



**INTERNAL QUALITY ASSURANCE UNIT
(IQAU)**

**EVALUATION REPORT
OF THE ACADEMIC STAFF BY STUDENTS
SEMESTER II
2024-2025**

Tirana, July 2025

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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 Brahollari	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 June 13 – July 11, 2025, through the SMART platform, ensuring confidentiality and anonymity.

A total of **158 lecturers** involved in teaching across **312 different subjects** have been evaluated, and a total of **9000 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).
- Out of 158 academic staff evaluated, only 1 (one) was evaluated with less than 3 points, 2 (two) were evaluated in the range 3.00-3.50, and 5 (five) were evaluated in the range 3.51-4.00.
- The **average rating of the academic staff** university-wide was **4.57 out of 5** (maximum score), with a **standard deviation of 0.74** (Table 1), indicating a very good evaluation of academic staff by the students.

Table 1. Evaluation of the academic staff performance by the students for the second semester 2024-2025 (anonymous)

	Lecturer	Total		
		Avg	№	St dev
1	Professor 623	5	16	0
2	Professor 707	5	13	0.07
3	Professor 624	5	12	0
4	Professor 142	5	11	0
5	Professor 1333	5	10	0
6	Professor 758	5	8	0
7	Professor 1105	5	6	0
8	Professor 815	4.99	15	0.09
9	Professor 760	4.99	15	0.09
10	Professor 1341	4.99	10	0.08
11	Professor 759	4.97	33	0.17
12	Professor 787	4.96	126	0.3
13	Professor 1119	4.96	10	0.23
14	Professor 585	4.94	57	0.24
15	Professor 588	4.94	17	0.24
16	Professor 1074	4.93	48	0.25
17	Professor 99	4.93	28	0.26
18	Professor 621	4.93	17	0.25
19	Professor 147	4.93	5	0.26
20	Professor 1022	4.92	13	0.27
21	Professor 1083	4.91	8	0.38
22	Professor 135	4.9	17	0.31
23	Professor 384	4.88	73	0.5
24	Professor 771	4.88	20	0.33
25	Professor 1023	4.88	14	0.34
26	Professor 375	4.87	20	0.36
27	Professor 168	4.86	31	0.43
28	Professor 600	4.86	23	0.42
29	Professor 171	4.86	17	0.35
30	Professor 591	4.85	20	0.4
31	Professor 1310	4.85	20	0.48
32	Professor 788	4.84	8	0.44
33	Professor 670	4.83	45	0.67
34	Professor 127	4.83	29	0.49
35	Professor 101	4.83	27	0.52
36	Professor 1079	4.83	6	0.37
37	Professor 1330	4.83	6	0.37
38	Professor 1134	4.82	15	0.38
39	Professor 186	4.81	149	0.54

40	Professor 729	4.81	17	0.41
41	Professor 1299	4.81	13	0.46
42	Professor 1326	4.8	54	0.57
43	Professor 1329	4.8	16	0.45
44	Professor 768	4.8	5	0.4
45	Professor 816	4.79	30	0.56
46	Professor 167	4.79	28	0.56
47	Professor 1323	4.79	13	0.45
48	Professor 806	4.78	55	0.66
49	Professor 155	4.78	26	0.54
50	Professor 1072	4.76	24	0.56
51	Professor 786	4.75	4	0.43
52	Professor 583	4.74	72	0.7
53	Professor 636	4.74	34	0.62
54	Professor 148	4.74	26	0.85
55	Professor 1346	4.72	98	0.74
56	Professor 177	4.72	98	0.73
57	Professor 1078	4.72	54	0.76
58	Professor 138	4.71	131	0.73
59	Professor 1331	4.71	27	0.64
60	Professor 157	4.71	17	0.69
61	Professor 1104	4.71	15	0.6
62	Professor 595	4.7	43	0.68
63	Professor 587	4.7	36	0.81
64	Professor 1126	4.7	21	0.69
65	Professor 597	4.7	18	0.68
66	Professor 708	4.68	188	0.7
67	Professor 161	4.68	61	0.76
68	Professor 1335	4.68	26	0.6
69	Professor 590	4.68	15	0.66
70	Professor 1343	4.67	101	0.66
71	Professor 592	4.67	46	0.82
72	Professor 1020	4.67	12	0.68
73	Professor 1336	4.67	6	0.53
74	Professor 730	4.67	4	0.47
75	Professor 1312	4.66	53	0.84
76	Professor 163	4.65	174	0.79
77	Professor 627	4.65	98	0.83
78	Professor 626	4.65	56	0.79
79	Professor 125	4.65	47	0.82
80	Professor 151	4.64	57	0.68
81	Professor 1339	4.64	31	0.85
82	Professor 144	4.63	50	0.76
83	Professor 1337	4.63	31	0.87
84	Professor 116	4.62	152	0.92

85	Professor 1338	4.62	31	0.86
86	Professor 1345	4.61	98	0.83
87	Professor 813	4.61	86	0.67
88	Professor 770	4.61	6	0.58
89	Professor 733	4.6	99	0.85
90	Professor 1281	4.6	16	1.05
91	Professor 1076	4.59	186	0.85
92	Professor 619	4.59	161	0.76
93	Professor 765	4.59	157	0.76
94	Professor 1305	4.59	58	0.85
95	Professor 123	4.58	190	0.77
96	Professor 1070	4.58	17	1.04
97	Professor 705	4.57	139	0.89
98	Professor 1068	4.57	110	0.85
99	Professor 1349	4.56	98	0.86
100	Professor 130	4.55	160	0.94
101	Professor 100	4.54	228	0.89
102	Professor 1348	4.54	98	0.91
103	Professor 1347	4.54	98	0.96
104	Professor 1111	4.54	50	0.88
105	Professor 188	4.53	244	0.93
106	Professor 365	4.53	188	0.75
107	Professor 150	4.53	154	0.9
108	Professor 111	4.52	277	0.85
109	Professor 164	4.51	83	0.91
110	Professor 380	4.51	64	0.99
111	Professor 593	4.5	30	1.06
112	Professor 1075	4.49	78	0.92
113	Professor 185	4.49	66	0.91
114	Professor 170	4.48	288	0.97
115	Professor 129	4.48	40	1.01
116	Professor 1325	4.45	31	0.82
117	Professor 1153	4.44	101	0.91
118	Professor 1301	4.43	33	1.01
119	Professor 121	4.43	26	1.29
120	Professor 761	4.42	91	0.82
121	Professor 675	4.41	12	0.65
122	Professor 800	4.41	4	0.86
123	Professor 664	4.4	17	0.99
124	Professor 1327	4.39	17	0.95
25	Professor 376	4.37	60	1.08
126	Professor 1315	4.36	20	1.09
127	Professor 757	4.35	60	1.09
128	Professor 114	4.34	206	1
129	Professor 752	4.34	8	1.28

130	Professor 584	4.32	115	0.96
131	Professor 620	4.32	24	1.26
132	Professor 1309	4.31	147	0.89
133	Professor 814	4.31	89	0.93
134	Professor 105	4.28	31	1.19
135	Professor 1317	4.26	60	0.8
136	Professor 169	4.26	39	1.31
137	Professor 183	4.24	37	1.29
138	Professor 1344	4.22	102	1.21
139	Professor 174	4.22	42	0.94
140	Professor 1112	4.21	47	1.18
141	Professor 756	4.21	37	1.3
142	Professor 387	4.2	126	0.95
143	Professor 766	4.18	18	1.21
144	Professor 108	4.16	117	1.01
145	Professor 594	4.16	27	1.43
146	Professor 609	4.15	22	1.49
147	Professor 1324	4.14	33	1.31
148	Professor 613	4.06	81	1.06
149	Professor 753	4.04	79	1.03
150	Professor 1340	4.02	7	1.32
151	Professor 763	4	10	1.25
152	Professor 115	3.93	44	1.37
153	Professor 1307	3.87	60	1.41
154	Professor 666	3.65	9	1.4
155	Professor 635	3.56	61	1.53
156	Professor 1306	3.2	6	1.35
157	Professor 1322	3.19	32	1.71
158	Professor 672	2.51	13	1.59
Nr total i pyetësorëve / Total nr of submissions		Shuma: 722.44	9000	Shuma: 117.65
Vlerësimi mesatar / Mean evaluation		4.57		0.74

- More specifically:

Faculty of Economics, Technology and Innovation (FETI):

- A total of **1194 questionnaires** were completed by the students covering **three departments** and **10 study programs**, of which **8 (eight) Bachelor's programs (1081 questionnaires)** and **2 (two) Master of Sciences programs (103 questionnaires)**. Specifically:
 - 168 questionnaires were completed by the students of the **Biotechnology** program (EN),
 - 152 questionnaires by the students of the program **Biomedical Engineering** (EN),
 - 278 questionnaires by the students of the program **Computer Sciences and Artificial Intelligence** (EN),

- 145 questionnaires by the students of the program **Cyber Security (EN)**,
- 157 questionnaires by the students of the program **Software Engineering (EN)**,
- 21 questionnaires by the students of the program **Economics, Data Science and Technology (EN)**,
- 47 questionnaires by the students of **Health Care Management (EN)**,
- 72 questionnaires by the students of the program **Master of Sciences in Hospital Management (EN)**,
- 31 questionnaires by the students of the program **Master of Sciences in Nanotechnology (EN)**,
- Academic staff involved in teaching at FETI were rated with an average of **4.62 points out of 5 points**, with a standard deviation of 0.934 (Table 2, Graph 1).

Faculty of Medical and Technical Sciences (FSMT):

- A total of **6577 questionnaires** were completed by the students, covering **four departments** and **12 study programs**, of which **10 (ten) Bachelor's programs** (2813 questionnaires), **2 (two) Master of Sciences study programs** (89 questionnaires) and **2 (two) Integrated Second Cycle (Master of Sciences) Programs** (3675 questionnaires).
- Specifically:
 - 210 questionnaires were completed by the students of the program **Bachelor in Imaging Technician – EN**,
 - 230 questionnaires were completed by the students of the program **Bachelor in Imaging Technician – AL**,
 - 202 questionnaires were completed by the students of the program **Bachelor in Laboratory Technician – EN**,
 - 170 questionnaires were completed by the students of the program **Bachelor in Laboratory Technician – AL**,
 - 1163 questionnaires were completed by the students of the program **Bachelor in Nursing – EN**,
 - 489 questionnaires were completed by the students of the program **Bachelor in Nursing – AL**,
 - 279 questionnaires were completed by the students of the program **Bachelor in Physiotherapy – EN**,
 - 70 questionnaires were completed by the students of the program **Bachelor in Physiotherapy – AL**,
 - 61 questionnaires were completed by the students of the program **Master of Sciences in Nursing – Profile: Nursing in Surgery (EN & AL)**,
 - 143 questionnaires were completed by the students of the program **Master of Sciences in Nursing – Profile: Nursing in Emergency (EN & AL)**,
 - 3610 questionnaires were completed by the students of the program **Integrated Second Cycle Program in Medicine – EN**,
 - 65 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 **4.59 points out of 5 points**, with a standard deviation of 0.834 (Table 2, Graph 1).

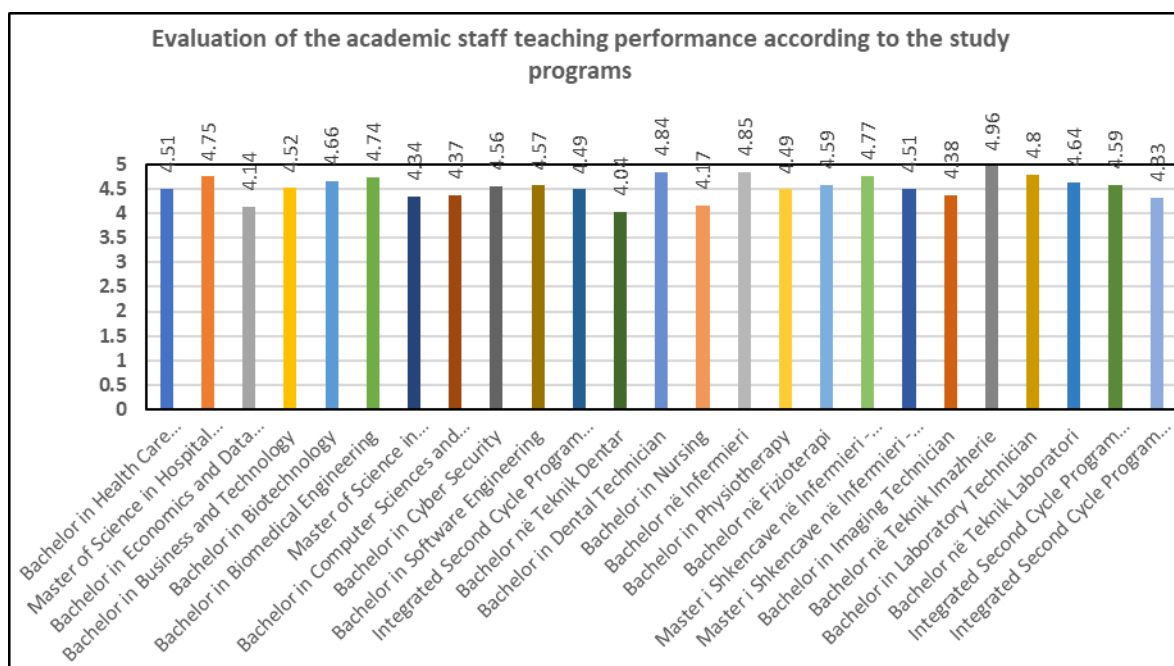
Faculty of Dental Medicine (FMD):

- A total of **1229 questionnaires** were completed by students, for **one department and three study programs**, including **2 (two) Bachelor's programs** (163 questionnaires) and **1 (one) Integrated Master program** (1066 questionnaires).
- Specifically:
 - 126 questionnaires were completed by the students of the **Bachelor in Dental Technician – EN**,
 - 63 questionnaires were completed by the students of the **Bachelor in Dental Technician – AL**,
 - 1066 questionnaires were completed by the students of the **Integrated Second Cycle Program in Dentistry – EN**.
- Academic staff involved in teaching at FMD were rated with an average of **4.46 points out of 5 points**, with a standard deviation of 0.834 (Table 2, Graph 1).

