



**INTERNAL QUALITY ASSURANCE INSTRUMENT
PACKAGE**

Academic year

2022-2023

Tirana, March 2023

Quality assurance is the main objective of the Western Balkans University (WBU), defined in the institution's vision and mission for a transformative impact on society through continuous innovation in education, scientific research, creativity and entrepreneurship, investing in the preparation of professionals future 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 life.

In this context, the Internal Quality Assurance Unit has proposed a package of evaluation instruments, with the aim of periodically evaluating 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 at WBU. This package consists of evaluation formats, categorized according to the need and importance of evaluation, institutionalizing the culture of quality at WBU.

Composition of the NJSBC for the academic year 2022-2023

Nr.	Name Surname	Function	Representation
1	Eda Çela	Head	Faculty of Dental Medicine
2	Elizabeta Susaj	Member	Faculty of Economics, Technology and Innovation
3	Zejnep Lleshanaku	Member	Faculty of Technical Medical Sciences
4	Ramadan Çipuri	Member	External expert
5	Franci Brahillari	Member	Student Representative

Attention: *This document is subject to the process of revision and improvement, in accordance with national and international policies for quality assurance in higher education institutions.*

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ACADEMIC STAFF ASSESSMENT BY COLLEAGUES FORM

(To be completed at the end of each academic year)

The data collected from this questionnaire will be utilized as part of the annual performance evaluation of academic staff at WBU. The questions primarily evaluate the academic staff's adherence to common regulations and their communication skills within their respective academic units. This assessment aims to foster, sustain, and advance a collaborative environment between academic staff and university students.

We kindly request that you read the following statements carefully, objectively reflect on the shared experience during the last academic year and provide truthful answers to your colleagues. Please be advised that all information disclosed will be held in strict confidence.

Thank you for your dedicated time and effort.

Evaluatee	
Department	
Faculty	
Academic year	

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 strongly disagree" to "I strongly agree".

No.	The statement	Rate				
		1	2	3	4	5
1	Respects the deadlines in carrying out the tasks assigned within the department	1	2	3	4	5
2	Is polite and conversational with colleagues and department staff	1	2	3	4	5
3	Reflects advanced professional and academic knowledge in his/her field and shares it with department staff and students	1	2	3	4	5
4	Is productive in research	1	2	3	4	5
5	Dresses appropriately for the university setting	1	2	3	4	5
6	Helps colleagues and students when they need him/her	1	2	3	4	5
7	Adapts well to group work	1	2	3	4	5
8	Respects the opinion of others and stimulate an intellectual environment at work	1	2	3	4	5
9	Reacts maturely in difficult situations	1	2	3	4	5

FORM FOR THE RECTOR'S EVALUATION BY THE ACADEMIC SENATE

(To be completed at the end of each academic year)

The data collected through this form will be used in the framework of the evaluation of the Rector's annual performance at WBU. The questions mostly assess the adherence to common rules and the communication of the highest academic authority of the institution. This assessment is aimed to create, maintain and develop a collaborative environment between academic staff members and university students. Please read the following statements carefully, reflect as objectively as possible on the common experience during the last academic year, and give the most honest answers. The information provided will remain confidential.

Thank you for your time!

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

Nr.	The statement	Rate				
		1	2	3	4	5
1	Performs its function in accordance with the mission and objectives of the WBU	1	2	3	4	5
2	Correctly and professionally implements the decisions made by the Academic Senate and the Rectorate	1	2	3	4	5
3	He is a personality in his academic field and is active in his scientific contributions	1	2	3	4	5
4	Encourages and supports staff to achieve a high level of academic performance	1	2	3	4	5
5	Builds trust, thinks strategically about leading various initiatives and ventures of interest to the institution	1	2	3	4	5
6	Respects the opinion of others and stimulate an intellectual environment at work	1	2	3	4	5
7	He reacts maturely in difficult situations	1	2	3	4	5
8	The Rector promotes teamwork and is guided by the principle of inclusiveness					
9	Behaves with respect and integrity					

Please complete the following sentence:

As a leader, I would like that the rector should: _____

FORM FOR THE EVALUATION OF THE VICE-RECTOR BY THE ACADEMIC SENATE

(To be completed at the end of each academic year)

The data collected through this form will be used in the framework of the annual performance evaluation of the vice Rector at WBU. The questions mostly assess adherence to common rules and communication skills. This assessment is aimed to create, maintain and develop a collaborative environment between the members of the academic staff and the students of the university. Please read the following statements carefully, reflect as objectively as possible on the common experience during the last academic year, and give the most honest answers.

The information provided will remain confidential.

Thank you for your time!

