**Student quality assessment report for
the current academic year 2024/2025 compared to the previous years 2023/2024,
2022/2023, 2021/22, 2020/21 and 2019/2020
Program: Industrial Engineering with 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, and Engineering and Production Management study program in the second cycle, i.e. master's degree.

The *Industrial Engineering with Informatics* program within the Faculty of Engineering and Informatics during the 2024/25 academic year 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 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 assisting 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.
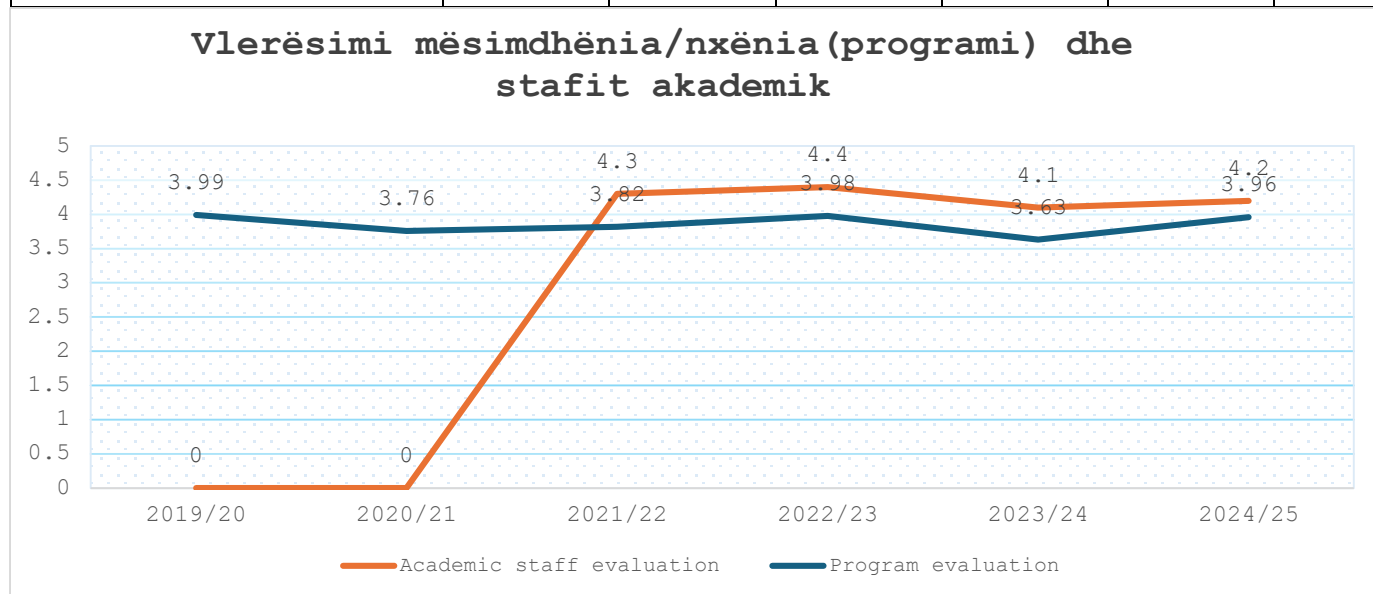
The report contains data on student evaluation of the program and student evaluation of teachers in the Industrial Engineering with Computer Science program for the current year 2024/25, which is compared to the previous years 2023/24, 2022/23, 2021/22, 2020/21 and 2019/20.

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 2024/25 (compared to previous years), 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 assessment (program)	**3.99**	**3.76**	**3.82**	**3.98**	**3.63**	**3.96**
Academic staff evaluation	/	/	**4.3**	**4.4**	**4.1**	**4.2**

From the summary report presented in table no. 1 within the scope of program evaluation, namely teaching and learning, we see a constant assessment of increasing quality over the five academic years.

Referring to the table, the quality assessment (Teaching/learning assessment (program) for the four academic years has a small increase to a grade of 3.63 in 2023/2024 and until 2024/2025 with a grade of 3.96 which is considered a very good assessment. Within the field of academic staff assessment, there is a constant assessment in the last three years but still above the grade of 4 in three years by students, for the year 2021/2022, 2022/23, 2023/2024 and the year 2024/2025, the four academic years the assessment is with a

grade above 4.3 for the year 2021/2022, 4.4 for the year 2022/2023, 4.1 for the year 2023/2024 and 4.2 for the year 2024/2025 which is a very good assessment, an increase and promising for the future of this program.

