



**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



**General Summary**  
**Internship success rate**

Regarding the student's success rate in completing their intership on their first attempt, as seen above, 96% of them succeed in doing that. The overall evaluation comes from the evaluation that comes from their mentor (a professor in MBE program) and the certificate they gain from the company they undergo their intership in, specifically under the supervision of a supervisor from the respective company.

ref.	The Evaluation Topic	Score
a	Success rate from intership on first attempt	96%

Overall, all students who attend an intership program, succeed and the overall success rate from intership is 100%. However, on their first attempt, some students for personal students may not be able to achieve all the criteria to be considered to have completed the intership, but after the extension that can be offered with the cooperation of the faculty with the company, the students manage to complete the intership in the next attempt.

**Information regarding students' involvement in research activities and international projects for the 2023/2024 academic year**

During this academic year there has been greater interest among students to be involved in international projects, in joint lectures with foreign partner universities and exchanges as a great way to create networking with their international peers. A portion of the number presented in the table below belongs to the students included in the Erasmus+ Coweb project, where some students have been trained in Dresden, Germany to become e-tutors and now they contribute to this project with working groups in which students from MBE program participate. Also, a part of the total number included in the first indicator in the table belongs to students who attended joint lectures with IOWA University.

ref.	The Evaluation Topic	Score
a	Participation on Erasmus+ projects/student exchange/joint lectures	37
b	Research activity staff/student	12

Regarding the involvement of MBE program students in research activities, this year the students were more involved in scientific works with their professors and have presented their publications at the UBT International Conference. Furthermore, some of them have contributed to student conferences organized abroad where they have presented their research work among their peers.

**General summary**  
**Key indicators per branch**

Information regarding some key indicators regarding student enrollment, their satisfaction rate, dropout rate, pass rate and graduation rate can be found in the table below. Furthermore, information regarding staff research output and their ratio to students can be seen below. The



information presented is specific for each branch where MBE Program is present, except for the pass rate which is evaluated in general for MBE Program as well as staff research output.

<b>Indicators</b>	<b>Prishtina</b>	<b>Ferizaj</b>	<b>Prizren</b>
Student enrollment	250	70	70
Satisfaction rate	85.9%	91.61%	89.9%
Research output	178 (indexed only on Scopus and Web of Science)		
Student/staff ratio	9.25/1	4.37/1	3.15/1
Dropout rate	11%	14%	14%
Grad. Employment rate	98%	95%	93%
Pass rate	65%		

The indicators that measure the student satisfaction rate, dropout rate and graduate employment rate as seen above, are similar for all branches. Regarding the student/staff ration which is higher in Prishtina branch, this comes from the fact that in Prishtina the quota for students is higher meaning more students are enrolled (which are however divided into many groups).

**Quality Assurance Officers of the Faculty of Management, Business and Economics**  
**15.10.2024**