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	Performs its function in accordance with the delegated mission and objectives	1	2	3	4	5
2	Performs the tasks assigned correctly and professionally	1	2	3	4	5
3	Follows strictly the design and implementation of plans and teaching programs in faculties and departments	1	2	3	4	5
4	Encourages and supports the staff to achieve a high level of academic performance, increase the quality and quantity of scientific work, and to improve the standards of teaching and services of the institution	1	2	3	4	5
5	Creates equal opportunities for everyone, regarding participation in other national and international projects and activities in which the institution participates	1	2	3	4	5
6	Appropriately represents the rector in his absence, for the functions delegated	1	2	3	4	5
7	He has very good communication skills and coordination of work in the institution	1	2	3	4	5
8	Promotes group work guided by the principle of inclusiveness					
9	Behaves with respect and integrity					

Please complete the following sentence:

The vice-rector should: _____

LECTURER ASSESSMENT FORM BY STUDENTS

Course: _____

Program: _____

Faculty: _____

Lecturer: _____

Academic year: _____

Please rate your course and lecturer 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				
No.	Statements	1	2	3	4	5
1	At the beginning of the semester, the lecturer explains 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 and efficiently assigns tasks and essays to make them supportive of the intended learning outcomes.	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 need assistance even outside of the classroom timeline.	1	2	3	4	5
14	The criteria for grading are clear and conveyed to students	1	2	3	4	5
15	The lecturer is fair in evaluation for all students	1	2	3	4	5
16	The ethics of the lecturer's communication with the students is professional	1	2	3	4	5

If you have any further comments, in addition to the above-stated statements, about the lecturer or course, please feel free to add them below.

QUESTIONNAIRE FOR THE EVALUATION OF THE INSTITUTION BY MEMBERS OF THE ADMINISTRATIVE STAFF

This questionnaire is made at the end of each academic year with members of the administrative staff of “Western Balkans University”. Its purpose is to evaluate the level of satisfaction of the administrative staff to help in their professional improvement, as well as to understand the evaluation of each of them and to further develop 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 dedicated time!

POSITION

A. Fill in _____

Gender

- A. Female
- B. Male

Work experience

- A. 1-5
- B. 6-10
- C. 11-15
- D. 16-20
- E. Over 20

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	ASSESSMENT				
		1	2	3	4	5
1	The space I have at the workplace is sufficient and motivating	1	2	3	4	5
2	The institution provides a technological system that meets my needs	1	2	3	4	5
3	The cleanliness of common areas (toilets, corridors, classrooms, offices) is within the standards	1	2	3	4	5
4	The institution provides lunch service inside the building in comfortable good conditions	1	2	3	4	5

5	I am satisfied with the security system provided by the institution	1	2	3	4	5
6	I am satisfied with the medical services at this institution	1	2	3	4	5
8	I am aware of my rights and responsibilities	1	2	3	4	5
9	I am informed about the job description I have to do	1	2	3	4	5
10	We can easily forward complaints to higher bodies	1	2	3	4	5
	Administration leaders take our opinion into account					
11	As administrative personnel, we can freely express our opinions and beliefs	1	2	3	4	5
12	The institution attaches importance to participation in the decision-making process	1	2	3	4	5
13	The work I do fits my field of education	1	2	3	4	5
14	The institution respects the conditions agreed upon at the beginning regarding my commitment	1	2	3	4	5
15	The number of administrative personnel in the institution is sufficient	1	2	3	4	5
16	I am satisfied with the cooperation between the administrative offices of the respective units	1	2	3	4	5
17	Within the institution, I am offered administrative support in cases where it is necessary	1	2	3	4	5
18	The institution offers security and stability at work	1	2	3	4	5
19	I am satisfied with the general atmosphere in the institution	1	2	3	4	5
20	I am satisfied with the cooperation of the academic staff of the institution	1	2	3	4	5
21	The institution values and properly uses the professional experience of the administrative staff	1	2	3	4	5
22	The institution encourages and supports the	1	2	3	4	5

	participation of personnel in professional training					
23	The institution offers sufficient training opportunities for the institutional development of administrative personnel	1	2	3	4	5
<i>The mission, vision, and direction of the institution</i>						
31	I am aware of the vision and mission of the institution	1	2	3	4	5
32	The institution is managed in a dignified manner	1	2	3	4	5
33	Importance is given to the national and international presentation of the institution	1	2	3	4	5
34	I consider WBU as the place where I can develop my professional career	1	2	3	4	5
35	I think of WBU as the place where I can stay until I retire	1	2	3	4	5
36	I suggest WBU as one of the best choices	1	2	3	4	5
37	I am satisfied with the financial conditions offered by the institution	1	2	3	4	5

1. Give your suggestions on what we can do differently for better administration of WBU

QUESTIONNAIRE FOR THE EVALUATION OF THE INSTITUTION BY ACADEMIC STAFF MEMBERS

This questionnaire is made in the end of each academic year with the members of academic staff of “Western Balkans University”. Its real purpose is to evaluate the level of satisfaction of academic staff to help in their professional improvement and thus to realise each one’s evaluation from them and to further develop institution’s management quality

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 dedicated time!

