to give students the opportunity to evaluate: teaching and learning, exercises & practical work as well as services & infrastructure. The results of the questionnaires are presented as follows:					
TEACHING PROCES		Average FE	Average FP	Average FM	Mesatarja UGJFA
D1	The load on this subject is in accordance with the ECTS presented in Syllabus	3.70	4.08	4.04	3.94
D2	The teacher regularly teaches according to the official schedule.	4.17	4.41	4.23	4.27
D3	The overall atmosphere in the halls is conducive to learning.	3.78	4.06	3.16	3.67
Total no. of filled questionnaires		662	171	186	339.66
No. of student's comments		4	0	6	3.33
General average		3.88	4.17	3.74	3.93
Comments:					
1.					



From the general results we see that for the group of questions D (teaching process) the overall average for UGJFA is 3.93, while at the faculty level the average of the Faculty of Education is 3.88, the Faculty of Philology 4.17 and that of Medicine 3.74. The results show that the Faculty of Philology has the best results for this category of questions.


From the overall results for the D group of questions we see that all the answers have a very good average except D3 (*The overall room environment is favorable for learning*). The answers to question D3 are closely related to the answers to question C5 and have approximately the same results. The results have been affected by the problems that the faculty has had with the central heating of the city, such as delays and low heating quality. UGJFA has also provided alternative sources for heating and has taken measures to replace the windows in order to stop the cold.

The answers to question D2 = 4.27 (*the teacher regularly teaches according to the official schedule*) have a very good average and this shows the very good performance of the teachers and management staff of these faculties.

III. Student's own contribution

The student's own contribution, marked as Group E of the questions, we have presented the results of this category in table 8

Table 8. Results of the questionnaire for the student's own contribution, for UGJFA and academic units.

 UNIVERSITY OF GJAKOVA "FEHMI AGANI" – UGJFA St. ISMAIL QEMALI, nn 50 000 GJAKOVA, Republic of Kosovo Phone: 038 200 20 831; www.uni-gjk.org					
In order to ensure internal quality in UGJFA, the Quality Office, during the academic year 2019/2020 in the winter semester, has applied the distribution of anonymous questionnaires to students, in order to give students the opportunity to evaluate: teaching and learning, exercises & practical work as well as services & infrastructure. The results of the questionnaires are presented as follows.					
STUDENT'S OWN CONTRIBUTION		Average FE	Average FP	Average FM	Average UGJFA
E1	In this subject I attend classes approximately	4.31	4.17	4.41	4.29
E2	My participation in activities during classes is approximately:	3.63	3.57	3.92	3.70
E3	Have you used the schedule for consultation with the professor / assistant?	PO/321	104	85	170.00
		JO/216	71	63	116.67
		Zbraz/94	29	38	53.67
Total no.of filled questionnaires		662	171	186	339.66
No. of student's comments		5	1	2	2.66
General average		3.97	3.87	4.17	4.00
Comments:					
1.					

From the general results we see that for the group of questions E (student's own contribution) the overall average for UGJFA is 4.00, while at the faculty level the average of the Faculty of Education is 3.979, the Faculty of Philology 3.87 and the Faculty of Medicine 4.17. The results show that the Faculty of Medicine has the best results for this category of questions.

Answers to the questions: E1 (*In this course I attend the lesson approximately*) E2 (*my active participation during the course*) proves once again the good performance of teachers.


In question E3 (*did you use the schedule for consultations with the professor / assistant*) we see that 49.18% of students used the consultations, 34.30% did not use it and 16.51% did not answer. This question is closely related to Question B9 and we can conclude that at this point there is room for improvement on the part of both the students themselves and the university management.

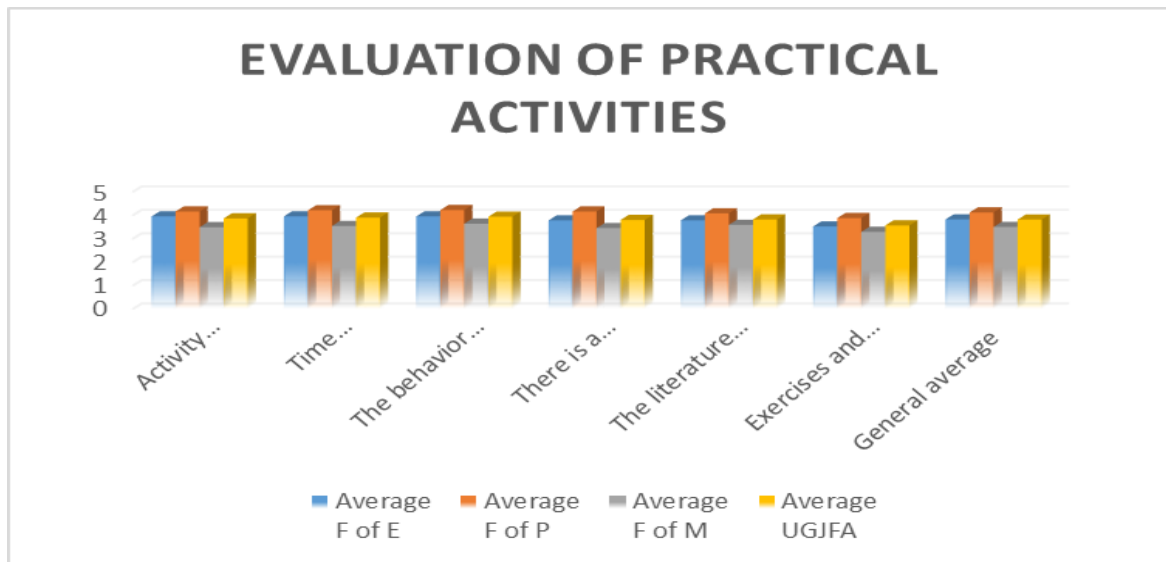
By decision of the Rector of UGJFA, each professor is obliged to hold consultations with students at least twice a week and the consultation schedule is public and located at the door of each cabinet.

