

Quality Assurance Policy of BSU

Resolution No. 06-01/91 of the Academic Council
of BSU of August 14, 2019
Appendix 1.

Article 1. General provisions

1. 1. Legal entity under public law - Shota Rustaveli State University of Batumi (hereinafter "University" or "BSU") quality assurance policy (hereinafter "Quality Policy") is based on quality assurance standards and guiding principles of the European space of higher education (ESG), Law of Georgia "On Higher Education", Law of Georgia "On Development of Quality of Education", standards of authorization of higher study institution and accreditation of higher education programmes, university charter, mission, strategic development plan, action plan, legal acts of university management bodies, etc. The quality policy expresses the main directions of the university's quality development and is a guide for structural units and personnel of BSU.

2. BSU quality policy:

- a) **is based** on the principles of continuity, transparency, academic integrity and accountability;
- b) **serves** continuous evaluation and development of university activities, sustainability and growth of internal quality culture;
- c) **provides** for the participation of interested parties (students, graduates, academic, scientific, invited, administrative, support staff, employers, etc.).

3. The implementation of the quality policy is ensured by the main study, scientific-research and supplementary structural units of BSU, taking into account the legal acts of BSU and this policy, based on the principles of mutual cooperation and responsibility..

Article 2. Main principles of quality policy

1. In order to ensure BSU's compliance with the authorization and accreditation standards and for the continuous development of the university, the Academic Council of BSU has established the main principles of the quality policy by Resolution No. 28 of February 23, 2018:

- a) ensuring high quality of student-oriented teaching and research;
- b) involvement of interested parties in the process of elaboration and development of study programmes;
- c) promotion of personnel evaluation and professional advancement;
- d) improving the quality of study resources and services;
- e) promotion of internationalization of teaching and research;
- f) improvement of periodic and effective monitoring, assessment and response system.

Article 3. Mechanisms for realizing the principles of quality policy

1. The mechanisms for realizing the principles of quality policy are:

- a) procedures for monitoring, evaluating and improving the study process;
- b) procedures for developing, evaluating and elaboration study programmes;
- c) procedures for evaluation and development of BSU personnel;
- d) procedures for evaluation and improvement of study resources, services;
- e) procedures promoting the internationalization of learning, teaching and research;
- g) conducting periodic studies and developing recommendations.

1. The head of BSU quality assurance service, the head of BSU administration, the deputy rector of BSU and the relevant structural units subordinate to them are responsible for the elaboration and implementation of mechanisms for the implementation of BSU quality assurance policy principles.

Article 4. Monitoring and evaluation of the study process

1. Monitoring and evaluation of the study process includes the following components:

- a) monitoring of classroom work - updating of study programmes, syllabi and study materials, use of electronic resources in the study process, detection of plagiarism, monitoring of attendance/mutual attendance of the personnel implementing the study courses;
- b) monitoring of the organization of the study process - monitoring the academic registration process of students, informing students about the study schedule (study tables), planning/implementing consulting services, monitoring the compliance of the material and technical base necessary for the study process, etc.;
- c) Examination process monitoring - examination of midterm and final examination materials in order to determine their compliance with the syllabus of the study course (course content, achievable results, evaluation form) and university normative acts, selective monitoring of students' papers for the use of evaluation criteria/rubrics provided for in the syllabus, feedback of the results of formative evaluation and in order to ensure the objectivity of the assessment;
- d) Analysis of students' academic performance - statistical and qualitative analysis of the final results of the students' academic performance of the midterm and final exams (at the level of the university, faculty, study programme, study course and its implementing personnel), assessment of the current situation, identification of problems and determination of ways to solve them;
- e) Analysis of the results of the student survey - in order to organize the study process, evaluate the study programme and study courses, the quality assurance service conducts a student survey through the electronic system (www.portal.bsu.edu.ge), based on the analysis of the results, the achievement of the learning outcomes of the study programme, setting the level and developing recommendations.

2. Monitoring, evaluation and development of recommendations of the study process, with the involvement of the head of the programme, shall be ensured by the quality assurance service of the faculty and the coordinator of the field department in a step-by-step manner, in accordance with form 1.