Academic title / Scientific degree

- A. Professor
- B. Associate Professor
- C. Dr. / PhD
- D. Docent
- E. Master of Science

Working experience

- F. 1-5
- G. 6-10
- H. 11-15
- I. 16-20
- J. Over 20

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”.

<i>Physical and technological capacities of the institution</i>						
No.	Statement	Evaluation				
1	The space I have in the workplace and teaching is sufficient and motivating	1	2	3	4	5
2	The institution provides a technological system that meets my needs	1	2	3	4	5
3	The number of students in the classes is in the conditions of a normal learning development	1	2	3	4	5
4	The cleanliness of common areas (toilets, corridors, classrooms, offices) is within the standards	1	2	3	4	5

5	The institution provides lunch service inside the building in comfortable conditions	1	2	3	4	5
6	I am satisfied with the security system provided by the institution	1	2	3	4	5
7	I am satisfied with the medical services at this institution	1	2	3	4	5
<i>The rights, obligations, freedom, and autonomy of the academic staff</i>						
8	I'm aware of my rights and responsibilities	1	2	3	4	5
9	I am informed about the job description I have to do	1	2	3	4	5
10	Complaints can easily be forwarded to higher authorities	1	2	3	4	5
11	The academic staff can express freely his opinions and beliefs	1	2	3	4	5
12	The institution supports new ideas and trends from the academic staff	1	2	3	4	5
13	The institution attaches importance to participation in the decision-making process	1	2	3	4	5
14	I enjoy combining research, teaching and community service	1	2	3	4	5
15	The work I do fits my field of education	1	2	3	4	5
16	The institution respects the conditions agreed at the beginning regarding my commitment	1	2	3	4	5
17	Involvement in administrative work hinders me in my academic commitment	1	2	3	4	5
<i>Academic and administrative units</i>						
18	Within the institution, I am being offered the necessary administrative support	1	2	3	4	5
19	I am satisfied with the work of the secretariat of the relevant units	1	2	3	4	5
20	The number of administrative personnel in the	1	2	3	4	5

	institution is sufficient					
21	The institution offers security and stability at work	1	2	3	4	5
22	I am satisfied with the general atmosphere in the institution	1	2	3	4	5
23	I am satisfied with the cooperation of my colleagues	1	2	3	4	5
24	The institution values and properly uses the professional experience of the academic staff	1	2	3	4	5
25	The institution encourages and supports the participation of personnel in seminars, and national and international conferences, as well as for publications in scientific journals with an impact factor	1	2	3	4	5
26	Within the institution, there is enough possibility for academic research	1	2	3	4	5
27	Exchange programs for academic staff and students are given sufficient importance	1	2	3	4	5
28	Students have sufficient opportunities to contact the academic staff	1	2	3	4	5
29	Attendance of lectures by students is satisfactory	1	2	3	4	5
30	I am satisfied with the student's level and their devotion to the educational process.	1	2	3	4	5
<i>The mission, vision, and direction of the institution</i>						
31	I am aware of the vision and mission of the institution	1	2	3	4	5
32	The institution offers study programs in accordance with national interests and needs	1	2	3	4	5
33	The institution is managed in a dignified manner	1	2	3	4	5
34	It is given importance to the national and international presentation of the institution	1	2	3	4	5
35	I consider WBU as the place where I can develop	1	2	3	4	5

	my academic career					
36	I think of WBU as the place where I can stay until I retire	1	2	3	4	5
37	I suggest WBU as one of the best choices	1	2	3	4	5
38	I am satisfied with the financial conditions offered by the institution	1	2	3	4	5

1. Give your suggestions or recommendations on what we can do differently for better administration of WBU

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	1	2	3	4	5

	teach are spacious and motivating					
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,	1	2	3	4	5

	Doctorate)					
26	I suggest WBU as one of the best choices	1	2	3	4	5

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

QUESTIONNAIRE FOR THE PROFESSIONAL DEVELOPMENT OF ACADEMIC AND ADMINISTRATIVE STAFF

This questionnaire is developed with members of the academic and administrative staff of Western Balkans University in the framework of planning needs for professional development. The questionnaire was designed by the "Internal Quality Assurance Unit" (IQAU). Its data will serve for the organization of the work plan for the training and professional development of WBU staff.

Completing the questionnaire is anonymous.

Thank you for your time!

