



**INTERNAL QUALITY ASSURANCE UNIT
(IQAU)**

**Report
EVALUATION OF ACADEMIC STAFF BY STUDENTS
SEMESTER II**

Academic Year
2023-2024

Tirana, July 2024

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1. Internal Quality Assurance at Western Balkans University

Quality assurance is the main objective of Western Balkans University (WBU), as defined in the institution's vision and mission, which aim for a transformative impact on society through continuous innovation in education, scientific research, creativity, and entrepreneurship. WBU is committed to investing in the preparation of future professionals who are well-equipped for the international labor market. The university strives to be internationally recognized in the fields of scientific research and innovation, with the primary goal of continually improving life.

The periodic evaluation of quality outcomes in areas such as education, research, human resources, finance, infrastructure, public relations, international relations, and social and cultural activities is part of the university's ongoing efforts in quality development and improvement. This comprehensive, systematic, and regular evaluation process institutionalizes a culture of quality within WBU.

The process of conducting questionnaires and preparing reports on the findings follows the legal and regulatory frameworks outlined below:

- 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 2023-2024, and the methodology of the development of the questionnaire process and data processing.

The Internal Quality Assurance Unit (IQAU) consists of five (5) members. Of these, three (3) are representatives from the academic staff of the main units, with one representative from each faculty; one (1) is a representative from the Student Council; and one (1) is an external expert. The President and members of the unit are approved by the Academic Senate based on the rector's proposal.

Composition of the IQAU for the Academic Year 2023-2024:

| No | Name Last name | Function | Representation |
|----|-------------------|---------------------|---|
| 1 | Eda Çela | Head (commanded) | Faculty of Dental Medicine |
| 2 | Elizabeta Susaj | Member | Faculty of Economics, Technology and Innovation |
| 3 | Zejnep Lleshanaku | Member | Faculty of Technical Medical Sciences |
| 4 | Ramadan Çipuri | Member | External expert |
| 5 | Franci Brahollari | Member | Student representative |

During the second semester of the academic year 2023-2024, institutional questionnaires were conducted as part of the assessment of the quality and performance of academic staff in the teaching process. The process of evaluating the quality of teaching by academic staff consists of four (4) components:

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

At the end of each academic semester, we believe that gathering students' feedback on study programs, specific subjects, lecturers, or particular issues through customized questionnaires directly influences quality assurance within our institution. The data collected from these questionnaires, once processed, is extensively utilized to support the overall evaluation process. During this process, the heads of the institution assess the academic performance of each lecturer at the end of the academic year and take appropriate measures for improvement.

The questionnaire consists of a standard set of 16 questions, designed to be measurable and valid, **using a rating scale from 1** (minimum score) to **5** (maximum score). Additionally, a separate section of the questionnaire allows students to provide comments on issues related to the subject and/or the lecturer. The student questionnaires were completed between April and June 2024 through the SMART platform, ensuring confidentiality and anonymity.

A total of 146 different lecturers and subjects were assessed, with 987 questionnaires completed across three faculties, covering 19 study programs. These included 14 Bachelor's study programs, one integrated Master of Science study program (in Dentistry), and four Master of Science study programs: MSc in Hospital Management, MSc in Nanotechnology, Master of Science in Nursing - Profile: Nursing in Emergency, and Master of Science in Nursing - Profile: Nursing in Surgery – Albanian. Specifically:

- From the students of the Faculty of Economics, Technology, and Innovation (FETI), a total of 542 questionnaires were completed, and 83 lecturers/subjects were assessed, of which 451 questionnaires and 71 lecturers/subjects were for 6 Bachelor's study programs (109 questionnaires were completed by the students of the Biotechnology program (EN), 98 questionnaires were completed by the students of the program, 122 questionnaires were completed by Computer Sciences and AI (EN) students, 46 questionnaires were completed by Cyber Security (EN) students, 75 questionnaires were completed by students of the Software Engineering program (Software Engineering - EN). Additionally, 91 questionnaires and 12 lecturers/subjects were assessed for Master of Science programs: 49 questionnaires were completed by students of the "Master of Science in Hospital Management" program (EN), and 42 questionnaires were completed by students of the Master of Science program in Nanotechnology (EN).
- Students of the Faculty of Dental Medicine (FMD) completed a total of 194 questionnaires, assessing 16 lecturers/subjects, of which 187 questionnaires were for 10 subjects in the study program "Integrated Master of Science in Dentistry" (Integrated Second Cycle Program in Dentistry - EN) and 6 lecturers/subjects in the study program of the Dental Technical Bachelor (Dental Technician - EN).
- From the students of the Faculty of Medical and Technical Sciences (FSMT), a total of 251 questionnaires were completed, and 47 lecturers/subjects were assessed. Of these, 251 questionnaires were for seven Bachelor's study programs: 145 questionnaires were

completed by students of the Nursing program (Albanian), 10 questionnaires were completed by students of the Technical Laboratory program (Albanian), 52 questionnaires were completed by students of the Bachelor in Nursing program (EN), 10 questionnaires were completed by students of the Technical Imaging program, etc. Additionally, 12 questionnaires were completed for the study program "Master of Science in Nursing," with profiles in Emergency Nursing and Nursing in Surgery – Albanian (Table 1).

Table 1. Evaluation of students for the second semester 2023-2024, according to the faculties and programs of study

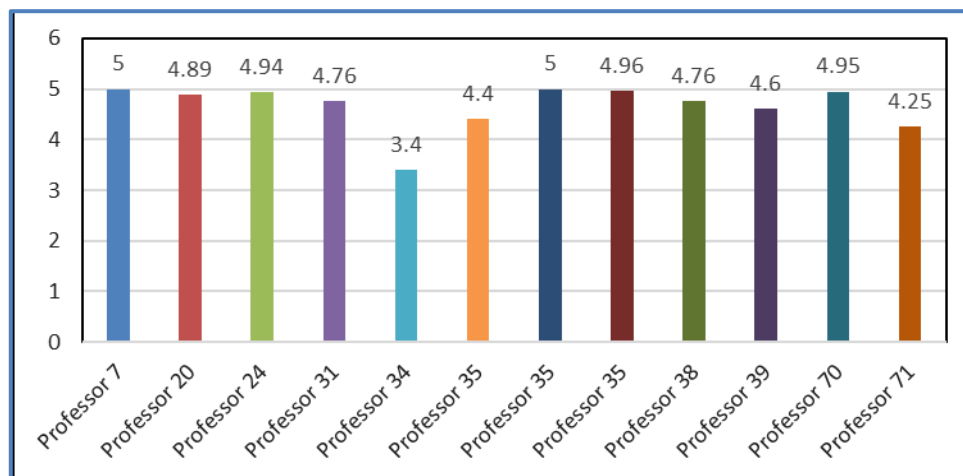
| Faculty of Economics, Technology and Innovation | No. of lecturers | Average rating | No. of Students |
|---|-------------------------|-----------------------|------------------------|
| Bachelor in Biomedical Engineering | 18 | 4.86 | 98 |
| Bachelor in Biotechnology | 12 | 4.66 | 109 |
| Bachelor in Computer Sciences and AI | 14 | 4.55 | 122 |
| Bachelor in Cyber Security | 13 | 4.24 | 46 |
| Bachelor in Software Engineering | 13 | 4.79 | 75 |
| Bachelor in Health Care Management | 1 | 5 | 1 |
| MSc in Hospital Management | 6 | 4.81 | 49 |
| MSc in Nanotechnology | 6 | 4.83 | 42 |
| Sum | 83 | 4.71 | 542 |
| Faculty of Medical and Technical Sciences | No. of lecturers | Average rating | No. of Students |
| Bachelor in Imaging Technician -English | 1 | 3.81 | 10 |
| Bachelor in Imaging Technician - Albanian | 3 | 5 | 15 |
| Bachelor in Laboratory Technician | 1 | 3.84 | 5 |
| Bachelor in Laboratory Technician - Albanian | 1 | 4.9 | 10 |
| Bachelor in Physiotherapy | 3 | 4.19 | 4 |
| Bachelor in Nursing - English | 5 | 4.69 | 52 |
| Bachelor in Nursing | 29 | 4.7 | 145 |
| Master of Science in Nursing - Profile: Emergency Nursing- Albanian | 2 | 2.93 | 2 |
| Master of Science in Nursing - Profile: Nursing in Surgery - Albanian | 2 | 4.88 | 8 |
| Sum | 47 | 4.33 | 251 |
| Faculty of Dental Medicine | No. of lecturers | Average rating | No. of Students |
| Integrated Second Cycle Program in Dentistry | 10 | 4.2 | 187 |
| Bachelor in Dental Technician | 6 | 4.76 | 7 |
| Sum | 16 | 4.48 | 194 |
| TOTAL | 146 | 4.51 | 987 |

The disposal and processing of the data are done automatically by the system, which creates a database in Excel format for measurable queries and a categorized database for open-ended questions. The processing of quantitative data is reflected in graphic form, separate for each faculty.