Table 2. Evaluation of the academic staff by the students for the Semester II 2024-2025, according to the study programs, departments and faculties

	Study program, department, main unit	Mean	St. №	St. dev
I.	Fakulteti i Ekonomisë, Teknologjisë dhe Inovacionit – FETI / Faculty of Economics, Technology and Innovation	4.51	1194	0.934
1.1.	Departamenti i Bioshkencave dhe Inxhinierisë / Department of Biosciences and Engineering	4.58	351	0.84
1	Bachelor në Inxhinieri Biomjekësore - EN / Bachelor in Biomedical Engineering – EN	4.74	152	0.62
2	Bachelor në Bioteknologji – EN / Bachelor in Biotechnology - EN	4.66	168	0.89
3	Masteri i Shkencave në Nanoteknologji – EN / Master of Sciences in Nanotechnology - EN	4.34	31	1.0
1.2.	Departamenti i Shkencave Kompjuterike / Department of Computer Sciences	4.5	580	0.98
4	Bachelor në Shkenca Kompjuterike dhe Inteligjencë Artificiale – EN / Bachelor in Computer Sciences and AI - EN	4.37	278	1.03
5	Bachelor në Siguri Kibernetike – EN / Bachelor in Cyber Security - EN	4.56	145	0.91
6	Bachelor në Inxhinieri Softwerike – EN / Bachelor in Software Engineering - EN	4.57	157	1.0
1.3.	Departamenti i Shkencave Ekonomike dhe Financës / Department of Economic Sciences and Finance	4.48	263	0.97
7	Bachelor në Menaxhimin e Kujdesit Shëndetësor – EN / Bachelor in Health Care Management - EN	4.51	47	1.18
8	Bachelor në Ekonomiks dhe Shkencë të Dhënash – EN / Bachelor in Economics and Data Science - EN	4.14	21	1.27
9	Bachelor në Biznes dhe Teknologji – EN / Bachelor in Business and Technology - EN	4.52	123	0.9
10	Masteri i Shkencave në Menaxhim Spitalor – EN / Master of Sciences in Hospital Management - EN	4.75	72	0.54
II.	Fakulteti i Shkencave Teknike Mjekësore – FSTM / Faculty of Technical Medical Sciences	4.59	6577	0.804
2.1.	Departamenti i Infermierisë dhe Fizioterapisë / Department of Nursing and Physiotherapy	4.56	2090	0.78
11	Bachelor në Infermieri – EN / Bachelor in Nursing - EN	4.17	1163	0.96
12	Bachelor në Infermieri – AL / Bachelor in Nursing - Shqip	4.85	489	0.5

13	Bachelor në Fizioterapi – EN / Bachelor in Physiotherapy - EN	4.49	279	0.79
14	Bachelor në Fizioterapi – AL / Bachelor in Physiotherapy - Shqip	4.59	70	0.84
15	Master i Shkencave në Infermieri - Profili: Infermieristikë në Kirurgji (EN – AL) / Master of Science in Nursing: Profile: Nursing in Surgery (EN – AL)	4.77	61	0.61
16	Master i Shkencave në Infermieri - Profili: Infermieristikë në Urgjencë (EN-AL) / Master of Science in Nursing: Profile: Nursing in Emergency (EN – AL)	4.51	28	0.98
2.2.	Departamenti i Shkencave Laboratorike Mjekësore dhe Imazherisë / Department of Medical Laboratory Sciences and Imaging	4.70	812	0.75
17	Bachelor në Teknik Imazherie – EN / Bachelor in Imaging Technician - EN	4.38	210	1.07
18	Bachelor në Teknik Imazherie – AL / Bachelor in Imaging Technician - Shqip	4.96	230	0.38
19	Bachelor në Teknik Laboratori – EN / Bachelor in Laboratory Technician – EN	4.8	202	0.61
20	Bachelor në Teknik Laboratori – AL / Bachelor in Laboratory Technician – Shqip	4.64	170	0.95
2.3.	Departamenti i Mjekësisë (Departamenti i Kirurgjisë) / Department of Medicine (Department of Surgery)	4.59	3610	0.87
21	Program i Integruar i Ciklit të Dytë në Mjekësi – EN / Integrated Second Cycle Program in Medicine - EN	4.59	3610	0.87
2.4.	Departamenti i Mjekësisë / Department of Medicine	4.33	65	1.09
22	Program i Integruar i Ciklit të Dytë në Farmaci – AL / Integrated Integrated Second Cycle Program in Pharmacy - Shqip	4.33	65	1.09
III.	Fakulteti i Mjekësisë Dentare – FDM / Faculty of Dental Medicine	4.46	1229	0.99
3.1.	Departamenti i Stomatologjisë / Department of Dentistry	4.46	1229	0.99
23	Bachelor në Teknik Dentar – EN / Bachelor in Dental Technician – EN	4.84	112	0.61
24	Bachelor në Teknik Dentar – AL / Bachelor in Dental Technician – Shqip	4.04	51	1.37
25	Program i Integruar i Ciklit të Dytë në Stomatologji – EN / Integrated Second Cycle Program in Dentistry - EN	4.49	1066	1.0
Total Western Balkans University		4.54	9000	0.88



Graph 1. Evaluation of the academic staff performance by the students, according to the study programs

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

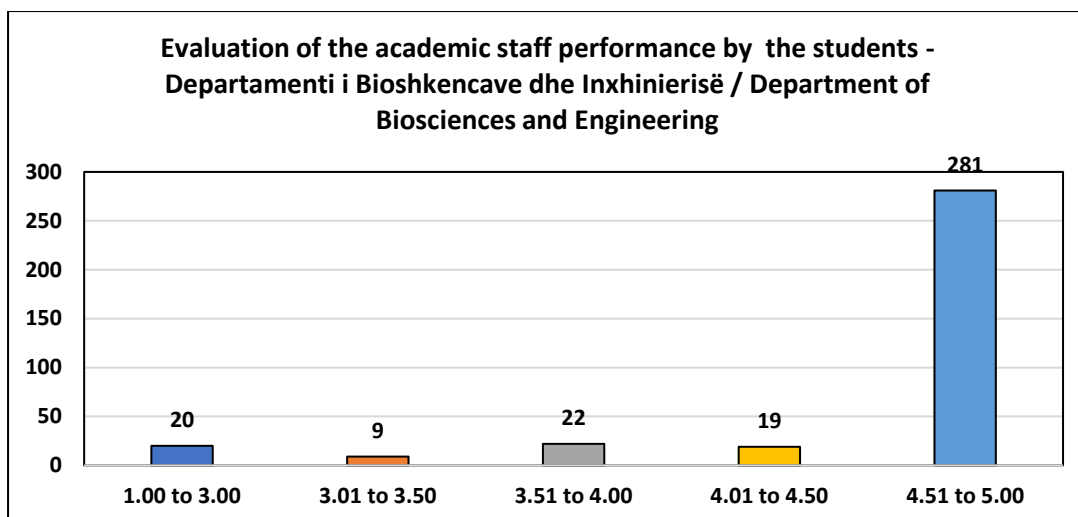
4.1. Department of Biosciences and Engineering

The academic staff involved in teaching at the Department of Biosciences and Engineering has been evaluated by students with an average score of **4.58** out of a maximum of 5 points, with a standard deviation of 0.84. Out of **351 completed questionnaires**, the results are as follows:

- 20 students, or 5.7%, rated the academic staff in the range of 1.00–3.00 points,
- 9 students, or 2.56%, rated the academic staff in the range of 3.01–3.50 points,
- 22 students, or 6.27%, rated the academic staff in the range of 3.51–4.00 points,
- 19 students, or 5.41%, rated the academic staff in the range of 4.01–4.50 points, and
- 281 students, or 80.06%, rated the academic staff in the range of 4.51–5 points (Table 3, Graph 2).

Table 3. Evaluation of academic staff performance by the students – Department of Biosciences and Engineering

№	Programi, Departamenti / Program, Department	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1	Bachelor në Inxhinieri Biomjekësore - EN / Bachelor in Biomedical Engineering – EN	3	1.97	8	5.26	8	5.26	10	6.58	123	80.92	152	100
2	Bachelor në Bioteknologji – EN / Bachelor in Biotechnology - EN	13	7.74	1	0.6	8	4.76	7	4.17	139	82.74	168	100
3	Masteri i Shkencave në Nanoteknologji – EN / Master of Sciences in Nanotechnology - EN	4	12.9	0	0	6	19.35	2	6.45	19	61.29	31	100
Departamenti i Bioshkencave dhe Inxhinierisë / Department of Biosciences and Engineering		20	5.70	9	2.56	22	6.27	19	5.41	281	80.06	351	100

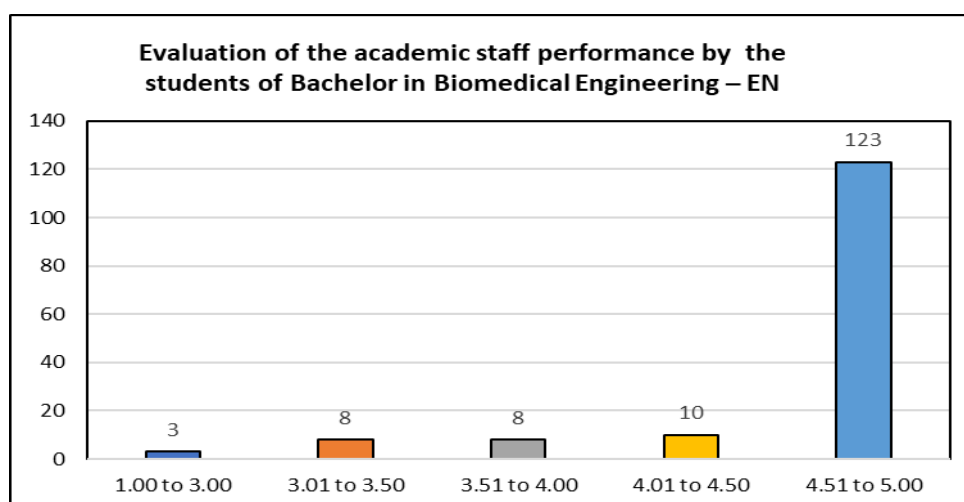


Graph 2. Evaluation of the academic staff by the students - Department of Biosciences and Engineering

4.1.1. Bachelor in Biomedical Engineering study program

The academic staff involved in teaching in the Bachelor in *Biomedical Engineering* – EN study program has been evaluated by students with an average score of **4.74 points** out of 5 points, with a standard deviation of 0.62. Out of **152** completed **questionnaires**, the results are as follows:

- 3 students or 1.97% rated the academic staff in the range of 1.00–3.00 points,
- 8 students or 5.26% rated the academic staff in the range of 3.01–3.50 points,
- 8 students or 5.26% rated the academic staff in the range of 3.51–4.00 points,
- 10 students or 6.58% rated the academic staff in the range of 4.01–4.50 points, and
- 123 students or 80.92% rated the academic staff in the range of 4.51–5 points (Table 3, Graph 3).

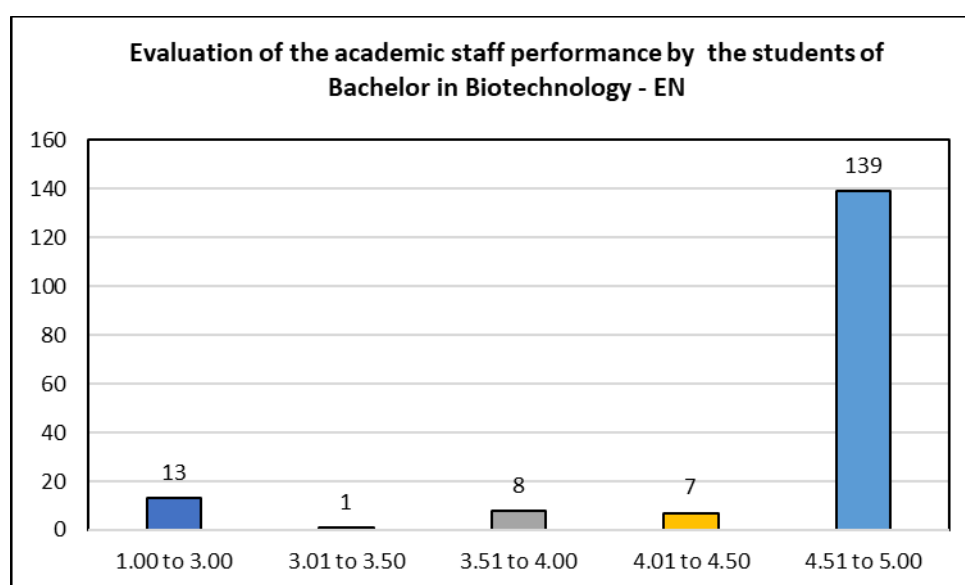


Graph 3. Evaluation of the academic staff performance by the students of *Bachelor in Biomedical Engineering* study program

4.1.2. Bachelor in Biotechnology study program

The academic staff involved in teaching in the Bachelor in *Biotechnology* – EN study program has been evaluated by students with an average score of **4.66 points** out of 5 points, with a standard deviation of 0.89. Out of **168** completed **questionnaires**, the results are as follows:

- 13 students or 7.74% rated the academic staff in the range of 1.00–3.00 points,
- 1 student or 0.6% rated the academic staff in the range of 3.01–3.50 points,
- 8 students or 4.76% rated the academic staff in the range of 3.51–4.00 points,
- 7 students or 4.17% rated the academic staff in the range of 4.01–4.50 points, and
- 139 students or 82.74% rated the academic staff in the range of 4.51–5 points (Table 3, Graph 4).

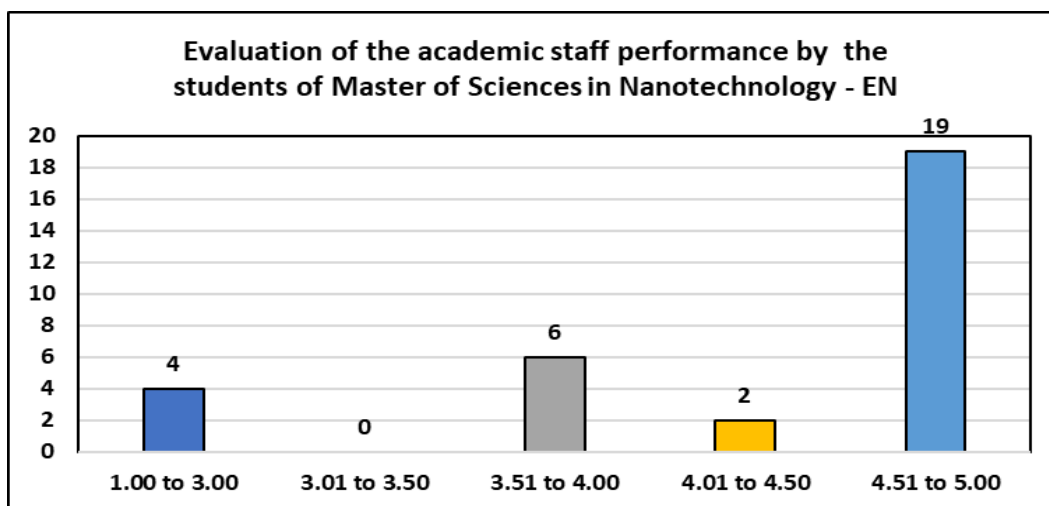


Graph 4. Evaluation of the academic staff performance by the students of *Bachelor in Biotechnology - EN* study program

4.1.3. Master of Sciences in Nanotechnology study program

The academic staff involved in teaching in the *Master of Sciences in Nanotechnology* – EN study program has been evaluated by students with an average score of **4.34 points** out of 5 points, with a standard deviation of 1.0. Out of **31** completed **questionnaires**, the results are as follows:

- 4 students or 12.9% rated the academic staff in the range of 1.00–3.00 points,
- 6 students or 19.35% rated the academic staff in the range of 3.51–4.00 points,
- 2 students or 6.45% rated the academic staff in the range of 4.01–4.50 points,
- 19 students or 82.74% rated the academic staff in the range of 4.51–5 points (Table 3, Graph 5).



Graph 5. Evaluation of the academic staff performance by the students of *Master of Sciences in Nanotechnology study program*

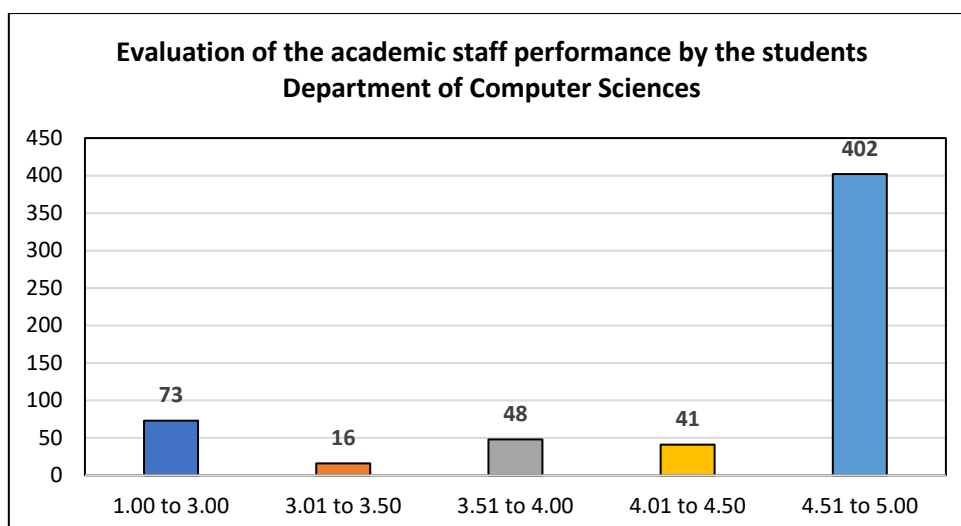
4.2. Department of Computer Sciences

The academic staff involved in teaching the Department of Computer Science has been evaluated by students with an average score of **4.5** out of a maximum of 5 points, with a standard deviation of 0.98. Out of **580** completed questionnaires, the results are as follows:

- 73 students or 12.59% rated the academic staff in the range of 1.00–3.00 points,
- 16 students or 2.76% rated the academic staff in the range of 3.01–3.50 points,
- 48 students or 8.28% rated the academic staff in the range of 3.51–4.00 points,
- 41 students or 7.07% rated the academic staff in the range of 4.01–4.50 points, and
- 402 students or 69.31% rated the academic staff in the range of 4.51–5 points (Table 4, Graph 6).

