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Knowledge FOr Resilient soCiEty

K - FORCE

K-FORCE

WP4

IMPLEMENTATION OF MASTER PROGRAMMES

Report on 1st Cohorts' Progress and Satisfaction of Students and Staff

Deliverable 4.5

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In order to continuously improve the quality of studies and accelerate data processing, WBC HEIs conduct the students' surveys. The surveys are conducted in accordance with the Law on Higher Education and accreditation standards in each of the countries. Polls are completely anonymous.

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TABLE OF CONTENTS

INTRODUCTION

The overall broader objective to which K-FORCE project contributes is to build a sustainable educational foundation in Disaster Risk Management and Fire Safety Engineering (DRM&FSE) field in Western Balkan Countries (WBC) and ensure national professional resources and regional capacity for resilient society. As one of the key elements to achieve this and the subject of WP4: Implementation of Master Programmes, six new Master Programmes are being implemented in WBC HEIs which are partners on the project – P1, P2, P3, P4, P5 and P6. As the University of Novi Sad (P1) is the only HEI with an already existing Master Programme in Disaster Risk Management and Fire Safety Engineering, in WP4 this MP will be innovated with updated curricula and courses. The other five partner will accredit and enroll students in completely new study programmes in this field. For the first year of the project, only the modernization of the P1 MP is planned, whereas the development of five new MPs will take place in the second project year.

As prescribed by Activity 4.5, a Report on 1st Cohorts' Progress and Satisfaction of Students and Staff is produced as Deliverable 4.5. The aim of this report is to provide inputs from the participants in these innovated and developed MPs for their continuous improvement and the improvement of their curricula. These inputs will then be used to accelerate data processing and implement future modifications to the MP curricula. The surveys are to be conducted according to Laws on Higher Education and accreditation standards. All polls are to be filled out completely anonymously. The report is to consist of five different surveys:

- Survey for the evaluation of the study programme,
- Survey for evaluating the teaching staff,
- Survey for evaluating the individual courses,
- Survey for the evaluation of the work of the HEI and its services and bodies and
- Survey for evaluating the guest lectures.

As this report will cover the first cohorts' progress and satisfaction of students and staff after the first project year, it is applicable to only the MP at the University of Novi Sad and therefore the surveys on this matter contain data from P1 only.

SERBIA

UNIVERSITY OF NOVI SAD
Faculty of Technical Sciences
Novi Sad

The Master Programme in Disaster Risk Management and Fire Safety Engineering has been introduced to the University of Novi Sad in 2011. As part of the K-FORCE project, this study programme has been modernized by introducing two new courses in the curricula: Risk Analysis in the Decision-Making Process and Financial Resilience to Hazards. Additionally, the study material has been revised and guest lecturers invited to give programme lectures.

Student enrolment

The competition for student enrolment in the innovated MP has been announced in August 2017 (link), following the University timeline. The competition ended successfully with 24 students enrolled in the Master Programme as a result. More than half of them already held Master degrees from other technical fields and they were joined by the Disaster Risk Management and Fire Safety graduates from the Faculty, giving a truly interdisciplinary group (link). This group represents the first cohort of students attending the innovated MP and thus the subject of this report.

University surveys

The University of Novi Sad – Faculty of Technical Sciences regulates the list of surveys given to its students during the academic year by its internal rules and documents. These prescribed surveys fall in line with the surveys required to put together this report and are thus used accordingly. According to the rules, four different types of surveys are given to students at different segments of the academic year:

1. *Survey on the teaching process and staff.* Students evaluate professors and teaching assistants, the availability of course literature, number of lecture and tutorial classes and the relevance of the course for their respective study program. They fill out a printed questionnaire during lectures on each of the courses they had that semester. The survey time slots are defined by the yearly calendar, one slot nearing the end of the winter and one nearing the end of the summer semester.

2. *Survey on individual courses.* After they have passed the course, they evaluate the teaching and course plan. The questionnaire entails questions regarding the course difficulty, the lecture time plan and the fairness and objectivity of the professor. The survey is filled out online, via the student web service. The student can fill it out immediately after the receiving the course grade, up until enrolling in the next academic year. The report on the course is prepared before the start of the following academic year – September.

3. *Survey on the functioning of the Faculty and its services and bodies.* The students fill it out in September, during the enrolment in the new academic year. They are given the opportunity to name the professor(s) and teaching assistant(s) they were most and least satisfied with and the most difficult subject to pass. They also evaluate the work of Faculty leadership, the presence of teaching tools at the Faculty and the supply and functioning of the Faculty library. The survey is filled out online, via the student web service. The survey is active during August and September.