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

3.1. Bachelor in Biotechnology study program

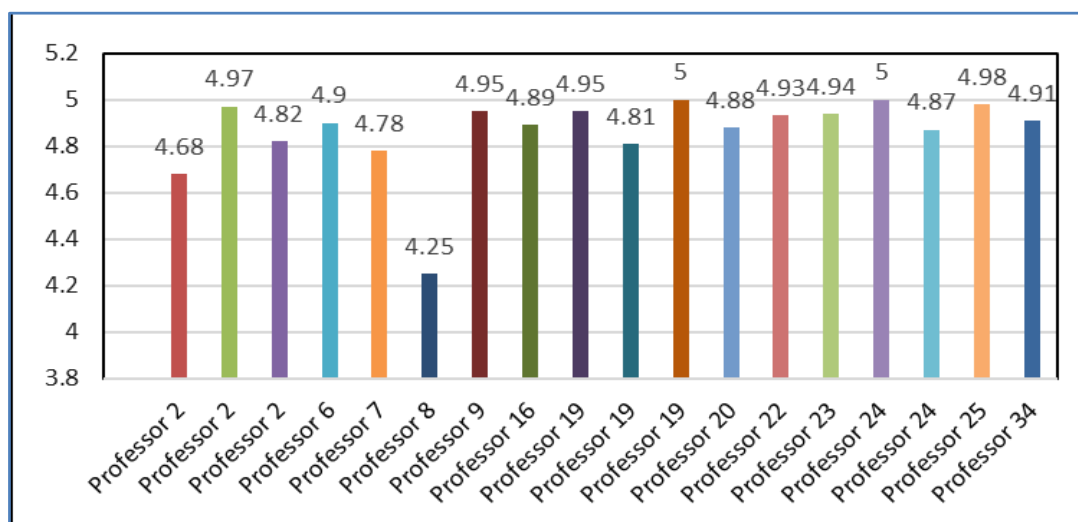
The academic staff involved in the Biotechnology study program was evaluated by students with an average rating of 4.66 points, with 75.7% of the lecturers receiving ratings between 4.51 and 5 points (Graph 1).



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

3.2. Bachelor in Biomedical Engineering study program

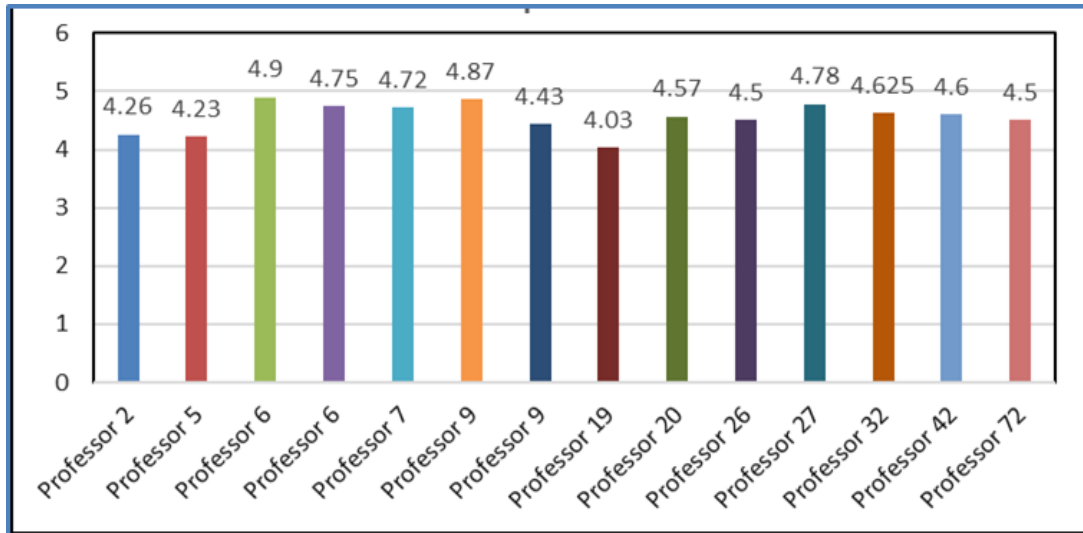
In the Bachelor of Biomedical Engineering (BSS) study program, 18 lecturers in the respective subjects were evaluated. All academic staff involved in teaching received ratings above 4.01 points, with an average rating of 4.86 points. Of these, 94.4% of the lecturers were rated between 4.51 and 5 points (Graph 2).



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

3.3. Bachelor in Computer Science and Artificial Intelligence study program

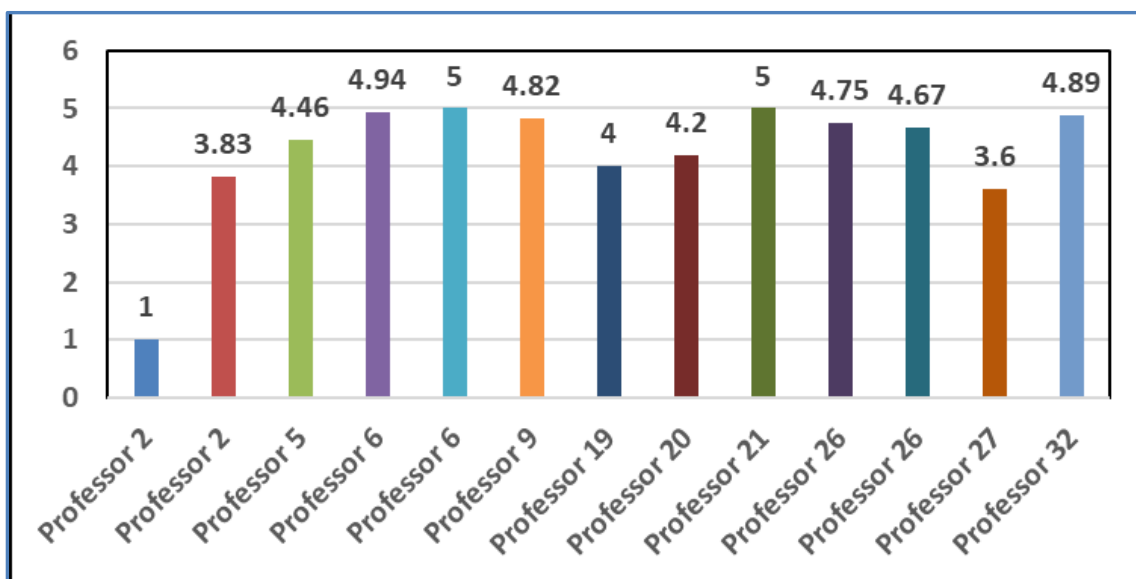
In the Bachelor program in Computer Sciences & Artificial Intelligence (Computer Sciences & Artificial Intelligence), all academic staff engaged in teaching received ratings above 4.01 points, with an average rating of 4.55 points. Of these, 78.6% of the lecturers were rated between 4.51 and 5 points (Graph 3).



