

Approved:
An Academic Board of the Samtskhe-Javakheti State University

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Decree №24

Internal and External Mechanisms of Educational Program Quality Assurance

The activities of the Samtskhe-Javakheti State University Quality Assurance Unit is regulated by the Georgian Laws about “Higher Education” and about “Vocational Education”, ”Education Quality Development”, as well as authorization and accreditation standards and accordingly by the university by-law, university normative and legal acts. It has the quality assurance internal institutional system which participates in the planning, management, monitoring and development process of the university activities and supports to the institution in regular evaluation of educational and scientific-research activities, as well as professional development quality.

Relevance to the standards, monitoring of the educational process quality and support to education quality development are the key objectives of the quality assurance unit. The unit works based on Deming PDCA principle: P – Plan, D – Do, C – Check, A – act;

The objective of the unit is to plan its work in detail, define the aspects of the activity, which structures, programs of the institution, in which consequence, by whom and by which criteria have to be evaluated; 2. Implemented planned evaluation based on agreed criteria and schedule; 3. Analyze received results, 4. Define the results of the gaps and develop respective recommendations to overcome them. In case of no gap develop maintenance mechanisms of the satisfactory results.

The functions of the quality assurance service are divided into several sections 1. HEI educational and scientific-research activity evaluation 2. Introduction of modern method of teaching 3. Professional development of the staff 4. Preparation of self-evaluation for authorization and accreditation.

Students are involved in the activities of SJSU quality assurance unit. There are 9 students out of 4 acting faculties who participate in the activities and events planned by the quality assurance unit. (The decision of Law Faculty Board №1.2, 22.01.2018; Decree of the Education, Humanitarian and Social Science Faculty Board №01/18; 11.01.2018; The decree of Business Administration Faculty № 38/05; December 19, 2017; The decree of the Engineering, Agrarian and Natural Sciences Faculty №26/01/03. January 10, 2018)

The conclusion about university education and scientific-research work is made by the university quality assurance unit having responsibility to define relevance of the study process, identify problems and set the overcoming measures as a result of the study process analysis. The process includes participation of the students and publicity of the results.

The evaluation will take place for

1. The key structural units of the university, faculties and a library.
2. Personnel involved in the educational, Scientific and research.
3. Operating educational programs of the university

Program Monitoring and Regular Evaluation

At the beginning of every academic year, the quality assurance unit inspects the academic plan of the educational programs, distribution of the work for academic personnel and academic timetable relevance together with the university study process management unit.

Every semester it conducts the students regarding to satisfaction by the academic and invited personnel, academic process, library resource and smooth operation of the equipment.

The Mechanism of Academic Performance Monitoring. The specialist of faculty quality assurance units conduct monitoring of academic performance by means of internal database of academic processes after completion of examination period considered by academic calendar, at the end of the semester, it conducts monitoring of academic performance, as students' academic performance is the main result of the educational process and accordingly, it is the most recognized indicator of it. Educational programs and quality of the individual course complexity is defined based on the students' academic performance analysis; Adequacy of the applied methods during evaluation against program goals and capacity of the students group; Academic personal pedagogical characters; (in the European system of credit transfers and accumulation ECTS) there is ranging scale of students developed, which coincides with the Gauss normal distribution, it means that the number of the best students (with high scores) shall not exceed the 10% of total number of the students, the next levels will be 25%-30%-25%-10%. According to the range scale key pool of the students shall have the average performance while the highest and lowest marks shall be distributed like 10-10%. At various stage of the study (bachelor program/master program) the modifications are introduced in the distribution model. The master program students compared to bachelor program ones, as master program students have higher academic performance in all the subjects. There are following reasons to explain this fact, in particular

- As a rule the best students are selected for the Master programs;
- The motivation of the master program students differs from the students of the bachelor programs, they are older and feel higher responsibility towards the study;
- The number of the students in the master program groups is lower and there is the better condition for working with students.

The faculty specialists of the quality assurance write the report about main, compulsory components of the individual educational program on based on the internal data processing about educational process management on an annual basis for improvement and development of the educational programs by the program heads and faculties. The results are reflected in the annual self-assessment report of the program head which is submitted to the faculty board.

