

The amendment has been approved
by the Academic Board of
Teaching University Geomedi LLC
Minutes №09, 11.08 2020

Rector, Professor _____ Marina Pirtskhalava

Internal and external mechanisms for quality teaching assessment

Internal and external mechanisms are used for the quality assurance of teaching at Teaching University Geomedi LLC, with the objective of continuing development, monitoring, and improvement, effective usage of academic and material resources. This implies planned periodic monitoring of the learning process, educational programs and all components of the program. Implementation of quality continuous improvement mechanisms facilitates to identify current stage of teaching quality and determines the quality improvement strategy at the next level.

The university conducts surveys of students, academic and visiting personnel, potential employers and representatives from internship facilities. An effective electronic mechanism for questionnaire and result analysis has been developed and implemented at the University. In addition to questionnaires, the university uses other forms of surveys, such as meetings; Suggestion box; Website; e-mail; Social Networks (Facebook). The outcome of the monitoring does not limit the freedom of academic teaching and learning provided by the legislation.

External quality assessment is the most important link in the process of quality assessment of universities and educational programs (authorization and accreditation) by the LEPL - National Center for Education Quality Enhancement. The University reviews and implements the recommendations made by experts and councils in order to further improve university services and programs.

The most important segment of the external evaluation is to check self-assessment questionnaire by the LEPL- National Center for Educational Quality Enhancement. The Quality Assurance Office uses the so-called internal university assessment of the quality of teaching-The PDCA cycle, which consists of the following stages:

P – Plan

D – Do

C –Check

A - Act

PLAN

- Effective involvement in the study process of all relevant structural units of the university;
- Research of the local and international labor market in the field and modification of educational programs accordingly, adding new program;
- Monitoring activities of academic, administrative, invited and support staff;
- Monitoring students' academic performance
- Develop joint and exchange programs with partner universities;
- Engaging students and academic and invited staff in local and international scientific research.

DO

- In order to improve education quality, the Quality Assurance Service conducts quality assessment of specific task performance by the structural units of the university and submits the findings to the academic board in writing for further reaction;
- Quality assessment of the work of academic and invited personnel engaged in the study process by the students with an anonymous questionnaire (Appendix №1, Lecturers and Training Course Assessment Questionnaire by the student);
- Assessment questionnaire of administrative services by the students (Appendix № 2);
- Quality assessment of the programs and administrative services by academic and invited personnel engaged in the study process through an anonymous questionnaire (Appendix №3; Program and Services Assessment Questionnaire by Academic and Invited Staff);
- Assessment of the practical application of programs and competencies by employed students and graduates through an anonymous questionnaire.(Appendix №4; Questionnaire for the assessment of practical use of programs and competences by the employed students and graduates);
- Assessment of the graduates by the employer (Appendix №5. The graduate's Assessment Questionnaire);
- Questionnaire for external mobility participants (Appendix №6; Questionnaire for external mobility participants)
- Opening of the Registry Request for non-existent printed and digital funds in the library for the purpose of updating the Library Funds (Appendix 7; Registry requests for non-existent materials in the print and digital funds of the library)
- Questionnaire for the clinic (Appendix 8)
- Monitor the use of technical aids provided in the syllabus for lecture-practical classes. with permanent attendance at classes;
- Development of educational programs and syllabi for the purpose of continuous assessment and development of the activities and resources of the educational institution;

- Establish a statistical analysis of the students' academic performance monitoring, mid-term and final evaluation of students by the Quality Assurance Service and present to the Academic Council in written form for further reaction;
- Annual statistics of local labor markets will be carried out in the context of the field.

CHECK

- Quality Assurance Service checks the work done by the head of all structural units involved in the learning process to improve the level of learning at the end of each academic semester.
- Quality of human resource's work, involved in the study process, will be examined based on the analysis of the data obtained from Appendix 1, 2, and 3;
- At the end of each academic semester, library's book funds will be examined as required in Appendix 7.
- the possibilities of using supporting technical means on lecture-practical training, as it is written out in syllabus, will be examined with regular attendance on the lectures and seminars
- By analyzing the educational programs and syllabus assessment questionnaires, the causes of adverse or positive results will be identified for further response;
- In order to determine the level of students' academic performance, mid-term and final examinations will be done in all subjects, GPA statistical analysis will also be done;
- Along with the Human Resources Management Service, a database of scientific and research activities will be created for students and professors. The scientific articles published during the year will be examined and checked to prevent plagiarism using modern information technologies. The validity of certificates issued will be checked.