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

3.4. Bachelor in Cyber Security study program

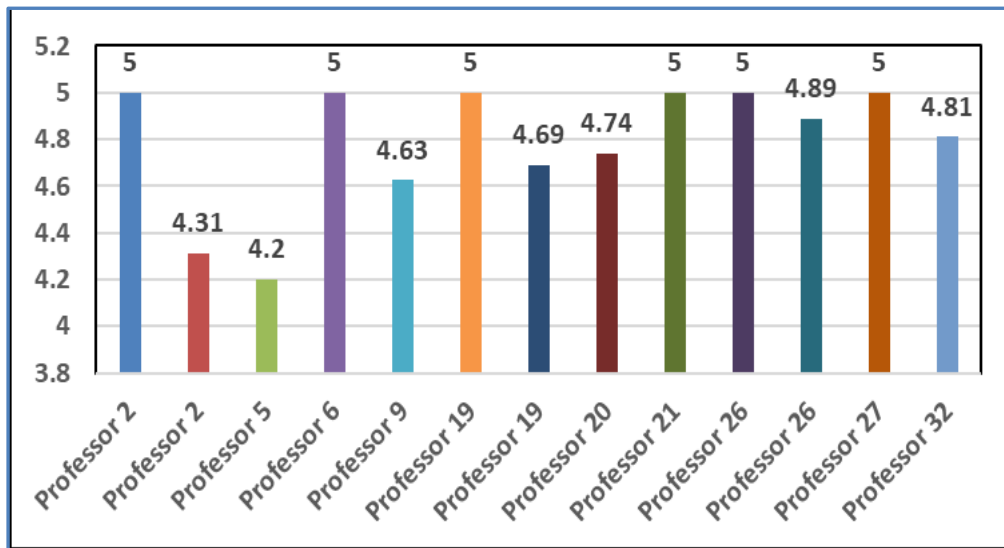
In the Bachelor program in Cyber Security, the academic staff engaged in teaching were assessed with an average rating of 4.24 points, with 53.85% of the lecturers receiving ratings between 4.51 and 5 points (Graph 4).



Graph 4. Evaluation of the lecturers by students of the BSc in Cyber Security Study Program

3.5. Bachelor in Software Engineering study program

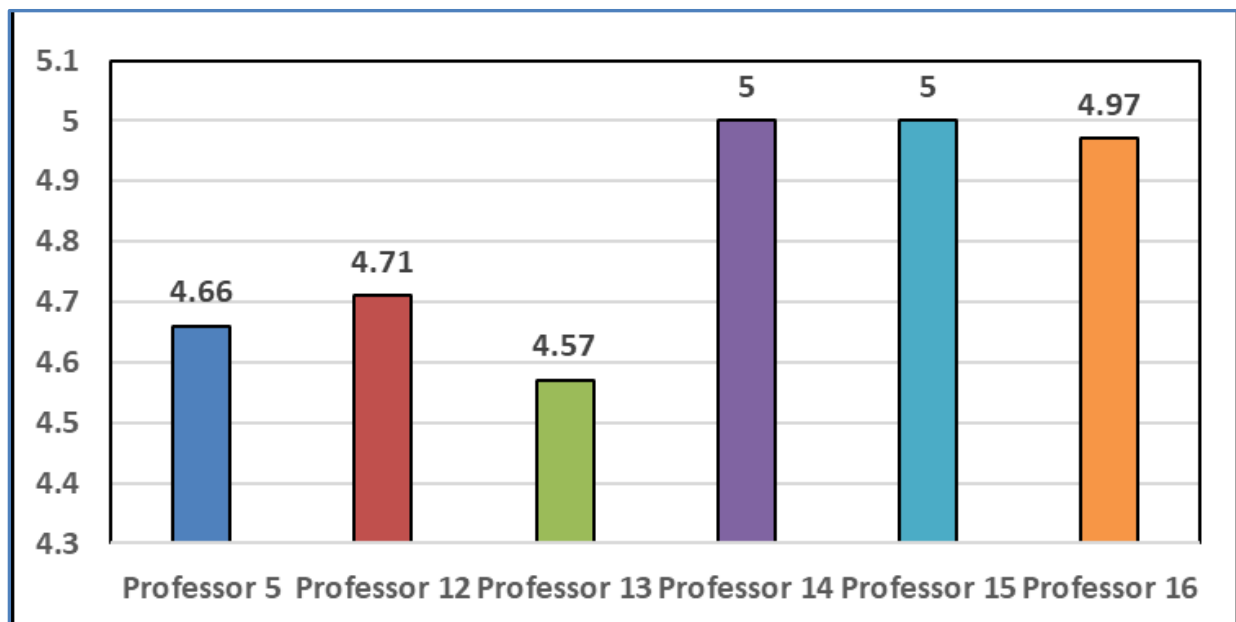
In the Bachelor program in Software Engineering study program, all academic staff engaged in teaching were rated above 4.01 points, with an average rating of 4.79 points. Of these, 84.62% of the lecturers were rated between 4.51 and 5.00 points (Graph 5).



Graph 5. Evaluation of the lecturers by students of the BSc in Software Engineering study program

3.6. Master of Science Program in Hospital Management

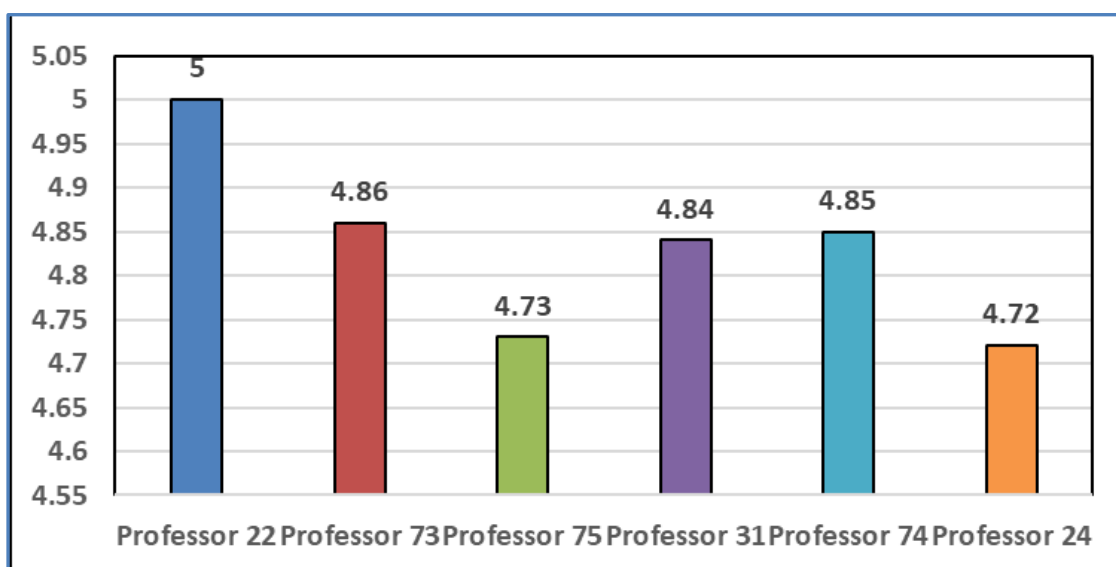
All academic staff (100%) engaged in teaching in the Master of Science program in Hospital Management were rated above 4.51 points, with an average rating of 4.81 points (Graph 6).



Graph 6. Evaluation of the lecturers by students of the "Master of Sciences in Hospital Management" study program

3.7. Master of Science Program in Nanotechnology (Nanotechnology)

All academic staff (100%) engaged in teaching in the Master of Science in Nanotechnology study program is rated above 4.51 points, with an average rating of **4.79 points** (Graph 7).



