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**Divizioni për Sigurimin e Cilësisë**  
Odeljenje za osiguranje kvaliteta/Division for Quality Assurance

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# General report of the student study environment evaluation



winter semester – february 2022

## Abbreviation list

HEI: Higher Education Institution

KAPS: Kosovo Academy for Public Safety

FPS: Faculty of Public Safety

PSI: Public Security Institutions

KP: Kosovo Police

PIK: Police Inspectorate of Kosovo

EMA: Emergency Management Agency

KKS: Kosovo Correctional Service

KPS: Probation Service of Kosovo

KC: Kosovo Customs

QAD: Division for Quality Assurance

DSS-Division of Student Services

DIT-Division of Information technology

DSHP-Division of Shared Services

UMS: University Management System

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## Introduction

KAPS is an institution established by Law no. 04/L-053 for the Academy of Kosovo for Public Safety, responsible for the provision of training and higher education, the implementation of policies and strategies of training, higher education as well as the development of capacities in the field of public safety.

Within the organizational structure of the Academy, the Faculty of Public Safety operates, which develops programs of higher education, research and development in the field of public safety. The faculty offers study programs for all public security institutions, namely:

- *Kosovo Police;*
- *Police Inspectorate of Kosovo;*
- *Correctional Service;*
- *Trial Service;*
- *Kosovo Customs;*
- *Emergency Management Agency;*

**Higher education in KAPS** - In addition to the approval of the KAPS Law in December 2011, the European Commission has approved and financed the Twinning Project entitled: "***Improving education in the security and public safety sectors***" implemented during the period 2012 - 2014 from Finland and Estonia. Through the twinning project, it became possible to establish the Faculty of Public Safety or Higher Education in the field of public safety for all law enforcers, in accordance with the Bologna process, respectively with European standards.

**Quality assurance at KAPS** - is part of continuous development for all processes and activities at the Kosovo Academy for Public Safety. The implemented quality system provides an overview of the principles of quality management in KAPS and shows how those principles can form the basis for improving performance and organizational improvement.

The principle of continuous improvement is the main principle and part of the vision of the Academy. In this spirit, questionnaires were created in the quality of measuring and improvement mechanisms in the field of higher education, placing the student at the center.

In January 2022, in the wake of the activities to improve the quality within KAPS, with the aim of improving the provision of services in KAPS, improving the study environment as a constantly changing process, the QAD has carried out an electronic questionnaire with students of FPS- at the Bachelor's level, at the end of the winter semester, as an already common process. The entire process has been transparent, and all questionnaires have been anonymous, thus respecting the dignity of each respondent and preserving the credibility and prestige of the institution.

## Quality Assurance Division – QAD

The Division for Quality Assurance is a division which is operationally independent and functions under the Office of the Director General of KAPS and reports directly to the Director General of KAPS.

QAD engages in increasing quality in KAPS by implementing all institutional policies and quality measuring instruments approved in the quality manual which is revised on a regular periodic basis in accordance with new changes and new updates relevant actors for which QAD provides evaluation reports. QAD prepares reports containing findings and recommendations for each completed questionnaire which it sends to the General Director of KAPS as well as to the Dean of FPS in cases of higher education in order to plan the promotion and continuous improvement of the study environment within of the FPS campus.

### Questionnaire realization

QAD, after the end of the winter semester 2022, has launched the electronic questionnaire for all bachelor level students at FPS starting from January 05, 2022 through January 30, 2022. The questionnaire was anonymous and in electronic format addressed through the QAD domain platform .aksp@aksp-ks.org which is also related to electronic data processing using licensed google forms systems. The students answered through the electronic system, which is part of a questionnaire for the evaluation of the study environment by the students and the questionnaire contained 20 questions from the field of administration, services, logistics, library and other services within the FPS, always deciding the student in the center. A total of 123 students.

