



**UBT College**  
**Faculty of Management, Business and Economics**

**ANNUAL QUALITY REPORT**  
**2024 - 2025**

**October, 2025**



Every member of UBT's academic community is actively involved in the faculty's quality assurance processes. This collective engagement plays a vital role in promoting a culture of continuous improvement, transparency, and accountability across all areas of academic activity.

At the faculty level, the Quality Sub-Committee is responsible for overseeing all quality assurance-related activities, including the regular monitoring and evaluation of the teaching and learning processes within the Faculty of Management, Business and Economics. At the program level, the MBE Faculty has established a dedicated Quality Assurance Sub-Committee, with a Quality Assurance Officer appointed for each branch. These officers operate in close coordination with the UBT Quality Assurance Committee and the Quality Manager to ensure the consistent implementation of institutional quality standards.

The aim of the MBE Quality Assurance Sub-Committee is to promote excellence in academic performance through the systematic review and discussion of annual work programmes, with a particular focus on strategic objectives and quality improvement measures. The Sub-Committee also reviews institutional and faculty reports related to quality assurance, evaluates approaches to periodic self-evaluations and external evaluations, and examines the results of these evaluations in order to propose appropriate improvement measures.

Furthermore, the Sub-Committee assesses the effectiveness of individual quality assurance mechanisms, reports to the Faculty Council on quality-related achievements, and proposes recommendations for improvement to the relevant decision-making bodies. It also monitors the implementation of student questionnaires and recommends measures to enhance their effectiveness and use in the quality assurance process.

Through these activities, the Sub-Committee aims to ensure the continuous improvement of academic and administrative processes within the Faculty, contributing to the development of a supportive and high-quality learning environment for both lecturers and students at the Faculty of Management, Business and Economics.



Student evaluation represents a key indicator for measuring quality performance within the Faculty. The Faculty of Management, Business and Economics has established a threshold of 4.25 (out of 5) as the satisfactory level, corresponding to an 85% satisfaction rate. Any evaluation scoring below this threshold is carefully reviewed in order to identify the factors contributing to the result and to determine appropriate opportunities for improvement through 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	4.21
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.66
c	The professor had adequate study materials and they were accessible at UBT	4.34
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.24
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.15
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.27

**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 further enhance the clarity of their explanations and teaching methods by incorporating more interactive teaching approaches, practical examples, and continuous feedback from students.
d	Professors should further strengthen student engagement by incorporating additional interactive activities, discussions, and collaborative exercises during lectures and practice sessions.
e	Professors must further diversify and clearly communicate assessment methods while strengthening the implementation of continuous assessment 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	3.76
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.46
c	The professor had adequate study materials and they were accessible at UBT	4.004
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	3.81
e	The professor uses appropriate assessment methods and applies the continuous assessment method	3.72
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	3.83

**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 further enhance the clarity of their explanations and teaching methods by incorporating more interactive teaching approaches, practical examples, and continuous feedback from students.
c	Professors must provide more comprehensive and easily accessible study materials at UBT to better support students' learning and engagement. Furthermore, study materials should be consistently uploaded to Moodle in a timely manner.
d	Professors should further strengthen student engagement by incorporating additional interactive activities, discussions, and collaborative exercises during lectures and practice sessions.
e	Professors must further diversify and clearly communicate assessment methods while strengthening the implementation of continuous assessment throughout the semester.
f	Professors should clearly communicate students' course obligations from the start, providing a detailed and accessible syllabus that outlines expectations, deadlines, and assessment criteria



**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	4.02
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.61
c	The professor had adequate study materials and they were accessible at UBT	4.32
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	3.91
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.09
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.13

**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 further enhance the clarity of their explanations and teaching methods by incorporating more interactive teaching approaches, practical examples, and continuous feedback from students.
d	Professors should further strengthen student engagement by incorporating additional interactive activities, discussions, and collaborative exercises during lectures and practice sessions.
e	Professors must further diversify and clearly communicate assessment methods while strengthening the implementation of continuous assessment throughout the semester.
f	Professors should clearly communicate students' course obligations from the start, providing a detailed and accessible syllabus that outlines expectations, deadlines, and assessment criteria



**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	4.10
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.36
c	The professor had adequate study materials and they were accessible at UBT	4.24
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.21
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.27
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
a	Professors should further enhance the clarity of their explanations and teaching methods by incorporating more interactive teaching approaches, practical examples, and continuous feedback from students.
c	Professors must provide more comprehensive and easily accessible study materials at UBT to better support students' learning and engagement. Furthermore, study materials should be consistently uploaded to Moodle in a timely manner.
d	Professors should further strengthen student engagement by incorporating additional interactive activities, discussions, and collaborative exercises during lectures and practice sessions.

**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	4.73
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.84
c	The professor had adequate study materials and they were accessible at UBT	4.35



d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.66
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.75
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.55

In the Ferizaj branch, for the 2nd academic year, student satisfaction ratings for all questionnaire items exceeded 4.25, indicating a high level of satisfaction with the academic staff, their teaching, and the course-related aspects, including subject content, assessments, and materials provided by lecturers. However, it should be noted that the response rate from this group was not very high; efforts will be made in the future to increase participation in order to obtain more comprehensive feedback for a fuller assessment of the academic experience.

**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	4.07
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.55
c	The professor had adequate study materials and they were accessible at UBT	4.44
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.21
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.20
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.31

**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 further enhance the clarity of their explanations and teaching methods by incorporating more interactive teaching approaches, practical examples, and continuous feedback from students.
d	Professors should further strengthen student engagement by incorporating additional interactive activities, discussions, and collaborative exercises during lectures and practice sessions.
e	Professors must further diversify and clearly communicate assessment methods while strengthening the implementation of continuous assessment throughout the semester.



