

**Chemical Technology College of Professional  
Studies in Krusevac  
Textile College of Leskovac**

**SURVEYS OF STUDENTS AND EMPLOYEES  
ANKETE STUDENATA I ZAPOSLENIH**

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## Goal of the Working Group:

To present the legal framework for the implementation of the STRATEGY FOR QUALITY ASSURANCE and conducting SURVEYS for its implementation.


## Cilj rada radne grupe :

Da se prikaže zakonski okvir za realizaciju STRATEGIJE OBEZBEĐENJA KVALITETA i sprovođenje ANKETA kao aktivnosti za njenu realizaciju.



- On the basis of best practice in certain institutions of higher education in Serbia and a university college in Belgium, to make a platform in terms of evaluating the performance, operation and removal of irregularities in institutions of higher education in Serbia.


- Da se na osnovu pozitivne prakse u pojedinim visokoškolskim ustanovama iz Srbije i univerzitetskog koledža iz Belgije, napravi platforma u pogledu vrednovanja rada, funkcionisanja i otklanjanja uočenih nepravilnosti u visokoškolskim ustanovama u Srbiji.

- 
- In order to ensure quality, each higher education institution adopts and implements a STRATEGY FOR QUALITY ASSURANCE.
  - Radi obezbeđenja kvaliteta: Svaka visokoškolska ustanova u svome radu donosi i realizuje STRATEGIJU OBEZBEĐENJA KVALITETA.

**ORDINANCE** on standards and procedures for the accreditation of higher education institutions and study programs (*Official Gazette of RS*, no.106/2006 and 112/2008) includes Standard 12 "Internal quality assurance mechanisms".

**P R A V I L N I K** o standardima i postupku za akreditaciju visokoškolskih ustanova i studijskih programa. (*Službeni glasnik RS*", br. 106/2006 i 112/2008) obuhvata Standard 12.

"Unutrašnji mehanizmi za osiguranje kvaliteta"

- 
- A higher education institution forms a special committee for quality assurance from the teaching staff, non-teaching staff and students.
  - Visokoškolska ustanova obrazuje posebnu komisiju za obezbeđenje kvaliteta, iz reda nastavnika, saradnika, nenastavnog osoblja i studenata.

**ORDINANCE** on standards for self-evaluation and quality assessment of higher education institutions, *adopted on October 20th 2006*, contains


**Standard 13:** "The role of students in self-evaluation and quality control".


**PRAVILNIK** o standardima za samovrednovanje i ocenjivanje kvaliteta visokoškolskih ustanova, *donešen 20.10.2006. godine*, sadrži

**Standard 13:** "Uloga studenata u samovrednovanju i proveru kvaliteta".

- Higher education institutions provide an important role of students in the quality assurance process through the work of student organizations and student representation in the bodies as well as through questioning students about the quality of the higher education institution.
- Visokoškolske ustanove obezbeđuju značajnu ulogu studenata u procesu obezbeđenja kvaliteta i to kroz rad studentskih organizacija i studentskih predstavnika u telima, kao i kroz anketiranje studenata o kvalitetu visokoškolske ustanove.



- 
- Students have an active role in the adoption and implementation of the quality assurance strategy.
  - Studenti imaju aktivnu ulogu u donošenju i sprovođenju strategije obezbeđenja kvaliteta.


- 
- Evaluation of the quality of teaching process, which is determined by surveying students, is particularly important.
  - Posebno je značajna ocena kvaliteta nastavnog procesa koja se utvrđuje anketiranjem studenata.

- **ORDINANCE** on standards and procedures for the accreditation of higher education institutions and study programs (*Official Gazette of RS*, no. 106/2006 and 112/2008) includes Standard 3:
- "The work of management, professional bodies and student parliament is periodically evaluated. "