Graph 7. Evaluation of the lecturers by students of the "Master of Sciences in Nanotechnology" study program

3.8. Overall evaluation of the academic process as a faculty (Faculty of Economics, Technology and Innovation - FETI)

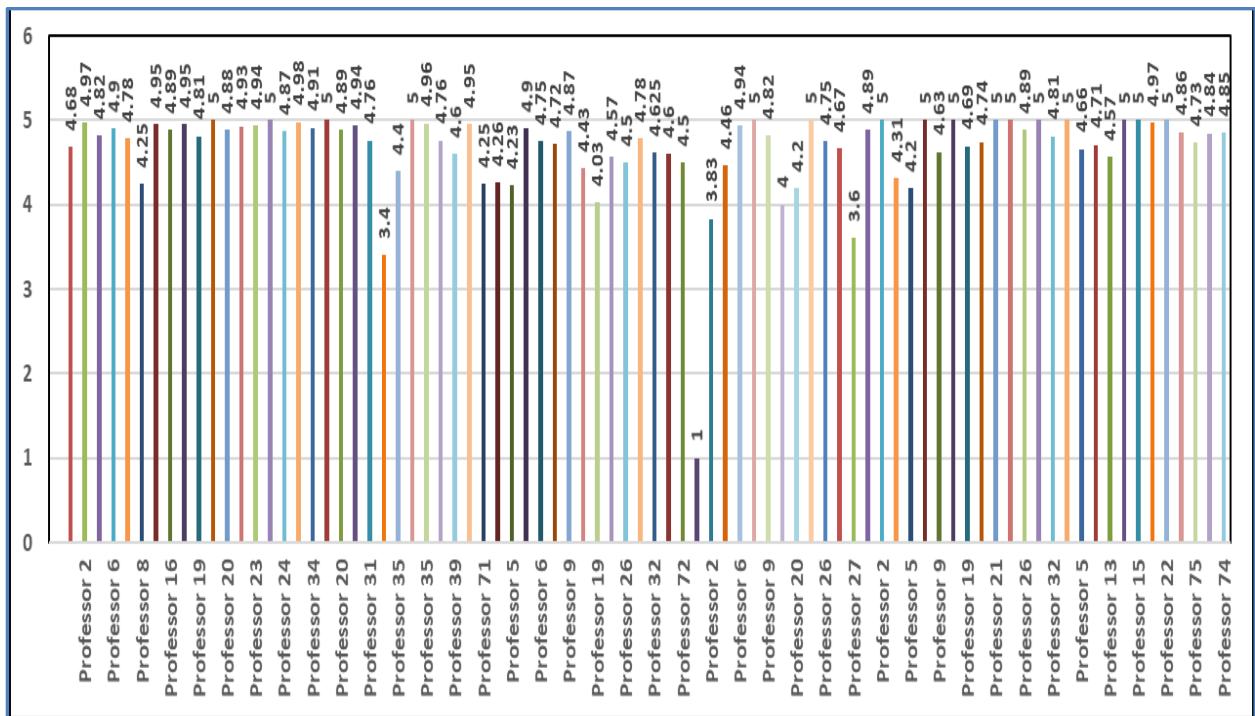
The evaluation of the teaching process for the second semester of the academic year 2022-2023 was conducted during weeks 10 to 12.

The academic staff engaged in teaching at the Faculty of Economics, Technology, and Innovation received an average rating of 4.71 points from students. Among the lecturers, 6.02% (5 lecturers) were rated up to 4.00 points, 12.05% (10 lecturers) received ratings between 4.01 and 4.50 points, and 81.93% (68 out of 83 lecturers in total) were rated between 4.51 and 5 points (Table 2 and Chart 8).

Table 2. General evaluation of the academic staff of the Faculty of Economics, Technology and Innovation (FETI)

| Program | General assessment of academic staff of the Faculty of Economics, Technology and Innovation (FETI) | | | | | | | | | | | |
|---------------------------------|--|------|--------------|------|--------------|------|--------------|-------|--------------|-------|-------|--------|
| | 1.00 to 3.00 | | 3.10 to 3.50 | | 3.51 to 4.00 | | 4.01 to 4.50 | | 4.51 to 5.00 | | Total | |
| | No | % | No | % | No | % | No | % | No | % | No | % |
| BSc in Biomedical Engineering | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 5.56 | 17 | 94.44 | 18 | 100.00 |
| BSc in Biotechnology | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 2 | 16.67 | 9 | 75.00 | 12 | 100.00 |
| BSc in Computer Sciences and AI | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 3 | 21.43 | 11 | 78.57 | 14 | 100.00 |

| | | | | | | | | | | | | |
|-------------------------------|----------|-------------|----------|-------------|----------|-------------|-----------|--------------|-----------|--------------|-----------|---------------|
| BSc in Cyber Security | 1 | 7.69 | 0 | 0.00 | 3 | 23.08 | 2 | 15.38 | 7 | 53.85 | 13 | 100.00 |
| BSc in Software Engineering | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 2 | 15.38 | 11 | 84.62 | 13 | 100.00 |
| BSc in Health Care Management | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 1 | 100.00 |
| MSc in Hospital Management | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 6 | 100.00 | 6 | 100.00 |
| MSc in Nanotechnology | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 6 | 100.00 | 6 | 100.00 |
| Total | 1 | 1.20 | 1 | 1.20 | 3 | 3.61 | 10 | 12.05 | 68 | 81.93 | 83 | 100.00 |

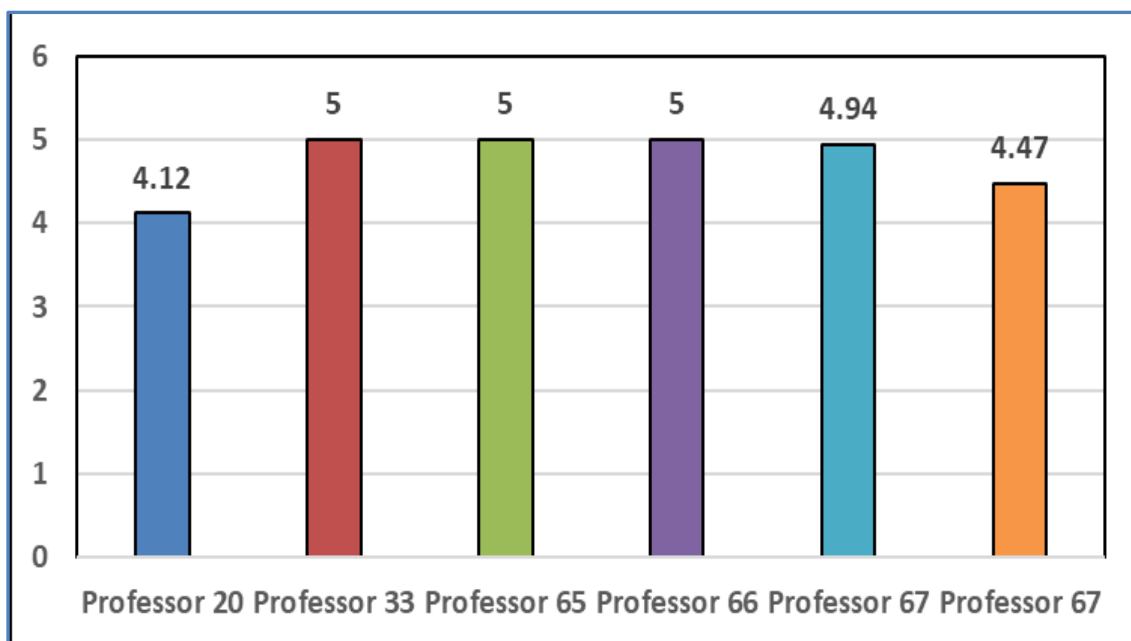


Graph 8. General evaluation of the lecturers by students, Faculty of Economics, Technology and Innovation (FETI)

