

Bartësi Privat i Arsimit të Lartë
Private Bearer of Higher Education



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Structured Student Feedback Session

Results of analysis

2020

The Report Draft: Office for Quality Assurance

The Structured Student Feedback Session is conducted with the third year and graduated students, once a year.

The survey includes student's satisfaction with:

1. quality of teaching and learning experiences
2. the quality of support services
3. the quality of resources and infrastructure

Result report

Number of respondents: 225 (117 third students and 108 graduated)

Method of realization: with the electronic questionnaire Structured Student Feedback Session

At the lowest average score (according to Likert score 1 to 5) the category related to the condition of the academic staff was evaluated (4.0 +/- 0.49), while the other categories of

indicators were at higher average values, from 4.3 to 4.34. However, our objective regarding the satisfaction of the academic staff for all indicators is intended to increase above 4.5.

Lower scores were obtained for the following evaluation areas:

Metrics	Indicators	Statements	Results (% with Yes answer)
6	Patient Contact	Is there enough?	50.2%
7	Balance of Teaching Methods	- in clinics etc.	41.8%
8	Is your Training Linked to Real Practice?	Are there opportunities to learn in Primary Health Care?	44.0%
		Are you involved in Hospital care and treatment planning/work in medical institutions?	41.8%
11	Medical School Facilities	Are Library facilities sufficient?	57.8%
15	Clinical Training	Do you see enough patients?	44.0%
		Do you treat enough patients?	42.2%
		Do you see patients outside the hospital setting?	42.2%

The main reason for the decrease in students' satisfaction with clinical practice, the degree of clinical teaching in hospitals and out of hospital facilities and in Primary Health Care Institutions is due to non-implementation of clinical practices in these institutions due to government restrictive measures for prevention of COVID-19 infections.

Plan for improvement of indicators (6, 7, 8, 11 and 15):

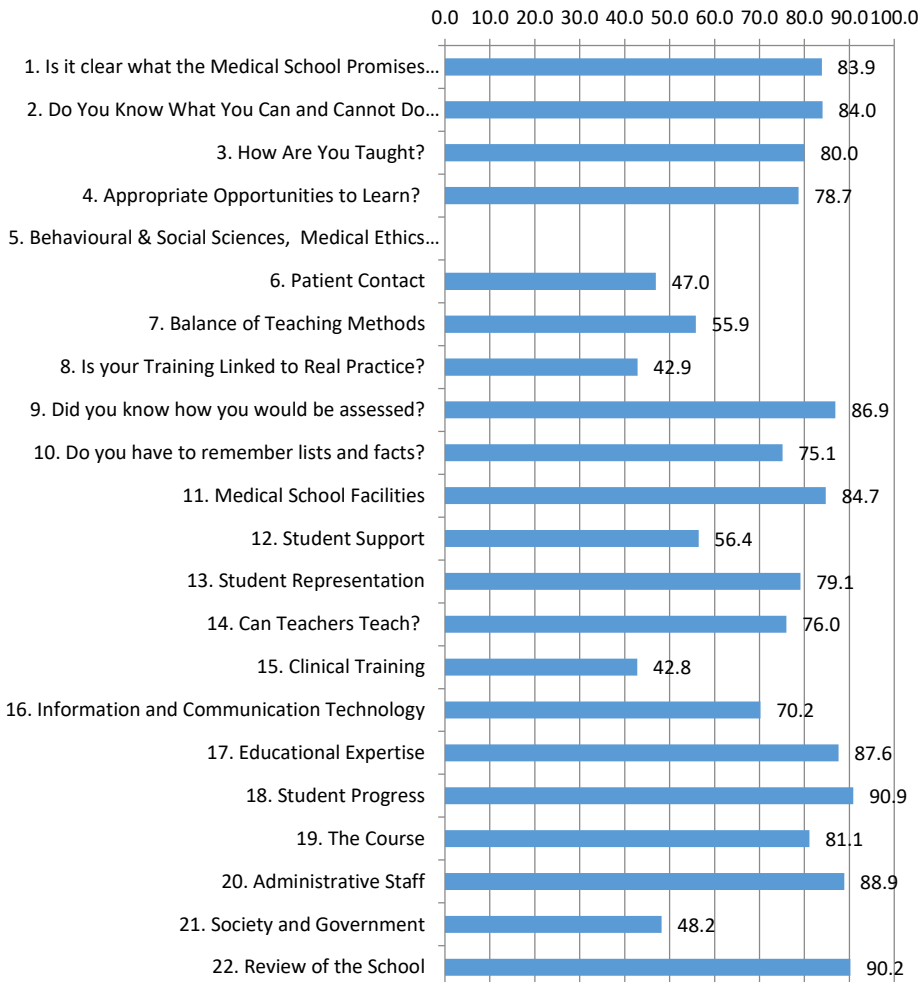
- Compensation of these internships (for all students) during the winter semester, summer semester and in the form of summer internships during the academic year 2021/2022 in the health institutions of the HUČSK;
- Compensation of these internships (for all students) during the winter semester, summer semester and in the form of summer internships during the academic year 2021/2022 at the "Resonance" Hospital;
- Compensation of these practices (for all students) with involvement in health institutions with which the College has cooperation agreements: American Hospital in Kosovo, "Kavaja" Hospital in Pristina.
- Reimbursement of these practices (for all students) with involvement in health institutions abroad.