4. *Survey on the study programme as a whole.* Contains the evaluation of the functioning of the Faculty and its parts, as well as of the whole study program. This survey is available for students of all study levels who have defended their thesis, before they receive their diploma. The survey is filled out online upon the defence of the thesis, via the student web service. The survey is active throughout the academic year.

Survey on the teaching process and staff

Taking into consideration the timeline assigned to each of the University surveys, at present time, only the Survey on the teaching process and staff has been filled out by the students of the innovated MP, others will be filled out during September 2018. This survey contains data regarding all the courses taken by the students in the fifth academic year. This report will display the data regarding the two newly introduced courses which are part of the K-FORCE project: Risk Analysis in the Decision-Making Process (compulsory course) and Financial Resilience to Hazards (elective course).

Data sets on the two courses are displayed below. The grades for the professor, teaching assistant and the course itself are given on a scale from 5 to 10, with 5 being unsatisfactory and 10 being excellent. The evaluation for the schedule, delivery, consultations, literature, course relevance and number of classes is done on scales from 1 to 3 or 5. In these cases, 1 stands for satisfactory i.e. regularly, appropriate literature or number of classes. The scale then goes to less satisfactory answers ending at 3 or 5, depending on the survey question. Average grades are given in the tables with other statistical indicators.

The conclusion of the conducted survey is very satisfactory in terms of the students' perception of new courses. The courses are deemed relevant form the study programme with high overall course grades. The lectures and tutorials are conducted according to the set schedule with consultation taking place in the assigned time. The lowest grades, which are still relatively high, are given for the abundancy of course literature. The teaching staff is also evaluated with high grades. The problem of student attendance in the time slots for the survey is noted.

Course: Risk Analysis in the Decision-Making Process

Professor: Laban Mirjana (evaluated on 14 questionnaires)

Teaching Assistant: Šupić Slobodan (evaluated on 14 questionnaires)

Number of surveys filled out: 14   Number of students present: 19   Number of students enrolled: 24

general grade	professor grade	teaching assistant grade	grade	following the schedule		delivery	
				lectures	tutorials	lectures	tutorials
average	9,46	9,93	*average*	1,20	1,20	1,07	1,07
median	10,00	10,00	*median*	1,00	1,00	1,00	1,00
mod	10,00	10,00	*mod*	1,00	1,00	1,00	1,00

	consultations		literature		course grade	course relevance	number of classes	
	professor	teaching assistant	existent	too abundant			lectures	tutorials
average	1,00	1,00	1,08	1,69	9,08	1,36	1,14	1,14
median	1,00	1,00	1,00	2,00	10,00	1,00	1,00	1,00
mod	1,00	1,00	1,00	2,00	10,00	1,00	1,00	1,00

Course: Financial Resilience to Hazards

Professor: Trivunić Milan (evaluated on 3 questionnaires)

Teaching Assistant: Ćirić Danijela (evaluated on 3 questionnaires)

Number of surveys filled out: 3   Number of students present: 3   Number of students enrolled: 8

general grade	professor grade	teaching assistant grade	grade	following the schedule		delivery	
				lectures	tutorials	lectures	tutorials
average	10,00	10,00	*average*	1,00	1,00	1,00	1,00
median	10,00	10,00	*median*	1,00	1,00	1,00	1,00
mod	10,00	10,00	*mod*	1,00	1,00	1,00	1,00

	consultations		literature		course grade	course relevance	number of classes	
	professor	teaching assistant	existent	too abundant			lectures	tutorials
average	1,00	1,00	1,00	2,00	10,00	1,00	1,00	1,00
median	1,00	1,00	1,00	2,00	10,00	1,00	1,00	1,00
mod	1,00	1,00	1,00	2,00	10,00	1,00	1,00	1,00

