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Quality assurance mechanisms and procedures for using evaluation results

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Article 1. General Provisions

The main principles of the Quality Assurance Service are: transparency, publicity, objectivity, reliability, continuity and validity.

Quality assurance mechanisms involve the continuous evaluation and development of the University's activities and resources in order to maintain and improve quality.

Article 2. Purpose of quality assurance mechanisms

2.1 The purpose of quality assurance mechanisms is:

- A) Ensuring the efficiency of the ongoing processes at the University;
- B) Ensuring efficient use of resources;
- C) Ensuring compliance of the regulations in force at the University with the legislation;
- D) Ensuring compliance with the established regulations of the University.

2.2 In order to achieve this, the Quality Assurance Service cooperates with all structural units / officials of the University, academic and invited staff, students and other stakeholders.

Article 3. Quality Assurance Application Are

Quality assurance covers all the main aspects of the University's activities:

- A) Educational programs
- B) Academic and invited staff involved in the implementation of educational programs;
- C) Learning process;
- D) Research;
- E) Management processes.

Article 4. Quality Assurance System

The quality assurance system operates on the principle of "Plan–Do–Check–Act" cycle (PDCA).



- A) **Plan:** The quality assurance process begins with the planning of the evaluation and response processes, which involves planning the steps required for the evaluation process and the response to the results obtained;
- B) **Do:** Implement planned evaluation processes to identify existing issues of concern and areas for improvement; Responding to the results obtained, which means taking steps to improve the results obtained, making the necessary changes;
- C) **Check:** Monitor the results of the implemented changes, evaluate the results obtained as a result of the changes, respectively, evaluate the implemented processes, ways and means of response - the mechanisms used in the process;
- D) **Act:** Make necessary changes based on the evaluation results (review existing documents, evaluation tools, etc. related to the mechanisms used or actions taken, update and approve if necessary to refine the process).

Article 5. Persons responsible for quality assurance

Quality Assurance is the responsibility of the Quality Assurance Service of European University, which includes the Quality Assurance Managers of the Faculty.

All structural units and staff of the University are involved in the process of establishing and ensuring a quality culture within their respective responsibilities.

Article 6. Internal and external quality assessment

Quality assurance mechanisms include internal and external evaluation, which helps to achieve the objectives set by the mission of European University.

External quality assessment includes:

- A) Deficiencies / improvements identified as a result of authorization, accreditation and monitoring carried out by the National Center for Education Quality Development;
- B) Deficiencies / improvements identified as a result of international institutional and program accreditation;
- C) Deficiencies / improvements identified by local or international invited experts;



E) Deficiencies / improvements identified by practice facilities, potential employers, professional associations and other external evaluators.

Internal quality assessment is performed by the Quality Assurance Service through the mechanisms outlined in this document.

Article 7. Internal quality assurance mechanisms and instruments

7.1 The internal quality assurance mechanisms of the University are divided into three main areas:

- A) teaching-learning and services (educational programs, staff involved in the implementation of educational programs and the educational process);
- B) Research - evaluation and analysis of research activities, scientific productivity of academic / scientific staff;
- C) Management processes - evaluation of the management processes of the organization.

7.2 Quality assurance of the above directions is carried out based on the following regulations:

- Procedures for planning, developing, approving, developing, modifying, and revoking educational programs;
- Methodology for evaluating the learning outcomes of the educational program;
- Methodology for determining the number of academic and invited staff;
- Rules for evaluation of scientific-research and academic activities of the staff;
- Staff selection rules;
- Audit performance evaluation procedures;
- Regulation of the learning process;
- Methodology for developing an individual curriculum;
- Student Contingency Planning Methodology;
- Student contingent monitoring procedure;
- Satisfaction Survey Guide;
- Rule of administration of the examination process;
- Rules for completing a bachelor's thesis;
- Rules for completing the internship component of the educational program;
- Rules and conditions for affiliation of academic staff;
- Research funding rule;
- Procedures and mechanisms for detecting, preventing, and responding to plagiarism;



- Rules for completing a master's thesis;
- University Statute;
- University structure.

7.3 Based on the above regulations, quality assurance is carried out using the following tools:

7.3.1 Teaching-Learning and Services

Assess and quality assurance of educational programs, academic and invited staff involved in educational programs and the learning process.

A) Quality assurance of educational programs

Procedures for planning, developing, approving, developing, modifying, and revoking educational programs

- The document regulates program planning and development procedures and instructions; The scheme of development and changes of the educational program; In case of change or cancellation of the educational program, the mechanisms for providing further education to the students of the respective program. Within the framework of the document, the form of syllabi of program design and training courses has been developed.

