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**Student quality assessment report for the current academic year 2024/2025 compared to the previous years 2023/2024, 2022/23, 2021/22, 2020/21 and 2019/20**

**Program: MASTER-Engineering and Production Management**

## **1. Introductions**

Within this faculty, the *Faculty of Engineering and Informatics* offers the *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 the Engineering and Production Management study program, in the second cycle, i.e. Master's degree.

**The MASTER'S Program** - Engineering and Production Management within the Faculty of Engineering and Informatics during the academic year 2024/25 has offered education to students according to the curriculum Accredited in 2019 by the Kosovo Accreditation Agency (KAA). The Faculty of Engineering and Informatics has a qualified staff and has modern facilities, halls and laboratories 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, 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 *Engineering and Production Management*, helping to structure and organize industrial companies to improve company development as well as generate ideas that advance the practice of Engineering and Production Management.

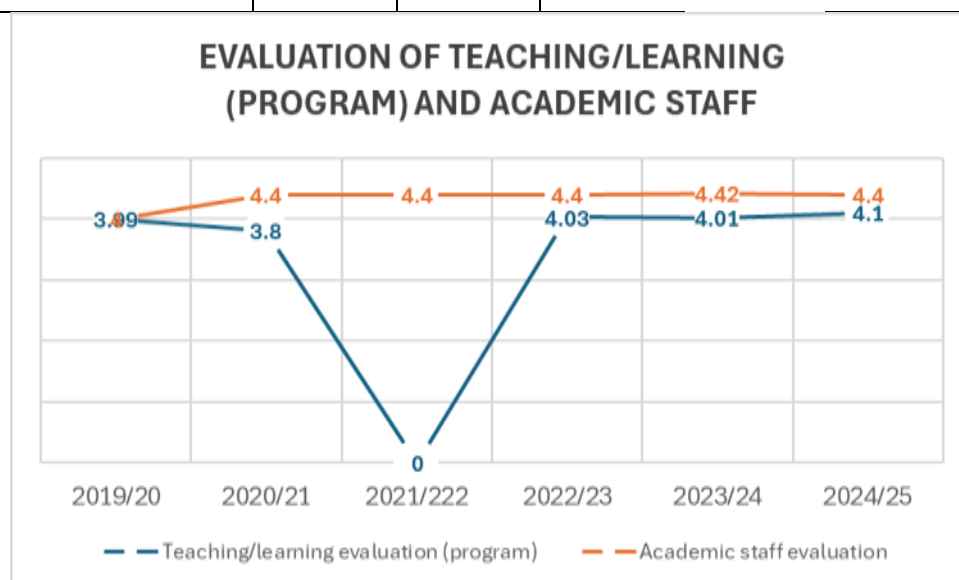
The report contains data on student evaluation of the program and student evaluation of teachers in the Engineering and Informatics program for the current year 2024/25, which is compared to the three previous years 2023/24, 2022/23, 2021/22, 2020/21 and 2019/20.

## 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 2023/24 (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

	Vitet Paraprake					Current year
	2019/20	2020/21	2021/222	2022/23	2023/24	2024/25
Teaching/learning evaluation (program)	3.99	3.8	///	4.03	4.01	4.1
Academic staff evaluation	4.0	4.4	4.4	4.4	4.42	4.4



From the summary report presented in table no. 1 within the scope of program evaluation, namely teaching and learning, we see an increasing assessment of (from 3.99, 3.8, 4.03 and 4.01 to 4.1) quality across the two academic years, while for the academic year 2021/2022 we do not have an assessment of the program.

Referring to the table, the quality assessment for the three academic years is below grade 4 (2019/2020 with 3.99, 2020/2021 3.8, 2022/2023 4.03 and 2023/2024 with 4.01 while for 2024/2025 it is 4.1) which is considered a very good assessment but it remains a challenge for this to increase in the following years.

Within the field of academic staff evaluation, an excellent evaluation exceeds the grade of 4.0 in 2019/2020 and exceeds the grade of 4.4 in the academic year 2020/2021, 2021/2022, 2023/2024 with 4.42 as well as 2024/2025 with 4.4, which is considered an excellent evaluation, is a very good and promising evaluation for the future of this program.

### 3. Program Evaluation Report

The evaluation of the Engineering and Production Management program 2024/25 (compared to previous years) was carried out using a questionnaire 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 completely disagree; 3 - I partially agree; 4 - I agree; and 5 - I completely agree).

