



**INTERNAL QUALITY ASSURANCE UNIT  
(IQAU)**

**EVALUATION REPORT  
OF THE ACADEMIC STAFF BY STUDENTS  
SEMESTER I**

Academic Year  
2024-2025

**Tirana, April 2025**

## TABLE OF CONTENT

<b>1. Internal Quality Assurance at Western Balkans University</b> .....	p.4
<b>2. Composition of the Internal Quality Assurance Unit (IQAU) for the Academic Year 2024–2025</b> .....	p.4
<b>3. Methodology for the Questionnaire Process and Data Processing</b> .....	p.5
<b>4. Evaluation of Academic Staff by Students in the Faculty of Economics, Technology, and Innovation (FETI)</b> .....	p.8
4.1. Department of Biosciences and Engineering .....	p.8
4.1.1. Bachelor Program in Biomedical Engineering .....	p.8
4.1.2. Bachelor Program in Biotechnology .....	p.9
4.1.3. Master of Science Program in Nanotechnology .....	p.9
4.2. Department of Computer Sciences .....	p.10
4.2.1. Bachelor Program in Computer Sciences and Artificial Intelligence .....	p.10
4.2.2. Bachelor Program in Cyber Security .....	p.11
4.2.3. Bachelor Program in Software Engineering .....	p.11
4.3. Department of Economic and Financial Sciences .....	p.12
4.3.1. Bachelor Program in Health Care Management .....	p.12
4.3.2. Bachelor Program in Economics and Data Science .....	p.12
4.3.3. Bachelor Program in Business and Technology .....	p.13
4.3.4. Master of Science Program in Hospital Management .....	p.13
4.4. Overall evaluation of the academic staff performance of the Faculty of Economics, Technology and Innovation - FETI .....	p.14
<b>5. Evaluation of the Academic Process in the Faculty of Technical Medical Sciences (FTMS)</b> .....	p.14
5.1. Department of Nursing and Physiotherapy .....	p.14
5.1.1. Bachelor Program in Nursing – English .....	p.14
5.1.2. Bachelor Program in Nursing – Albanian .....	p.15
5.1.3. Bachelor Program in Physiotherapy – English .....	p.16
5.1.4. Bachelor Program in Physiotherapy – Albanian .....	p.16
5.1.5. Master of Sciences in Nursing – Profile: Surgical Nursing .....	p.17
5.1.6. Master of Sciences in Nursing – Profile: Emergency Nursing.....	p.17
5.2. Department of Medical Laboratory Sciences and Imaging .....	p.18
5.2.1. Bachelor Program in Imaging Technician – English .....	p.18
5.2.2. Bachelor Program in Imaging Technician – Albanian .....	p.18
5.2.3. Bachelor Program in Laboratory Technician – English .....	p.19
5.2.4. Bachelor Program in Laboratory Technician – Albanian .....	p.19
5.3. Department of Medicine / Department of Surgery .....	p.20
5.3.1. Integrated Second Cycle Program in Medicine .....	p.20
5.4. Department of Medicine .....	p.20
5.4.1. Integrated Second Cycle Program in Pharmacy .....	p.20
5.5. Overall evaluation of the academic staff performance of the Faculty of FTMS ...	p.21

<b>6. Evaluation of the Academic Process in the Faculty of Dental Medicine (FMD)</b>	p.21
6.1. Department of Dentistry	p.21
6.1.1. Bachelor Program in Dental Technician – English	p.21
6.1.2. Bachelor Program in Dental Technician – Albanian	p.22
6.1.3. Integrated Second Cycle Program in Dentistry	p.23
6.2. Overall evaluation of the academic staff performance of the Faculty of Dental Medicine - FDM	p.23
<b>7. Comparison of Lecturer Evaluations by Students Across Faculties and at University Level</b>	p.24
<b>8. Conclusions</b>	p.25
<b>9. Recommendations</b>	p.26
<b>10. Appendix 1: Student Lecturer Evaluation Form</b>	p.27

## 1. Internal Quality Assurance at Western Balkans University

Quality assurance is the main objective of the Western Balkans University, 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 2023-2024

The Internal Quality Assurance Unit (IQAU) 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 the IQAU for the Academic Year 2024-2025:

No	Name Last name	Function	Representation
1	Nertil Bërdufi	Head	Faculty of Dental Medicine
2	Elizabeta Susaj	Member	Faculty of Economics, Technology and Innovation
3	Ardita Emiri	Member	Faculty of Technical Medical Sciences
4	Ramadan Çipuri	Member	External expert
5	Franci Brahillari	Member	Student representative

### 3. Methodology of the development of the questionnaire process and data processing

During the first semester of the academic year 2024-2025, 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 head of the department.

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 12-25 January 2025 through the SMART platform, ensuring confidentiality and anonymity.

A total of **150 lecturers** involved in teaching across **516 different subjects** have been evaluated, and a total of **8,190 questionnaires** have been completed for **three faculties**, covering **25 study programs**, including:

- 18 Bachelor's degree programs,
- 3 Integrated Master of Science programs (Integrated Master of Science in Dentistry, Integrated Master of Science in Medicine, and Integrated Master of Science in Pharmacy), and
- 4 Master of Science (MSc) programs (MSc in Hospital Management, MSc in Nanotechnology, Master of Science in Nursing – Profile: Emergency Nursing, and Master of Science in Nursing – Profile: Surgical Nursing).
- The **average rating of the academic staff** university-wide was **4.58 out of 5** (maximum score), with a **standard deviation of 0.822**, indicating a very good evaluation of academic staff by students.
- More specifically:

#### **Faculty of Economics, Technology and Innovation (FETI):**

- A total of **1,343 questionnaires** were completed by the students covering **three departments** and **10 study programs**, of which **8 are Bachelor's programs (1,194 questionnaires)** and **2 are Master of Science programs (149 questionnaires)**. Specifically:
  - 185 questionnaires were completed by the students of the **Biotechnology** program,
  - 173 questionnaires by the students of the program **Biomedical Engineering**,

- 312 questionnaires by the students of the program **Computer Sciences and Artificial Intelligence**,
- 178 questionnaires by the students of the program **Cyber Security**,
- 169 questionnaires by the students of the program **Software Engineering**,
- 21 questionnaires by the students of the program **Economics, Data Science and Technology**,
- 48 questionnaires by the students of **Health Care Management**,
- 90 questionnaires by the students of the program **MSc in Hospital Management**,
- 59 questionnaires by the students of the program **MSc in Nanotechnology**.
- Academic staff involved in teaching at FETI were rated with an average of **4.62 points out of 5 points** (Table 1).

### **Faculty of Medical and Technical Sciences (FSMT):**

- A total of **5,659 questionnaires** were completed by the students, covering **four departments** and **12 study programs**, of which **10 are Bachelor's programs (5,334 questionnaires)** and **two are Integrated Second Cycle (Master of Science) Programs (325 questionnaires)**.
- Specifically:
  - 389 questionnaires were completed by the students of the program **Bachelor in Imaging Technician – EN**,
  - 453 questionnaires were completed by the students of the program **Bachelor in Imaging Technician – AL**,
  - 344 questionnaires were completed by the students of the program **Bachelor in Laboratory Technician – EN**,
  - 323 questionnaires were completed by the students of the program **Bachelor in Laboratory Technician – AL**,
  - 1,824 questionnaires were completed by the students of the program **Bachelor in Nursing – EN**,
  - 888 questionnaires were completed by the students of the program **Bachelor in Nursing – AL**,
  - 500 questionnaires were completed by the students of the program **Bachelor in Physiotherapy – EN**,
  - 84 questionnaires were completed by the students of the program **Bachelor in Physiotherapy – AL**,
  - 182 questionnaires were completed by the students of the program **MSc in Nursing – Surgical Nursing profile (EN & AL)**,
  - 143 questionnaires were completed by the students of the program **MSc in Nursing – Emergency Nursing profile (EN & AL)**,
  - 478 questionnaires were completed by the students of the program **Integrated Second Cycle Program in Medicine – EN**,
  - 51 questionnaires were completed by the students of the program **Integrated Second Cycle Program in Pharmacy – EN**.
- Academic staff involved in teaching at FSMT were rated with an average of **4.58 points out of 5 points** (Table 1).

## Faculty of Dental Medicine (FMD):

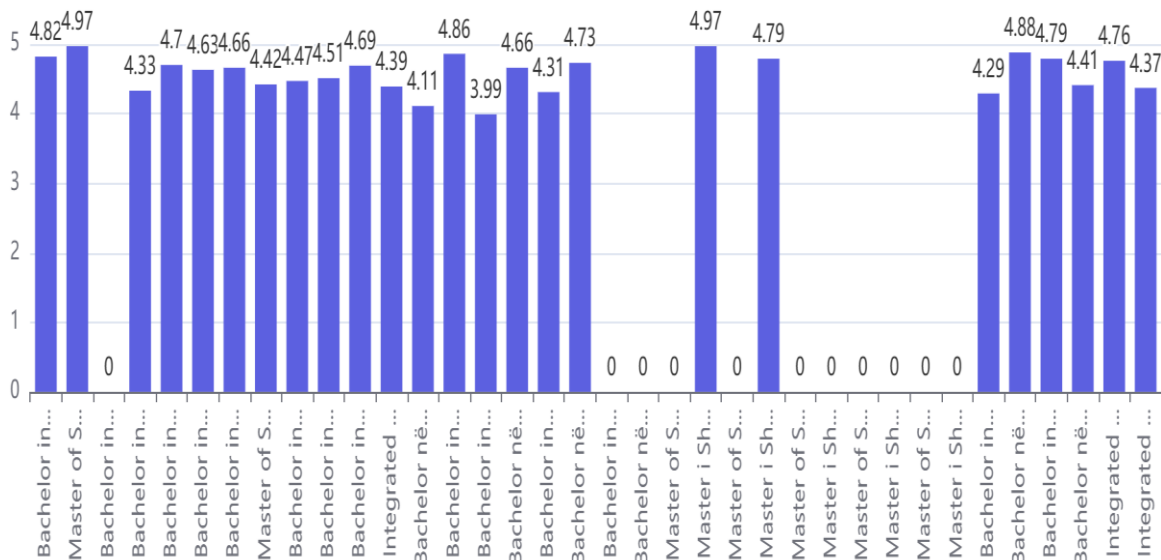
- A total of **1,188 questionnaires** were completed by students, for **one department and three study programs**, including **2 Bachelor's programs (189 questionnaires)** and **1 Integrated Master program (999 questionnaires)**.
- Specifically:
  - 126 questionnaires were completed by students of **Bachelor in Dental Technician – EN**,
  - 63 from **Bachelor in Dental Technician – AL**,
  - 999 from **Integrated Second Cycle Program in Dentistry – EN**.
- Academic staff involved in teaching at FMD were rated with an average of **4.58 points out of 5 points** (Table 1).