3. Program evaluation report

The evaluation of the Industrial Engineering with Computer Science program 2023/24 (compared to the previous year) was carried out through questionnaires containing 21 components, this evaluation is carried out once within an academic year and the evaluation is made 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 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 just below 4, which is a very good evaluation.

Table. 2 – Program Evaluation – *Industrial Engineering with Informatics*

	Vitet paraprake					Viti aktual
	2019/20	2020/21	2021/22	2023/24	2023/24	2024/25
Materials presented during lectures are provided to students regularly.		3.71	3.71	3.75	3.75	3.95
Suggested literature for the courses is made known to us at the beginning of the semester.		4.05	4.05	3.70	3.70	4.02
Course syllabi are provided to students in a timely manner.		3.86	3.86	3.80	3.80	3.92
Students are informed of the teacher consultation schedule.		3.95	3.95	3.82	3.82	4.03
Consultation hours with teachers are respected.		3.76	3.76	3.55	3.55	3.92
From the beginning of the year, students are informed about the assessment method for the respective subject.		3.86	3.86	3.77	3.77	3.89
Teaching methods provide the best way to achieve learning outcomes		3.90	3.90	3.73	3.73	4.03
Online learning (via Microsoft Teams) is not much different from in-class learning.		3.67	3.67	3.14	3.14	3.94
The University Management System (UMS) is easy to use and meets the needs of students.		3.67	3.67	3.91	3.91	4.03
Classrooms are well equipped with audio-visual aids for quality learning.		3.71	3.71	3.64	3.64	3.76
There is a good connection between theoretical and practical learning.		3.62	3.62	3.52	3.52	3.88
The student is free to determine his/her own elective courses.		3.62	3.62	3.45	3.45	3.84

The class schedule is announced in time.	**3.95**	**3.95**	**3.70**	**3.70**	**4.1**
The announced teaching schedule is respected by teachers.	**3.81**	**3.90**	**3.68**	**3.68**	**3.96**
The study program is in line with the needs of the labor market.	**3.90**	**3.95**	**3.75**	**3.75**	**3.97**
The study program is comparable to similar programs at other Universities.	**3.95**	**3.95**	**3.50**	**3.50**	**3.93**
Student engagement in the course is balanced (not overloaded).	**3.95**	**3.67**	**3.61**	**3.61**	**4.11**
Practical work outside the institution is well organized by the university.	**3.67**	**3.95**	**3.41**	**3.41**	**3.76**
Employment opportunities after graduation are well known to students.	**3.95**	**3.95**	**3.45**	**3.45**	**3.85**
My overall opinion of this study program is positive.	**3.95**	**3.74**	**3.70**	**3.70**	**4.02**
I would recommend this study program to others.			**3.55**	**3.55**	**3.93**
Average program rating	**3.74**	**3.82**	**3.63**	**3.63**	**3.96**

From the analysis of the evaluation of the program by students, we conclude that for the four academic years for which the results are presented in table no. 2, there is a constant evaluation, some of the 21 evaluation components are evaluated with an average grade of just under 4, which is an excellent evaluation, and there are some components that are evaluated with an average grade below 4, which we consider that there is room to increase 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: *Practical work outside the institution is well organized by the university / Employment opportunities after completing studies are known to students, The method of student evaluation, 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 2024/25. 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 13 components for which an average grade was found. The results of the teacher evaluation are presented in table no. 3. The teachers and courses that are part of the Industrial Engineering with Computer Science program were evaluated with an excellent average grade (in all years - grade above 4.2) this shows that the students

have assessed the program's satisfaction with about 84% which is an extraordinary achievement for this program and hope that in the following years we will have much better results.

Analyzing the details of the report, we conclude that there are several teachers and subjects that have received a higher rating (above 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 by all teachers in all subjects, making efforts to increase these ratings in subsequent years.