AZERBAIJAN COOPERATION UNIVERSITY

SELF- EVALUATION REPORT

Questions	*Answers*
*1. **Policy for quality assurance***	
- *Do you have an institutional strategic plan or equivalent document? / (If yes, when adopted and which period covers, main institutional goals)*	*Azerbaijan Cooperation University has developed a Strategic Plan for 2018-2023. The Strategic Plan defines the 5-year goals of the university. In December 2018, the Strategic Plan of the university for 2018-2023 was approved by the Scientific Council of the university.*

- Does your institution have a policy for quality assurance that is published and specifies structures and processes through which it is implemented?	1.Involving everyone in the process of continuous improvement 2. Developing a student-centered institution which develops and fosters the talents of its students and prepares them to make a positive contribution to society 3. Building and enhancing systems to support the efficiency and effectiveness of operations and management reporting 4. Motivating young minds to perform in the era of constant economical advancement 5. Providing organizational support for achieving quality at all levels 6. Involving departments, faculties and all other structures in the process of continual improvement 7.Supporting units with the Strategic plan and goals of institution 8.Establishing key performance indicators. 9 Being an international exemplar in professional education through the use of best practice in teaching, learning and research 10. Building and enhancing systems to support the efficiency and effectiveness of operations and management reporting
- Do you have an institutional quality assurance (QA) policy statement?	YES
- Who is responsible for QA?	Top Management ,departments and chairs are responsible for QA (all stakeholders)
- How would you define the role of senior leadership (rector, vice-rector) in building a quality culture within your institution?	Top management is interested in creating quality culture in ACU.They always support in building a quality culture.Therefore they always take relevant measures.

- *Does your institution review its quality assurance policy on a regular basis? Is there a specified period for review?*	*In fact, some appropriate changes have been made to the QAP since 2020.This quality policy included into the Strategic plan*
- *How did you introduce a quality assurance system?*	*The Quality Assurance Center has been launched on July1, 2018 by the order of the Rector.The Center doesn't operate independently. It is functioning within the International Relations Department. However, The Center is expected to function as an independent unit in the future.*
- *What is the place of a Quality Assurance Center within an organizational structure?*	*"Quality Assurance Center " is a section functioning within the Department of International Relations.The Center regulates the organization of the educational process of the university, the implementation of quality policy, as well as the process of career planning and internships of graduates, and is under the curatorship of the Rector.* *However, the functioning of the unit as an independent department is planned for the near future.The Center is functioning with the departments, Career Center,chairs and other sectors in the university and presents the relevant reports to the Rector.The Center is established and abolished by the order of Rector.*
- *What is the main role of the Quality Assurance Center at your university?*	*The role of QA unit in the process of quality assurance at the university is reflected in the existing regulations. The main areas of activity of QA Unit include:* *1.Develope appropriate plan for strategic plan for development and management efficiency in the monitoring,evaluation and prognosticate to improve the quality of education.* *2.monitoring the quality of education at the university* *3.data collection, preparation of analytical information to ensure optimal management decisions, organizational, methodological.*

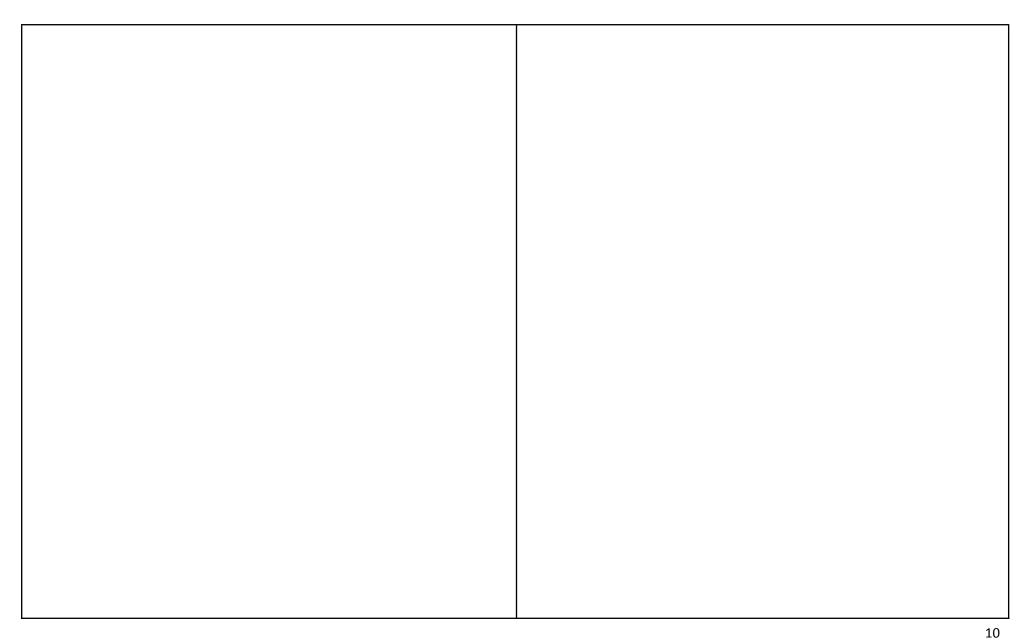|	
	4.information support for state accreditation, organization of testing and evaluation of knowledge and skills of learners at all stages of training/education. 5.development of innovative models and competitions to improve the professional level of educators, participation in the development of new curricula, standards and etc. 6.Organization of bilateral cooperation with organizations and enterprises in accordance with educational activities of the university. 7.Adaptation of education to international standards and organization of e-library.
- Did you launch the Quality Assurance Center within the EQAC project?	Yes, The QAC at ACU has been launched within the EQAC project.
2. Design and approval of programmes:	
- What kind of structure do you have in place to support the internal quality assurance processes for the study programmes?	In order to support The Internal Quality Assurance processes for the training programs, the structure was reorganized perfectly during the updating of the training programs in the" pilot speciality" within the EQAC project. All in all proposals regarding approval of programmes are periodically discussed and decisions are made in the Faculty Scientific Councils with the participation of all stakeholders.
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- Does your institution have in place(a)procedure(s) for the design and / or approval of programmes?	During the preparation of programs in specialities, a program group is created at ACU, including Education Department, program teachers, Career Center, QAC,faculties and other stakeholders.(pilot program)
- How does the process for designing syllabuses work within your institution?	Since 2017 syllabuses have been changed at ACU.Vice Rector for Affairs ,Education department ,departments were involved in this process.Then in 2019 within EQAC project syllabuses