**Table 1.** Evaluation of the academic staff by the students for the First Semester 2024-2025, according to the faculties, departments and study programs

	Main unit, department, study program	Aver.	Nr.	St. dev
<b>I.</b>	<b>Faculty of Economics, Technology and Innovation - FETI)</b>	<b>4.62</b>	<b>1343</b>	<b>0.822</b>
<b>1.1.</b>	<b>Department of Biosciences and Engineering</b>	<b>4.57</b>	<b>417</b>	<b>0.83</b>
1	Bachelor in Biomedical Engineering – EN	4.66	173	0.79
2	Bachelor in Biotechnology - EN	4.63	185	0.79
3	Master of Science in Nanotechnology – EN	4.42	59	0.92
<b>1.2.</b>	<b>Department of Computer Science</b>	<b>4.56</b>	<b>659</b>	<b>0.863</b>
4	Bachelor in Computer Sciences and AI – EN	4.47	312	0.89
5	Bachelor in Cyber Security – EN	4.51	178	0.93
6	Bachelor in Software Engineering – EN	4.69	169	0.77
<b>1.3.</b>	<b>Department of Economic Sciences and Finance</b>	<b>4.7</b>	<b>267</b>	<b>0.68</b>
7	Bachelor in Health Care Management – EN	4.82	48	0.52
8	Bachelor in Economics and Data Science – EN	4.33	21	1.19
9	Bachelor in Business and Technology – EN	4.7	108	0.85
10	Master of Science in Hospital Management - EN	4.97	90	0.16
<b>II.</b>	<b>Faculty of Technical Medical Sciences - FSTM)</b>	<b>4.58</b>	<b>5659</b>	<b>0.82</b>
<b>2.1.</b>	<b>Department of Nursing and Physiotherapy</b>	<b>4.58</b>	<b>3621</b>	<b>0.793</b>
11	Bachelor in Nursing - EN	3.99	1824	1.03
12	Bachelor in Nursing - AL	4.66	888	0.83
13	Bachelor in Physiotherapy - EN	4.31	500	1.01
14	Bachelor in Physiotherapy - AL	4.73	84	0.88
15	Master of Science in Nursing – Profile: Surgical Nursing – EN + AL	4.97	182	0.27
16	Master of Science in Nursing – Profile: Emergency Nursing – EN + AL	4.79	143	0.74
<b>2.2.</b>	<b>Department of Medical Laboratory Sciences and Imaging</b>	<b>4.59</b>	<b>1509</b>	<b>0.83</b>
17	Bachelor in Imaging Technician - EN	4.29	389	1.16
18	Bachelor in Imaging Technician - AL	4.88	453	0.65
19	Bachelor in Laboratory Technician – EN	4.79	344	0.56
20	Bachelor in Laboratory Technician - AL	4.41	323	0.95

<b>2.3.</b>	<b>Department of Medicine/Department of Surgery</b>	<b>4.76</b>	<b>478</b>	<b>0.73</b>
21	Integrated Second Cycle Program in Medicine	4.76	478	0.73
<b>2.4.</b>	<b>Department of Medicine</b>	<b>4.37</b>	<b>51</b>	<b>1.03</b>
22	Integrated Second Cycle Program in Pharmacy	4.37	51	1.03
<b>III.</b>	<b>Fakulteti i Mjekësisë Dentare / Faculty of Dental Medicine - FDM</b>	<b>4.453</b>	<b>1188</b>	<b>0.97</b>
<b>3.1.</b>	<b>Department of Dentistry</b>	<b>4.453</b>	<b>1188</b>	<b>0.97</b>
23	Bachelor in Dental Technician – EN	4.86	126	0.64
24	Bachelor in Dental Technician – AL	4.11	63	1.28
25	Integrated Second Cycle Program in Dentistry - EN	4.39	999	0.99
	<b>Total Western Balkans University</b>	<b>4.58</b>	<b>8190</b>	<b>0.822</b>

The data processing was carried out automatically by the Smart WBU system, where a database in Excel format was created for measurable questions, and a categorized database was developed for open-ended questions. The quantitative data processing has been presented in tabular and graphical form for each study program, department, and faculty (Graph 1).



**Graph 1.** Evaluation of the academic staff teaching performance according to the study programs

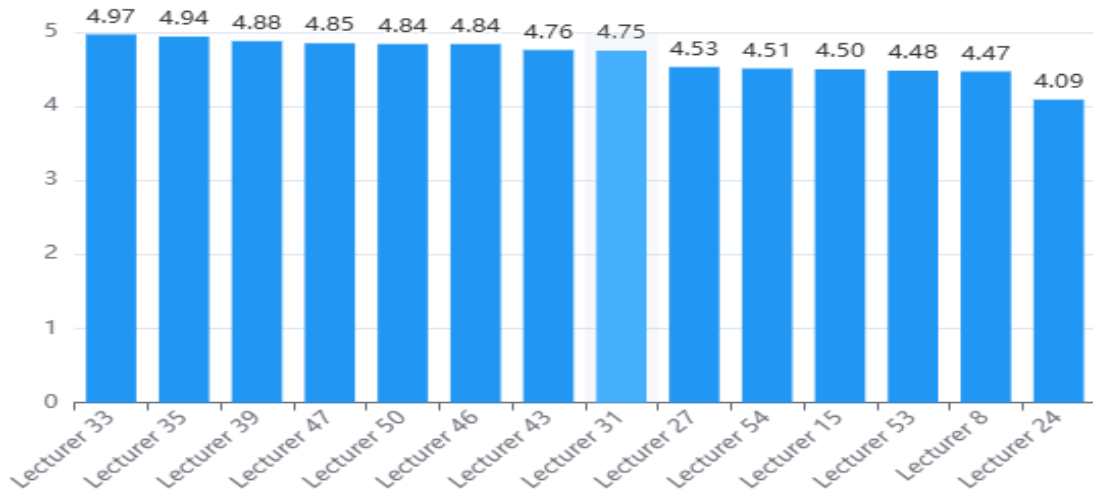
## 4. Evaluation of academic staff by students of the Faculty of Economics, Technology and Innovation (FETI)

### 4.1. Department of Biosciences and Engineering

#### 4.1.1. Bachelor in Biomedical Engineering study program

From the students of the Bachelor in Biomedical Engineering study program, 14 lecturers were evaluated, with an average score of 4.66 points, of which:

- 28.57% (4 lecturers) were rated in the 4.01–4.50 points range, and
- 71.43% (10 lecturers) were rated in the 4.51–5.00 points range (Graph 2).

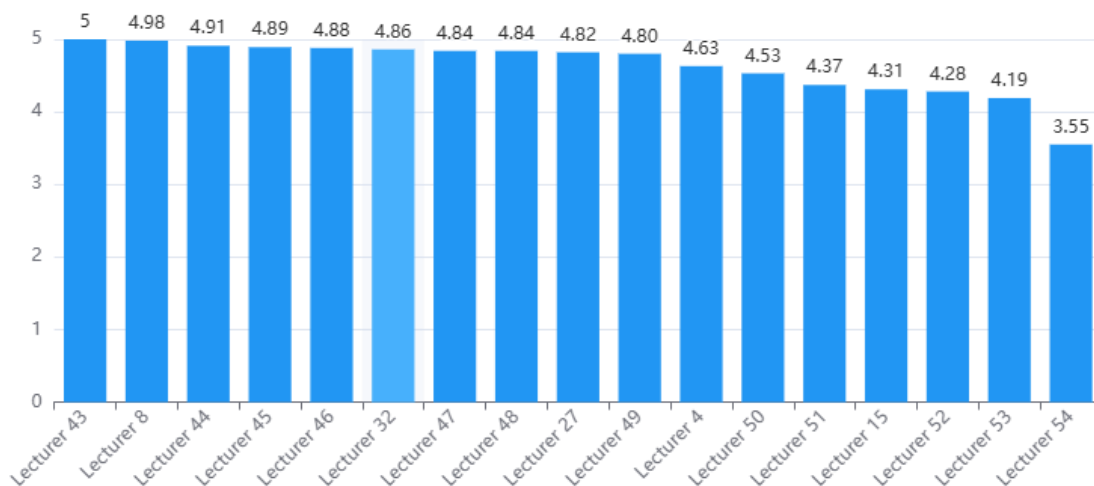


**Graph 2.** Evaluation of the academic staff performance by the students of *Bachelor in Biomedical Engineering* study program

#### 4.1.2. Bachelor in Biotechnology study program

From the students of the Bachelor in Biotechnology study program, 17 lecturers have been evaluated, with an average score of 4.63 points, of which:

- 5.88% (1 lecturer) was rated in the 3.51–4.00 range (3.55 points),
- 23.53% (4 lecturers) were rated in the 4.01–4.50 points range, and
- 70.59% (12 lecturers) were rated in the 4.51–5.00 points range (Graph 3).



