Approved by the Academic Board of The Teaching University Geomedi LLC;

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Quality assurance policy of the Teaching university Geomedi

According to the Georgian legislation, quality assurance means: "Internal and external evaluation procedures, the implementation of which contributes to the improvement of the quality of education in a higher education institution" (Law of Georgia on Higher Education, Article 2, H 22).

Internal quality assurance involves monitoring the activities of the institution in terms of improving the quality of higher education.

The most important link in external quality assurance is the LEPL - National center for education quality development or quality assessment processes of the university and educational programs authorization and accreditation by the international higher education quality assurance agencies. University reviews and implements recommendations (if any) provided by experts and authorization / accreditation boards for further improvement and development of university services and programs.

The University quality assurance policy is based on the ESG standards and guidelines in higher education as well as on authorization and accreditation standards developed by the education quality development national center.

The University's internal quality assurance policy is a consistent continuous cycle that aligns with the university's mission and strategic development. Quality development continuous cycle serves the fulfillment of strategic goals and relevant tasks.

The internal quality assurance system is based on the cycle plan (plan), execute (do), evaluate (check), develop (act), (PDCA), known as the Deming cycle / model. The PDCA cycle is a dynamic model focused on continuous development. A systematic PDCA approach leads to control, quality assurance as well as establishment and development of a quality culture.

Therefore, the quality assurance service should be focused on the following areas:

1. Quality assurance of educational programs (teaching / learning, assessment, development, etc.)

2. Research (integration of the research into teaching process)

3. Contribution of the society development

4. Evaluation of effectiveness of the ongoing processes at the university

5. Taking care of the continuous staff development

6. Maximum involvement of all interested parties in the processes

7. Student contingency planning mechanisms, according to the university resources, established indicators and targets.

8. Publicity (reports, analysis results, recommendations, etc.).

Internal, as well as external interested parts are involved in the realization of quality assurance policy, both of them are participating in continuous quality assurance processes, which contributes to the establishment and continuous development of a quality culture at the university.

Internal quality assurance processes serve continuous assessment of the resources and working of the university, analysis of the received results, on the basis of the analysis developing reports/recommendations, which is sent to the deans, for consideration by the Faculty Board, to the relevant structural units, submitted to the academic board and appropriate decisions are made for the development of the university.

For the realization of the processes mentioned above, systematic (planned) and unplanned (depending on the situation/task) researches is used, using qualitative and quantitative methods.

During the research process, ethical issues are followed: accountability, evaluation, ability to monitor goals, anonymity, confidentiality, transparency, reliability and validity.

Using systematic (planned) research, during each semester we evaluate: the management of the university, educational programs (teaching-learning), research, material and technical resources necessary for the educational process, etc. Systematic research contributes to the continuous development of all processes taking place at the University. Pre-designed questionnaires are used for systematic studies.

Internal and external questionnaires have been developed at the university. Internal questionnaires are anonymous and loaded into the learning process management information system.

After completing the questionnaires, the quality assurance service specialists will export the information in excel and begins its processing. Based on the results obtained, the quality service department makes complex reports with relevant recommendations.

The reports will be submitted to the academic board for consideration.

Reports and recommendations are sent to the relevant faculties and to all interested parties.

At the end of the academic year, the quality assurance service monitors realization of the recommendations for feedback.

Internal surveys are conducted quarterly.

Three types of external questionnaires have been developed by the quality assurance service department for the interested parties:

Questionnaire for alumni, employer and clinics.

Questionnaires are posted on the site (https://freeonlinesurveys.com).

The link is sent to the respondents by e-mail or Facebook (in case of graduates, the student relations department is responsible for filling in the questionnaires and delivering the completed questionnaires). Once the questionnaires are completed, the quality service department begins to process and analyze them. External surveys are conducted at the end of each academic year.

Unplanned (depending on the situation / task) surveys are used to target the current situation / task, which ensures that the problem is studied locally and responded to in a timely manner.

To accomplish the set tasks, the quality service department will develop a work plan that includes the work to be performed and the timing of the monitoring.