The report of the summary results of the survey: Structured Student Feedback Session-2020, according to the indicators is presented as follows:

Indicators	Yes	No	I don't know	I am not quite sure	Total
1. Is it clear what the Medical School Promises to you?	83.9	1.5	6.5	8.1	100.0
2. Do You Know What You Can and Cannot Do on	84.0	2.0	5.1	8.9	100.0

Graduation?					
3. How Are You Taught?	80.0	4.4	6.2	9.3	100.0
4. Appropriate Opportunities to Learn?	78.7	14.4	3.3	3.6	100.0
5. Behavioural & Social Sciences, Medical Ethics and Law (How and where do you learn these?)					0.0
6. Patient Contact	47.0	44.6	4.8	3.7	100.0
7. Balance of Teaching Methods	55.9	28.4	8.4	7.3	100.0
8. Is your Training Linked to Real Practice?	42.9	43.3	6.9	6.9	100.0
9. Did you know how you would be assessed?	86.9	7.9	2.6	2.7	100.0
10. Do you have to remember lists and facts?	75.1	10.7	9.8	4.4	100.0
11. Medical School Facilities	84.7	11.9	2.5	0.9	100.0
12. Student Support	56.4	36.7	4.4	2.4	100.0
13. Student Representation	79.1	12.3	3.1	5.4	100.0
14. Can Teachers Teach?	76.0	3.1	10.7	10.2	100.0
15. Clinical Training	42.8	53.2	2.2	1.8	100.0
16. Information and Communication Technology	70.2	22.3	4.4	3.0	100.0
17. Educational Expertise	87.6	2.7	6.0	3.8	100.0
18. Student Progress	90.9	1.3	4.7	3.1	100.0
19. The Course	81.1	7.8	7.1	4.0	100.0
20. Administrative Staff	88.9	3.8	4.9	2.4	100.0
21. Society and Government (Does the government support medical students needs?)	48.2	49.6	1.1	1.1	100.0
22. Review of the School	90.2	2.2	4.4	3.1	100.0