Table 4. Evaluation of the academic staff performance by the students – Department of Computer Sciences

№	Programi, Departamenti / Program, Department	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1	Bachelor në Shkenca Kompjuterike dhe Inteligjencë Artificiale – EN / Bachelor in Computer Sciences and AI - EN	37	13.31	12	4.32	34	12.23	23	8.27	172	61.87	278	100
2	Bachelor në Siguri Kibernetike – EN / Bachelor in Cyber Security - EN	19	13.1	2	1.38	10	6.9	5	3.45	109	75.17	145	100
3	Bachelor në Inxhinieri Softwerike – EN / Bachelor in Software Engineering - EN	17	10.83	2	1.27	4	2.55	13	8.28	121	77.07	157	100
Departamenti i Shkencave Kompjuterike / Department of Computer Sciences		73	12.59	16	2.76	48	8.28	41	7.07	402	69.31	580	100

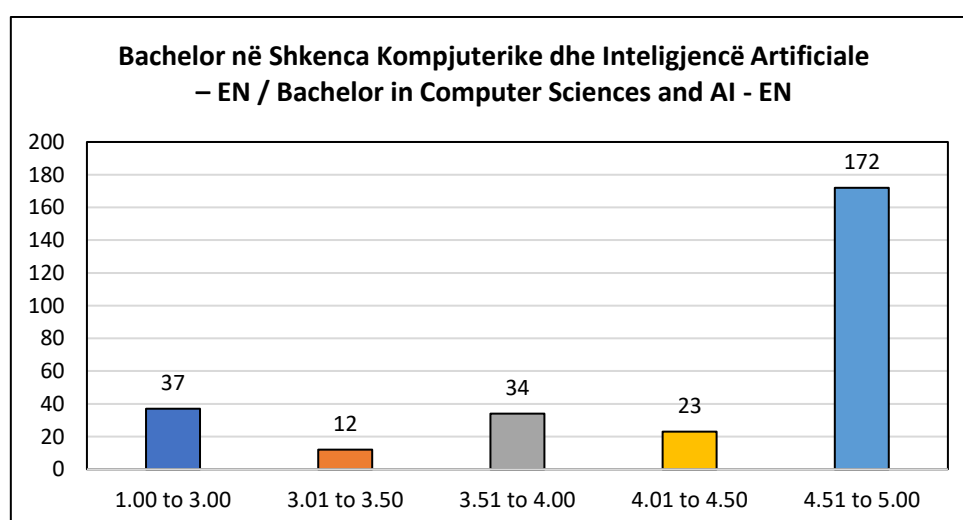


Graph 6. Evaluation of the academic staff performance by the students – Department of Computer Sciences

4.2.1. Bachelor in Computer Sciences & Artificial Intelligence – EN study program

The academic staff involved in teaching in the Bachelor in *Computer Sciences & Artificial Intelligence – EN* study program has been evaluated by students with an average score of **4.37** out of a maximum of 5 points, with a standard deviation of 1.03. Out of **278** completed questionnaires, the results are as follows:

- 37 students or 13.31% rated the academic staff in the range of 1.00–3.00 points,
- 12 students or 4.32% rated the academic staff in the range of 3.01–3.50 points,
- 34 students or 12.23% rated the academic staff in the range of 3.51–4.00 points,
- 23 students or 8.27% rated the academic staff in the range of 4.01–4.50 points, and
- 172 students or 61.87% rated the academic staff in the range of 4.51–5 points (Table 4, Graph 7).

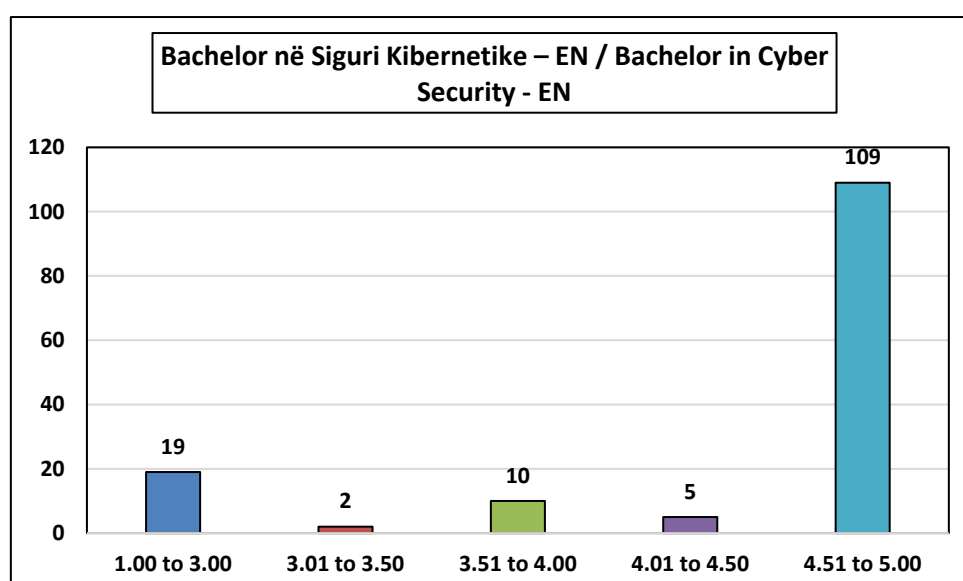


Graph 7. Evaluation of the academic staff performance by the students of *Bachelor in Computer Sciences and Artificial Intelligence – EN* study program

4.2.2. Bachelor in Cyber Security study program

The academic staff involved in teaching in the Bachelor in *Cyber Security – EN* study program has been evaluated by students with an average score of **4.56** out of a maximum of 5 points, with a standard deviation of 0.91. Out of **145** completed questionnaires, the results are as follows:

- 19 students or 13.1% rated the academic staff in the range of 1.00–3.00 points,
- 2 students or 1.38% rated the academic staff in the range of 3.01–3.50 points,
- 10 students or 6.9% rated the academic staff in the range of 3.51–4.00 points,
- 5 students or 3.45% rated the academic staff in the range of 4.01–4.50 points, and
- 109 students or 61.87% rated the academic staff in the range of 4.51–5 points (Table 4, Graph 8).

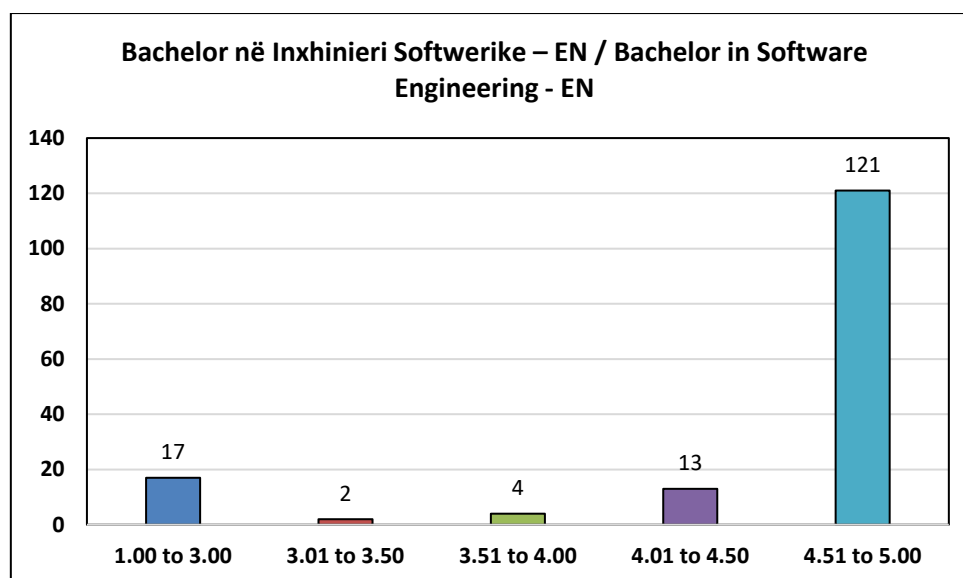


Graph 8. Evaluation of the academic staff performance by the students of *Bachelor in Cyber Security study program*

4.2.3. Bachelor in Software Engineering study program - EN

The academic staff involved in teaching in the Bachelor in *Software Engineering – EN* study program has been evaluated by students with an average score of **4.57** out of a maximum of 5 points, with a standard deviation of 1.0. Out of **157** completed questionnaires, the results are as follows:

- 17 students or 10.83% rated the academic staff in the range of 1.00–3.00 points,
- 2 students or 1.27% rated the academic staff in the range of 3.01–3.50 points,
- 4 students or 2.55% rated the academic staff in the range of 3.51–4.00 points,
- 13 students or 8.28% rated the academic staff in the range of 4.01–4.50 points, and
- 121 students or 77.07% rated the academic staff in the range of 4.51–5 points (Table 4, Graph 9).



Graph 9. Evaluation of the academic staff performance by the students of *Bachelor in Software Engineering – EN* study program

4.3. Department of Economic Sciences and Finance

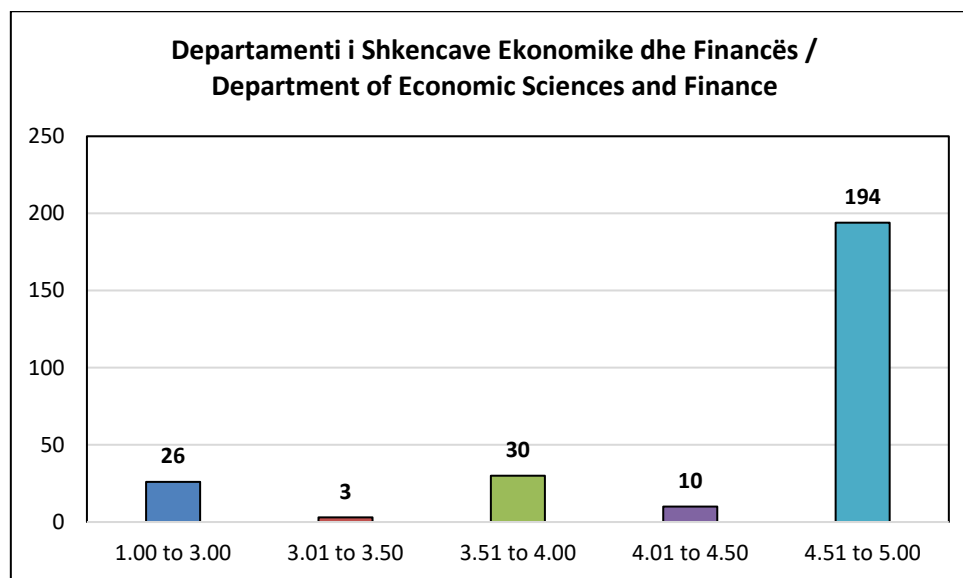
The academic staff involved in teaching at the Department of Economic Sciences and Finance has been evaluated by students with an average score of **4.48** out of a maximum of 5 points, with a standard deviation of 0.97. Out of **263** completed questionnaires, the results are as follows:

- 26 students or 9.89% rated the academic staff in the range of 1.00–3.00 points,
- 3 students or 1.14% rated the academic staff in the range of 3.01–3.50 points,
- 30 students or 11.41% rated the academic staff in the range of 3.51–4.00 points,
- 10 students or 3.8% rated the academic staff in the range of 4.01–4.50 points, and
- 194 students or 73.76% rated the academic staff in the range of 4.51–5 points (Table 5, Graph 10).

Table 5. Evaluation of the academic staff performance by the students – Department of Economic Sciences and Finance

№	Programi, Departamenti / Program, Department	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1	Bachelor në Menaxhimin e Kujdesit Shëndetësor – EN / Bachelor in Health Care Management - EN	5	10.64	0	0	3	6.38	1	2.13	38	80.85	47	100
2	Bachelor në Ekonomiks dhe Shkencë të Dhënash – EN / Bachelor in Economics and Data Science - EN	5	23.81	1	4.76	2	9.52	0	0	13	61.9	21	100

3	Bachelor në Biznes dhe Teknologji – EN / Bachelor in Business and Technology - EN	15	12.2	1	0.81	15	12.2	6	4.88	86	69.92	123	100
4	Masteri i Shkencave në Menaxhim Spitalor – EN / Master of Sciences in Hospital Management - EN	1	1.39	1	1.39	10	13.89	3	4.17	57	79.17	72	100
Departamenti i Shkencave Ekonomike dhe Financës / Department of Economic Sciences and Finance		26	9.89	3	1.14	30	11.41	10	3.8	194	73.76	263	100

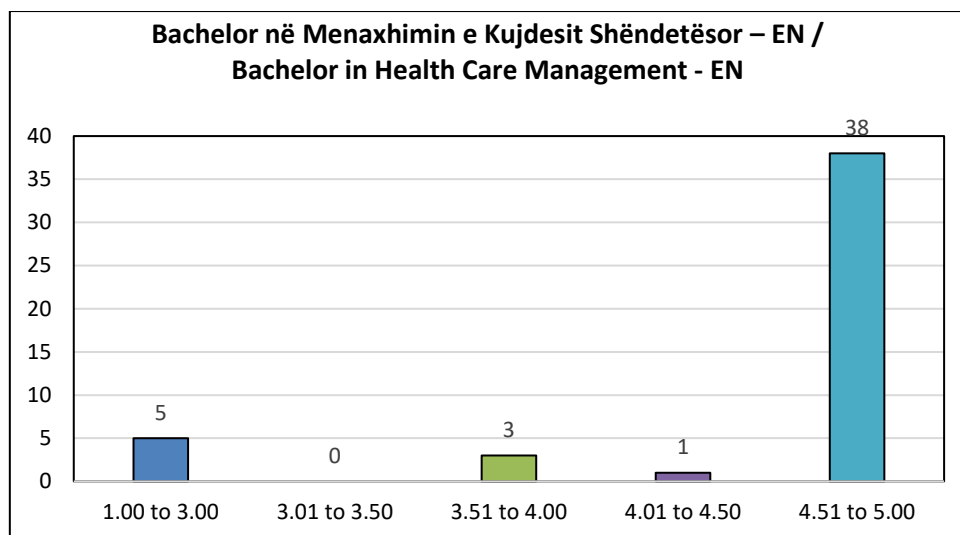


Graph 10. Evaluation of the academic staff performance by the students – Department of Economic Sciences and Finance

4.3.1. Bachelor in Health Care Management – EN study program

The academic staff involved in teaching in the Bachelor in *Health Care Management – EN* study program has been evaluated by students with an average score of **4.51** out of a maximum of 5 points, with a standard deviation of 1.18. Out of **47** completed questionnaires, the results are as follows:

- 5 students or 10.64% rated the academic staff in the range of 1.00–3.00 points,
- 3 students or 6.38% rated the academic staff in the range of 3.51–4.00 points,
- 1 student or 2.13% rated the academic staff in the range of 4.01–4.50 points, and
- 38 students or 80.85% rated the academic staff in the range of 4.51–5 points (Table 5, Graph 11).