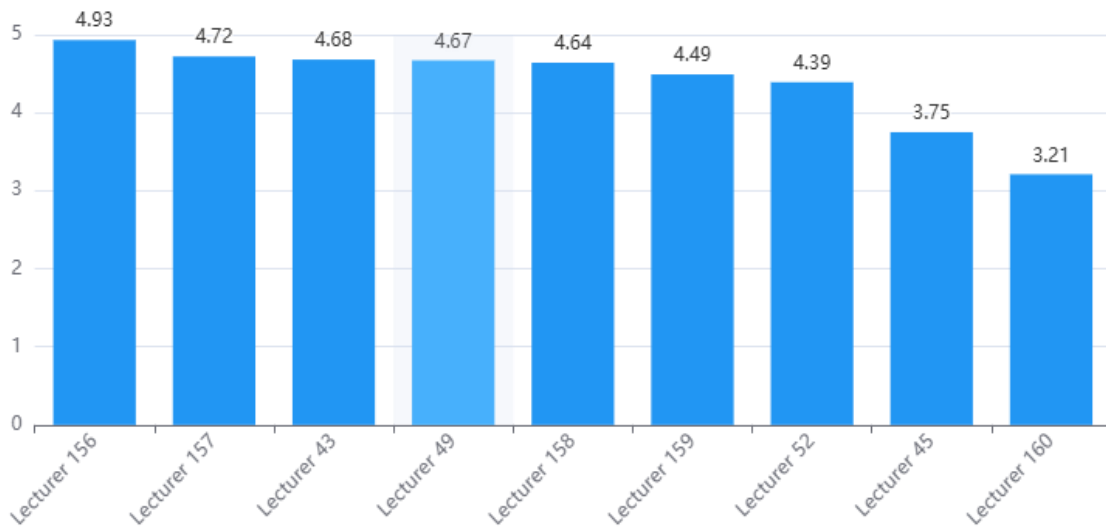
**Graph 3.** Evaluation of the academic staff performance by the students of *Bachelor in Biotechnology* study program

#### 4.1.3. Master of Sciences in Nanotechnology study program

From the students of the Master of Science in Nanotechnology program, 9 lecturers were evaluated, with an average score of **4.42 points**, of which:

- **11.11%** (1 lecturer) was rated in the 3.01–3.50 range (3.21 points),

- **11.11%** (1 lecturer) was rated in the 3.51–4.00 points range (3.75 points),
- **22.22%** (2 lecturers) were rated in the 4.01–4.50 points range, and
- **55.56%** (5 lecturers) were rated in the 4.51–5.00 points range (Graph 4).



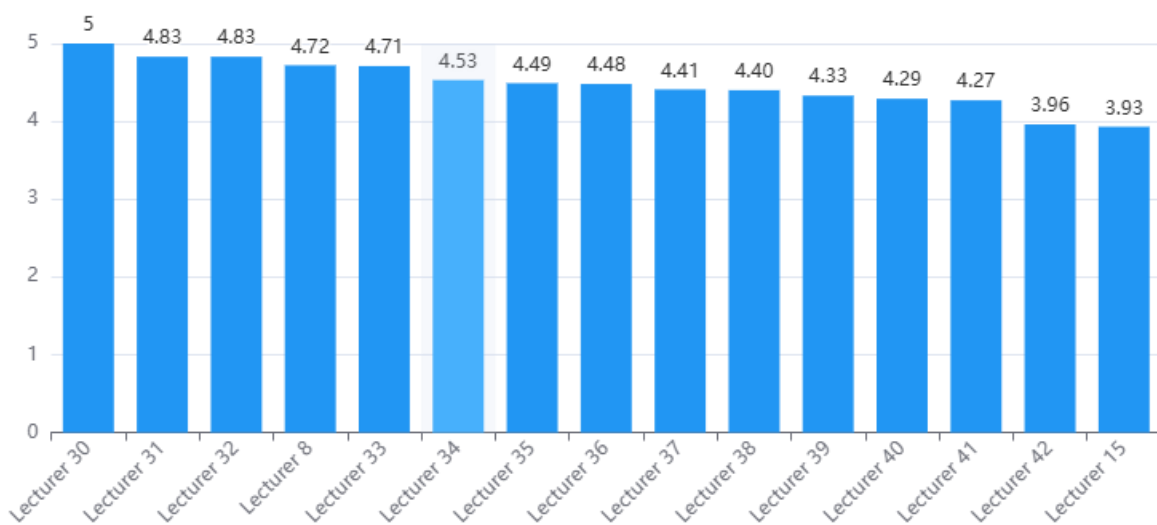
**Grafiku 4.** Evaluation of the academic staff performance by the students of *Master of Sciences in Nanotechnology study program*

## 4.2. Department of Computer Sciences

### 4.2.1. Bachelor in Computer Sciences & Artificial Intelligence study program

From the students of the Bachelor in Computer Sciences and Artificial Intelligence study program, **15 lecturers** have been evaluated, with an average score of **4.47 points**, of which:

- 13.33% (2 lecturers) were rated in the 3.51–4.00 points range,
- 46.67% (7 lecturers) were rated in the 4.01–4.50 points range, and
- 40% (6 lecturers) were rated in the 4.51–5.00 points range (Graph 5).

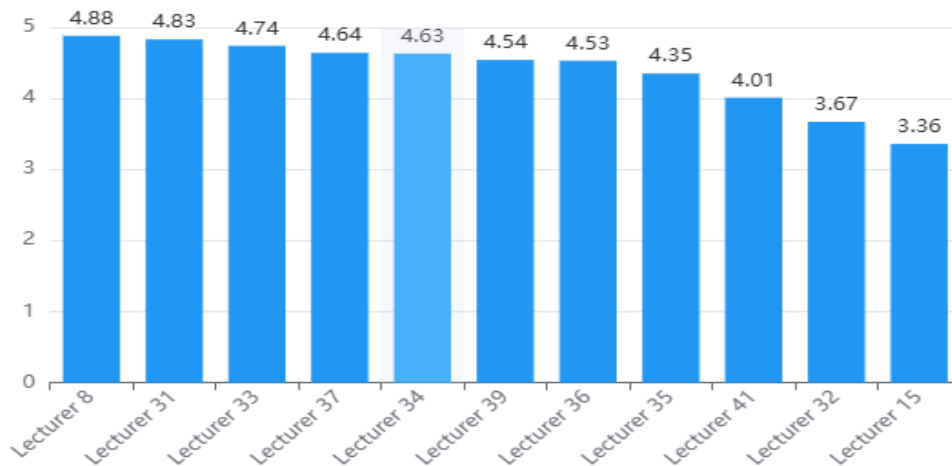


**Graph 5.** Evaluation of the academic staff performance by the students of *Bachelor in Computer Sciences and Artificial Intelligence study program*

#### 4.2.2. Bachelor in Cyber Security study program

From the students of the Bachelor in Cyber Security study program, 11 lecturers were evaluated, with an average score of **4.51 points**, of which:

- **9.09%** (1 lecturer) was rated in the 3.01–3.50 points range (3.36 points),
- **9.09%** (1 lecturer) was rated in the 3.51–4.00 points range (3.67 points),
- **18.18%** (2 lecturers) were rated in the 4.01–4.50 points range, and
- **63.64%** (7 lecturers) were rated in the 4.51–5.00 points range (Graph 6).

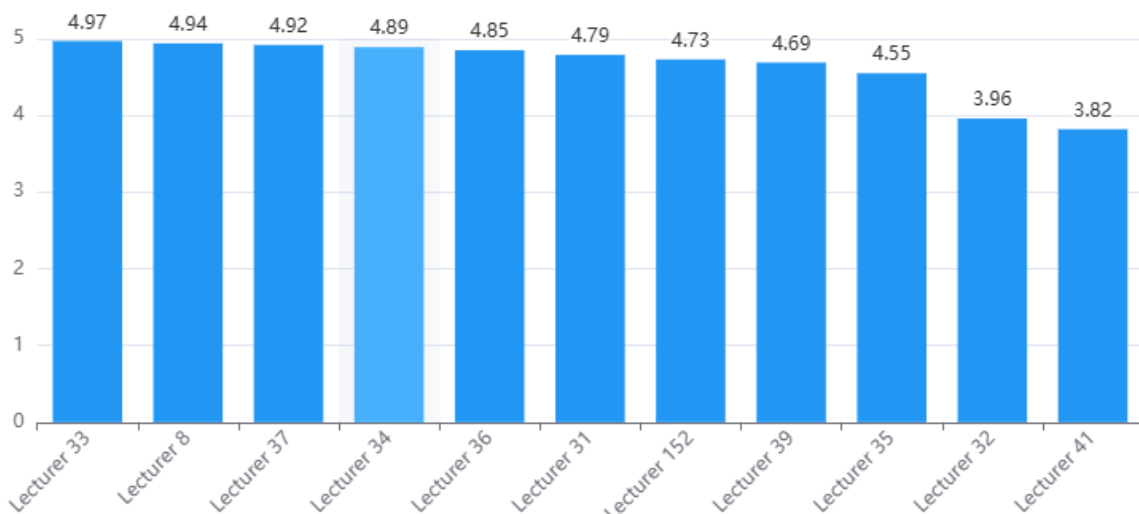


**Graph 6.** Evaluation of the academic staff performance by the students of *Bachelor in Cyber Security study program*

#### 4.2.3. Bachelor in Software Engineering study program

From the students of the Bachelor in Software Engineering study program, 11 lecturers were evaluated, with an average score of 4.69 points, of which:

- **18.18%** (2 lecturers) were rated in the 3.51–4.00 points range and
- **81.82%** (9 lecturers) were rated in the 4.51–5 points range (Graph 7).