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

4.1. Bachelor in Dental Technician study program

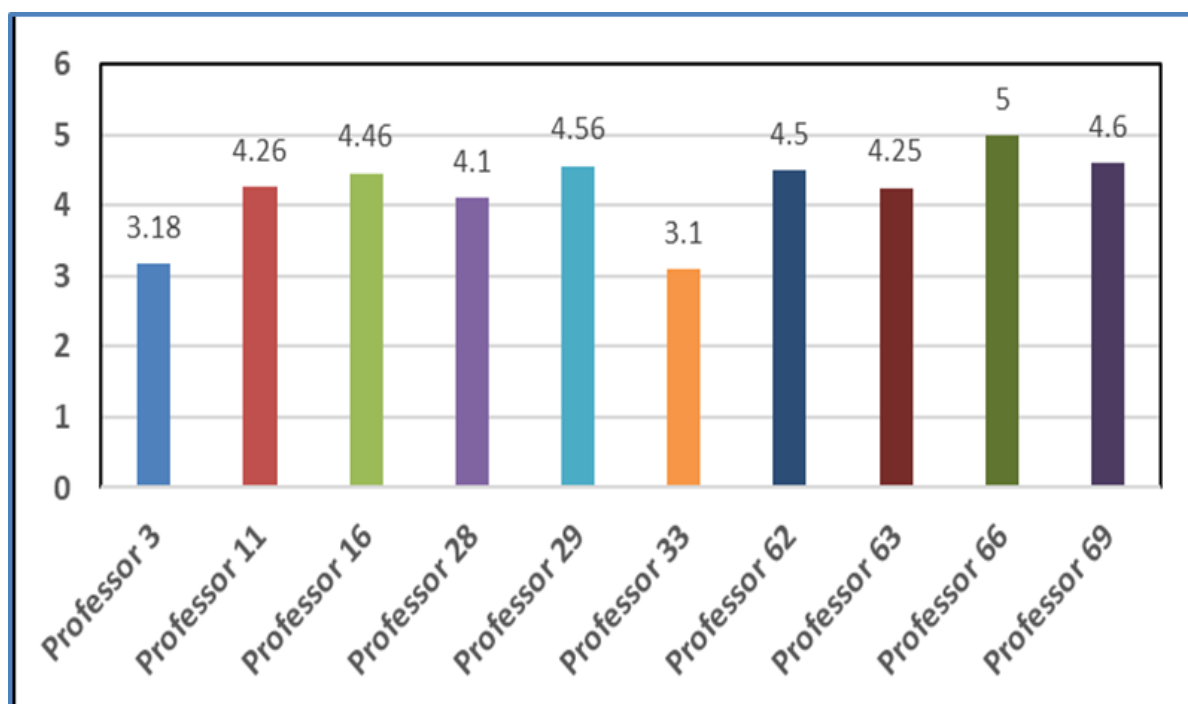
The evaluation of the teaching process for the second semester of the academic year 2023-2024 is conducted during weeks 10 to 12 of the semester, prior to the commencement of the final exam season. The academic staff engaged in teaching in the Bachelor's Program in "Dental Technician" received an average rating of 4.76 points. Among the lecturers, 33% (2 lecturers) were rated between 4.01 and 4.50 points, and 66.67% (4 lecturers) were rated between 4.51 and 5.00 points (Graph 9).



Graph 9. Evaluation of the lecturers by students of the BSc in "Dental Technician" study program

4.2. Integrated Second Cycle Program in Dentistry

The academic staff engaged in teaching in the "Integrated Second Cycle Program in Dentistry" were evaluated with an average rating of 4.2 points. Among the lecturers, 20% (2 lecturers) received ratings between 3.1 and 3.5 points, 30% (3 lecturers) were rated between 4.01 and 4.50 points, and 50% (5 lecturers) received ratings between 4.51 and 5 points (Graph 10).



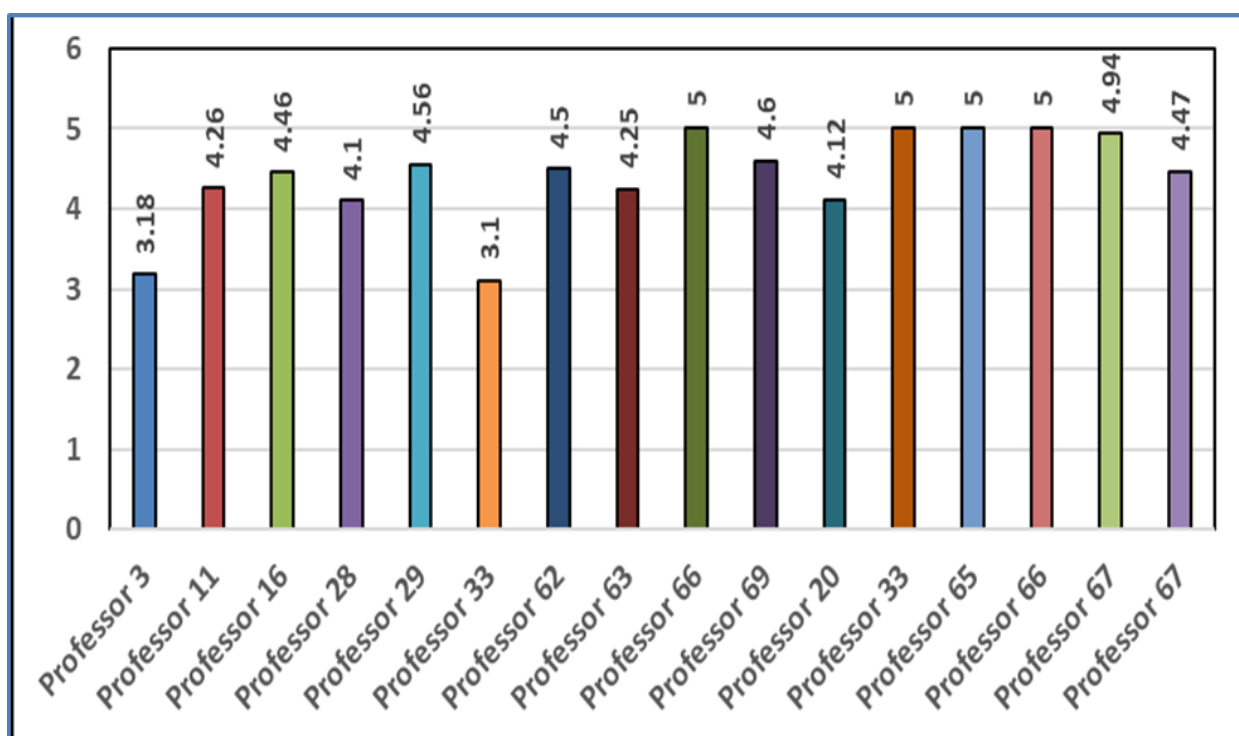
Graph 10. Evaluation of the lecturers by students of the "Integrated Master's in Dentistry" program

4.3. Evaluation of the academic process as a faculty (Faculty of Dental Medicine – FMD)

Weeks 10-12 marked the assessment of teaching and the progression of the educational process for the first semester of the academic year 2022-2023. As the faculty operated with only one program for this academic year, the data corresponds to the evaluation of the Integrated Master's Program in Dentistry. The academic staff were evaluated with an average rating of 4.13 points. Of the lecturers, 10% were rated between 3.1 and 3.5 points, 40% were rated between 3.51 and 4.00 points, 30% received ratings between 4.01 and 4.50 points, and 20% were rated between 4.51 and 5 points (Table 3, Graph 11).