- Program monitoring and periodical evaluation is implemented by involvement of the academic, scientific, invited, administrative, program support personnel, students, graduates, employers and other stakeholders, regular collection of the information, processing and analysis.
- After analysis of the evaluation results the programs are modified/adapted;
- In case of need the program applies developing peer-evaluation (Georgian and/or foreign peers working at other HEIs) for improvement of the program.
- In case of need the special form is used for evaluation teaching of academic and invited personnel by attending peers (from the same program, from different programs of the same HEI, or invited person from other HEI) on the lecture, what helps to improvement of study quality.
- At the end of each main study course the students fill the course assessment questionnaires. The results of the survey are used for further development of the course;
- Periodically the program is compared to the similar programs of the foreign universities. The international best practice is shared for meeting modern demands by the program;
- Program efficiency assessment is implemented based on the monitoring results and comprehensive program results and in case of need modification and improvement of the program.

Program assessment by the program: Program head attends the educational course lectures and makes an analysis which is used for defining program weaknesses and strengths and program further development.

A program head produces a self-assessment report on an annual basis and analysis in accordance to the accreditation standards, actual condition of the program, includes activities implemented based on the recommendations developed by internal and external evaluators of the program; in case of failure of meeting recommendations describes objective preventing conditions.

A self-assessment report is submitted to the faculty board after approval by the faculty quality assurance unit, and sent to the university quality assurance unit and finally to the national center for education quality assurance (in case of need)

Program evaluation by the faculty and university quality assurance units, the evaluation procedure includes the following elements:

- Survey of the admitted students on the program

- Implemented evaluation results (the results of the students' academic performance monitoring);
- The result analysis of a program head attendance on the lecture
- Survey of the program implementer academic personnel
- Survey of university graduates;
- Survey of employers.
- Program study result evaluation report
- Evaluation of personnel performance (Teaching and research quality, indicator of the international mobility, etc.) evaluation and appliance of the evaluation results in professional development of the personnel

The reports of internal evaluation. The university quality assurance unit and a faculty quality assurance unit are responsible for surveys and students' monitoring results.

Surveys are conducted by the questionnaires developed by the faculty/university quality assurance unit, according to the set rule, the results of the analysis and recommendations are submitted to the faculty board and a program head for further response. In case of sharing recommendations by the faculty board they became compulsory for implementation.

- The university quality assurance unit together with the university administration is authorized to invite external experts of the relevant field for participation in the evaluation process of the educational program.
- Inspection of an educational program takes place annually in accordance to the criteria approved by the university academic board, in case of need another frequency of the inspection is also defined.

The Procedure of Academic Educational Program Development

The process of educational program development is based on the regular internal evaluation fulfilled in the university in accordance to the applied standards in the educational sector and normative documents developed by the university. Such evaluation is the main tool for identification of weaknesses and strengths of the educational program.

- Quality assurance system is based on regular discussion and monitoring results' analysis which are included in the periodical reports. The fields to be improved and implementation ways of the educational program are referred in the reports.
- The improvement process mainly involved the ongoing or planned activities based on developed recommendations, as the part of further planning cycle. The efficiency of the activities are measured by the quality assurance unit.
- Quality assurance service holds meetings, trainings for improvement of learning/teaching quality.

The Mechanism of Involvement of Stakeholders in the Program Development Process

The stakeholders for the educational program development are employers, academic personnel, students and graduates;

Inclusion of the mentioned parties in improvement and development of the educational program is proved by the requirement of state, labor market, students, graduates, society and employers and needs analysis methods.

The study is conducted by means of questioning method;

Based on a research results the program heads identify relevant directions to plan better educational process considering market demands and students' attitude towards the program development.

Quality assurance unit periodically conducts surveys with stakeholders and developed different kind of questionnaires;

The surveys are conducted to those organizations and practice objects with which university programs have agreements (memorandums) for implementation practical components.