Survey on the guest lectures

Apart from the regular lectures, the MP students at the University of Novi Sad had the opportunity to attend six organized guest lectures, as part of the K-FORCE project and their curriculum. These guest lectures were organized within the Special Mobility Strand of the project. The evaluation of these guest lectures was conducted by Ss. Cyril and Methodius University and presented at the project meeting in Žilina, Slovakia. The evaluation was done in accordance with the K-FORCE Quality Assurance and Monitoring Manual and included both questionnaires about the lecture participants and lecturers. The list of the guest lectures evaluated is given in the table below.
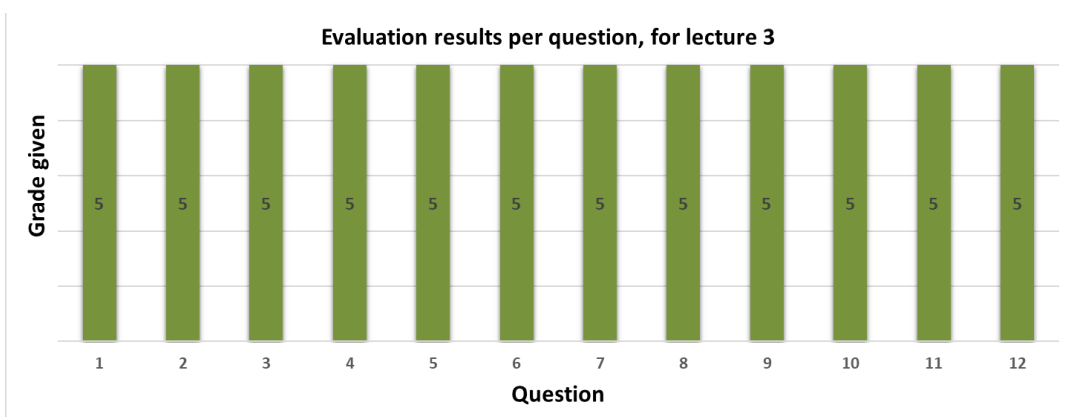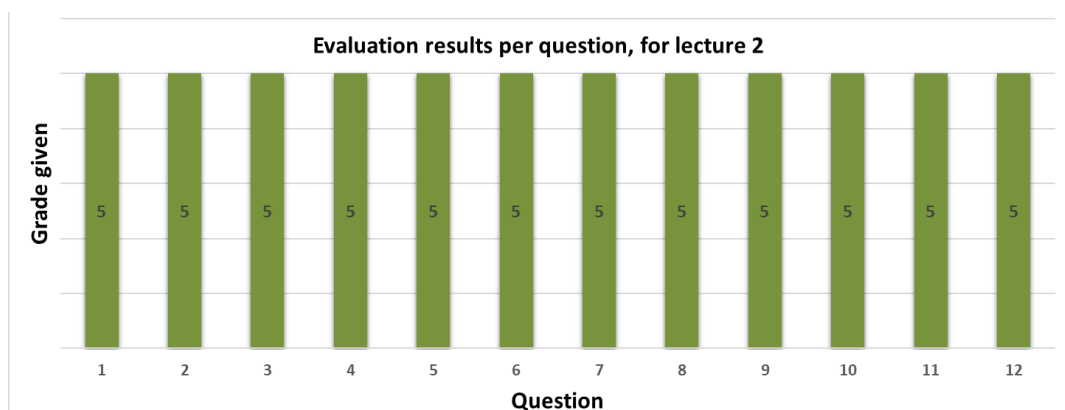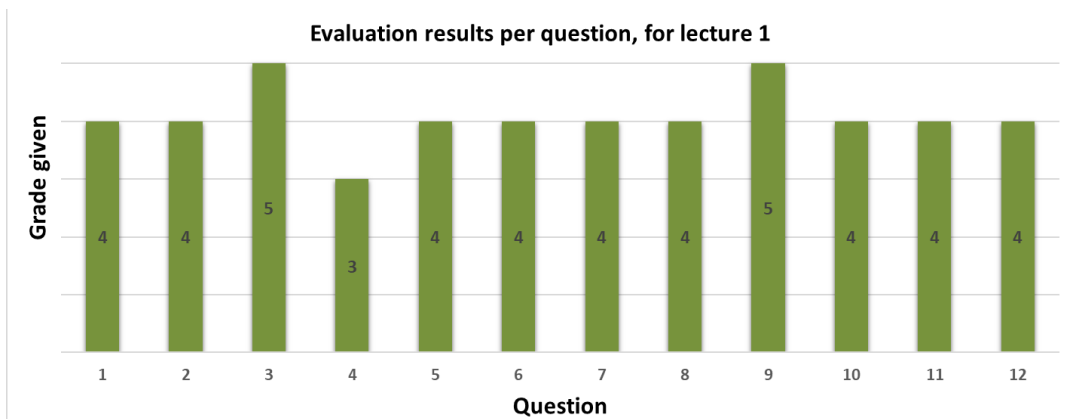
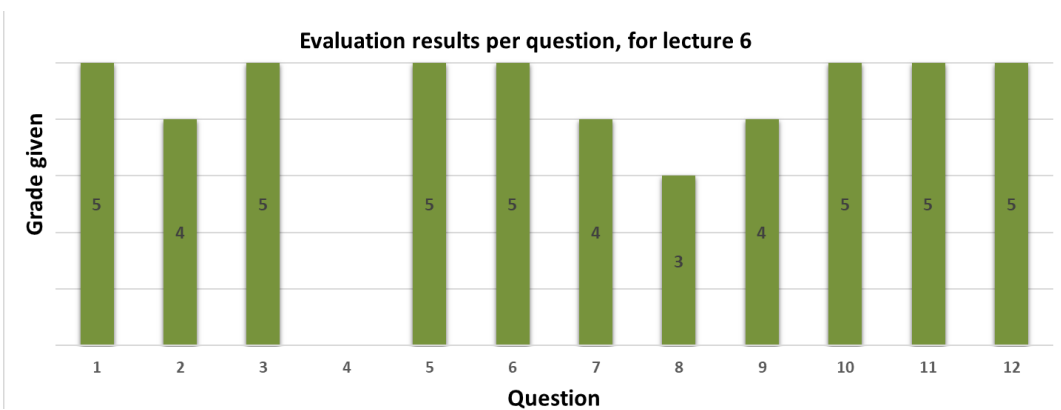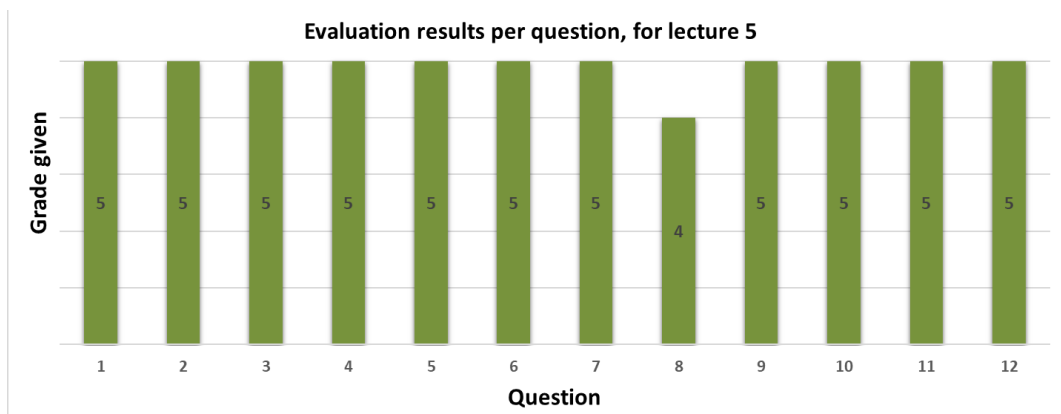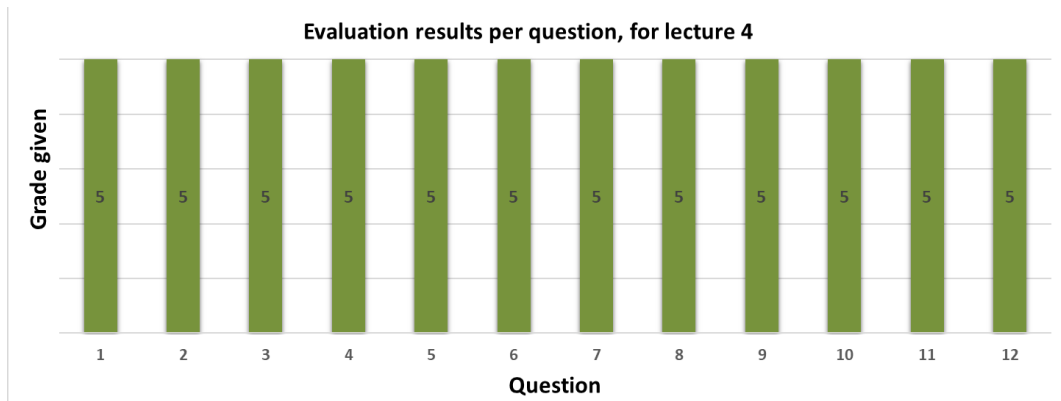| lecture number	date	place	lecture topic	lecturer	number of participants
1	05.12.2017.	Faculty of Technical Sciences, UNS	Risk Assessment and Treatment in Accident Prevention	Ing. Katarina Holla, PhD *University of Žilina*	22
2	07.12.2017.	Faculty of Technical Sciences, UNS	Enterprise Risk Management for Business Resilience	Assoc. Prof. Katarina Buganova, PhD *University of Žilina*	26
3	14.12.2017.	Faculty of Technical Sciences, UNS	Financial Resilience to Hazards and Climate Finance: A Comprehensive Approach on Tools and Methods for Disaster Risk Finance	Dr. Elona Pojani *University of Tirana*	28
4	12.12.2017.	Faculty of Technical Sciences, UNS	Risk Management System: Tools and Techniques of Risk Management	Julinda Keci, PhD *Epoka University*	26
5	21.12.2017.	Faculty of Technical Sciences, UNS	Risk Communication and Perception	Assist. Dr. Edisa Nukić *University of Tuzla*	27
6	11.01.2018.	Faculty of Technical Sciences, UNS	Methods Supporting Fire Risk Assessment and Management	Prof. Frank Markert *DTU Technical University of Denmark*	28