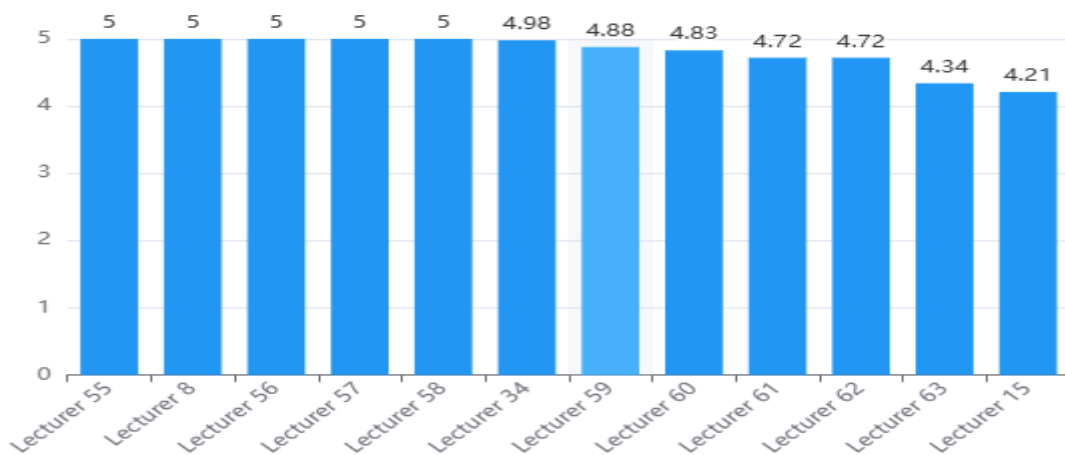
**Graph 7.** Evaluation of the academic staff performance by the students of *Bachelor in Software Engineering study program*

### 4.3. Department of Economic Sciences and Finance

#### 4.3.1. Bachelor in Health Care Management study program

From the students of the Bachelor in Health Care Management study program, 12 lecturers were evaluated, with an average score of 4.82 points, of which:

- **16.67%** (2 lecturers) were rated in the 4.01–4.50 points range, and
- **83.33%** (10 lecturers) were rated in the 4.51–5.0 points range (Graph 8).

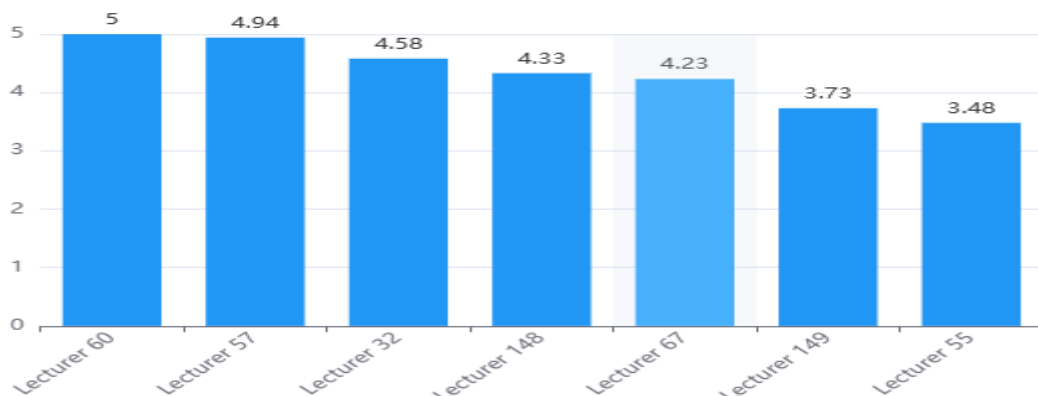


**Graph 8.** Evaluation of the academic staff performance by the students of *Bachelor in Health Care Management study program*

#### 4.3.2. Bachelor in Economics and Data Science study program

From the students of the Bachelor in Economics and Data Science study program, 7 lecturers have been evaluated, with an average score of **4.33 points**, of which:

- **14.29%** (1 lecturer) was rated in the 3.01–3.50 points range (3.48 points),
- **14.29%** (1 lecturer) was rated in the 3.51–4.00 points range (3.73 points),
- **28.57%** (2 lecturers) were rated in the 4.01–4.50 points range, and
- **42.86%** (3 lecturers) were rated in the 4.51–5.0 points range (Graph 9).

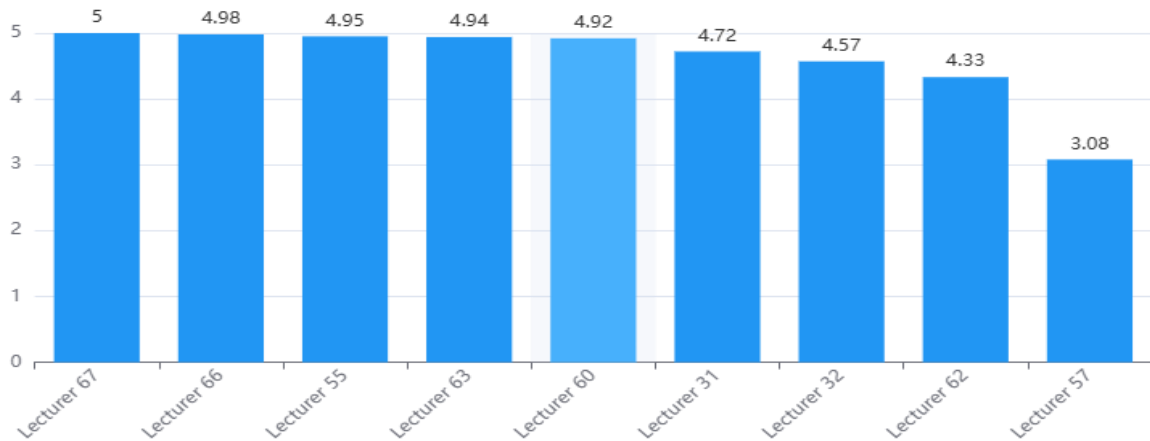


**Graph 9.** Evaluation of the academic staff performance by the students of *Bachelor in Economics and Data Science study program*

### 4.3.3. Bachelor in Business and Technology study program

From the students of the Bachelor in Business and Technology study program, 9 lecturers were evaluated, with an average score of 4.66 points, of which:

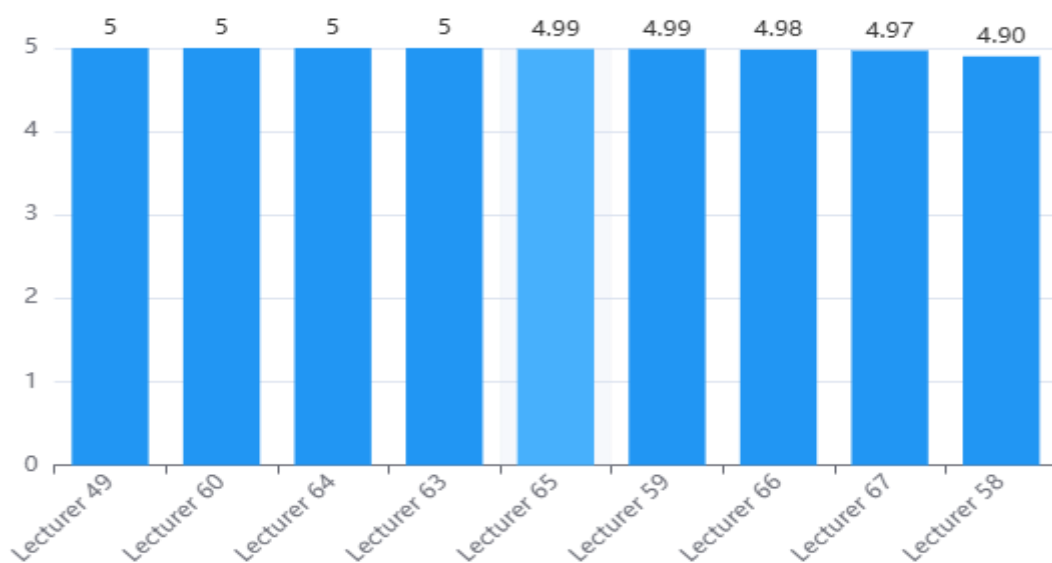
- **11.11%** (1 lecturer) was rated in the 3.01–3.50 points range (3.08 points),
- **11.11%** (1 lecturer) was rated in the 4.01–4.50 points range (4.33 points), and
- **77.78%** (7 lecturers) were rated in the 4.51–5 range (Graph 10).



**Graph 10.** Evaluation of the academic staff performance by the students of *Bachelor in Business and Technology*

### 4.3.4. Master of Sciences in Hospital Management

From the students of the Master of Science in Hospital Management study program, 9 lecturers have been evaluated, with an average score of **4.97 points**. All lecturers (**100%**) were rated in the **4.51–5.0 points range** (above 4.9 points) (Graph 11).



**Graph 11.** Evaluation of the academic staff performance by the students of *Master of Sciences in Hospital Management study program*

#### 4.4 . Overall evaluation of the academic staff performance of the Faculty of Economics, Technology and Innovation - FETI

The academic staff engaged in teaching at the Faculty of Economics, Technology and Innovation was evaluated by students with an average score of 4.62 points, where 3.51% of the academic staff (4 lecturers) were rated in the 3.01–3.50 points range, 7.02% of the academic staff (8 lecturers) were rated in the 3.51–4.00 points range, 21.05% of the academic staff (24 lecturers) in the 4.01–4.50 points range, and 68.42% of the academic staff (78 lecturers) in the 4.51–5.00 points range (Table 2).

**Table 2.** Overall evaluation of the academic staff performance of the Faculty of Economics, Technology and Innovation (FETI), by study program

Study Programs	Evaluation											
	1.00 to 3.00		3.01 to 3.50		3.51 to 4.00		4.01 to 4.50		4.51 to 5.00		Total	
	Nr.	%	Nr.	%	Nr.	%	Nr.	%	Nr.	%	Nr.	%
Bachelor in Biomedical Engineering	0	0	0	0	0	0	4	28.57	10	71.43	14	100
Bachelor in Biotechnology	0	0	0	0	1	5.88	4	23.53	12	70.59	17	100
Master of Science in Nanotechnology	0	0	1	11.11	1	11.11	2	22.22	5	55.56	9	100
Bachelor in Computer Sciences and AI	0	0	0	0	2	13.33	7	46.67	6	40	15	100
Bachelor in Cyber Security	0	0	1	9.09	1	9.09	2	18.18	7	63.64	11	100
Bachelor in Software Engineering	0	0	0	0	2	18.18	0	0	9	81.82	11	100
Bachelor in Health Care Management	0	0	0	0	0	0	2	16.67	10	83.33	12	100
Bachelor in Economics and Data Science	0	0	1	14.29	1	14.29	2	28.57	3	42.86	7	100
Bachelor in Business and Technology	0	0	1	11.11	0	0	1	11.11	7	77.78	9	100
Master of Science in Hospital Management	0	0	0	0	0	0	0	0	9	100	9	100
<b>Shuma</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3.51</b>	<b>8</b>	<b>7.02</b>	<b>24</b>	<b>21.05</b>	<b>78</b>	<b>68.42</b>	<b>114</b>	<b>100</b>

