

**INTERNAL QUALITY ASSURANCE UNIT  
(NJSBC)**

**INTERNAL QUALITY ASSESSMENT RESULTS REPORT  
MADE BY STUDENTS  
FIRST SEMESTER**

**I**

Academic year

2022-2023

**Tirana, March 2023**

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### **1. Internal Quality Assurance Unit at Western Balkans University**

Quality assurance is the main objective of the Western Balkans University (WBU), defined in the institution's vision and mission for a transformative impact on society through

continuous innovation in the field of education, scientific research, creativity and entrepreneurship, investing in the preparation of the future professionals prepared for the international labor market, to be an internationally recognized university in the field of scientific research and innovation, with the main goal of continuous improvement of a better life.

The periodic evaluation of the results of the quality of education, research, human resources, finance, infrastructure, public relations, international relations, social and cultural activities, works within the framework of quality development and improvement activities, is a comprehensive, systematic and regular, which institutionalizes the culture of quality at Western Balkans University.

The process of carrying out the questionnaires and drawing up the report on its findings is in accordance with the following legal and by-laws as follows:

- Law No. 80/2015, dated 22.07.2015, “On higher education and scientific research in higher education institutions in the Republic of Albania”, Articles 46, 103, 104 and 106,
- Quality Code in Higher Education, approved by- The council of Minister Decision-VKM no. 824, dated on 24.12.2021, “On the approval of the Quality Code of Higher Education”,
- European Standards and Guidelines for Quality Assurance in Higher Education,
- Statute of Western Balkans University (Articles 37 and 38),
- Basic Regulation of "Western Balkans" University (Article 15),
- Agency for Quality Assurance in Higher Education (ASCAL) manual for the internal quality system.

## **2. Composition of the Internal Quality Assurance Unit (IQAU-NJSBC) for the academic year 2022-2023, the methodology of the development of the questionnaire process and data processing.**

The Internal Quality Assurance Unit consists of 5 (five) members, of which 3 (three) are representatives of the academic staff of the main units, one for each faculty, 1 (one) representative of the Student Council and 1 (one) expert external. The President and Members of the unit are approved by the Academic Senate on the proposal of the rector.

Composition of NJSBC for the academic year 2022-2023

<b>No.</b>	<b>Name, Surname</b>	<b>Function</b>	<b>Representation</b>
1	Mirela Cela	Head	Faculty of Technical Medical Sciences
2	Elizabeth Susaj	Member	Faculty of Economics, Technology and Innovation
3	Eda Cela	Member	Faculty of Dental Medicine
4	Ramadan Chipuri	Member	External expert
5	Franci Brahollari	Member	Student Representative

During the first semester of the 2022-2023 academic year, institutional questionnaires were organized and well-structured as part of the evaluation of the quality and performance of the academic staff in the teaching process. The process of evaluating the teaching quality of the

academic staff consists of 4 components:

- Evaluation by students,
- Peer Review,
- Self-esteem,
- Evaluation by managers (direct superior or department manager).

At the end of each academic semester, receiving the opinions of students on each study program as a whole, special subject, lecturer or on a specific problem through special questionnaires, we believe that it directly affects the quality assurance in this institution. The data obtained from the questionnaires, after processing, will be widely used in support of the process as a whole, during which the leaders of the institution evaluate the academic performance of each lecturer at the end of the academic year and take the relevant measures for improvement.

The content of the questionnaire is standard and is organized into **16 questions**, measurable and evaluable, according to **an evaluation scale from 1** (minimum evaluation) **to 5** (maximum evaluation). Also, in a separate section of the questionnaire, students have the opportunity to make comments about the problems they think about the subject and/or the relevant lecturer.

The questionnaires were filled out physically and during the presentation the students were asked to be as objective as possible in their answers. The completion of the questionnaire was done confidentially and anonymously and was carried out in the period 12-23 December 2022 for Bachelor programs and in the period 6-17 March 2023 for Master of Science programs.

A total of **710 questionnaires were completed**, in **3 faculties**, for **10 study programs**, of which **7 Bachelor study programs**, **1 Integrated Master study program** and **2 Master of Science study programs**. Specifically:

- **242 questionnaires** were completed by students of the Faculty of Economics, Technology and Innovation (FETI), of which **197 questionnaires** were for **3 Bachelor study programs** (59 questionnaires were completed by students of the Biotechnology program, 97 questionnaires were completed by students of the Biomedical Engineering program, and 41 questionnaires were completed by students of the Computer Science and Artificial Intelligence program), and **45 questionnaires** were completed by students of the Master of Science in Hospital Management program
- **225 questionnaires** were completed for 1 (one) Integrated Master's study program in Dentistry,
- **243 questionnaires** were completed by the students of the Faculty of Medical and Technical Sciences (FSMT), of which **223 questionnaires** for 4 Bachelor study programs (94 questionnaires were completed by students of the Nursing program, 44 questionnaires were completed by students of the Laboratory Technician program, 57 questionnaires were completed by students of the Imaging Technician program, and 28 questionnaires were completed by students of the Physiotherapy program), and **20 questionnaires** for a Master of Science in Nursing study program.

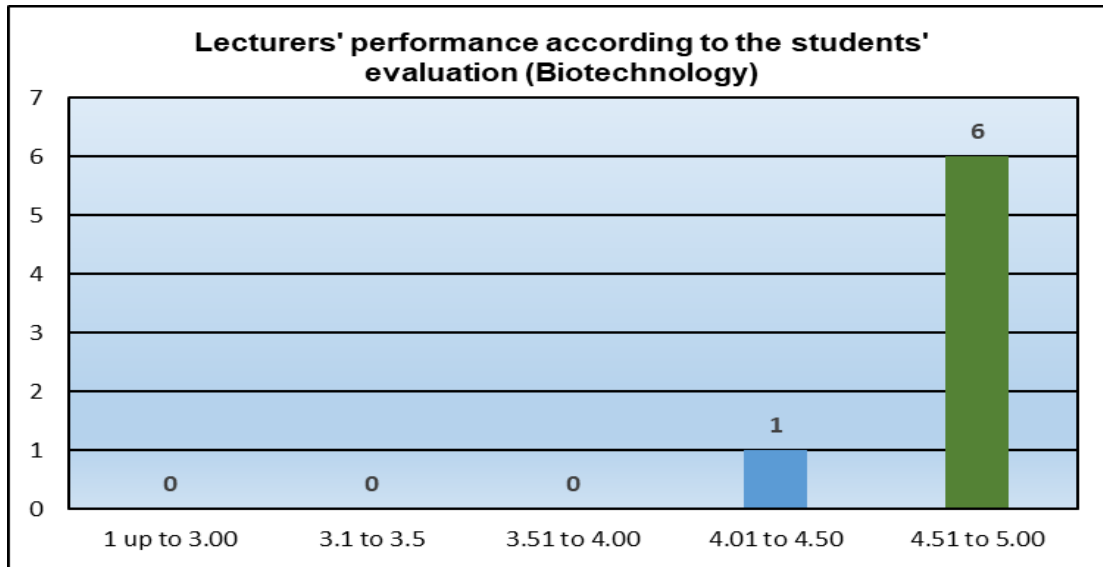
The disposal and processing of their data is done manually. For the questionnaires, a database in EXCEL format was created for measurable questions and a categorized database for open questions. The processing of quantitative data is reflected in graphic form, separately for each faculty.