DEVELOP

Based on monitoring results Quality Assurance Office:

- Develops innovative approaches in coordinated activities of structural units;
- Renews academic, administrative (Due to the requirements), invited and supporting personnel with open and transparent competitions, together with the Head of Human Resources Management Office;
- Facilitates professional training and invitation of international experts in the field of professional growth with the Human Resources Management Office;
- The Quality Assurance Office will periodically offer the University Rector, Heads of Administrative Structural Units, Academic, Invited and support personnel to organize Team building activities for the purpose of establishing corporate culture and communication and team work principles;
- Library fund will be renewed;
- Modern techniques of teaching will be introduced and outcome will be examined in the learning process (e.g. PBL, CBL, etc.);
- Material-technical bases will be renewed;
- For students with low academic performance, additional consultations will be planned (optional) to increase the average GPA;
- Based on the domestic and international labor market research, new educational programs will be developed;

- Based on new challenges, the existing educational programs and syllabuses will be modified, where academic and invited personnel and students will be actively involved;
- To upgrade / expand research laboratories at the university base.

Internal monitoring work plan of the learning process

Quality Assurance Service will work out a work plan to cover the tasks and the deadlines of the performance.

	Work to be done	Monitoring deadlines
1.	<p>Checking the timetable. Establish the conformity of the timetable with educational programs; Monitoring the workload of academic / invited teachers along with deans.</p> <p>In case of absence of timetable, notify the deans of the relevant faculty so that the timetable is available for students and all interested persons no later than one week before the beginning of the semester.</p>	<p>Before the start of both academic semester (Two weeks earlier)</p>
2.	<p>Check the status of the material-technical base (including lecture-halls and library reading room, inventory and requirements for learning process, computer equipment and computer programs), and checking compliance with the material-technical base envisaged by Educational Programs.</p> <p>In case of inadequate conditions of material-technical base or the learning process, notify appropriate service for correction;</p>	<p>Before the start of both academic semester (Three weeks earlier)</p>
3.	<p>In order to enhance professional skills, plan trainings for academic/invited staff as needed. (with the cooperation lifelong learning office and human resources management office)</p>	<p>Once a semester</p>
4.	<p>Examine the Library Book Fund (Physical condition of the study material, quantity, compliance with syllabus. Check with the library director</p> <p>Notify the relevant service for the need to write off damaged, unusable books and to acquire new textbooks; The Rector should be informed about the need to purchase new textbooks in order to replace lost textbooks.</p>	<p>Before the start of both academic semester (Two weeks earlier)</p>
5.	<p>Check the web site's work and update of the information</p> <p>In case of obsolete or incomplete information on the web site inform the news service and the rector for the purpose of rectification.</p>	<p>Before the start of both academic semester (One week earlier during the semester)</p>
6.	<p>Modification of educational programs which are due to be accredited (undergraduate, postgraduate) with the involvement of head of the program, academic / invited staff, students and employers and market research.</p>	
7.	<p>Monitoring of midterm exams' timetables and process with the assistance of the Dean's Office and examination center.</p>	<p>Both semesters of academic year (VI-VII weeks)</p>
8.	<p>Assessment of Academic / Invited staff with Pre-designed Questionnaire (Questionnaire # 1) by Students Involved in the Study to Assess Quality of Learning</p>	<p>Both semesters of academic year (VIII week)</p>

9.	Assessment of Administrative Services by students (Questionnaire # 2)	Both semesters of academic year (VIII week)
10.	Assessment of training courses and educational program by academic / invited staff in order to determine the quality of teaching with a pre-designed questionnaire (Questionnaire # 3)	Both semesters of academic year (IX week; XIX week)
11.	1. Analysis of student anonymous survey results 2. Analysis of the results of midterm exams 3. Analysis of anonymous survey of academic / invited staff 4. Analysis of anonymous survey of administrative staff	Both semesters of academic year (XI week; XXI week)
12.	Analysis of final exam results	Both semesters of academic year (XX - XXI weeks)
13.	Questionnaire on Program Evaluation and Practical Application of Competences of Employed Students and Graduates (questionnaire # 4)	
14.	Potential Employer Survey (# 5)	
15.	Assessment of learning outcomes of educational programs during the teaching process and at the end of the program (if completed)	After the end of academic year
16.	Draw conclusions based on the results of the monitoring, develop recommendations, and report to the Academic Board and the Rector for correcting deficiencies.	After the end of academic year
17.	Determining the contingency of educational programs in accordance with the student contingency planning methodology (Deans, Faculty Boards)	After the end of academic year
18.	Develop an action plan for the Quality Assurance office for the next academic year, With a view to eliminating the shortcomings and deficiencies of the completed academic year, monitor the implementation of the action plans and the results achieved under the action plan.	After the end of academic year

One of the key and important steps in evaluation and decision-making is the Analysis of Monitoring Results.

Monitoring, assessment-inspection and data analysis of anonymous survey, the quality assurance department will work out recommendations and the action plan, Which aims at providing feedback in order to improve the learning process and the quality of teaching.

