

STUDENT SURVEY SPRING 2021

The student survey was administered by IUS Quality Assurance Office in accordance with the Law on Higher Education, Article 12 (3), (4)¹, (Evaluation of Work of the Academic Staff) and IUS internal rules, which derive from the aforementioned Law and QA Rule Book. According to the Law, student survey is obligatory for all higher education institutions.

During Spring Semester 2021, due to the circumstances caused by the Covid-19 pandemic restrictions, IUS management instructed academic units to offer online, hybrid and in rare circumstances face-to-face mode of teaching. Along these instructions the student survey Spring 2021 was administered online as well.

STUDENT SURVEY PURPOSE

It is very important to obtain information on how IUS students acquire knowledge, skills, and competences, especially in times of contingency situation. Besides the obvious and law-required purpose of evaluation of teaching quality, QA Office was of an opinion that the Student Survey during COVID restrictions has some additional objectives. These are as follows:

- to improve quality of future online teaching and learning,
- to understand how well students adapt and engage and what IUS does to take relevant preventive and corrective measures,
- to analyze and evaluate collected responses to the aim of informing further decisions of IUS management.

METHODOLOGY

The survey questions were put together with online teaching and learning in mind and how well IUS responded to the continuation of Covid-19 restrictions. In this process of preparations QA Office consulted IUS Student Parliament (SPIUS), higher management and academic staff who provided timely and constructive feedback. QA Office team members discussed the most optimal ways of conducting the survey. QA also sought advice from IUS IT University Center.

Furthermore, QA Office used all available channels to advertise the survey: Student and Career center, social media, official web page, and directly via professors.

The survey (including extensions) ran from 24 May to 2 June, 2021.

¹ **Article 112 (Evaluation of Work of the Academic Staff)**

(1) At the end of each academic year, the institution of higher education is obliged to evaluate work of the academic staff, or the success of realization of the curricula.

(2) Evaluation of work of each academic staff member is to be carried out in accordance with the Statute of the institution of higher education by the institution as well as by students.

(3) The institutions of higher education are obliged to carry out a students' evaluation survey on the academic staff performance after the end of each semester, or after the completed teaching cycle for the subject taught.

(4) Evaluation must evaluate: lecture quality, student-academic staff interaction, correctness of communication, teacher's attitudes towards students attending the teaching activities and at assessments, availability of suggested reading material, attendance and punctuality of the teacher, along with other criteria which are defined in the Statute.

(5) The institution of higher education by a specific act determines the procedure for evaluation of the academic staff performance, the content of survey forms, the manner of conducting the evaluation, grading criteria for the evaluation, as well as adequate measures for the academic staff who received negative evaluation for two consecutive years.

(6) The evaluation of the academic staff performance is an integral process of establishment the quality assurance system, or self-control and internal quality assurance.

(7) Results of the evaluation of the academic staff performance are to be adequately analyzed by the institution of higher education, and the decision of the head of the organizational unit about the employee's work performance is an integral part of the personal file of each member of academic staff.

	Average student satisfaction with courses taught (0-4)	Participation rate %	Number of courses being evaluated
IUS	3.69	30.3	171
FENS	3.61	20	46
FASS	3.63	38.9	57
FBA	3.76	33.7	40
FLW	3.87	59.3	21
FEDU	3.8	38.5	7

GENERAL COMMENTS AND POINTS FOR IMPROVEMENT

Many students, especially those in most affected disciplines by COVID restrictions, expressed their desire to come back to the campus, i.e. Architecture. However, there are those who for example live in USA and would prefer to continue studying in online mode. Some of the students also expressed their dissatisfaction with hybrid model.

There are also many commendations of IUS:

- *I would like to recognize and thank the university administration for its achievement in relation to the Covid-19 pandemic. The speed and success at which IUS was able to switch classes to online during the outbreak of the Covid-19 pandemic indicate the institutions high level of preparedness and crisis anticipation. This gives me more confidence that IUS is ever ready for other contingency situations that could disrupt the normal academic process. (PhD student)*
- *I think what describes the best how I feel about IUS and everything that comes along with it is the fact that whenever I talk to high school seniors and other students who are already on some of the universities I try to convince them to join IUS because I really have great time here. I really like it here because of everything, professors and other stuff (especially in student's affairs office) are really kind and I had just one bad experience but it is not worth mentioning. Thank You!*
- *I am happy to be a student and look forward to maintaining the excellent relationship in the years to come FBA MAN PhD student)*
- *I like how IUS is asking for improvements because they really care for their students as I can see. Thank You for everything. (FENS student)*
- *IUS may have struggled due to the pandemic which has affected all of us students, and faculty and staff. However, IUS has also done its best to continue with courses online and the Professors have done their best, too. It may have been difficult due to technical difficulties, various time zones, many assignments (communication difficulties and organization issues between students since it wasn't always the best when there were groups - easier in person), but IUS and Professors still managed to resolve any issues present since we all as a team cooperated and have to cooperate throughout these difficult tough times. Hopefully in the near future most students will be able to physically attend classes, as it would be a lot easier... unless if actually necessary to be a DL student. Otherwise, all the best to mention regarding IUS and its Faculty and Staff!*
- *I think we are very successful in the online system. Our system is very good because I have never encountered such a bad situation as not being able to attend classes. Our professors were able to manage the system and students very well in a short time. I would like to thank the IUS institution and its team for this.*

On the other hand, there are also other points of view and suggestions for improvement:

- *I am a first-year student and I am not so grateful for the knowledge I got from this year. If this pandemic situation was to continue in the coming fall semester, I would like the learning process to be a lot different. Every professor that is teaching some course that has practice required in it (doing examples and similar) needs to have a tablet with a pen which are connecting to the digital board and to use that through the lecture. (Some professors have it, which was really good.) Also, I think that turning the camera on should be something obligatory for both professors and students. With that, students will be forced to listen and be engaged more, just like in the class. I know that we could turn the camera on during this semester, but you know that it would be awkward just for one student to turn it on and let everyone else look at him/her. Students need to be more engaged, just like we would be in the class. And I know that the next thing I will suggest will be a lot harder for us, but I think it should help us to become better students. We should get some short homework every week from every course to be motivation for us and also let us renew the lesson and knowledge from it. Courses from which we had homework every week this semester was definitely harder, but we could stay in "shape" during the week and not forget things we shouldn't. I hope that we can be in class in October, and I hope everything is better, but if not, I think that major differences should be made.*
- *People who are in management (rector, vice rector, head of department should participate in some of the lectures to see-notice things that need improvement). Don't except people from totally different departments (like medicine) to study master degree in management without giving them a extra attention (in this way you are diminishing the credibility and status of university). Make difference between master in management and master in finance (in order to provide more specific courses that are related to each department in order for students to access more knowledge related to the fields that they are interested in). 80% thing i saw in my master studies i already have studied or went through during my bachelor studies. Make an award system, where one professor from each department would be chosen as professor of the year and then let that professor share its experience and teaching techniques with other ones (or something similar to that).*
- *I really like the work of IUS and all the professors. The only thing i would like is that, since our lectures have been online all semester, the final exams will also be online, because many students are not in Bosnia now. I am, for example, from Montenegro, it is not very far but it is really difficult for me to manage transportation, testing and the like, so it is even harder for some students.*