PART I – GENERAL DATA

1. Type of your engagement

Academic
Academic Assistant
Administrative
Other

2. In which of the following categories do you belong?

Professor
Lecturer
Assistant lecturer
Academic assistant of an administrative character
Other

3. In which of the WBU faculties/units are you engaged?

Faculty of Dental Medicine
Faculty of Technical Medical Sciences
Faculty of Economics, Technology, and Innovation
Part of the university administration

4. What is the seniority of the work that you have done since the beginning of your career?

Less than 3 years
3 to 5 years
6 to 10 years
11 to 15 years

Over 15 years

PART II – TRAINING NEEDS ASSESSMENT

Please read the questions in this category carefully, and rate the importance of each one from 1 to 5. (1= minimum rating, 5 = maximum rating. Depending on the nature of the question, scale 1 = Strongly agree / Not at all necessary (etc.) and scale 5 – Strongly agree / Strongly necessary (etc.)

5. How necessary is a training on "**Internal and external institutional communication**" for you?

1 2 3 4 5

6. How necessary is a training on "**Writing, application and management of national and international WBU projects**" for you?

1 2 3 4 5

7. How necessary is a training on "**How to apply to mobility programs (Erasmus Plus, SUSI, Fulbright, etc.)**"?

1 2 3 4 5

8. How necessary is a training on "**Developing knowledge about the use of communication technologies**" for you?

1 2 3 4 5

9. How necessary for you is a training for "**developing knowledge on contemporary teaching methodologies**"?

1 2 3 4 5

10. How necessary is a training on "**advanced research methods**" for you?

1 2 3 4 5

11. How necessary is a training on "**preparation/updating the teaching curriculum of study programs**" for you?

1 2 3 4 5

12. How necessary is a training on "**double degree studies with other educational institutions abroad**" for you?

1 2 3 4 5

13. How necessary is a training on "**WBU performance evaluation and official accreditation processes at institutional level and study program**"?

1 2 3 4 5

14. How necessary is a training on "**methods of effective human resource management**" for you?

1 2 3 4 5

15. How necessary is a training on "**financial management**" for you?

1 2 3 4 5

16. How necessary is a training on "**the importance of effective group work organization**" for you?

1 2 3 4 5

17. How necessary is a training on the "**art of public communication**" for you?

1 2 3 4 5

18. How necessary is a training on "**contemporary methods of public relations and marketing communication**" for you?

1 2 3 4 5

19. How necessary is a training on "**institutional internal audit**" for you?

1 2 3 4 5

20. How necessary is a training on issues related to "**protocol and archive**" for you?

1 2 3 4 5

21. In assessing other needs you may have for your professional development, please list below the topics you think are of most value to you:

Answer:

	Total						
VI.	Diploma in Supervision			Nr. of students	Faculty	Year	
	Bachelor						
	Professional Master						
	Master of Science						
	Doctorate (Ph.D.)						
VII.	Publications						
7.1	Scientific articles published in scientific journals indexed with impact factor, ranked by Journal Citation Reports (JCR) and/or Scopus						
	Author / Co-author	Title of the article		Journal Title	Nr. / Year / Page No.	Indexing	Link
7.2	Scientific articles published in other indexed scientific journals of the OECD, EU or G20 countries, with editorial board, with ISSN, etc.						
	Author / Co-author	Title of the article		Journal Title	Nr. / Year / Page No.	Indexing	Link
7.3	Scientific articles published in indexed scientific journals of other countries and/or in international journals within the country, with editorial board, with ISSN, etc.						
	Author / Co-author	Title of the article		Journal Title	Nr. / Year / Page No.	Indexing	Link
7.4	Academic book chapters edited, reviewed, and published domestically (in the country) and/or abroad						
	Author / Co-author	Editor	Book title	Chapter title	ISBN / ISSN	Publisher	Year

7.5	Scientific monographs published domestically (in the country) and/or abroad					
	Author / Co-author	Monograph title	Publisher	ISBN	No. of pages	Year
7.6	University textbooks / Technical-scientific and professional books / Educational handouts / Lectures					
	Author / Co-author	Title	ISBN	Publisher		Year
VIII.	Participation in international scientific activities (symposium, conference, congress) in member countries of the European Union, OECD or G20 and/or within the country					
8.1	Referral, presentation and/or poster at the international scientific activities (symposium, conference, congress) in one of the member countries of the EU, OECD, or G20, accepted based on a preliminary scientific assessment and published in "Proceedings" and/or in "Abstract Book", indexed by ISBN or ISSN code					
	Author / Co-author	Title of presentation	Scientific activity	Organizer of the activity	No. of pages, ISBN / ISSN	Link
8.2	Referral, presentation and/or poster in international scientific activities (symposium, conference, congress), in other countries (not included above), accepted based on a preliminary scientific evaluation and published in "Proceedings" and/or in "Abstract Book", indexed by ISBN or ISSN code					
	Author / Co-author	Title of presentation	Scientific activity	Organizer of the activity	No. of pages, ISBN / ISSN	Link
8.3	Reference, presentation and/or poster in international scientific activity (symposium, conference, congress) within the country , accepted on the basis of a preliminary scientific evaluation and published in "Proceedings" and/or in "Abstract Book", indexed by ISBN or ISSN code					
	Author / Co-author	Title of presentation	Scientific activity	Organizer of the activity	No. of pages, ISBN / ISSN	Link