Evaluation of the effectiveness of quality assurance mechanisms

Based on the monitoring, evaluation/inspection and anonymous survey results to provide quality training, the Quality Assurance Service has developed mechanisms for evaluating effective mechanisms of quality assurance following the implementation of recommendations and action plans. The chart shows the evaluation dynamics of the work performed according to the recommendation developed by the Quality Assurance Service, before and after the recommendation.

Table of dynamics for evaluating the effectiveness of mechanisms.

Academic Year (Recommendation)	Indicator	Recomendation	Responsible structural unit	implementation mechanisms	Academic year (implementation)	Result (Indicator)

The Lecturer and Study Course Evaluation Questionnaire by Student

The purpose of the survey is to evaluate the lecturer and study course. The survey is anonymous, students are asked to be the most sincere and impartial. Students' responses will then be taken into consideration to better learning process and improve the quality of teaching.

Educational Program / Semester _____

Lecturer / training course _____

	questions	1	2	3	4
		never (0 point)	rarely (1 point)	often (2 points)	always (3points)
1.	Did the lecturer introduce the goals, tasks and assessment system at the beginning of the academic year?				
2.	Does the lecturer introduce you the subject matter of syllabus?				
3.	Does the lecturer explicitly explain theoretical material?				
4.	Do lectures and practical exercises (if any) correspond to each other?				
5.	Is lecture and practical material oriented to students' future professional activity?				
6.	Are you satisfied with lecturer's vocabulary while delivering a lecture?				
7.	Does the lecturer show creative approach and interest to the study course?				
8.	Do you have consultations with the lecturer during the training course?				
9.	Do you have a lecture in interactive format?				
10.	Does the lecturer give you the information on the issues that differ from the study program?				
11.	Is the Lecturer objective on the evaluation of the student?				
12.	Does the lecturer discuss the mistakes made by the student on practical and mid-term assessments?				
13.	Is a lecturer friendly, polite and tactful towards students?				
14.	Does the lecture follow the syllabus?				
15.	Is the lecturer late at the lecture / practical?				
16.	Does a lecture miss practical/lecture?				
17.	Did the lecturer recommend extra-curriculum materials to the students and help them find it?				
18.	Does the lecturer offer to participate in scientific research?				

What do you like in your lecturer? -----

What don't you like in your lecturer? -----

Do you want to add something to the training course? (Topic, task, case study, etc.) -----

Date-----,,----

Assessment Questionnaire of Administrative Services by Student

The purpose of the survey is to evaluate administrative services by the student. The survey is anonymous, students are asked to be the most sincere and impartial. Students' responses will then be taken into consideration to improve the learning process and the quality of teaching.

Educational Program /Semester_____

	questions	1	2	3	4
		never (0 point)	rarely (1 point)	often (2 points)	always (3points)
1.	How accessible Internet Resources are?				
2.	To what extent is the quality of internet resource services?				
3.	Does the electronic educational process management system have any errors?				
4.	Are you satisfied with the library's resources and services?				
5.	Does the Library material resources corresponds to Educational Programs?				
6.	How accessible is the library's information technology space?				
7.	How accessible is library's electronic databases?				
8.	How accessible is first aid station?				
9.	How well does the university web-page fulfill its communication and informational purposes?				
10.	How qualified are the answers given to your questions by the students service center?				
11.	How easy is online communication with the dean's staff and student service center?				
12.	How easy is verbal communication with the dean's staff?				
13.	Is there a language barrier when communicating with dean's office and student service center?				
14.	To what extent does the Dean's Office takes into account students' suggestions and requirements in order to improve learning process?				
14.	To what extent are the lecture halls equipped with modern technologies to carry out the learning process?				
15.	How effectively is the information provided to you?				

What would you like to add in order to improve the learning process?

What would you like to add in order to improve student's life?

Date-----

Program and Service Evaluation Questionnaire by Academic and Invited Personnel

The purpose of the survey is to evaluate educational programs and university services by academic and invited personnel. The survey is anonymous, academic and invited personnel are asked to be the most sincere and impartial. The answers will then be considered for improvement of the curriculum, better learning process and teaching quality.

Educational program.....

No	Questions	1	2	3
		Yes (2 points)	Partly (1 point)	No (0 point)
1.	How does the study program correspond with the awarded academic degree?			
2.	Did you participate in the creating process of the program?			
3.	Were you independent in the process of composing the syllabus?			
4.	To what extent are the expected outcomes of the program corresponds to program's goal?			
5.	To what extent is the learning outcomes of the individual components of the program corresponds to the learning outcomes of the entire program?			
6.	Is the learning outcomes of the educational program enough to continue learning at the next level?			
7.	Is the structure of the program consistent and are the prerequisites logical for admission on the next level of education?			
8.	Is the methodology of learning, teaching and evaluation used in the program correctly selected and Helpful in achieving the results?			
9.	Is the number of credits intended for educational courses available in the educational program for adequate qualifications?			
10.	Are you satisfied with the general level of student education?			
11.	Does the infrastructure, material and technical resources meet the goals needed for the program?			
12.	Are you satisfied with the library resource?			
13.	Are you satisfied with administrative services?			
14.	Are you independent in student evaluation?			
15.	Are you satisfied with the internet resource service?			
16.	How well does the electronic educational process management system work?			

