

EVALUATION REPORT OF THE STUDENTS OF WESTERN BALKANS UNIVERSITY FOR THE ACADEMIC YEAR 2023-2024

Institution	: Western Balkans University (WBU)
Responsible Unit	: Internal Quality Assurance Unit (IQUAU)
Time Period	: June 3-15, 2024
Method of Completion	: Online via the SMART-WBU platform
Number of Participants	: 207 students administrative academic members
Prepared by	: Internal Quality Assurance Unit
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***Brief Description:** This report presents the results of the institutional evaluation conducted by students of the Western Balkan University (WBU). A total of **207 students** participated in this evaluation, providing their feedback on key aspects of the services and infrastructure offered by the institution.*

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Introduction

This report is prepared to present the results of the institutional evaluation conducted by students of the Western Balkans University (WBU) for the academic year 2023-2024. The purpose of this evaluation is to gather and analyze students' perceptions and satisfaction regarding the services provided, infrastructure, academic processes, and social environment at the university.

The evaluation process took place between June 3 and June 15, 2024, through the SMART-WBU platform, ensuring complete anonymity for the participants. A total of 207 students participated in this process, providing a wide range of opinions and suggestions for improving the overall quality of services and the student experience at the university.

This report summarizes the key results of the evaluation, helping to identify strengths and areas requiring improvement to better meet the expectations and needs of students. Through this process, Western Balkan University aims to strengthen its quality culture and meet the highest academic and administrative standards.

Composition of the Internal Quality Assurance Unit (IQAU) for the Academic Year 2023-2024

The Internal Quality Assurance Unit (IQAU) consists of 5 (five) members, of whom 3 (three) are representatives of the academic staff from the main units, one from each faculty, 1 (one) external expert, and 1 (one) representative from the Student Council. The Chair and members of the unit are approved by the Academic Senate upon the proposal of the Rector.

No.	Name Surname	Position	Representation
1	Eda Çela	Chair	Faculty of Dental Medicine
2	Elizabeta Susaj	Member	Faculty of Economics, Technology, and Innovation
3	Zejnep Lleshanaku	Member	Faculty of Medical Technical Sciences
4	Ramadan Çipuri	Member	External Expert
5	Franci Brahillari	Member	Student Representative

Table 1 Composition of the IQAU for the Academic Year 2023-2024

Methodology

The institutional evaluation process by the students of Western Balkan University (WBU) was conducted during the period of June 3-15, 2024. The SMART-WBU platform was utilized to ensure complete anonymity for participants and to facilitate the completion of the questionnaire.

Participants: A total of 207 students from all study programs offered by the university participated in the evaluation. The questionnaire included a range of structured statements to gather students' perceptions regarding:

- Administrative services and support.

- Quality of teaching and academic infrastructure.
- Social environments and services at the university.
- Suitability and responsiveness to students' needs.

Structure of the Questionnaire: The questionnaire consisted of a combination of closed-ended questions using a 1-to-5 rating scale (where 1 represented “Strongly Disagree” and 5 “Strongly Agree”) and open-ended fields for suggestions and comments.

Data Analysis: The collected data were analyzed using descriptive statistical methods to identify averages and response percentages. This process enabled the extraction of overall results, highlighting the institution's strengths and areas requiring improvement.

This evaluation aims not only to identify challenges but also to reinforce the institution’s efforts to enhance the student experience and achieve the highest quality standards.

Data analysis

According to the collected data, **79.2% of students** are female, while **20.8% are male**.

Table 2 Gender

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	164	79.2	79.2	79.2
	Male	43	20.8	20.8	100.0
	Total	207	100.0	100.0	

Sufficiency of information from the institution's website

The evaluation of students regarding the sufficiency of information provided by the university's official website for the teaching schedule, registrations, and academic and social activities yielded positive results.

A total of 80.2% of students (166 out of 207) rated this aspect positively (4 and 5). This percentage indicates that the majority of students consider the information clear and sufficient for their needs. Meanwhile, only *4.4% of students* (9 out of 207) gave negative ratings (1 and 2), expressing dissatisfaction. Another *15.5% of students* selected a neutral evaluation (score 3).