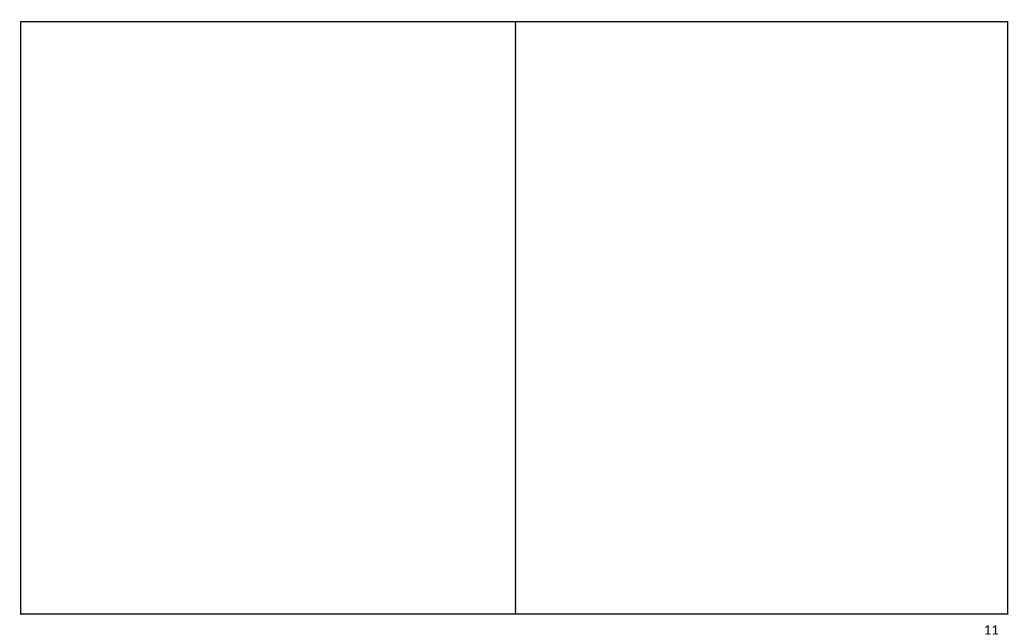|		were updated again.QAC, tourism department,students were involved in this process.
	- Are these processes designed by involving students and other stakeholders (employers and other partners)?	Unfortunately, this mechanism has been launched yet.But within EQAC project this process started.Students from tourism departments as well as other stakeholders were involved this process
3.Student-centred learning, teaching and assessment:		
	- How do you evaluate if the students reached the expected learning outcomes?	*Conducting surveys,gathering feedback,organizing focus group,discussing the results of surveys,taking some appropriate measures*
	- Does your institution use a variety of teaching and learning methods, including those which encourage active and interactive engagement of students in their learning?	Top manage are always interested in using variety of teaching.Therefore ACU always organized training based on language skills.Nowadays teachers participated in many trainings regarding to innovative methods in online teaching
	- Does your institution evaluate and adjust the modes of delivery of programmes, teaching and learning methods on a regular basis?	ACU evaluated programmes and learning methods before pandemic.In September the process will be defined.
	- Does your institution publish in advance the criteria for and method of assessment as well as criteria for marking?	Within EQAC project in 2019 ACU prepared handbook about the criteria.In this process all departments and QAC were involved.
	- Does your institution evaluate checks if procedures, methods and criteria enable assessing the extent to which the intended learning outcomes have been achieved by students?	In 2019 ACU created the draft version procedure.In September it will be reviewed again.
	- Does your institution have in place a procedure to ensure consistency and fairness in student assessment is in place?	Because of pandemic exams are held online. Tutors inform the exam processes.