The questionnaire **given to lecturers** to **evaluate the participants** of the lecture contained 12 statements to which the lecturers responded with the degree of agreement, on a scale from 1 to 5, with 5 meaning that they strongly agree. The statements were:

1. *The content of the lecture is relevant to the field of DRM&FSE.*
2. *The discussions were relevant for the participants.*
3. *I enjoyed the cooperation and interaction with the other participants.*
4. *The participants had relevant knowledge in this field.*
5. *The goal of the event has been achieved.*
6. *The overall organization was professional.*

7. *The methods of work were suitable for the topics and for the participants.*
8. *The event time management and length were appropriate.*
9. *The venue and facilities were appropriate.*
10. *My expectations about this event were met or exceeded.*
11. *The goal of the event has been achieved.*
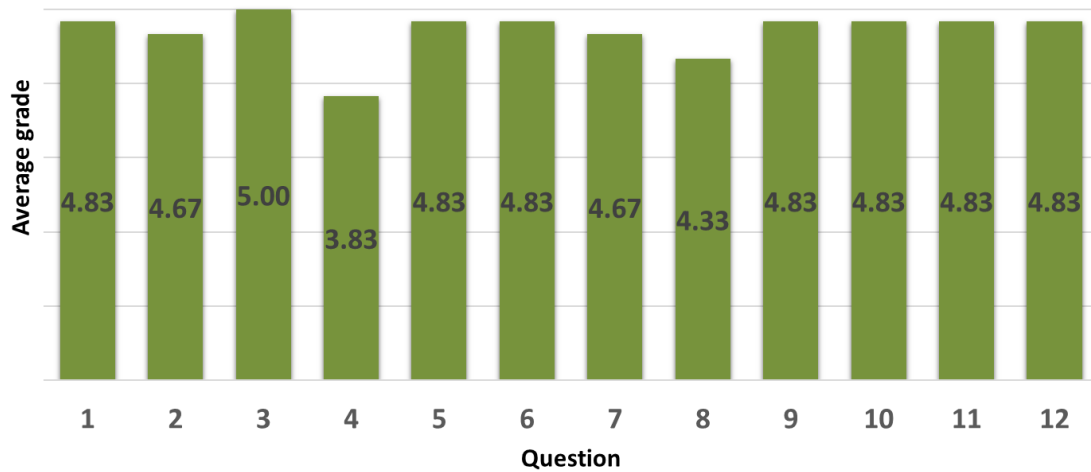12. *My general mark for this event.*

The responses of all the lecturers are displayed in graphs below. The lectures are numbered according to the previous table and the questions are numbered as above.

Evaluation results per question, for lecture 1

Evaluation results per question, for lecture 2

Evaluation results per question, for lecture 3

Evaluation results per question, for lecture 4

Grade given — Question (1–12)

| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

Evaluation results per question, for lecture 5

Grade given — Question (1–12)

| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |

Evaluation results per question, for lecture 6

Grade given — Question (1–12)