IV. Evaluation of practical activities and resources

Evaluation of practical activities and resources, branded as Group F of the questions, the results of this category are presented in the table 9.

Table 9. Results of the questionnaire for the evaluation of practical activities, of UGJFA and academic units..

 UNIVERSITY OF GJAKOVA “FEHMI AGANI” – UGJFA St. ISMAIL QEMALI, nn 50 000 GJAKOVA, Republic of Kosovo Phone: 038 200 20 831; www.uni-gjk.org					
In order to ensure internal quality in UGJFA, the Quality Office, during the academic year 2019/2020 in the winter semester, has applied the distribution of anonymous questionnaires to students, in order to give students the opportunity to evaluate: teaching and learning, exercises & practical work as well as services & infrastructure. The results of the questionnaires are presented as follows					
EVALUATION OF PRACTICAL ACTIVITIES		Average FE	Average FF	Average FM	Average UGJFA
F1	Activity throughout the exercises / practice has been at the right level.	3.96	4.15	3.48	3.86
F2	Time management during the exercises / practice has been at the right level (keeps the exercises according to the official schedule)	3.95	4.25	3.53	3.91
F3	The behavior of the teaching staff towards the students during the exercises / practice was correct	3.95	4.24	3.63	3.94
F4	There is a good connection between exercise / practice activities and lectures.	3.80	4.19	3.44	3.81
F5	The literature used for exercises / practice is sufficient	3.79	4.11	3.58	3.83
F6	Exercises and practical work are included in the final subject evaluation	3.41	3.87	3.28	3.52
Total no. of filled questionnaires		662	171	186	339.66
No. of comments by students		12	2	11	8.33
General average		3.81	4.11	3.47	3.81



From the general results we see that for the group of questions F (evaluation of practical activities) the overall average for UGJFA is 3.81 and it turns out to be a weaker shade than the evaluation of teachers. At the faculty level, the average of the Faculty of Education is 3.81, the Faculty of Philology 4.14 and that of Medicine 3.49. The results show that the Faculty of Philology has the best results for this category of questions.

The results of question F4 (*There is a good connection between activities in exercises / practice and lecture*) has an average of 3.81, this question is closely related to question B7 and that the results are similar and therefore what was mentioned above there must be a better coordination between the assistant and the teacher.

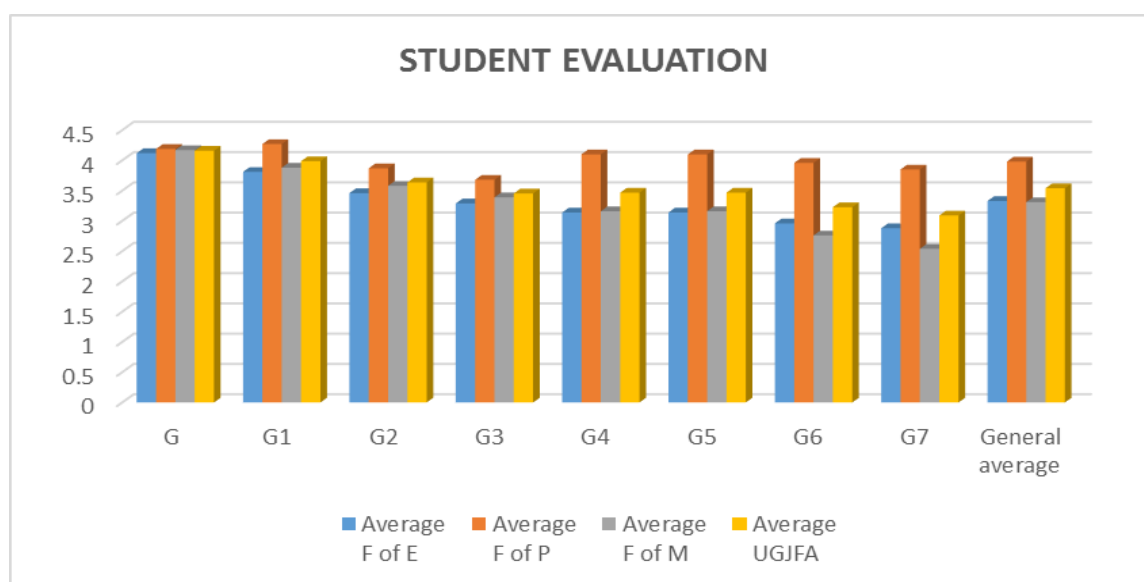
From this finding the University has established the Center for excellence in teaching, and now opportunities are created for both assistants and professors to attend trainings on contemporary methods of teaching and learning.