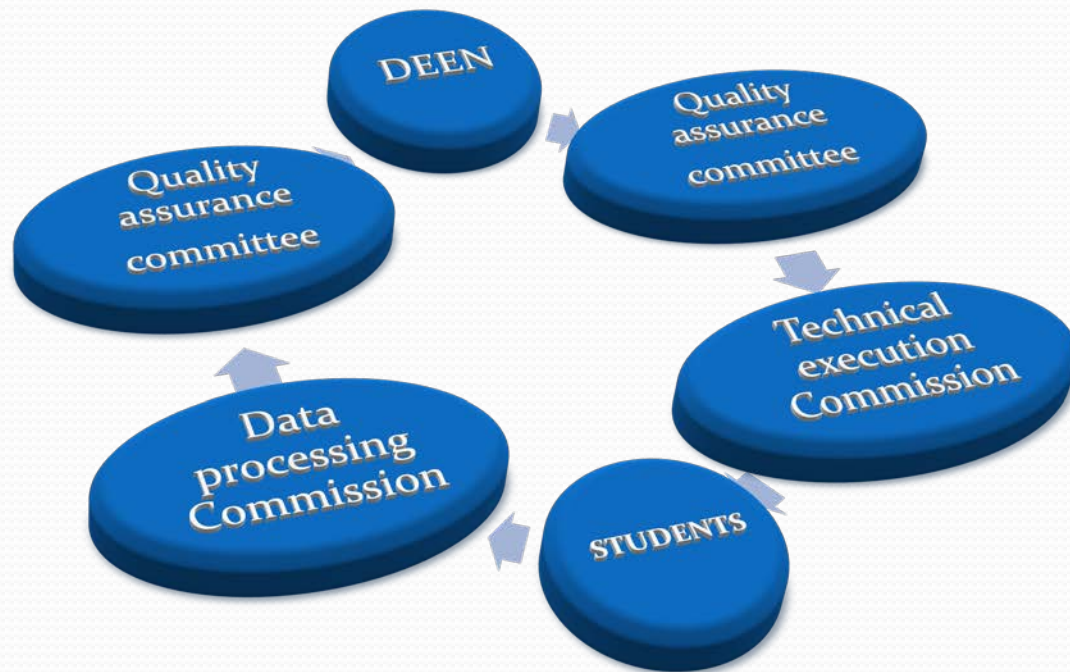
**P R A V I L N I K** o standardima i postupku za akreditaciju visokoškolskih ustanova i studijskih programa. (*Službeni glasnik RS*", br. 106/2006 i 112/2008) obuhvata i Standard 3:

“ Rad organa upravljanja, stručnih organa i studentskog parlamenta periodično se ocenjuje”.

- **ORDINANCE** on standards for self-evaluation and quality assessment of higher education institutions, *adopted on October 20th 2006*, includes Standard 10: "The quality of management of a higher education institution and the quality of non-teaching support".
- **PRAVILNIK** o standardima za samovrednovanje i ocenjivanje kvaliteta visokoškolskih ustanova, *donešen 20.10.2006. godine*, sadrži i Standard 10: "Kvalitet upravljanja visokoškolskom ustanovom i kvalitet nenastavne podrške".

- 
- During the school year, in a higher education institution there should be conducted the following surveys (all surveys are ANONYMOUS):
  - Tokom školske godine u visokoškolskoj ustanovi potrebno je sprovesti sledeće ankete (sve ankete su ANONIMNE):