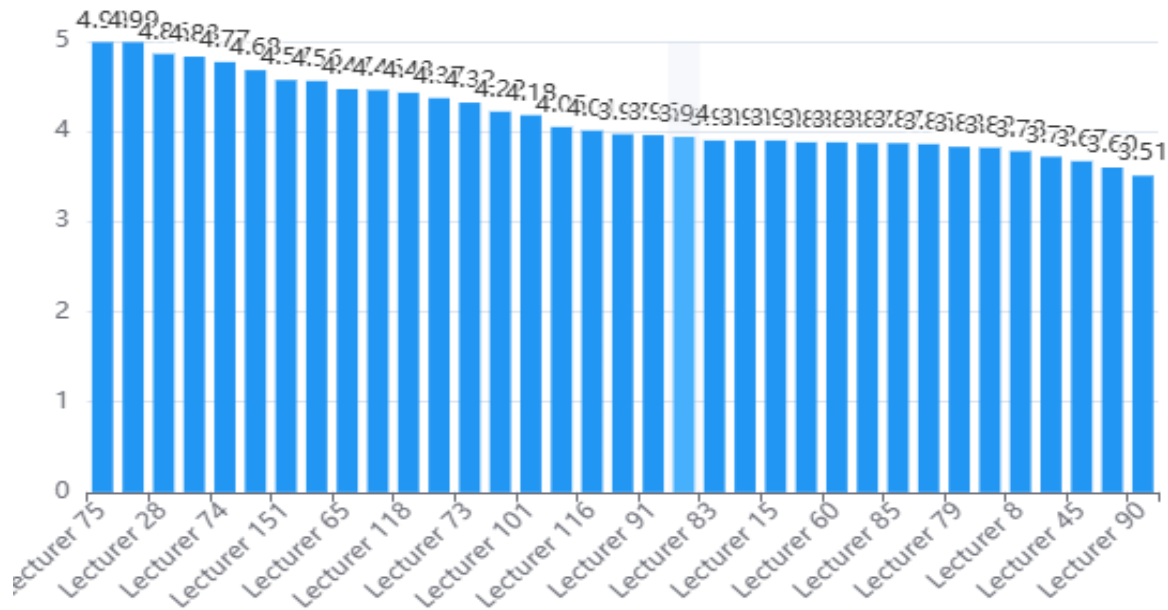
#### 5. Evaluation of the academic process of the Faculty of Technical Medical Sciences (FTMS)

##### 5.1. Department of Nursing and Physiotherapy

##### 5.1.1. Bachelor in Nursing study program – English (Nursing - EN)

From the students of the Bachelor study program in Nursing – English, 35 lecturers have been evaluated, with an average score of **3.99 points**, of which:

- **51.43%** (18 lecturers) were rated in the **3.51–4.00** points range,
- **25.71%** (9 lecturers) were rated in the **4.01–4.50** points range, and
- **22.86%** (8 lecturers) were rated in the **4.51–5.00** points range (Graph 12).

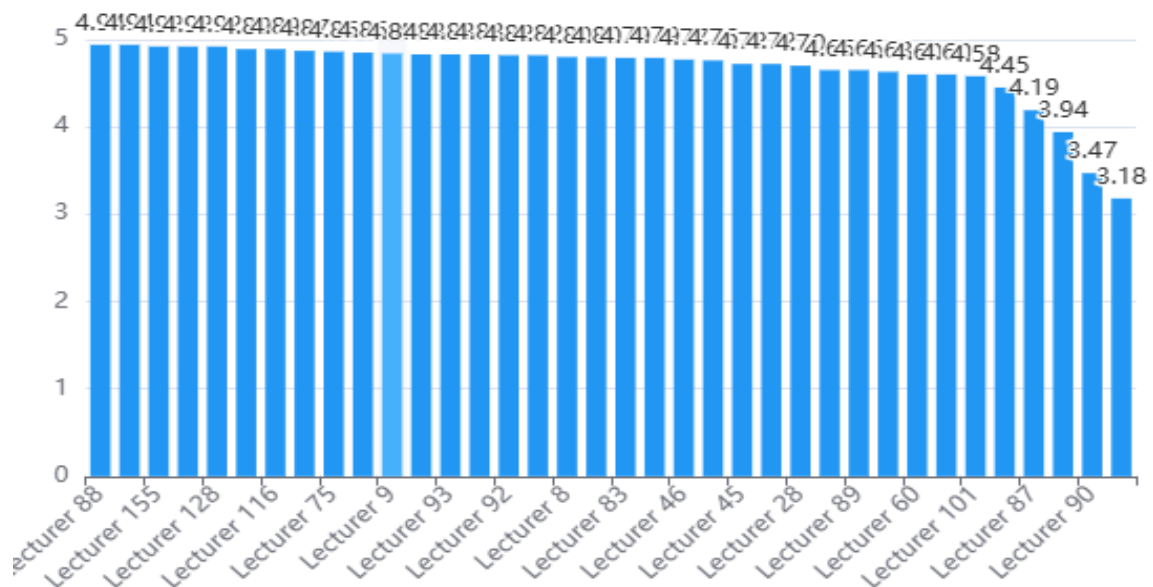


**Graph 12.** Evaluation of the academic staff performance by the students of *Bachelor in Nursing* study program – English (Nursing – EN)

### 5.1.2. Bachelor in Nursing Study Program – Albanian (Nursing - AL)

From the students of the Bachelor study program in Nursing – Albanian, 36 lecturers have been evaluated, with an average score of **4.66 points**, of which:

- **5.56%** (2 lecturers) were rated in the 3.01–3.50 points range,
- **2.78%** (1 lecturer) in the 3.51–4.00 points range (3.94 points),
- **5.56%** (2 lecturers) in the **4.01–4.50** range, and
- **86.11%** (31 lecturers) in the 4.51–5.00 range (Graph 13).

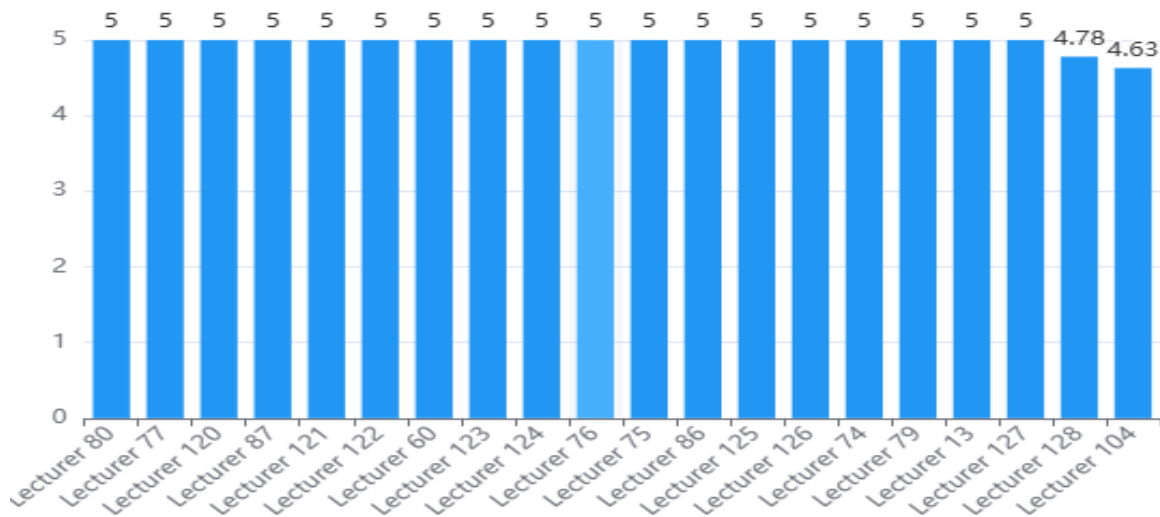


**Graph 13.** Evaluation of the academic staff performance by the students of *Bachelor in Nursing* study program – Albanian (Nursing - AL)



### 5.1.5. Master of Sciences in Nursing – Profile: Surgical Nursing

From the students of the Master of Science in Nursing in Surgery Surgical Nursing program, 20 lecturers have been evaluated with an average score of 4.97 points, where all were rated in the 4.51–5.00 points range (Graph 16).

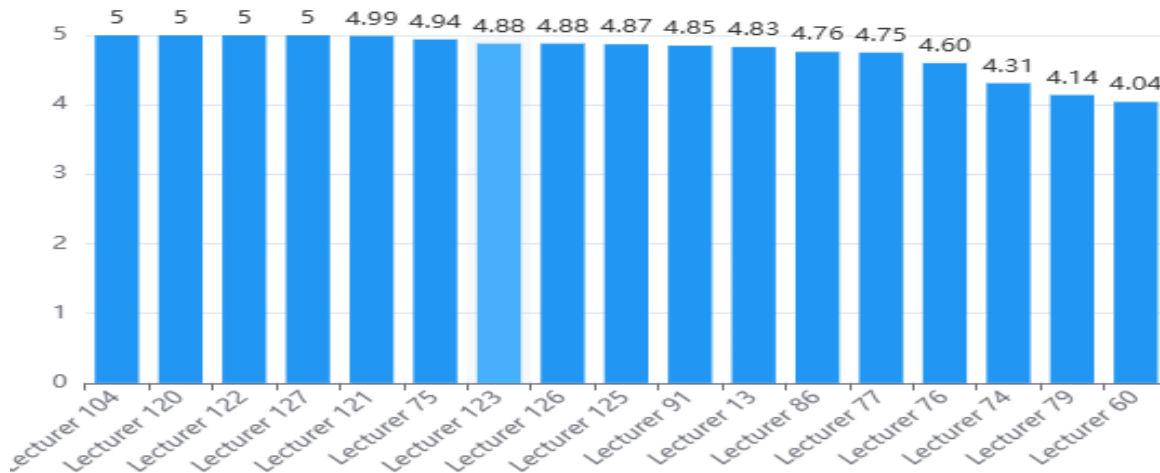


**Graph 16.** Evaluation of the academic staff performance by the students of *Master of Sciences in Nursing – Profile: Surgical Nursing study program*

### 5.1.6. Master of Sciences in Nursing – Profile: Emergency Nursing

From the students of the Master of Science in Nursing – Profile: Emergency Nursing program, **17 lecturers** have been evaluated, with an average score of **4.79 points**, of which:

- **17.65%** (3 lecturers) were rated in the 4.01–4.50 points range, and
- **82.35%** (14 lecturers) in the 4.51–5.00 points range (Graph 17).



