UNIVERSITETI
I SHKENCAVE TË APLIKUARA
— FERIZAJ —

Quality assessment report by students
for the current academic year 2022/2023 compared to the previous two
years 2021/22, 2020/21 and 2019/20
Program: Applied Informatics

1. Entry

Within this faculty, **the Faculty of Engineering and Informatics** study program is offered *Industrial Engineering with Informatics* , in the first cycle, i.e. in the bachelor's degree, the study program in *Applied Informatics* , in the first cycle, i.e. in the bachelor's degree, as well as the study program in *Engineering and Production Management* in the second cycle, i.e. in the master's degree.

Program: *Applied Informatics* within the Faculty of Engineering and Informatics, during the 2021/22 academic year, it has offered lessons for students according to the curriculum Accredited in 2019 by the Kosovo Agency for Accreditation (AKA). The Faculty of Engineering and Informatics has a qualified staff and has modern work facilities that enable students to acquire the necessary skills for the profession they will practice in the future.

The mission of the program is to develop specialized cadres of professionals in the field of Engineering and IT, with a focus on the development and design of products using the most modern IT technology and applications, which easily adapt to the demands of the labor market. This mission is in harmony with the mission of the institution "... *to prepare qualified professionals and educated and responsible citizens to develop a professional career and lead a productive life* ."

We aim to create professionals in the field of *Applied Informatics* , helping in the structuring and organization of industrial companies to improve the development of the company as well as the generation of ideas that advance the practice of Engineering.

The report contains data on the evaluation of the program by the students and on the evaluation of the teachers by the students in the *Applied Informatics program* for the current year 2022/23 which is compared with the previous two years 2021/22, 2020/21 and 2019/20.

2. Summary quality assessment report (programme, teacher)

The summary report - for the two areas (program and teacher) presents in Table no. 1 - statistics for the academic year 2021/22, also illustrated in Fig.1. The questions for the two areas were mainly constructed in the form of statements and their evaluation was done according to the scale (1 - I don't know; 2 - I don't agree at all; 3- I partially agree; 4- I agree; and 5- I completely agree).

Table no. 1 - Quality assessment by fields

	Previous Years			Current year
	2019/20	**2020/21**	**2021/22**	**2022/23**
Teaching/learning assessment (programme)	///	///	**3.82**	**3.91**
Evaluation of academic staff	///	///	**4.1**	**4.2**

From the summary report presented in table no. 1 within the scope of the evaluation of the program, namely teaching and learning, we see an evaluation for the academic year 2021/2022 and 2022/2023.

Referring to the table, the quality assessment for the 2022/2023 academic year is 3.91, which is considered a good assessment. Within the scope of the evaluation of the academic staff, there is a grade 4.2, a very good evaluation, we expect an increase in the evaluation of the staff in the coming years from the side of the students.

In both cases, we have an increase in the assessment as in the teaching/learning (program) assessment from 3.82 to 3.91 in the year 2022/2023 and in the academic staff assessment from 4.1 in the year 2021/2022 to 4.2 in the year 2022/2023, which is a trend positive.

3. Program evaluation report

Evaluation of the *Applied Informatics program* 2022/23 was carried out through questionnaires which contains 21 components, this evaluation is carried out once in an academic year and the evaluation is done by the students of the relevant program. The questions were mainly constructed in the form of statements and their evaluation was done according to the scale (1 - I do not know; 2 - I do not agree at all; 3 - I partially agree; 4 - I agree; and 5 - I

completely agree). Based on the evaluation results of the program - teaching and learning-learning presented in table no. 2, we note that all the components of this session were positively evaluated by the students, the average evaluation grade of the program for the three academic years is about 3.8 which it's a very good rating.

Table no. 2 – Evaluation of the program – **Applied Informatics**

	Previous years			Current year
	2019/20	2020/21	2021/22	2022/2023
Materials presented during lectures are provided to students regularly			4.04	4.14
The suggested literature for the courses is made known to us at the beginning of the semester			4.08	4.00
Course syllabuses are provided to students in time			3.84	4.22
Students are notified of the teachers' consultation schedule			3.92	3.90
The schedule of consultations with teachers is respected			3.68	3.76
From the beginning of the year, students are informed of the evaluation method for the relevant subject			4.04	4.25
Teaching methods provide the best way to achieve learning outcomes			3.68	3.95
Online learning (through Microsoft Teams) is not much different from that in the classroom			3.48	3.42
The University Management System (UMS) is easy to use and meets the needs of students			3.60	4.31
The classrooms are well equipped with audio-visual aids for quality learning			3.80	3.75
There is a good connection between theoretical and practical learning			3.88	3.93
The student is free to decide for himself the elective subjects			3.64	3.68
The lesson schedule is announced in time			3.96	3.80
The announced class schedule is respected by the teachers			3.84	3.93
The study program is in line with the needs of the labor market			3.64	3.95
The study program is comparable to similar programs in other Universities			3.80	3.80
The student's engagement in the course is balanced (not overloaded)			3.88	3.83
Practical work outside the institution is well organized by the university			3.72	3.66
Employment opportunities after graduation are well known to students			3.68	3.76
My overall opinion of this study program is positive			3.96	4.02
I would recommend this study program to others			-	4.02
Average rating of the program			**3.8**	**3.91**

From the analysis of the evaluation of the program by the students, we come to the conclusion that for the academic year for which the results are presented in table no. 2, there is a good evaluation, some of the 21 evaluation components are evaluated with an average grade above 4, which is an evaluation excellent and there are some components that have been evaluated with an average grade of less than 4 that we consider that there is room to increase the commitment with the aim of continuous improvement, based on the conclusions drawn, recommendations emerge.

The components that require a greater commitment to improve quality are: "on-line" learning through the Microsoft Tims platform which was used during the CoVid-19 pandemic, Practical work outside the institution is well organized by the university, Schedule of consultations with teachers must be respected, the way of evaluating the students, the ratio between the theoretical and practical part - for these components, management commitment and better organization of the staff are needed to improve quality and results.

4. Teacher evaluation report

The evaluation report for teachers presents the statistics for the academic year 2022/2023. The questions were mainly constructed in the form of statements and their evaluation was done according to the scale (1 - I do not know; 2 - I do not agree at all; 3 - I partially agree; 4 - I agree; and 5 - I completely agree). The evaluation of the teacher/subject by the students was carried out through the questionnaire which contains 23 components for which the average grade was found. The results of the evaluation of the teachers are presented in table no. 3 .

Teachers and subjects that are part of the *Applied Informatics program* were evaluated with an excellent average grade (main grade above 4), this shows that the students have evaluated the satisfaction of the program with 84%, which is an extraordinary achievement for this program . Analyzing the details of the report, we come to the conclusion that there are some teachers and subjects who have received a higher evaluation (above grade 4) and there are some teachers and subjects who have received a lower evaluation (below grade 4), based on of these findings, we recommend that the management of the program together with the teachers and the program committee should be committed to increase the level of professional responsibility of the teachers in all subjects that have a rating of 3 to 3.99, making efforts that these ratings to improve in the following years.