### Questionnaire findings

Electronic questionnaires completed by students at FPS based on which we consider that we have a sufficient representative participation. QAD has made the electronic distribution of the questionnaire as well as the preliminary and reminder notices through the SIS-electronic system. Namely, the general questionnaire for the evaluation of the study environment by the students was distributed to 123 students and 115 completed questionnaires or a total of 2300 responses were received. In order to provide more detailed data, below you will find the findings divided into reports according to specific directions. This report simultaneously expresses the general statistics and recommendations that emerge from the totality of answers at the faculty level as well as for the study environment and other constituent elements within the questionnaire. The QAD sends the findings to the FPS Dean, and reports as such are discussed with academic and administrative staff as well as KAPS management.

## General Evaluation Report

**Objective:** Study environment assessment at KAPS with the constituent elements within the public safety bachelor program

**Goal:** By this evaluation, it is expected to achieve continuous improvement and quality assurance in the provision of the study environment, which corresponds to the vision, mission and commitments of KAPS for FPS students.

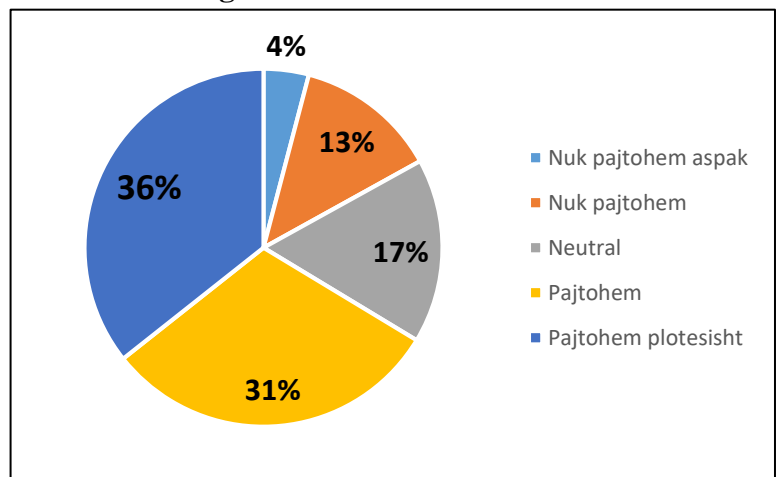
Winter semester	
Evaluation Date	<b><u>17.01.2022</u></b>
No. of completed questionnaires:	<b>115</b> questionnaires <b>93%</b> students
No. total number of students:	<b>123</b> students

### Categorization of the assessment according to the % obtained broken down into assessment grade

Strongly disagree	0%-20%	evaluation grade 1	<i>Clarification: Evaluation grade 5 (five) represents maximum evaluation, while evaluation grade 1 (one) represents minimum evaluation.</i>
I disagree	21%-40%	evaluation grade 2	
Neutral	41%-60%	evaluation grade 3	
I agree	61%-80%	evaluation grade 4	
I strongly agree	81%-100%	evaluation grade 5	

### From the received evaluations, we have present the following data:

I strongly disagree	94	4%
I disagree	296	13%
Neutral	384	17%
I agree	706	31%
I strongly agree	820	36%
<b>total response</b>	<b>2300</b>	