The following data present the assessment of the academic staff by the students .

### 3 . Evaluation of the academic process at the Faculty of Economics, Technology and Innovation (FETI)

#### 3.1. Bachelor Program in Biotechnology (Biotechnology)

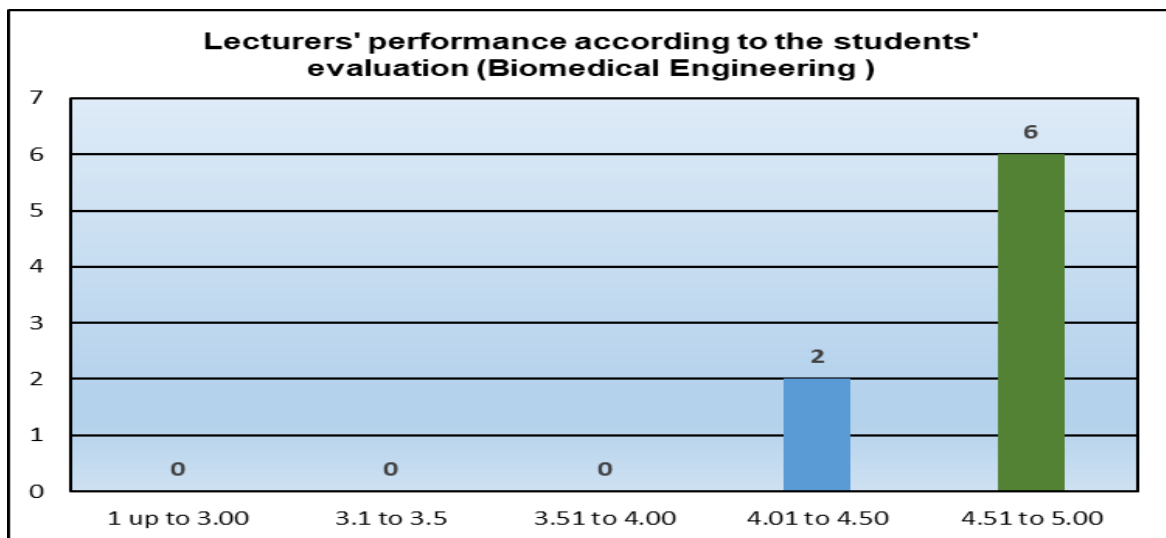
The academic staff engaged in the Biotechnology program was evaluated by the students over 4.01 points, with an average evaluation of 4.79 points, where 85.7% of the lecturers were evaluated with 4.51-5 points (Chart 1).



**Graph 1.** Evaluation of lecturers by students of the Bch Program in Biotechnology

#### 3.2. Bachelor Program in Biomedical Engineering (Biomedical Engineering)

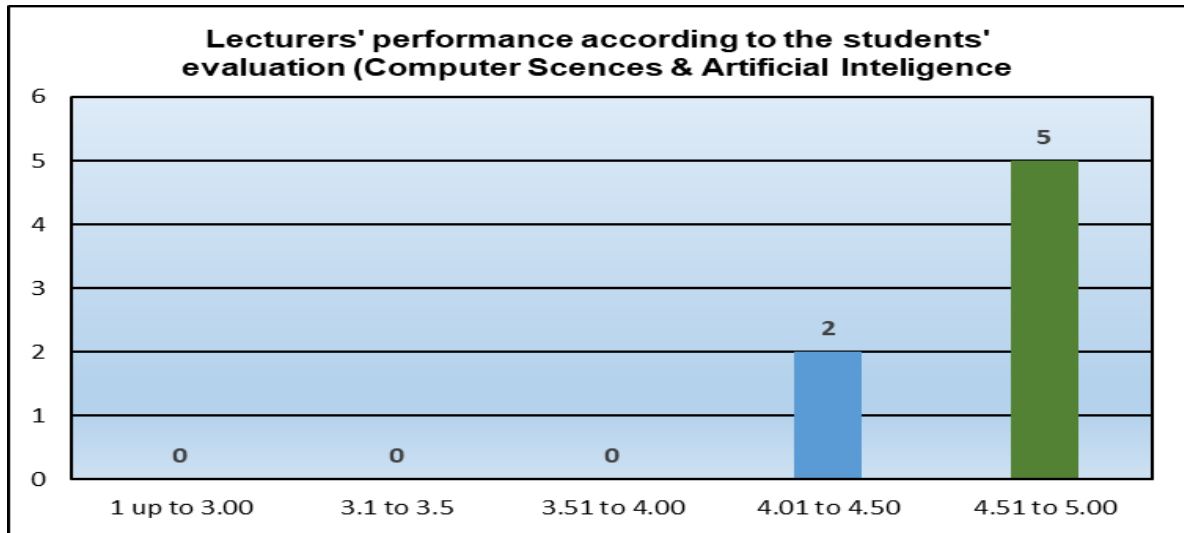
In the Biomedical Engineering program, all academic staff engaged in teaching were evaluated above 4.01 points, with an average evaluation of **4.64 points**, where 75% of the lecturers were evaluated with 4.51-5 points (Chart 2).



