

WESTERN BALKANS UNIVERSITY
FORM FOR EVALUATION OF THE INSTITUTION BY STUDENTS

This questionnaire is developed at the end of each academic year with the students of "Western Balkans University". Its purpose is to assess their level of satisfaction to help continuously improve the quality of the institution's management.

Please read each question carefully and give the answer that you think is most correct for you.

The information provided will remain confidential.

Thank you for your time!

Gender

- Female
- Male

Study program (complete): _____

Rate the following statements on a scale from 1 to 5, where 1 is the minimum rating and 5 is the maximum, respectively from "I do not agree at all" to "I strongly agree".

No.	The statement	Rate				
		1	2	3	4	5
1	I get enough information from the institution's website, regarding the teaching schedule, registrations, various academic and social activities	1	2	3	4	5
2	I am satisfied with the process of my enrollment in the study program I am studying	1	2	3	4	5
3	The registration process for semester courses is clear and easy to do	1	2	3	4	5
4	Necessary documents, such as student certificates, transcripts, or any other document requested by the student are received on time	1	2	3	4	5
5	The technological infrastructure of WBU (internet, interactive whiteboard, number of computer units, etc.) is at satisfactory levels and fulfills my needs as a student	1	2	3	4	5
6	The library service meets my needs	1	2	3	4	5
8	The classrooms and laboratory environments where we teach are spacious and motivating	1	2	3	4	5
9	I find myself in the study program I have chosen to study	1	2	3	4	5
10	The number of lecturers is in direct proportion to the number of students	1	2	3	4	5
11	I am satisfied with the academic counseling process	1	2	3	4	5

12	The institution offers enough extracurricular activities (seminars, conferences, symposiums, training, etc.) that help me in my professional preparation	1	2	3	4	5
13	Foreign languages at this institution are an important advantage for my professional preparation for the labor market	1	2	3	4	5
14	The institution provides services and social environments that enrich my student life	1	2	3	4	5
15	The social and cultural activities that take place during the academic year are rich and sufficient	1	2	3	4	5
16	I am satisfied with the medical services	1	2	3	4	5
17	The institution offers clean shared environments (toilets, corridors, and classrooms)	1	2	3	4	5
18	Students are represented in the collegial bodies of the institution	1	2	3	4	5
19	The institution promotes the demands of student representatives and is open to their suggestions	1	2	3	4	5
20	The financial fees of the program where I study are affordable for me	1	2	3	4	5
21	I am satisfied with the choice I made to study at WBU	1	2	3	4	5
22	At WBU I have found better conditions than I expected before starting my studies	1	2	3	4	5
23	I am proud of the degree I will receive from WBU	1	2	3	4	5
24	I feel proud when I tell others that I study at WBU	1	2	3	4	5
25	I consider WBU as the University where I can complete all cycles of studies (Bachelor, Master of Science, Doctorate)	1	2	3	4	5
26	I suggest WBU as one of the best choices	1	2	3	4	5

1. Make your comments/suggestions on what we can do differently for better administration of the institution.