Evaluation of Personnel Performance

Evaluation of personnel performance takes place on one hands according to the academic personnel work scheme (see Annex 1), **on other side, based on the attendance on the auditory lectures by the aim**

To evaluate ongoing learning/teaching process; sharing of the ideas and experience among academic personnel in the process of learning/teaching; capacity and competence building of the academic personnel; evaluation of full appliance of available academic resources, highlighting of gaps and defining the ways of further development; supporting academic personnel in learning/teaching, providing trainings related to the aspects and practice of the pedagogics for students' teaching quality improvement; Active participation of academic personnel in existing learning/teaching practice peer-review considering the specifics of the educational program; Highlighting of the best examples for learning/teaching and supporting academic personnel effectively using learning/teaching methods to achieve the goal of the educational course planned by the syllabus; ensures involvement of academic personnel in fulfilment of the policy and plans of the university quality assurance.

The attendance committee is established on each faculty composed of a dean, a deputy dean, a faculty quality specialist, a program head. A program head develops attendance plan for the auditory lectures two weeks earlier before starting study, when submits to the faculty board for approval. The program head introduces the educational course teacher about attendance plan on the auditory lectures a week earlier.

A teacher of the educational course is obliged to notify students that the group of observers is going to attend for observing the teaching process (And not the students).

The lecture attendance minute is produced according to the auditory work form (lecture, practical study, group work, etc.) and includes the following data – start of auditory work, participation of students, applied learning/teaching methods during the auditory work, auditory work time management, relevance of the issue discussed and educational methods with the syllabus, competency of the lecture.

External quality assessment: Education program evaluation takes place based on the external quality evaluation results by external expert considering accreditation standards.

Annex 1

Academic Personnel „

“Academic Year Report

Professor:

Associate Professor:

Assistant Professor:

Activity	Implemented Work
<p>Professor</p> <p>Pedagogical 40 %</p> <p>Scientific 40%</p> <p>Optional 20%</p>	
<p>Associate Professor</p>	

Pedagogical 50 % Scientific 30 % Optional 20 %	
Assistant Professor Pedagogical 60 % Scientific 20 % Optional 20 %	
Pedagogical Activity-Compulsory	
<u>Pedagogical work is defined and means:</u> a. Conducting of contact hours (10/12/14) b. Conducting of consultation hours c. Development/update/processing of the syllabus considered by the program d. Preparation/evaluation of the final and mid-term tests (per need) <i>Remark: the auditory work shall be referred both at SJSU and at other HEIs</i>	
Pedagogical Activities Chosen by the Personnel	

<p>Coordination of an Academic Program</p> <p>1. Bachelor Program -10</p> <p>2. Master Program - 10</p> <p>3. Doctoral Program -10</p>	
<p>Co-coordination of the Program</p> <p>1. Bachelor Program 5</p> <p>2. Master Program 5</p> <p>3. Doctoral Program 5</p>	
<p>Supervision/field/direction of a module:</p> <p>1. Bachelor Program 5</p> <p>2. Master Program 5</p> <p>3. Doctoral Program 5</p>	
<p>Exercises/tests being the author of practical test collection (based on requirement) - 30</p> <p>Exercises/tests being the co-author of practical test collection (based on requirement) - 15</p> <p>Being an author of the lectures - 30</p> <p>Co-author of the lectures -15</p> <p>Video lecture (Full course of lectures) - 30</p>	

<p>The resources required for distance study - 20</p> <p>Public educational activities - 5 :</p> <p>(Public lectures, excursion, trainings, seminars, etc.)</p>	
<p>Scientific Activities (Compulsory)-One work per two year</p>	
<ul style="list-style-type: none"> ❖ Scientific work in the impact factor edition - 60 • Scientific work in the impact factor edition Co-author- 30 	
<p>Scientific Activities (to be chosen by personnel)</p>	
<p>1. Implementation of the scientific component of the educational program -</p> <ul style="list-style-type: none"> ❖ At a doctoral program level • Supervision - 15 – 45 (Prof.. ; Assoc. Prof..) • Co-supervision - 10-30 ❖ At a Master Program level - 10-30 (Prof.; Assoc. Prof.) ❖ At a Bachelor Program level - 5-25 (Prof.; Assoc. Prof. Assistant Prof.) 	
<p>2. Scientific Work</p> <ul style="list-style-type: none"> ❖ Monography/Monography Translation (In accordance to the requirements) – 60 ❖ Monography/Monography Translation (In accordance to the requirements), Co-author- 30 ❖ To be an author of a manual -60 ❖ To be a co-author of a manual- 30 ❖ Scientific work in the international edition /Trasnslation (In accordance to the requirements) - 20 	