Internal monitoring work plan of the quality assurance service department

№	Work Plan	Monitoring time
1.	Checking the time table. Determining the relevance of the curriculum to educational programs. Monitoring the workload of academic / inviting stuff with deans.	Before starting both semesters of the academic year (Two weeks earlier)
	In the absence of a schedule, Deans of the relevant departments should be informed, so that the study schedule should be accessible to students and all the interested persons no later than one week before the start of the semester.	
2.	Material and technical base (including auditories and library reading room, inventory and checking all essential conditions for the learning process, computer technical equipment, computer programs, and internet) check, and determining the	Before starting both semesters of the academic year (Three weeks earlier)

	compatibility with the material-technical base envisaged by the educational programs. In case of malfunction of the material-technical base or inappropriate condition for the learning process, notify the relevant service for correction;	
3.	To enhance professional skills, plan trainings for personal based on the actual topics, according to questionnaire analysis. (With assistance of the heads of the programs, deans of the faculties and lifelong learning service departments and etc.) (questionnaire №10.1 and 10.2)	Before starting both semesters of the academic year (Two weeks earlier)
4.	Checking the library book fund (physical condition of the textbooks and study materials, quantity, compliance with the syllabus) together with the director of the library Inform the relevant service about the necessity of writing off damaged, unusable books and purchasing new books; Notify the Rector of the need to purchase new textbooks to replace the missing textbooks.	Before starting both semesters of the academic year (Two weeks earlier)
5.	Checking the Work of website and renewing information. In case of old or incomplete information on the website, inform the information technology service in order to correct the defect.	Before starting both semesters of the academic year (One weeks earlier) and during the semesters
6.	Modification of accredited educational programs (undergraduate, graduate) involving academic / invited staff, students and employers and taking into account market research, together with the program manager	
7.	Periodic monitoring of the curation courses	Once in a month
8.	Students' assessment of the learning process and university management in each semester (questionnaire №12)	Both semesters of the academic year on the 5th week
9.	Monitoring of the compilation of the midterm exam time table conduction of the examinations with the assistance of the Dean's Office and the examination center.	Before starting both semesters of the academic year (VI-VII weeks)
10.	Assessment of academic / invited staff by students involved in the learning process according to beforehand developed questionnaire to determine the quality of teaching (Questionnaire № 1) Assessment of academic / invited staff by students is confidential information. The University ensures the anonymity of the information received. Academic / invited staff will personally receive information mentioned above and will use the evaluation results for further development.	Both semesters of the academic year (XI - XII week)