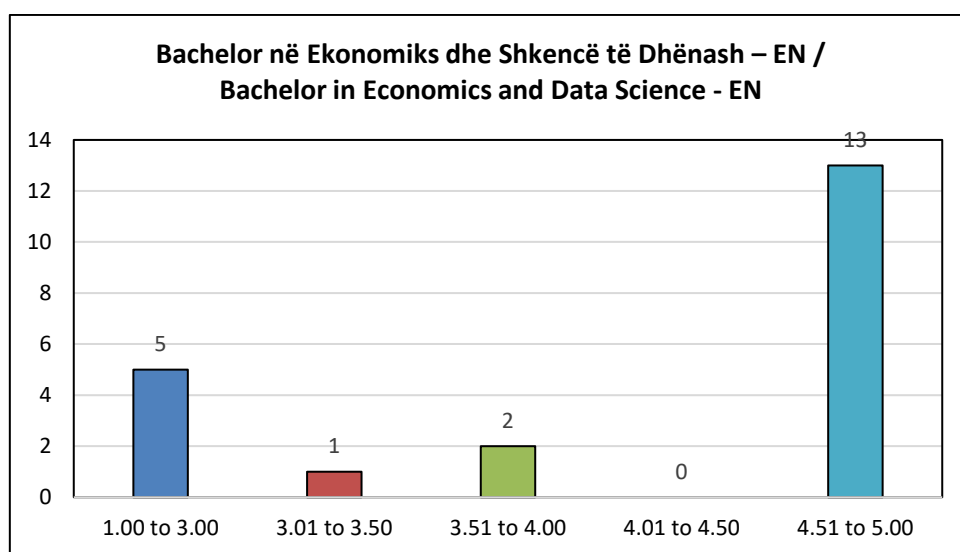


Graph 11. Evaluation of the academic staff performance by the students of *Bachelor in Health Care Management – EN* study program

4.3.2. Bachelor in Economics and Data Science study program

The academic staff involved in teaching in the Bachelor in *Economics and Data Science – EN* study program has been evaluated by students with an average score of **4.14** out of a maximum of 5 points, with a standard deviation of 1.27. Out of **21** completed questionnaires, the results are as follows:

- 5 students or 23.81% rated the academic staff in the range of 1.00–3.00 points,
- 1 student or 4.76% rated the academic staff in the range of 3.01–3.50 points,
- 2 students or 9.52% rated the academic staff in the range of 3.51–4.00 points,
- 13 students or 61.9% rated the academic staff in the range of 4.51–5 points (Table 5, Graph 12).

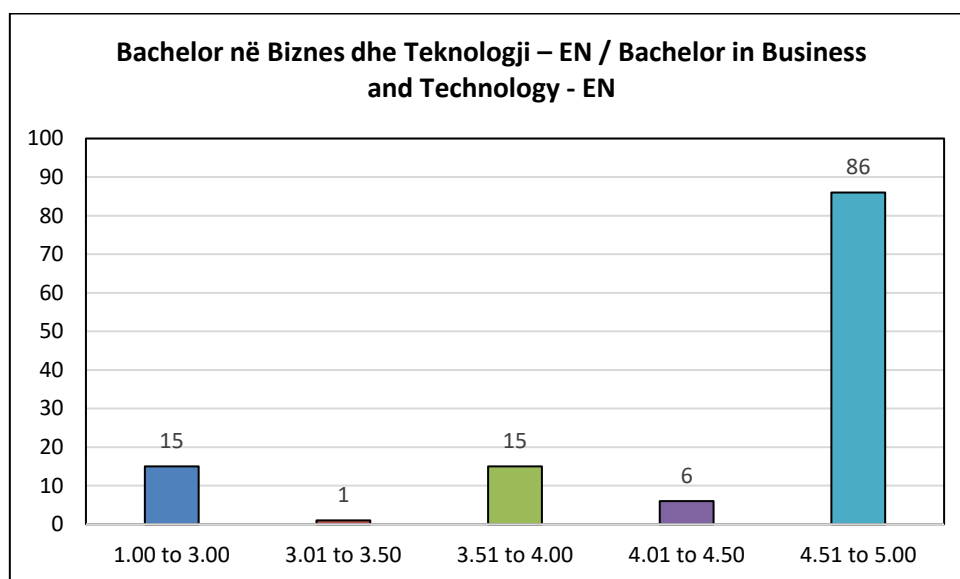


Graph 12. Evaluation of the academic staff performance by the students of *Bachelor in Economics and Data Science – EN* study program

4.3.3. Bachelor in Business and Technology study program

The academic staff involved in teaching in the Bachelor in *Business and Technology – EN* study program has been evaluated by students with an average score of **4.52** out of a maximum of 5 points, with a standard deviation of 0.9. Out of **123** completed questionnaires, the results are as follows:

- 15 students or 12.2% rated the academic staff in the range of 1.00–3.00 points,
- 1 student or 0.81% rated the academic staff in the range of 3.01–3.50 points,
- 15 students or 12.2% rated the academic staff in the range of 3.51–4.00 points,
- 6 students or 4.88% rated the academic staff in the range of 4.01–4.50 points, and
- 86 students or 69.92% rated the academic staff in the range of 4.51–5 points (Table 5, Graph 13).

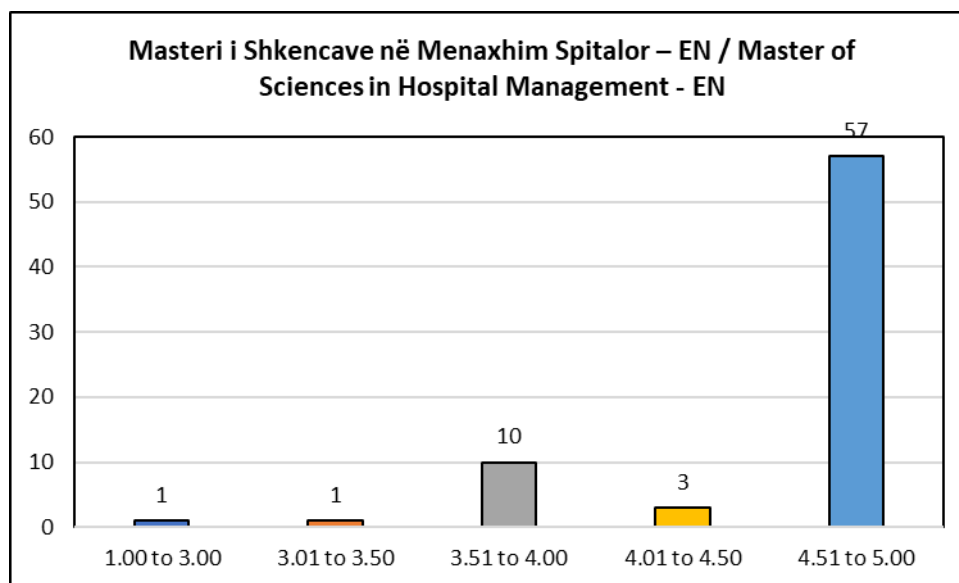


Graph 13. Evaluation of the academic staff performance by the students of *Bachelor in Business and Technology - EN*

4.3.4. Master of Sciences in Hospital Management

The academic staff involved in teaching in the *Master of Science in Hospital Management – EN* study program has been evaluated by students with an average score of **4.75** out of a maximum of 5 points, with a standard deviation of 0.54. Out of **72** completed questionnaires, the results are as follows:

- 15 students or 12.2% rated the academic staff in the range of 1.00–3.00 points,
- 1 student or 0.81% rated the academic staff in the range of 3.01–3.50 points,
- 15 students or 12.2% rated the academic staff in the range of 3.51–4.00 points,
- 6 students or 4.88% rated the academic staff in the range of 4.01–4.50 points, and
- 86 students or 69.92% rated the academic staff in the range of 4.51–5 points (Table 5, Graph 14).



Graph 14. Evaluation of the academic staff performance by the students of *Master of Sciences in Hospital Management – EN* study program

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

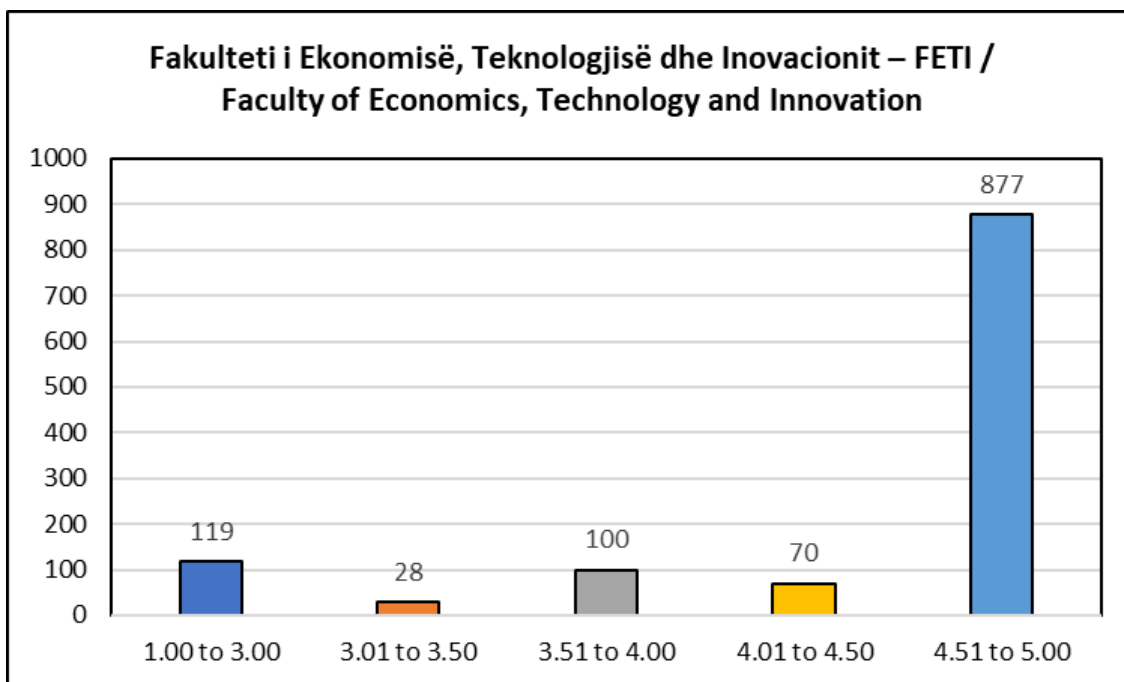
The academic staff involved in teaching at the Faculty of Economics, Technology and Innovation was evaluated by students with an average score of **4.51** points out of a maximum of 5 points, with a standard deviation of 0.934. Out of **1194** completed questionnaires, the results are as follows:

- 119 students or 9.97% rated the academic staff in the range of 1.00–3.00 points,
- 28 students or 2.35% rated the academic staff in the range of 3.01–3.50 points,
- 100 students or 8.38% rated the academic staff in the range of 3.51–4.00 points,
- 70 students or 5.86% rated the academic staff in the range of 4.01–4.50 points, and
- 877 students or 73.45% rated the academic staff in the range of 4.51–5 points (Table 6, Graph 15).

Table 6. Overall evaluation of the academic staff performance of the Faculty of Economics, Technology and Innovation (FETI)

№	Departamenti, Fakulteti / Department, Faculty	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1.	Departamenti i Bioshkencave dhe Inxhinierisë / Department of Biosciences and Engineering	20	5.70	9	2.56	22	6.27	19	5.41	281	80.06	351	100
2.	Departamenti i Shkencave Kompjuterike / Department of Computer Sciences	73	12.59	16	2.76	48	8.28	41	7.07	402	69.31	580	100

3.	Departamenti i Shkencave Ekonomike dhe Financës / Department of Economic Sciences and Finance	26	9.89	3	1.14	30	11.41	10	3.8	194	73.76	263	100
I.	Fakulteti i Ekonomisë, Teknologjisë dhe Inovacionit – FETI / Faculty of Economics, Technology and Innovation	119	9.97	28	2.35	100	8.38	70	5.86	877	73.45	1194	100



Graph 15. Overall evaluation of the academic staff performance of the Faculty of Economics, Technology and Innovation (FETI)

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

5.1. Department of Nursing and Physiotherapy

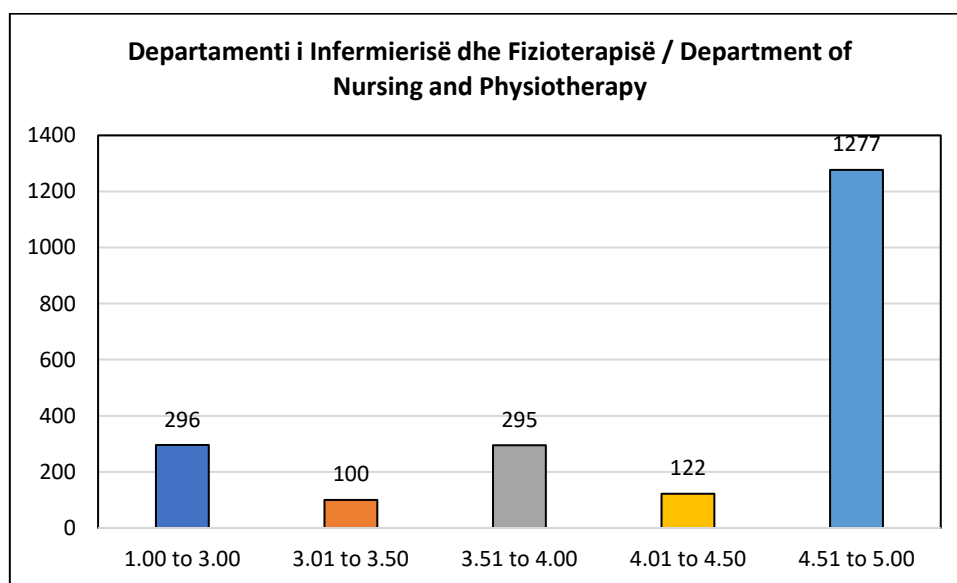
The academic staff involved in teaching at the *Department of Nursing and Physiotherapy* has been evaluated by students with an average score of **4.56** out of a maximum of 5 points, with a standard deviation of 0.78. Out of **2090** completed questionnaires, the results are as follows:

- 296 students or 14.163% rated the academic staff in the range of 1.00–3.00 points,
- 100 students or 4.78% rated the academic staff in the range of 3.01–3.50 points,
- 295 students or 14.11% rated the academic staff in the range of 3.51–4.00 points,
- 122 students or 5.84% rated the academic staff in the range of 4.01–4.50 points, and
- 1277 students or 61.1% rated the academic staff in the range of 4.51–5 points (Table 7, Graph 16).