| 5 | 4 | 5 | | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 5 |

Overall, a high degree of satisfaction from the guest lecturers was achieved, as can be seen in the cumulative graph below. The organization of the events was deemed satisfactory, with the lowest scores received for time management and length. It is also visible that concerning the participants, the lowest scores were registered for their relevant knowledge in the field i.e. for the lecture.
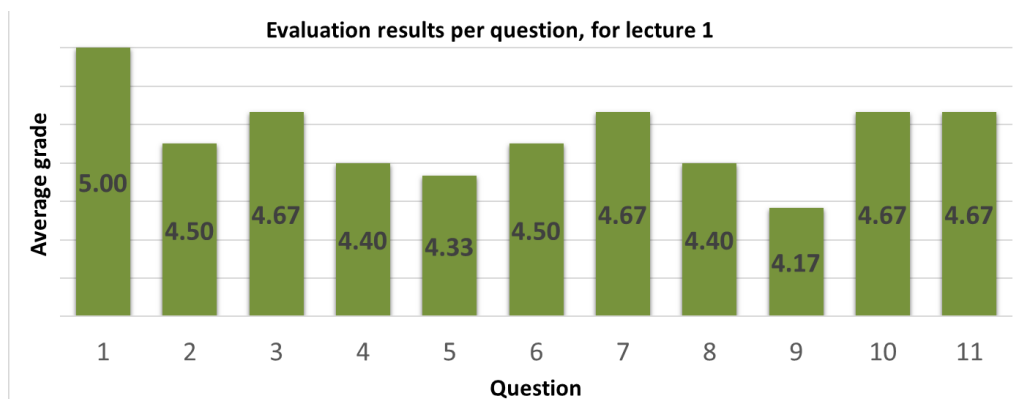
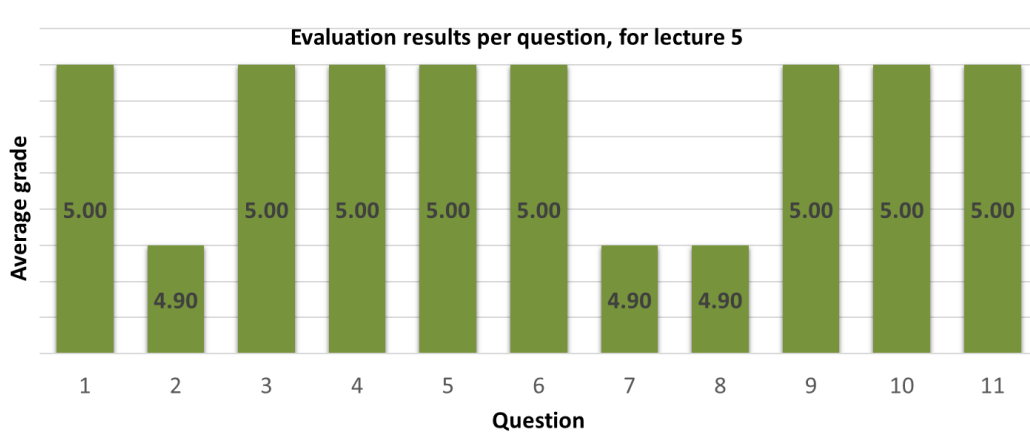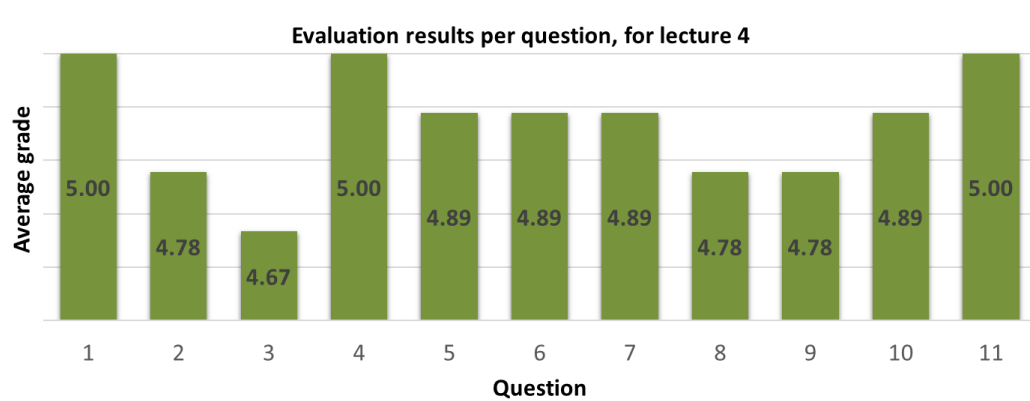**Evaluation results per question, for all 6 meetings**