**Structured Student Feedback Session-2020: Overall results by indicators
(percent with answer: Yes)**



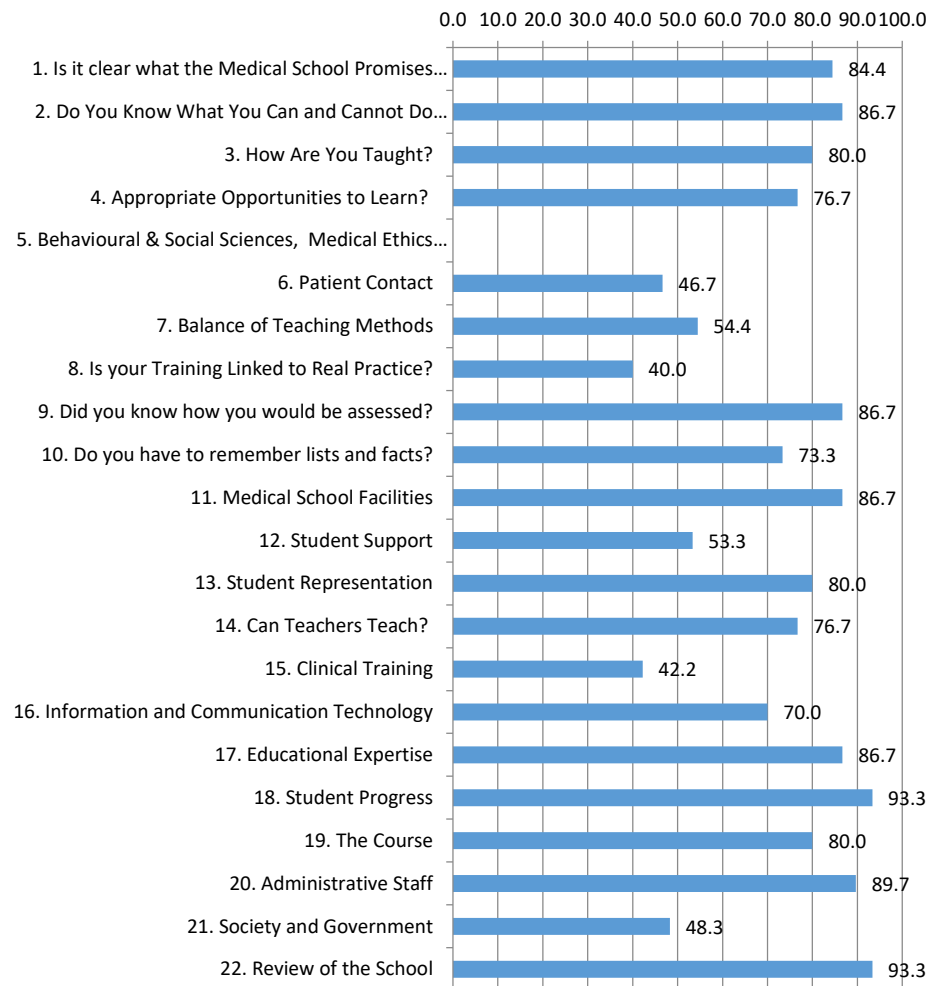
Structured Student Feedback Session		2020									
Survey with 225 students (117 third year+108 graduated)		Yes	%	No	%	I don't know	%	I am not	%	Total	
1. Is it clear what the Medical School Promises to you?	- College Mission Statement	186	82.7	6	2.7	20	8.9	13	5.8	225	
	- Are detailed objectives of the medical course available?	190	84.4	2	0.9	12	5.3	21	9.3	225	
	- Do you have them?	190	84.4	2	0.9	12	5.3	21	9.3	225	
2. Do You Know What You Can and Cannot Do on Graduation?	- What are the broad competencies (knowledge, skills and attitudes) expected at graduation?	188	83.6	5	2.2	12	5.3	20	8.9	225	
	- Do these relate to your training?	190	84.4	4	1.8	11	4.9	20	8.9	225	
3. How Are You Taught?	- Was the methodology of teaching explained to you at the beginning	180	80.0	10	4.4	14	6.2	21	9.3	225	
4. Appropriate Opportunities to Learn?	- "The principles of scientific method and evidence-based medicine, including analysis of the literature"	155	68.9	60	26.7	6	2.7	4	1.8	225	
	- Is the contribution of basic biomedical sciences contribute relevant to the medical curriculum?	199	88.4	5	2.2	9	4.0	12	5.3	225	
5. Behavioural & Social Sciences, Medical Ethics and Law	- How and where do you learn these?										
6. Patient Contact	- Is there enough?	113	50.2	65	28.9	22	9.8	25	11.1	225	
	- When does it start? (first, second, third year)	48	21.3	170	75.6	7	3.1		0.0	225	
	- Is the time right?	155	69.5	65	29.1	3	1.3	0	0.0	223	
7. Balance of Teaching Methods	- Lectures	170	75.6	25	11.1	12	5.3	18	8.0	225	
	- small group teaching	124	55.1	47	20.9	34	15.1	20	8.9	225	
	- Seminars	169	75.1	21	9.3	20	8.9	15	6.7	225	
	- laboratory sessions	165	73.3	24	10.7	15	6.7	21	9.3	225	
	- in clinics etc.	94	41.8	101	44.9	20	8.9	10	4.4	225	
8. Is your Training Linked to Real Practice?	- Is it right for you?	32	14.2	166	73.8	13	5.8	14	6.2	225	
	- Are there opportunities to learn in Primary Health Care?	99	44.0	96	42.7	15	6.7	15	6.7	225	
	- Are you involved in Hospital care and treatment planning/work in medical institution?	94	41.8	99	44.0	16	7.1	16	7.1	225	
9. Did you know how you would be assessed?	- Is it a fair system?	195	86.7	18	8.0	6	2.7	6	2.7	225	
	- Are you tested the way you are taught?	194	86.2	19	8.4	5	2.2	7	3.1	225	
	- Do the Assessment match the Tasks being tested?	195	86.7	18	8.0	5	2.2	7	3.1	225	
	- Is the examination system really related to patient care and health promotion?	198	88.0	16	7.1	7	3.1	4	1.8	225	
10. Do you have to remember lists and facts?	- Is problem solving taught?	169	75.1	24	10.7	22	9.8	10	4.4	225	

