

**Student Quality Assessment Report  
for the current academic year 2024/2025 compared to the previous years  
2023/2024, 2022/2023 and 2021/22  
Program: [Applied Informatics](#)**

## 1. Introduction

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

**The Program: *Applied Informatics*** within the Faculty of Engineering and Informatics during the academic year 2024/25 has offered education to students according to the curriculum Accredited in 2023 by the Kosovo Accreditation Agency (KAA). The Faculty of Engineering and Informatics has a qualified staff and has modern working environments that enable students to acquire the necessary skills for the profession, which they will exercise 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 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 2024/25 which is compared to the previous years 2023/24, 2022/23, 2021/22.

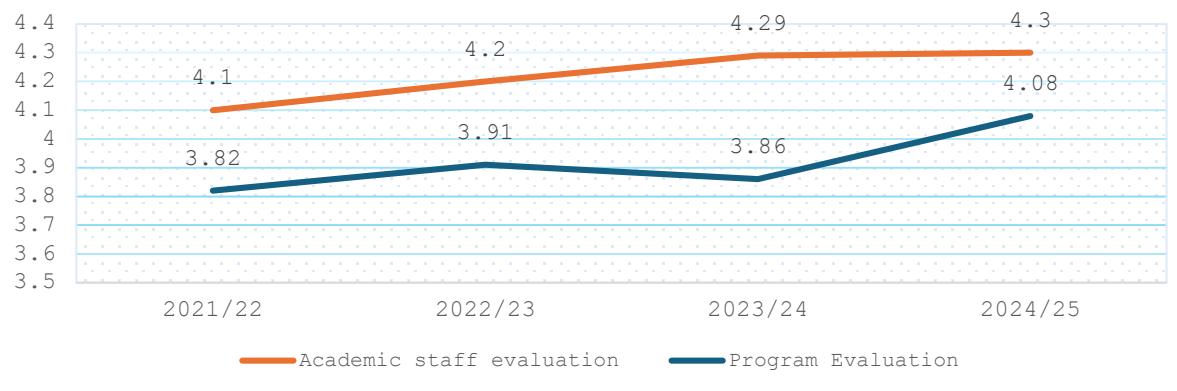
## 2. Summary quality assessment report (program, teachers)

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. 1** - Quality assessment by areas

	Previous Years					Current year
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Teaching/learning evaluation (program)	///	///	3.82	3.91	3.86	4.08
Academic staff evaluation	///	///	4.1	4.2	4.29	4.3

### Evaluation of teaching/learning (program) and academic staff



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 year 2021/2022, 2022/2023, 2023/2024 and 2024/2025.

Referring to the table, the quality evaluation for the academic year 2024/2025 is with a grade of 4.08 which is considered a very good evaluation. Within the scope of academic staff evaluation, there is an evaluation with a grade of 4.3, a very good evaluation, we expect an increase in the evaluation of the staff in the coming years by the students.

In both cases, we have an assessment of both the teaching/learning (program) assessment of 4.08 and the academic staff assessment of 4.3 in 2024/2025, compared to previous years, which is a positive trend.

## 3. Program evaluation report

The evaluation of the *Applied Informatics* program 2024/25 was carried out through questionnaires containing 21 components, this evaluation is carried out once within an academic year and the evaluation is done by the students of the respective program. 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 disagree completely; 3 - I agree partially; 4 - I agree; and 5 - I agree completely).

Based on the results of the evaluation of the program - teaching and 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 around 3.8 which is a very good evaluation.