<ul style="list-style-type: none"> • Scientific ნაშრომი International edition/Translation (In accordance to the requirements) Co-author - 10 ❖ Scientific works in the local editions-10 • Scientific work in the local co-author- 5 	
<p>3. <u>Scientific -research projects</u></p> <ul style="list-style-type: none"> ❖ Fundamental researches - 60 Project supervision - 60 Membership of management team - 30 Participant - 20 ❖ Joint researches with the peers from Georgia working abroad - 60 Project supervision - 60 The membership of a management team - 30 Participant - 20 ❖ Applied researches - 60 Project supervision - 60 The membership of a management team - 30 Participant - 20 ❖ State grant. Scientific research of Georgian material and spiritual heritage existing abroad - 40 Project supervision - 40 The membership of a management team - 30 Participant - 20 ❖ President's grant for young scientists - 40 Project supervision - 40 The membership of a management team - 30 Participant - 20 ❖ The research within the doctoral educational program - 30 Project supervision - 30 The membership of a management team- 20 Participant - 10 	

<p>❖ The research within the University Scientific Grant funded project 20 Project supervision - 20 The membership of a management team- 10 Participant -5</p>	
<p>4. <u>Scientific conference/forum/symposium/congress</u> - 20</p> <p>❖ A Report International - 20 National -15 University-10</p> <p>❖ Organizing International - 20 National - 10 University -5</p>	
<p>5. <u>Various Scientific edition/work</u></p> <p>❖ Editor - 20 ❖ Reviewer - 10 ❖ Opponent - 10 ❖ The member of a dissertation board 10 ❖ The member of an editorial body - 10 ❖ Supervision of a conference topic - 5 (Bachelor master, maximum three)</p>	
<p>6. <u>Scientific consultation and expert activities</u> - 20</p> <p>❖ International level - 20 ❖ National level - 10</p>	

<p>7. Pubic scientific-popular activities (seminar, training, workshop, summer, winter school, research ordered by the university (student, professor) - 10</p> <p>Organizing/Participating</p> <ul style="list-style-type: none"> ❖ International level - 10 ❖ National level -10 	
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Remark: In case of publication a scientific work the following shall be referred

- Full name of the article/work in the edition with impact factor, the name of a journal/publication (with reference to ISSN/ISBN), year, number, the place of the edition, DOI of the article/work, magazine/edition impact factor (it shall not be equal to 0),the number of quotation (if any), URL address. (the journal shall have the index in the approved database list by the academic board);
- In case of publishing in the international or national publication the full name of the article/work, name of the journal/edition (with reference of ISSN/ISBN), year, umber, publication place, in case of electronic version URL address.

Signature

Date:

Remark

Implementation of the scheme considered by each member of academic personnel is the precondition for distribution of the hours defined for respective academic position and working out of salary or bonus.

In addition, the salary rate or salary bonus rate is defined based on the contact time, or academic working hours, as well as scientific-research working hours and self-development.

In case of accumulating less quantity of academic hours including creative and scientific-research activities against planned the faculty board direction/institute/academic department shall discuss the issue of relevance of an academic staff member with the academic position.

In case of excess auditory hours against planned by the scheme shall be distributed for a certain period based on the agreement.

In case of excess academic hours the salary or salary bonus is defined based on the volume of the educational, creative and scientific-research work at the university

References:

1. Authorization Standards
2. Accreditation Standards
3. <https://drive.google.com/file/d/0B8EsOg5UNGftaVdKdIBhVjNZbjQ/view>
4. The Standards and Guideline Principles of European Higher Education Quality Assurance, ESG 2015, Manual
5. The Guideline of Internal Institutional Mechanism of Quality Assurance, Tbilisi, 2009
6. Development and introduction of study results, practical manual, doct. Declan Canady, 2006