V. Student evaluation

The Evaluation Process, marked as Group G of the questions, the results of this category are presented in Table 10.

Table 10. Results of the Student Evaluation Questionnaire, UGJFA and academic units.

STUDENT EVALUATION		Average FE	Average FP	Average FM	Average UGJFA
G	Students have been informed about the evaluation method since the beginning of the course / subject.	4.13	4.43	4.17	4.24
G ₁	The announced method of evaluation presented with syllabus has been respected.	3.82	4.34	3.88	4.01
G ₂	Homework / seminars have been important in evaluation	3.48	3.90	3.58	3.65
G ₃	The seminars and work done is taken into account in the evaluation.	3.32	3.65	3.39	3.45
G ₄	Exam questions (colloquium) have been consistent with the course content presented with syllabus.	3.16	4.22	3.16	3.51
G ₅	The time for answering the questions in the exam (colloquium) has been sufficient.	3.06	3.98	3.16	3.40
G ₆	The evaluation of your exam (colloquium) has been done correctly.	2.99	4.07	2.76	3.27
G ₇	The results of the evaluation were published in time.	2.91	3.95	2.54	3.13
Total no.of filled questionnaires		662	171	186	339.66
No. of students' comments		26	6	13	15
General avarege		3.36	4.07	3.31	3.58
Comments:					
1.					



From the general results we see that for the group of questions G (student evaluation) the general average for UGJFA is 3.58, while at the faculty level the average of the Faculty of Education is 3.36, the Faculty of Philology 4.07 and the Faculty of Medicine 3.31. The results show that the Faculty of Philology has the best results for this category of questions.

From the general results for the group of questions G we see that:

Results of the question G = 4.24 (*Students have been informed about the assessment method since the beginning of the course / subject*) and the results of the question G1 = 4.01 (*The announced method of evaluation presented with syllabus has been respected.*) we have received a very good answer which proves that teachers have respected the standard form of syllabus which also provides for the form of student evaluation.

In question G2 = 3.65 we see that most teachers have engaged students in seminars, internships and teamwork.

The G3 question has an average of G3 = 3.45 indicates that the seminars were considered in the evaluation.

Not very good results of the questionnaires G6 = 3.27 (*Evaluation of your exam (collofjum) was done correctly*) and G7 = 3.13 (*The results on the evaluation were published in time*) were influenced by two factors:

- In a large part of the students, the word “evaluation” has caused ambiguity, thinking that it aims at the final evaluation and not the systematic one, which is explained in their comments, as well as
- non-compliance of the collofium by the teacher.

Analyses and Recommendations

During the analysis of the questionnaires we reached the following conclusions:

- The results of the questionnaire generally showed a very high level in terms of internal evaluation.
- We evaluate that in terms of Quality and Teaching Style, they are at the right level. The answers to the questions prove the good performance of the teachers - lecturers.
- I think that there are two factors that have influenced the results of the questions related to the consultation schedule, and they are: the delay in announcing the publication of the consultation schedule in the announcement schedule, as well as the non-observance of the consultation schedule by students (usually students go to consultations only after receiving the results of an evaluation. The Quality Office will hold an informative meeting with students)
- Questions that have been closely related to each other have had approximately the same results.
- It is worth noting that by a small margin teachers have been rated higher than assistants.
- The results of the questionnaire prove that the teachers keep the lesson in order according to the official schedule.
- The results of the questionnaire prove that the teachers have respected the standard form of syllabus in which the form of student evaluation is also provided.

Recommendations:

In order to aim for a higher quality, the Quality Office recommends to the Management and Quality Coordinator within the academic units, that:

- Monitor syllabus distribution. After presenting the syllabus to the students, the teachers send it electronically to the dean, the same ones that are published on the web after the update, no later than the second week of the lecture., as well
- Despite a very small increase in the field of consulting, management should influence the increase of quality for the use of consultation hours and their publication. We recommend that the deans in charge, as well as the teaching staff,

publish the consultation schedules in time, and that the teachers inform the students about the consultation hours in a verbal way.

- Encourage teachers for continuous professional development in accordance with contemporary teaching methodology.
- Organize trainings within the University in order to strengthen contemporary teaching methods - especially for new teachers (assistants).
- Greater coordination between teacher and assistant, to develop a mechanism that helps the connection between the theoretical and practical part.
- The management of the academic units should inform the students and professors that the libraries have been updated and that activities should be organized within the library in order to increase the awareness of the students to approach the library.
- Active student participation in lectures should be considered and evaluated, in order to attract students' attention to be more active .
- Systematic student evaluation is an ongoing part of teacher evaluation.
- Strictly adhere to the student progress report which must be submitted together with the final evaluation
- Find the form of motivation of teachers who have shown good performance from evaluation.