Table 3. General assessment of academic staff of the Faculty of Dental Medicine

| Program | General assessment of academic staff of the Faculty of Dental Medicine | | | | | | | | | | | |
|--|--|-------------|--------------|-------------|--------------|-------------|--------------|--------------|--------------|--------------|-----------|---------------|
| | 1.00 to 3.00 | | 3.10 to 3.50 | | 3.51 to 4.00 | | 4.01 to 4.50 | | 4.51 to 5.00 | | Total | |
| | No | % | No | % | No | % | No | % | No | % | No | % |
| BSc in Dental Technician | 0 | 0.00 | 2 | 20.0 | 0 | 0.00 | 3 | 30.00 | 5 | 50.00 | 10 | 100.00 |
| MSc Integrated Second Cycle Program in Dentistry | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 2 | 33.33 | 4 | 66.67 | 6 | 100.00 |
| Total | 0 | 0.00 | 2 | 12.5 | 0 | 0.00 | 5 | 31.25 | 9 | 56.25 | 16 | 100.00 |



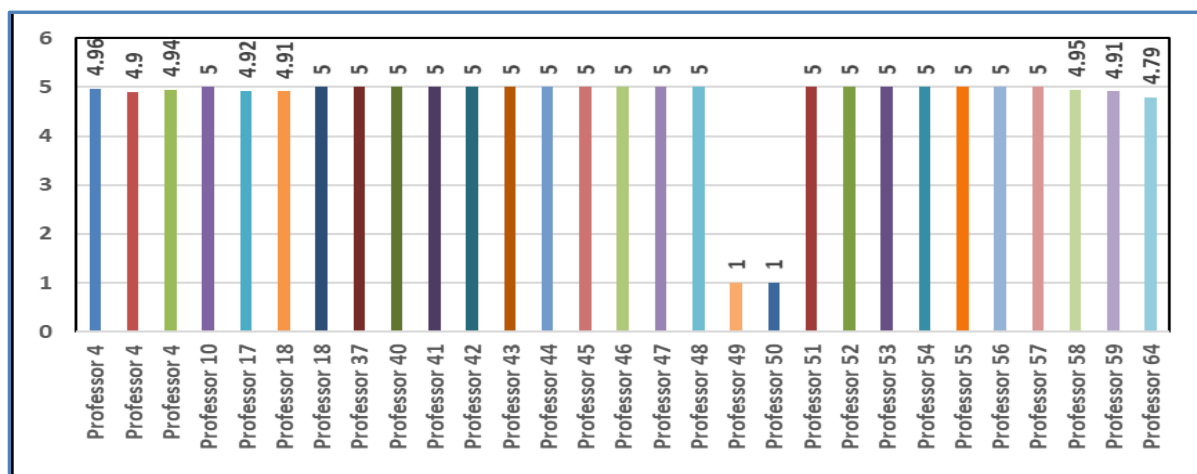
Graph 11. General evaluation of the lecturers by students, Faculty of Dental Medicine

5. Evaluation of the academic process at the Faculty of Technical Medical Sciences (FSMT)

5.1. Bachelor in Nursing Study Program (in Albanian)

The assessment of teaching and the progression of the teaching process for the first semester of the academic year 2023-2024 was conducted during weeks 10 to 12 of the semester.

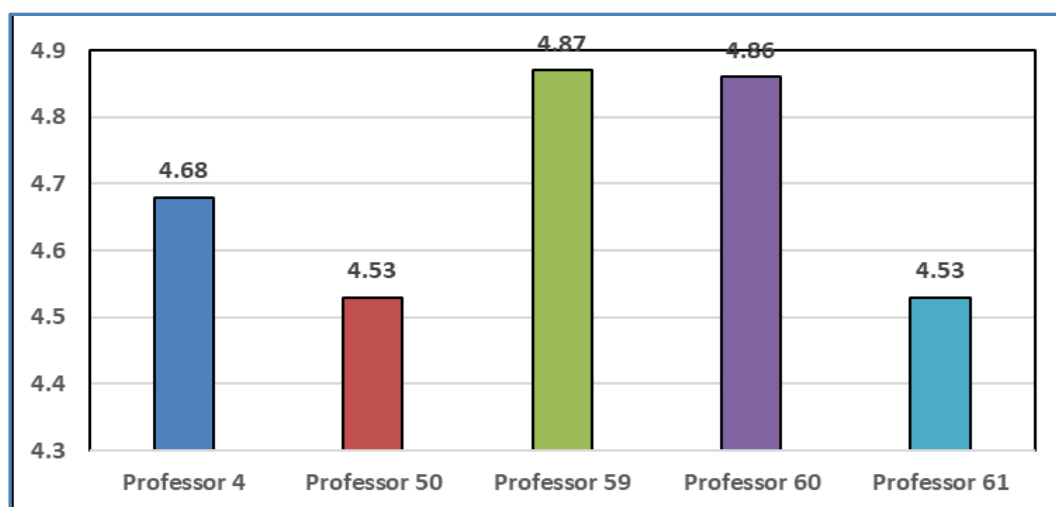
The academic staff involved in teaching the Bachelor of Nursing Program (Albanian) received an average rating of 4.7 points. Among the lecturers, 6.9% (2 lecturers) were rated between 1.00 and 3.00 points, 6.9% (2 lecturers) received ratings between 3.01 and 4.00 points, and 25% (27 lecturers) were rated between 4.51 and 5.00 points (Graph 12).



Graph 12. Evaluation of the lecturers by students of the BSc in Nursing study program (in Albanian - AL)

5.2. Bachelor in Nursing Study Program (in English)

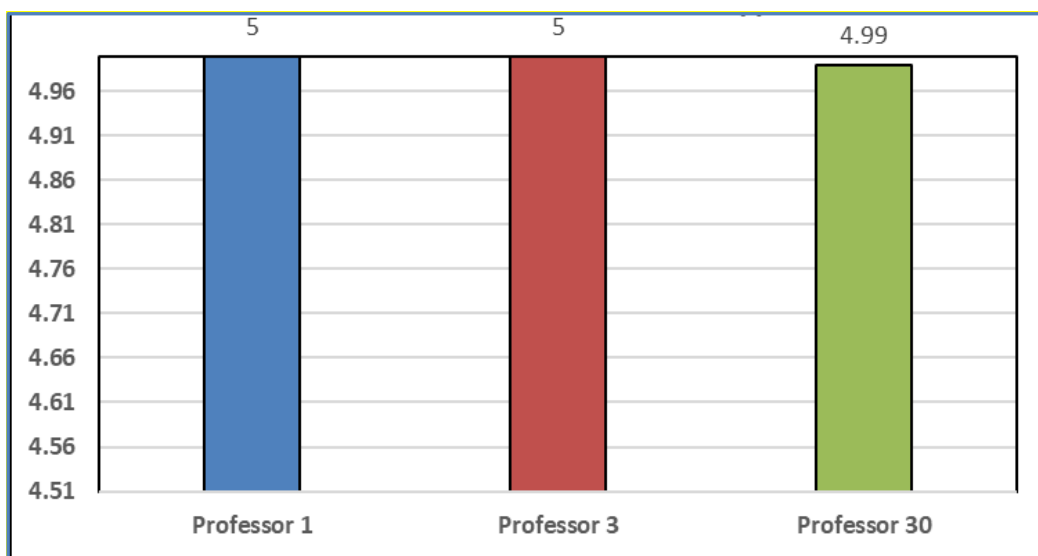
The academic staff engaged in teaching the Bachelor in Nursing study program – English (EN) received an average rating of 4.69 points. Notably, 100% of the lecturers (5 lecturers) were rated between 4.51 and 5.00 points (Graph 13).



Graph 13. Evaluation of the lecturers by students of the BSc in Nursing study program English - EN)

5.3. Bachelor in Imaging Technician study program (in Albanian - AL)

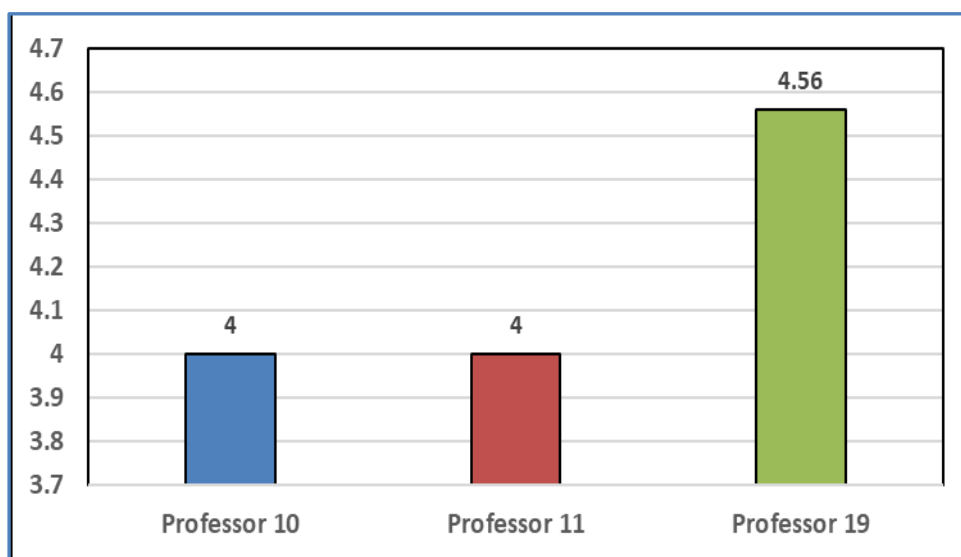
The academic staff engaged in teaching the Imaging Technician program (Albanian) at the Faculty of Technical Medical Sciences received an average rating of 5 points. All of the assessed lecturers (100%, 3 lecturers) were rated between 4.51 and 5.00 points (Graph 14).