Table 7. Evaluation of the academic staff performance by the students – Department of Nursing and Physiotherapy

№	Programi, Departamenti / Program, Department	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1	Bachelor në Infermieri – EN / Bachelor in Nursing - EN	233	20.03	84	7.22	221	19	81	6.96	544	46.78	1163	100
2	Bachelor në Infermieri – AL / Bachelor in Nursing - Shqip	9	1.84	7	1.43	32	6.54	6	1.23	435	88.96	489	100
3	Bachelor në Fizioterapi – EN / Bachelor in Physiotherapy - EN	40	14.34	5	1.79	31	11.11	30	10.75	173	62.01	279	100
4	Bachelor në Fizioterapi – AL / Bachelor in Physiotherapy - Shqip	7	10	4	5.71	4	5.71	2	2.86	53	75.71	70	100
5	Master i Shkencave në Infermieri - Profili: Infermieristikë në Kirurgji (EN – AL) / Master of Science in Nursing: Profile: Nursing in Surgery (EN – AL)	4	6.56	0	0	3	4.92	2	3.28	52	85.25	61	100
6	Master i Shkencave në Infermieri - Profili: Infermieristikë në Urgjencë (EN-AL) / Master of Science in Nursing: Profile:	3	10.71	0	0	4	14.29	1	3.57	20	71.43	28	100

	Nursing in Emergency (EN – AL)												
Departamenti i Infermierisë dhe Fizioterapisë / Department of Nursing and Physiotherapy		296	14.16 3	100	4.78	295	14.11	122	5.84	1277	61.10	2090	100

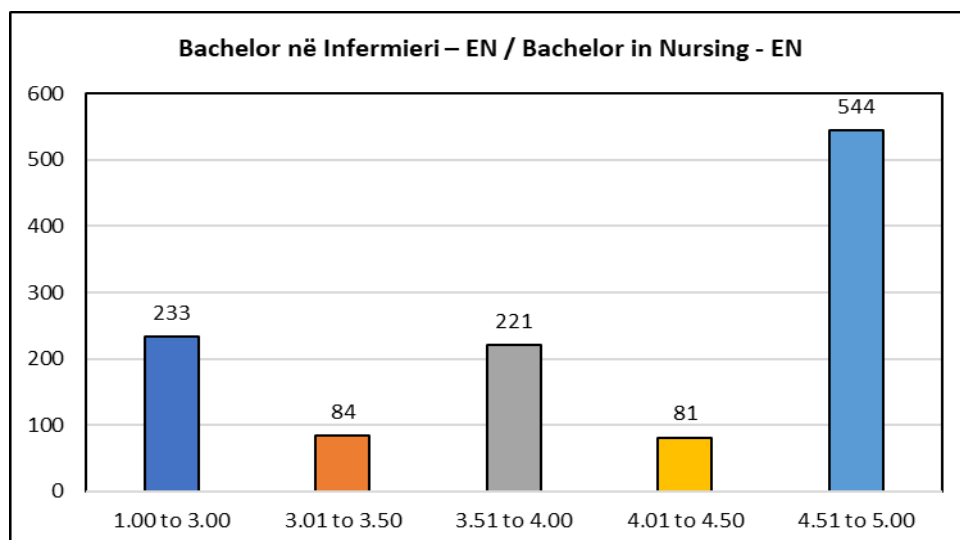


Graph 16. Evaluation of the academic staff performance by the students – Department of Nursing and Physiotherapy

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

The academic staff involved in teaching in the *Bachelor in Nursing – English* study program has been evaluated by students with an average score of **4.17** out of a maximum of 5 points, with a standard deviation of 0.96. Out of **1163** completed questionnaires, the results are as follows:

- 233 students or 20.03% rated the academic staff in the range of 1.00–3.00 points,
- 84 students or 7.22% rated the academic staff in the range of 3.01–3.50 points,
- 221 students or 19% rated the academic staff in the range of 3.51–4.00 points,
- 81 students or 6.96% rated the academic staff in the range of 4.01–4.50 points, and
- 544 students or 46.78% rated the academic staff in the range of 4.51–5 points (Table 7, Graph 17).

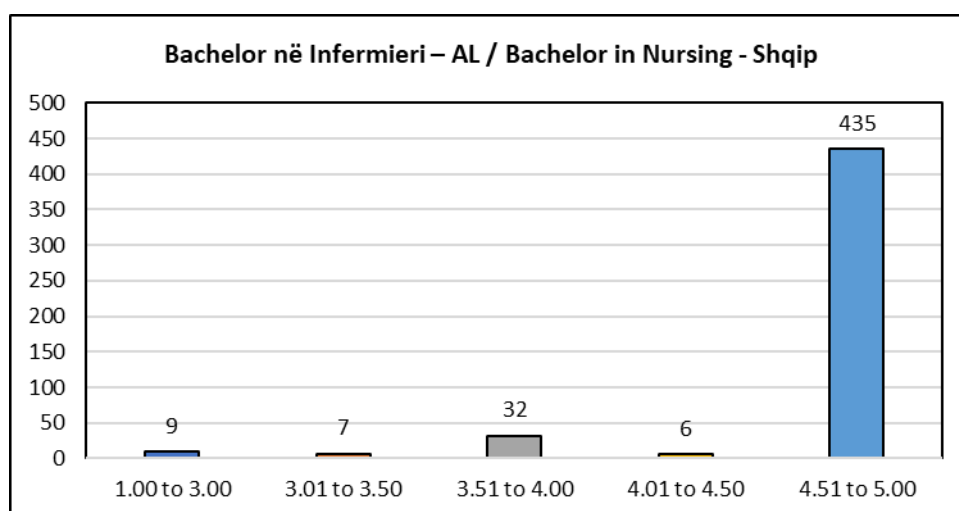


Graph 17. Evaluation of the academic staff performance by the students of *Bachelor in Nursing* study program – English (Nursing – EN)

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

The academic staff involved in teaching in the *Bachelor in Nursing – Albanian (Nursing - AL)* study program has been evaluated by students with an average score of **4.85** out of a maximum of 5 points, with a standard deviation of 0.5. Out of **489** completed questionnaires, the results are as follows:

- 9 students or 1.84% rated the academic staff in the range of 1.00–3.00 points,
- 7 students or 1.43% rated the academic staff in the range of 3.01–3.50 points,
- 32 students or 6.54% rated the academic staff in the range of 3.51–4.00 points,
- 6 students or 1.23% rated the academic staff in the range of 4.01–4.50 points, and
- 435 students or 88.96% rated the academic staff in the range of 4.51–5 points (Table 7, Graph 18).

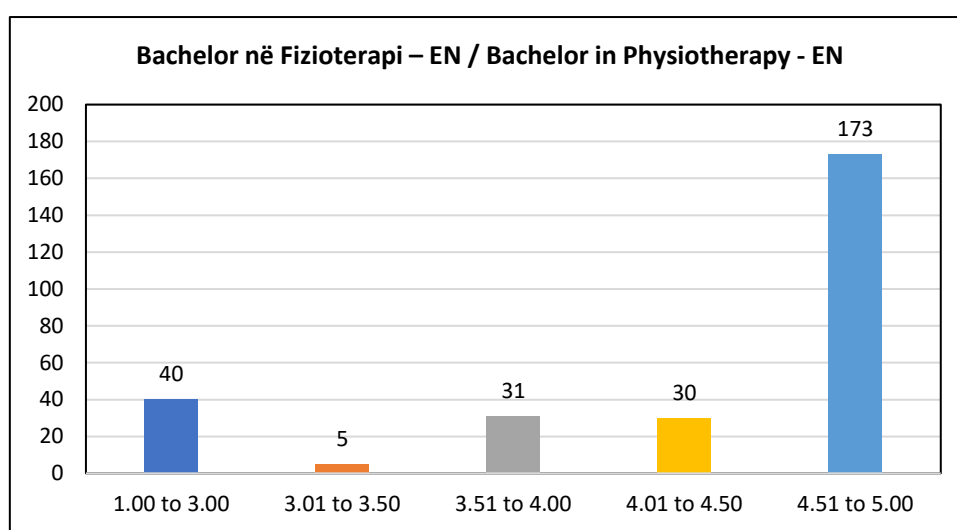


Graph 18. Evaluation of the academic staff performance by the students of *Bachelor in Nursing – Albanian* study program (Nursing – AL)

5.1.3. Bachelor in Physiotherapy Study Program – English (Physiotherapy - EN)

The academic staff involved in teaching in the *Bachelor in Physiotherapy - English (Physiotherapy - AL)* study program has been evaluated by students with an average score of **4.49** out of a maximum of 5 points, with a standard deviation of 0.79. Out of **279** completed questionnaires, the results are as follows:

- 40 students or 14.34% rated the academic staff in the range of 1.00–3.00 points,
- 7 students or 1.43% rated the academic staff in the range of 3.01–3.50 points,
- 31 students or 11.11% rated the academic staff in the range of 3.51–4.00 points,
- 30 students or 10.75% rated the academic staff in the range of 4.01–4.50 points, and
- 173 students or 62.01% rated the academic staff in the range of 4.51–5 points (Table 7, Graph 19).

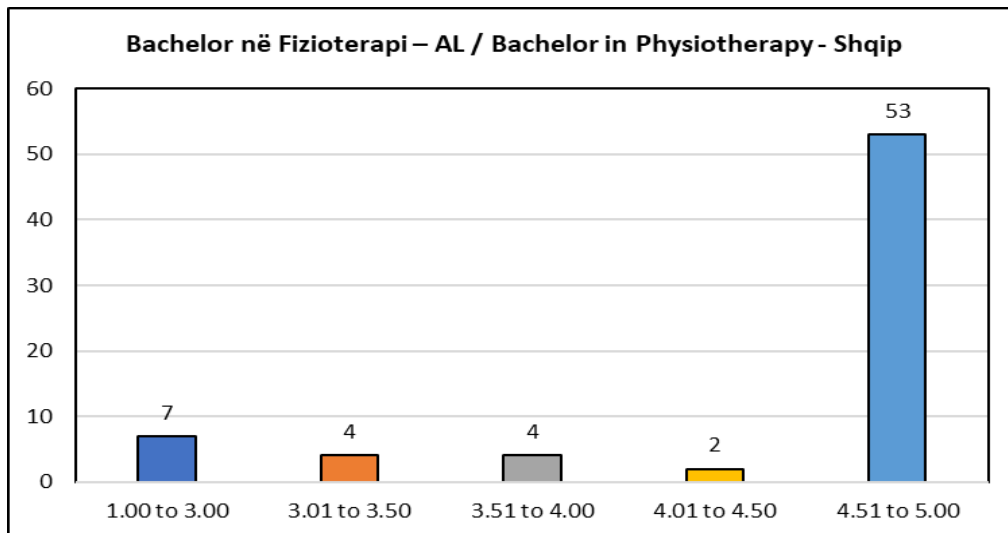


Graph 19. Evaluation of the academic staff performance by the students of *Bachelor in Physiotherapy– English (Physiotherapy - EN)* study program

5.1.4. Bachelor in Physiotherapy Study Program – Albanian (Physiotherapy - AL)

The academic staff involved in teaching in the *Bachelor in Physiotherapy - Albanian (Physiotherapy - AL)* study program has been evaluated by students with an average score of **4.59** out of a maximum of 5 points, with a standard deviation of 0.84. Out of **70** completed questionnaires, the results are as follows:

- 7 students or 10% rated the academic staff in the range of 1.00–3.00 points,
- 4 students or 5.71% rated the academic staff in the range of 3.01–3.50 points,
- 4 students or 5.71% rated the academic staff in the range of 3.51–4.00 points,
- 2 students or 2.86% rated the academic staff in the range of 4.01–4.50 points, and
- 53 students or 75.71% rated the academic staff in the range of 4.51–5 points (Table 7, Graph 20).

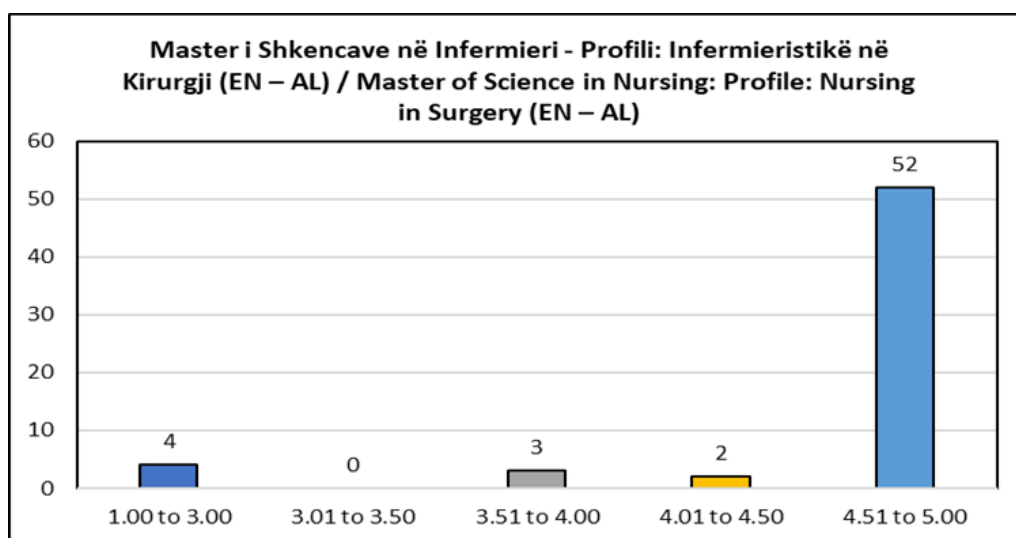


Graph 20. Evaluation of the academic staff performance by the students of *Bachelor in Physiotherapy* study program – Albanian (*Physiotherapy - AL*)

5.1.5. Master of Sciences in Nursing – Profile: Nursing in Surgery

The academic staff involved in teaching in the *Master of Sciences in Nursing – Profile: Nursing in Surgery – EN – AL* study program has been evaluated by students with an average score of **4.77** out of a maximum of 5 points, with a standard deviation of 0.61. Out of **61** completed questionnaires, the results are as follows:

- 4 students or 6.56% rated the academic staff in the range of 1.00–3.00 points,
- 3 students or 4.92% rated the academic staff in the range of 3.51–4.00 points,
- 2 students or 3.28% rated the academic staff in the range of 4.01–4.50 points, and
- 52 students or 85.25% rated the academic staff in the range of 4.51–5 points (Table 7, Graph 21).

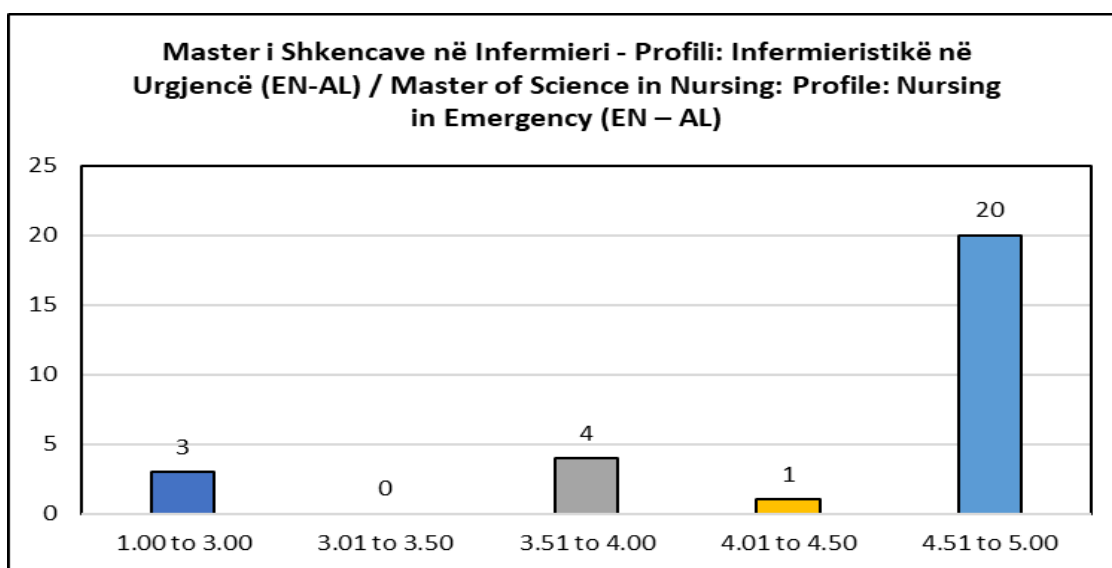


Graph 21. Evaluation of the academic staff performance by the students of *Master of Sciences in Nursing – Profile: Nursing in Surgery* study program

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

The academic staff involved in teaching in the *Master of Sciences in Nursing – Profile: Nursing in Emergency – EN – AL* study program has been evaluated by students with an average score of **4.51** out of a maximum of 5 points, with a standard deviation of 0.98. Out of **28** completed questionnaires, the results are as follows:

- 3 students or 10.71% rated the academic staff in the range of 1.00–3.00 points,
- 4 students or 14.29% rated the academic staff in the range of 3.51–4.00 points,
- 1 student or 3.57% rated the academic staff in the range of 4.01–4.50 points, and
- 20 students or 71.43% rated the academic staff in the range of 4.51–5 points (Table 7, Graph 22).