Evaluation tool:

- Quality Assurance Service Conclusion Form on compliance with the program accreditation standards;
- Annual evaluation form of the educational program;
- Form for substantiating the cancellation of the educational program;
- The form of implementation of the program in non-accredited mode;
- Educational program evaluation questionnaire by the student;
- Educational Program Evaluation Questionnaire by the graduate;
- Educational Program Evaluation Questionnaire by Employers;
- Educational program evaluation questionnaire by the staff involved in the implementation of the program.

Procedure for using the results:

The assessment is cyclical in nature and considers the specific stages of the implementation of the procedures. The Quality Assurance Service identifies deficiencies based on the results of stakeholder surveys as well as evaluations by program managers, develops recommendations, and submits them to the program manager for improvement. After the recommendations are taken into account by the program



manager, the program is re-evaluated. In case of cancellation of the program / transfer to non-accredited mode, the reasons and necessity of cancellation are substantiated, as well as the provision and continuation of the opportunity for students to continue their studies is evaluated and confirmed.

Methodology for evaluating the learning outcomes of the educational program - The document describes the methods, processes, description of assessment results and stages and forms of responding to the assessment results of the learning outcomes provided by the educational programs.

Evaluation tool:

Educational Program Appendix- Evaluate the learning outcomes of the program;

Educational Program Evaluation Questionnaire by the graduate;

Educational Program Evaluation Questionnaire by Employers;

Educational program Evaluation Questionnaire by the student;

Educational program evaluation questionnaire by the staff involved in the implementation of the program;

Annual evaluation form of the educational program.

Procedure for using the results:

The process is cyclical in nature. Data is collected at written intervals and programs are continuously developed based on the analysis of the results (which means making the necessary changes in the educational programs identified as a result of evaluation: modification of teaching methods, evaluation system, literature, learning outcomes, curriculum, etc.).

Methodology for determining the number of academic and invited staff - The document defines the number of academic and invited staff required for the implementation of educational programs in order to determine the number. The document defines the maximum number of students allowed in a group of study courses and the maximum number of academic hours allowed for academic and visiting staff.

Evaluation tool:

Form for determining the number of academic and invited staff for the program;

Student General Satisfaction Survey Questionnaire;



General Satisfaction Survey Questionnaire for Academic and Invited Staff.

Procedure for using the results:

The process is cyclical in nature and involves the continuous evaluation of the number of academic and invited staff within the program, the development and continuous use of the results obtained to improve the program. Students, academic and invited staff involved in the implementation of the program participate in the evaluation. The evaluation process takes into account the working hours provided by the educational program, the number of students in the program, the number of hours allowed for the staff implementing the program, the targets set for the number of academic and invited staff, based on which the appropriate number of academic and invited staff is determined.

B) Quality assurance of the staff involved in the implementation of the educational program

Rules for evaluation of scientific-research and academic activities of the staff - The document regulates the procedures and criteria for the evaluation of the scientific-research and academic activities of the academic staff and the academic performance of the invited staff.

The evaluation of the academic and scientific-research activities of the staff contributes to the increase of the productivity of the scientific-educational activities, the raising of the qualification and professionalism of the staff, the stimulation of creative initiative, which is aimed at the development and quality of the university. In addition to evaluation, the rule provides for pre-announced evaluation procedures and criteria, which promotes transparency of the process, adherence to the principles of equality.

Evaluation tool:

Form of the annual report on the scientific-research activities of the academic staff;

Evaluation form by the Dean of Academic and Invited Staff;

Evaluation form by the program manager for academic and invited staff;

Evaluation form by the Academic and Invited Staff Training Process Manager;

Evaluation form by the Examination Center for Academic and Invited Personnel;

Course and Lecturer Assessment Questionnaire by Student;

Semester and annual evaluation form of invited staff;

Semester and annual assessment form for academic staff.



Procedure for using the results:

The process is cyclical in nature and involves the continuous evaluation, development and continuous improvement of the results obtained by those involved in educational and / or scientific activities. Based on the evaluation, the results of the evaluation are responded to, which includes the use of mechanisms to encourage staff and support their professional development.

Staff selection rule - The purpose of the document is to provide the teaching-learning process within the educational programs of the University with highly qualified academic and invited staff, to establish the qualification requirements for them and to conduct the admission / selection process according to the established procedures.

Clearly written admission procedures, pre-announced criteria for evaluating the contestant, the list of documents to be submitted by the contestant and the ability to appeal the results contribute to the transparency of the process, publicity, credibility, adherence to the principles of equality, selection of the best staff in healthy competition.

