**Student quality assessment report**
**for the current academic year 2023/2024 compared to the two previous**
**years 2022/2023, 2021/22, 2020/21 and 2019/20**
**Program: Applied Informatics**

### 1. Entrance

IN WITHIN THE this faculty , **Faculty The Engineering AND Informatics** Available Program The survey *Engineering Industrial with Informatics* , in the first cycle , so in bachelor's program The survey IN *computing THE Applied* , in the first cycle , so in bachelor's degree, as AND Program The survey IN *Engineering AND MANAGEMENT The PROdUCER* IN the second cycle , so in the master's degree.

**Program :** *Computer Science THE APPLY* within THE Faculty THE Engineering AND Informatics long YEAR academic year 2023/24 has offered LEARNING ABOUT students according to the curriculum THE Accredited in 2023 by Kosovo Agency ABOUT Accreditation (AKA). Faculty The Engineering AND Computer science has a staff THE qualified and there are facilities modern THE LABOR THE which enable them students THE win the right skills ABOUT profession , to which one will they exercise IN THE 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 to structure and organize industrial companies to improve company development and generate ideas that advance the practice of Engineering.
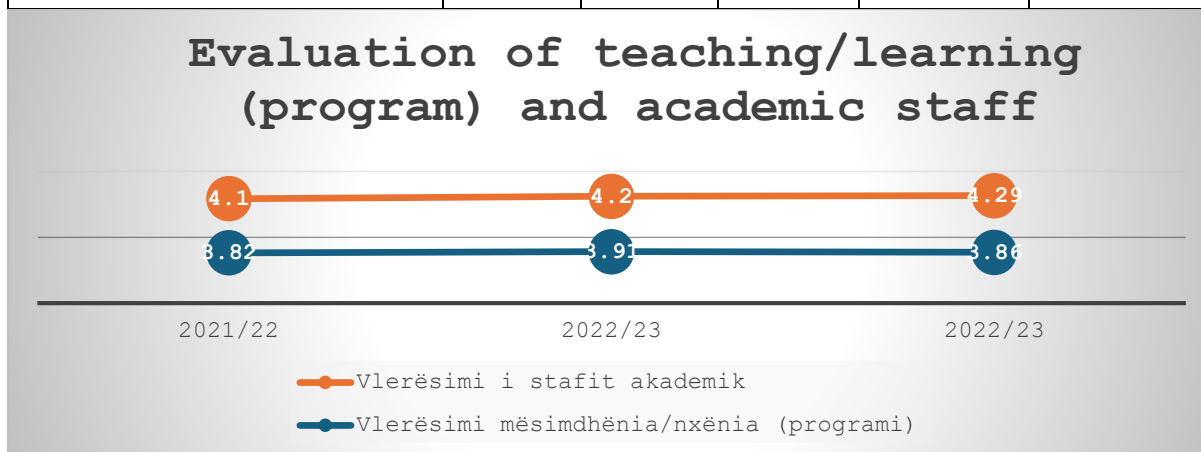
The report contains data on the evaluation of the program by students and the evaluation of teachers by students in the *Applied Informatics program* for the current year 2023/24, which is compared to the previous years 2022/23, 2021/22 .

## 2. Summary quality assessment report (program, teachers)

The summary report - for the two areas (program and teachers) presents in Table no. 1 - statistics for the academic year 2023/24, also illustrated in Fig. 1. The questions for the two areas were mainly constructed in the form of statements and their evaluation was made according to the degree of agreement (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 fields

|  | Previous Years | | | | Current year |
|---|---|---|---|---|---|
|  | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2022/23 |
| Teaching/learning evaluation (program) | /// | /// | 3.82 | 3.91 | 3.86 |
| Academic staff evaluation | /// | /// | 4.1 | 4.2 | 4.29 |



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

Referring to the table, the quality assessment for the academic year 2023/2024 is with a grade of 3.86 which is considered a good assessment. Within the field of academic staff assessment, there is an assessment with a grade of 4.29, a very good assessment, we expect an increase in the assessment of the staff in the coming years by the students.