11. Medical School Facilities	- Is there room to study?	220	97.8	0	0.0	2	0.9	3	1.3	225
	- Are Library facilities sufficient?	130	57.8	80	35.6	13	5.8	2	0.9	225
	- Do you have easy access to computers?	222	98.7	0	0.0	2	0.9	1	0.4	225
	- What more could be provided to help you learn?									
12. Student Support	- If you have problems is there anyone to help	187	83.1	22	9.8	15	6.7	1	0.4	225
	- Do you feel isolated?	67	29.8	143	63.6	5	2.2	10	4.4	225
13. Student Representation	- Is there enough student representation in the management of the course?	203	90.2	2	0.9	0	0.0	20	8.9	225
	- Do you feel student views are acted upon?	180	80.0	36	16.0	4	1.8	5	2.2	225
	- Do you have the right teachers?	194	86.2	18	8.0	4	1.8	9	4.0	225
	- Do clinicians have time to teach?	135	60.0	55	24.4	20	8.9	15	6.7	225
14. Can Teachers Teach?	- Are good teachers recognised and rewarded?	196	87.1	4	1.8	13	5.8	12	5.3	225
	- Do they have time for research?	146	64.9	10	4.4	35	15.6	34	15.1	225
15. Clinical Training	- Do you see enough patients?	99	44.0	120	53.3	2	0.9	4	1.8	225
	- Do you treat enough patients?	95	42.2	119	52.9	7	3.1	4	1.8	225
	- Do you see patients outside the hospital setting?	95	42.2	120	53.3	6	2.7	4	1.8	225
	- Is there enough for your needs?	199	88.4	2	0.9	13	5.8	11	4.9	225
16. Information and Communication Technology	- Do you have good access to what is available?	200	88.9	1	0.4	14	6.2	10	4.4	225
	- Could the course be enhanced by more IT or computer support?	221	98.2	1	0.4	3	1.3	0	0.0	225
	- Would you like to whole course available online?	12	5.3	197	87.6	10	4.4	6	2.7	225
	- Is there sufficient variation in the way you are taught?	196	87.1	8	3.6	12	5.3	9	4.0	225
17. Educational Expertise	- Do you know of any innovative methods of teaching/learning?	198	88.0	4	1.8	15	6.7	8	3.6	225
	- Can you find out how you are progressing with your studies? (Not examination res	205	91.1	3	1.3	10	4.4	7	3.1	225
18. Student Progress	- Can you find out about your areas of strength and weaknesses?	204	90.7	3	1.3	11	4.9	7	3.1	225
	- Do you feel that you could influence the future of this course?	180	80.0	25	11.1	12	5.3	8	3.6	225
19. The Course	- Are there opportunities for you to comment on the course?	185	82.2	10	4.4	20	8.9	10	4.4	225
	- Is there enough administrative support for students?	198	88.0	12	5.3	10	4.4	5	2.2	225
20. Administrative Staff	- Is it easy to find out about what is happening to you or the course?	202	89.8	5	2.2	12	5.3	6	2.7	225
	- Does the government support medical students needs?	0	0.0	223	99.1	0	0.0	2	0.9	225
21. Society and Government	- Does society appreciate medical students?	217	96.4	0	0.0	5	2.2	3	1.3	225
	- Are students involved in and contribute to updating its structure and functions	203	90.2	5	2.2	10	4.4	7	3.1	225
22. Review of the School	TOTAL	8481	71.1	2296	19.3	603	5.1	543	4.6	11923