Overall, these results reflect that the university's website is *effective in providing access to important academic and social information for students*. However, further improvement could help increase satisfaction among those who expressed concerns.

Table 3 Sufficiency of information from the institution's website.

1- I get enough information from the institution's website, regarding the teaching schedule, registrations, various academic and social activities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	7	3.4	3.4	4.3
	3	32	15.5	15.5	19.8
	4	78	37.7	37.7	57.5
	5	88	42.5	42.5	100.0
	Total	207	100.0	100.0	

Satisfaction with the enrollment process in the study program

The evaluation of the enrollment process in the study program shows high satisfaction among

students.

A total of 85.1% of students (176 out of 207) rated this process positively (scores 4 and 5). This indicates that the majority of students find the enrollment process clear and easy to follow. Only 2.4% of students (5 out of 207) gave negative ratings (score 2), expressing dissatisfaction. Another 12.6% of students rated it neutrally (score 3).

These results reflect that the enrollment process is *well-organized and meets students' expectations*. Further improvements could address the concerns of the small percentage of dissatisfied students.

Table 4 Satisfaction with the enrollment process in the study program

I am satisfied with the process of enrollment in the study program I am studying					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	2.4	2.4	2.4
	3	26	12.6	12.6	15.0
	4	79	38.2	38.2	53.1
	5	97	46.9	46.9	100.0
	Total	207	100.0	100.0	

Clarity and ease of the registration process for semester courses

The registration process for semester courses stands out as one of the most highly-rated aspects by students, reflecting significant clarity and ease in its execution.

A total of 93.2% of students (193 out of 207) gave positive ratings (scores 4 and 5), considering the process clear and simple to complete. On the other hand, only 2.9% of students (6 out of 207) expressed dissatisfaction (scores 1 and 2). A small percentage of 3.9% provided a neutral evaluation (score 3).

These results highlight that the process is *well-structured and suitable for students' needs*, offering them a seamless and efficient registration experience. This high level of satisfaction serves as an important indicator of the effectiveness of the university's administrative services.

Table 5 Clarity and ease of the registration process for semester courses

The registration process for semester courses is clear and easy to do					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	4	1.9	1.9	2.9

	3	8	3.9	3.9	6.8
	4	57	27.5	27.5	34.3
	5	136	65.7	65.7	100.0
	Total	207	100.0	100.0	

Timely delivery of necessary documents for students

The service provided by the university for the timely delivery of necessary documents, such as student certificates, transcripts, and other requested documents, has been positively evaluated by the majority of students.

A total of 83.5% of students (173 out of 207) rated this aspect positively (scores 4 and 5), reflecting high satisfaction with the speed and accuracy of the service. Only 4.8% of students (10 out of 207) gave negative ratings (scores 1 and 2), indicating some concerns. A percentage of 11.6% provided a neutral evaluation (score 3).

These results indicate that the university is performing well in providing necessary documents to students in a *timely and organized manner*. However, further improvements could help address the concerns raised by a small number of students.

Table 6 Timely delivery of necessary documents for students

Necessary documents, such as student certificates, transcripts, or any other document requested by the student are received on time					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	1.9	1.9
	2	6	2.9	2.9	4.8
	3	24	11.6	11.6	16.4
	4	80	38.6	38.6	55.1
	5	93	44.9	44.9	100.0
Total		207	100.0	100.0	

Satisfaction with the technological infrastructure of WBU

The technological infrastructure at Western Balkan University (WBU), including internet access, interactive whiteboards, and the number of computer units, has been positively evaluated by students as meeting their needs.

A total of 89.8% of students (186 out of 207) rated this aspect positively (scores 4 and 5), expressing satisfaction with the quality and accessibility of these technological resources. Only 2.9% of students (6 out of 207) expressed dissatisfaction (scores 1 and 2). A small percentage of 7.2% provided a neutral evaluation (score 3).

These results indicate that WBU’s technological infrastructure is *advanced and well-suited to students' needs*. However, addressing minor concerns could further enhance the overall student experience.