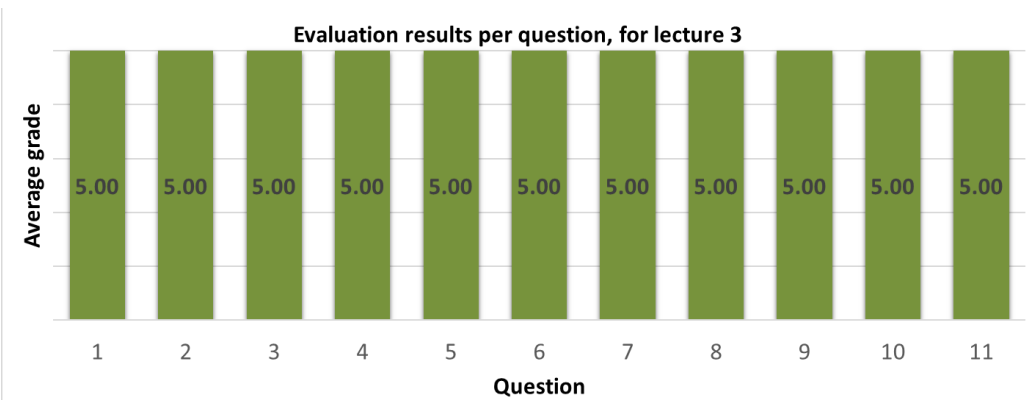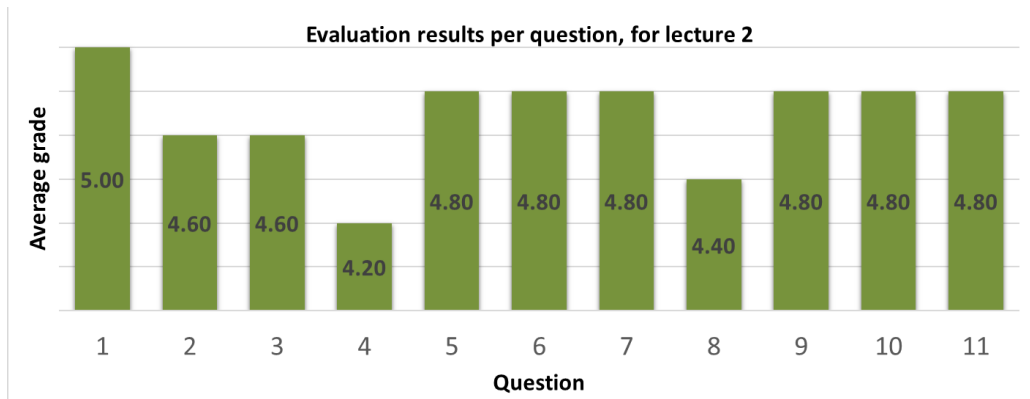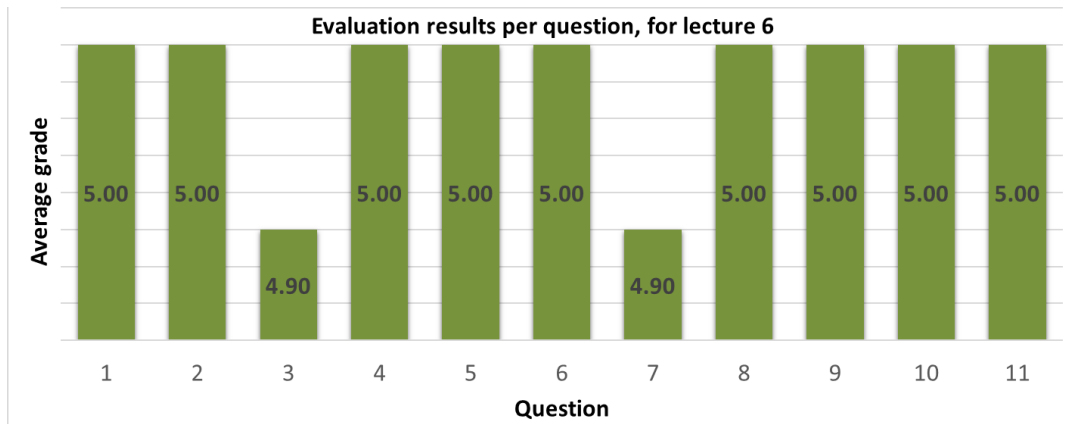| Question	1	2	3	4	5	6	7	8	9	10	11	12
Average grade	4.83	4.67	5.00	3.83	4.83	4.83	4.67	4.33	4.83	4.83	4.83	4.83

The questionnaire **given to participants** to **evaluate the lecturer** contained 11 statements to which the participants responded with the degree of agreement, on a scale from 1 to 5, with 5 meaning that they strongly agree. The statements were:

1. *The content of the lecture is relevant to the field of DRM&FSE.*
2. *The structure of the lecture is relevant.*
3. *The lecture was interactive and interesting.*
4. *The activities during the lectures provided enough practical information and answers.*
5. *The level of difficulty and the complexity of teaching was adequate.*
6. *The lecture was well prepared and organized.*
7. *I was satisfied with the dynamics and duration of the lecture.*
8. *The lecture met my expectations.*
9. *I believe that students will be able to use in practice what they have learned.*
10. *My general mark for the lecture.*
11. *My general mark for the lecturer.*

Evaluation results per question, for lecture 1

Question	1	2	3	4	5	6	7	8	9	10	11
Average grade	5.00	4.50	4.67	4.40	4.33	4.50	4.67	4.40	4.17	4.67	4.67