**Graph 2.** Evaluation of lecturers by students of the Bch Program in Biomedical Engineering

### 3.3. Bachelor Program in Computer Sciences and Artificial Intelligence (Computer Sciences & Artificial Intelligence)

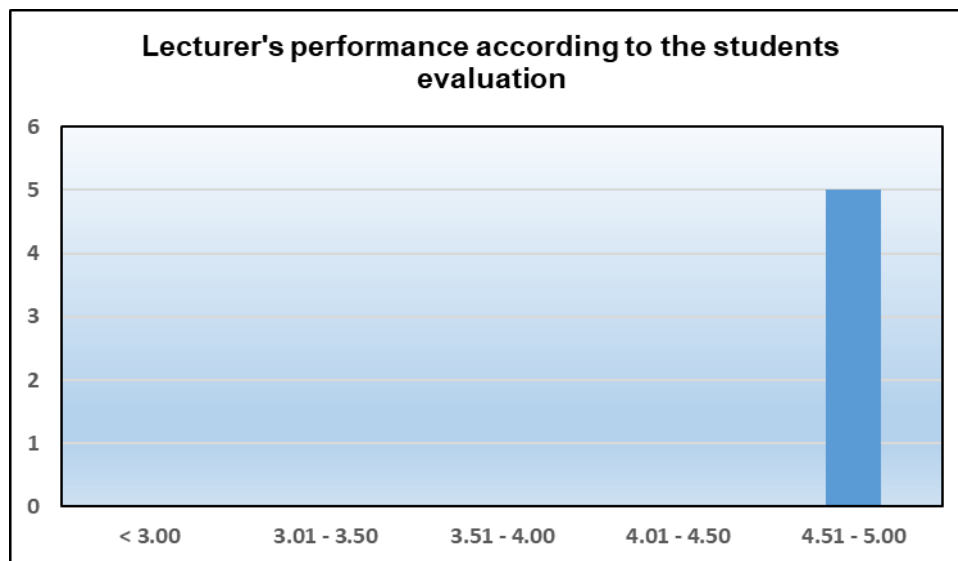
In the Bachelor's program in Computer Sciences & Artificial Intelligence, all academic staff engaged in teaching were rated above 4.01 points, with an average rating of **4.53 points**, where 71.4% of lecturers were rated with 4.51-5 points (Chart 3).



**Graph 3.** Evaluation of lecturers by students of the Bch Program in Computer Science and Artificial Intelligence

### 3.4. Master of Science Program in Hospital Management (Hospital Management)

All academic staff (100%) engaged in teaching in the Master of Science in Hospital Management program was rated above 4.51 points, with an average rating of **4.79 points** (Chart 4).



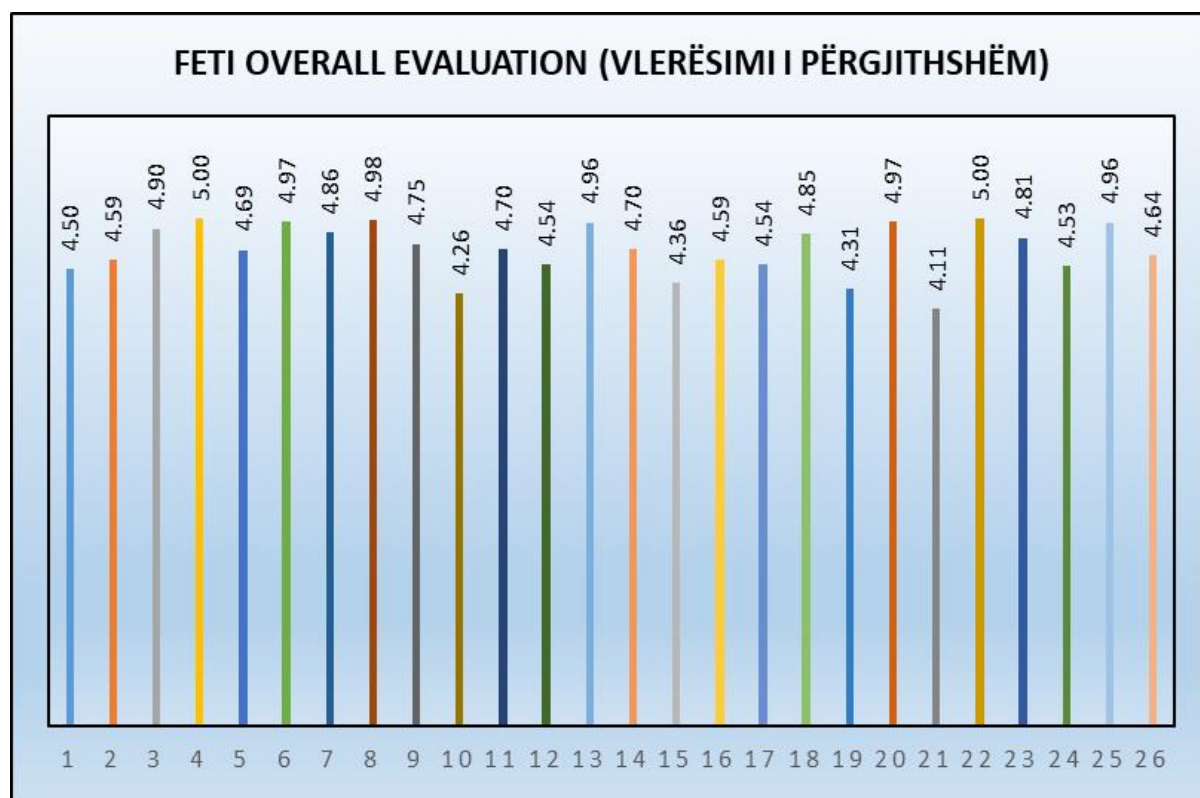
**Graph 4.** Evaluation of lecturers by students of the Master of Science Program in Hospital Management

### 3. 5. General evaluation of the academic process as a faculty (Faculty of Economics, Technology and Innovation - FETI)

The evaluation of teaching and the progress of the teaching process for the first semester of the academic year 2022-2023 was carried out in weeks 10-12 . All academic staff engaged in teaching at the Faculty of Economics, Technology and Innovation was evaluated by students above 4.01 points, with an average evaluation of **4.695 points**, where 19.23% of lecturers (5 lecturers) were evaluated with 4.01-4.50 points and 80.77 % of lecturers (21 lecturers out of 26 in total) were evaluated with 4.51-5 points (Table 1 and Graph 5).

**Table 1.** General assessment of the academic staff of the Faculty of Economics, Technology and Innovation - FETI)

Rating (points)	Biotechnology Program		Engineering Biomedical Program		Science Computer and Intelligence Artificial Program		Master of Sciences in Hospital Management Program		The Faculty of Economy, Technology and Innovation Program	
	N <sub>0</sub>	%	N <sub>0</sub>	%	N <sub>0</sub>	%	N <sub>0</sub>	%	N <sub>0</sub>	%
<3.00	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
3.01-3.50	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
3.51-4.00	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
4.01-4.50	1	14.29%	2	25.00%	2	28.57%	0	0.00%	5	19.23%
4.51-5.00	6	85.71%	6	75.00%	5	71.43%	5	100.00%	21	80.77%
AMOUNT	7	100.00%	8	100.00%	7	100.00%	5	100.00%	<b>26</b>	100.00%

