WINTER REPORT ON THE ASSESSMENT OF ACADEMIC STAFF AND SUBJECTS BY STUDENTS OF 'KADRI ZEKA' UNIVERSITY FOR THE WINTER SEMESTER 2018/2019

Office for Academic Development and Quality

Fitore Malaj-Abdyli

Contents

Introduction

Quality enhancement in the University depends on the performance of teachers during the lectures with students. Students' results are interlinked with teachers' planning of work, organization of lessons, use of appropriate materials for subjects, teachers' creativity and implementation of contemporary teaching methodologies.

Based on the Regulation on the Quality Assurance Procedures (Ref. no. 01/380, dated 10/05/2016) and the Guidelines on the Assessment of Academic Staff and subjects by UKZ students (Ref. no. 01/198, dated 04.03.2019), the assessment of academic staff was carried out by the students for the winter semester 2018/2019 at "Kadri Zeka" University.

In the frame of this, we have prepared a questionnaire based on the above-mentioned issues and through which we have measured the implementation of the duties and responsibilities teachers have towards students.

1. Research methodology

1.1. The aim of the research

The aim of this research is to identify possible problems during the implementation of study programs by the teachers in the UKZ, how they deal with their respective subjects and their approach, in general, towards their subjects and students.

Out of this research, we have managed to derive the values which determine the level of the teachers' actions within the scope of their professional engagement in specific subjects of study programs in the University.

Recommendations derived from this assessment will serve the academic staff and the senior UKZ management staff to reflect on the findings of the research for the period of winter semester 2018/2019.

1.2. Research methods

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

- Distribution of the questionnaires

As the focus of the research were eight study programs (studies at two levels), the distribution of the questionnaire was conducted in all academic units of the University during the period from 17-22 December 2018. Following the permission of the professors, the distribution of the questionnaires was carried out during the lecture schedule and was concluded within one week.

2. Research results

2.1. Information on the flow of the research

In the frame of the activities of the Office for Academic Development and Quality (ODC), it is foreseen to carry out an assessment by students after each semester, thus, in cooperation with the senior management of the UKZ and the Quality Assurance Committee, we have compiled the questionnaire based on Likert scale, where students on each statement had to circle 1,2,3,4 or 5 (*5=completely agree; 4=agree; 3=don't know; 2=don't agree; 1=don't agree at all*).

In order to carry out the research we have established a working group consisting of 12 members from the administration, who were responsible to distribute the questionnaires to all AUs of the UKZ.

The UKZ students have completed in total 4430 questionnaires.

A group of four students, members of the Students' Parliament assisted to design the questionnaires in electronic form.

Following the decision of the Quality Assurance Committee, and based on the Guidelines on the Assessment of Academic Staff and Subjects by students (Item 5), all teachers of the UKZ have received the assessment results individually in electronic form.

The Office for Academic Development and Quality was mainly involved in drafting the Self-Assessment Report and the publication of the results in consultations with the Quality Assurance Committee.

2.2. Questionnaire analysis

2.2.1. Academic Unit students' views related to the statements expressed in the questionnaire

Table 1. Faculty of Computer Sciences

	STATEMENTS	Average value
1	The subject syllabus has been presented at the beginning of the semester	4.35
2	The teacher has regularly showed up on time for the lectures	4.48
3	The teacher came to the lectures prepared	4.49
4	The teachers has encouraged discussions sand activities in the class	4.30
5	The teacher has clearly explained the new concepts	4.46
6	Teaching and learning materials were useful for my studies	4.33
7	The assessment of students' work was continuously conducted	4.26
8	The teacher has held regular consultations	4.00
9	I consider the subject useful for my studies	4.66
10	In general, I appreciate the teacher's efforts in this subject	4.48
	Total average	**4.38**

Table 1. - presents the views of Computer Sciences students towards their teachers in particular and the subject in general.

The students were asked to the statements expressed based on Likert scale (1-5). Their answers show that there are no essential differences in students' views. For the statements 2, 3, 10, which concern regular attendance of lectures, preparation of teachers for lectures and assessment of teachers in general, the students have given a high score (average from 4.48 to 4.49). Likewise, for the statements 4, 5, 6, concerning teachers' creativity, teaching and learning materials and teachers' professional competence, the assessment score is more or less approximate, with a small margin in percentage (average from 4.30 to 4.46). Whereas, for the statements 7 and 8, a slight decrease in students' views is noted in terms of how teachers conduct the assessment (average 4.26), as well as a more noticeable decrease on conducting regular consultations (average 4.00).