Article 5. Development, evaluation and elaboration of study programmes

1. In order to develop study programmes, the following is carried out:
 - a) Analysis of the materials required by the legal acts of BSU at the stage of development of study programmes (labor market research, employment rate of graduates of the last five years, material-technical, library and human resources, scientific research in the relevant direction, etc.);
 - b) monitoring the process of creation of the working group, the curriculum committee and the development of the work plan;
 - c) monitoring the working process of the working group and the curriculum committee (objectives of study programmes, learning outcomes, teaching-learning and assessment methods, study and scientific components, determination of their volume and content, selection of literature, etc.);
 - d) monitoring the process of preparing the programme self-evaluation report.
2. Evaluation of study programmes includes both monitoring of the study process, evaluation of the personnel involved in it, the material and technical base and services required for the programme, research of interested parties, students and implementing personnel, as well as constant monitoring of the ways of achieving the learning results defined by the programme and the target marks;
3. The head of the programme and the personnel involved in it, as well as the dean of the faculty, the head of the field department, the quality assurance service of the faculty and the coordinator of the field department are responsible for the development and evaluation of study programmes. The quality assurance service is also responsible for:
 - a) monitoring of accreditation terms, the principle of continuity of accreditation, the terms and processes of submitting the study programme for re-accreditation;
 - b) in case of expiration of the accreditation period, monitoring of the implementation of activities for the protection of advance awareness of students (including students receiving state study grants or programme funding), offering other study programmes/internal mobility or considering other alternatives;
 - c) monitoring the implementation of the university data reflected in the accreditation application (self-evaluation), as well as the recommendations reflected in the decision of the Accreditation Council of Higher Education Programmes on the accreditation of the programme and/or the minutes of the Accreditation Council considered an integral part of it/the report of accreditation experts and/or the implementation of the study programme in accordance with it;

Article 6. Personnel evaluation and professional advancement

1. One of the important mechanisms of BSU quality assurance is promotion of personnel evaluation and professional advancement based on information gathering, analysis and creation of a competitive environment. Staff evaluation includes:
 - a) evaluation of pedagogical, scientific-research and university activity of academic and invited personnel;
 - b) evaluation of the scientific-research work of scientific staff;
 - c) evaluation of the activities of the staff implementing the professional study programmes (staff of professional teachers/programme supervisors);
 - d) assessment of administrative and support staff;

2. Regulatory documents and components of personnel evaluation:

a) The evaluation process of the activity (pedagogical, scientific-research and university activity) of the academic and invited staff (teaching staff/specialists) implementing the study programmes will be conducted in accordance with the rules approved by the resolution N46 of the Academic Council of BSU of June 29, 2017, which includes the following evaluation components: Involvement of the professor-teacher in the process of development and updating of teaching materials, syllabi and study programme; monitoring of the learning process; student satisfaction survey; participation in scientific events and their organization; Involvement in scientific grant projects; qualitative analysis of scientific papers; Involvement of doctoral students and/or master's students in scientific projects; supervision of bachelor's, master's and/or doctoral theses; conducting scientific seminars; Involvement of students in scientific conferences, etc.;

b) The process of evaluation of scientific staff will be conducted according to the procedures approved by the resolution N66 of the Academic Council of BSU of July 18, 2017. Evaluation includes participation in scientific events and their organization; involvement in scientific grant projects; qualitative analysis of scientific works; involving doctoral and/or master students in scientific projects; supervision of bachelor's, master's and/or doctoral theses; conducting scientific seminars; Involvement of students in scientific conferences, membership of the editorial board of scientific publications, editing of monographs, reviewing of scientific works, etc.;

c) The process of evaluating the activities of the staff implementing vocational study programmes (staff of professional teachers/programme supervisors) will be conducted in accordance with the Resolution No. 06-01/07 of the BSU Academic Council of February 6, 2019;

d) Administrative and support personnel are evaluated by the head of the relevant structural unit, according to the structural unit's regulations, the employee's job description/instructions, the employer's legal acts, and the BSU's staff management implementation rule evaluation components. During the assessment process, reports on the work performed are taken into account.