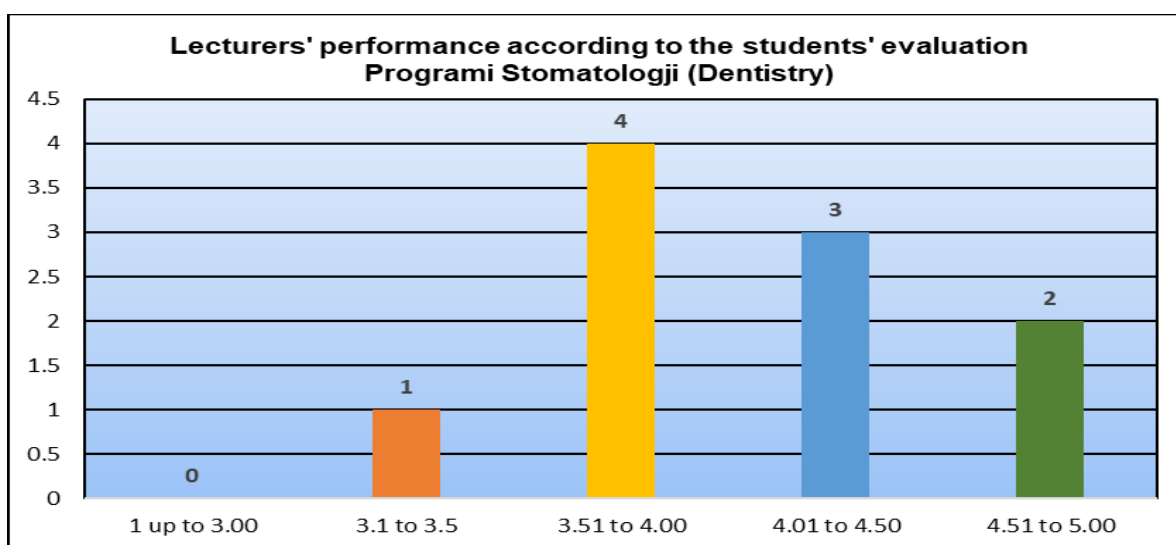


**Graph 5.** The overall evaluation of lecturers by students, Faculty of Economics, Technology and Innovation

#### 4. Evaluation of the academic process at the Faculty of Dental Medicine (FMD)

##### 4.1. Integrated Master's Program in Dentistry

The evaluation of teaching and the progress of the teaching process for the first semester of the academic year 2022-2023 was carried out in weeks 10-12 . The academic staff engaged in teaching in the Integrated Master's Program in Dentistry and in the Faculty of Dental Medicine was evaluated with an average of **4.13 points**, where 10% of the lecturers were evaluated with 3.1-3.5 points, 40% were evaluated with 3.51-4.00 points , 30% were evaluated with 4.01-4.5 points and only 20% were evaluated with 4.51-5 points (Table 2, Graphs 6 and 7).



**Graph 6.** Evaluation of lecturers by students of the Dentistry Program

##### 4.2. Evaluation of the academic process as a faculty (Faculty of Dental Medicine - FMD)

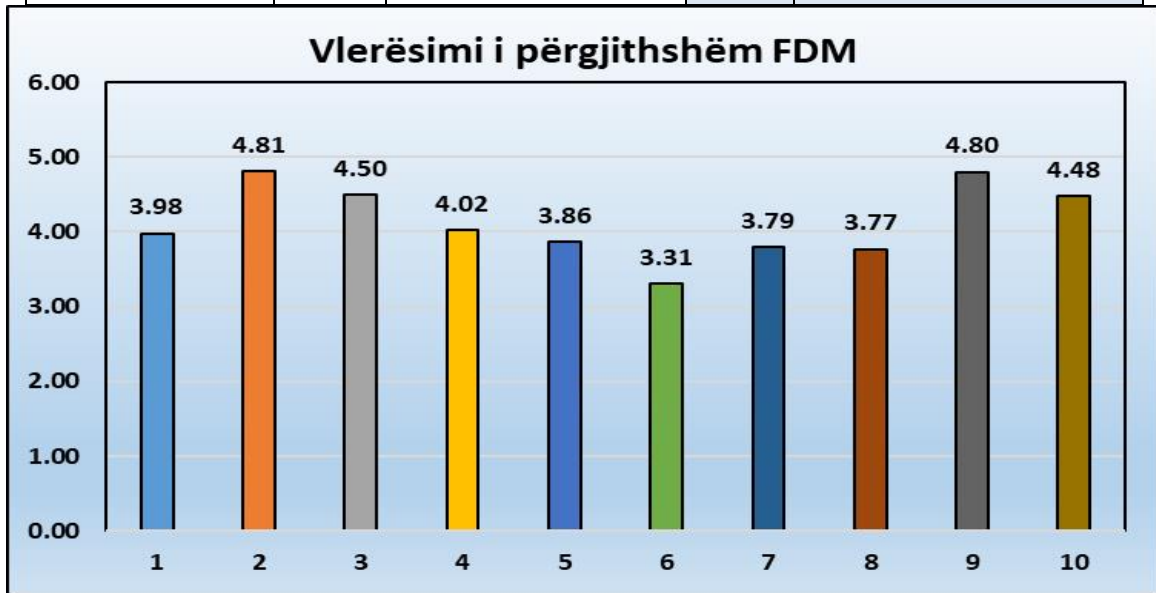
The evaluation of teaching and the progress of the teaching process for the first semester of the academic year 2022-2023 was carried out in weeks 10-12 . Given that for this year the faculty operated with only one program, the data are the same as the evaluation from the Integrated Master's program in Dentistry. The academic staff was evaluated with an average of 4.13 points, where 10% of lecturers were evaluated with 3.1-3.5 points, 40% were evaluated with 3.51-4.00 points, 30% were evaluated with 4.01-4.5 points and 20% were evaluated with 4.51-5 points (Table 2, Chart 6).

**Table 2.** General evaluation of the academic staff of the Faculty of Dental Medicine

Rating (points)	Dentistry Program		The Faculty of Dental Medicine	
	No	%	No	%
<3.00	0	0.00%	0	0.00%
3.01-3.50	1	10.00%	1	0.00%
3.51-4.00	4	40.00%	4	0.00%
4.01-4.50	3	30.00%	3	23.80%