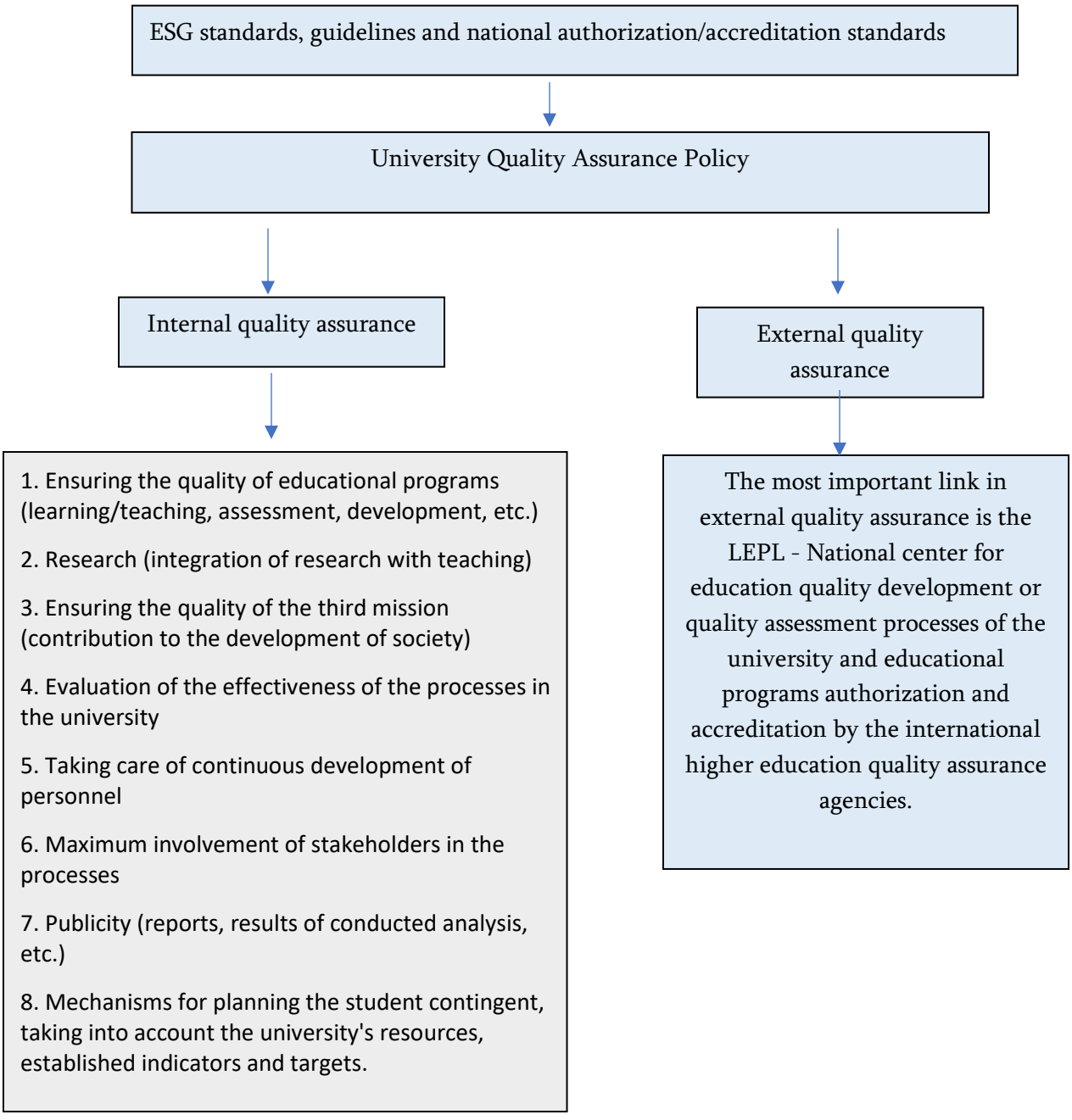
11.	Evaluation of administrative services by the students (QuestionnaireNo 2)	After the end of both semesters of the academic year (XI - XII week)
12.	Assessment of learning courses and educational program by academic / invited staff to determine the quality of teaching according to beforehand developed questionnaire (Questionnaire № 3)	Both semesters of the academic year (XI - XII week)
13.	1. Analysis of the results of an anonymous student survey 2. Analysis of the results of the midterm exams 3. Analysis of anonymous survey of academic / invited staff 4. Analysis of an anonymous survey of administration staff	Both semesters of the academic year (XI - XXI weeks)
14.	Final exams analysis	Both semesters of the academic year (XX- XXI weeks
15.	Questionnaire for the program evaluation and practical use of competencies by employed students and graduates (№ 4)	Both semesters of the academic year (XX - XXI week)
16.	Employer / Clinics survey (№5)	After the end of the academic year
17.	Analysis of the evaluation of learning outcomes of educational programs in the process and at the end of the program (if completed)	After the end of the academic year
18.	Make a conclusion based on the monitoring results, develop recommendations and submit a report to the academic board for consideration.	After the end of the academic year
19.	Determining the acceptable contingent for educational programs according to the student contingency planning methodology (Deans, Faculty councils)	After the end of the academic year
20.	Analysis of student enrollment statistics for educational programs	After the end of the academic year
21.	Prepare an action plan of the quality assurance service department for the next academic year, taking into account measures provided to eliminate shortcomings and deficiencies in completed academic year and monitoring results achieved.	After the end of the academic year

One of the key and important stages of reaction and decision-making is the analysis of monitoring results made by quality assurance office.

Based on the analysis of the results of monitoring, evaluation and review of the anonymous surveys, the quality assurance office will develop recommendations for obtaining feedback to improve the learning process and the quality of teaching.

The quality insurance policy is subject to renewal, which implies the changes applied to Georgian legislation, also the analysis and renewal of quality insurance policy / mechanisms (if needed) based on the mutual collaboration of quality insurance department of the university with all interested parties, with respective approval of all the applied changed on the academic board of the university.

System 1. Quality assurance policy structure



Scheme 2. Map of systematic (planned) studies

Research/Questions	Interested structures/parties
Evaluation of the lecturer and the course by the student	Faculties program leaders
Evaluation of programs and services by academic and visiting staff	Faculties program leaders International and public relations service Skills and Residency Service library IT service Administrator of the educational process management information system examination center
Assessment of intermediate results of students' academic performance	Faculties program leaders
Assessment of students' final results	Faculties program leaders
Assessment of student performance of practical skills	Faculties program leaders
Periodic monitoring of remedial training courses	Faculties program leaders
Assessment of administrative services by the student	Faculties program leaders Student Service Center Student Relations Office International and public relations service library IT service Administrator of the educational process management information system examination center
Assessment of students' scientific activity (number of participation in conferences, number of published theses, articles, participation in research)	Faculties program leaders Vice-rector in the scientific field
Evaluation of the graduate program and the practical application of acquired competencies	Faculties program leaders Employers