IX.	Other activities in function of the academic promotion						
9.1	Evaluation activity (as editor-in-chief, member of the editorial board, member of the advisory board, reviewer, etc.) on account of international scientific periodicals or non-periodicals indexed by impact factor, ranked by <i>Journal Citation Reports (JCR) and/or Scopus</i>						
	Author	Journal title	Editor-in-chief	Publisher	Indexing	Year	Link
9.2	Evaluation activities (as editor-in-chief, member of the editorial board, member of the advisory board, reviewer, etc.), for the account of other national and international scientific periodicals or non-periodicals, indexed with other impact factors (GIF, ISRA IF, etc.), with ISSN, in the country and/or abroad						
	Author	Journal title	Editor-in-chief	Publisher	Indexing	Year	Link
9.3	Participation in international scientific activities (symposium, conference, congress) (as keynote speaker, in scientific committees, editorial board member, as leader and/or member of the organizing committees, as moderator, etc.), in the country and/or abroad						
	Author / Co-author	Type of participation	Scientific activity	Organizer of the activity	Country	Link	
9.4	Art products / technical products						
	Author / Co-author	Product name	Place of introduction	Year			
X.	Participation in research-scientific projects (national and international) in the role of leader, coordinator or member						
10.1	Participation in the international research-scientific projects of the EU programs (IPA, ERASMUS+, etc., HORIZON2020, etc.), in the role of leader, coordinator or member of the research group						

	Project title	Role in the project	Project leader	Funding	Period of the project development	Link
10.2	Participation in national research-scientific projects, winner and implemented, in the role of leader, coordinator or member of the research group					
	Project title	Role in the project	Project leader	Funding	Period of the project development	Link
10.3	Application and winning of projects financed by local and foreign programs and donors, which bring benefits to the institution					
	Project title	Role in the project	Project leader	Funding	Period of the project development	Link
10.3	Participation in WBU projects in the role of leader, coordinator or member					
	Project title	Role in the project	Project leader	Funding	Period of the project development	Link
10.4	Participation in joint research projects with the business sector , in the role of leader, coordinator or member, within the country					
	Project title	Role in the project	Project leader	Funding	Period of the project development	Link

10.5	Participation in <i>the evaluations</i> of national and/or international research projects					
	Project title	Project type	Financimi	Year	Link	
10.6	Participation in the projects of technological patent transfer within the country and abroad					
	Project title	Role in the project	Project leader	Funding	Period of the project development	Link
10.7	Patents and/or national and international awards for research-scientific activities registered in or outside Albania, in institutions equivalent to the General Directorate of Patents and Trademarks					
	Author / Co-author	Name of the patent/award	The institution where it was presented	Country	Year	Link
XI.	Administrative activity, support for the institution					
11.1	Participation in the administrative activity of the institution (drafting of regulations, basic documentation, publications, etc., of the basic units, main units, and study programs) (Bachelor, Professional Master, Master of Science, Ph.D.)					
	Cycle of study	Activity	Period			
11.2	Participation in institutional activities, such as:					
	- Academic Senate					
	- The Permanent Commission for the Promotion of the Academic Personnel					
	- The Permanent Commission for Guaranteeing Institutional Quality Standards and Study Programs					
	- The Permanent Commission for the Awarding of the Scientific Degree "Doctor" (Ph.D.)					
	- The Board of Administration					
	- Rectorate					
	- Deanery					
	- Head of department					

	- Head of the research-scientific center				
	- The Council of Ethics				
	- Deanery of Students				
	- Internal Quality Assurance Unit				
	- International Advisory Board				
	- Office of the Communication, Public Relations and Student Admission				
	- Office of the Development and Project Management				
	- Office of the Curriculum Development				
	- Office of the Legal Affairs				
	- Office of the Information Technology and Library				
	- Promotional activities of the institution				
	- Support for the student councils				
	- Support for the career counseling of the students				
	- Other (specify)				
XII.	Individual engagement in national and/or international professional associations				
	Type of membership (chairman, member of the steering committee, member, etc.)	The name of the association	Country	Year of membership	Link
XII.	Professional activities and services for the public or the community				
	Type of service	The organization receiving the service		Period	
	- Professional expertise and/or consulting for organizations, companies, community services, etc.				
	- Other activities for third parties on behalf of the institution				
XIII.	Scholarships, academic mobility, individual training in foreign universities (short-term and long-term)				
	Name Surname	Type of the engagement	Host institution	Program of the mobility	Period

PROGRAM EVALUATION FORM BY GRADUATING STUDENTS

To be completed by each student at the end of the study cycle (Bachelor, Master, Integrated Program).