4.51–5.00	2	20.00%	2	76.20%
AMOUNT	10	100.00%	10	100.00%

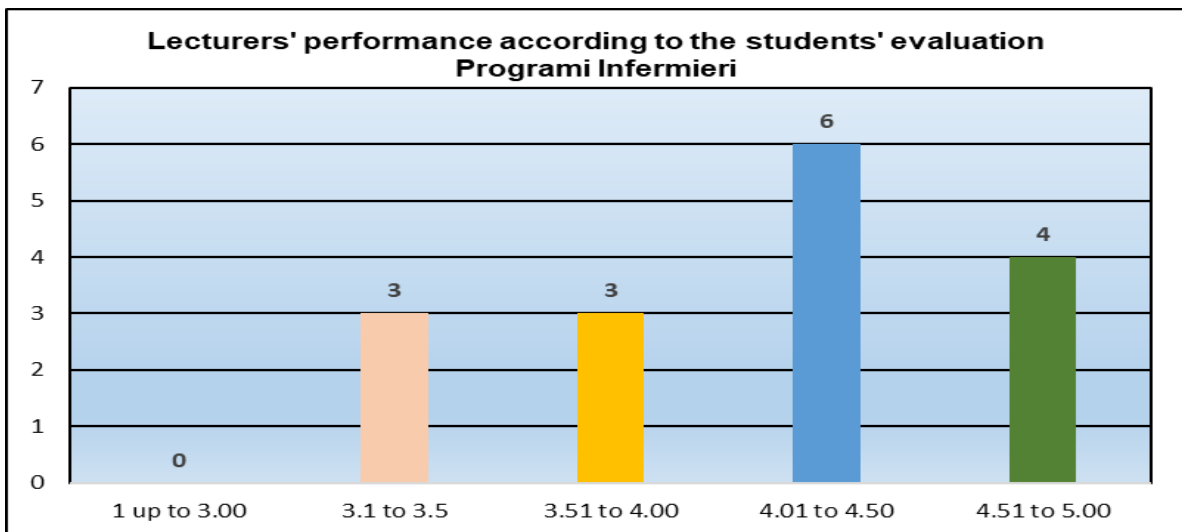


**Graph 7.** The overall assessment of lecturers by students, Faculty of Dental Medicine

## 5. Evaluation of the academic process in the Faculty of Technical Medical Sciences (FSMT) (Faculty of Technical Medical Sciences - FTMS)

### 5.1. Bachelor's Program in Nursing

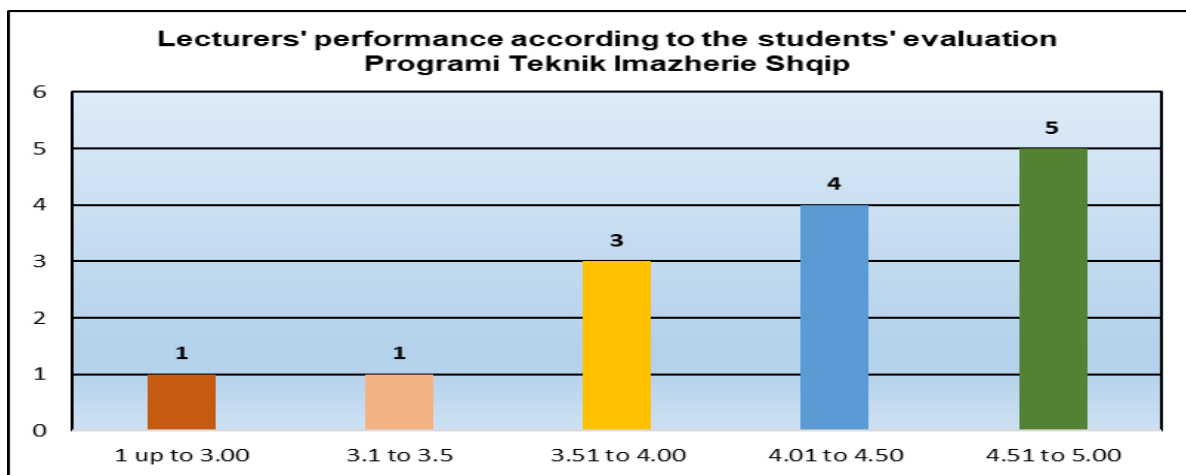
The evaluation of teaching and the progress of the teaching process for the first semester of the academic year 2022-2023 was carried out in weeks 10-12 . Academic personnel engaged in teaching in the Bch Program in Nursing (Nursing) at the Faculty of Technical Medical Sciences was evaluated with an average of **4.67 points**, where 18.75% of the lecturers were evaluated with 3.1-3.5 points, 18.75% were evaluated with 3.51-4.00 points, 37.5% were evaluated with 4.01-4.5 points and **25% were evaluated with 4.51-5 point** (Chart 8).



**Graph 8.** Evaluation of lecturers by students of the Nursing Program

### 5.2. Imaging Technician Program (In Albanian Language)

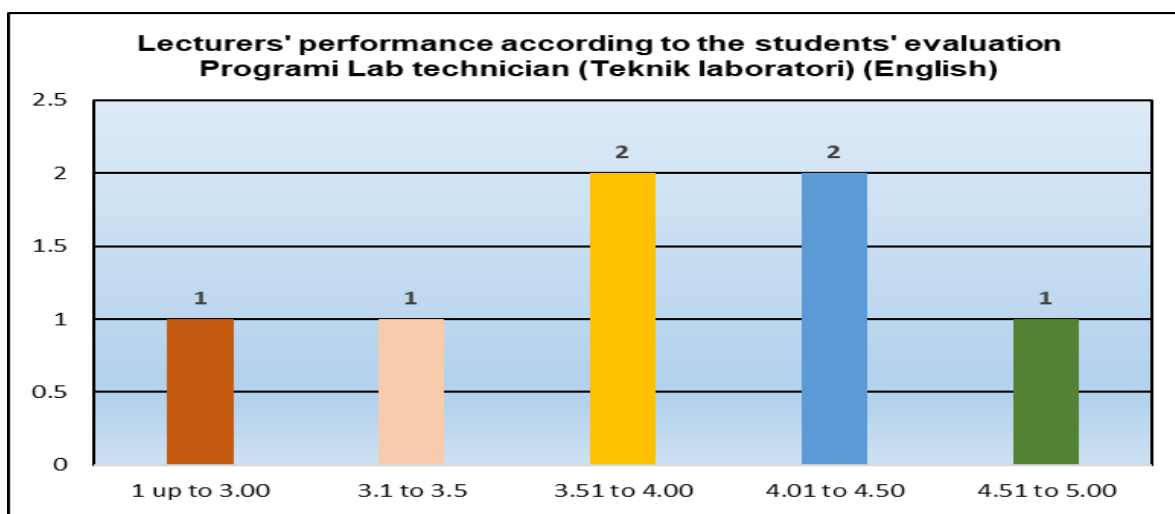
Academic personnel engaged in teaching in the Imaging Technician Program (In Albanian Language) at the Faculty of Technical Medical Sciences was evaluated with an average of 4.91 points, where 7.14% of lecturers (1 lecturer) were assessed with 2.75 points, 7.14% of lecturers (1 lecturer) were assessed with 3.1-3.5 points, 21.43% were assessed with 3.51-4.00 points, 28.57% were evaluated with 4.01-4.5 points and 35.7% were evaluated with 4.51-5 points (Chart 9).



