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Annual Report on Quality Review of the study program Management of Real Estate and Infrastructure (MA)

Satisfaction rate based on course evaluation for the semesters of academic year 2020-2021 is presented below:

WINTER SEMESTER 2020-2021

Course	Professor	Overall course satisfaction rate	Overall professor satisfaction rate
Law of property and infrastructure	Prof. Dr. Visar Hoxha	4.75	4.83
Academic writing and research methods	Assist. Prof. Dr. Islam Hasani	4.82	4.91
Sustainable Architecture	Assist. Prof. Dr. Elvida Pallaska	4.69	4.77
Sustainable urban design	Prof. Dr. Visar Hoxha	4.91	4.91
Execution of innovative projects in public and private sector	Assist. Prof. Dr. Islam Hasani	4.88	4.88
MEAN		**4.82**	**4.88**

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SPRING SEMESTER 2020-2021

Course	Professor	Overall course satisfaction rate	Overall professor satisfaction rate
Sustainable building materials	Prof. Dr. Visar Hoxha	4.88	4.88
Energy buildings	Prof. Dr. Visar Hoxha	4.80	4.80
Entrepreneurship in real estate	Assist. Prof. Dr. Islam Hasani	4.64	4.79
Quantitative techniques in real estate investments	Assist. Prof. Dr. Islam Hasani	4.82	4.82
Real estate development	Assist. Prof. Dr. Mersiha Kacamakovic	4.69	4.88
MEAN		**4.80**	**4.82**

The detailed satisfaction of students based on various aspects of the course evaluations is presented in the table below:

Semester	Review of course evaluations	Link in the website
Winter	Semester review	http://www.eukos.org/repository/docs/Semestral_quality_review_Winter_Semester_2020-2021.doc.pdf
Spring	Semester review	http://www.eukos.org/repository/docs/Semestral_quality_review_Spring_Semester_2020-2021.pdf

The lowest satisfaction rate per different aspects of course evaluation for each course is presented below:

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WINTER SEMESTER 2020-2021

Course	Professor	Lowest satisfaction rate	Overall satisfaction rate	Recommendation
Law of property and infrastructure	Prof. Dr. Visar Hoxha	Success in virtual learning	4.75	Increase virtual learning via videos
Academic writing and research methods	Assist. Prof. Dr. Islam Hasani	N/A	N/A	N/A
Sustainable Architecture	Assist. Prof. Dr. Elvida Pallaska	Electronic communication with students	4.54	Respond to students' queries via email faster
Sustainable urban design	Prof. Dr. Visar Hoxha	N/A	N/A	N/A
Execution of innovative projects in public and private sector	Assist. Prof. Dr. Islam Hasani	Availability of professor to respond to students' concerns	4.70	Respond to students' concerns during class

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SPRING SEMESTER 2020-2021

Course	Professor	Lowest satisfaction rate	Overall satisfaction rate	Recommendation
Sustainable building materials	Prof. Dr. Visar Hoxha	Availability of professor to respond to students' concerns	4.62	Respond to students' concerns during class
Energy buildings	Prof. Dr. Visar Hoxha	Effectiveness of course materials	4.70	More solved exercises included as course materials
Entrepreneurship in real estate	Assist. Prof. Dr. Islam Hasani	Ease of access to course materials	4.71	Update course materials at the outset of semester
Quantitative techniques in real estate investments	Prof. Dr. Visar Hoxha	Success in creation of virtual learning	4.73	More digitalization of lectures
Real estate development	Assist. Prof. Dr. Mersiha Kacamakovic	Electronic communication	4.73	Respond to students' queries via email faster

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Achievements against General Indicators Academic Year 2020-2021

Indicators	Standards	Achievement	Reason
Average grade of students enrolled	80 % of students enrolled have an average grade in university studies higher than 8.5	90 %	N/A
Teaching quality, measure by evaluation forms	Average equal score and larger than 4.0 in a scale of 1.0 to 5.0	4.80	N/A
Lecturer evaluation of student learning of the course	Average equal score and larger than 4.0 in a scale of 1.0 to 5.0	4.76	N/A
Level of satisfaction with teaching resources by students and professors	Average equal score and larger than 4.0 in a scale of 1.0 to 5.0	4.75	N/A
Average attendance	80 %	90 %	N/A
Group sizes	50 MA	45	
Student retention	90 %	90 %	NA
Abandonment of studies	10 %	10 %	NA
Library use	80 %	90 %	
e-book and journal use	80 %	90 %	

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Transition between study years	90 % of students meet conditions for the next year	100 %	
Average duration of studies up to graduation	2.5 years	3 years	Pandemics
PhD staff percentage at Master studies, in terms of ECTS covered	100 %	100 %	
Industry surveys on program student quality	Average satisfaction by industry representatives of construction sector of higher than 4.0 from 1.0 to 5.0 scale	4.30	

Outcome Indicators for the program in 2020-2021

No.	Type of indicator	Standard	Achievement
1	Total Number of Students	100	95
2	Annual Student Intake	50	48
3	Number of program Students as % of total Students	30 %	35 %
4	Graduation Rate in 2.5 years	80 %	73 %
5	Employment rate	70 %	72 %
5	Student Survival and Drop-Out Rate	10 %	10 %
6	Student Satisfaction Rate	70 %	95 %
7	Staff Satisfaction Rate	70 %	85 %
8	Research output of professors and assistants	1 per year	0.8 publication
9	Number of partnerships with industry	2	2
10	Number of students continuing PhD students	10 %	10 %

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Process Indicators for the program in 2020-2021

No.	Type of indicator	Standard	Achievement
1	Academic Staff-student ratio	1/4	22:90
2	Student-class ratio	50:1	30:1
3	Student-computer ratio	5:1	6:1
4	Student-book ratio	1:3	1:3
5	Student attendance rate	70 %	90 %
6	Teaching Plan implementation rate	80 %	95 %
7	Student transition rate	90 %	100 %
8	Student attainment rate	90 %	90 %
9	Staff research rate	1 publication	0.8 publication
10	Syllabus – Learning Outcome Compatibility/Achievement Rate	70 %	85 %

Prepared by:

M.Sc. Jehona Hoxha, Quality Assurance Office, **Date: 15.10.2021**

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List of general recommendations:

- Increase virtual learning via videos, digitalization, and other forms;
- Respond faster to students' queries via email;
- Update course materials faster at the outset of the semester and place it in the E-library;
- Be more responsive to students' queries during class lectures and exercises;
- Increase the research output of professors per year and especially assistants, involving students;

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Approved by:

Quality Commission

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Gent Sejdiu, Industry representative_____

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