Program:

Bachelor _____

MSc _____

MP _____

Integrated program: _____

Department: _____

Faculty: _____

Academic Year: _____

The evaluation seeks to provide data from graduating students regarding the study program they have followed at Western Balkans University, the level of knowledge they have gained and the possibility of using this knowledge for employment, both domestically and abroad. The data provided through this evaluation will serve to judge the quality of the program and to take measures for its improvement. Your answers are confidential. Your contribution is very important to WBU.

Please give your honest and constructive opinion in order to improve the quality of the course by circling one of the numbers from 1 to 5, where 5 = Strongly agree, 2 = Agree, 3 = Don't know, 4 = Disagree, 1 = Totally against, based on the following aspects:

	Evaluation components	ASSESSMENT				
	Content and organization of the program					
1	The study program contains detailed knowledge about the profession we have chosen	1	2	3	4	5
2	The study program has a good balance between theoretical and practical subjects, between general training subjects, basic vocational training subjects, compulsory and elective subjects, as well as vocational training practices	1	2	3	4	5
3	The curriculum content is advanced and meets the objectives of the program	1	2	3	4	5
4	The teaching load of the study program was affordable	1	2	3	4	5
5	The study program encourages the development of analytical and problem-solving skills	1	2	3	4	5

6	The study program promotes teamwork skills	1	2	3	4	5
7	The study program encourages the development of independent thinking	1	2	3	4	5
8	Learning and teaching methods encouraged active student participation	1	2	3	4	5
9	The study program develops professional research and reporting skills	1	2	3	4	5
10	The study program develops planning skills	1	2	3	4	5
11	The infrastructure of the department (auditoriums, laboratories, etc.), in function of the study program, fulfills the needs and requirements of the program	1	2	3	4	5
12	The auditors have sufficient and quality spaces for the successful realization of the study program	1	2	3	4	5
13	The teachers fulfill the objectives of the program	1	2	3	4	5
14	Common environments and classrooms support the learning process	1	2	3	4	5
15	The program is accompanied by extra-curricular activities	1	2	3	4	5
16	Professional internships have helped us in professional development and achieving the objectives of the program	1	2	3	4	5
17	With the knowledge obtained from this study program, I feel ready to adapt to the demands of the labor market	1	2	3	4	5
18	The study program encourages and develops teamwork skills	1	2	3	4	5
19	The study program fosters and develops critical thinking skills	1	2	3	4	5
20	The study program develops ethics and discipline in labor relations	1	2	3	4	5

Please share with us your suggestions for further improvement of this study program

TRAINING EVALUATION FORM



TRAINING EVALUATION FORM FACULTY DEVELOPMENT PROGRAM

ACADEMIC YEAR _____

Information for participants:

Your engagement type

Academic
Academic assistant
Administrative
Other

Which of the faculties/units of WBU are you engaged in?

Faculty of Dental Medicine
Faculty of Technical Medical Sciences
Faculty of Economics, Technology and Innovation
Part of the university administration

What is the seniority of the work you have done since the beginning of your career?

Less than 3 years
3 to 5 years
6 to 10 years
11 to 15 years
Over 15 years

Please read the questions in this category carefully and rate the importance of each one from 1 to 5. (1= minimum rating, 5 = maximum rating. Depending on the nature of the question, scale 1 = Strongly agree / Not at all necessary (etc.) and scale 5 - Strongly agree / Very necessary (etc.)

- **The content was related to my job responsibilities.**

1 2 3 4 5

- **The training materials (prospects, presentations, etc.) were useful.**

1 2 3 4 5

- **Trainer(s) communicated information effectively.**

1 2 3 4 5

- **Trainer(s) encouraged questions and participation.**

1 2 3 4 5

- **I feel more informed/skilled after attending this training.**

1 2 3 4 5

- **I believe that this training will positively affect my work performance.**

1 2 3 4 5

Other comments:

[Text box for participants to provide comments, suggestions or other feedback]

• Overall evaluation of the training:

Fine

Very good

Good

Somewhat good

Not good

CREDIT TRAINING EVALUATION QUESTIONNAIRE

Section 1: General Information

Department/Unit/Institution: _____

Position/role: _____

Section 2: Content and Training Materials

- *How well did the training materials match the training objectives?*

Very good

Good

Sufficient

Not good

Weak

- *Evaluate the clarity and organization of the training content.*

Excellent

Good

Pleasant

Sufficient

Weak

- *Were the training materials and resources relevant to your needs and responsibilities?*

Very relevant

Relevant

Sufficient

Not relevant

Not important

Section 3: Provision of Training

- *How would you rate the trainer's knowledge of the subject?*

Excellent

Good

Pleasant

Sufficient

Weak

- *Evaluate the trainer's ability to explain concepts and engage participants.*

Excellent

Good

Pleasant

Sufficient

Weak

- *Did the trainer encourage questions and discussion?*

A lot

Somehow

Pleasant

Somewhat discouraged

Very discouraged

Section 4: Training methodology

Evaluate the effectiveness of the training methods used (eg, lectures, group discussions, hands-on activities).

- *Very effective*
- *Effective*
- *Moderately effective*
- *Ineffective*
- *Very ineffective*

Were the training methods engaging and interactive?

- *Very engaging*
- *Engaging*
- *Pleasant*
- *Non-Committal*
- *Boring*

Section 5: Learning outcomes

Did you achieve the learning objectives of the training?

- *Fully achieved*
- *Partially achieved*
- *Not reached*

Did you gain knowledge and skills that you can apply to your work or everyday tasks?

- *Yes, of course*
- *Yes, sort of*
- *Pleasant*
- *No, not that much*
- *No at all*

Section 6: General Training Experience

On a scale of 1 to 10, how would you rate your overall training experience, with 10 being the highest rating?

1	2	3	4	5	6	7	8	9	10

What aspects of the training did you find most valuable?

What aspects of the training do you think could be improved?

Section 7: Additional Comments

Do you have any additional comments or suggestions for improving future training sessions?

Would you recommend this training?

Thank you for taking the time to complete this training evaluation questionnaire.

Your comments are important to help us improve our training programs.

BASIC UNIT ANNUAL REPORT

(To be completed at the end of each academic year)

General data

Department	
Faculty	
Activity start date	
Academic year	
Date of report	
Responsible person	

1. Programs offered by the basic unit/department

Study Cycle	Name of the study program	Teaching language
Bachelor		
Scientific Master		
Professional Master		
Ph.D.		

2. Statistical data on each study program offered by the base unit

Programi i studimit	Bachelor in...			MSc in ...		MP in ...	
Academic year	2022 - 2023	2023- 2024	2024- 2025	2022- 2023	2023- 2024	2022- 2023	2023- 2024
in total							
Albanian citizens							
From the lands							
Foreign							
Transferred							

Dismissed							
Excellent students							
Scholarship students							
Graduates							
Students who have attended mobility programs							
Students coming from mobility programs							
Other comments from the head of the department							
Integrated studies						
Academic year	2022 - 2023	2023-2024	2024-2025	2025-2026	2026-2027		
in total							
Albanian citizens							
From the lands							
Foreign							
Transferred							
Dismissed							
Graduates							
Other comments from the head of the department							

3. Data for the academic and administrative staff in the function of the basic unit

Professor category		Lecturer category	Assistant lecturers category		Administrative support staff
Professor	Assoc Prof	PhD	MsC	PhD cand.	

PAE	PAK	PAE	PAK	PAE	PAK	PAE	PAK	PAE	PAK	

4. Distribution of teaching load for each lecturer

	Name Surname	Grada Shkencore/ Titulli Akademik	Lëndët që është angazhuar	Ngarkesa totale (orë totale)	Efektiv/ Me kohë të pjeshme
1					
2					
3					
4					
5					
6					
7					

5. Infrastructure in function of the basic unit

Data on the number of auditoriums, laboratories, facilities and other physical facilities required in the function of the study programs offered by the base unit
<i>Explain in detail the physical possibilities in function of the basic unit/department and the programs it offers, together with the capacities they have.</i>

6. Academic activity of the basic unit/department

Articles published in international scientific	
--	--

journals	
Articles published in Albanian scientific journals	
Participation in international scientific conferences abroad	
Participation in national/international scientific conferences within the country	
Participation in research projects by foreign donors	
Participation in research projects by local donors	
Seminars/Open lectures/Workshops	
Other activities	

7. Activities of a professional nature

Professional trainings developed by academic staff outside HEI	
Professional trainings outside HEI in which academic staff have participated	
Workshops developed within HEIs	

8. Data on the changes made in the curricula of the study programs

9. Data on exchange programs of academic staff and students

10. Commitment of the basic unit in the external relations of the institution

11. Data on students' professional practices

12. Data on the employment of graduates (Alumni) according to study programs

13. SWOT analysis

14. Additional Information

FORM OF ANNUAL REPORT OF MAIN UNIT

(To be completed at the end of each academic year)

1. General Data

Faculty	
Activity start date	
Academic year	
Date of report	
Responsible person	

2. Programs offered by the main faculty/unit

Cycle of studies	Name of the study program	Teaching language
Bachelor		
Scientific Master		
Professional Master		
Ph.D.		

