



**College ESLG**

**QUALITY IMPROVEMENT PLAN  
FOR BACHELOR STUDY PROGRAM  
BASED ON FINDINGS OF STUDENTS,  
ALUMNI AND INDUSTRY**

College European School of Law and Governance  
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<i>CATEGORY</i>	<i>FINDINGS</i>	<i>RECOMMENDATION</i>	<i>DATES FOR IMPLEMENTATION</i>	<i>PERSONS RESPONSIBLE</i>
<b>PROGRAM CONTENT</b>	<p>Students have the satisfaction with the mean of greater than 4.0 with regards to program content in all the fields.</p> <p>From multiple regression analysis the following variables have the highest effect on program content satisfaction of students:</p> <ul style="list-style-type: none"> <li>• Coherence and progression of contents</li> <li>• Choice of elective courses</li> </ul> <p>From multiple regression analysis the following variables have a moderate effect:</p> <ul style="list-style-type: none"> <li>• Contents and quality of mandatory courses;</li> <li>• Contents and quality of elective courses;</li> </ul>	<p>Strengthen the induction course at the admission to explain the students better their expectation within the program so there can be no discrepancy between what they expect and what is delivered in terms of contents of both mandatory and elective courses;</p>	05.03.2020-30.09.2020	Student Admission Office
<b>TEACHING AND</b>	Students have the satisfaction with the mean of	<ul style="list-style-type: none"> <li>• Increase the</li> </ul>	05.03.2020-30.09.2020	Senate of College ESLG Office of International Affairs

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<b>ASSESSMENT</b>	<p>greater than 4.0 with regards to teaching and assessment in all the fields.</p> <ul style="list-style-type: none"> <li>• Regular feedback on successfulness in learning has the highest mean</li> <li>• Involving students in research projects has the lowest mean;</li> </ul> <p>From multiple regression analysis the following variables have the highest effect on teaching and assessment satisfaction of students:</p> <ul style="list-style-type: none"> <li>• the usefulness of lectures in grasping content</li> <li>• involving students in research projects;</li> <li>• coherence of assessment criteria;</li> </ul> <p>From multiple regression analysis the following variables have the moderate impact:</p> <ul style="list-style-type: none"> <li>• Opportunities for international cooperation;</li> <li>• Continuous assessment;</li> </ul>	<p>research publications of professors with students and make that mandatory in the contract;</p> <ul style="list-style-type: none"> <li>• Increase the mobility of students to Nova Univerza to enhance the international cooperation;</li> </ul>		<p>of ESLG and Nova Univerza;</p>
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<b>TREATMENT AND LEARNING SUPPORT</b>	<p>Students have the satisfaction with the mean of greater than 4.0 with regards to treatment and learning support in all the fields. In this regard</p> <ul style="list-style-type: none"> <li>• Encouraging students' self-confidence has the highest mean;</li> <li>• Student career and employment guidance has the lowest mean</li> </ul> <p>From multiple regression analysis the following variables have the highest effect on treatment and learning support satisfaction of students:</p> <ul style="list-style-type: none"> <li>• Access to teaching staff;</li> <li>• Access to additional mentors;</li> </ul> <p>From multiple regression analysis the following variables have the lowest impact:</p> <ul style="list-style-type: none"> <li>• Career and student employment guidance;</li> <li>• Consultations with teaching staff;</li> <li>• Encouraging students' self-confidence</li> <li>• Showing understanding for students' problems;</li> </ul>	<ul style="list-style-type: none"> <li>• Strengthen the Office of Career and Employment Guidance;</li> <li>• Strengthen the learning and support system for the program;</li> </ul>	05.03.2020-30.09.2020	Chancellor of College ESLG; President of College ESLG;
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<b>OVERALL QUALITY OF THE PROGRAM</b>	<p>Students have the satisfaction with the mean of greater than 4.0 with regards to overall quality of the program in all the fields. In this regard</p> <ul style="list-style-type: none"> <li>• Harmonization of ECTS with the real workload have the highest means and favorable standard deviations;</li> <li>• Demand of the program has the lowest mean</li> </ul> <p>From multiple regression analysis the following variables have the highest effect on overall quality of the program satisfaction of students:</p> <ul style="list-style-type: none"> <li>• Satisfaction with graduates employment;</li> </ul> <p>From multiple regression analysis the following variables have the least effect on overall quality of the program satisfaction of students:</p> <ul style="list-style-type: none"> <li>• Fulfillment of your initial expectations;</li> <li>• Preparation for work;</li> <li>• Preparation for the continuing education;</li> <li>• Harmonization of ECTS with real workloads</li> </ul>	<ul style="list-style-type: none"> <li>• Induction course on explaining every detail of what is expected during the program;</li> <li>• Strengthen the continuing support during the studies to support students during their employment and furthering their education;</li> </ul>	05.03.2020-30.09.2020	Student Affairs Office; Career Office
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<b>QUALITATIVE ANALYSIS OF STUDENTS BASED ON WRITTEN COMMENTS</b>	<p>From the qualitative analysis the recurring issues arise in most of the responses of respondents as best feature of the program:</p> <ul style="list-style-type: none"> <li>• Project work;</li> <li>• Problem-based learning;</li> <li>• Access to additional mentors;</li> <li>• Approach of professors towards students;</li> </ul> <p>From the qualitative analysis the recurring issues arise in most of the responses of respondents as the drawback of the program:</p> <ul style="list-style-type: none"> <li>• Lack of site visits;</li> <li>• Lack of international professors and mentors</li> </ul> <p>From the qualitative analysis the recurring issues arise as the most relevant among students responses</p>	<ul style="list-style-type: none"> <li>• Increase the number of memoranda of cooperation with private sector firms and civil society organizations ;</li> <li>• Implement these memoranda of cooperation with more site visits and practical work of students;</li> </ul>	05.03.2020-30.09.2020	Rector of College ESLG
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	<p>as what needs improvement in the program:</p> <ul style="list-style-type: none"> <li>• Better outreach to private sector;</li> <li>• Increase site visits;</li> <li>• More practical programs;</li> </ul>	<ul style="list-style-type: none"> <li>• Invite more professors from Nova Univerza and other universities to teach in modules;</li> </ul>		
<b>PREPARATION FOR AND SUCCESS IN THE LABOR MARKET</b>	<p>Students have the satisfaction with the mean of greater than 4.0 with regards to preparation for and success in the labor market in all the fields, however they have the lowest satisfaction on employment progress with the mean of 4.0. Also from multiple regression analysis the employment progress has the highest effect on the overall satisfaction of students with the level of preparation and success in the labor market.</p>	<ul style="list-style-type: none"> <li>• Increase the memoranda of understanding with construction sector for paid practical internship of students so students can</li> </ul>		