**Table nr.2 – Program Evaluation – Applied Informatics**

	Previous Years				Current year
	2020/21	2021/22	2022/23	2023/2024	2024/2025
Materials presented during lectures are provided to students regularly.		<b>4.04</b>	<b>4.14</b>	<b>3.74</b>	<b>3.95</b>
Suggested literature for the courses is made known to us at the beginning of the semester.		<b>4.08</b>	<b>4.00</b>	<b>4.00</b>	<b>4.15</b>
Course syllabi are provided to students in a timely manner.		<b>3.84</b>	<b>4.22</b>	<b>4.05</b>	<b>4.35</b>
Students are informed of the teacher consultation schedule.		<b>3.92</b>	<b>3.90</b>	<b>3.73</b>	<b>4</b>
Consultation hours with teachers are respected.		<b>3.68</b>	<b>3.76</b>	<b>3.76</b>	<b>3.91</b>
From the beginning of the year, students are informed about the assessment method for the respective subject.		<b>4.04</b>	<b>4.25</b>	<b>3.98</b>	<b>4.13</b>
Teaching methods provide the best way to achieve learning outcomes		<b>3.68</b>	<b>3.95</b>	<b>3.82</b>	<b>3.97</b>
Online learning (via Microsoft Teams) is not much different from in-class learning.		<b>3.48</b>	<b>3.42</b>	<b>4.65</b>	<b>4.8</b>
The University Management System (UMS) is easy to use and meets the needs of students.		<b>3.60</b>	<b>4.31</b>	<b>3.91</b>	<b>4.06</b>
Classrooms are well equipped with audio-visual aids for quality learning.		<b>3.80</b>	<b>3.75</b>	<b>3.64</b>	<b>3.79</b>
There is a good connection between theoretical and practical learning.		<b>3.88</b>	<b>3.93</b>	<b>3.83</b>	<b>3.98</b>
The student is free to determine his/her own elective courses.		<b>3.64</b>	<b>3.68</b>	<b>3.85</b>	<b>4.15</b>
The class schedule is announced in time.		<b>3.96</b>	<b>3.80</b>	<b>3.80</b>	<b>3.95</b>
The announced teaching schedule is respected by teachers.		<b>3.84</b>	<b>3.93</b>	<b>3.74</b>	<b>4.2</b>
The study program is in line with the needs of the labor market.		<b>3.64</b>	<b>3.95</b>	<b>3.94</b>	<b>4.09</b>

The study program is comparable to similar programs at other Universities.		<b>3.80</b>	<b>3.80</b>	<b>3.83</b>	<b>3.98</b>
Student engagement in the course is balanced (not overloaded).		<b>3.88</b>	<b>3.83</b>	<b>3.71</b>	<b>3.96</b>
Practical work outside the institution is well organized by the university.		<b>3.72</b>	<b>3.66</b>	<b>3.50</b>	<b>3.96</b>
Employment opportunities after graduation are well known to students.		<b>3.68</b>	<b>3.76</b>	<b>3.79</b>	<b>3.94</b>
My overall opinion of this study program is positive.		<b>3.96</b>	<b>4.02</b>	<b>3.94</b>	<b>4.2</b>
I would recommend this study program to others.		-	<b>4.02</b>	<b>3.95</b>	<b>4.1</b>
<b>Average program rating</b>		<b>3.8</b>	<b>3.91</b>	<b>3.86</b>	<b>4.08</b>

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 3.96 which is an excellent evaluation and there are some components that are evaluated with an average grade below 3.96 which we consider that there is room to increase the commitment with the aim of continuous improvement, based on the conclusions drawn, recommendations are made. The components that require a greater commitment to improve quality are: "On-line" learning through the Microsoft Tims platform which was used during the time of the professors involved. Practical work outside the institution is well organized by the university, The schedule of consultations with teachers must be respected, the method of student evaluation, The ratio between the theoretical and practical part - for these components, management engagement and better organization of staff are required 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 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). 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.

The teachers and courses that are part of the *Applied Informatics* program were evaluated with an excellent average grade (grades mainly above 4), this shows that the students have assessed the program's satisfaction with 86%, which is an extraordinary achievement for this program. By analyzing the details of the report, we conclude that there are some teachers and subjects that have received a higher rating (above grade 4) and there are some teachers and subjects 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 engage in increasing the level of professional responsibility from teachers in all subjects that have a rating of 3 to 3.99, making efforts to improve these ratings in subsequent years.