Table 7 Satisfaction with the technological infrastructure of WBU

The technological infrastructure of WBU (internet, interactive whiteboard, number of computer units, etc.) is at satisfactory levels and fulfills my needs as a student					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	4	1.9	1.9	2.9
	3	15	7.2	7.2	10.1
	4	93	44.9	44.9	55.1
	5	93	44.9	44.9	100.0
	Total	207	100.0	100.0	

Adequacy of library service to meet student needs

The library service at WBU has been highly positively evaluated by students, indicating that this aspect meets their academic needs.

Approximately 91% of students (189 out of 207) rated the library service positively (4 and 5), highlighting the library's critical role as support for their studies. On the other hand, only *3.9% of students* (8 out of 207) gave negative ratings (1 and 2), while *4.8%* of respondents provided a neutral evaluation (3).

This result reflects that the library service is *effective and well-suited to assist students in achieving their academic goals*. Despite these excellent results, further improvements could focus on enhancing access or resources for the few students who expressed dissatisfaction.

Table 8 Adequacy of library service to meet student needs

The library service meets my needs					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	6	2.9	2.9	3.9
	3	10	4.8	4.8	8.7
	4	72	34.8	34.8	43.5
	5	117	56.5	56.5	100.0
	Total	207	100.0	100.0	

Spaciousness and motivation of classrooms and laboratory environments

Students have positively evaluated the spaciousness and motivational aspects of the classrooms and laboratory environments at WBU.

Around 84% of students (173 out of 207) provided positive feedback (4 and 5), indicating that these environments are suitable and contribute to a pleasant learning experience. On the other hand, around 4% of students (8 out of 207) expressed dissatisfaction (1 and 2), while 12.6% of students gave a neutral rating (3).

These results highlight that WBU meets student expectations regarding teaching and laboratory spaces. *Further focus on optimizing these environments* could help improve satisfaction among students who have expressed concerns.

Table 9 Spaciousness and motivation of classrooms and laboratory environments

The classrooms and laboratory environments where we teach are spacious and motivating					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	6	2.9	2.9	3.9
	3	26	12.6	12.6	16.4
	4	80	38.6	38.6	55.1
	5	93	44.9	44.9	100.0
	Total	207	100.0	100.0	

Proportionality between the number of lecturers and students

Students have expressed overall satisfaction with the proportionality between the number of lecturers and students at WBU.

Around 83% of students (171 out of 207) provided positive feedback (4 and 5), indicating that the university maintains an adequate ratio of lecturers to students to ensure effective and personalized teaching. Meanwhile, around 1% of students (2 out of 207) expressed dissatisfaction (1), while 16.4% gave a neutral rating (3).

These results show that the university is performing well in maintaining a balanced ratio of lecturers to students. *Further attention to increasing the number of academic staff in proportion to the expansion of academic programs* could help sustain this high standard.

Table 10 Proportionality between the number of lecturers and students

The number of lecturers is in direct proportion to the number of students
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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	3	34	16.4	16.4	17.4
	4	69	33.3	33.3	50.7
	5	102	49.3	49.3	100.0
	Total	207	100.0	100.0	

Satisfaction with the academic counseling process

The academic counseling process at WBU has been positively evaluated by the majority of students, indicating that this service meets their expectations.

Around 82.6% of students (171 out of 207) provided positive feedback (4 and 5), reflecting their satisfaction with the support offered by the academic staff. Only around 6.8% of students (14 out of 207) expressed dissatisfaction (1 and 2), while 10.6% of students gave a neutral rating (3).

These results highlight that the academic counseling process is *well-structured and beneficial for students*. However, further improvements in the personalization and accessibility of this service could help increase satisfaction among students who have expressed concerns.

Table 11 Satisfaction with the academic counseling process

I am satisfied with the academic counseling process					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	12	5.8	5.8	6.8
	3	22	10.6	10.6	17.4
	4	98	47.3	47.3	64.7
	5	73	35.3	35.3	100.0
	Total	207	100.0	100.0	

Provision of extracurricular activities for students' professional preparation

The extracurricular activities offered by WBU, such as seminars, conferences, symposiums, and training sessions, have been positively evaluated by the majority of students, indicating that these activities significantly contribute to their professional preparation.