Evaluation results per question, for lecture 2

Evaluation results per question, for lecture 3

Evaluation results per question, for lecture 4

Evaluation results per question, for lecture 5
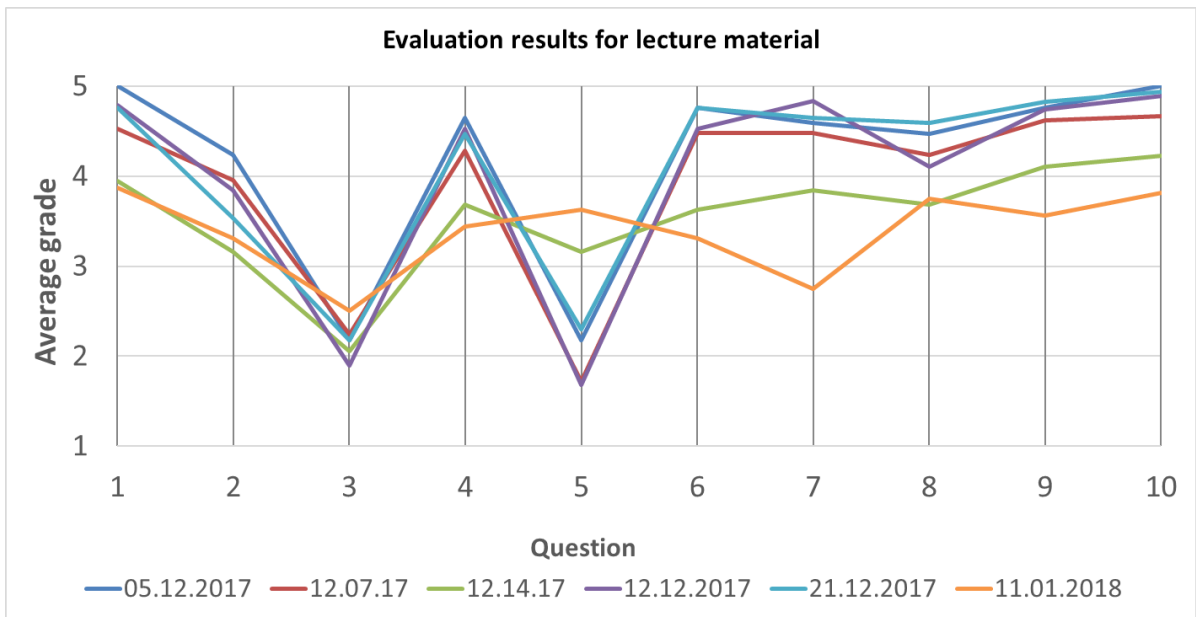
Evaluation results per question, for lecture 6

Overall, a relatively high degree of satisfaction from lecture participants was recorded. The highest scores were given for the lecture relevance to DRM&FSE and its dynamic and duration. On the other hand, the lowest grades were recorded for the amount of practical information given in the lectures and the fulfilment of the participants' expectations by the lecture.

The questionnaire **given to participants** to **evaluate the lecture material** contained 10 statements used for evaluation in the same manner:

1. The lecture material was interesting.
2. The material was intellectually challenging.
3. The lecture material was very difficult.
4. The material fulfilled my expectations.
5. The lecture was overwhelming and hard.
6. The presentation was interesting.
7. I am satisfied with the dynamics and duration of the lecture.
8. I will be able to use in practice what I have learned.
9. My general mark for the lecture.
10. My general mark for the lecturer.

The responses of all the participants are displayed in a comprehensive graph below with a grade average. The lectures are marked by the dates on which they were given, according to the lecture table. It should be noted that the questions that were repeated in the questionnaire were used as an honesty and concentration check.

Evaluation results for lecture material

Legend: 05.12.2017 — 12.07.17 — 12.14.17 — 12.12.2017 — 21.12.2017 — 11.01.2018

The level of satisfaction recorded was consistent with that of the participants and guest lecturer evaluations. Although questions 3 and 5 seem to have low grades, the phrasing of the questions is negative, therefore lower grades indicate higher levels of satisfaction. Slightly lower grades can be observed for lectures three (green line) and six (orange line).

CONCLUSION

Taking into consideration the timeline assigned to each of the University surveys, at present time, summer 2018,, only the **Survey on the teaching process and staff** has been filled out completely by the students of the innovated MP at UNS – FTS. This survey contains data regarding all the courses taken by the students in the fifth academic year. This report displayed the data regarding the two newly introduced courses which are part of the K-FORCE project: Risk Analysis in the Decision-Making Process (compulsory course) and Financial Resilience to Hazards (elective course).

The conclusion of the conducted survey is very satisfactory in terms of the students' perception of new courses. The courses are deemed relevant form the study programme with high overall course grades. The lectures and tutorials are conducted according to the set schedule with consultation taking place in the assigned time. The lowest grades, which are still relatively high, are given for the abundances of course literature. The teaching staffs are also evaluated with high grades. The problem of student attendance in the time slots for the survey is noted and the lecture schedule will be changed next school year, so working students could attend the lectures more often.

Other surveys are in progress, according to the survey plan and will be filled out during September 2018. The survey results will be available in the end of 2018.

Survey results on guest lectures: overall: a relatively high degree of satisfaction from lecture participants was recorded. The highest scores were given for the lecture relevance to DRM&FSE and its dynamic and duration. On the other hand, a bit lower grades were recorded for the amount of practical information given in the lectures and the fulfilment of the participants' expectations by the lecture. We will try to organize the lectures with more practical information and ask the guest lecture to prepare the lectures next school year in that manner.

Survey on guest lectures will continue at UNS, as well as at other WB HEIs and results will be available in the final report.