In both cases, we have an assessment in both the Teaching/Learning Assessment (program) from 3.91 to 3.86 in 2022/2023 and in the Academic Staff Assessment from 4.1 in 2022/2023 to 4.2 in 2023/2024, which is a positive trend.

## 3. Program evaluation report

Evaluation of the *Applied Informatics program* 2023/24 was carried out through questionnaires containing 21 components, this assessment is carried out once within an academic year and the assessment is made by the students of the respective program. The questions were mainly constructed in the form of statements and their assessment was made according to the degree of agreement (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, which is a very good assessment.

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

| | Previous years | | | Current year |
|---|---|---|---|---|
| | 2020/21 | 2021/22 | 2022/23 | 2023/2024 |
| Materials presented during lectures are provided to students regularly. | | 4.04 | 4.14 | 3.74 |
| Suggested literature for the courses is made known to us at the beginning of the semester. | | 4.08 | 4.00 | 4.00 |
| Course syllabi are provided to students in a timely manner. | | 3.84 | 4.22 | 4.05 |
| Students are informed of the teacher consultation schedule. | | 3.92 | 3.90 | 3.73 |
| Consultation hours with teachers are respected. | | 3.68 | 3.76 | 3.76 |
| From the beginning of the year, students are informed about the assessment method for the respective subject. | | 4.04 | 4.25 | 3.98 |
| Teaching methods provide the best way to achieve learning outcomes | | 3.68 | 3.95 | 3.82 |
| Online learning (via Microsoft Teams ) is not much different from in-class learning. | | 3.48 | 3.42 | 4.65 |
| The University Management System (UMS) is easy to use and meets the needs of students | | 3.60 | 4.31 | 3.91 |
| Classrooms are well equipped with audio- visual aids for quality teaching. | | 3.80 | 3.75 | 3.64 |
| There is a good connection between theoretical and practical learning. | | 3.88 | 3.93 | 3.83 |
| The student is free to determine his/her own elective courses. | | 3.64 | 3.68 | 3.85 |
| The class schedule is announced in time. | | 3.96 | 3.80 | 3.80 |
| The announced teaching schedule is respected by teachers. | | 3.84 | 3.93 | 3.74 |
| The study program is in line with the needs of the labor market | | 3.64 | 3.95 | 3.94 |
| The study program is comparable to similar programs at other Universities. | | 3.80 | 3.80 | 3.83 |

| | | | | |
|---|---|---|---|---|
| Student engagement in the course is balanced (not overloaded) | | **3.88** | **3.83** | **3.71** |
| Practical work outside the institution is well organized by the university | | **3.72** | **3.66** | **3.50** |
| Employment opportunities after graduation are well known to students. | | **3.68** | **3.76** | **3.79** |
| My overall opinion of this study program is | | **3.96** | **4.02** | **3.94** |
| I would recommend this study program to others. | | **-** | **4.02** | **3.95** |
| **Average program rating** | | **3.8** | **3.91** | **3.86** |

From the analysis of the evaluation of the program by students, we conclude 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 3.7, which is an excellent evaluation, and there are some components that are evaluated with an average grade below 3.7, which we consider that there is room to increase commitment for the purpose of continuous improvement, based on the conclusions drawn, recommendations are made.

The components that require greater commitment to quality improvement 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, Consultation hours with teachers must be respected, the method of student assessment, The ratio between the theoretical and practical part - these components require management commitment and better organization of staff to increase quality and results.

## 4. Teacher evaluation report

The teacher evaluation report presents 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 degree of agreement (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 a questionnaire that contains 23 components for which an average grade was found.

Teachers and courses that are part of the *Applied Informatics program* were evaluated with an excellent average grade (grades mostly above 4) this shows that students have assessed the program's satisfaction with 86% 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 courses that have received a higher rating (above grade 4) and there are some teachers and courses that have received a lower rating (below grade 4), based on these findings we recommend that the program management together with the teachers and the program committee should be committed to increasing the level of professional responsibility by

teachers in all courses that have a rating of 3 to 3.99 by making efforts to improve these ratings in the following years.