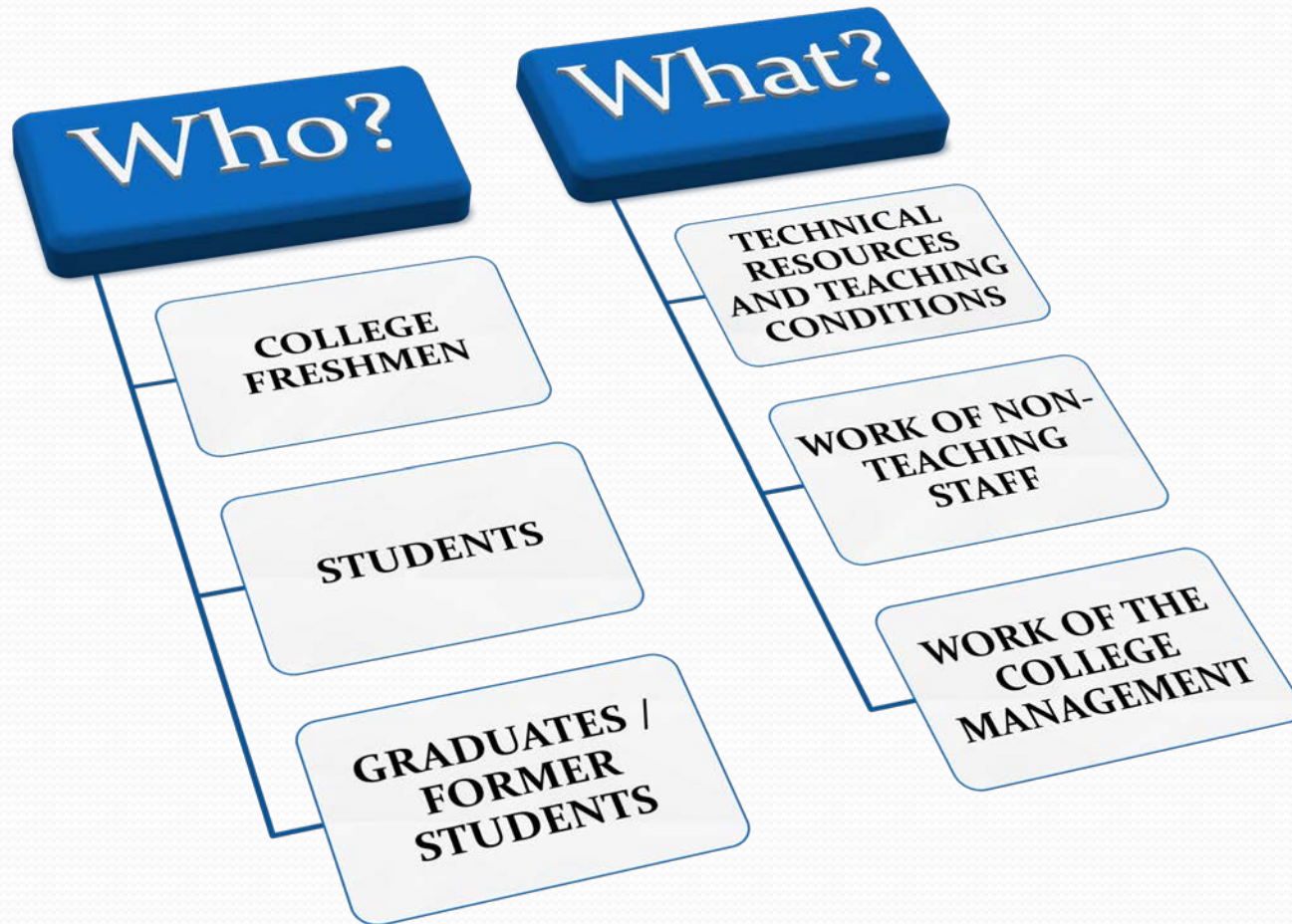
**ORDINANCE**  
on standards for  
self-evaluation and  
quality assessment  
of higher education  
institutions

**SURVEYS**

**ORDINANCE**  
on corrective  
measures to  
improve the  
quality of  
pedagogical  
work of  
teachers and  
associates



# SURVEYS




- **SURVEY OF COLLEGE FRESHMEN**
  - **SURVEY OF STUDENTS AFTER COMPLETING EACH SEMESTER**
  - **SURVEY OF GRADUATES AND EMPLOYED FORMER STUDENTS**
- 
- **ANKETA BRUCOŠA,**
  - **ANKETA STUDENTA NAKON ZAVRŠENOG SVAKOG SEMESTRA,**
  - **ANKETA DIPLOMIRANIH I ZAPOSLENIH EKS STUDENATA,**

- **SURVEY OF THE QUALITY OF MATERIAL-TECHNICAL RESOURCES AND CONDITIONS FOR TEACHING-LEARNING PROCESS**
- **SURVEY OF THE QUALITY OF THE WORK OF NON-TEACHING STAFF and**
- **SURVEY OF THE QUALITY OF THE WORK OF THE COLLEGE MANAGEMENT.**
  
- **ANKETA KVALITETA MATERIJALNO – TEHNIČKIH RESURSA I USLOVA ZA NASTAVNI RAD,**
- **ANKETA KVALITETA RADA NENASTAVNOG OSOBLJA i**
- **ANKETA KVALITETA RADA ORGANA UPRAVLJANJA.**

- To select questions for these surveys there was used the material that is used in
  - Chemical Technology College of Professional Studies in Krusevac
  - Textile College of Leskovac
- Za izbor pitanja za navedene Ankete korišćen je materijal koji se koristi u:
  - Visokoj hemijsko tehnološkoj školi strukovnih studija u Kruševcu,
  - Visokoj strukovnoj školi za tekstil u Leskovcu,

- Preschool Teacher Training College of Professional Studies in Pirot
- College of Applied Professional Studies in Vranje
- Kaho Sint-Lieven university college in Flanders with about 7,000 students and 700 employees from the Technologycampus Gent in the north of Belgium.
  