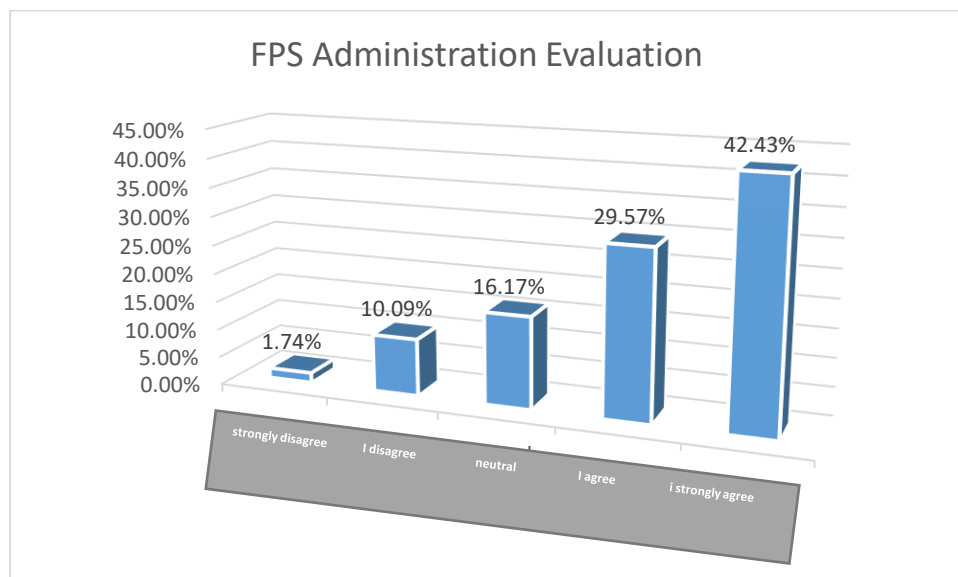
Average satisfaction	<b>76.2%</b>
Overall grade	<b>3.81</b>

### Analysis of the obtained numerical values

Questionnaire		I strongly disagree	I disagree	Neutral	I agree	I strongly agree	average %	Evaluation grade
How do you rate the administration at FPS?	<u>The administration provides efficient services for students</u>	1.74%	13.04%	9.57%	30.43%	45.22%	<b>80.87%</b>	<b>4.04</b>
	<u>Student announcements are provided in a real time by the administration</u>	0.00%	4.35%	17.39%	24.35%	53.91%	<b>85.57%</b>	<b>4.28</b>
	<u>The administration offers advice to the student at all times</u>	3.48%	11.30%	16.52%	35.65%	33.04%	<b>76.70%</b>	<b>3.83</b>
	<u>The administration provides instructions for the SIS &amp; SMU system</u>	0.00%	13.04%	15.65%	26.96%	44.35%	<b>80.52%</b>	<b>4.03</b>
	<u>The administration has sufficient and professional personnel</u>	3.48%	8.70%	21.74%	30.43%	35.65%	<b>77.22%</b>	<b>3.86</b>
How do you rate the level of student services?	<u>We are supported by student services on campus</u>	4.35%	8.70%	19.13%	30.43%	37.39%	<b>77.57%</b>	<b>3.88</b>
	<u>We are satisfied with the student services provided</u>	4.35%	10.43%	13.91%	33.91%	37.39%	<b>77.91%</b>	<b>3.90</b>
	<u>Student services provide additional information and advice materials</u>	6.09%	15.65%	14.78%	31.30%	32.17%	<b>73.57%</b>	<b>3.68</b>
	<u>Student services organize extra activities for the student</u>	10.43%	16.52%	15.65%	34.78%	22.61%	<b>68.52%</b>	<b>3.43</b>
	<u>Student services provide regular weekly announcements in real time (weekly timetables of classes, canteen and other activities)</u>	4.35%	22.61%	11.30%	28.70%	33.04%	<b>72.70%</b>	<b>3.63</b>
How do you rate the level of the library on campus?	<u>The library has professional and sufficient staff</u>	0.00%	13.04%	16.52%	30.43%	40.00%	<b>79.48%</b>	<b>3.97</b>
	<u>The library operates with a schedule suitable for the student</u>	2.61%	21.14%	9.57%	20.87%	44.35%	<b>76.35%</b>	<b>3.82</b>
	<u>The library has sufficient literature from the professional field</u>	0.00%	15.65%	16.52%	36.52%	31.30%	<b>76.70%</b>	<b>3.83</b>
	<u>The library has literature in the local community language as well as in foreign languages (English language)</u>	0.00%	16.52%	10.43%	50.43%	22.61%	<b>76.35%</b>	<b>3.82</b>
	<u>The library also offers access in electronic format</u>	3.48%	22.61%	22.61%	22.61%	23.48%	<b>69.04%</b>	<b>3.45</b>
How do you rate the level of Infrastructure on campus?	<u>The campus provides support with logistical services at the appropriate level</u>	10.43%	6.96%	22.61%	24.35%	35.65%	<b>73.57%</b>	<b>3.68</b>
	<u>The campus premises are well maintained</u>	8.70%	9.57%	12.17%	36.52%	33.04%	<b>75.13%</b>	<b>3.76</b>
	<u>The campus has an IT cabinet with a computer</u>	6.09%	16.52%	21.74%	25.22%	30.43%	<b>71.48%</b>	<b>3.57</b>
	<u>The canteen for students is of the right level</u>	6.09%	5.22%	22.61%	24.35%	41.74%	<b>78.09%</b>	<b>3.90</b>
	<u>Logistics support services (laundry, medical services) are at the appropriate level</u>	6.09%	4.35%	23.48%	30.43%	35.65%	<b>77.04%</b>	<b>3.85</b>

