

General Assessment Report of Infrastructure by Students for the Academic Year 2022/2023

Quality Assurance Office

1. Introduction

Based on the Quality Assurance Regulation of Tempulli Academy, the Evaluation of Infrastructure and Services by students for 2022/2023 has been conducted to gather their perspectives on all aspects. In this report, the assessment of infrastructure and services by all students of the BA Insurance and Accident Damage Management, BSc Traffic and Transportation Engineering, MSc Traffic Engineering and Road Safety programs is presented and described. The report provides an assessment of infrastructure based on the data presented for the academic year 2022/2023.

This year, the assessment of infrastructure and services was conducted through questionnaires placed in SEMS as part of the program evaluation. The transition from manual data collection to digital form ensures full participation of respondents in the assessment process. The Quality Assurance Committee has approved the infrastructure assessment questionnaire. Infrastructure and services are evaluated by all students of the BA Insurance and Accident Damage Management, BSc Traffic and Transportation Engineering, MSc Traffic Engineering and Road Safety programs and are conducted once within an academic year. The questions for this session were primarily constructed in the form of statements, and their evaluation was done using the Likert scale (1 - Don't know; 2 - Strongly disagree; 3 - Partially agree; 4 - Agree; and 5 - Strongly agree).

1.1 General Assessment Report of Infrastructure and Services Quality for the Academic Year 2022/2023

In the assessment results of Infrastructure and Services presented in Table No. 1, we observe that out of the 17 components presented in this session, the average rating is above 3 (3 - Partially agree) and beyond.

From the assessment results of Infrastructure and Services, the component most highly valued by students is the provision of information, including notice boards, the website, and social networks. Additionally, space maintenance and the readiness of management, including the Student Request Treatment Coordinator through meetings, have been highly valued this academic year.

All other components have been rated above 3 (partially agree), indicating a need for addressing specific components contributing to continuous quality improvement. The last evaluated elements regarding the assessment of infrastructure and services that Tempulli Academy needs to address are student access to the internet in all corners of the campus, and literature in the Albanian language.

Overall, the assessment results are positive, but Tempulli Academy needs to focus on improving quality in all areas with opportunities and room for improvement.

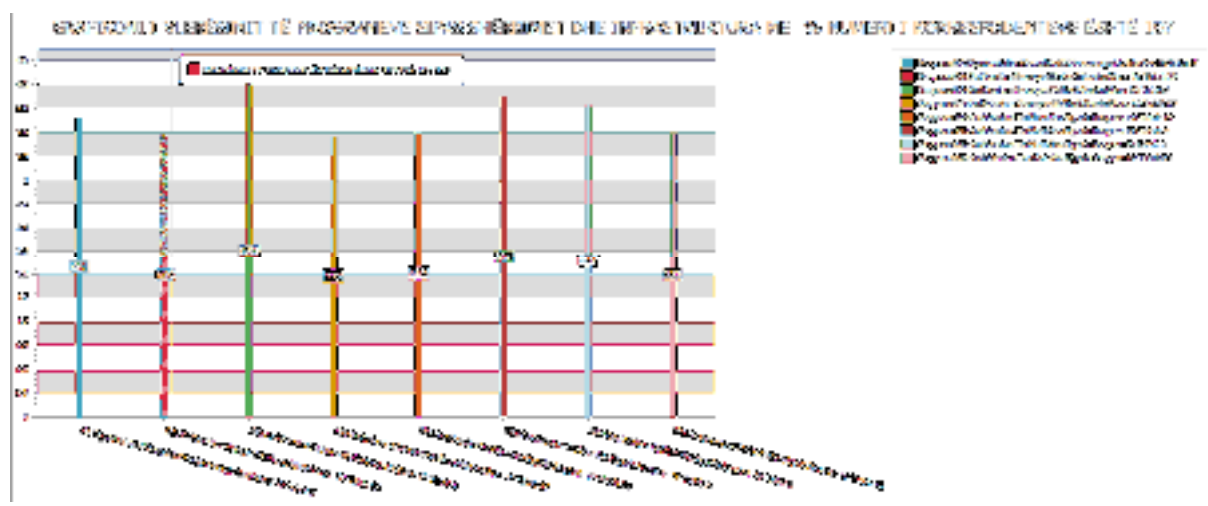


Tabela nr.1 Vlerësimi i Infrastrukturës dhe Shërbimeve të studentëve për vitin akademik 2022/2023