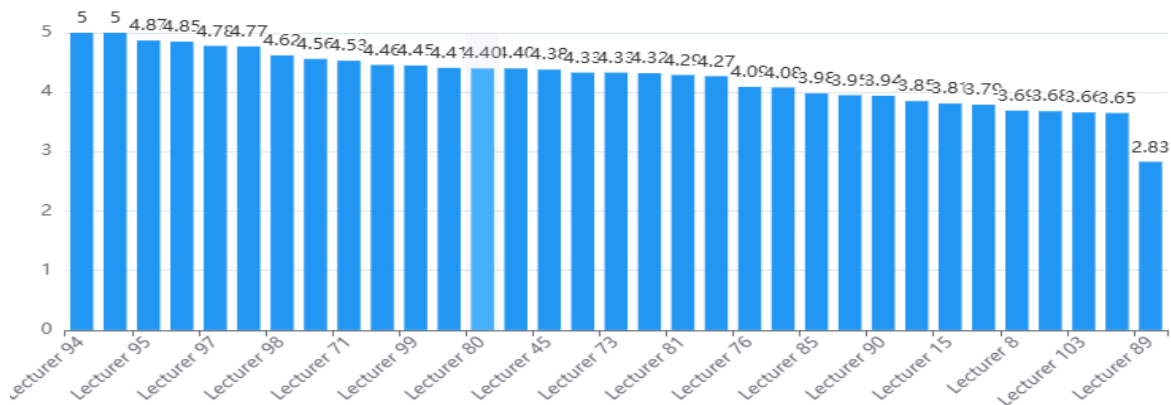
**Graph 17.** Evaluation of the academic staff performance by the students of *Master of Sciences in Nursing – Profile: Emergency Nursing study program*

## 5.2. Department of Medical Laboratory Sciences and Imaging

### 5.2.1. Bachelor in Imaging Technician – English (Imaging Technician - EN)

From the students of the Bachelor study program in Imaging Technician – English, **33 lecturers** have been evaluated, with an average score of **4.29 points**, of which:

- **3.03%** (1 lecturer) was rated in the 1.00–3.00 points range (2.83 points),
- **30.30%** (10 lecturers) in the 3.51–4.00 points range,
- **39.39%** (13 lecturers) in the 4.01–4.50 points range, and
- **27.27%** (9 lecturers) in the 4.51–5.00 points range (Graph 18).

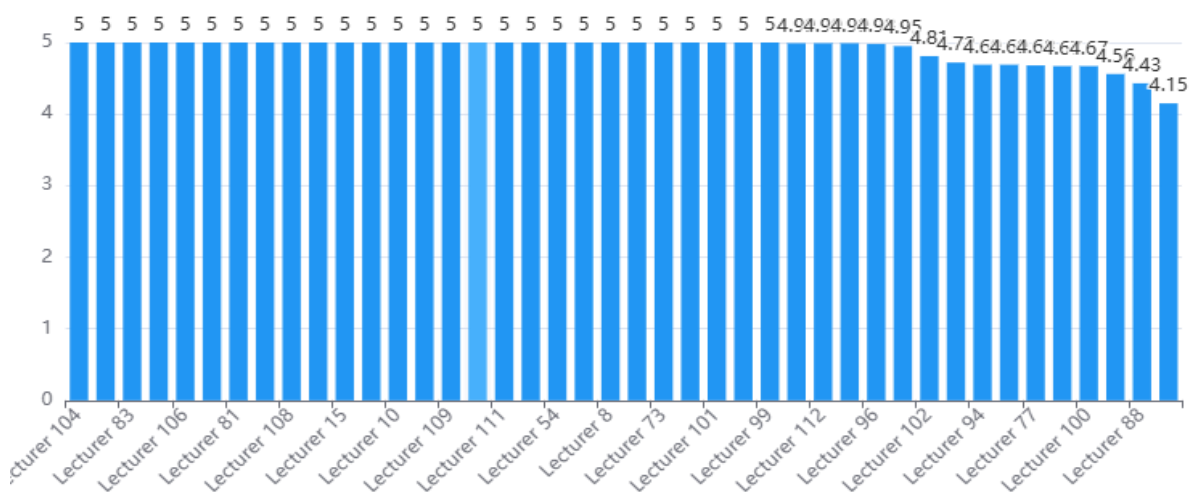


**Graph 18.** Evaluation of the academic staff performance by the students of *Bachelor in Imaging Technician – English* study program

### 5.2.2. Bachelor in Imaging Technician – Albanian (Imaging Technician - AL)

From the students of the Bachelor study program in Imaging Technician – Albanian, **42 lecturers** have been evaluated, with an average score of **4.88 points**, of which:

- **4.76%** (2 lecturers) were rated in the 4.01–4.50 points range, and
- **95.24%** (40 lecturers) in the 4.51–5.00 points range (Graph 19).



**Graph 19.** Evaluation of the academic staff performance by the students of *Bachelor in Imaging Technician – Albanian* study program

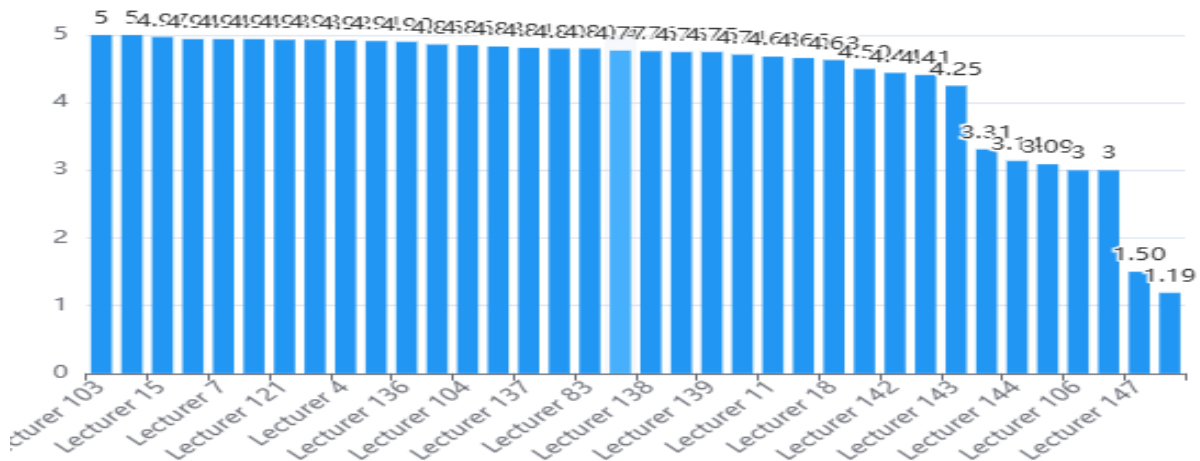


### 5.3. Department of Medicine / Department of Surgery

#### 5.3.1. Integrated Second Cycle Program in Medicine

From the students of the Integrated Second Cycle Program in Medicine, **36 lecturers** have been evaluated, with an average rating of **4.76 points**, of which:

- **11.11%** (4 lecturers) were rated in the 1.00–3.00 points range,
- **8.33%** (3 lecturers) in the 3.01–3.50 points range,
- **11.11%** (4 lecturers) in the 4.01–4.50 points range, and
- **69.44%** (25 lecturers) in the 4.51–5.00 points range (Chart 22).



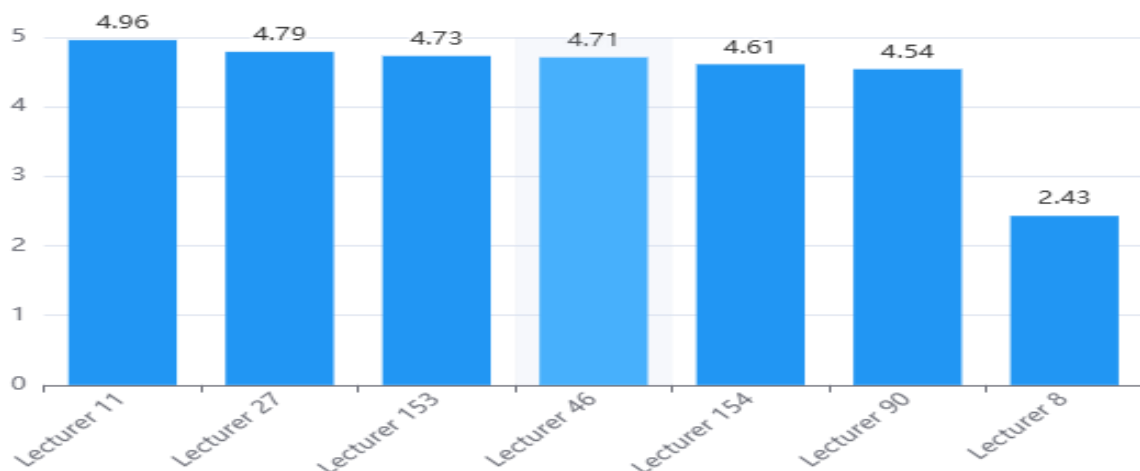
**Graph 22.** Evaluation of the academic staff performance by the students of *the Integrated Second Cycle Program in Medicine*

### 5.4. Department of Medicine

#### 5.4.1. Integrated Second Cycle Program in Pharmacy

From the students of the Integrated Second Cycle Program in Pharmacy, **7 lecturers** have been evaluated, with an average rating of **4.37 points**, of which:

- **14.29%** (1 lecturer) was rated in the 1.00–3.00 range (2.43 points), and
- **85.71%** (6 lecturers) were rated in the 4.51–5.00 range (Grafiku 23).