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		<p>have better employment opportunities ;</p> <ul style="list-style-type: none"><li>• Organize recruitment fair for the construction sector companies, where they can recruit for real estate managers;</li><li>• Better career counselling support and advise for students who are about to graduate.</li></ul>		
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<b>ACQUIRED KNOWLEDGE AND SKILLS</b>	<p>Students have the satisfaction with the mean of greater than 4.0 with regards to acquired knowledge and skills in all the fields, however they have the lowest satisfaction with the Program helped you to be an innovator, which has the lowest mean of 4.12 and standard deviation of 0.816. On the other hand, from multiple regression we conclude that the variables with the very low effect on the level of satisfaction of alumni on the preparation and success in the labor market (which has a generally high mean greater than 4.0) are program helped you to identify moral and ethical issues, program helped you to function independently, program helped you to think analytically, program helped you to be an effective leader, and program helped you to write effectively and clearly.</p>	<ul style="list-style-type: none"> <li>• Add more innovative project assignments in the classes;</li> <li>• Include the Best Innovator Award in the field of construction and real estate management, with the scholarship awarded for the winner;</li> <li>• Add ethical dilemma problems as case study</li> </ul>	05.03.2020-30.09.2020	Academic Council; Rector, President of Board; Curriculum Review Team and Academic Council
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		problems nearly in each course to strengthen the identification of moral and ethical issues;		
<b>QUALITATIVE ANALYSIS BASED ON WRITTEN COMMENTS OF ALUMNI</b>	<p>From the qualitative analysis the recurring issues arise in most of the responses of respondents as best feature of the program that helped them most in the career and success in labor market:</p> <ul style="list-style-type: none"> <li>• Real estate appraisal;</li> <li>• Problem-based learning with case studies;</li> </ul> <p>From the qualitative analysis the recurring issues arise as the most relevant among alumni responses</p>	<ul style="list-style-type: none"> <li>• Increase the number of exercises with mentors and tutors</li> <li>• Implement these memoranda of cooperation with more site visits and</li> </ul>	05.03.2020-30.09.2020	Senate President of ESLG Rector of ESLG

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	<p>as what needs improvement in the program to help them better in coping with challenges of labor market locally and internationally are:</p> <ul style="list-style-type: none"> <li>• More exercises;</li> <li>• Increase site visits;</li> <li>• Better coordination of practical obligation;</li> </ul>	<p>practical work of alumni with private sector companies;</p>		
<b>INDUSTRY FINDINGS</b>	<p>Overall employability and contribution of ESLG research valuable for the private sector and community have the lowest means and have either an adverse effect on very little effect on the satisfaction of industry with the overall quality of the bachelor program, although the employability problem especially of youth is a Kosovo wide problem.</p>	<ul style="list-style-type: none"> <li>• Provide better career and employment guidance to students of ESLG while studying;</li> <li>• Increase MoUs with private sector companies for practical placement of students as</li> </ul>	<p>05.03.2020-30.09.2020</p>	<p>Career Office Gent Sejdiu, Bajram Hoxha Industry Representatives; Gent Sejdiu CEO of KRG LLC Bajram Hoxha CEO of HIG LLC</p>

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		<p>interns with the possibility of further employment;</p> <ul style="list-style-type: none"><li>• Strengthen initiatives such as Kosovo Real Estate Market Study with KRG done for a commercial bank with other private sector research initiatives;</li><li>• Appoint a liaison with respective associations in the construction and real</li></ul>		
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		estate management industry to identify the research needs for the industry so with its research the bachelor program professors with the assistance of students can contribute to the research valuable for the industry;		
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M.Sc. Jehona Hoxha, Quality Assurance Office, **Date: 05.03.2020**

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