UNIVERSITETI
I SHKENCAVE TË APLIKUARA
FERIZAJ

Student quality assessment report

for the current academic year 2021/2022 compared to the two previous years 2020/21 and 2019/20

Program: Applied Informatics

1. Introduction

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

The Program: *Applied Informatics* 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 Accreditation Agency (KAA). The Faculty of
The Faculty of Engineering and Informatics has a qualified staff and modern working environments 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 product development and design using the most modern IT technology and applications , which easily adapt to the requirements of labor market. This mission is in harmony with the institution's mission *"...to prepare qualified professionals and educated and responsible citizens to develop a professional career and to lead a productive life."*
We aim to create professionals in the field of *Applied Informatics,* by assist in structuring and organizing industrial companies to improve company development as well as generating ideas that advance the practice of Engineering.
The report contains data on the evaluation of the program by students and on the evaluation of the teachers from students in the *Applied Informatics* program for the current year 2021/22 which is compared to the previous two years 2020/21 and 2019/20.

2. Summary quality assessment report (program, teachers)

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

Table no. 1 - Quality assessment by areas

	Previous Years		**Current year**
	2019/20	**2020/21**	**2021/22**
Teaching/learning evaluation (program)	***///***	***///***	**3.82**
Academic staff evaluation	***///***	***///***	**4.1**

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

Referring to the table, the quality assessment for the academic year 2021/2022 is with the grade 3.82 which is considered a good rating. Within the scope of academic staff evaluation It is a rating of 4.1, a very good rating, we expect an increase in the rating. staff in the coming years by students.

3. Program evaluation report

The evaluation of the ***Applied Informatics*** program 2021/22 was carried out through questionnaires. which contains 20 components, this assessment is carried out once within an academic year and The assessment is done by the students of the respective program. The questions were mainly constructed in the form of statements and their evaluation was made according to the degree of liking (1 - I don't know; 2 - I completely disagree; 3 - I partially agree; 4 - I agree; and 5 - I completely agree).

Based on the results of the program evaluation - teaching and learning presented In table no. 2, we note that all components of this session were positively evaluated by students, the average program evaluation grade for the three academic years is around 3.8 it is a very good assessment.

Table no. 2 – Program evaluation – **Applied Informatics**

	Previous years Current year		
	2019/20	**2020/21**	**2021/22**
The materials presented during lectures are provided to students regularly,			**4.04**

Suggested literature for the courses is made known to us at the beginning of the semester,			**4.08**
Course syllabi are provided to students in a timely manner,			**3.84**
Students are informed of the teacher consultation schedule, The teacher			**3.92**
consultation schedule is respected, From the beginning of			**3.68**
the year, students are informed of the assessment method for the respective course,			**4.04**
Teaching methods provide the best way to achieve learning outcomes,			**3.68**
Online learning (through Microsoft Teams) is not much different from in-class learning / Classrooms are well-equipped with audio-visual aids to make learning concrete			**3.48**
The University Management System (UMS) is easy to use and meets the needs of students / The ratio between the theoretical and laboratory (practical) parts of the courses is adequate			**3.60**
Classrooms are well equipped with audio-visual aids for quality learning / Students are free to determine their own elective courses.			**3.80**
There is a good connection between theoretical and practical learning / The lesson schedule is announced in a timely manner			**3.88**
The student is free to determine his/her own elective courses / The announced teaching schedule is respected by teachers			**3.64**
The class schedule is announced in time / The study program is current with developments in this discipline of study The			**3.96**
announced teaching schedule is respected by the teachers / The study program is comparable to similar programs at old universities			**3.84**
The study program is in line with the needs of the labor market / The student's engagement in the course is balanced (not overloaded) / The ECTS value for the course is calculated according to the student's workload The study program is comparable			**3.64**
to similar programs at other Universities / Practical work outside the institution is regularly applied			**3.80**
Student engagement in the course is balanced (not overloaded) / Communication between program leaders and students is at the appropriate level			**3.88**
Practical work outside the institution is well organized by the university / Employment opportunities after completing studies are well known to students			**3.72**
Employment opportunities after graduation are well known to students / My overall opinion of this study program is positive			**3.68**
My overall opinion of this study program is positive / I would recommend this study program to other people			**3.96**
Average program rating			**3.8**

From the analysis of the evaluation of the program by students, we conclude that for the year academic for which the results are presented in table no. 2 has a good rating, some out of the 20 assessment components are rated with an average grade above 4, which is a

excellent rating and there are some components that are rated with an average grade below 4 that we consider that there is room to increase engagement in order to improve Continuously, based on the conclusions drawn, recommendations emerge.

The components that require a greater commitment to quality improvement are: Learning "on-line" through the Microsoft Tims platform which was used during the pandemic CoVid-19, Employment after graduation, Consultation hours with teachers must be respected, the way of evaluating students, the ratio between the theoretical part and practical – these components require management commitment and better organization staff to improve quality and results.

4. Teacher evaluation report

The teacher evaluation report presents statistics for the 2021/2022 academic year. Questions were constructed mainly in the form of statements and their evaluation was done according to liquor scale (1 - I don't know; 2 - I completely disagree; 3 - I partially agree; 4 - I agree; and 5 - I completely agree). The evaluation of the teacher/course by the students was carried out through the questionnaire which contains 13 components for which an average score was found. The results of the teacher evaluation are presented in table no. 3.

Table no. 3 - Teacher / subject evaluation

		Previous years		Current year
The teacher	**Subject Name**	**2019/20**	**2020/21**	**2021/22**
Bashkim Cherkini	**Computer Science Basics**			**4.3**
Valdete Braha	**Mathematics**			**4.1**
Arta Jashari	**Management and Entrepreneurship (for IT)**			**4.1**
Fakije Zejnullahu	**PROGRAMMER**			**4.3**
Musliu Union	**Communication Skills**			**4.1**
Artan Mazrekaj	**Network Technologies Computer**			**4.2**
Artan Mazrekaj	**Computer architecture**			**4.1**
Fakije Zejnullahu	**Database**			**4.1**
Anyla Shala	**English Language 1**			**3.9**
Etleva Blakaj	**German Language 1**			**3.9**

Shatri's Kitchen	**Introduction to Web technologies**			**4.2**
Bashkim Cherkini	**Discrete structure**			**4.0**
	Overall average			**4.33**

From the data presented in table no. 3 - we note that for teachers and subjects which are part of the ***Applied Informatics*** program and have been evaluated with an average grade of excellent (grades mostly above 4) this shows that students appreciated it program satisfaction with 82% 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 that have received a higher rating (above grade 4) and there are several teachers and subjects that received a lower rating (below grade 4), based on these findings We recommend that the program management, together with the teachers and the committee, program should be committed to increasing the level of professional responsibility from teachers in all subjects who have an evaluation with a grade of 3 to 3.99 by doing efforts to improve these assessments in subsequent years.