REPORT

on the observations from the Self-evaluation Report of European University – Skopje for the period 2022–2025 prepared by the Quality Assurance Commission of European University – Skopje

In accordance with the adopted Decision on addressing the observations from the Self-Evaluation Report of European University – Skopje for the period 2022–2025, a detailed analysis was carried out of all identified observations concerning the teaching and scientific staff, administrative services, and the overall functioning of the University.

In the process of addressing the observations, it was decided to apply an individual approach, whereby separate discussions would be held with each member of the teaching staff, each associate, and each employee who is covered by or connected with the statements and observations contained in the Self-Evaluation Report. The purpose of the discussions was to provide a more detailed clarification of the identified conditions, exchange views, and identify opportunities for improving the teaching, organizational, and work processes. Attention will be paid to highlighting opportunities to improve the interactivity of lectures, as well as to strengthening the relationship between teaching staff and students, with the aim of creating a more open and inclusive academic environment. The need for greater inclusion of practical teaching in the curricula will also be emphasized, which would increase the applicability of the knowledge acquired.

Regarding the teaching and scientific staff, it was established that students are, for the most part, satisfied with the quality of teaching, as well as with the expertise and competence of the teaching and assistant staff. The survey results indicate that the teaching staff received high average ratings, most of which were above 4.00, indicating a high level of trust and satisfaction among students.

With regard to teaching materials, observations were recorded concerning some of the textbooks offered. During the discussions with the teaching staff, the need to keep these materials up to date, align them with contemporary teaching content, and further enrich the literature was emphasized.

In the section concerning the general questionnaire, students expressed a generally high level of satisfaction with studying at European University – Skopje. A significant number of students stated that they would recommend the University to future students, which represents an indicator of a positive institutional perception.

Particular satisfaction was expressed with the work of the Student Affairs Office, as well as with the accessibility, professionalism, and efficiency of the administrative staff. Students also

expressed satisfaction with the other services provided by the University, indicating a stable administrative and organizational system.

Nevertheless, some responses indicated a lower level of satisfaction with the work of the Student Parliament, which was further examined through separate consultative discussions with the persons concerned. These discussions identified areas for improvement in the transparency, activities, and involvement of the student representative body.

Observations were also recorded concerning hygiene in certain premises and the heating system, which were reviewed with the responsible technical maintenance services. In this regard, specific directions for improving the conditions in the facilities were established, with the aim of providing a more appropriate and higher-quality working and study environment.

Additionally, the need to improve the technical equipment in the computer laboratories was identified. This issue was discussed with the persons responsible for technical support and IT infrastructure, and measures were proposed for the gradual improvement and modernization of the equipment.

Based on the activities carried out and the individual discussions held with all relevant stakeholders, it is established that the observations have been seriously considered, and that in the following period a systematic approach will be taken to their implementation and monitoring, with the aim of continuously improving the quality of the teaching process, services, and the overall functioning of the University.

Based on the analysis of the observations from the Self-Evaluation Report of European University – Skopje for the period 2022–2025, it is established that the identified observations have been fully reviewed and addressed in a systematic and comprehensive manner.

It is established that students are, for the most part, satisfied with the quality of teaching, the competence of the teaching staff, and the services provided by the University, while certain areas requiring further improvement have also been noted, particularly with regard to practical teaching, teaching materials, technical equipment, and working and study conditions.

All identified observations have been taken into consideration, and appropriate measures will be undertaken to address them in the forthcoming period, with the aim of continuously improving the quality of the educational and teaching process, student services, and the overall functioning of the University.

This confirms that the self-evaluation process represents an important mechanism for improving the quality and development of the institution, which will continue to be implemented in the future with increased attention and a systematic approach.

27 March 2026, Skopje

President of the Quality Assurance Commission
European University – Skopje

Prof. Dr. Sonja Vujasin