

**INTERNAL QUALITY ASSURANCE UNIT  
(IQAU)**

**STUDENT INTERNAL QUALITY ASSESSMENT RESULTS  
REPORT  
SEMESTER II**

Academic Year  
2022-2023

**Tirana, August 2023**

## 1. Internal Quality Assurance at Western Balkans University

Quality assurance is the main objective of the Western Balkans University (WBU). It is defined in the institution's vision and mission statements for a transformative impact on society through continuous innovation in education, scientific research, creativity and entrepreneurship. It aims to invest in the education of future professionals and their preparation 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 life.

The periodic evaluation of the quality results of the institution's education, research, human resources, finance, infrastructure, public relations, international relations, social and cultural activities, works within the framework of quality development and improvement activities. It is a comprehensive, systematic and regular process and it institutionalizes the culture of quality of WBU.

The process of carrying out the questionnaires' completion and drawing up the report on its findings is in accordance with the following legal and bylaw acts:

- 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 VKM no. 824, dated 24.12.2021, for 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).
- The Fundamentals Regulations statement of "Western Balkans" University (Article 15).
- The Quality Assurance Agency in Higher Education (ASCAL) manual for the internal quality system.

## 2. Body of the Internal Quality Assurance Unit (NJSBC) for the 2022-2023 academic year

The Internal Quality Assurance Unit is a 5 (five) member group, of which 3 (three) are representatives of the academic staff of the main units: 1 (one) representative for each faculty 1 (one) representative of the Student Council and 1 (one) external expert. The president and members of NJSBC are approved by the Academic Senate on the proposal of the university's rector.

Body of the NJSBC for the 2022-2023 academic year

No.	Name/Last Name	Role	Representation
1	Eda Çela	Head	Dental Medicine Faculty

2	Elizabeta Susaj	Member	The Economics, Technology and Innovation Faculty
3	Zejnep Lleshanaku	Member	The Medical and Technical Sciences Faculty
4	Ramadan Çipuri	Member	External Expert
5	Franci Brahollari	Member	Student Representative

### 3. Questionnaire completion process methodology and data processing

Institutional questionnaires were completed for the second semester of the 2022-2023 academic year, 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 the 4 following components:

- Evaluation from the students
- Evaluation by peers
- Self Evaluation
- Evaluation by managers (direct superior or department manager).

The student's opinions were obtained through special questionnaires for each study program, special subjects, lecturers and/or specific problems. We believe that the results generated from these questionnaires directly affect the quality assurance in the institution. The data obtained from the questionnaires after their processing, are 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 relevant measures for improvement.

The questionnaire has a standard format and it is organized into 16 questions which are measurable and evaluable. They are measured on a 1-5 scale, with 1 being the minimum score and 5 being the maximum score. Also, on a separate section of the questionnaire, the students have the opportunity to make comments on the problems that they see with the class and/or the relevant lecturer.

The questionnaires were sent online in Google forms. Their completion occurred online, in confidentiality and anonymously. Students were asked to be as objective as possible in their answers. The questionnaires for the Bachelor level students were completed from 20.05.2023 to 20.06.2023. The questionnaires' completion for the Master level students continued through 25.07.2023.

There were a total of 344 questionnaires completed from 3 different department faculties and 8 study programs (6 Bachelor study programs, 1 Integrated Masters study program and 1 Masters of Science study program). In actual participants:

- A total of 128 questionnaires were completed by the students of the Economics, Technology and Innovation Faculty (FETI), for 3 Bachelor study programs: 54 questionnaires were completed by students on the Biotechnology program, 43 questionnaires were completed by students on the Biomedical Engineering program and

31 questionnaires were completed by students on the Computer Science and Artificial Intelligence program.

- A total of 77 questionnaires were completed by the students of Dental Medicine Faculty (FMD) through its 1 (one) program, The Integrated Master in Dentistry study program.
- A total of 139 questionnaires were completed by the students of the Medical and Technical Sciences Faculty (FSMT) of which 124 questionnaires were from 3 Bachelor study programs: 39 questionnaires were completed by students on the Nursing Program, 2 were completed by students on the Physiotherapy program, 50 were completed by students on the Laboratory. Technician program and 33 were completed by students on the Imaging Technicia program. 15 questionnaires were completed by students on the Master of Science in Nursing program. Students on the Bachelor level Nursing program did not complete any questionnaires.