3. Responsibility and accountability for personnel evaluation:

a) Based on the analysis of the assessment of the activities of the academic and invited staff, the head of the programme, together with the head of the department and the quality assurance service of the faculty, will develop recommendations, submit a report to the dean of the faculty and the quality assurance service of the university, and their final report on the measures to be carried out as a result of the evaluation will be submitted to the rector of the university in the form of recommendations and Academic Council.

b) The scientific research service of BSU coordinates the process of evaluating the activity of scientific personnel together with the director of the relevant scientific-research institute and submits information to the quality assurance service of the university, which submits recommendations on the measures to be taken to the rector and the academic council;

c) The quality management manager of the same center coordinates the evaluation process of the personnel implementing vocational study programmes together with the director of the Center for Management of Vocational Programmes and Lifelong Learning Centre of BSU. Based on the assessment analysis, the information will be submitted to the quality assurance service of the university, which will develop recommendations on the measures to be taken and submit the information to the rector and the academic council;

d) Heads of the relevant structural unit are responsible for the assessment of administrative/support staff. On the basis of the assessment analysis, measures are planned together with the rector, the head of the administration/ the head of the quality assurance service (within their authority) and the head of the relevant structural unit.

Article 7. Evaluation and improvement of study resources and services

1. Systematic collection, processing and analysis of information is used for evaluation of study resources and services. One of the most important sources of information collection is student and teacher surveys, which include information on study spaces, resources (library resources, auditorium and laboratory spaces, clinics, practice facilities, computer equipment, electronic services, catering facility, dormitory, hygiene norms, free space for students) required for the implementation of the programme and services (for students: extracurricular activities, student scientific conferences, projects, cultural/creative and sports circles;

for professors: scientific grants/secondments, workshops, trainings/retraining courses, etc.) assessment.

2. The Department of Material Resources Management, Center for Management of Vocational Programmes and Lifelong Learning Centre, Faculties, Scientific Research Service and independent scientific-research institutes are responsible for the assessment of study resources and services, which, together with the Quality Assurance Service, will develop recommendations to improve the relevant resources and services. The information will be presented to the rector and the head of the administration..

Article 8. Internationalization of learning, teaching and research


1. Internationalization of teaching and research includes: assessment of the participation of professors, researchers and students in exchange programmes; involvement of foreign professors-teachers in the study process or external activities planned within the framework of the curriculum; the rate of participation of foreign students in study programmes; cooperation with foreign universities and research centers; participation of professors and teachers in international conferences, congresses, symposiums, forums and others;

2. The Department of Strategic Development and Foreign Relations, the Service of Scientific Research, independent scientific research institutes and faculties are responsible for the promotion of internationalization of learning, teaching and research. The results achieved by the mentioned structural units are reflected in the annual reports, they are analyzed in accordance with the target indicators and improvement measures are planned.

Article 9. Periodic Surveys

1. Periodic studies at BSU include: student satisfaction survey on the organization of the study process; research and analysis of the quality of organization of midterm and final exams, students' academic performance, and students' satisfaction with services; analysis of employment of students and graduates; evaluation of students' involvement in scientific-research projects; research of employers and potential employers; The analysis of entrant applications and enrollment rates according to study programmes, the analysis of the rates of students with active and suspended status, mobility, the ratio of affiliated and non-affiliated academic, scientific, invited, support and administrative staff, the number of academic invited staff, scientific papers, the involvement of professors and teachers in conferences, Foreign personnel involved in the study and scientific process, statistical data processing and the elaboration of conclusions/recommendations by the quality assurance service based on the analysis.

2. The quality assurance service is responsible for conducting periodical studies. In the process of research, together with the quality assurance service, the head of the study programme and implementing staff are actively involved, and in the process of developing recommendations - the head of the programme, the administration of the faculty and the quality assurance service of the faculty. The results of the study are reflected in the programme evaluation system, which is used for both programme development and programme re-accreditation.

List of activities to be implemented	Implementation period (month)												Responsible persons	Procedures and mechanisms	Analysis of results and response
	1	2	3	4	5	6	7	8	9	10	11	12			
Updating educational programmes, syllabi and study materials													Dean of the Faculty; Head of Department; Head of the programme.	Based on the recommendations developed as a result of monitoring and/or other needs, the head of the programme initiates changes in the programme; The issue is discussed at the department and curriculum meetings, approved by the quality assurance service of the faculty and submitted to the academic council of BSU for approval by the decision of the faculty council.	The quality assurance service of the faculty is monitoring to determine the effectiveness of the changes
A survey of student satisfaction with services													Dean of the Faculty	A questionnaire is prepared, which includes a survey of the following activities: <div style="display: flex; align-items: center;"> <ul style="list-style-type: none"> ✓ Extracurricular activities; ✓ Students' scientific conferences; ✓ Students' scientific projects; ✓ Cultural/creative and sports activities  </div> placement on the e-platform; Electronic survey www.portal.bsu.edu.ge ;	problem identification; elaboration of recommendations by relevant services;
													Quality Assurance Service BSU Students' Career Development, Culture and Sports Department		Note: The survey can be conducted in a specified and/or different period in stages.
Evaluation and improvement of learning resources, services													Department of Material Resources Management; Vocational Programme Management and Lifelong Learning Center;	A questionnaire is prepared, which includes a survey of the following activities: <ul style="list-style-type: none"> ✓ library resources; ✓ auditorium and laboratory spaces; ✓ clinics, practice facilities; ✓ computer equipment; ✓ hygienic norms; 	In order to improve resources and services, recommendations will be elaborated and appropriate measures will be taken