## FPS Administration

Based on the findings obtained after analyzing the data and interweaving with the supplementary comments in the framework of the answers obtained, in the FPS a high level of satisfaction with the administrative services within the FPS is observed.



Although the current FPS administration is covered by DSS, the process of restructuring the FPS administration still remains within the framework of the current restructuring process within the Ministry of Internal Affairs.

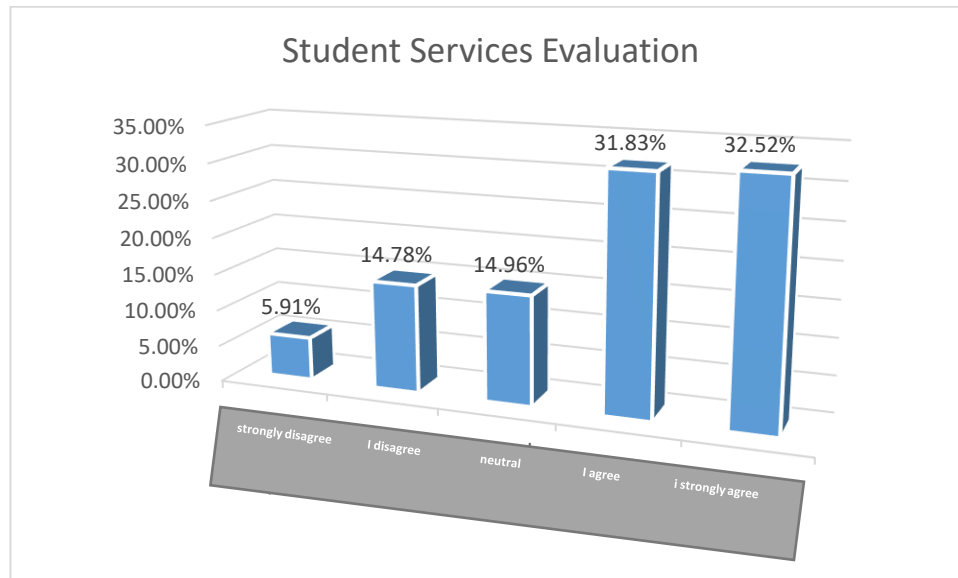
Despite the current challenges, the level of student satisfaction with the current temporary staff providing services at FPS remains high. The current administration that functions within the FPS has been assessed as having a satisfactory professional level, including the technical and advisory part for FPS students.

Numerically, the engaged staff meet the needs of students and academic staff within the FPS, whose administration consists of two (2) officials from the Department of Training and Educational Support, respectively from the Division for Student Services, as well as a temporary official in the position of Internship Coordinator at FPS.



## Student Support Services at FPS

Based on FPS student responses, the level of satisfaction with student services is high, based on DS-appointed officials who provide services within the FPS administration.