BSc Biochemistry Laboratory

Indicators	Yes	No	I don't kn	I am not qu	Total
1. Is it clear what the Medical School Promises to you?	84.4	0.0	6.7	8.9	100.0
2. Do You Know What You Can and Cannot Do on Graduation?	86.7	0.0	6.7	6.7	100.0
3. How Are You Taught?	80.0	6.7	6.7	6.7	100.0
4. Appropriate Opportunities to Learn?	76.7	13.3	3.3	6.7	100.0
5. Behavioural & Social Sciences, Medical Ethics and Law (How and where do you learn these?)					0.0
6. Patient Contact	46.7	42.2	2.2	8.9	100.0
7. Balance of Teaching Methods	54.4	28.9	7.8	8.9	100.0
8. Is your Training Linked to Real Practice?	40.0	46.7	6.7	6.7	100.0
9. Did you know how you would be assessed?	86.7	6.7	0.0	6.7	100.0
10. Do you have to remember lists and facts?	73.3	13.3	6.7	6.7	100.0
11. Medical School Facilities	86.7	11.1	2.2	0.0	100.0
12. Student Support	53.3	36.7	3.3	6.7	100.0
13. Student Representation	80.0	11.7	1.7	6.7	100.0
14. Can Teachers Teach?	76.7	3.3	10.0	10.0	100.0
15. Clinical Training	42.2	53.3	0.0	4.4	100.0
16. Information and Communication Technology	70.0	21.7	5.0	3.3	100.0
17. Educational Expertise	86.7	3.3	6.7	3.3	100.0
18. Student Progress	93.3	0.0	6.7	0.0	100.0
19. The Course	80.0	10.0	6.7	3.3	100.0
20. Administrative Staff	89.7	3.4	6.9	0.0	100.0
21. Society and Government	48.3	51.7	0.0	0.0	100.0
22. Review of the School	93.3	0.0	6.7	0.0	100.0
TOTAL	71.0	19.0	4.5	5.4	100.0

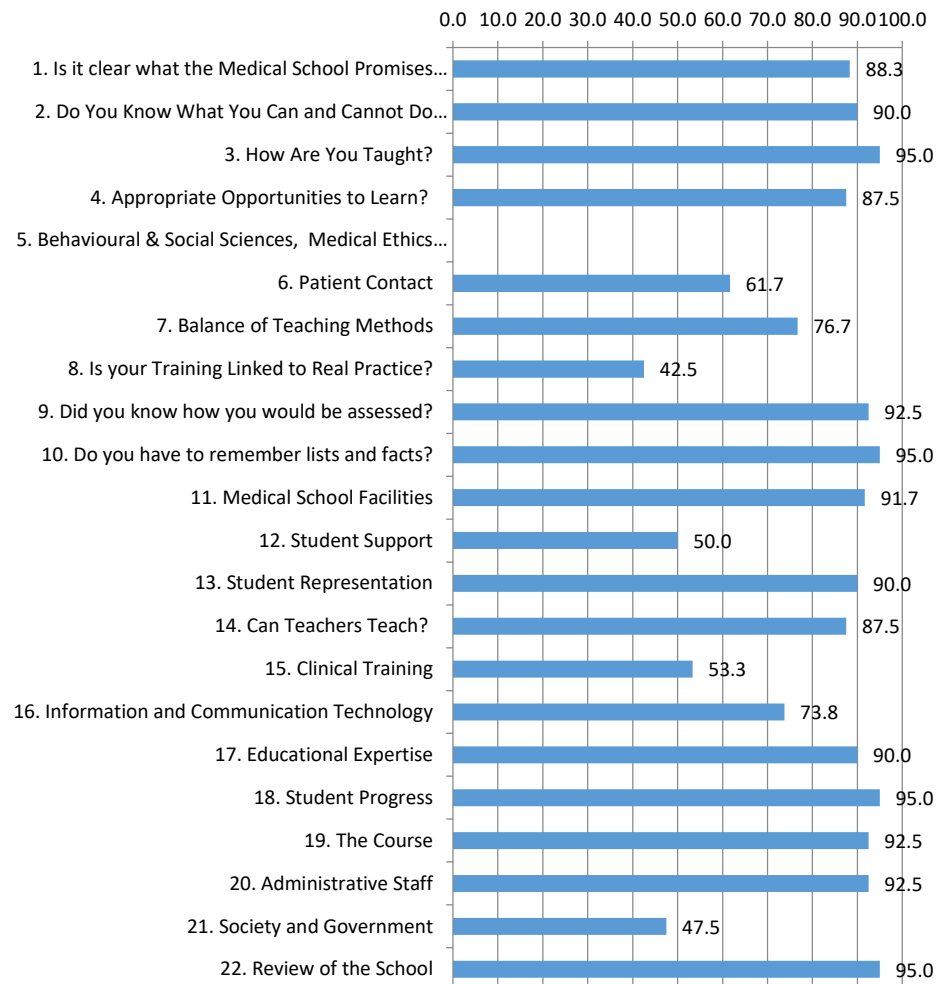
**Structured Student Feedback Session-2020: Overall results by indicators
(percent with answer: Yes)**