Analysis and evaluation of the employer questionnaire	Faculties program leaders
Assessment of statistics of graduates who continued their studies at the next level	Faculties program leaders Student Relations Office
Analysis and evaluation of the questionnaire for planning/conducting trainings for the professional development of academic / administrative staff	Faculties program leaders structural units Skills and Residency Service
For educational programs of the Faculty of Dentistry and Medicine (including residency programs)	Faculties program leaders Student Relations Office Skills and Residency Service
Statistics of employed graduates by profile	Faculties program leaders Student Relations Office Employers University clinics affiliated clinics Partner clinics
Graduate statistics	Faculties program leaders Student Relations Office

Scheme 3. Quality assurance continuous cycle structure

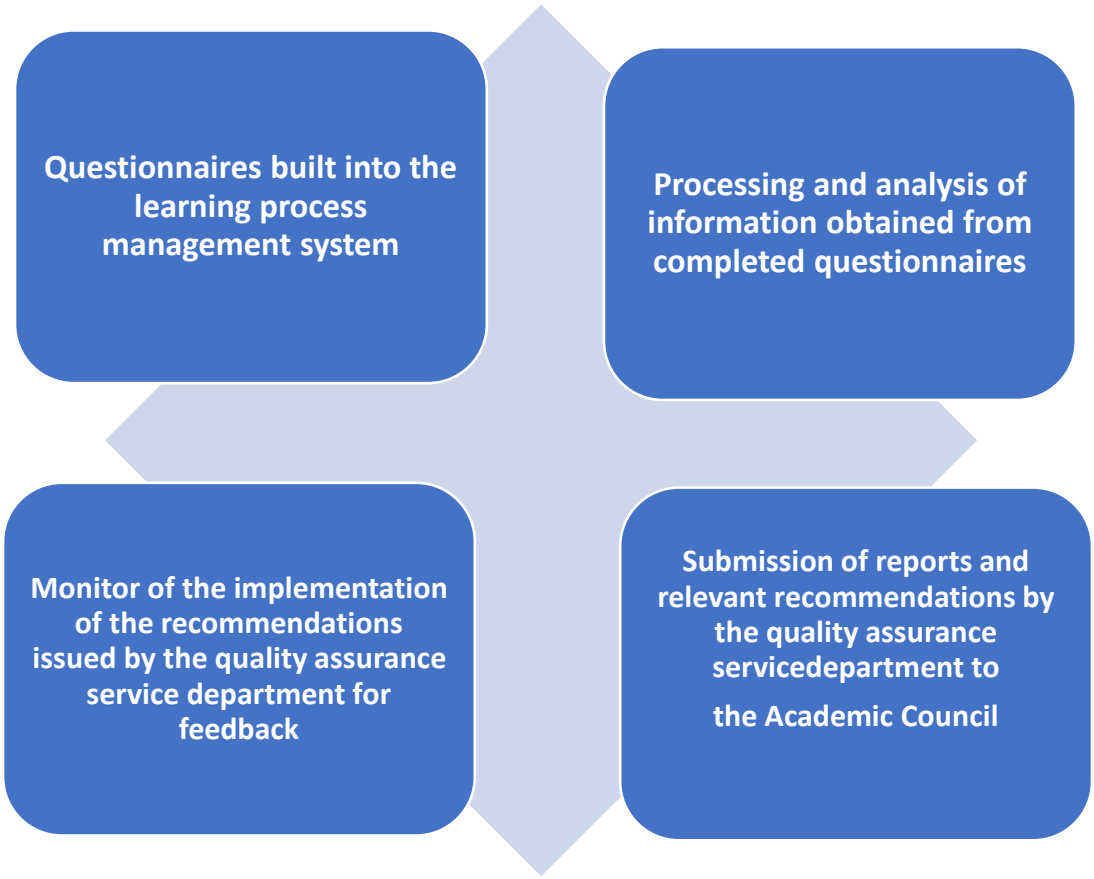


Chart 4. Evaluation of learning outcomes of the educational program during the course of the program

1. Assessment of the lecturer and the course by the student
2. Assessment of the program and services by academic and visiting staff
3. Assessment of the intermediate results of students' academic performance
4. Assessment of the student's final exam results
5. Assessment of the practical skills performance by the student
6. Assessment of the administrative services by the students
7. Evaluation of students' scientific activity (number of conferences, number of published theses, articles, participation in research)