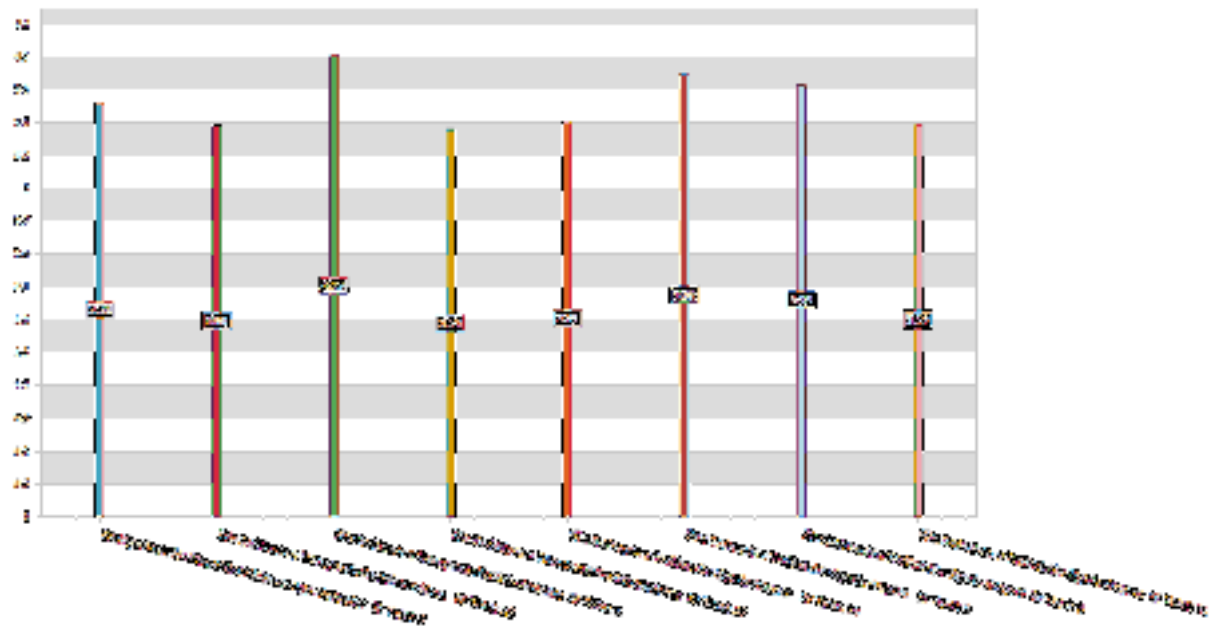
Nr.	Pyetjet vlerësuese	Mesatarja
1	Management is open to students' observations, suggestions, and requests.	4.16

2	The program coordinator is in continuous contact with students.	4.36
3	The Quality Assurance Office provides ample information to students.	4.22
4	The External Relations Office provides extensive information to students	4.09
5	The Student Services Office offers satisfactory services.	3.72
6	Classrooms and laboratories provide necessary conditions for quality teaching.	3.82
7	Space maintenance (cleanliness level) is at the appropriate level.	4.03
8	Computer rooms are available to students.	4.07
9	The institution has a library with extensive professional literature.	4.06
10	The library provides quality services to students.	3.98
11	The institution has dedicated reading rooms for students.	4.04
12	Students have access to printing and photocopying materials for reading programs.	4.06
13	Student notice boards contain extensive and continuous information.	3.96
14	Students have recreational centers within the premises.	4.36
15	The IT unit staff provides necessary services.	3.93
16	Have you noticed any changes in decision-making?	4.34

1.2 Detailed Report on the Evaluation of Infrastructure and Services Quality for the Academic Year 2022/2023 at the Program and Specialization Level

The following graph shows the average evaluation for all programs and specializations at Tempulli Academy for the academic year 2022/2023, where the average evaluation score at the institutional level is 3.79, with the participation of 107 respondents, namely students.

Grafiku nr.1 valuation of Infrastructure and Services by Students for the Academic Year 2022/2023 for all Programs and Specializations generated by SEMS



BA Insurances and Management of Damages from Accidents

In the BA Insurances and Management of Damages from Accidents, the average rating is 4, with a total of 5 students participating in the assessment. However, this program has a small number of students, with a total of 10 students registered in the academic year 2021/2022, while no students were registered in the academic year 2022/2023.

The table below presents detailed results for the BA program in Insurance and Accident Damage Management across 17 components, and their ratings were assessed using a Likert scale (1 - I don't know; 2 - I completely disagree; 3 - I partially agree; 4 - I agree; and 5 - I completely agree).

BSc Transportation Engineering and Infrastructure

"In the program BSc Transportation Engineering and Infrastructure with specializations in Traffic Engineering and Transportation Engineering and Infrastructure (roads, railways, hydrology), the average assessment score is 4.09 with a total of 61 respondents."

MSc Inxhinieria e Trafikut dhe Siguria Rrugore

In the MSc Transportation Engineering and Road Safety program, with specializations in Traffic and Transportation Engineering and Road Safety and Accident Management, the average rating is 4.03 with a total of 41 respondents..

Tabela nr.2 Vlerësimi I Infrastrukturës dhe Shërbimeve të studentëve për vitin akademik
2022/2023 në Programin BA , BSc dhe MSc

Nr.	Pyetjet vlerësuese	BA	BSc	MSc
1	Management is open to students' observations, suggestions, and requests.	3.8	4.03	4.64
2	The program coordinator is in continuous contact with students.	4.83	4.05	4.21
3	The Quality Assurance Office provides ample information to students.	4.17	4.19	4.29
4	The External Relations Office provides extensive information to students	4	4.19	4.07
5	The Student Services Office offers satisfactory services.	3.83	3.96	3.36
6	Classrooms and laboratories provide necessary conditions for quality teaching.	3.5	4.03	3.93
7	Space maintenance (cleanliness level) is at the appropriate level.	3.5	4.29	4.29
8	Computer rooms are available to students.	4.5	4	3.71
9	The institution has a library with extensive professional literature.	4.14	4.19	3.86
10	The library provides quality services to students.	4.33	3.96	3.64
11	The institution has dedicated reading rooms for students.	4	3.84	4.29
12	Students have access to printing and photocopying materials for reading programs.	4.5	4.03	3.64
13	Student notice boards contain extensive and continuous information.	4	3.88	4
14	Students have recreational centers within the premises.	4.17	4.92	4

15	The IT unit staff provides necessary services.	3.33	4.11	4.36
16	Have you noticed any changes in decision-making?	5	4.08	3.93
17	Si e	4	3.84	4.29