- Visokoj školi strukovnih studija za obrazovanje vaspitača u Pirotu,
- Visokoj školi primenjenih strukovnih studija u Vranju i
- KaHo Sint-Lieven univezitetskog koledža u Flandersu sa oko 7000 studenata i 700 zaposlenih i to iz Technologycampus Gent sa severa Belgije.


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- Based on the results of surveys, corrective measures defined by the *Ordinance on corrective measures to improve the quality of pedagogical work of teachers and associates* are implemented.
  - Na osnovu rezultata ANKETA pristupa se primeni korektivnih mera koje su definisane *Pravilnikom o korektivnim merama za poboljšanje kvaliteta pedagoškog rada nastavnika i saradnika*.

- **SURVEY OF FRESHMEN**

- The objective of the survey is to investigate how the newly enrolled students are satisfied with their enrollment in the higher education institution.

- **ANKETA BRUCOŠA:**

- *Cilj ankete* je da se ispita koliko su novoupisani studenti zadovoljni upisom na visokoškolskoj ustanovi.

- 
- The survey contains multiple-choice questions, while in two questions the newly enrolled students need to give their opinion on the compulsory subjects and suggestions regarding the improvement of teaching.
  - Anketa sadrži više ponuđenih odgovora, dok kod dva pitanja, novoupisani studenti, treba da daju svoje mišljenje vezano za obavezne predmete koji će se slušati.



- **Survey questions:**
- **Anketna pitanja:**



1. I heard about the college from:

a) my friends and peers

b) students who are studying or have graduated from this college

c) my parents

d) through the media, the Internet

e) presentation of the college employees

1. Za školu sam čuo(la) od:

a) Svojih prijatelja i vršnjaka

b) Od studenata koji studiraju ili su završili ovu školu

c) Od roditelja

d) Putem medija, interneta

e) Prezentacijom zaposlenih u školi

- 2. Bulletin and flyers of the college contained enough information that I needed when enrolling in the college.

- YES

NO

DO NOT KNOW

- 2. Informator i flajeri škole su sadržali dovoljno informacija koje su mi trebale prilikom upisa.

- DA

NE

NE ZNAM

3. Promotion of this college held in my secondary school had a great influence on my decision about the enrollment.

- YES NO DO NOT KNOW

3. Promocija ove visoke škole u mojoj srednjoj školi je imala veliki uticaj na moju odluku o upisu.

- DA NE NE ZNAM

4. Tuition fee affected my choice.

- YES NO

4. Visina školarine je uticala na moj izbor.

- DA NE

5. In my opinion, the reputation of the college at which I study is very good.

- YES NO DO NOT KNOW

5. Po mom mišljenju ugled visoke škole na kojoj studiram je veoma dobar.

- DA NE NE ZNAM

6. Is the timetable of lectures and practical classes appropriate?

- YES NO DO NOT KNOW

6. Da li je raspored predavanja i vežbi odgovarajući?

- DA NE NE ZNAM

7. Do you intend to change or leave this college?

• YES

NO

DO NOT KNOW

7. Da li nameravate da menjate ili napustite ovu visoku školu?

• DA

NE

NE ZNAM



8. If the answer to the previous question is yes, give the reasons for that.

8. Ukoliko je na prethodno pitanje odgovor potvrđan, navedite razloge za to.

● \_\_\_\_\_  
\_\_\_\_\_.

9. What do you think of the compulsory subjects you are going to study during this semester?

9. Šta mislite o obaveznim predmetima koje ćete slušati tokom ovog semestra?



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- **SURVEY OF FIRST, SECOND AND THIRD-YEAR STUDENTS**

- In each question students grade the work of teachers and associates ranging from 1 to 5.

- **ANKETA STUDENTA 1., 2. i 3. GODINE**


- Po svakom pitanju studenti ocenjuju rad nastavnika i saradnika ocenama od 1 do 5.

## **Survey questions:**

1. At the beginning of the semester the objectives and requirements of the subject (method of grading, method of testing knowledge, literature, workplan ...) are clearly defined.

## **Anketna pitanja:**

1. Na početku semestra jasno su definisani ciljevi i zahtevi predmeta (način ocenjivanja, način provere znanja, literatura, plan rada...).