**Graph 23.** Evaluation of the academic staff performance by the students of *the Integrated Second Cycle Program in Pharmacy*

## 5.5. Overall evaluation of the academic staff performance of the Faculty of Technical Medical Sciences (FTMS)

The academic staff engaged in teaching at the Faculty of Technical Medical Sciences received an average rating of **4.58 points**, of which:

- **2.83%** of lecturers (10 lecturers) were rated up to 3.00 points,
- **10.2%** were rated between 3.01–3.50 points range,
- **20.41%** were rated between 3.51–4.00 points range,
- **30.61%** were rated between 4.01–4.50 points range, and
- **30.61%** were rated between 4.51–5.00 points range (Table 3).

**Table 3.** Overall evaluation of the academic staff performance of the Faculty of Technical Medical Sciences, by study programs

Study Programs	1.00 to 3.00		3.01 to 3.50		3.51 to 4.00		4.01 to 4.50		4.51 to 5.00		Total	
	N <sub>e</sub>	%	N <sub>e</sub>	%	N <sub>e</sub>	%	N <sub>e</sub>	%	N <sub>e</sub>	%	N <sub>e</sub>	%
Bachelor in Nursing – EN	0	0	0	0	18	51.43	9	25.71	8	22.86	35	100
Bachelor in Nursing – AL	0	0	2	5.56	1	2.78	2	5.56	31	86.11	36	100
Bachelor in Physiotherapy - EN	1	2.94	0	0	1	2.94	22	64.71	10	29.41	34	100
Bachelor in Physiotherapy – AL	1	5	1	5	0	0	1	5	17	85	20	100
Master of Sciences in Nursing - Profile: Nursing in Surgery	0	0	0	0	0	0	0	0	20	100	20	100
Master of Sciences in Nursing - Profile: Nursing in Emergency	0	0	0	0	0	0	3	17.65	14	82.35	17	100
Bachelor in Imaging Technician - EN	1	3.03	0	0	10	30.3	13	39.39	9	27.27	33	100
Bachelor në Teknik Imazherie - AL	0	0	0	0	0	0	2	4.76	40	95.24	42	100
Bachelor in Laboratory Technician - EN	0	0	1	2.63	0	0	3	7.89	34	89.47	38	100
Bachelor në Teknik Laboratori - AL	2	5.71	1	2.86	12	34.29	4	11.43	16	45.71	35	100
Integrated Second Cycle Program in Medicine	4	11.11	3	8.33	0	0	4	11.11	25	69.44	36	100
Integrated Second Cycle Program in Pharmacy	1	14.29	0	0	0	0	0	0	6	85.71	7	100
<b>FSMT</b>	<b>10</b>	<b>2.83</b>	<b>8</b>	<b>2.27</b>	<b>42</b>	<b>11.90</b>	<b>63</b>	<b>17.85</b>	<b>230</b>	<b>65.16</b>	<b>353</b>	<b>100</b>

Note: N<sub>e</sub> of evaluated lecturers according to courses

## 6. Evaluation of the academic staff performance by the students of the Faculty of Dental Medicine (FDM)

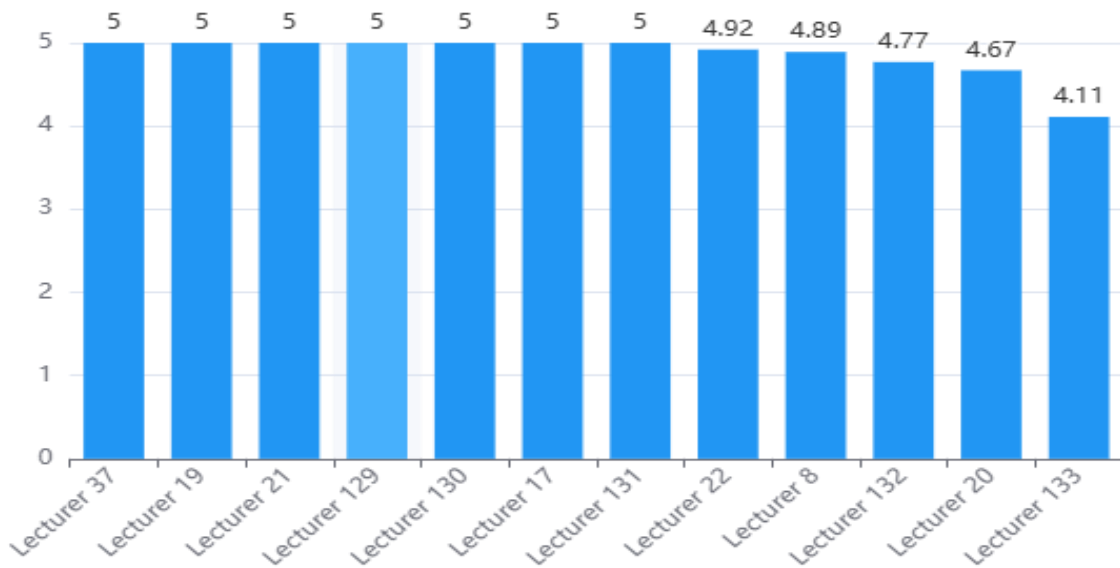
### 6.1. Department of Dentistry

#### 6.1.1. Bachelor in Dental Technician – English (Dental Technician – EN)

From the students of the Bachelor Program in Dental Technician – English, 12 lecturers have been evaluated, with an average score of **4.86 points**, of which:

- **8.33%** (1 lecturer) was rated in the 4.01–4.50 points range (4.11 points), and

- **91.67%** (11 lecturers) were rated in the 4.51–5.00 range (Graph 24).

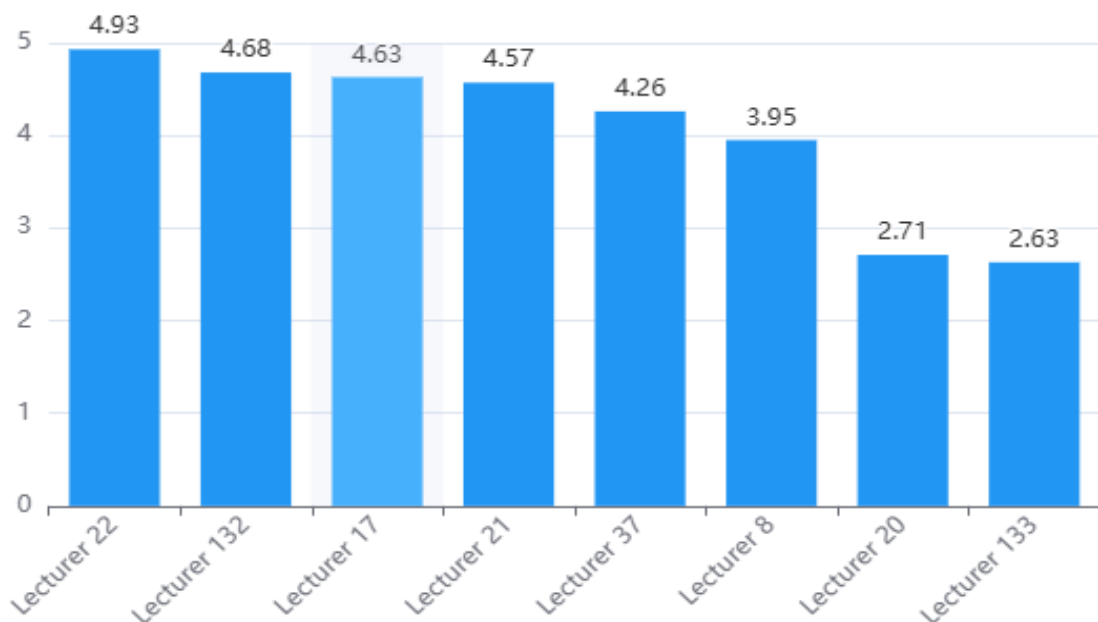


**Graph 24.** Evaluation of the academic staff performance by the students of the *Bachelor in Dental Technician - English*

### 6.1.2. Bachelor in Dental Technician – Albanian (Dental Technician - AL)

From the students of the Bachelor Program in Dental Technician – Albanian, **8 lecturers** have been evaluated, with an average score of **4.11 points**, of which:

- **25%** (2 lecturers) were rated in the 1.00–3.00 points range,
- **12.5%** (1 lecturer) in the 3.51–4.00 points range (3.95 points),
- **12.5%** (1 lecturer) in the 4.01–4.50 points range (4.26 points), and
- **50%** (4 lecturers) in the 4.51–5.00 points range (Graph 25).

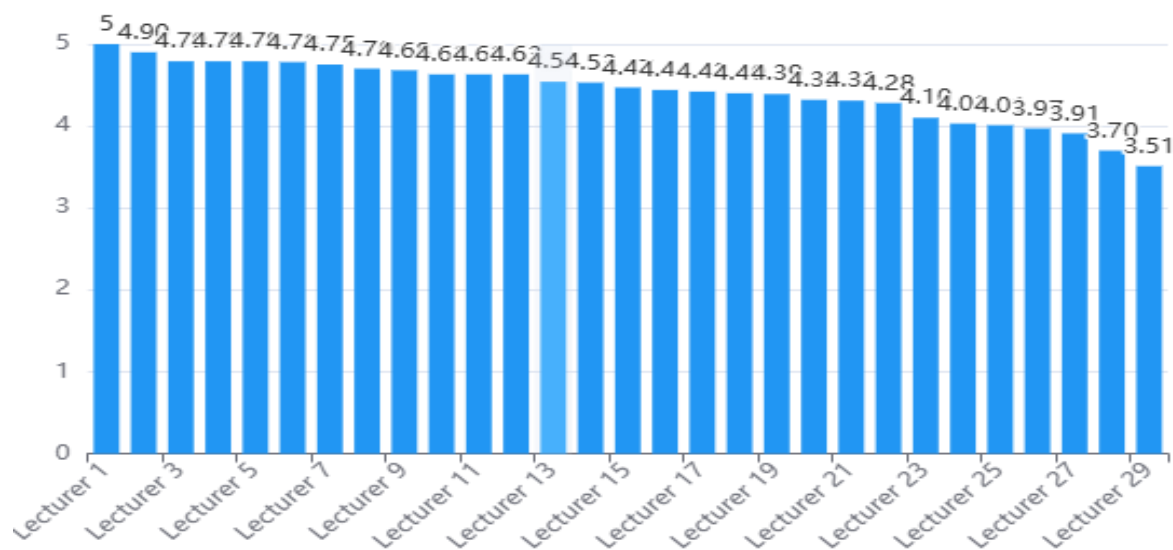


**Graph 25.** Evaluation of the academic staff performance by the students of the *Bachelor in Dental Technician - Albanian*

### 6.1.3. (Integrated Second Cycle Program in Dentistry)

From the students of the Integrated Second Cycle Program in Dentistry, **29 lecturers** were evaluated, with an average score of **4.39 points**, of which:

- **13.79%** (4 lecturers) were rated in the 3.51–4.00 points range,
- **37.93%** (11 lecturers) in the 4.01–4.50 points range, and
- **48.28%** (14 lecturers) in the 4.51–5.00 points range (Graph 26).



