UNIVERSITETI
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—— FERIZAJ ——

Quality assessment report by students
for the current academic year <mark>2022/23</mark> compared to the two previous
years 2020/21 and 2019/20
Program: Industrial Engineering with Informatics

1. Entry

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

Industrial Engineering with Informatics **program** within the Faculty of Engineering and Informatics during the academic year 2021/22 has offered teaching to 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 *Industrial Engineering with Informatics* by 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- Informatics applied in Industry.

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 *Industrial Engineering with Informatics program* for the current year 2021/22 which is compared with the two previous years 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 20 21/22 (compared to the previous two years), 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 (program)	**3.99**	**3.76**	**3.82**	**3.98**
Evaluation of academic staff	/	/	**4.3**	**4.4**

From the summary report presented in table no. 1 within the field of program evaluation, namely teaching and learning, we see a constant increase in quality over the four academic years.

Referring to the table, the quality assessment (Evaluation teaching/learning (program) for the four academic years we have an increase for each year (the last three years) the grade 3.76 in 2020/2021 and until the year 2022/2023 with the grade 3.98 which is considered as a very good evaluation. Within the scope of the evaluation of the academic staff, it is an evaluation on the rise in the last two years, but still above grade 4 in two years by the students, for the year 2021/2022 and the year 2022/2023, the two academic years of evaluation is with a grade above 4.3 for the year 2021/2022 and 4.4 for the year 2022/2023, which is a very good and promising assessment for the future of this program.

3. Program evaluation report

the Industrial Engineering with Informatics program 2021/22 (compared to the previous year) was carried out through questionnaires which contains 20 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 results of the evaluation of the program - teaching and learning-learning presented in table no. 2, we note that all components of this session were positively

evaluated by the students, the average evaluation grade of the program for the three academic years is slightly below 4 which is a very good assessment.

Table no. 2 – Evaluation of the program – **Industrial Engineering with Informatics**

	Previous years			Current year
	2019/20	2020/21	2021/22	2022/23
The materials presented during lectures are offered to students regularly,		3.71	3.71	4.00
The suggested literature for the subjects is made known to us at the beginning of the semester,		4.05	4.05	4.11
Course syllabuses are provided in time to students,		3.86	3.86	4.11
Students are informed of the teachers' consultation schedule,		3.95	3.95	4.09
The schedule of consultations with teachers is respected,		3.76	3.76	4.14
From the beginning of the year, students are informed of the evaluation method for the relevant subject,		3.86	3.86	4.17
Teaching methods provide the best way to achieve learning outcomes,		3.90	3.90	4.00
Online learning (through Microsoft Teams) does not differ much from that in the classroom / The classrooms are well equipped with audio-visual tools for concretizing the lesson		3.67	3.67	3.60
The University Management System (SMU) is easy to use and meets the needs of students / The ratio between the theoretical and laboratory (practical) part of the courses is adequate		3.67	3.67	4.06
The classrooms are well equipped with audio-visual tools for quality learning / The student is free to decide on elective subjects		3.71	3.71	4.09
There is a good connection between theoretical and practical learning / The lesson schedule is announced in time		3.62	3.62	3.83
The student is free to decide for himself/herself the elective subjects / The announced lesson schedule is respected by the teachers		3.62	3.62	3.91
The lesson schedule is announced in time / The study program is current with the developments in this study discipline		3.95	3.95	4.11
The announced class schedule is respected by the teachers / The study program is comparable to similar programs at the university. the old one		3.81	3.90	4.14
The study program is in accordance with the needs of the labor market / The student's commitment to the course is balanced (it is not overloaded) / The ECTS value for the course is calculated according to the student's workload		3.90	3.95	4.06
The study program is comparable to similar programs in other Universities / Practical work outside the institution is regularly applied		3.95	3.95	4.03
Student engagement in the course is balanced (not overloaded) / Program leaders' communication with students is at the appropriate level		3.95	3.67	3.66

Practical work outside the institution is well organized by the university / Employment opportunities after graduation are well known to students	**3.67**	**3.95**	**3.63**
Employment opportunities after graduation are known to students / My overall opinion of this study program is positive.	**3.95**	**3.95**	**3.86**
My overall opinion of this study program is positive / I will suggest this study program to other people	**3.95**	**3.74**	**3.97**
Average rating of the program	**3.74**	**3.82**	**3.94**

From the analysis of the evaluation of the program by the students, we come to the conclusion that for the three academic years for which the results are presented in table no. 2, there is a constant evaluation, some of the 20 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 for improvement of 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 / Employment opportunities after completing studies are known to students , The way evaluation of 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 2021/22. 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 13 components for which the average grade was found. The results of the evaluation of the teachers are presented in table no. 3.

From the data presented in table no. 3 - we note that for the teachers and subjects that are part of the Industrial Engineering with Informatics program , they were evaluated with an excellent average grade (in all years - grade above 4.1), this shows that the students have evaluated the satisfaction of the program with about 88%, which is an extraordinary achievement for this program and hope that in the coming years we will have much better results.

Analyzing the details of the report, we come to the conclusion that there are some teachers and subjects that have received a higher evaluation (above grade 4) based on these findings, we recommend that the management of the program together with the teachers and the program committee should commit to to increase the level of professional responsibility of all teachers in all subjects by making efforts to increase these assessments in the following years.