2. Do you think that the subject is well-organized (method of teaching) and the learning activity is going at an appropriate pace?

2. Da li smatrate da je predmet dobro organizovan (način predavanja) i da se nastavna aktivnost odvija odgovarajućim tempom?



3. The teacher is easily approachable within lecture and tutorial time.

3. Profesor je veoma pristupačan za vreme određeno za predavanja i konsultacije.

4. Does the teacher pay attention to students?

4. Da li nastavnik posvećuje pažnju studentima?




5. Are lectures coordinated with practical classes?

5. Da li su predavanja usklađena sa vežbama?

6. Are you satisfied with the associates' attitude toward students?

6. Da li ste zadovoljni odnosom saradnika prema studentima?



7. To what extent have your knowledge and competences increased while studying this subject?

7. U kojoj meri su uvećani Vaše znanje i kompetencije tokom slušanja ovog predmeta?

8. Was the grading fair?

8. Da li je ocenjivanje bilo pravedno?

9. Does the method of grading correspond to the information received by the students at the beginning of the semester?

9. Da li način ocenjivanja odgovara informacijama koje su studenti dobili na početku semestra?

10. How do you evaluate the subject as a whole?

10. Kako ocenjujete predmet u celini?



# **SURVEY OF GRADUATES AND EMPLOYED FORMER STUDENTS**

**Survey questions:**

1. How are you satisfied with the quality of teaching?

## **ANKETA DIPLOMIRANIH I ZAPOSLENIH EKS STUDENATA**

**Anketna pitanja:**

1. Kako ste zadovoljni kvalitetom nastave?

1	2	3	4	5
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2. Do you think that the study program provided you with sufficient theoretical knowledge?

- a) yes, completely
- b) yes, partially
- c) not at all

2. Da li smatrate da Vam je studijski program pružio dovoljno teoretskog znanja?

- a) da u potpunosti,
- b) da, delimično,
- v) ne, uopšte.

3. Do you think that the study program provided you with sufficient practical knowledge?

a) yes, completely

b) yes, partially

c) not at all

3. Da li smatrate da Vam je studijski program pružio dovoljno praktičnog znanja?

a) da u potpunosti,

b) da, delimično,

c) ne, uopšte.

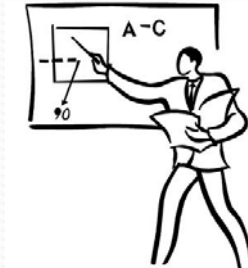


4. Which subject during your studies was the hardest to pass at examination and why?

4. Koji predmet Vam je tokom studija bio najteži za polaganje i zbog čega?

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5. How satisfied are you with the quality of material-technical resources and conditions for teaching-learning activity in the college?

5. Kako ste zadovoljni kvalitetom materjalno – tehničkih resursa i uslovima za izvođenje nastave u školi.

1	2	3	4	5
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6. Do you think that the study program you studied included unnecessary and inappropriate subjects? Give suggestions to improve the study program.

6. Da li smatrate da na studijskom programu koji ste studirali postoje suvišni i neodgovarajući predmeti i navedite predlog u cilju poboljšanja studijskog programa.

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# **SURVEY OF THE QUALITY OF MATERIAL- TECHNICAL RESOURCES AND CONDITIONS FOR TEACHING-LEARNING PROCESS**

## **ANKETA KVALITETA MATERIJALNO – TEHNIČKIH RESURSA I USLOVA ZA NASTAVNI RAD**

**Survey questions in which students provide grades  
ranging from 1 to 5:**

**Anketna pitanja na kojima studenti daju ocene od  
1 do 5:**



1. The college classrooms are equipped with adequate facilities.

1. U školi postoje učionice opremljene odgovarajućim sredstvima.

2. In the teaching process teachers use modern tools of educational technology.

2. Nastavnici u procesu nastave koriste savremena sredstva obrazovne tehnologije.

3. The college has adequate classrooms for practical training.

3. U školi postoje odgovarajući kabineti za izvođenje praktične nastave.

4. The college has adequate rooms for holding tutorials.

4. U školi postoje odgovarajući kabineti za izvođenje konsultacija sa studentima.



5. Students are provided with free access to the Internet.

5. Studentima je omogućen pristup internetu.

6. Material for the teaching-learning activity is provided sufficiently.

6. Materijal za izvođenje nastave obezbeđen je u dovoljnoj meri.





7. Students exchange electronic resources for learning with the subject teacher.

7. Sa predmetnim nastavnikom razmenjujemo elektronske izvore i sadržaje potrebne za učenje.

8. The college library has sufficient literature and meets the needs of students.


8. Školska biblioteka raspolaže dovoljnom literaturom i zadovoljava potrebe studenata.

