



UBT
Faculty of Psychology

ANNUAL QUALITY REPORT
2023-2024

September, 2024



In alignment with the 3-year Strategic Plan of the Faculty of Psychology, the faculty is committed to providing efficient and responsive services to students. A core focus of the faculty is to continuously assess and improve student satisfaction throughout their educational journey. To this end, the Faculty, in collaboration with the Services Tools and Sub-Committee, actively supports and monitors the following key areas:

- **Teaching and Learning:**
Ensuring the highest standards of pedagogical practices.
- **Development of Scientific Research, Innovation, and Creative Work:**
Fostering a culture of academic and creative excellence.
- **Work and Learning Environment:**
Maintaining a conducive and inspiring atmosphere for both students and staff.
- **Internationalization, Partnerships, and Community Engagement:**
Strengthening global connections and community relations.
- **Excellence in Performance:**
Promoting continuous improvement and achievement across all domains.

The faculty conducts regular satisfaction analysis for each semester, evaluating every professor and specific elements of the questionnaire distributed by the Central Office of UBT College. This ongoing assessment helps to ensure the quality of education and services provided, and enables the faculty to implement targeted improvements where necessary.

In accordance with the Strategic Plan of the Faculty of Integrated Design, student satisfaction serves as a critical indicator of quality performance. The target satisfaction level for both the course content and instructor performance is set at 4.0 out of 5.0, equivalent to 80%.

Any area of evaluation that receives a rating below 4.0 (80%) is flagged for review and will be subject to recommendations for improvement to ensure the continuous enhancement of educational quality.

General Summary

I-st academic year

Pristina Branch

ref.	The Evaluation Topic	Score
a	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4,12



b	Is the teacher regular in class (no tardiness, absences, or premature omissions from class)?	3,97
c	The professor's explanations and teaching method is clear and understandable	3,76
d	The professor encourages interactivity during lectures/exercises	4,35
e	The professor had adequate study materials and they were accessible at UBT	3,95
f	The professor uses appropriate assessment methods and applies the continuous assessment method	4,65

RECOMMENDATIONS FOR IMPROVEMENT

To improve the level of student satisfaction, the staff should undertake the actions listed below, according to the references:

ref.	Recommendations according to the assessment topics
c	The professor should work to make his explanations and teaching methods clearer and more understandable to students, using contemporary and practical methods
d	The professor should encourage more interaction and collaboration during lectures and exercises by choosing interactive methods to engage students in discussions
e	The professor shall improve the material provided to the students and made them available in the UBT library or in the online channels
f	The professor must apply continuous assessment techniques, both in writing and during in-class presentations;

General Summary II-nd academic year Pristina Branch

ref.	The Evaluation Topic	Score
a	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4,35
b	Is the teacher regular in class (no tardiness, absences, or premature omissions from class)?	4,37
c	The professor's explanations and teaching method is clear and understandable	3,85
d	The professor encourages interactivity during lectures/exercises	3,28
e	The professor had adequate study materials and they were accessible at UBT	3,92
f	The professor uses appropriate assessment methods and applies the continuous assessment method	3,45



RECOMMENDATIONS FOR IMPROVEMENT

In order to improve the level of students' satisfaction, the staff should undertake the actions listed below, according to the references:

ref.	Recommendations according to the assessment topics
a	The professor shall explain and describe all the student's obligations since the week one of the semester, as well as document them in an platform accessible from the students
b	The professor shall be accurate on arrival and when leaving the class
c	The professor should work to make his explanations and teaching methods clearer and more understandable to students, using contemporary and practical methods
d	The professor should encourage more interaction and collaboration during lectures and exercises by choosing interactive methods to engage students in discussions
e	The professor shall improve the material provided to the students and made them available in the UBT library or in the online channels
f	The professor must apply continuous assessment techniques, both in writing and during in-class presentations;

General Summary III-rd academic year Pristina Branch

ref.	The Evaluation Topic	Score
a	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	3,20
b	Is the teacher regular in class (no tardiness, absences, or premature omissions from class)?	3,50
c	The professor's explanations and teaching method is clear and understandable	3,30
d	The professor encourages interactivity during lectures/exercises	3,60
e	The professor had adequate study materials and they were accessible at UBT	2,80



f	The professor uses appropriate assessment methods and applies the continuous assessment method	3,70
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General Summary

Quality Assurance Coordinator of the Faculty of Psychology 30.09.2024