Graph 14. Evaluation of the lecturers by students of the BSc in Imaging Technician Program (in Albanian – AL)

5.4. Bachelor in Physiotherapy study program (English)

The academic staff engaged in teaching the Bachelor in Physiotherapy study program – English (Physiotherapy – EN) received an average rating of 4.19 points. Of the lecturers, 66.66% (2 lecturers) were rated with 4.00 points, while 33.33% (1 lecturer) received a rating of 4.56 points (Graph 15).



Graph 15. Evaluation of the Lecturers by students of the BSc in Physiotherapy study program – English (Physiotherapy - EN)

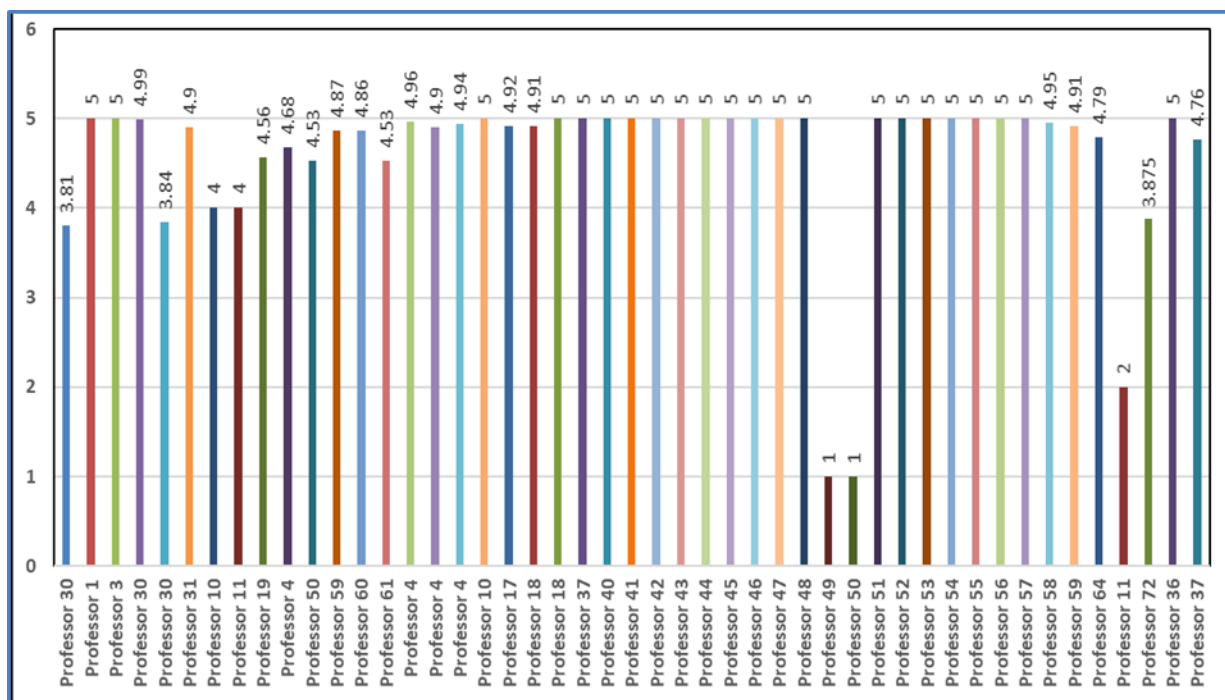
5.5. Evaluation of the Academic Process of the Faculty of Technical Medical Sciences – (FSMT)

The academic staff engaged in teaching at the Faculty of Technical Medical Sciences received an average rating of 4.078 points. A total of 49 lecturers were evaluated across 49 subjects. Of these lecturers, 8.16% were rated up to 3.00 points, 10.2% received ratings between 3.01 and 3.50 points, 20.41% were rated between 3.51 and 4.00 points, 30.61% were rated between 4.01 and 4.50 points, and 30.61% were rated between 4.51 and 5.00 points (Table 4, Graph 16).

Table 4. General evaluation of the lecturers by students of the Faculty of Technical Medical Sciences, according to the study programs

| Program | General assessment of academic staff of the Faculty of Technical Medical Sciences | | | | | | | | | | | |
|---|---|-------------|--------------|-------------|--------------|--------------|--------------|-------------|--------------|--------------|-----------|--------------|
| | 1.00 to 3.00 | | 3.10 to 3.50 | | 3.51 to 4.00 | | 4.01 to 4.50 | | 4.51 to 5.00 | | Total | |
| | No | % | No | % | No | % | No | % | No | % | No | % |
| Bachelor in Nursing - Albanian | 2 | 6.9 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 27 | 93.10 | 29 | 100.0 |
| Bachelor in Nursing - English (EN) | 0 | 0.0 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 5 | 100.0 | 5 | 100.0 |
| Bachelor in Imaging Technician (EN) | 0 | 0.0 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 |
| Bachelor in Imaging Technician - Albanian | 0 | 0.0 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 3 | 100.0 | 3 | 100.0 |
| Bachelor in Lab Technician (EN) | 0 | 0.0 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.0 |
| Bachelor in Lab Technician (Albanian) | 0 | 0.0 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.0 | 1 | 100.0 |
| Bachelor in Physiotherapy (EN) | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 3 | 100.0 |
| MSc in Nursing - Profile: Nursing in Emergency Albanian | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 2 | 100.0 |
| MSc in Nursing - Profile: Nursing in Surgery - Albanian | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 2 | 100.0 | 2 | 100.0 |
| Total | 3 | 6.38 | 0 | 0.00 | 5 | 10.64 | 0 | 0.00 | 39 | 82.98 | 47 | 100.0 |

Note: No = number of evaluated lecturers/courses



Graph 16. General evaluation of lecturers by students of the Faculty of Technical Medical Sciences (FSMT)

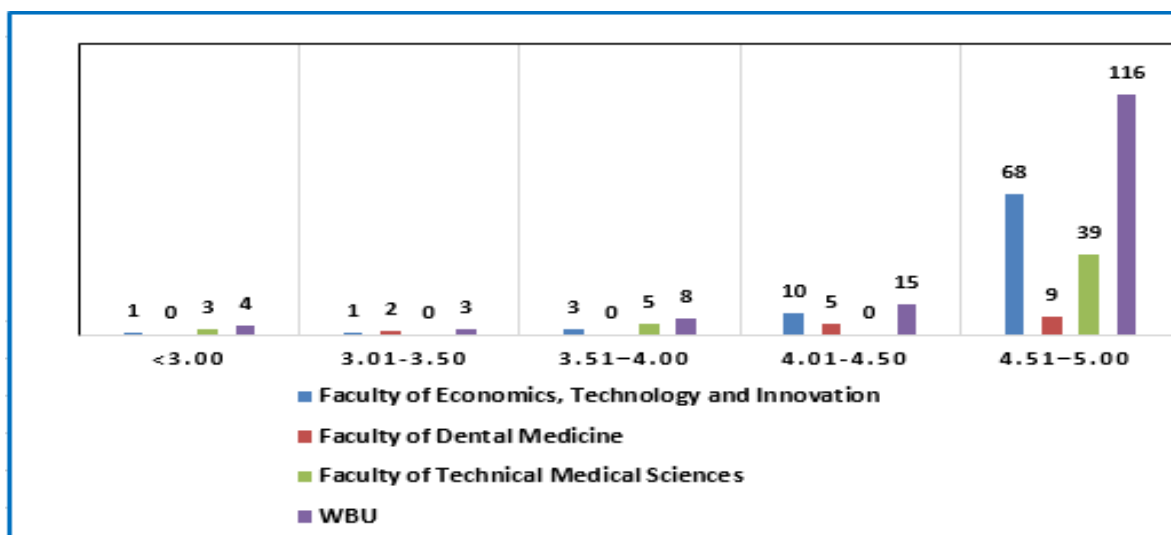
6. Comparison of lecturer evaluations by students between faculties and at the university level