**Graph 26.** Evaluation of the academic staff performance by the students of *the Integrated Second Cycle Program in Dentistry*

## 6.2. Overall evaluation of the Academic Process at the Faculty of Dental Medicine – FDM

The academic staff involved in teaching at the Faculty of Dental Medicine received an average rating of **4.45 points**, where:

- **4.08%** of lecturers (2 lecturers) were rated in the 1.00–3.00 range,
- **10.2%** (5 lecturers) in the 3.51–4.00 range,
- **26.53%** (13 lecturers) in the 4.01–4.50 range, and
- **59.18%** (29 lecturers) in the 4.51–5.00 range (Table 4).

**Table 4.** Overall evaluation of the academic staff performance of the Faculty of Dental Medicine (FDM)

Study Program	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	
	N <sub>e</sub>	%	N <sub>e</sub>	%	N <sub>e</sub>	%	N <sub>e</sub>	%	N <sub>e</sub>	%	N <sub>e</sub>	%
Bachelor in Dental Technician - EN	0	0	0	0	0	0	1	8.33	11	91.67	12	100
Bachelor in Dental Technician - AL	2	25	0	0	1	12.5	1	12.5	4	50	8	100
Integrated Second Cycle Program in Dentistry	0	0	0	0	4	13.79	11	37.93	14	48.28	29	100
<b>FMD</b>	<b>2</b>	<b>4.08</b>	<b>0</b>	<b>0.00</b>	<b>5</b>	<b>10.20</b>	<b>13</b>	<b>26.53</b>	<b>29</b>	<b>59.18</b>	<b>49</b>	<b>100</b>

## 7. Comparison of lecturer evaluation by students between faculties and at the university level

### Summary:

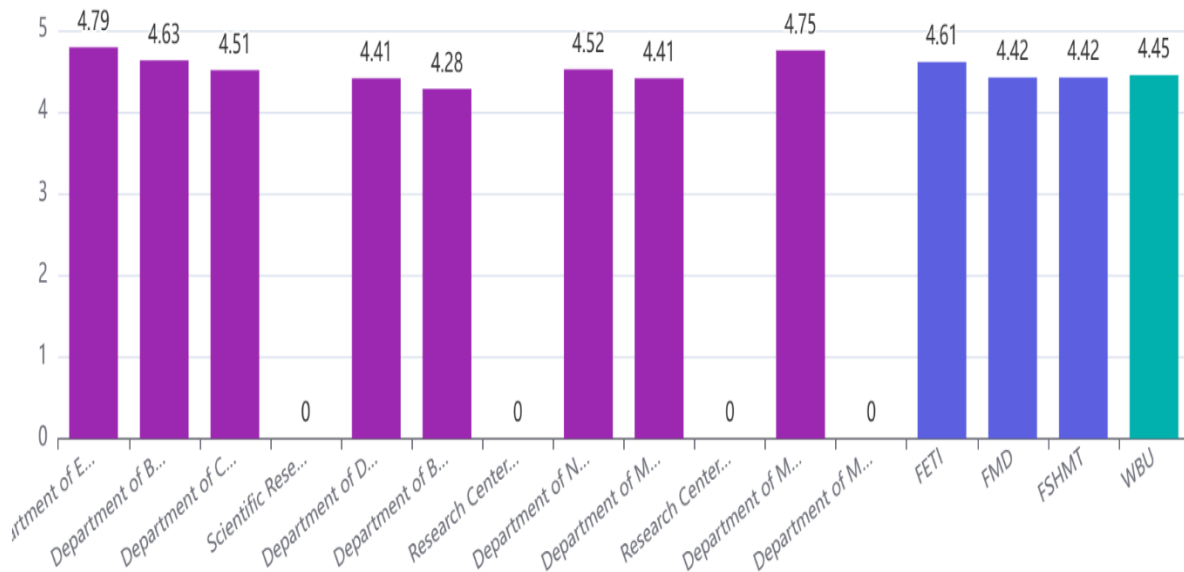
- The academic staff involved in teaching at the Faculty of Economics, Technology and Innovation was rated by students with an average of **4.62 points**, where:
  - **3.51%** (4 lecturers) were rated between 3.01–3.50 points range,
  - **7.02%** (8 lecturers) between 3.51–4.00 points range,
  - **21.05%** (24 lecturers) between 4.01–4.50 points range, and
  - **68.42%** (78 lecturers) between 4.51–5.00 points range.
- The academic staff in the Faculty of Technical Medical Sciences received an average of **4.58 points**, with:
  - **2.83%** (10 lecturers) rated up to 3.00 points range,
  - **10.2%** between 3.01–3.50 points range,
  - **20.41%** between 3.51–4.00 points range,
  - **30.61%** between 4.01–4.50 points range, and
  - **30.61%** between 4.51–5.00 points range.
- The academic staff in the Faculty of Dental Medicine received an average rating of **4.45 points**, with:
  - **4.08%** (2 lecturers) rated between 1.00–3.00 points range,
  - **10.2%** (5 lecturers) between 3.51–4.00 points range,
  - **26.53%** (13 lecturers) between 4.01–4.50 points range, and
  - **59.18%** (29 lecturers) between 4.51–5.00 points range.

### At the university level:

- A total of **8,190 questionnaires** were completed, and **150 lecturers** were evaluated across **516 different courses**, in various programs and faculties. The overall average rating was **4.58 points of 5.00**. At WBU:
  - **2.33%** of lecturers (12 lecturers) were rated up to 3.00 points,
  - **2.33%** (12 lecturers) between 3.1–3.5 points,
  - **10.66%** (55 lecturers) between 3.51–4.00 points,
  - **19.38%** (100 lecturers) between 4.01–4.5 points, and
  - **65.31%** (337 lecturers) between 4.51–5.00 points.
- It results that **84.69% of lecturers** (437 lecturers) were rated very well, **above 4.01 out of a maximum of 5 points** (Table 5, Chart 27).

**Table 5.** Comparison of the academic staff performance evaluations by students between faculties and at the institutional level

Evaluation (points)	Faculty of Economics, Technology and Innovation		Faculty of Technical Medical Sciences		Faculty of Dental Medicine		WBU	
	N <sub>o</sub>	%	N <sub>o</sub>	%	N <sub>o</sub>	%	N <sub>o</sub>	%
1.00-3.00	0	0.00%	10	2.83%	2	4.08%	12	2.33%
3.01-3.50	4	3.51%	8	2.27%	0	0.00%	12	2.33%
3.51–4.00	8	7.02%	42	11.90%	5	10.20%	55	10.66%
4.01-4.50	24	21.05%	63	17.85%	13	26.53%	100	19.38%
4.51–5.00	78	68.42%	230	65.16%	29	59.18%	337	65.31%
<b>Total</b>	<b>114</b>	<b>100%</b>	<b>353</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>516</b>	<b>100.00%</b>



**Graph 27.** Evaluation of the academic staff performance evaluations according to departments

## 8. Conclusions

The 2024–2025 academic year marks the third year of operation for Western Balkans University. Based on the results of student evaluations of the academic staff and the teaching process — conducted anonymously through online questionnaires — it was found that the academic staff engaged in teaching at Western Balkans University demonstrated a strong commitment to the effective implementation of the teaching process.

- At the institutional level, only 2.33% of academic staff were rated below 3 points, 2.33% were rated between 3.00–3.50 points, and 10.66% were rated between 3.51–4.00 points. Meanwhile, the majority, 84.69% of academic staff, were rated above 4.01 points, with 19.38% rated between 4.01–4.50 and 65.31% receiving the highest rating of 4.51–5.00 points.
- The academic staff involved in teaching at the Faculty of Economics, Technology, and Innovation (FETI) received slightly higher positive evaluations compared to the academic staff of the Faculty of Technical Medical Sciences and the Faculty of Dental Medicine.
- A score between 4.51–5.00 points was given to 68.42% of the teaching staff at the Faculty of Economics, Technology, and Innovation (FETI), 65.16% of the teaching staff at the Faculty of Technical Medical Sciences (FSMT), and 59.25% of the teaching staff at the Faculty of Dental Medicine.
- None of the academic staff in the Faculty of Economics, Technology, and Innovation were rated below 3 points, whereas only 2.83% of the staff in the Faculty of Technical Medical Sciences and 4.08% of the staff in the Faculty of Dental Medicine received ratings below 3 points.


## 9. Rekomandime

Based on the results of the academic staff performance evaluation by students, it is recommended that the respective departments — according to the study programs they cover — include these results in their analysis and, in cooperation with the deans of each faculty, take the necessary measures to improve the performance in the upcoming academic year.

This report is part of the institutional report, which will be compiled at the end of the academic year to provide a comprehensive and realistic overview of the quality situation at WBU.

The final report will be presented to the collegial bodies of WBU and will be published on the website of the institution's Internal Quality Assurance Unit to ensure access to the information and its use in the best interest of improving institutional academic performance and increasing transparency with students and the interested public.

## 10. Appendix No. 1. Form of the evaluation of lecturer by the students

 <b>wbu.</b> <small>WESTERN BALKANS UNIVERSITY</small>	<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

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

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

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

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

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:

Nr.	Overall performance Questions	Evaluation				
		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

\_\_\_\_\_