**Graph 9.** Evaluation of lecturers by students of the Bch Technical Imagery Program in Shqip

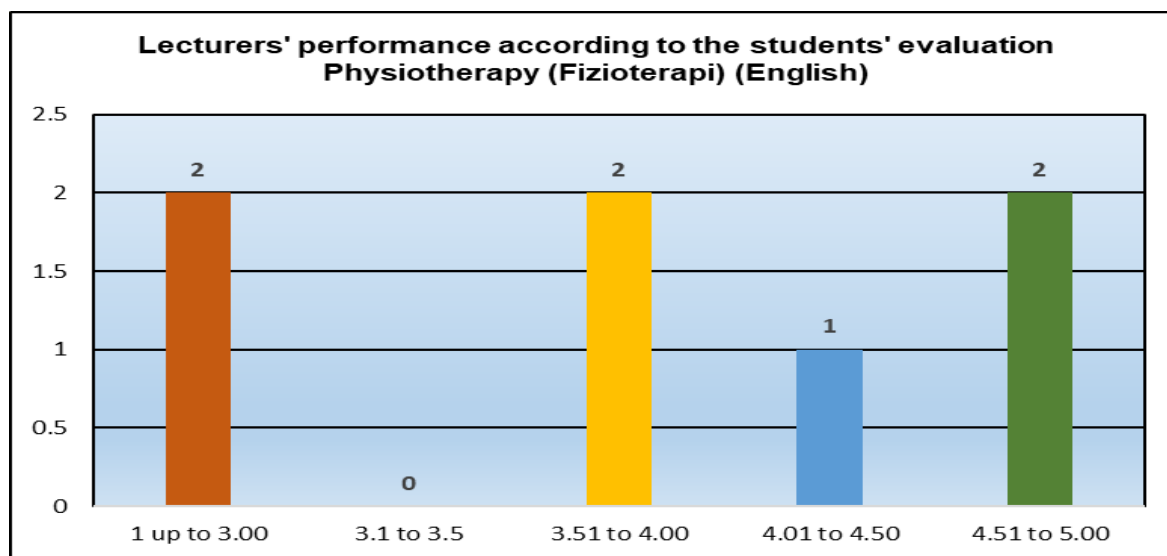
### 5.3. Bachelor Program in Lab Technician (Laboratory Technician) (English)

Academic personnel engaged in teaching in the Bch Lab Technician Program (English) at the Faculty of Technical Medical Sciences was assessed with an **average of 3.8 points**, where 14.29% of lecturers (1 lecturer) were assessed up to **3.00 points**, 14.29% of lecturers (1 lecturer) were assessed with 3.1-3.5 points, 28.57% were assessed with 3.51-4.00 points, 28.57% were evaluated with 4.01-4.5 points and only 14.29% (1 lecturer) were evaluated with 4.51-5 points (Chart 10).



**Graph 10.** Evaluation of lecturers by students of the Bch Lab technician Program (English)  
**5.4 . Bachelor Program in Physiotherapy (Physiotherapy) (English)**

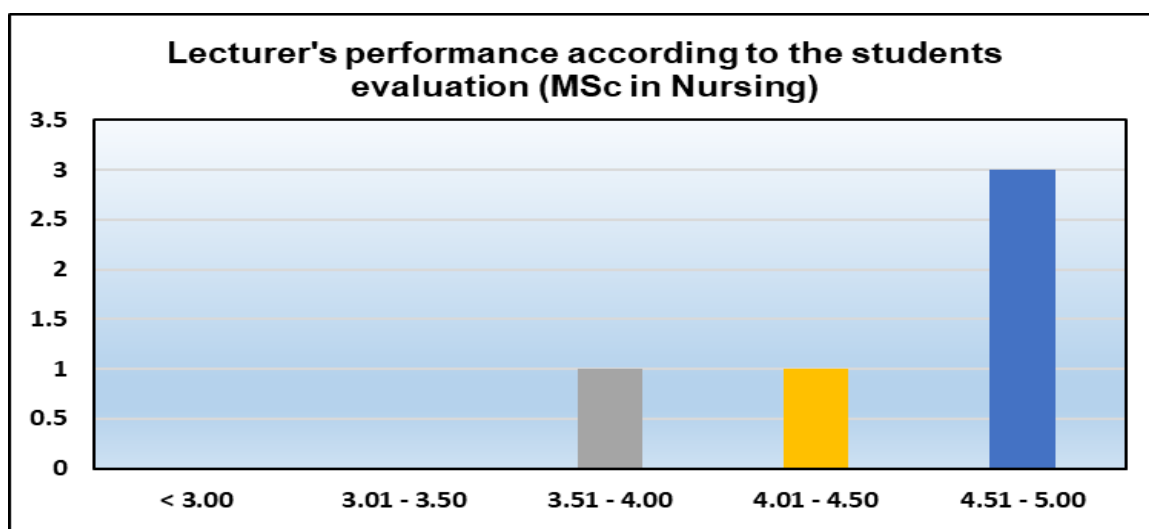
Academic personnel engaged in teaching in the Bch Program in Physiotherapy (Physiotherapy) (English) at the Faculty of Technical Medical Sciences was assessed with an **average of 3.79 points** , where 28.57% of lecturers (2 lecturers) were assessed up to **3 points**, 28.57% were assessed with 3.51-4.00 points, 14.29% were assessed with 4.01-4.5 points and 28.57% were assessed with 4.51-5 points (Chart 11).



**Graph 11.** Evaluation of lecturers by students of the Physiotherapy Program (English)

**5.5. Master of Science Program in Nursing (Nursing) (English)**

The academic personnel engaged in teaching in the Master of Science in Nursing at the Faculty of Medical and Technical Sciences was evaluated with an **average of 4.50 points** , where 20% of the lecturers were evaluated with 3.51-4.00 points (specifically, 1 lecturer with 3.88 points), 20 % were evaluated with 4.01-4.5 points (specifically, 1 lecturer with 4.33 points), and 60% were evaluated with 4.51-5 points (Chart 12).