Graph 22. Evaluation of the academic staff performance by the students of *Master of Sciences in Nursing – Profile: Nursing in Emergency* study program

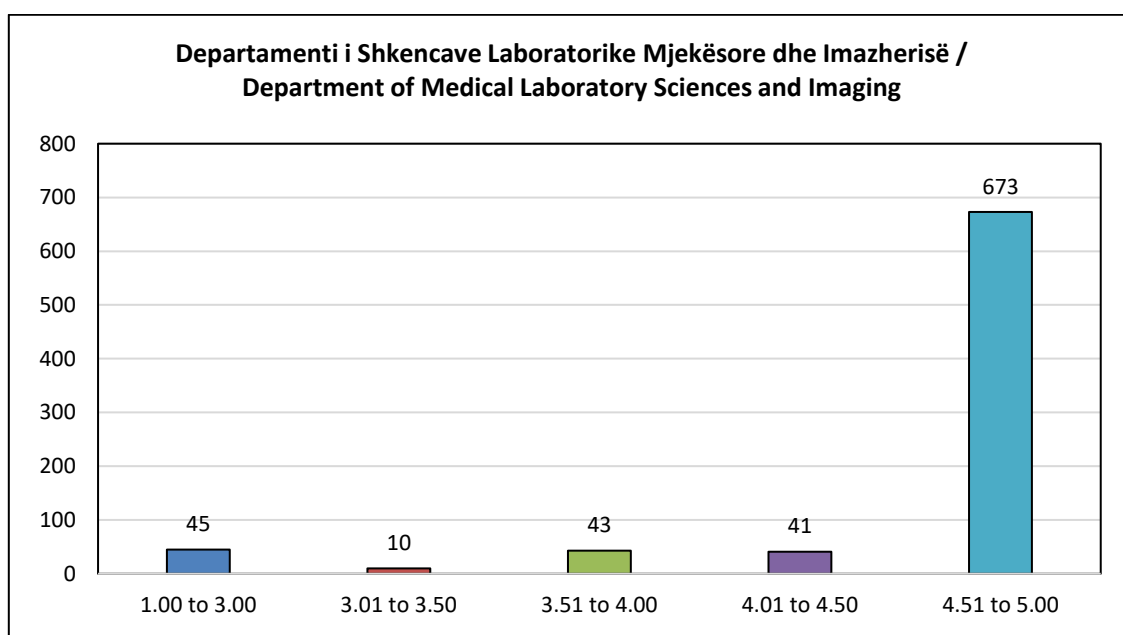
5.2. Department of Medical Laboratory Sciences and Imaging

The academic staff involved in teaching at the *Department of Medical Laboratory Sciences and Imaging* has been evaluated by students with an average score of **4.7** out of a maximum of 5 points, with a standard deviation of 0.75. Out of **812** completed questionnaires, the results are as follows:

- 45 students or 5.54% rated the academic staff in the range of 1.00–3.00 points,
- 10 students or 1.23% rated the academic staff in the range of 3.01–3.50 points,
- 43 students or 5.3% rated the academic staff in the range of 3.51–4.00 points,
- 41 students or 5.05% rated the academic staff in the range of 4.01–4.50 points, and
- 673 students or 82.88% rated the academic staff in the range of 4.51–5 points (Table 8, Graph 23).

Table 8. Evaluation of the academic staff performance by the students – Department of Medical Laboratory Sciences and Imaging

№	Programi, Departamenti / Program, Department	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1	Bachelor në Teknik Imazherie – EN / Bachelor in Imaging Technician - EN	23	10.95	6	2.86	27	12.86	23	10.95	131	62.38	210	100
2	Bachelor në Teknik Imazherie – AL / Bachelor in Imaging Technician - Shqip	2	0.87	0	0	0	0	1	0.43	227	98.7	230	100
3	Bachelor në Teknik Laboratori – EN / Bachelor in Laboratory Technician – EN	8	3.96	1	0.5	10	4.95	8	3.96	175	86.63	202	100
4	Bachelor në Teknik Laboratori – AL / Bachelor in Laboratory Technician – Shqip	12	7.06	3	1.76	6	3.53	9	5.29	140	82.35	170	100
Departamenti i Shkencave Laboratorike Mjekësore dhe Imazherisë / Department of Medical Laboratory Sciences and Imaging		45	5.54	10	1.23	43	5.30	41	5.049	673	82.88	812	100

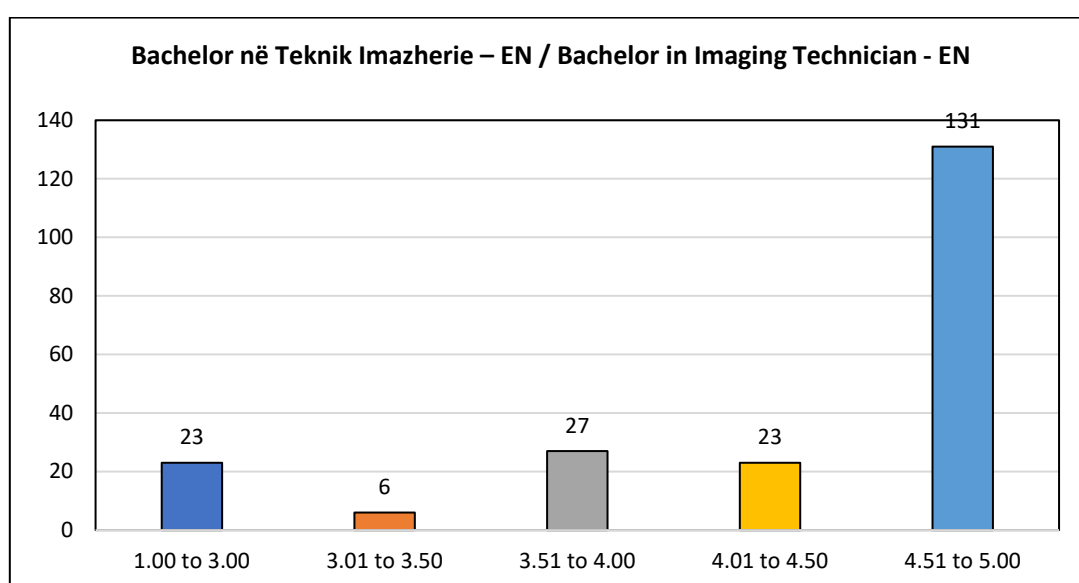


Graph 23. Evaluation of the academic staff performance by the students – Department of Medical Laboratory Sciences and Imaging

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

The academic staff involved in teaching in the *Bachelor in Imaging Technician – English (Imaging Technician - EN)* study program has been evaluated by students with an average score of **4.38** out of a maximum of 5 points, with a standard deviation of 1.07. Out of **210** completed questionnaires, the results are as follows:

- 23 students or 10.95% rated the academic staff in the range of 1.00–3.00 points,
- 6 students or 2.86% rated the academic staff in the range of 3.01–3.50 points,
- 27 students or 12.86% rated the academic staff in the range of 3.51–4.00 points,
- 23 students or 10.95% rated the academic staff in the range of 4.01–4.50 points, and
- 131 students or 62.38% rated the academic staff in the range of 4.51–5 points (Table 8, Graph 24).

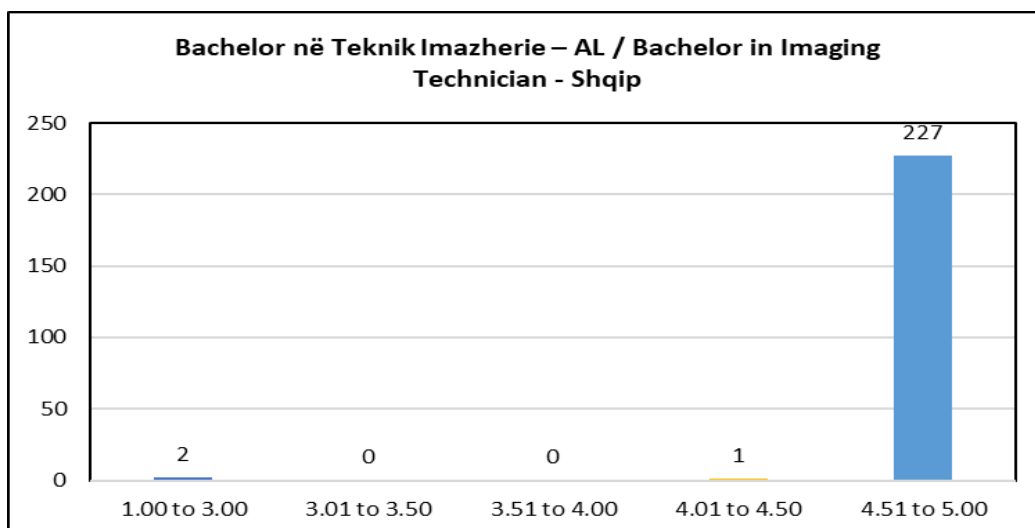


Graph 24. Evaluation of the academic staff performance by the students of *Bachelor in Imaging Technician – English* study program

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

The academic staff involved in teaching in the *Bachelor in Imaging Technician – Albanian (Imaging Technician - AL)* study program has been evaluated by students with an average score of **4.96** out of a maximum of 5 points, with a standard deviation of 0.38. Out of **230** completed questionnaires, the results are as follows:

- 2 students or 0.87% rated the academic staff in the range of 1.00–3.00 points,
- 1 student or 0.43% rated the academic staff in the range of 4.01–4.50 points, and
- 227 students or 98.7% rated the academic staff in the range of 4.51–5 points (Table 8, Graph 25).

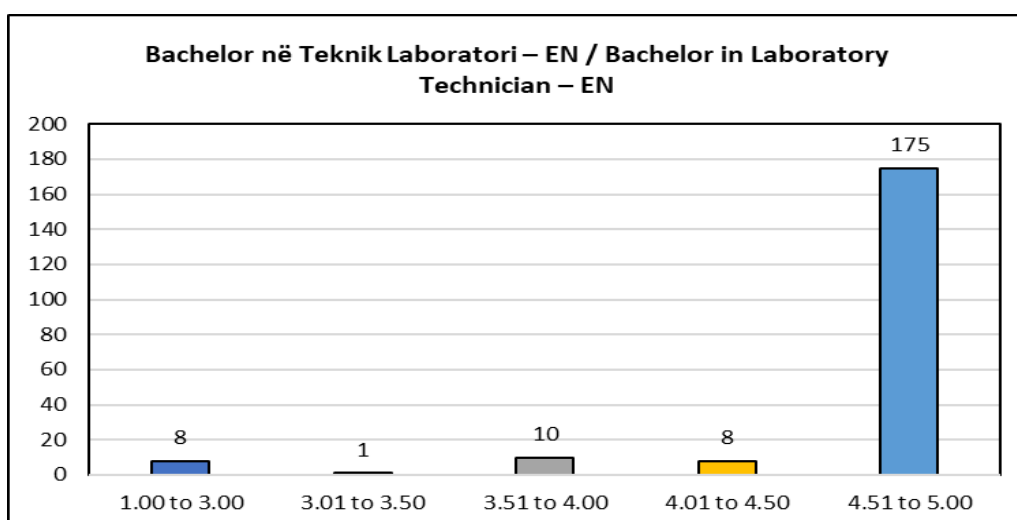


Graph 25. Evaluation of the academic staff performance by the students of *Bachelor in Imaging Technician – Albanian* study program

5.2.3. Bachelor in Laboratory Technician – English (Laboratory Technician - EN)

The academic staff involved in teaching in the *Bachelor in Laboratory Technician – English (Laboratory Technician - EN)* study program has been evaluated by students with an average score of **4.8** out of a maximum of 5 points, with a standard deviation of 0.61. Out of **202** completed questionnaires, the results are as follows:

- 8 students or 3.96% rated the academic staff in the range of 1.00–3.00 points,
- 1 student or 0.5% rated the academic staff in the range of 3.01–3.50 points,
- 10 students or 4.95% rated the academic staff in the range of 3.51–4.00 points,
- 8 students or 3.96% rated the academic staff in the range of 4.01–4.50 points, and
- 175 students or 86.63% rated the academic staff in the range of 4.51–5 points (Table 8, Graph 26).

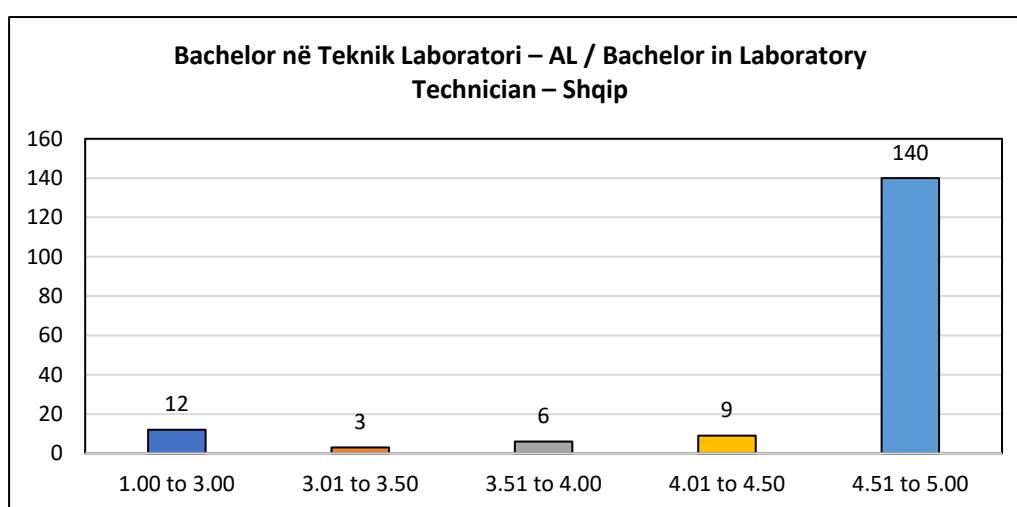


Graph 26. Evaluation of the academic staff performance by the students of *Bachelor in Laboratory Technician – English* study program

5.2.4. Bachelor in Laboratory Technician - Albanian (Laboratory Technician - AL)

The academic staff involved in teaching in the *Bachelor in Laboratory Albanian (Laboratory Technician - AL)* study program has been evaluated by students with an average score of **4.64** out of a maximum of 5 points, with a standard deviation of 0.95. Out of **170** completed questionnaires, the results are as follows:

- 12 students or 7.06% rated the academic staff in the range of 1.00–3.00 points,
- 3 students or 1.76% rated the academic staff in the range of 3.01–3.50 points,
- 6 students or 3.53% rated the academic staff in the range of 3.51–4.00 points,
- 9 students or 5.29% rated the academic staff in the range of 4.01–4.50 points, and
- 140 students or 82.35% rated the academic staff in the range of 4.51–5 points (Table 8, Graph 27).