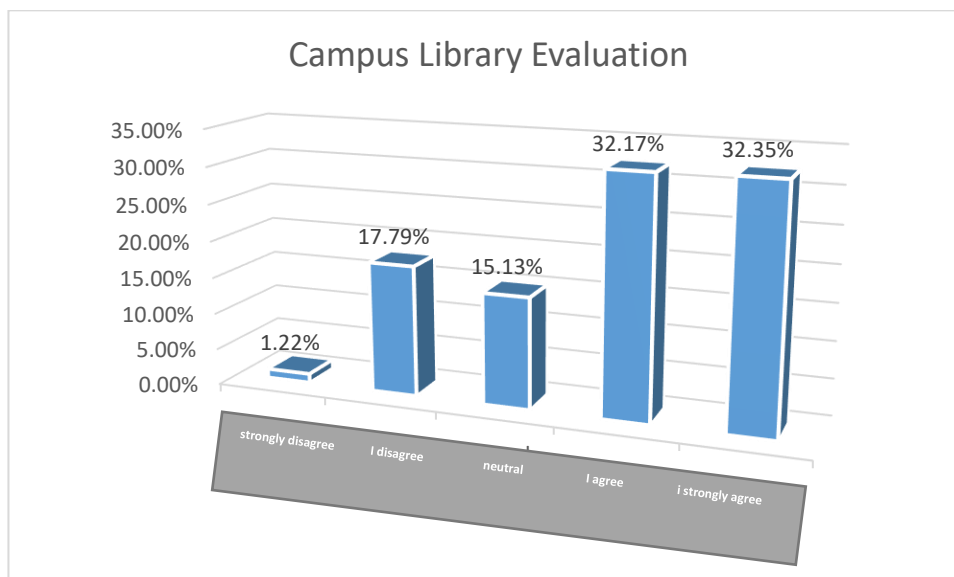


The Division for Student Services, based on the current organizational chart, provides services of a technical nature within the KAPS and responds to the DTES. With the exception of the officials appointed within the FPS administration, DSS is defined in the field of training organized in KAPS, namely the technical part of communication, and the logistical part of providing educational spaces with weekly follow-up schedules.

DSHS also remains a hostage to the current restructuring process within the Ministry of Interior, and expectations are to define the administration of FPS in a functional sense within the organogram including DSS as part of the structure for higher education.

## Library

The library has been rated with a high level of satisfaction by FPS students. According to the findings, despite the fact that its location is expected to be moved to the new building of the Faculty, the current services offered in the library including the professional staff, the literature and the access it offers are generally highly rated.



The library is included within the DSS in the current organizational chart and this, like the other parts that are related to the administration and the DSS in general, remains part of the changes within the new restructuring in KAPS.

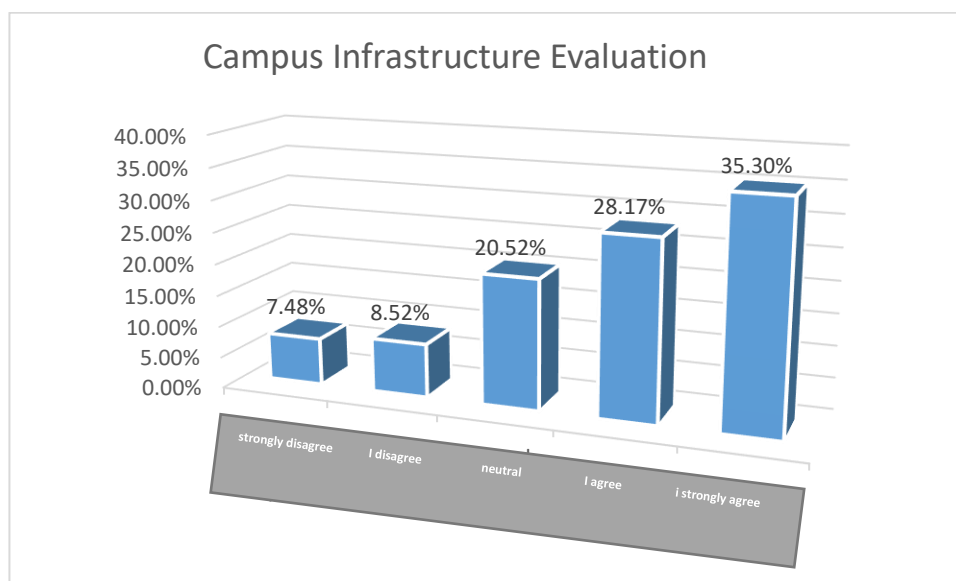
Currently, we have only one official in the library who is professionally trained and competently prepared to provide advice, instructions and technical services within the electronic format and that of physical registration of the literature that KAPS possesses.