- *Does your institution have in place a procedure for student appeals/complains is in place?*	*The Appeal Commission is created each term. Students complains are reviewed by this Commission.*
4. Teaching staff:	
- *What is your role in quality assurance as a faculty dean/chair*	*QAC always create relation with faculty ,dean.Because its one of the main structural units.We always conduct surveys,collect them, discuss together,share our opinion.*
- *What is the role of academic staff in QA?*	*Teaching and research activities play a great role in QA which can be widely seen in teaching,research activities, project participation, and so on.*
- *How does your institution ensure that the teaching staff is qualified and competent?*	*In 2019 ACU conducted a great survey among the students and awarded the best teachers of the year.In 2018 ACU organized monitoring among teachers to ensure language skills of them.*
- *Do you organize pedagogical training for academic staff?*	*Since 2018 3 trainings were organized to the teachers due to improve language skills.Now In September ACU organize to hold some trainings regarding to online lessons*
- *Does your institution offer incentives to encourage the use of new technologies in teaching?*	*In pandemic ACU holds online lessons via Microsoft Teams program.*
- *Does your institution have in place mechanisms for rewarding teaching achievements?*	*Unfortunately ACU has not launched this mechanism ,But ACU held some rewarding processes.*
- *Does your institution regularly assess the performance of teaching staff?*	*Yes*
5. Information management:	
- *Does your institution have an overarching information system (i.e. database) used for the effective management of its activities? Please describe the system.*	*2019 ACU has implemented e-learning and learning-management platform - Unibook.* *Database of faculties, departments, libraries, specialties, structural units are included this data base* *The platform about database of students as well as expulsion, transfer, academic leave have been included here*

- *How do you measure the quality of the programmes?*	*ACU has not implemented this system yet*
- *How often do you conduct the surveys among students?*	*This process has been conducted regularly since 2018.The survey culture has already created at the university. At the end of each term the surveys are conducted. The reports are gathered and analyzed and presented to education department and Vice-rector for Educational Affairs.Then in the Scientific Council the reports are analyzed and some appropriate measures are taken.*
- *What kind of data does your institution collect on a regular basis? Please specify if you collect the following data:* - *A defined set of key performance indicators for the institution* - *Profile of the student population (e.g. age, gender, domicile; level, mode and subject of study)* - *Student progression, success and drop-out rates* - *Students' satisfaction with their programmes* - *Learning resources and student support available* - *Indicators of graduates' employability* - *Indicators of internationalisation of the institution* - *Other, please specify: ….*	*Profile of student gender, learning resources, student progression, indicators of internalization ,drop- out rates are indicated ,But indicators of graduates-students satisfaction on programmes are not indicated.*
6. Public information:	
- *Do you inform the public about the results of evaluations carried out internally and externally?*	*QAC make semi- annual and annual report every year,Firstly we created focus group discuss it then in the Scientific Council*
- *Does your institution publish information about its programmes and graduate employment?*	*In 2019 Acu has implemented Career Center.This Center take responsibility about graduate employment,ACU has not implemented this system yet*

7. *On-going monitoring and periodic review of programmes:*	
- *What kind of processes do you have in place for monitoring programme design?*	*Departments and Vice-rector for educational affairs, Educational departments are responsible for this process.In 2019 QAC also takes part in this process*
- *Do you prepare self-evaluation report annually?*	*QAC prepares semi- annual and annual report every year.QAC presents reports to the rector.*
- *Who is responsible for the evaluation of SER?*	*Top management, departments, Career Center, QAC*
- *Do you have internal monitoring processes?*	*Last year ACU prepared draft version of ointernal monitoring process.In September this version will be presented to Rector and Scientific Council*

Existence of the documents

QA policy	+
QA strategy	+
Statue of QA Centre	+
QA staff job description	+
Stakeholder mapping	+
QA action plan	+
QA reports	+

1. *How will you evaluate the impact of the project for your institution? What has changed over the project? Please*	*1.Establishment Of QAC at ACU* *2.Implementation of quality culture*

present what has been done according to the EU recommendation after the first monitoring?	3.Creating Quality Policy 4.Creating Stakeholder mapping 5.Creating survey culture 5. Organizing Trainings and info days 6. ImplementationStudent Exchange program 7.Creating Career Center 8.Implementation E –library and Unibook
How many people trained during the project?	-İn the period of the project 4 trainings (ESG, Bloom taxonomy,Sustainable development and Updating syllabi) and 6 info-days were held at ACU. Academic –administrative staff as well as students participated in the trainings. - ACU organized retraining sessions organized each semester
How many retraining sessions are organized at the university?	

Vice- rector for Educational Affairs: *Fikrat Guliyev*