Graph 27. Evaluation of the academic staff performance by the students of *Bachelor in Laboratory Technician – Albanian* study program

5.3. Department of Medicine / Department of Surgery

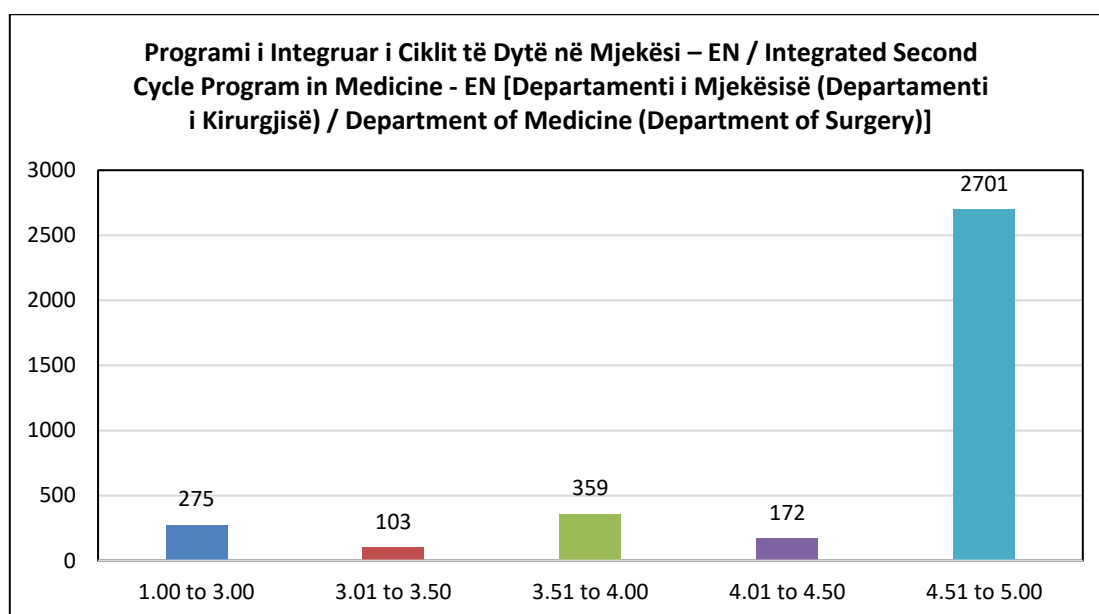
5.3.1. Integrated Second Cycle Program in Medicine

Department of Medicine / Department of Surgery offers the Integrated Second Cycle Program in Medicine – EN. The academic staff involved in teaching in the *Integrated Second Cycle Program in Medicine – EN* study program has been evaluated by students with an average score of **4.59** out of a maximum of 5 points, with a standard deviation of 0.87. Out of **3610** completed questionnaires, the results are as follows:

- 275 students or 7.62% rated the academic staff in the range of 1.00–3.00 points,
- 103 students or 2.85% rated the academic staff in the range of 3.01–3.50 points,
- 359 students or 9.94% rated the academic staff in the range of 3.51–4.00 points,
- 172 students or 4.76% rated the academic staff in the range of 4.01–4.50 points, and
- 2701 students or 74.82% rated the academic staff in the range of 4.51–5 points (Table 9, Graph 28).

Tabela 9. Evaluation of the academic staff performance by the students - Department of Medicine / Department of Surgery) and the Integrated Second Cycle Program in Medicine

№	Programi, Departamenti / Program, Department	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1	Program i Integruar i Ciklit të Dytë në Mjekësi – EN / Integrated Second Cycle Program in Medicine - EN	275	7.62	103	2.85	359	9.94	172	4.76	2701	74.82	3610	100
	Departamenti i Mjekësisë (Departamenti i Kirurgjisë) / Department of Medicine (Department of Surgery)	275	7.62	103	2.85	359	9.94	172	4.76	2701	74.82	3610	100



Graph 28. Evaluation of the academic staff performance by the students - Department of Medicine / Department of Surgery and the Integrated Second Cycle Program in Medicine

5.4. Department of Medicine

5.4.1. Integrated Second Cycle Program in Pharmacy

Department of Medicine offers the Integrated Second Cycle Program in Pharmacy – AL.

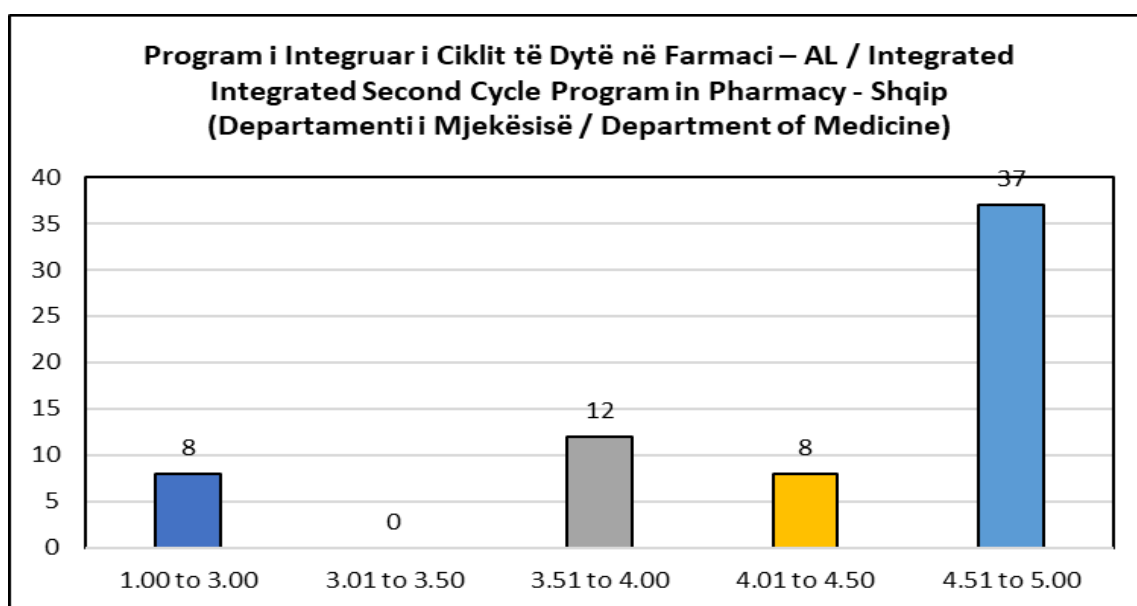
The academic staff involved in teaching in the *Integrated Second Cycle Program in Pharmacy – AL* study program has been evaluated by students with an average score of **4.33** out of a maximum of 5 points, with a standard deviation of 1.09. Out of **65** completed questionnaires, the results are as follows:

- 8 students or 12.31% rated the academic staff in the range of 1.00–3.00 points,

- 12 students or 18.46% rated the academic staff in the range of 3.51–4.00 points,
- 8 students or 12.31% rated the academic staff in the range of 4.01–4.50 points, and
- 37 students or 56.92% rated the academic staff in the range of 4.51–5 points (Table 10, Graph 29).

Tabela 10. Evaluation of the academic staff performance by the students - Department of Medicine and the *Integrated Second Cycle Program in Pharmacy*

№	Programi, Departamenti / Program, Department	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1	Program i Integruar i Ciklit të Dytë në Farmaci – AL / Integrated Integrated Second Cycle Program in Pharmacy - Shqip	8	12.31	0	0	12	18.46	8	12.31	37	56.92	65	100
	Departamenti i Mjekësisë / Department of Medicine	8	12.31	0	0	12	18.46	8	12.31	37	56.92	65	100



Graph 29. Evaluation of the academic staff performance by the students - Department of Medicine / Department of Surgery and the *Integrated Second Cycle Program in Medicine*

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

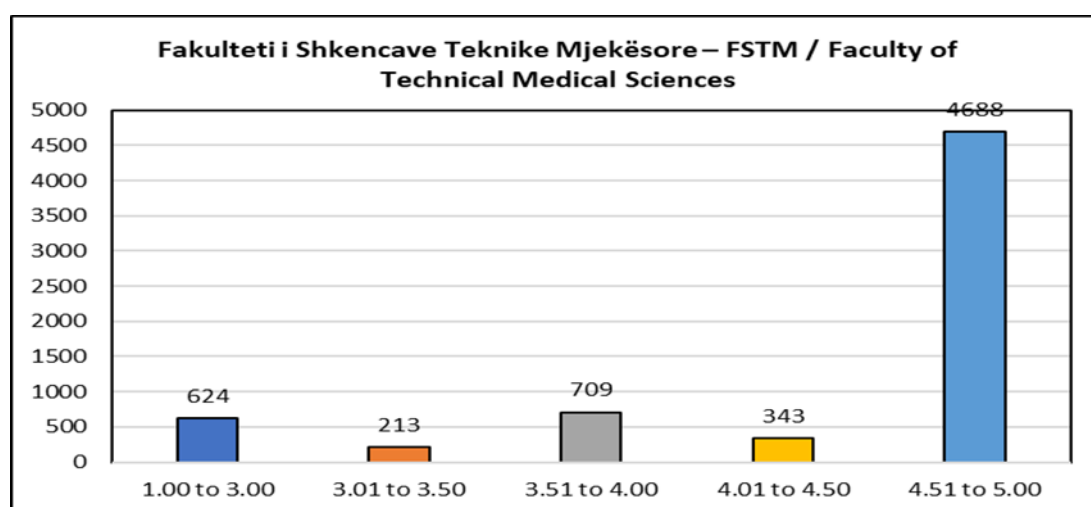
The academic staff involved in teaching at the Faculty of Technical Medical Sciences has been evaluated by students with an average score of **4.59** out of a maximum of 5 points, with a standard deviation of 0.804. Out of **6577** completed questionnaires, the results are as follows:

- 624 students or 9.49% rated the academic staff in the range of 1.00–3.00 points,
- 213 students or 2.24% rated the academic staff in the range of 3.01–3.50 points,

- 709 students or 10.78% rated the academic staff in the range of 3.51–4.00 points
- 343 students or 5.22% rated the academic staff in the range of 4.01–4.50 points, and
- 4688 students or 71.28% rated the academic staff in the range of 4.51–5 points (Table 11, Graph 30).

Tabela 11. Evaluation of the academic staff performance by the students - Faculty of Technical Medical Sciences

№	Departamenti, Fakulteti / Department, Faculty	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1.	Departamenti i Infermierisë dhe Fizioterapisë / Department of Nursing and Physiotherapy	296	14.163	100	4.78	295	14.11	122	5.84	1277	61.10	2090	100
2	Departamenti i Shkencave Laboratorike Mjekësore dhe Imazherisë / Department of Medical Laboratory Sciences and Imaging	45	5.54	10	1.23	43	5.30	41	5.049	673	82.88	812	100
3.	Departamenti i Mjekësisë (Departamenti i Kirurgjisë) / Department of Medicine (Department of Surgery)	275	7.62	103	2.85	359	9.94	172	4.76	2701	74.82	3610	100
4.	Departamenti i Mjekësisë / Department of Medicine	8	12.31	0	0	12	18.46	8	12.31	37	56.92	65	100
Fakulteti i Shkencave Teknike Mjekësore – FSTM / Faculty of Technical Medical Sciences		624	9.49	213	3.24	709	10.78	343	5.22	4688	71.28	6577	100



Graph 30. Overall evaluation of the academic staff performance of the Faculty of Technical Medical Sciences

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

6.1. Department of Dentistry

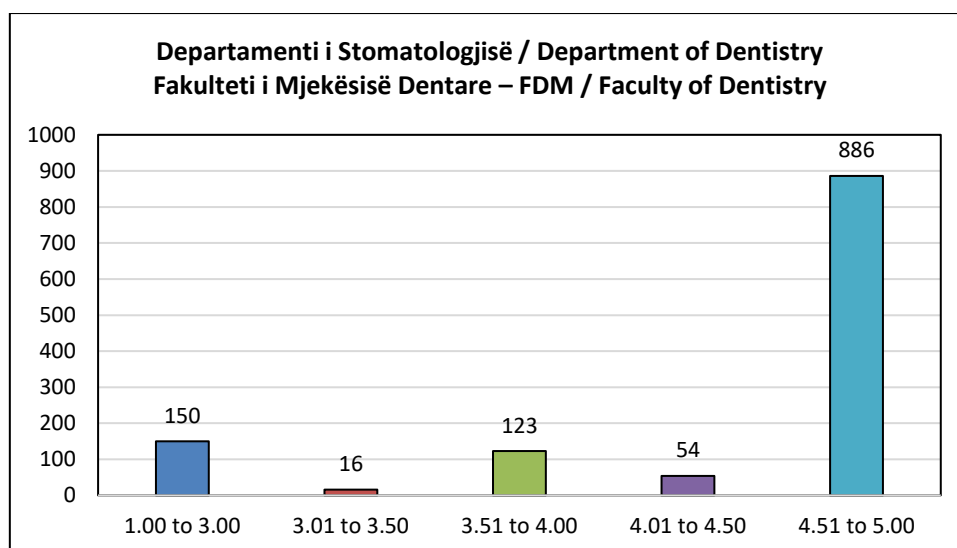
Department of Dentistry offers three study programs: Bachelor in Dental Technician – EN, Bachelor in Dental Technician – AL and the Integrated Second Cycle Program in Dentistry – EN. Data are the same for the Faculty of Dental Medicine (FDM).

The academic staff involved in teaching in the *Department of Dentistry* as well as at the Faculty of Dental Medicine (FDM) has been evaluated by students with an average score of **4.46** out of a maximum of 5 points, with a standard deviation of 0.99. Out of **1229** completed questionnaires, the results are as follows:

- 150 students or 12.21% rated the academic staff in the range of 1.00–3.00 points,
- 16 students or 1.3% rated the academic staff in the range of 3.01–3.50 points,
- 123 students or 10.01% rated the academic staff in the range of 3.51–4.00 points,
- 54 students or 4.39% rated the academic staff in the range of 4.01–4.50 points, and
- 886 students or 72.09% rated the academic staff in the range of 4.51–5 points (Table 12, Graph 31).

Table 12. Evaluation of the academic staff performance by the students - Department of Dentistry and the Faculty of Dental Medicine

№	Programi, Departamenti, Fakulteti / Program, Department, Faculty	1.00-3.00		3.01-3.50		3.51-4.00		4.01-4.50		4.51-5.00		Total	
		Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1	Bachelor në Teknik Dentar – EN / Bachelor in Dental Technician – EN	3	2.68	0	0	6	5.36	4	3.57	99	88.39	112	100
2	Bachelor në Teknik Dentar – AL / Bachelor in Dental Technician – Shqip	13	25.49	1	1.96	7	13.73	0	0	30	58.82	51	100
3	Program i Integruar i Ciklit të Dytë në Stomatologji – EN / Integrated Second Cycle Program in Dentistry - EN	134	12.57	15	1.41	110	10.32	50	4.69	757	71.01	1066	100
Departamenti i Stomatologjisë / Department of Dentistry		150	12.21	16	1.30	123	10.01	54	4.39	886	72.09	1229	100
Fakulteti i Mjekësisë Dentare – FDM / Faculty of Dental Medicine		150	12.21	16	1.3	123	10.01	54	4.39	886	72.09	1229	100

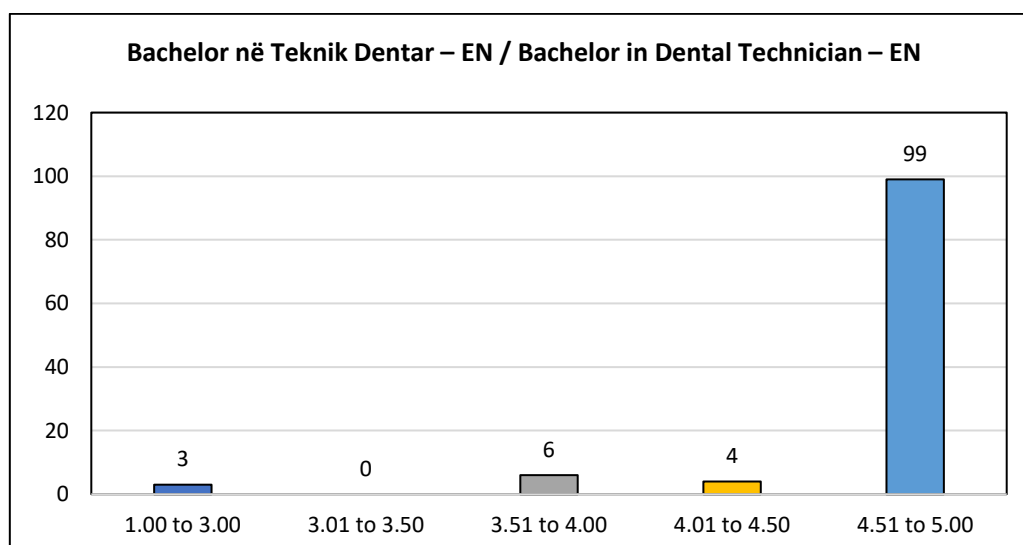


Graph 31. Evaluation of the academic staff performance by the students - Department of Dentistry and the Faculty of Dental Medicine

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

The academic staff involved in teaching in the *Bachelor in Dental Technician – English (Dental Technician – EN)* study program has been evaluated by students with an average score of **4.84** out of a maximum of 5 points, with a standard deviation of 0.61. Out of **112** completed questionnaires, the results are as follows:

- 150 students or 12.21% rated the academic staff in the range of 1.00–3.00 points,
- 6 students or 5.36% rated the academic staff in the range of 3.51–4.00 points,
- 4 students or 3.57% rated the academic staff in the range of 4.01–4.50 points, and
- 99 students or 88.39% rated the academic staff in the range of 4.51–5 points (Table 12, Graph 32).