Around 83% of students (171 out of 207) provided positive feedback (4 and 5), expressing satisfaction with the variety and quality of these activities. Only around 5% of students (11 out of 207) gave negative feedback (1 and 2), while 12.1% provided a neutral rating (3).

The results indicate that the university pays significant attention to students' professional

development through extracurricular activities. *Expanding the number and diversity of these activities* could further enhance students' experiences and help them develop valuable skills for the labor market.

Table 12 Provision of extracurricular activities for students' professional preparation

The institution offers enough extracurricular activities (seminars, conferences, symposiums, training, etc.) that help me in my professional preparation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	9	4.3	4.3	5.3
	3	25	12.1	12.1	17.4
	4	66	31.9	31.9	49.3
	5	105	50.7	50.7	100.0
	Total	207	100.0	100.0	

Advantage of foreign languages for students' professional preparation

The foreign language programs offered at WBU have been highly rated by students as a significant advantage for their professional preparation and engagement in the labor market.

Around 86% of students (179 out of 207) provided positive feedback (4 and 5), emphasizing that learning foreign languages significantly enhances their professional skills. Only *around 6% of students* (12 out of 207) gave negative ratings (1 and 2), while 7.7% provided a neutral rating (3).

These results indicate that foreign language programs are *a key pillar of the university's academic offering* and a factor that enhances students' prospects in the global job market. *Expanding opportunities for learning additional languages* could further improve student satisfaction and success.

Table 13 Advantage of foreign languages for students' professional preparation

Foreign languages at this institution are an important advantage for my professional preparation for the labor market					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	1.9	1.9
	2	8	3.9	3.9	5.8
	3	16	7.7	7.7	13.5
	4	57	27.5	27.5	41.1

	5	122	58.9	58.9	100.0
	Total	207	100.0	100.0	

Services and social environments that enrich student life

The services and social environments provided by WBU have been positively evaluated by the majority of students, reflecting their impact on enriching student life.

Around 74% of students (153 out of 207) gave positive feedback (4 and 5), highlighting their satisfaction with the quality and accessibility of these services and environments. On the other hand, around 8% of students (16 out of 207) expressed dissatisfaction (1 and 2), while 18.4% provided a neutral rating (3).

These results indicate that the university provides *adequate services and spaces that support the student experience*. Further improvement of these services and the development of social activities could help increase satisfaction among all students.

Table 14 Services and social environments that enrich student life

The institution provides services and social environments that enrich my student life					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	1.9	1.9
	2	12	5.8	5.8	7.7
	3	38	18.4	18.4	26.1
	4	70	33.8	33.8	59.9
	5	83	40.1	40.1	100.0
	Total	207	100.0	100.0	

Richness and sufficiency of social and cultural activities during the academic year

The social and cultural activities organized during the academic year at WBU have been positively evaluated by students, indicating that these activities meet their needs and expectations.

Around 83% of students (171 out of 207) provided positive feedback (4 and 5), emphasizing that the university offers diverse and sufficient activities that contribute to their social and cultural life. Only around 4% of students (8 out of 207) expressed dissatisfaction (1 and 2), while 13.5% provided a neutral rating (3).

The results show that the university plays an active role in enriching student life through social and cultural activities. *Increasing the diversity of activities and involving more students* could help expand satisfaction and enhance their overall experience.

Table 15 Richness and sufficiency of social and cultural activities during the academic year

14- The social and cultural activities that take place during the academic year are rich and sufficient					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	6	2.9	2.9	3.9
	3	28	13.5	13.5	17.4
	4	56	27.1	27.1	44.4
	5	115	55.6	55.6	100.0
	Total	207	100.0	100.0	

Quality of medical services provided

The medical services at WBU have been identified as a crucial element of student support, reflecting a satisfactory level of quality and accessibility.

Approximately 81% of students (167 out of 207) reported positive experiences (4 and 5), highlighting their trust in these services. Conversely, only *around 5% of students* (10 out of 207) expressed dissatisfaction (2), while *14.5% gave a neutral evaluation* (3).

These results demonstrate that the university has made efforts to ensure *accessible and effective medical services*. To achieve an even higher level of satisfaction, focusing on further improvements in access and healthcare standards would be beneficial.