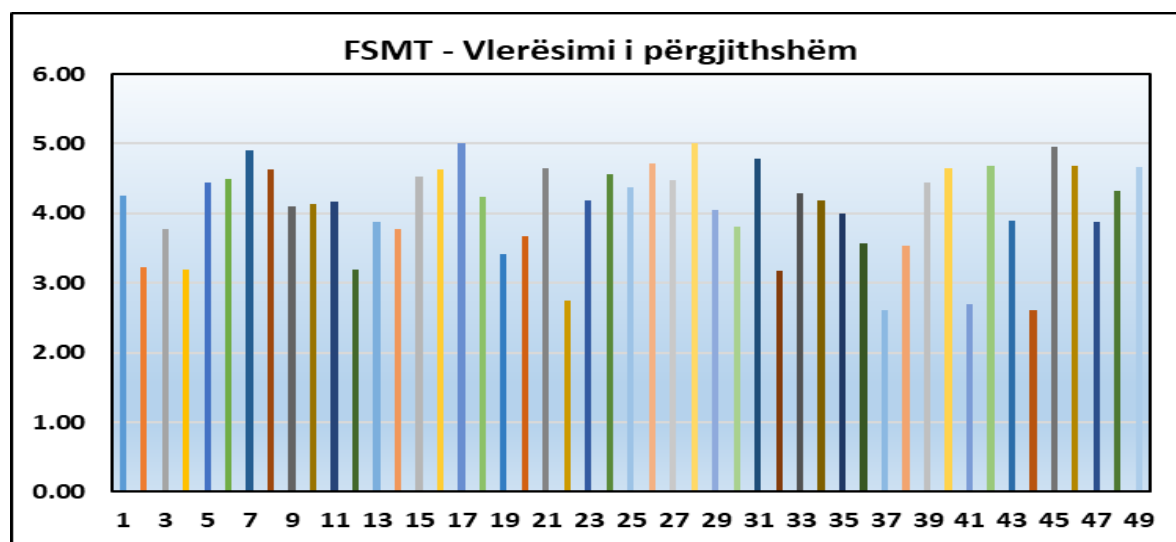
**Graph 12.** Evaluation of lecturers by students of the MSc Program in Nursing (English)  
**5.6 . Evaluation of the academic process as a faculty (Faculty of Technical Medical Sciences - FSMT)**

The academic staff engaged in teaching at the Faculty of Medical and Technical Sciences was evaluated with an **average of 4,078 points**. A total of 49 lecturers were evaluated in 49 subjects, where 8.16% of the lecturers were evaluated up to 3.00 points, 10.2% of the lecturers were evaluated with 3.01-3.5 points, 20.41% were evaluated with 3.51-4.00 points, 30.61% were evaluated with 4.01 -4.50 points and 30.61% were evaluated with 4.51-5 points (Table 2, Chart 13).

**Table 3.** General evaluation of the academic staff of the Faculty of Technical Medical Sciences, according to programs and as a faculty

ASSESSMENT (points)	Nursing Program		Imaging Technician Program		Lab Technician Program (English)		Fisiotherapy Program (English)		Master of Science Program in Nursing (English)		The Faculty of the Sciences Medical Tech	
	N <sub>o</sub>	%	N <sub>o</sub>	%	N <sub>o</sub>	%	N <sub>o</sub>	%	N <sub>o</sub>	%	N <sub>o</sub>	%
<3.00	0	0.00%	1	7.14%	1	14.29%	2	28.57%	0	28.57%	4	8.16%
3.01-3.50	3	18.75%	1	7.14%	1	14.29%	0	0.00%	0	0.00%	5	10.20%
3.51-4.00	3	18.75%	3	21.43%	2	28.57%	2	28.57%	1	28.57%	10	20.41%
4.01-4.50	6	37.50%	4	28.57%	2	28.57%	1	14.29%	1	14.29%	15	30.61%
4.51-5.00	4	25.00%	5	35.72%	1	14.28%	2	28.57%	3	28.57%	15	30.61%
AMOUNT	16	100.00%	14	100.00%	7	100.00%	7	100.00%	3	100.00%	49	100.00%

Note: N<sub>o</sub> = number The lecturers / subjects the evaluated (N<sub>o</sub> of evaluated lecturers / courses)



**Graph 13.** The general assessment of lecturers by FSMT students

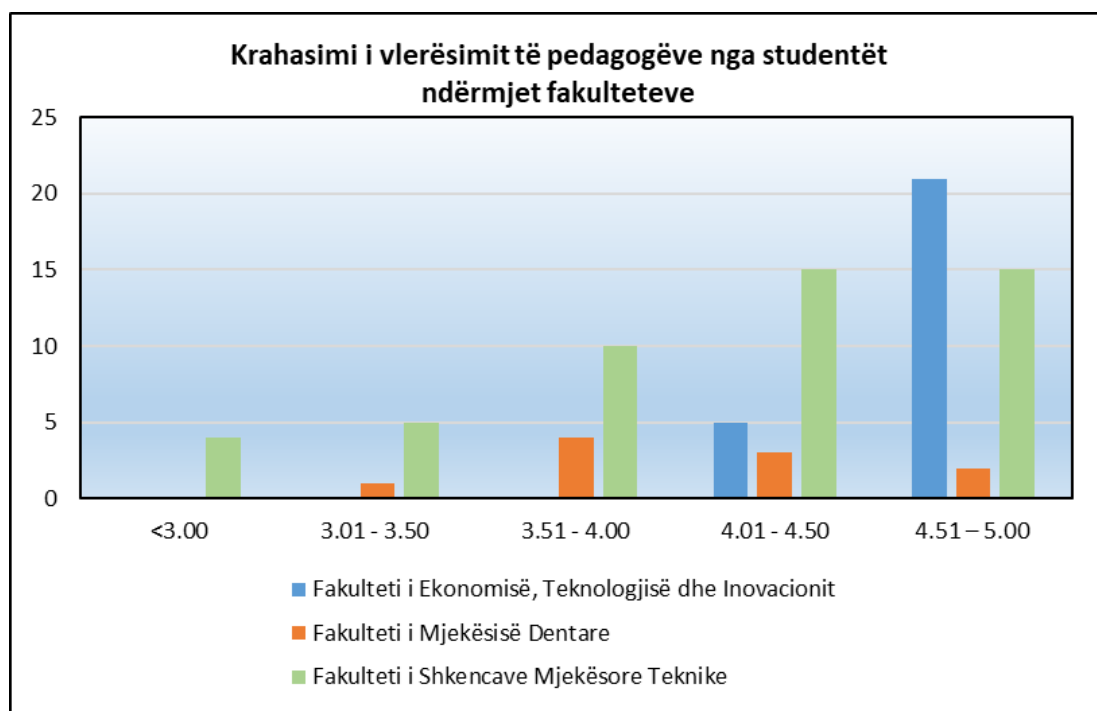
## 6. Comparison of the evaluation of lecturers by students between faculties and at the university level

