Based on the Decision on conducting an evaluation of the quality of the teaching process, academic staff, and study conditions during the June 2026 examination session, adopted by the President of the Quality Assurance Commission of European University – Skopje, and in accordance with the Annual Calendar of Activities for Quality Assurance and Improvement for 2026, the Quality Assurance Commission prepared the following:

REPORT

on the evaluation of the quality of the teaching process, academic staff, and study conditions during the June 2026 examination session

1. INTRODUCTION

Quality assurance and improvement represent one of the fundamental strategic commitments of European University – Skopje and constitute an integral part of its daily operations and development. To this end, the University establishes mechanisms for continuously monitoring, measuring, and evaluating all aspects of academic and administrative operations, with the aim of providing high-quality education and creating conditions for the continuous improvement of study programs and the services offered to students.

As part of the internal quality assurance system, during the June 2026 examination session, an evaluation of the quality of the teaching process, academic staff, and study conditions was conducted. The evaluation was aimed at collecting information from students as the most important stakeholder in the higher education process and determining their level of satisfaction with various aspects of their studies.

Conducting the evaluation represents an important instrument for assessing the effectiveness of existing quality assurance policies and practices, as well as for identifying opportunities for further improvement of the teaching process and institutional operations.

2. PURPOSE OF THE EVALUATION

The primary purpose of the evaluation was to obtain relevant and objective data regarding the students' level of satisfaction with:

- the quality and organization of the teaching process;
- the expertise and competence of the teaching staff;
- the availability and quality of teaching materials;
- the organization of examination activities;
- the transparency and objectivity of assessment;

- the conditions for attending classes and taking examinations;
- the quality of administrative services;
- the availability of information related to studies;
- the overall functioning of the University.

An additional objective was to obtain specific suggestions from students for improving the teaching process and enhancing the student experience.

3. METHOD OF CONDUCTING THE EVALUATION

The evaluation was conducted during the June 2026 examination session and included students from all faculties and study programs of European University – Skopje who took examinations during the specified period.

The survey was conducted directly on the University premises using printed questionnaires. The questionnaires were completed before or after the examination activities, thereby providing an opportunity for a high level of student participation.

The principles of voluntariness, anonymity, confidentiality, and objectivity were respected during the survey. Students were given the opportunity to freely express their views, assessments, and suggestions without any restrictions.

The Quality Assurance Commission organized the entire survey procedure, including the collection of questionnaires, data processing, and preparation of the final analysis.

4. CONTENT OF THE QUESTIONNAIRE

The questionnaire was structured to enable a detailed analysis of several segments of the University's operations.

Students responded to questions relating to:

Teaching Process

- regularity in conducting classes;
- organization of teaching activities;
- quality of lectures and practical exercises;
- application of modern teaching methods;
- clarity and comprehensibility of teaching content;
- alignment of teaching content with the needs of the modern labor market.

Academic Staff

- expertise and competence of instructors;
- level of preparedness for conducting classes;
- availability for consultations;
- communication with students;
- motivating students to participate actively in classes;
- professional attitude toward students.

Assessment and Examination Activities

- transparency of the assessment process;
- objectivity of assessment;
- timely publication of results;
- organization of examination activities;
- availability of information about examinations.

Study Conditions

- physical facilities;
- technical equipment;
- availability of literature and teaching materials;
- conditions for conducting practical classes;
- access to information resources.

Administrative Services

- accessibility of the Student Affairs Office;
- speed of processing student requests;
- quality of communication with administrative staff;
- accuracy and timeliness of information.

5. ANALYSIS OF THE RESULTS OBTAINED

Following the processing of the questionnaires, it was established that students demonstrate a high level of satisfaction with the quality of the teaching process and the services provided by the University.

The analysis of the results shows that students particularly positively assess the expertise of the academic staff, the quality of teaching content, and the accessibility of instructors for consultations and communication.

A large number of students assessed that instructors demonstrate a high level of academic preparedness, professionalism, and dedication in conducting teaching activities. Students also emphasized their willingness to provide additional explanations and guidance whenever necessary.

Regarding the teaching process, the regularity of classes, organization of teaching activities, and availability of teaching materials were positively assessed. Students believe that the teaching content is, for the most part, relevant and contributes to acquiring the necessary knowledge and competencies.

With regard to examination activities, students generally expressed satisfaction with the organization of examinations and the transparency of assessment criteria. A high level of confidence in the objectivity of the assessment process and the consistent application of established criteria was identified.

Regarding study conditions, students positively assessed the physical facilities, availability of teaching resources, and technical support. At the same time, some students pointed to the need for further improvement of the practical component of teaching and for further enriching teaching content with practical examples and case studies.

Regarding administrative services, the majority of students expressed satisfaction with the accessibility and friendliness of the administrative staff, as well as with the timely provision of information related to their student obligations.

6. KEY FINDINGS OF THE EVALUATION

Based on the analysis of the results, the Commission highlights the following positive aspects:

- a high level of satisfaction with the academic staff;
- a positive assessment of the organization of the teaching process;
- a high level of confidence in the assessment process;
- satisfactory study conditions;
- positive communication between students and academic staff;

- appropriate administrative support;
- good student awareness of their rights and obligations.

7. PROPOSALS AND RECOMMENDATIONS

Based on the results obtained and the comments provided by students, the Commission proposes:

1. Continuous monitoring of the quality of the teaching process through regular evaluations.
2. Further improvement of practical teaching and practical exercises.
3. Encouragement of interactive learning methods and work on practical projects.
4. Increasing the number of guest lectures delivered by distinguished professionals and experts.
5. Continuous improvement of teaching materials.
6. Development of additional activities for students' professional development.
7. Further improvement of administrative procedures and services.

8. CONCLUSION

The Quality Assurance Commission assesses that the results of the evaluation conducted confirm the successful implementation of the teaching process and the effective functioning of the quality assurance system at European University – Skopje.

The results obtained indicate that students are, to a large extent, satisfied with the quality of educational services, the professionalism of the academic staff, the organization of teaching and examination activities, as well as the study conditions.

At the same time, the opinions and recommendations obtained represent an important basis for planning future activities and measures for the continuous improvement of quality, in accordance with the University's strategic objectives and the principles of the European Higher Education Area.

Skopje, 30 June 2026

President of the Quality Assurance Commission

of the European University – Skopje

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