Table 16 Satisfaction with medical services

15- I am satisfied with the medical services					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	10	4.8	4.8	4.8
	3	30	14.5	14.5	19.3
	4	79	38.2	38.2	57.5
	5	88	42.5	42.5	100.0
	Total	207	100.0	100.0	

Cleanliness of shared environments in the institution

Students have expressed a very high level of satisfaction with the cleanliness of shared environments, such as toilets, corridors, and classrooms at WBU.

Around 92% of students (191 out of 207) provided positive feedback (4 and 5), highlighting cleanliness as one of the most appreciated aspects of the institution. Only *around 4% of students* (8 out of 207) gave negative ratings (1 and 2), while *3.9% provided a neutral evaluation* (3).

These results indicate that the institution pays significant attention to maintaining cleanliness in shared spaces, creating a *pleasant and conducive environment for learning and socializing*. Further improvements could address minor concerns raised by a small number of students.

Table 17 Cleanliness of shared environments in the institution

16- The institution offers clean shared environments (toilets, corridors, and classrooms)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	1.9	1.9
	2	4	1.9	1.9	3.9
	3	8	3.9	3.9	7.7
	4	47	22.7	22.7	30.4
	5	144	69.6	69.6	100.0
	Total	207	100.0	100.0	

Student representation in the collegial bodies of the institution

Student representation in the collegial bodies of WBU has been positively evaluated by the majority of students, reflecting that this practice contributes to their involvement in the institution's decision-making processes.

Around 89% of students (184 out of 207) provided positive feedback (4 and 5), emphasizing the importance the university places on their opinions and suggestions. On the other hand, only *around 3% of students* (6 out of 207) expressed dissatisfaction (1 and 2), while *8.2% of students* gave a neutral rating (3).

These results show that the university has *well-defined mechanisms for involving students in collegial processes*, enabling them to have an active voice and participate in institutional developments. Improving communication and transparency about their roles could help further enhance satisfaction.

Table 18 Student representation in the collegial bodies of the institution

17- Students are represented in the collegial bodies of the institution					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.0	1.0	1.0
	2	4	1.9	1.9	2.9
	3	17	8.2	8.2	11.1
	4	69	33.3	33.3	44.4
	5	115	55.6	55.6	100.0

	Total	207	100.0	100.0	
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Promotion of student representatives' demands and openness to their suggestions

Students have expressed overall satisfaction with the promotion of their representatives' demands and the institution's openness to the suggestions they provide.

Around 80% of students (166 out of 207) provided positive feedback (4 and 5), emphasizing the importance of listening to and supporting suggestions from student representatives. On the other hand, *around 10% of students* (21 out of 207) expressed dissatisfaction (1 and 2), while 9.7% gave a neutral rating (3).

These results indicate that the university has *an open approach to involving student representatives in institutional development*, but addressing the concerns of less satisfied students could further enhance their experience.

Table 19 Promotion of student representatives' demands and openness to their suggestions

18- The institution promotes the demands of student representatives and is open to their suggestions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	14	6.8	6.8	6.8
	2	7	3.4	3.4	10.1
	3	20	9.7	9.7	19.8
	4	77	37.2	37.2	57.0
	5	89	43.0	43.0	100.0
	Total	207	100.0	100.0	

Affordability of financial fees for the study program

The affordability of financial fees for the study program at WBU has been positively evaluated by most students, although a notable percentage remains neutral or expresses dissatisfaction.

Around 64% of students (132 out of 207) provided positive feedback (4 and 5), indicating that fees are manageable for the majority. On the other hand, *around 11% of students* (22 out of 207) gave negative feedback (1 and 2), suggesting financial challenges for some. A significant percentage of 25.6% provided a neutral rating (3).

These results suggest that while the university has achieved a good level of affordability for most students, *expanding financial aid options or scholarship schemes* could support those who express concerns.

Table 20 Affordability of financial fees for the study program

19- The financial fees of the program where I study are affordable for me					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	10	4.8	4.8	4.8
	2	12	5.8	5.8	10.6
	3	53	25.6	25.6	36.2
	4	51	24.6	24.6	60.9
	5	81	39.1	39.1	100.0
	Total	207	100.0	100.0	

Satisfaction with the choice to study at WBU

Students have expressed a high level of satisfaction with their choice to study at WBU, indicating that the university meets their academic and personal expectations.