Based on the responses obtained in statement 9, students, to great extent, consider the subjects at the Faculty of Computer Sciences useful (average 4.66).

Table 2. Faculty of Economics

	STATEMENTS	Average value
1	The subject syllabus has been presented at the beginning of the semester	4.32
2	The teacher has regularly showed up on time for the lectures	4.41
3	The teacher came to the lectures prepared	4.35
4	The teachers has encouraged discussions sand activities in the class	4.12
5	The teacher has clearly explained the new concepts	4.24
6	Teaching and learning materials were useful for my studies	4.32
7	The assessment of students' work was continuously conducted	4.07
8	The teacher has held regular consultations	3.90
9	I consider the subject useful for my studies	4.47
10	In general, I appreciate the teacher's efforts in this subject	4.32
	Total average	**4.25**

The general views of the Faculty of Economics students towards the academic staff have been presented in Table 2.

For the statements 1, 3, 6, 10 in this table, the data show that students have assessed almost equally their teachers as far as the presentation of the syllabus at the beginning of the semester is concerned, teachers' adequate preparation for lessons, and the usefulness of teaching and learning materials for their studies, as well as their teachers' overall efforts in their respective subjects (average from 4.32 to 4.35). A slight increase on the average is noticed in the statements 2 and 7, where students' views towards teachers' showing up regularly for lectures and the usefulness of the subject for them, they have evaluated with higher average from 4.41 to 4.47. A slight decrease of the average (4.12, 4.24) has been noted in the statement concerning teachers' approach in encouraging discussions and classroom activities, and in explaining new concepts during the lectures (statements 4 and 5).

The lowest score has been noticed in statements 7 and 8, where students expressed their views regarding their systematic assessment by teachers with average 4.07, and in holding regular consultations with students, which were expressed with the average score of 3.90.

Table 3. Law Faculty

	STATEMENTS	Average value
1	The subject syllabus has been presented at the beginning of the semester	4.52
2	The teacher has regularly showed up on time for the lectures	4.37
3	The teacher came to the lectures prepared	4.53
4	The teachers has encouraged discussions sand activities in the class	4.27
5	The teacher has clearly explained the new concepts	4.36
6	Teaching and learning materials were useful for my studies	4.40
7	The assessment of students' work was continuously conducted	4.28
8	The teacher has held regular consultations	4.22
9	I consider the subject useful for my studies	4.56
10	In general, I appreciate the teacher's efforts in this subject	4.45
	Total average	**4.40**

In table 3, respectively the statements 1, 3, 9, show that a considerable number of students of the Law Faculty have highly assesses their teachers' engagement in timely distribution of the syllabus (4.52), professional competences of teachers (4.53) and in the usefulness of the subject in general (4.56).

For the statements 2, 5, 6, the respondents provided more or less the same answers by evaluating satisfactorily the engagement of teachers, teachers' regular attendance in lectures, explanation of new concepts and the content of the teaching and learning materials as useful (average 4.36, 4.37 and 4.40).

With a lower average, the students have assessed their teachers in encouraging classroom discussions and activities (4.27), teachers' assessment methods (4.28), and with a small difference, with an average of 4.22, the students have expressed their views on regular consultations held by teachers (statements 4, 7 and 8).

Table 4. Faculty of Education

	STATEMENTS	Average value
1	The subject syllabus has been presented at the beginning of the semester	4.17
2	The teacher has regularly showed up on time for the lectures	4.44
3	The teacher came to the lectures prepared	4.54
4	The teachers has encouraged discussions sand activities in the class	4.29
5	The teacher has clearly explained the new concepts	4.38
6	Teaching and learning materials were useful for my studies	4.36
7	The assessment of students' work was continuously conducted	4.08
8	The teacher has held regular consultations	3.97
9	I consider the subject useful for my studies	4.63
10	In general, I appreciate the teacher's efforts in this subject	4.48
	Total average	**4.33**

In Table 4, general data of the Faculty of Education have been analyzed. It is worth mentioning that students' views towards subject contents in this AU (statement 9) has been expressed with high assessment score (average 4.63). Likewise, a large number of students have assessed the commitment of their teachers in lectures with the score 4.54 (statement 3). However, students views on teaching, which are expressed in statements 2, 5, 6 and 10, differ slightly when it concerns conducting regular lectures (4,44), explanation of new concepts by teachers and the usefulness of teaching and learning materials (4,38 and 4,36). Students of the Faculty of Education have generally assessed the commitment of teachers with the average 4.48.