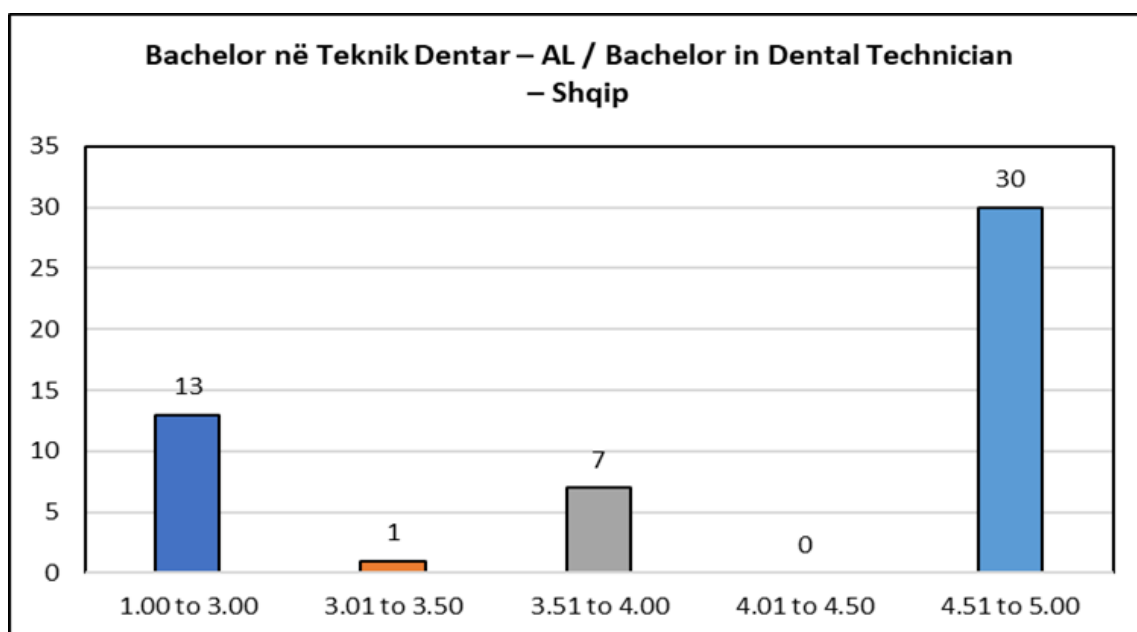


Graph 32. Evaluation of the academic staff performance by the students of the *Bachelor in Dental Technician – English* study program

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

The academic staff involved in teaching in the *Bachelor in Dental Technician – Albanian (Dental Technician – AL)* study program has been evaluated by students with an average score of **4.04** out of a maximum of 5 points, with a standard deviation of 1.37. Out of **51** completed questionnaires, the results are as follows:

- 13 students or 25.49% rated the academic staff in the range of 1.00–3.00 points,
- 1 student or 1.96% rated the academic staff in the range of 3.01–3.50 points,
- 7 students or 13.73% rated the academic staff in the range of 3.51–4.00 points,
- 30 students or 58.82% rated the academic staff in the range of 4.51–5 points (Table 12, Graph 33).

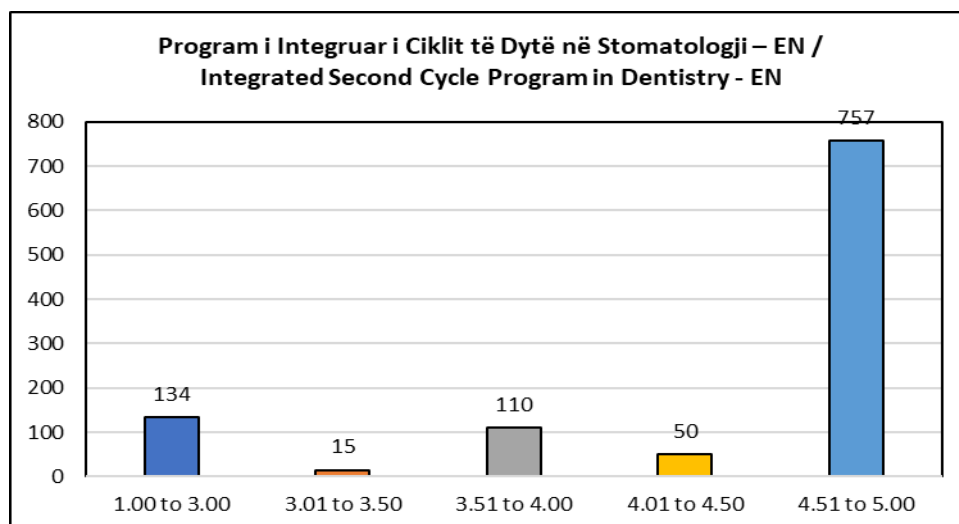


Graph 33. Evaluation of the academic staff performance by the students of the *Bachelor in Dental Technician – Albanian*

6.1.3. Integrated Second Cycle Program in Dentistry

The academic staff involved in teaching in the *Integrated Second Cycle Program in Dentistry - EN* study program has been evaluated by students with an average score of **4.49** out of a maximum of 5 points, with a standard deviation of 1.0. Out of **1066** completed questionnaires, the results are as follows:

- 134 students or 12.57% rated the academic staff in the range of 1.00–3.00 points,
- 15 students or 1.41% rated the academic staff in the range of 3.01–3.50 points,
- 110 students or 10.32% rated the academic staff in the range of 3.51–4.00 points,
- 50 students or 4.69% rated the academic staff in the range of 4.01–4.50 points, and
- 757 students or 71.01% rated the academic staff in the range of 4.51–5 points (Table 12, Graph 34).



Graph 34. Evaluation of the academic staff performance by the students of *the Integrated Second Cycle Program in Dentistry - EN*

7. Comparison of the academic staff evaluation by students between faculties and at the university level

To make a summary comparison:

The academic staff involved in teaching at the **Faculty of Economy, Technology, and Innovation** has been evaluated by students with an **average score of 4.51 out of 5 points**, with a **standard deviation of 0.934**. Out of **1194 completed questionnaires**, the results are as follows:

- 119 students or 9.97% rated the academic staff in the range of 1.00–3.00 points,
- 28 students or 2.35% rated them in the range of 3.01–3.50 points,
- 100 students or 8.38% rated them in the range of 3.51–4.00 points,
- 70 students or 5.86% rated them in the range of 4.01–4.50 points,
- 877 students or 73.45% rated them in the range of 4.51–5 points.

The academic staff involved in teaching at the **Faculty of Technical Medical Sciences** has been evaluated by students with an **average score of 4.59 out of 5 points**, with a **standard deviation of 0.804**. Out of **6577 completed questionnaires**, the results are:

- 624 students or 9.49% rated the academic staff in the range of 1.00–3.00 points,
- 213 students or 2.24% in the range of 3.01–3.50 points,
- 709 students or 10.78% in the range of 3.51–4.00 points,
- 343 students or 5.22% in the range of 4.01–4.50 points,
- 4,688 students or 71.28% in the range of 4.51–5 points.

The academic staff involved in teaching at the **Faculty of Dental Medicine** has been evaluated by students with an **average score of 4.46 out of 5 points**, with a **standard deviation of 0.99**. Out of **1,229 completed questionnaires**, the results are:

- 150 students or 12.21% rated the staff in the range of 1.00–3.00 points,

- 16 students or 1.3% in the range of 3.01–3.50 points,
- 123 students or 10.01% in the range of 3.51–4.00 points,
- 54 students or 4.39% in the range of 4.01–4.50 points,
- 886 students or 72.09% in the range of 4.51–5 points.

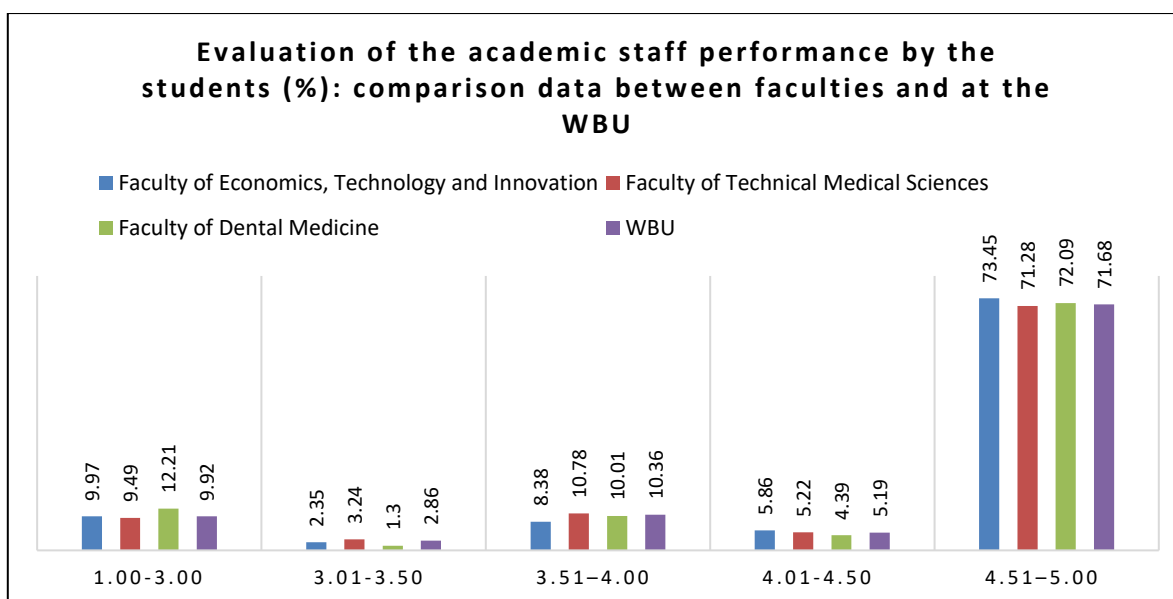
At the university level:

A total of **9,000 questionnaires** were completed, and **158 lecturers** involved in teaching across **312 different courses** (Appendix 2), within **25 study programs** and **3 different faculties**, were evaluated with an **average score of 4.54 out of 5.00**, and a **standard deviation of 0.9**. From the anonymously completed questionnaires, the results are:

- 833 students or 9.92% rated the academic staff in the range of 1.00–3.00 points,
- 257 students or 2.86% in the range of 3.01–3.50 points,
- 932 students or 10.36% in the range of 3.51–4.00 points,
- 467 students or 5.19% in the range of 4.01–4.50 points,
- 6,451 students or 71.68% in the range of 4.51–5 points.
- In total, **6,918 students or 76.87%** of the respondents rated the academic staff **very positively**, in the range of 4.01–5 points.
- It is also concluded that there is **no significant difference between faculties** in terms of rating levels (Table 13, Graph 35).

Table 13. Summary comparison of the academic staff performance evaluations by students between faculties and at the institutional level

№	Fakulteti / Faculty	1.00 - 3.00		3.01 -3.50		3.51- 4.00		4.00- 4.50		4.51 to 5.00		Total	
		№	%	№	%	№	%	№	%	№	%	№	%
I.	Fakulteti i Ekonomisë, Teknologjisë dhe Inovacionit – FETI / Faculty of Economics, Technology and Innovation	119	9.97	28	2.35	100	8.38	70	5.86	877	73.45	1194	100
II.	Fakulteti i Shkencave Teknike Mjekësore – FSTM / Faculty of Technical Medical Sciences	624	9.49	213	3.24	709	10.78	343	5.22	4688	71.28	6577	100
III.	Fakulteti i Mjekësisë Dentare – FDM / Faculty of Dentistry	150	12.21	16	1.3	123	10.01	54	4.39	886	72.09	1229	100
Western Balkans University		893	9.92	257	2.86	932	10.36	467	5.19	6451	71.68	9000	100



Graph 35. Comparison of the evaluation of the academic staff performance by the students (%): comparison data between faculties and at the university level

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 involved in teaching at Western Balkans University demonstrated a strong commitment to the effective implementation of the teaching process. This is also reflected in the students' evaluations. There was observed, a more or less similar distribution of student evaluation levels (%) across the faculties.

At the institutional level:

- 9.92% of students rated the academic staff in the range of 1.00-3.00 points,
- 2.86% of students rated the academic staff in the range of 3.00–3.50 points,
- 10.36% of students rated the academic staff in the range of 3.51–4.00 points,
- 5.19% of students rated the academic staff in the range of 4.01–4.50 points,
- 71.68% of students rated the academic staff in the range of 4.51–5 points.
- In total, the majority of students —**76.87%**— rated the academic staff above 4.01 points out of a maximum of 5, with a percentage approximately 3% higher in the Faculty of Economy, Technology, and Innovation compared to the other two faculties.

At the Faculty of Economy, Technology, and Innovation (FETI):

- 9.97% of students rated the academic staff in the range of 1.00–3.00 points,
- 2.35% of students rated the academic staff in the range of 3.01–3.50 points,
- 8.38% of students rated the academic staff in the range of 3.51–4.00 points,
- 5.86% of students rated the academic staff in the range of 4.01–4.50 points,
- 73.45% of students rated the academic staff in the range of 4.51–5 points.
- In total, the majority of students — **79.31%** — rated the academic staff above 4.01 points out of a maximum of 5.

At the Faculty of Technical Medical Sciences:

- 9.49% of students rated the academic staff in the range of 1.00–3.00 points,
- 2.24% of students rated the academic staff in the range of 3.01–3.50 points,
- 10.78% of students rated the academic staff in the range of 3.51–4.00 points,
- 5.22% of students rated the academic staff in the range of 4.01–4.50 points,
- 71.28% of students rated the academic staff in the range of 4.51–5 points.
- In total, the majority of students — **79.50%** — rated the academic staff above 4.01 points out of a maximum of 5.

At the Faculty of Dental Medicine:

- 12.21% of students rated the academic staff in the range of 1.00–3.00 points,
- 1.3% of students rated the academic staff in the range of 3.01–3.50 points,
- 10.01% of students rated the academic staff in the range of 3.51–4.00 points,
- 4.39% of students rated the academic staff in the range of 4.01–4.50 points,
- 72.09% of students rated the academic staff in the range of 4.51–5 points.
- In total, the majority of students — **76.48%** — rated the academic staff above 4.01 points out of a maximum of 5.


9. Recommendations

Based on the results of the academic staff performance evaluation by students, is recommended that the respective departments, according to the study programs they cover, must 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 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 № 1. Form of the evaluation of lecturer by the students

	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

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:

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