**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	4.48
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.60
c	The professor had adequate study materials and they were accessible at UBT	4.57
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.55
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.51
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.66

In the Prishtina branch for the 3rd academic year, the level of satisfaction of students for all points of the questionnaire was over 4.25, reflecting a consistently high level of student satisfaction with the academic staff, their teaching methods, course content, assessments, and the clarity and accessibility of study materials. This demonstrates the branch's effectiveness in delivering a comprehensive and engaging learning experience.

**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	4.76
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	5
c	The professor had adequate study materials and they were accessible at UBT	4.76
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.69
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.92
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.84

In the Ferizaj branch, for the 3rd academic year, student satisfaction ratings for all questionnaire items exceeded 4.25, indicating a high level of satisfaction with the academic staff, their teaching, and the course-related aspects, including subject content, assessments, and materials provided by lecturers. However, it should be noted that the response rate from this group was not very high; efforts will be made in the future to increase participation in order to obtain more comprehensive feedback for a fuller assessment of the academic experience.





**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	4.60
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.75
c	The professor had adequate study materials and they were accessible at UBT	4.66
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.68
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.51
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.80

In the Prizren branch, for the 3rd academic year, student satisfaction ratings for all questionnaire items exceeded 4.25, indicating a high level of satisfaction with the academic staff, their teaching, and the course-related aspects, including subject content, assessments, and materials provided by lecturers. However, it should be noted that the response rate from this group was not very high; efforts will be made in the future to increase participation in order to obtain more comprehensive feedback for a fuller assessment of the academic experience.

**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	4.84
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.89
c	The professor had adequate study materials and they were accessible at UBT	4.84
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.68
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.84
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.89

In the Peja branch, for the 3rd academic year, student satisfaction ratings for all questionnaire items exceeded 4.25, indicating a high level of satisfaction with the academic staff, their teaching, and the



course-related aspects, including subject content, assessments, and materials provided by lecturers. However, it should be noted that the response rate from this group was not very high; efforts will be made in the future to increase participation in order to obtain more comprehensive feedback for a fuller assessment of the academic experience.

**General Summary**

**I-st academic year**

**Master Level**

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.34
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	4.46
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.20
e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.48
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
d	Professors should further strengthen student engagement by incorporating additional interactive activities, discussions, and collaborative exercises during lectures and practice sessions.

**General Summary**

**II-nd academic year**

**Master Level**

ref.	The Evaluation Topic	Score
a	The professor's explanations and teaching method is clear and understandable	4.80
b	Is the teacher regular in class (no delays, absences, or early dismissals of the lesson)?	4.96
c	The professor had adequate study materials and they were accessible at UBT	4.69
d	The teacher encourages interactivity during lectures/exercises and collaborates with students	4.80



e	The professor uses appropriate assessment methods and applies the continuous assessment method	4.73
f	The student's obligations to the course were clear from the beginning, according to the syllabus presented at the beginning	4.84

In the second year of the Master's level, student satisfaction ratings for all questionnaire items exceeded 4.25, indicating a high level of satisfaction with the academic staff, their teaching, and the course-related aspects, including subject content, assessments, and materials provided by lecturers. However, it should be noted that the response rate from this group was not very high; efforts will be made in the future to increase participation in order to obtain more comprehensive feedback for a fuller assessment of the academic experience.



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

Regarding students’ success in completing their internship on the first attempt, 96% of students achieve this milestone. This evaluation is based on assessments provided by their academic mentor within the MBE program, as well as the certification issued by the host company, where the internship is conducted under the direct supervision of the company-appointed supervisor.

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

Overall, all students who participate in the internship program successfully complete it, resulting in a total success rate of 100%. However, some students may not fulfill all the required criteria during their first attempt due to personal circumstances; in such cases, an extension may be granted through the cooperation between the faculty and the host company, enabling students to successfully complete the internship on a subsequent attempt.

**Information regarding students’ involvement in research activities and international projects for the 2024/2025 academic year**

During this academic year, there has been a noticeable increase in student interest in participating in international projects, joint lectures with partner universities abroad, and exchange opportunities, which serve as valuable platforms for networking with international peers. A portion of the figures presented in the table below includes students who participated in the Erasmus+ COWEB Project, where several students were certified for their active engagement in virtual collaboration with peers from different countries to develop innovative and sustainable business ideas. Additionally, part of the total number reported in the first indicator of the table includes students who participated in joint lectures organized in cooperation with IOWA University.

ref.	The Evaluation Topic	Score
a	Participation on Erasmus+ projects/student exchange/joint lectures/Forums	34
b	Research activity staff/student	13

Regarding the involvement of MBE program students in research activities, this academic year students demonstrated increased engagement in scientific work in collaboration with their professors, presenting their publications at the UBT International Conference. Furthermore, several students also participated in student conferences organized abroad, where they had the opportunity to present and discuss their research with international 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>	<b>Master</b>
Student enrollment	250	70	80	47
Satisfaction rate	86.4%	82%	87.2%	90.6%
Research output	270			
Student/staff ratio	8.82/1	3.88 /1	3.28/1	3.58/1
Dropout rate	11%	14%	14%	12%
Grad. Employment rate	98%	95%	93%	98%
Pass rate	62%			

The indicators measuring student satisfaction, dropout rate, and graduate employment rate, as presented above, are relatively similar across all branches. Regarding the student–staff ratio, which appears higher in the Prishtina branch, this is primarily due to the larger student enrollment quota at this location. Consequently, a higher number of students are admitted; however, they are organized into multiple groups to ensure the effective delivery of teaching and academic support.

**Quality Assurance Officers of the Faculty of Management, Business and Economics**  
**17.10.2025**