BSc Diagnostic Radiology

Indicators	Yes	No	I don't kn	I am not qu	Total
1. Is it clear what the Medical School Promises to you?	88.3	1.7	6.7	3.3	100.0
2. Do You Know What You Can and Cannot Do on Graduation?	90.0	0.0	7.5	2.5	100.0
3. How Are You Taught?	95.0	0.0	5.0	0.0	100.0
4. Appropriate Opportunities to Learn?	87.5	5.0	5.0	2.5	100.0
5. Behavioural & Social Sciences, Medical Ethics and Law (How and where do you learn these?)					
6. Patient Contact	61.7	31.7	3.3	3.3	100.0
7. Balance of Teaching Methods	76.7	17.5	1.7	4.2	100.0
8. Is your Training Linked to Real Practice?	42.5	45.0	5.0	7.5	100.0
9. Did you know how you would be assessed?	92.5	3.8	1.3	2.5	100.0
10. Do you have to remember lists and facts?	95.0	0.0	5.0	0.0	100.0
11. Medical School Facilities	91.7	6.7	1.7	0.0	100.0
12. Student Support	50.0	45.0	2.5	2.5	100.0
13. Student Representation	90.0	5.0	0.0	5.0	100.0
14. Can Teachers Teach?	87.5	0.0	2.5	10.0	100.0
15. Clinical Training	53.3	45.0	1.7	0.0	100.0
16. Information and Communication Technology	73.8	22.5	2.5	1.3	100.0
17. Educational Expertise	90.0	0.0	5.0	5.0	100.0
18. Student Progress	95.0	0.0	5.0	0.0	100.0
19. The Course	92.5	0.0	2.5	5.0	100.0
20. Administrative Staff	92.5	2.5	5.0	0.0	100.0
21. Society and Government	47.5	47.5	5.0	0.0	100.0
22. Review of the School	95.0	0.0	5.0	0.0	100.0
TOTAL	79.3	14.6	3.2	2.8	100.0

**Structured Student Feedback Session-2020: Overall results by indicators
(percent with answer: Yes)**



MSc Pharmacy

Indicators	Yes	No	I don't kn	I am not qu	Total
1. Is it clear what the Medical School Promises to you?	84.2	1.8	5.3	8.8	100.0
2. Do You Know What You Can and Cannot Do on Graduation?	84.2	0.0	5.3	10.5	100.0
3. How Are You Taught?	78.9	5.3	5.3	10.5	100.0
4. Appropriate Opportunities to Learn?	78.9	13.2	5.3	2.6	100.0
5. Behavioural & Social Sciences, Medical Ethics and Law (How and where do you learn?)	0.0	0.0	0.0	0.0	0.0
6. Patient Contact	52.6	38.6	5.3	3.5	100.0
7. Balance of Teaching Methods	70.2	14.9	7.9	7.0	100.0
8. Is your Training Linked to Real Practice?	47.4	42.1	5.3	5.3	100.0
9. Did you know how you would be assessed?	85.5	7.9	2.6	3.9	100.0
10. Do you have to remember lists and facts?	84.2	0.0	10.5	5.3	100.0
11. Medical School Facilities	89.5	7.0	3.5	0.0	100.0
12. Student Support	57.9	36.8	2.6	2.6	100.0
13. Student Representation	88.2	3.9	2.6	5.3	100.0
14. Can Teachers Teach?	73.7	2.6	13.2	10.5	100.0
15. Clinical Training	47.4	50.9	1.8	0.0	100.0
16. Information and Communication Technology	71.1	21.1	3.9	3.9	100.0
17. Educational Expertise	86.8	2.6	5.3	5.3	100.0
18. Student Progress	94.7	0.0	5.3	0.0	100.0
19. The Course	86.8	2.6	5.3	5.3	100.0
20. Administrative Staff	89.5	2.6	5.3	2.6	100.0
21. Society and Government	47.4	50.0	2.6	0.0	100.0
22. Review of the School	89.5	0.0	5.3	5.3	100.0
TOTAL	74.9	15.6	5.0	4.56	100.0

Structured Student Feedback Session-2020 for MSc Pharmacy: Overall results by indicators (percent with answer: Yes)