Around 79% of students (164 out of 207) provided positive feedback (4 and 5), emphasizing their satisfaction with their decision to pursue studies at this institution. On the other hand, around 8% of students (17 out of 207) expressed dissatisfaction (1 and 2), while 12.6% gave a neutral rating (3).

These results highlight that WBU is *a valuable choice for the majority of students*, but addressing the concerns of a small percentage could further enhance their satisfaction and overall experience.

Table 21 Satisfaction with the choice to study at WBU

20- I am satisfied with the choice I made to study at WBU					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	9	4.3	4.3	4.3
	2	8	3.9	3.9	8.2
	3	26	12.6	12.6	20.8
	4	74	35.7	35.7	56.5
	5	90	43.5	43.5	100.0
	Total	207	100.0	100.0	

Conditions at WBU compared to expectations before starting studies

Students have expressed overall satisfaction with the conditions offered by WBU, noting that their experience has generally aligned with or even exceeded their expectations before starting their studies. Many students were already informed about the institution's facilities and services prior to enrollment, either through visits or detailed information provided beforehand.

Around 64% of students (132 out of 207) provided positive feedback (4 and 5), indicating that the university successfully met or exceeded their expectations. A smaller portion, around 12% of students (25 out of 207), expressed dissatisfaction (1 and 2), while 24.2% provided a neutral rating (3), reflecting those who likely had realistic and accurate expectations about the institution.

These results demonstrate that the university has established a well-organized and satisfying environment for the majority of its students. *Increasing communication and further promoting the university's facilities to prospective students could help strengthen the already positive perception.*

Table 22 Conditions at WBU compared to expectations before starting studies

At WBU I have found better conditions than I expected before starting my studies					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	13	6.3	6.3	6.3
	2	12	5.8	5.8	12.1
	3	50	24.2	24.2	36.2
	4	52	25.1	25.1	61.4
	5	80	38.6	38.6	100.0
Total		207	100.0	100.0	

Pride in the degree obtained from WBU

The degree obtained from WBU is considered a significant achievement by the majority of students, highlighting its value and reputation in the academic and professional fields.

Around 78% of students (161 out of 207) provided positive feedback (4 and 5), expressing pride and confidence in the quality of their degree. Only around 6% of students (12 out of 207) gave negative ratings (1 and 2), while 16.4% provided a neutral rating (3).

These results indicate that the degree from WBU is *highly regarded and appreciated by the majority of students as a reflection of qualified and respected education.* Continuing efforts to enhance the university's reputation at the national and international levels could further increase students' pride and confidence in their degree.

Table 23 Pride in the degree obtained from WBU

I am proud of the degree I will receive from WBU					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	1.9	1.9
	2	8	3.9	3.9	5.8
	3	34	16.4	16.4	22.2
	4	77	37.2	37.2	59.4
	5	84	40.6	40.6	100.0
Total		207	100.0	100.0	

Pride in declaring studies at WBU

Most WBU students express pride when declaring that they study at this institution, positively evaluating their experience and the university's reputation.

Around 75% of students (155 out of 207) provided positive feedback (4 and 5), highlighting their pride and confidence in their institution. Only around 8% of students (16 out of 207) gave negative ratings (1 and 2), while 17.4% provided a neutral rating (3).

These results indicate that WBU has built a strong and respected image among its students. *Efforts to further enhance the university's reputation and achievements could help strengthen students' pride in their academic affiliation.*

Table 24 Pride in declaring studies at WBU

23- I feel proud when I tell others that I study at WBU					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	2.9	2.9	2.9
	2	10	4.8	4.8	7.7
	3	36	17.4	17.4	25.1
	4	65	31.4	31.4	56.5
	5	90	43.5	43.5	100.0
Total		207	100.0	100.0	

Perception of WBU as a university for completing all cycles of studies

Students have shared mixed opinions regarding their perception of WBU as an institution where they can complete all cycles of studies (Bachelor, Master of Science, and Doctorate).