Evaluation tool:

Demonstration lecture evaluation form;

Interview evaluation form.

Procedure for using the results:

The qualification requirements and selection procedures set out in the document are subject to review for improvement and perfection in the event of procedural and / or qualification requirements identified within the competition stages. Evaluations of the educational program stakeholders, university administrative staff and the program manager also allow for the evaluation of staff recruitment procedures, based on which, if necessary, the document is revised to perfect / improve the processes.

Audit performance evaluation procedures - The document serves to promote the development of individuals involved in the teaching process, identify needs, identify best practices in colleagues, and introduce a culture of quality assurance.

Evaluation tool:

Audit performance evaluation form;



Audit performance evaluation summary report form.

Procedure for using the results:

The evaluation of audit work is cyclical in nature and involves identifying best practices within the audit work, identifying areas for improvement. Based on the analysis of the results, there are ways to improve, repetitive evaluation of the audit activity may be carried out.

C) Quality assurance of the learning process

Regulation of the learning process - The document defines the regulations related to the study process, the beginning / end of the academic year / semester, the rules for obtaining student status, suspension, termination, mobility, recognition of education received during the study, student assessment system, qualification rules and registration procedures for elective courses. The document serves to organize the learning process properly.

Evaluation tool:

Student General Satisfaction Survey Questionnaire;

General Satisfaction Survey Questionnaire for Academic and Invited Staff.

Procedure for using the results:

Based on the results of the Student, Academic and Invited Staff Satisfaction Survey, the document and the procedures outlined in the document are subject to review to improve / enhance the processes.

Individual Curriculum Development Methodology - The purpose of the document is to facilitate the active and uninterrupted involvement of students with different abilities and needs in the educational process in order to achieve the learning outcomes provided by the educational program and training courses. The purpose of the document is also to facilitate the achievement of the learning outcomes provided by the educational program and training courses by the students participating in the internal / external mobility, as well as to promote the achievement of the learning outcomes specified in the educational program and training courses. Achieving the learning outcome (s) in the pre-change curriculum and the student having to go through any component or components of the curriculum in order to achieve that outcome.

Evaluation tool:



Credit compatibility / recognition / individual curriculum development form for students participating in internal / external mobility;

Form of individual curriculum development in case of change of educational program;

Mobility Incoming Student Survey;

Student General Satisfaction Survey Questionnaire.

Procedure for using the results:

The individual plan developed under the document is evaluated by surveying the general satisfaction of students and students with mobility. As a result of the shortcomings identified on the basis of the evaluation, the document is subject to revision in order to improve the processes.

Student Contingency Calculation Methodology - The document sets out the rules for determining the maximum number of student places at the University, which takes into account all aspects necessary for the functioning of the University. The aim of the methodology is to adequately redistribute students to the relevant programs / areas / faculties within the overall student contingent of the University, in order to ensure smooth administration and high quality education for each student.

Evaluation tool:

Student Contingency Calculation Table;

General Satisfaction Questionnaire for Academic and Invited Staff;

Student General Satisfaction Survey Questionnaire.

Procedure for using the results:

Based on the analysis of the general satisfaction survey of students, academic and invited staff, the methodology for calculating the student contingent is evaluated. In case of identified shortcomings, the benchmarks and contingency calculation processes set within the document are being improved / enhanced, taking into account the specifics of the programs.

Contingent Monitoring Procedure - The purpose of the document is to control the number of students enrolled within the maximum number of students in the University and to prevent exceeding the total number of students designated for the University. Regulation contributes to the institutional sustainability of the University and the effective planning of the learning process.



Evaluation tool:

Student contingent number determination and monitoring report form.

Procedure for using the results:

Based on factual data, the procedure involves monitoring the number of students. Based on the conclusion, the risk of overcrowding in the process of monitoring the number of students leads to a review of the admission places planned under the procedure.

Satisfaction Survey conducting Guide - The document is a guide to conducting research at the University. In order for the University to continually strive to improve the quality of its educational programs, teaching and other university services, to meet the expectations of its key stakeholders, it is necessary to introduce different types of research. The aim of the research is to help identify both the challenges of the in-university environment and the needs of external actors. The aim of the manual is to create a standardized guide for research implementation, analysis and reporting.

The research manual describes the types of planned internal and external surveys, the periodicity of their implementation and the methodology. The document is accompanied by survey tools / questionnaires that the University will periodically use to monitor and improve processes.

Analyzing the results of the research helps the University to implement its short-term and long-term plans for quality improvement. Conducting regular surveys is one of the tools for evaluating educational programs, observing learning processes, and monitoring.

