



UBT College
Faculty of Management, Business and Economics

ANNUAL QUALITY REPORT
2023-2024

October, 2024



Every member of UBT's academic community is actively engaged in the quality assurance process within the faculty. This collective involvement is essential for fostering a culture of continuous quality improvement and accountability within all spheres of academic operations.

At the Faculty level, the Quality Sub-Committee is responsible for performing all the work related to quality assurance within the faculty and the regular monitoring and process of teaching and learning inside the Faculty of Management, Business and Economics. The MBE Faculty has a designated Quality Assurance Sub-Committee on a program level with a Quality Assurance Officer for each branch that works in full harmonization with UBT Quality Assurance Committee and Quality Manager.

The aim of the MBE Quality Assurance Sub-Committee is to provide excellence in performance by discussing annual work programmes focusing on the goals and the quality improvement measures, discussing business reports focusing on reports on quality, discussing approaches towards periodical detailed self-evaluations and external evaluations, discussing results of evaluations and proposed measures for improvement, discussing effects of individual quality assurance mechanisms and proposing improvement measures, reporting to the Faculty Council on quality achievements, proposing improvement measures for adoption on both decision making bodies, monitoring implementation of student questionnaires and proposing improvement measures for their use. All this work is done with the aim of continuous improvement in the Faculty with the aim of providing the best possible environment for lecturers and students and creating a healthy learning ecosystem at the Faculty of Management, Business and Economics.

Evaluation by students represents a very important indicator for measuring the quality performance in the Faculty. The Faculty of Management, Business and Economics has defined the threshold of 4.25 (out of 5) as a satisfactory level, which represents satisfaction at the level of 85%. Every part evaluated less than that, is looked at carefully with the aim of finding the indicators that have sent to that state and then identifying the opportunities for improvement by giving the relevant recommendations.

General Summary
I-st academic year
Pristina Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.02
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.34
c	The professor had adequate study materials and they were accessible at UBT	4.29
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.03
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.19
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.35

RECOMMENDATIONS FOR IMPROVEMENT

Based on the above results, the following recommendations are given to improve the parts where improvement is needed:

ref.	Recommendations according to the assessment topics
a	Professors should work towards making lectures and exercises more understandable, trying to give as many practical examples as possible.
d	Professors should apply contemporary methods and digital tools that encourage the active participation of students, making lectures more interesting and thus increasing interactivity in the classroom.
e	Professors must ensure that the assessment is continuous and clear so that students are engaged in lectures throughout the semester.



General Summary
I-st academic year
Ferizaj Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.60
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.85
c	The professor had adequate study materials and they were accessible at UBT	4.98
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.45
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.70
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.94

In the Ferizaj branch for the 1st academic year, the level of satisfaction of students for all points of the questionnaire was over 4.25, which shows a high level of satisfaction that the students of this branch have with the academic staff, their academic preparation and in general with the topics related to the subject, the assessment and course materials posted by lecturers. However, it is worth noting that the number of responses received from this group was not very high, therefore it is intended to overcome this problem in the future in order to have higher feedback from students for an even more complete assessment of the situation.

General Summary
I-st academic year
Prizren Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	3.79
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.03
c	The professor had adequate study materials and they were accessible at UBT	3.83
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	3.71
e	The professor uses appropriate assessment methods and applies the continuous assessment method	3.94
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	3.93

RECOMMENDATIONS FOR IMPROVEMENT

Based on the above results, the following recommendations are given to improve the parts where improvement is needed:

ref.	Recommendations according to the assessment topics
a	Professors should work towards making lectures and exercises more understandable, trying to give as many practical examples as possible.
b	Professors must make sure that the lecture schedule is respected by them in every lecture. They should make sure they come to class on time and not cause dissatisfaction by canceling classes.
c	Professors must ensure that the literature of the subject is available in the physical or online library of UBT, as well as the weekly materials of the subject are published on time in the Moodle system
d	Professors should apply contemporary methods and digital tools that encourage the active participation of students, making lectures more interesting and thus increasing interactivity in the classroom.
e	Professors must ensure that the assessment is continuous and clear so that students are engaged in lectures throughout the semester.
f	The subject syllabus must be public in the Moodle system to be available to students before the start of the lectures, so that they are informed regarding their expectations and obligations towards the subject.

General Summary II-nd academic year Pristina Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.27
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.78
c	The professor had adequate study materials and they were accessible at UBT	4.49
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.19
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.39
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.64

RECOMMENDATIONS FOR IMPROVEMENT

Based on the above results, the following recommendations are given to improve the parts where improvement is needed:

ref.	Recommendations according to the assessment topics
a	Professors should work towards making lectures and exercises more understandable, trying to give as many practical examples as possible.
d	Professors should apply contemporary methods and digital tools that encourage the active participation of students, making lectures more interesting and thus increasing interactivity in the classroom.