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1. Transfer of information received on the basis of questionnaires into a special form and statistical processing
2. Information about the students' academic activities is processed by the specialists of the relevant dean's office

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1. Create summary reports based on the processed data
2. Submission of reports to the Academic Board for consideration
3. Provide reports and recommendations to the faculties and relevant structural units

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Monitor the implementation of ethe recommendations for feedback

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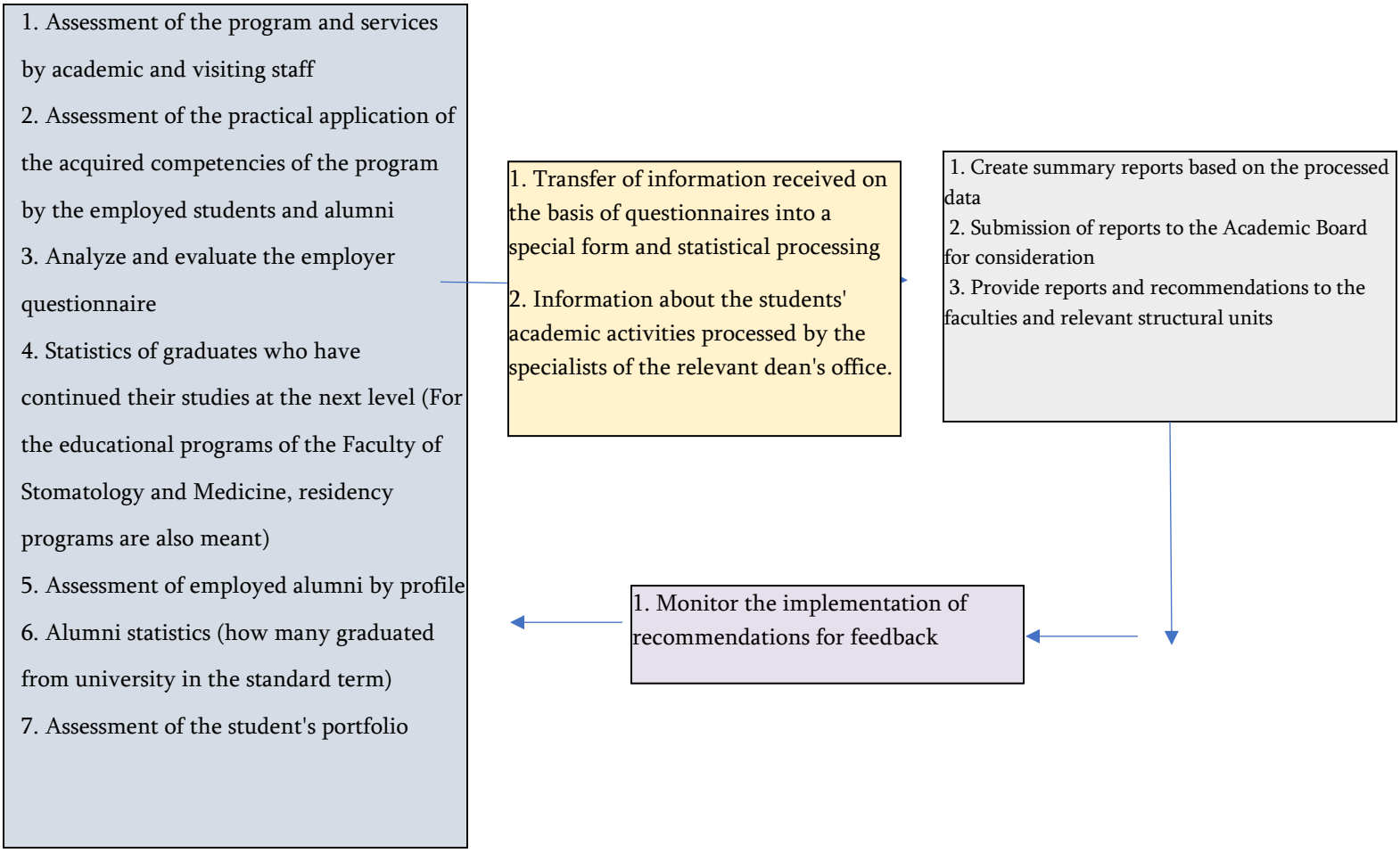
Scheme 5. Evaluation of learning outcomes of the program after completion of the program