## Conclusions

The second semester of the 2022-2023 academic year at Western Balkans University concludes the first year of the university. Based on the results of the data obtained from questionnaires, anonymously completed, of students rating lecturers to evaluate the teaching process, it was found that the academic staff of the Western Balkans University has had a relatively good commitment and dedication in the teaching process.

- At the institutional level, the academic staff engaged in teaching during the 2022-2023 academic year, were rated with an average score of 4.15 points (scale 1-5) where only 13.33% of the academic staff were rated with less than 3 points, 8% were rated at a score range of 3.01-3.5 points, 12% were rated at a score range of 3.51-4 points, while the majority, 66.67% of the academic staff were rated with a score above 4.01 points, of which 18.67% were rated at a score range 4.01-4.5 points, and 48% received the maximum rating of 4.51-5 points.
- At the faculty level, it can be said that the academic staff at the Medical and Technical Sciences Faculty Department (FSMT) had a slightly higher rating, compared to the academic staff of the two other faculty departments.
- The Medical and Technical Sciences Faculty Department (FSMT), 55.56% of the academic staff were rated with a score range of 4.51-5 points (scale 1-5), while in the other faculty departments this average rating value was lower. Specifically, 46.67% the academic staff at the Dental Medicine Faculty Department were rated at a score range 4.51-5 points. Meanwhile, only 37.5% of the academic staff at the Economics, Technology and Innovation Faculty Department (FETI) were rated at a score range 4.51-5 points.
- 25% of the academic staff of FETI, 16.67% of the academic staff of FSMT and 13.33% of the academic staff of FMD were evaluated at a score range 4.01-4.5 points.
- 16.67% of the academic staff of FSMT, 8.33% of the academic staff of FETI, 6.67% of the academic staff of FMD were rated at a score range 3.51-4 points.

- 12.5% of the academic staff of FETI and 8.33% of the academic staff of FSMT were rated at a score range 3.01-3.50 points.
- 33.33% of the academic staff of FMD, 16.67% of the academic staff of FETI and 2.78% of the academic staff of FSMT were rated at a score range 1.00-3.00 points.
- The academic staff at the Dental Medicine Faculty Department (FMD) received the lowest rating with 33.33% of the academic staff being rated at less than 3 points, followed by FETI.

## Questionnaire for evaluating the performance of the academic staff by students

<b>Subject:</b> _____
<b>Program:</b> _____
<b>Faculty:</b> _____
<b>Academic Staff</b> _____
<b>Academic Year:</b> _____

Please rate your subject instructor by circling one of the numbers 1 to 5. 1= minimum rating and 5 = maximum rating, based on the following aspects:

No.	Overall Performance	Rating				
		1	2	3	4	5
1	At the beginning of the semester, the lecturer explains in a comprehensive way the purpose of the course and what is expected of the student	1	2	3	4	5
2	The instructor is prepared for the lesson	1	2	3	4	5
3	The instructor is engaged in the class regularly and makes effective use of the time	1	2	3	4	5
4	The instructor is successful in establishing authority and leadership in the classroom	1	2	3	4	5
5	The instructor's explanation is clear and understandable	1	2	3	4	5
6	The teacher stimulates interest on the subject matter	1	2	3	4	5
7	The course is relevant to our professional training	1	2	3	4	5
8	The instructor provides examples to make the lessons as easy and as understandable as possible	1	2	3	4	5
9	The instructor gives tests, assigns homework and essays to help the learning process	1	2	3	4	5
10	The teaching content used for the subject matter (lectures, practice questions, seminars, assignment) are clear, sufficient and useful.	1	2	3	4	5
11	Course assignments are interesting and stimulating	1	2	3	4	5
12	The instructor encourages students to ask questions and answers them fully	1	2	3	4	5
13	The instructor is ready to help when needed, during and outside of class	1	2	3	4	5
14	The criteria on class grading are clear and known to students	1	2	3	4	5
15	The instructor grades all students equally	1	2	3	4	5
16	Instructor's ethical values on student communication	1	2	3	4	5

What do you wish to convey in addition to the questions above? Make comments, if any, on the

teacher's assessment.

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