### In summary:

- In the Faculty of Economics, Technology and Innovation, the academic staff engaged in teaching was evaluated with an average evaluation of **4.695 points**, where 19.23% of the lecturers (5 lecturers) were evaluated with 4.01-4.50 points and 80.77% of the lecturers (21 lecturers from 26 in total) were evaluated with 4.51-5 points (Table 4 and Chart 14).
- In the Faculty of Dental Medicine, the academic staff engaged in teaching was evaluated with an average of **4.13 points** , where 10% of the lecturers were evaluated with 3.1-3.5 points, 40% were evaluated with 3.51-4.00 points, 30% were evaluated with 4.01 -4.5 points and 20% were evaluated with 4.51-5 points (Table 4, Chart 14).
- In the Faculty of Technical Medical Sciences, the academic staff engaged in teaching was evaluated with an average of **4.078 points** , where 8.16% of the lecturers were evaluated up to 3.00 points, 10.20% of the lecturers were evaluated with 3.01-3.5 points, 20.41% were evaluated with 3.51-4.00 points, 30.61% were evaluated with 4.01-4.50 points and 30.61% were evaluated with 4.51-5 points (Table 4, Chart 14).
- **At the university level** , the academic staff engaged in teaching (a total of 85 subjects/lecturers) was assessed with an average of **4.301 points**, where 4.71% of the lecturers (4 lecturers) were assessed up to 3.00 points, 7.06% of the lecturers (6 lecturers ) were evaluated with 3.1-3.5 points, 16.47% of lecturers (14 lecturers) were evaluated with 3.51-4.00 points, 27.06% of lecturers (23 lecturers) were evaluated with 4.01-4.5 points and 44.71% of lecturers (38 lecturers) were evaluated with 4.51-5 points. It turns out that 71.76% of the lecturers were evaluated quite well, over 4.01 points out of 5 maximum evaluation points (Table 4, Graph 14).

**Table 4.** Comparison of the evaluation of lecturers by students between faculties and at the institutional level

Evaluation (points) point	The faculty the economy, technology and innovation		The faculty of dental medicine		The faculty of the science's medical tech		WBU	
	N <sub>o</sub>	%	N <sub>o</sub>	%	N <sub>o</sub>	%	N <sub>o</sub>	%
<3.00	0	0.00%	0	0.0	4	8.16%	4	4.71%
3.01-3.50	0	0.00%	1	10.0	5	10.20%	6	7.06%
3.51-4.00	0	0.00%	4	40.0	10	20.41%	14	16.47%
4.01-4.50	5	19.23%	3	30.0	15	30.61%	23	27.06%
4.51-5.00	21	80.77%	2	20.0	15	30.61%	38	44.71%
<b>AMOUNT</b>	<b>26</b>	<b>100.00%</b>	<b>10</b>	<b>100</b>	<b>49</b>	<b>100.00%</b>	<b>85</b>	<b>100.00%</b>



**Graph 14.** Comparison of the evaluation of lecturers by students between faculties


## 7. Conclusions

The first semester of the 2022-2023 academic year is also the first work semester of Western Balkans University. From the results of the evaluations of the students of the University for the lecturers and the teaching process, carried out anonymously through physical questionnaires, it was found that the academic staff of the Western Balkans University has had a relatively good commitment and dedication in the smooth running of the teaching process.

- At the institutional level, only 4.71% of the academic staff were evaluated with less than 3 points, 7.06% of them were evaluated with 3.00-3.50 points and 16.47% were evaluated with 3.51-4.00 points, while the majority, 71.76% of academic staff was evaluated above 4.01 points, of which, 27.06% was evaluated with 4.01-4.5 points and 44.71% received the maximum evaluation with 4.51-5 points.
- At the faculty level, we can say that in the Faculty of Economy, Technology and Innovation (FETI), the academic staff had a slightly higher positive evaluation compared to the other two faculties.
- In the Faculty of Economics, Technology and Innovation, 80.77% of the academic staff was evaluated with 4.51-5 points, while in the other two faculties this number is lower. Specifically, in the Faculty of Dental Medicine, only 20% of the academic staff was evaluated with 4.51-5 points and in the Faculty of Technical Medical Sciences, only 30.61% of the academic staff was evaluated with 4.51-5 points.
- 19.23% of the academic staff of FETI, 30% of the academic staff of FMD and 30.61% of the academic staff of FSMT were evaluated with 4.01-4.5 points.

- 40% of the academic staff of FMD and 20.41% of the academic staff of FSMT were evaluated with 3.51-4.00 points.
- were evaluated with 3.01-3.50 points .
- The lowest evaluation value was obtained at the Faculty of Technical Medical Sciences, where 8.16% of the academic staff was evaluated with less than 3 points.

This report is part of the institutional report which will be drawn up at the end of the academic year, presenting a complete and realistic reflection of the quality situation at WBU. The report, at its conclusion, is presented to the collegial bodies of WBU and published with the aim of obtaining information and using it in the highest interest of institutional academic performance.

	<b>FORM OF THE EVALUATION OF LECTURER BY THE STUDENTS</b>				
	Code of document	Entry into force	Update No	Date of update	Pages /Total
	WBU-FRM-003-001-EN	01/ 03/ 2022	0	0	1/1

## FORM OF THE EVALUATION OF LECTURER BY THE STUDENTS

**Subject:** \_\_\_\_\_

**Program:** \_\_\_\_\_

**Faculty:** \_\_\_\_\_

**Lecturer:** \_\_\_\_\_

**Academic year:** \_\_\_\_\_

Please rate your course teacher by circling one of the numbers 1 to 5, where 1 = minimum rating and 5 = maximum rating, based on the following aspects:

Overall performance		Evaluation				
Nr.	Questions	1	2	3	4	5
1	At the beginning of the semester, does the lecturer explained in a comprehensible way the purpose of the subject and what is expected of the student?	1	2	3	4	5
2	The lecturer is prepared for the lesson	1	2	3	4	5
3	The lecturer regularly participates in the lesson and uses the time effectively	1	2	3	4	5
4	The lecturer is successful in establishing the dominance of the class during the lesson	1	2	3	4	5
5	The lecturer's explanation is clear and understandable	1	2	3	4	5
6	The lecturer stimulates interest in the subject	1	2	3	4	5
7	The subject serves for our professional formation	1	2	3	4	5
8	The lecturer uses examples to make the subject as easy and understandable as possible	1	2	3	4	5
9	The lecturer conducts tests, assigns tasks and essays in such a way that you learn them as well as possible	1	2	3	4	5
10	The teaching material used for the subject (lectures, exercises, seminars, assignments) is clear, sufficient and useful	1	2	3	4	5
11	Course assignments are interesting and stimulating	1	2	3	4	5
12	The lecturer encourages you to ask questions and answers them fully	1	2	3	4	5
13	The lecturer is ready to help students when they have needs even outside of class	1	2	3	4	5



14	The criteria for placing grades are clear and known to students	1	2	3	4	5
15	The lecturer is equal in evaluation for all students	1	2	3	4	5
16	The ethics of the lecturer's communication with the students	1	2	3	4	5

**What do you want to convey in addition to the questions above? Make other comments, if any, about the teacher's evaluation.**

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