Evaluation tool:

Student General Satisfaction Survey Questionnaire;

General Satisfaction Questionnaire for Academic and Invited Staff;

Organizational Management Process Evaluation and General Staff Satisfaction Questionnaire;

Mobility Incoming Student Survey;

Mobility outgoing student survey;

Educational program Evaluation Questionnaire by the student;

Educational Program Evaluation Questionnaire by the graduate;

Educational Program Evaluation Questionnaire by Employers;



Educational program Evaluation Questionnaire by the staff involved in the implementation of the program;

Course and Lecturer Assessment Questionnaire by Student;

Student Practice Component Assessment Questionnaire;

Questionnaire for evaluation of the object of practice (clinic) and clinical training courses by the student;

Examination Process Evaluation Questionnaire;

International Academic Mobility Student Satisfaction Survey Questionnaire;

International Academic Mobility Staff Satisfaction Survey Questionnaire;

Form of the report of the response of the structural units to the results of the research;

Form of analysis of responses to survey results.

Procedure for using the results:

Based on the analysis of the results obtained by conducting the research, it is possible to consider the need to revise the research tools - questionnaires, therefore, the document with attached appendixes is subject to constant revision in order to improve / enhance the written procedures and tools.

Survey results are used to continuously improve educational programs, the teaching-learning process, research facilitation, program staff, and the organization's management processes. The appropriate structural unit responds to the survey results. The quality assurance service evaluates and supervises the steps taken and planned by the structural units to respond to the results.

Rule of administration of the examination process - The document regulates the organizational issues of the examination process, the regulation promotes the transparent and fair implementation of the processes, protects the confidentiality of the examination issues, which in turn serves to improve the quality of teaching and learning.

Evaluation tool:

Report of the Head of the Examination Center;

Student General Satisfaction Survey Questionnaire;

General Satisfaction Questionnaire for Academic and Invited Staff;

Examination Process Evaluation Questionnaire.



Procedure for using the results:

Based on the report of the head of the examination center, the quality assurance service evaluates the processes, taking into account the results of the general satisfaction survey of students and academic and invited staff, as well as the evaluation of the examination process. Based on the analysis, the document and the procedures described in the document are subject to revision in order to improve / enhance the processes.

Procedure for completing a bachelor's thesis - The document regulates the rules of execution and evaluation of the bachelor's thesis, the document defines the procedures for the selection and approval of the bachelor's thesis, the requirements for the supervisor and the reviewer, their duties, the issues of evaluation of the thesis by them. The document also regulates the issues of protection of the bachelor's thesis, the composition of the defense commission, the evaluation of the thesis by the commission and the appeal of the results by the student. The document develops forms of evaluation of the work by the supervisor, reviewer and members of the protection commission. The document also sets out the requirements for the structure and technical design of the undergraduate thesis. Adjusting the performance of the dissertation in accordance with the rules set out in the document serves to raise and improve the quality of the bachelor's dissertation, which accordingly facilitates and ensures the achievement of the results defined by the bachelor's dissertation component.

Evaluation tool:

Assessment of the head of the Bachelor thesis form;

Bachelor's thesis reviewer evaluation form;

Evaluation form by the Bachelor Thesis Public Protection Commission.

Procedure for using the results:

The quality and attention of the papers identified as a result of the evaluation of the Bachelor's thesis will be analyzed and the requirements and procedures for the performance of the undergraduate thesis may be revised and refined by the relevant structural units or the evaluation approaches and criteria may be revised to ensure results achieved by the component.

Rules for Execution and Evaluation of the Practice Component of the Educational Program - The document regulates the rules for the implementation and evaluation of the internship component of



educational programs, in particular, the document defines the rules for the distribution and approval of students on the internship component, the duties of the internship supervisor and mentor, the component performance requirements and component assessment issues by the internship supervisor and mentor. The document also regulates the protection of the internship component, the composition of the protection commission, as well as the student's appeal of the results. In the appendix of the document, an internship diary form has been developed, which serves to mobilize information about the student's performance of the internship component. Regulating the implementation of the practice component in accordance with the rules set out in the document facilitates and ensures the achievement of the results defined by the component.

Evaluation tool:

Practice diary form;

Student Practice Component Assessment Questionnaire.

Questionnaire for evaluation of the object of practice (clinic) and clinical training courses by the student.

Procedure for using the results:

The quality of performance and attention to detail of the component identified as a result of the evaluation of the practice component will be analyzed and the relevant structural units may review and refine the practice requirements and procedures or may review the evaluation approaches and criteria to ensure the results defined by the component.

7.3.2 Research

Evaluate and analyze the scientific productivity of research activities, research units and academic / research staff.