9. The college has a reading room for students' individual learning.

9. U školi postoji čitaonica tj. odgovarajući prostor za samostalno učenje studenata.

10. Part of practical training, which is not possible to perform at college, is adequately organized in the respective companies and institutions.

10. Deo praktične nastave koji ne može da se izvede u školi adekvatno je organizovan u odgovarajućim privrednim društvima i ustanovama.

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- **SURVEY OF THE QUALITY OF THE WORK OF NON-TEACHING STAFF**
  - **Survey questions in which teachers, associates and students give grades from 1 to 5.**
  
  - **ANKETA KVALITETA RADA NENASTAVNOG OSOBLJA**
  - **Anketna pitanja na kojima nastavnici, saradnici i studenti daju ocene od 1 do 5:**

## 1. Rate the working hours of the

- a) Secretariat
- b) Library
- c) Bookstore
- d) service for student affairs
- e) accounting department
- f) information center

## Ocenite radno vreme:

- a) sekretarijata,
- b) biblioteke,
- c) skriptarnice,
- d) službe za studentska pitanja,
- e) službe računovodstva i
- đ) informacionog centra.

## 2. Rate the promptness of services of the

- a) Secretariat
- b) Library
- c) Bookstore
- d) service for student affairs
- e) accounting department
- f) information center

## Ocenite ažurnost usluga:

- a) sekretarijata,
- b) biblioteke,
- c) skriptarnice,
- d) službe za studentska pitanja,
- e) službe računovodstva i
- đ) informacionog centra.

### **3. Rate the skills and competence of the employees working in the**

- a) Secretariat
- b) Library
- c) Bookstore
- d) service for student affairs
- e) accounting department
- f) information center

### **Ocenite stručnost i osposobljenost za rad zaposlenih u:**

- a) sekretarijatu,
- b) biblioteci,
- c) skriptarnici,
- d) službi za studentska pitanja,
- e) službi računovodstva i
- đ) informacionom centru.

**4. Rate the attitude of the employees working in the following services toward teachers, associates and students being served:**

- a) Secretariat
- b) Library
- c) Bookstore
- d) service for student affairs
- e) accounting department
- f) information center

**Ocenite odnos prema strankama (nastavnici, saradnici, studenti) zaposlenih u:**

- a) sekretarijatu,
- b) biblioteci,
- c) skriptarnici,
- d) službi za studentska pitanja,
- e) službi računovodstva i
- đ) informacionom centru.



**5. I mark the hygiene on the college premises with the grade:**

**5. Higijenu u prostorijama škole ocenjujem ocenom:**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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- For the purpose of monitoring and evaluating the organization and work of the college management, a survey of employees is conducted, they grade (from 1 to 5) the work of the Council of the College, Director, Assistant Director for Teaching-Learning Process and the head of the study program.
- U cilju praćenja i ocenjivanja organizacije i rada organa upravljanja vrši se anketa zaposlenih koji ocenama od 1 – 5 vrednuju rad Saveta škole, direktora, pomoćnika direktora za nastavu i rukovodioca studijskog programa prema sledećoj anketi.



## **SURVEY OF THE QUALITY OF THE WORK OF THE COLLEGE MANAGEMENT**

**Survey questions in which employees give grades from 1 to 5:**

## **ANKETA KVALITETA RADA ORGANA UPRAVLJANJA**

**Anketna pitanja na kojima zaposleni škole daju ocene od 1 do 5:**



1. Organizational skills of the Director,

1. Organizacione sposobnosti direktora,

2. Director`s attitude toward the college employees and

2. Odnos direktora prema radnicima škole i

3. Conscientiousness and competence of the Director in performing his job.

3. Savesnost i stručnost direktora u obavljanju posla.



4. Quality of the work of the Assistant Director for Teaching-Learning Process.

4. Kvalitet rada pomoćnika direktora za nastavu,

5. Quality of the work of the head of the study program.

5. Kvalitet rada rukovodioca studijskog programa,

6. Quality of the work of the Council of the College.

6. Kvalitet rada Saveta škole.

**HVALA**