As in all other faculties, we have noticed here a lower assessment score in the statements 7 and 8. With an average 4.08, students have assessed teachers' assessment methods, while the statement regarding regular consultations with students has been assessed with 3.97.

Table 5. Overall assessment results of the UKZ academic staff by students

	STETEMENTS	Average value
1	The subject syllabus has been presented at the beginning of the semester	4.34
2	The teacher has regularly showed up on time for the lectures	4.42
3	The teacher came to the lectures prepared	4.48
4	The teachers has encouraged discussions sand activities in the class	4.24
5	The teacher has clearly explained the new concepts	4.36
6	Teaching and learning materials were useful for my studies	4.35
7	The assessment of students' work was continuously conducted	4.15
8	The teacher has held regular consultations	3.97
9	I consider the subject useful for my studies	4.58
10	In general, I appreciate the teacher's efforts in this subject	4.43
	Total average	**4.33**

Table 5 presents the general data of all AU that operate within the University.

As it is seen, the values expressed in average show students' overall positive attitude towards their teachers including the subjects.

The UKZ students, to a large extent, consider the subjects of respective programs useful for their studies (statement 9, average 4.58).

Students also expressed their views, with slight differences, that the organization of teaching and learning process in the University is at a satisfactory level. The results show that teachers, to a large extent, attend the lectures regularly, explain thoroughly new learning concepts, use proper teaching and learning materials in implementing their lessons, and the results show that the majority of students are satisfied with professional competences of their teachers (average from 4.24 to 4.48).

The general view of the UKZ students in statements 7 and 8 is more or less similar with the views of all AUs. The averages of these statements show that students are less satisfied with teachers' assessment methods (average 4.15). A decrease has also been noted in the statement 8 concerning regular consultations with students (average 3.97).

3. Conclusions and Recommendations

Based on the data of this research and the detailed analysis of the results, we can conclude that the UKZ students, to a large extent, are satisfied with the performance of their teachers, and this is confirmed by the overall average of 4.33.

As it can be seen, the overall averages for AUs are above 4. The Faculty of Law leads with the highest average of 4.40, followed by the Faculty of Computer Sciences with 4.38, the Faculty of Education with 4.33 and the Faculty of Economics with 4.25.

Students' views expressed towards teaching in all AUs are more or less similar with a slight difference in percentage, except for the statements 7 and 8 where the assessment score is lower. Based on the results, teachers' regular consultations with students are not at a satisfactory level (average 3.97), and the results also show that the systematic assessment of students is not being performed yet by all UKZ teachers. A lower average (4.24) has also been noticed in statement 4 showing that not all the teachers conduct discussions and activities during their lectures.

It is worth mentioning that some assistants of the University have been assessed with a significantly higher difference than professors.

From the results of this research, we can conclude that the role and the responsibilities of teachers, their approach in implementing the syllabus, and their continuous communication with students are key factors in increasing the quality in the UKZ. Therefore our recommendations are as follows:

- To monitor thoroughly, at the beginning of each semester, the distribution of subject syllabi, for all study programs within the University.
- To further increase the responsibility of teachers regarding their regular attendance in lectures.
- To encourage teachers in their continuous professional development.
- To organize trainings within the University aimed at strengthening contemporary teaching methods and forms.
- To monitor the compatibility of syllabus textbooks with the textbooks the teachers use with students.
- To discuss on individual basis with teachers who performed poorly regarding their assessment practices.
- To monitor regularly professors' consultations with students and warn professors regarding this issue.
- The Deans should continue to coordination fully the syllabi with new curricula.
- To find motivation forms for teachers who have had a good performance during the assessment.