Around 46% of students (95 out of 207) provided positive feedback (4 and 5), emphasizing their confidence in the university's academic offerings for all levels of study. On the other hand, around 21% of students (44 out of 207) gave negative ratings (1 and 2), while 32.9% provided a neutral rating (3).

A part of this result may be attributed to the fact that many of WBU's current programs are integrated five-year programs, which do not yet have clearly defined subsequent cycles within the university. *A more accurate evaluation of this perception is expected once doctoral programs are introduced, completing the full cycle of studies at WBU.*

These results suggest that the university has potential to increase student confidence in its academic offerings. *Promoting plans for the development of doctoral programs and integrating communication about the advantages of completing study cycles within WBU could help improve*

the perception of this aspect.

Table 25 Perception of WBU as a university for completing all cycles of studies

24- I consider WBU as the University where I can complete all cycles of studies (Bachelor, Master of Science, Doctorate)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	21	10.1	10.1	10.1
	2	23	11.1	11.1	21.3
	3	68	32.9	32.9	54.1
	4	31	15.0	15.0	69.1
	5	64	30.9	30.9	100.0
	Total	207	100.0	100.0	

Recommendation of WBU as one of the best choices

The majority of WBU students have expressed positive opinions about recommending the university as one of the best choices for higher education.

Around 79% of students (163 out of 207) provided positive feedback (4 and 5), highlighting their confidence in the quality of education and services offered by the university. Only around 8% of students (16 out of 207) expressed dissatisfaction (1 and 2), while 13.5% provided a neutral rating (3).

These results indicate that most students feel confident in recommending WBU as a valuable choice for others. *Increasing awareness of student successes and continuing to enhance programs could help strengthen the university's positive perception as one of the best options for higher education.*

Table 26 Recommendation of WBU as one of the best choices

25- I suggest WBU as one of the best choices					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	8	3.9	3.9	3.9
	2	8	3.9	3.9	7.7
	3	28	13.5	13.5	21.3
	4	67	32.4	32.4	53.6
	5	96	46.4	46.4	100.0
	Total	207	100.0	100.0	

Conclusions

Based on the collected data, a significant number of questions have received very positive and positive evaluations from students. The main trends are as follows:

- **Questions with very positive ratings (above 90%):** These include key aspects of the student experience that have been excellently fulfilled by WBU. Students have expressed a very high level of appreciation for the technological infrastructure, emphasizing that it is suitable and meets their academic needs. The cleanliness of shared environments has also been highly rated, with most students considering the environment clean and appropriate for study and social activities. Furthermore, the library service has been evaluated as very appropriate for students' academic needs, providing sufficient support for studies and research.
- **Questions with positive ratings (80-90%):** These questions show a consistent level of satisfaction and positive perception regarding many other aspects. Areas such as the enrollment process and academic counseling have been rated as very effective, reflecting strong organization and support provided to students. Extracurricular activities are also viewed positively by the majority of students, contributing to the development of their professional and social skills.
- **Questions with mixed ratings (above 60%):** Some areas, such as financial fees and the perception of completing all cycles of study, received mixed ratings, indicating some concerns. Some students have pointed out that fees could be more affordable, with suggestions to expand financial aid options or scholarships to support students. Additionally, the perception of the possibility to complete all cycles of study at WBU has been an area that needs to be re-examined, as some programs still do not offer all cycles of study. This presents an opportunity for further development of doctoral programs and other academic opportunities.

General Recommendations

- **Continuity in highly rated areas:** The university should maintain high standards in areas that have received ratings above 80% and 90%, such as infrastructure and basic services. These areas are the foundation of the student experience and play a key role in shaping the overall image of the institution.
- **Strategic improvements:** In areas with ratings above 60%, it is suggested that the institution intensify communication and promote existing advantages. Additionally, plans should be made for further development of complete study cycles and financial support for students.
- **Positive and progressive approach:** While the results are generally positive, continuous improvement and promotion of new achievements will help sustain student satisfaction and

strengthen the broader community's trust.

Overall, WBU has demonstrated excellent performance in many key areas, ensuring a high-quality experience for its students. However, in order to maintain this level and meet the growing needs, it is important for the institution to continue making improvements and proactively strengthen certain areas.