**Table. 2 – Program Evaluation – Engineering and Production Management**

Nr.		Vitet paraprake te gjitha programet)					Viti aktual
		2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
1.	The materials presented during the lectures are provided to students regularly,	3.99	3.71	///	4.00	4.00	4.11
2.	The suggested literature for the courses is made known to us at the beginning of the semester,	4.25	4.05	///	4.27	4.00	4.8
3.	The course syllabuses are provided to students in a timely manner,	4.17	3.86	///	4.27	4.17	4.28
4.	Students are informed of the schedule of teacher consultations,	3.99	3.95	///	4.20	4.06	4.17
5.	The schedule of teacher consultations is respected,	3.89	3.76	///	3.80	4.00	4.31
6.	From the beginning of the year, students are informed of the assessment method for the respective course,	4.29	3.86	///	4.20	4.00	4.44
7.	Teaching methods offer the best way to achieve learning outcomes,	4.00	3.90	///	3.87	4.22	4.33
8.	Online learning (through Microsoft Teams) does not differ much from that in the classroom / Classrooms are well equipped with audio-visual tools for concretizing the lesson	3.28	3.67	///	3.13	3.56	4.03
9.	The University Management System (SMU) is easy to use and meets the needs of students / The ratio between the theoretical and laboratory (practical) parts of the courses is adequate	4.34	3.67	///	3.87	3.94	4.32
10.	The classrooms are well equipped with audio-visual tools for quality learning / The student is free to determine his/her own	3.96	3.71	///	4.13	4.00	4.25
11.	There is a good connection between theoretical and practical learning / The teaching schedule is announced in a timely manner	3.74	3.62	///	3.93	4.06	4.17

12.	The student is free to determine his/her own elective courses / The announced teaching schedule is respected by the teachers	<b>4.34</b>	<b>3.62</b>	///	<b>4.40</b>	<b>4.06</b>	<b>4.27</b>
13.	The teaching schedule is announced in a timely manner / The study program is up-to-date with developments in this discipline of study	<b>4.22</b>	<b>3.95</b>	///	<b>4.27</b>	<b>4.11</b>	<b>4.22</b>
14.	The announced teaching schedule is respected by teachers / The study program is comparable to similar programs at the university. old	<b>4.07</b>	<b>3.81</b>	///	<b>4.13</b>	<b>4.06</b>	<b>4.37</b>
15.	The study program is in line with the needs of the labor market / Student engagement in the course is balanced (not overloaded) / The ECTS value for the course is calculated according to the student's workload	<b>3.99</b>	<b>3.90</b>	///	<b>4.13</b>	<b>4.00</b>	<b>4.11</b>
16.	The study program is comparable to similar programs at other universities / Practical work outside the institution is applied regularly	<b>3.91</b>	<b>3.95</b>	///	<b>4.07</b>	<b>3.83</b>	<b>4.21</b>
17.	Student engagement in the course is balanced (not overloaded) / Communication between the program leaders and students is at the right level	<b>3.87</b>	<b>3.95</b>	///	<b>3.93</b>	<b>4.17</b>	<b>4.28</b>
18.	Practical work outside the institution is well organized by the university / Employment opportunities after graduation are well known to students	<b>3.62</b>	<b>3.67</b>	///	<b>3.80</b>	<b>3.89</b>	<b>4.3</b>
19.	Employment opportunities after graduation are well known to students / My overall opinion of this study program is positive	<b>3.68</b>	<b>3.95</b>	///	<b>4.13</b>	<b>4.00</b>	<b>4.4</b>
20.	My overall opinion of this study program is positive	<b>4.10</b>	<b>3.95</b>	///	<b>4.07</b>	<b>4.06</b>	<b>4.17</b>
21.	I would recommend this study program to others					<b>4.00</b>	<b>4.32</b>
	<b>Average program rating</b>	<b>3.99</b>	<b>3.82</b>	///	<b>4.03</b>	<b>4.01</b>	<b>4.4</b>

#### 4. Teacher evaluation report

The teacher evaluation report presents statistics for the academic year 2024/25 (compared to the three previous years 2019/2020, 2021/2022, 2022/2023 and 2023/2024 - as an evaluation of all programs). 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 21 components for which an average grade was found.

From the data presented for the teachers and courses that are part of the Master's program in **Engineering and Production Management**, they were rated with an excellent average grade (in all years - grade above 4), this shows that students have rated the program's satisfaction with 88%, which is an extraordinary achievement for this program. Analyzing the details of the report, we come to the conclusion that all teachers and courses that have received a higher rating (above grade 4) based on this data, we recommend that the program management, together with the teachers and the program committee, should commit to increasing the level of professional responsibility from teachers in all courses, regardless of the excellent results we have had so far, making efforts to increase these ratings even more in the coming years.