																	Faculties; Scientific research service and independent scientific-research institutes;	<ul style="list-style-type: none"> ✓ free space for students; ✓ catering facility; ✓ dormitory; 	Note: The survey can be conducted in a specified and/or different period in stages.
Survey of satisfaction with the services of professors and teachers																	Dean of the Faculty Head of Department; Head of the programme Quality Assurance Service	A questionnaire is prepared, which includes a survey of the following activities: <ol style="list-style-type: none"> 1. Scientific grants; 2. Business trips; 3. Workshops; 4. Trainings/Study courses placement on the e-platform; Electronic survey www.portal.bsu.edu.ge ;	problem identification; elaboration of recommendations by relevant services; Note: The survey can be conducted in a specified and/or different period in stages.
Student satisfaction research on the organization of the educational process;																	Department of Management of Study Processes; Dean of the Faculty Quality Assurance Service	A questionnaire is prepared, which includes a survey of the following activities: <ul style="list-style-type: none"> ✓ Academic registration ✓ Informing students ✓ Consulting services ✓ Material and technical base; placement on the e-platform; Electronic survey www.portal.bsu.edu.ge	Quantitative and qualitative analysis twice a year; analysis of statistical data and student comments; developing recommendations

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														Head of the programme Program implementation staff; Quality Assurance Service;		Elaboration of recommendations on measures to be taken;
Study of students' academic performance														Students' electronic resources management department; Quality Assurance Service	Placement of academic record on e-platform; statistical data processing	Quantitative analysis and evaluation of statistical data results
Student Employment Survey														Head of the programme Students' Career Development, Culture and Sports Department Quality Assurance Service;	preparation of the questionnaire; placement on the e-platform; Electronic survey www.portal.bsu.edu.ge ;	Employee support (consulting hours)

Graduate Employment Survey														Head of the programme; Head of Department; Quality Assurance Service;	preparation of the questionnaire; placement on the e-platform; Electronic survey www.portal.bsu.edu.ge ;	Making changes to the learning outcomes map as a result of electronic surveys and interviews.
Research of employers and potential employers														Head of the programme Head of Department;	preparation of the questionnaire; placement on the e-platform; Electronic survey www.portal.bsu.edu.ge ;	Refinement of learning outcomes based on analysis of survey results of employers and potential employers
Analysis of materials required for programme accreditation and re-accreditation														Dean of the Faculty; Head of the Educational Programme Head of Department; Quality Assurance Service;	creation of a working group; approval of the work plan; Finding accreditation/reaccreditation materials and determining compliance with the programme; Preparation of documentation attached to the accreditation/reaccreditation programme; presentation of the programme to the academic council;	preparation of programme self-evaluation report;
Evaluation of academic, invited and scientific staff activities														Head of the programme	Preparation of self-assessment (pedagogical and scientific) by staff www.portal.bsu.edu.ge ;	Planning trainings to eliminate deficiencies identified based on the analysis

														Head of Department; Quality Assurance Service;	confirmation of the data reflected in the self-assessment;	
Evaluation of administrative and support staff														Head of Administration Faculty and department administration	Annual evaluation of administrative/support staff based on reports of work performed (Rule of implementation of BSU personnel management)	According to the results of the evaluation, planning the events to be carried out together with the rector/head of administration, the quality assurance service and the head of the structural unit
A survey of student programme acceptance rates														BSU quality assurance service; head of the study programme	Information provided by the National Center for Assessment and Testing (www.naacc.ge)	Information processing and planning of relevant activities according to educational programmes.