General Summary
II-nd academic year
Ferizaj Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.69
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.97
c	The professor had adequate study materials and they were accessible at UBT	4.95
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.58
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.66
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	5.00

In the Ferizaj branch for the 2nd academic year, the level of satisfaction of students for all points of the questionnaire was over 4.25, which shows a high level of satisfaction that the students of this branch have with the academic staff, their academic preparation and in general with the topics related to the subject, the assessment and course materials posted by lecturers. However, it is worth noting that the number of responses received from this group was not very high, therefore it is intended to overcome this problem in the future in order to have higher feedback from students for an even more complete assessment of the situation.



General Summary
II-nd academic year
Prizren Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.78
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.92
c	The professor had adequate study materials and they were accessible at UBT	4.88
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.75
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.77
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.82

In the Prizren branch for the 2nd academic year, the level of satisfaction of students for all points of the questionnaire was over 4.25, which shows a high level of satisfaction that the students of this branch have with the academic staff, their academic preparation and in general with the topics related to the subject, the assessment and course materials posted by lecturers. However, it is worth noting that the number of responses received from this group was not very high, therefore it is intended to overcome this problem in the future in order to have higher feedback from students for an even more complete assessment of the situation.

General Summary
II-nd academic year
Peja Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.02
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.22
c	The professor had adequate study materials and they were accessible at UBT	4.71
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.06
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.42
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.47

RECOMMENDATIONS FOR IMPROVEMENT

Based on the above results, the following recommendations are given to improve the parts where improvement is needed:

ref.	Recommendations according to the assessment topics
a	Professors should work towards making lectures and exercises more understandable, trying to give as many practical examples as possible.
b	Professors must make sure that the lecture schedule is respected by them in every lecture. They should make sure they come to class on time and not cause dissatisfaction by canceling classes.
d	Professors should apply contemporary methods and digital tools that encourage the active participation of students, making lectures more interesting and thus increasing interactivity in the classroom.

General Summary

III-rd academic year

Pristina Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.05
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.50
c	The professor had adequate study materials and they were accessible at UBT	4.37
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.17
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.21
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.42

RECOMMENDATIONS FOR IMPROVEMENT

Based on the above results, the following recommendations are given to improve the parts where improvement is needed:

ref.	Recommendations according to the assessment topics
a	Professors should work towards making lectures and exercises more understandable, trying to give as many practical examples as possible.
d	Professors should apply contemporary methods and digital tools that encourage the active participation of students, making lectures more interesting and thus increasing interactivity in the classroom.
e	Professors must ensure that the assessment is continuous and clear so that students are engaged in lectures throughout the semester.



General Summary
III-rd academic year
Ferizaj Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.44
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.50
c	The professor had adequate study materials and they were accessible at UBT	4.39
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.56
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.44
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.67

In the Ferizaj branch for the 3rd academic year, the level of satisfaction of students for all points of the questionnaire was over 4.25, which shows a high level of satisfaction that the students of this branch have with the academic staff, their academic preparation and in general with the topics related to the subject, the assessment and course materials posted by lecturers. However, it is worth noting that the number of responses received from this group was not very high, therefore it is intended to overcome this problem in the future in order to have higher feedback from students for an even more complete assessment of the situation.

General Summary
III-rd academic year
Prizren Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.58
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.94
c	The professor had adequate study materials and they were accessible at UBT	4.64
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.41
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.64
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.79

In the Prizren branch for the 3rd academic year, the level of satisfaction of students for all points of the questionnaire was over 4.25, which shows a high level of satisfaction that the students of this branch have with the academic staff, their academic preparation and in general with the topics related to the subject, the assessment and course materials posted by lecturers. However, it is worth noting that the number of responses received from this group was not very high, therefore it is intended to overcome this problem in the future in order to have higher feedback from students for an even more complete assessment of the situation.

General Summary
III-rd academic year
Peja Branch

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.27
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.40
c	The professor had adequate study materials and they were accessible at UBT	4.23
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.38
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.37
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.40

RECOMMENDATIONS FOR IMPROVEMENT

Based on the above results, the following recommendations are given to improve the parts where improvement is needed:

ref.	Recommendations according to the assessment topics
c	Professors must ensure that the literature of the subject is available in the physical or online library of UBT, as well as the weekly materials of the subject are published on time in the Moodle system

Quality Assurance Coordinator of the Faculty of Management, Business and Economics
15.10.2024