A) Rules and conditions for affiliation of academic staff - The document regulates the rules and conditions of affiliation of the academic staff of European University, sets out the rights and responsibilities of the academic staff and the University in connection with the affiliation. Provides for the obligations of the University, mechanisms for promoting their professional development.

Evaluation tool:

General Satisfaction Questionnaire for Academic Staff.

Procedure for using the results:



Based on the academic satisfaction survey of the academic staff and the analysis of the results achieved in the research, the affiliation rule is subject to revision in order to improve / enhance the processes / conditions.

B) Research funding rule - The document promotes equal research opportunities by the University, transparency of processes and funding of valuable research through high competition.

Evaluation tool:

Research Assistance Center Head Report Form;

General Satisfaction Questionnaire for Academic and Invited Staff.

Procedure for using the results:

The data are analyzed based on the results of the General Satisfaction Survey of Academic and Invited Staff and the report of the Head of the Research Support Center. The report includes data on participation in international research projects within the university as well (statistics on participation in the project, statistics on qualifying, funding statistics). Based on the above data, the rule is subject to revision in order to refine and improve the promotion processes described in it.

C) The rule of evaluation of scientific-research and academic activities of the staff - See Article 7 of this document - Internal Quality Assurance Mechanisms and Instruments, Section 7.3, Subsection 7.3.1 (b).

D) Procedures and mechanisms for detecting, preventing and responding to plagiarism - The aim of the document is to promote the objective implementation of teaching and research at the University, to establish the principles of academic integrity, as well as to promote the level of scientific and academic activities and responsibilities at the University, to establish the prestige of the University in the university community.

The requirements of the document apply to the academic, invited and scientific staff employed at the University, as well as to the students of the University and to the persons involved in the scientific conferences and publications organized by the University.

Evaluation tool:



Report on the verification and response to student written work in the plagiarism program;

Report of the Head of the Examination Center;

Electronic platform - TURNITIN;

Procedure for using the results:

In order to correct the shortcomings identified using the electronic platform and the analysis of the report of the Head of the Examination Center, the Quality Assurance Service, in cooperation with the main educational and structural units, works to raise the culture of academic integrity.

E) Procedure for completing a master's thesis - The document regulates the requirements and procedures for the performance of the master's thesis, in particular, the procedures for selecting the supervisor and the topic, the structure and rules of the master's thesis, the master's thesis evaluation system, the requirements for admission to the public defense. The document facilitates and to some extent ensures the achievement of the results defined by the existing research component within the master's degree programs.

Evaluation tool:

Conclusion of the supervisor of the master thesis;

Conclusion of the supervisor of the master thesis;

Evaluation components and criteria by the Master Thesis Public Protection Commission.

Procedure for using the results:

The quality and focus of the dissertations identified as a result of the master's thesis evaluation will be analyzed, and the requirements and procedures for the master's thesis may be revised and refined by the relevant structural units, or the assessment approaches and criteria may be revised to strengthen existing research programs and to ensure that the results defined by the research component are achieved.

7.3.3 Management processes

Evaluate and analyze the management processes of the organization.

A) Statute of the University; University structure - The document regulates the organizational management processes of the University. Establishes and defines the functions and responsibilities of the



structural units / persons, the functional connection and subordination between the structural units / persons in order to carry out the ongoing processes in the University effectively.

Evaluation tool:

Organizational Management Process Evaluation and General Staff Satisfaction Questionnaire.

Procedure for using the results:

The process is cyclical in nature and a report on the shortcomings of the structural units identified on the basis of the survey is provided to the heads of the relevant structural units for further response to improve the results obtained. The response is assessed as a result of a repeat survey.

Article 8. Annual Reporting of the Quality Assurance Service and Application of Results

The University Quality Assurance Service analyzes the results of the evaluations carried out and develops relevant recommendations. The recommendations of the University Quality Assurance Service will be submitted to the relevant service / structural unit for response. In order to improve the results obtained, the steps taken and planned by the structural units are submitted to the Quality Assurance Service in the form of a response report, which provides an opportunity to assess the response and monitor the implementation of the planned steps.

Evaluation procedures developed within the framework of quality assurance mechanisms are carried out regularly, at predetermined intervals. Repeated evaluations provide an opportunity to evaluate the effectiveness of the mechanisms used, their refinement and improvement.

The annual report on the evaluations, results and responses carried out under the Quality Assurance Mechanisms shall be submitted by the Head of the Quality Assurance Service to the Vice-Rector for Quality Development to assess and evaluate the effectiveness of the mechanisms, to identify the need to refine and improve them. The report will be submitted to the Board of Directors by the Vice-Rector for quality development.