3. Programs offered by the basic unit/department

Study Cycle	Name of the study program	Teaching language
Bachelor		
Scientific Master		
Professional Master		
Ph.D.		

4. Statistical data on each study program offered by the base unit

Programi i studimit	Bachelor in...	MSc in ...	MP in ...
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Academic year	2022 - 2023	2023-2024	2024-2025	2022-2023	2023-2024	2022-2023	2023-2024
in total							
Albanian citizens							
From the lands							
Foreign							
Transferred							
Dismissed							
Excellent students							
Scholarship students							
Graduates							
Students who have attended mobility programs							
Students coming from mobility programs							
Other comments from the head of the department							
Integrated studies						
Academic year	2022 - 2023	2023-2024	2024-2025	2025-2026	2026-2027		
in total							
Albanian citizens							
From the lands							
Foreign							
Transferred							
Dismissed							
Graduates							

Other comments from the head of the department	
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5. Data for the academic and administrative staff in the function of the basic unit

Professor category				Lecturer category		Assistant lecturers category				Administrative support staff
Professor		Assoc Prof		PhD		MsC		PhD cand.		
PAE	PAK	PAE	PAK	PAE	PAK	PAE	PAK	PAE	PAK	

6. Distribution of teaching load for each lecturer

	Name Surname	Grada Shkencore/ Titulli Akademik	Lëndët që është angazhuar	Ngarkesa totale (orë totale)	Efektiv/ Me kohë të pjesshme
8					
9					
10					
11					
12					
13					
14					

7. Infrastructure in function of the main faculty/unit

Data on the number of auditoriums, laboratories, facilities and other physical facilities required in function of the study programs offered by the main unit
<i>Explain in detail the physical possibilities in function of the basic unit/department and the programs it offers, together with the capacities they have.</i>

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1. Academic activity of the basic unit/department

Articles published in international scientific journals	
Articles published in Albanian scientific journals	
Participation in international scientific conferences abroad	
Participation in national/international scientific conferences within the country	
Participation in research projects by foreign donors	
Participation in research projects by local donors	
Seminars/Open lectures/Workshops	
Other activities	

2. Activities of a professional nature

Professional trainings developed by academic staff outside HEI	
--	--

Professional trainings outside HEI in which academic staff have participated	
Workshops developed within HEIs	

8. Data on the changes made in the curricula of the study programs

9. Data on exchange programs of academic staff and students

10. Commitment of the basic unit in the external relations of the institution

11. Data on students' professional practices

12. Data on the employment of graduates (Alumni) according to study programs

13. SWOT analysis

14. Additional Information

FORMAT OF THE ANNUAL REPORT OF THE RESEARCH CENTER

(To be completed at the end of each academic year)

1. General information

Center	
Activity start date	
Academic year	
Date of report	
Responsible person	

2. Data for the academic and administrative staff in the function of the basic unit

Professor category				Lecturer category		Assistant lecturers category				Administrative support staff
Professor		Assoc Prof		PhD		MsC		PhD cand.		
PAE	PAK	PAE	PAK	PAE	PAK	PAE	PAK	PAE	PAK	

8. Distribution of teaching load for each lecturer

	Name Surname	Grada Shkencore/ Titulli Akademik	Lëndët që është angazhuar	Ngarkesa totale (orë totale)	Efektiv/ Me kohë të pjesshme

3. Infrastructure in function of the research center

<p>Data on equipment, laboratories, facilities and other physical facilities required for the operation of the research center</p>
<p><i>To explain in detail the physical possibilities in function of the research center together with the capacities they have.</i></p>

1. Academic activity of the basic unit/department

Articles published in international scientific journals	
Articles published in Albanian scientific journals	
Participation in international scientific conferences abroad	
Participation in national/international scientific conferences within the country	

Participation in research projects by foreign donors	
Participation in research projects by local donors	
Seminars/Open lectures/Workshops	
Other activities	

2. Activities of a professional nature

Professional trainings developed by academic staff outside HEI	
Professional trainings outside HEI in which academic staff have participated	
Workshops developed within HEIs	

- **Data on the changes made in the curricula of the study programs**
- **Data on exchange programs of academic staff and students**
- **Commitment of the basic unit in the external relations of the institution**
- **Data on students' professional practices**
- **Data on the employment of graduates (Alumni) according to study programs**
- **SWOT analysis**
- **Additional Information**