In your opinion, what should be done to improve the learning process in the university and improve the quality of the educational program?

Date_____

Questionnaire for the assessment of practical use of programs and competences by the employed students and graduates

The goal of the survey is to conduct statistics in graduates; how much knowledge and skills acquired in the university helped them in employment. Please be honest and objective in an assessment, anonymity is protected.

Educational Program _____

	Questions	1	2	3
		No (0 point)	Partly (1 point)	No (2points)
1.	Are you satisfied with the quality of teaching at the university?			
2.	Does the knowledge you received at the University corresponds to the labor market requirements?			
3.	Are you satisfied with the qualifications and credentials of university's academic personnel?			
4.	Are you satisfied with the qualification and credentials of the university's administration?			
5	Are you satisfied with the volume and quality of the study programs offered to you?			
6	Are you satisfied with the volume and quality of the practical components of the study offered to you?			
7	Are you satisfied with the volume and quality of the scientific research components available to you?			
5.	Do you think that you studied in one of the High Ranking Universities?			
6.	Did you find it difficult to be employed on local labor market?			
7.	Is your pay adequate with your qualifications? (Filled in question 7 in case of a positive answer)			

What would you change in the university?

Date _____

Graduate Assessment Questionnaire by the Employer

The purpose of the survey is to evaluate the graduate / student by the employer. The survey is anonymous. Employers' answers will be further considered to improve the learning process and the quality of teaching.

Educational Program_____

No	Questions	Yes (2 points)	Partly (1 point)	No (0 point)
1.	How competitive is the graduate / student of the university "Geomedi" to employ in your organization?			
2.	Does the graduate/student of university Geomedi possess a sufficient theoretical knowledge on his/her position?			
3.	Does the graduate/student of university Geomedi possess a sufficient practical knowledge on this position?			
4.	Does the graduate/student of university Geomedi demonstrate knowledge of medical ethics and codes relevant to his or her position?			
5.	Does the graduate/student of university Geomedi perform his / her duties in a responsible manner and on the principle of teamwork?			

Is it mandatory for your employee to know foreign language? In case of positive answer, which language?

What skills do you require from the graduate of the University Geomedi on the relevant position of his/her qualification?

Clinic (appraiser's position)

Date_____

Questionnaire for External Mobility Students

Student's name and surname _____

Faculty: _____

Educational program _____

Specify your GPA: _____

1) The quality of teaching at the university does not satisfy me:

- 1. Completely 2. Partially 3. Satisfactory

2) Teachers' Qualifications are:

- 1. Low 2. Medium 3. High

3) Students are assessed inadequately by teachers:

- 1. Absolutely 2. Partially 3. It is objective

4) The material technical base of the University does not comply with the requirements of modern teaching:

- 1. Completely 2. Partially 3. It is satisfactory

5) Contact hours are insufficient and it is difficult for me to master the subject

- 1. Completely 2. Partly 3. It is sufficient

6) Administrative personnel are not friendly and supportive

- 1. they are unfriendly 2. Partially 3. They are friendly

7) The tuition fee is adequate

- 1. Completely 2. Partly 3. Not adequate

8) University is not prestigious:

- 1. Completely 2. Partially 3. It is prestigious

9) Specify a reason of transfer from the university:

10) In what case would you no longer leave or return to the university?

Registry requests for non-existent resource in print and digital funds of the library

#	Name; surname; status	faculty	Specialty	Title (book, magazine, digital code)	Author(s)	notes	Date

Date _____

Questionnaire for Clinic

The purpose of the survey is to evaluate the graduate / student by the employer. The survey is anonymous. Employers' answers will be further considered to improve the learning process and increase the quality of teaching.

#	Questions	
1	How many junior doctors work in the clinic?	
2	Which universities are they from?	1. State university 2. Private university
3	Students from which universities do you prefer?	1. State university 2. Private university
4	Are students from University Geomedi employed at your clinic?	
	Are you satisfied with theoretical knowledge of Geomedi's graduates?	
	Are you satisfied with the practical skills of Geomedi's graduates?	
	How well do graduates of university Geomedi follow the medical ethics and codes relevant to his or her position?	
	What would you change/improve in the university's curriculum component for more competitive graduates?	

What are the basic criteria for employment?

What skills do you require from the graduate/ employee on the relevant position of the graduate level?

Clinic (appraiser's position)

Date _____