Based on the strategy of KAPS, the part of organizing and enriching the library is one of the key activities in KAPS and on an annual basis KAPS plans the purchase of books according to the needs addressed by students and academic staff. From the field of international agreements, KAPS also offers access to the online library, offering hundreds of different titles for FPS students.

As for the literature in the languages of the communities in the country, despite the number of students from other communities, KAPS possesses 390 copies, of which in Serbian, Bosnian and Turkish, in different formats and fields of interest per student.

## Campus Infrastructure

Based on the findings obtained after analyzing the data and interweaving with the supplementary comments within the answers obtained, in FPS a high level of satisfaction with the campus and the infrastructure that the campus has, including the follow-up elements, whether those of logistic services or even of technical ones from the IT field, including other follow-up facilities within the KAPS campus.



Within the KAPS campus, professional, logistical, technical administrative services, campus security and the key element of maintenance are offered on a daily basis.

In the area of logistical support, students have highly valued the support with materials and logistical services offered on campus. It is worth mentioning that within the infrastructure that KAPS possesses, despite the IT cabinet, KAPS also offers a canteen for students, which is provided and covered by KAPS. As well as other logistic services are also offered; laundry and medical services.

The current medical services are offered only in the ambulatory and simple technical-medical aspect in the absence of a doctor for whom KAPS has opened a competition for some time now, and despite the conditions offered, the country has not yet been filled due to a lack of staff in the country.

The evaluations received for the logistics part and support services are high, which is an indicator for continuation and further improvement. KAPS, despite the responsible parts in its own structure and organizational chart in the field of logistics services, has also contracted external economic operators who deal with the maintenance and preparation of meals in the kitchen for students, therefore these services have been evaluated as unique as they are free of charge for students and have influenced the placement of the student at the center of services at KAPS

## Summerized comments

FPS students in the section dedicated to comments have shown sincerity and offered their proposals which are related to the process and their professional development in certain areas of public safety. In general, we have received positive comments regarding the study environment with all the constituent elements, from the extensive Administration to the logistical support.

An additional motivation has been observed based on the conditions that KAPS possesses within the framework of additional auxiliary facilities, especially if we add the fact of the new building of the Faculty of Public Safety which meets all the modern conditions for the development of studies at KAPS as a friendly environment , modern and complete.

In addition to the comments provided, several areas for continuous improvement have been recorded, especially in the context of logistical support, which processes are in the testing stages. In total, we received and analyzed 115 comments.

## Recommendations

The Division for Quality Assurance at KAPS, after having reviewed the responses of Bachelor level students at FPS and after analyzing all questions and comments, at this stage of the institution's development, recommends to FPS senior management as follows:

- Creation of the organizational structure within the framework of the organization chart of KAPS/FPS of the permanent type and of the reference type with other institutions of higher education, offering also the increase and development of capacities in the professional and competent field through the provision of trainings for the FPS administration staff.
- Constantly invest in administrative staff training for new methods of electronic application, including the electronic systems of SIS, SMU and Moodle;
- There should be continuous improvements in the logistics services for the spaces used by FPS students, as well as the filling of spaces with field personnel within the units that provide services to FPS students (*such as the lack of a general practitioner*).
- Examining the possibilities of creating additional activities for students, especially in creating effective learning environments;
- It is also required to create a work plan for the FPS administration, in which the schedules for counseling, services and other activities outside of the academic one would be defined, understood within the framework of the DSS, which should be one of the pillars of the education structure.