Summarized:

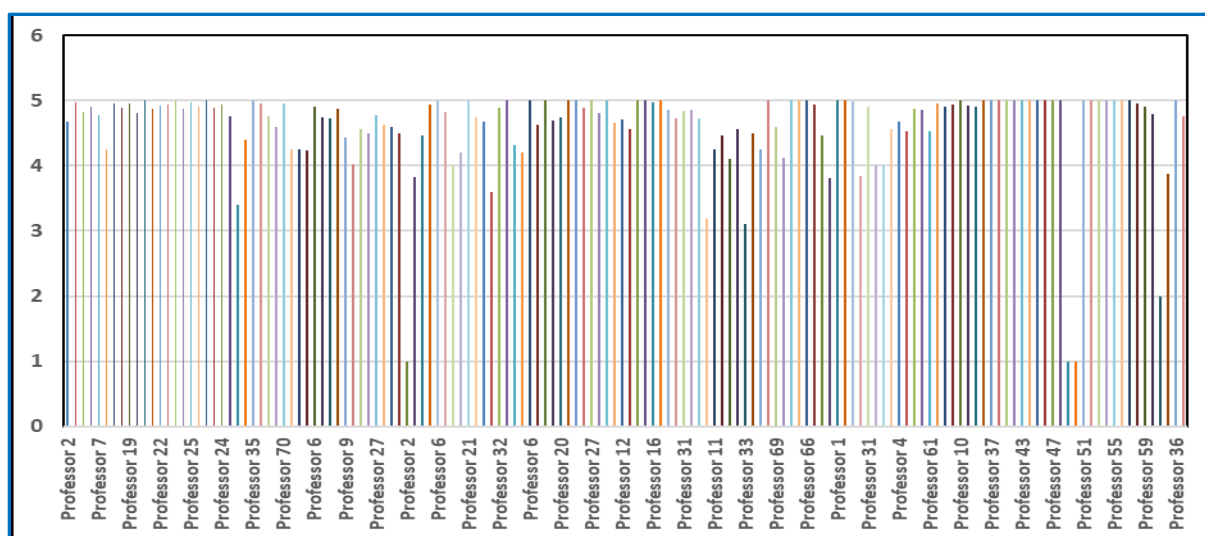
- In the Faculty of Economics, Technology, and Innovation, a total of 83 lecturers were evaluated, with an average rating of 4.71 points. Of these lecturers, 12.05% (10 lecturers) received ratings between 4.01 and 4.50 points, while 81.93% (68 out of 83 lecturers) were rated between 4.51 and 5.00 points.
- In the Faculty of Technical Medical Sciences, a total of 47 lecturers were evaluated, receiving an average rating of 4.33 points. Among these lecturers, 6.38% were rated up to 3.00 points, 10.64% received ratings between 3.51 and 4.00 points, and 82.98% were rated between 4.51 and 5.00 points.
- In the Faculty of Dental Medicine, a total of 16 lecturers were evaluated, with an average rating of 4.33 points. Among these lecturers, 12.5% received ratings between 3.01 and 3.50 points, 31.25% were rated between 4.01 and 4.50 points, and 56.25% attained ratings between 4.51 and 5.00 points.
- At the university level, a total of 146 lecturers were evaluated, with an average rating of 4.51 points. Among these lecturers, 2.74% (4 lecturers) received ratings of up to 3.00 points, 2.05% (3 lecturers) were rated between 3.1 and 3.5 points, 5.48% (8 lecturers) received ratings between 3.51 and 4.00 points, 10.27% (15 lecturers) were rated between 4.01 and 4.50 points, and 79.45% (116 lecturers) achieved ratings between 4.51 and 5.00 points. It was determined that 89.72% of the lecturers received commendable ratings, attaining scores above 4.01 out of a maximum of 5 points.

Table 5. Comparing the evaluation of lecturers by students between faculties and at institutional level

| Evaluation (points) Points | Faculty of Economics, Technology and Innovation | | Faculty of Dental Medicine | | Faculty of Technical Medical Sciences | | WBU | |
|----------------------------|---|-------------|----------------------------|-------------|---------------------------------------|-------------|------------|----------------|
| | No | % | No | % | No | % | No | % |
| <3.00 | 1 | 1.20% | 0 | 0 | 3 | 6.38% | 4 | 2.74% |
| 3.01-3.50 | 1 | 1.20% | 2 | 12.50% | 0 | 0.00% | 3 | 2.05% |
| 3.51-4.00 | 3 | 3.61% | 0 | 0 | 5 | 10.64% | 8 | 5.48% |
| 4.01-4.50 | 10 | 12.05% | 5 | 31.25% | 0 | 0.00% | 15 | 10.27% |
| 4.51-5.00 | 68 | 81.93% | 9 | 56.25% | 39 | 82.98% | 116 | 79.45% |
| Sum | 83 | 100% | 16 | 100% | 47 | 100% | 146 | 100.00% |



Graph 17. Comparison of the evaluation of lecturers by students between faculties



Graph 18. Comparison of the evaluation of lecturers by students as a university


7. Conclusions

The academic year 2023-2024 marks the second operational year of Western Balkans University. Anonymous evaluations conducted by university students, through paper-based surveys, provided insights into the lecturers and the teaching process. These evaluations highlighted a strong commitment and active engagement by the academic staff in delivering quality education.

- At the institutional level, only 2.74% of the academic staff received ratings below 3.00 points, while 2.05% were assessed within the range of 3.00-3.50 points, and 5.48% were rated between 3.51-4.00 points. Notably, the majority, accounting for 89.72% of the academic staff, were rated above 4.01 points. Among these, 10.27% received ratings within the range of 4.01-4.50 points, and an impressive 79.45% achieved the highest ratings between 4.51-5.00 points.
- The academic staff at the Faculty of Economics, Technology and Innovation (FETI) and the Faculty of Technical Medical Sciences (FSMT) received slightly higher positive ratings compared to their counterparts at the Faculty of Dental Medicine (FMD). Specifically, 81.93% of the academic staff at FETI and 82.98% of the staff at FSMT were rated within the 4.51–5.00 range, whereas 56.25% of the academic staff at FMD achieved similar ratings.
- A rating of 4.01–4.50 points was received by 12.05% of the academic staff at the Faculty of Economics, Technology and Innovation (FETI) and 31.25% of the academic staff at the Faculty of Dental Medicine (FMD)
- With 3.51-4.00 points is assessed 3.61% of the FETI academic staff and 10.64% of the academic staff of the FSMT.
- A rating of 3.01–3.50 points was assigned to 1.2% of the academic staff at the Faculty of Economics, Technology and Innovation (FETI) and 12.5% of the academic staff at the Faculty of Dental Medicine (FMD).
- A rating of less than 3 points was assigned to 1.2% of the academic staff at the Faculty of Economics, Technology and Innovation (FETI) and 6.38% of the academic staff at the Faculty of Technical Medical Sciences (FSMT).

This report constitutes an integral component of the comprehensive institutional report, which will be finalized at the conclusion of the academic year. It provides an in-depth and actionable evaluation of the quality standards at Western Balkans University (WBU). Once completed, the report will be submitted to the collegiate bodies of WBU for publication, serving as a foundational resource for gathering insights and driving improvements in institutional academic performance.

8. Appendix No. 1. Student assessment form

| | | | | | |
|--|---|------------------|-----------|----------------|--------------|
|  <small>WESTERN BALKANS UNIVERSITY</small> | FORM OF THE EVALUATION OF LECTURER BY THE STUDENTS | | | | |
| | 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
