REPORT ON THE MONITORING AND EVALUATION OF CURRENT QA SYSTEM IN GANJA STATE UNIVERSITY
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1. Introduction

Issue as identified by ESG	Conformity	Non Conformity	Areas for improvement
1. *Policy for quality assurance*	There is a clear policy for quality assurance in place.	None	QA policy needs systematicity and improvement
2. *Design and approval of programmes*	There is a process according state guidelines There is a pilot experience for design and approval process	None	It would be advisable to extend the experience to all study programs
3. *Student-centred learning, teaching and assessment*	Delivering study programmes is in train to change to student centred learning approach. The university is providing training and incentives	None	It is recommended to generalize the pilot experience to other study programmes
4. *Teaching staff*	Teaching staff participates in training activities in a voluntary way. Some awards are stablished as motivation actions.	None	Enhance the assessment of performance teaching staff

5. Information management	There is in place a process to implement an overarching information system	None	Enhance and advance to the implementation of the overarching university's information system
6. Public information	Information is disseminated and shared via official website of the university	None	The university publicizes QA related information in the EQAC site, it would be desirable to publish this information on the official website
7. On-going monitoring and periodic review of programmes	There are some activities about monitoring	None	Enhance monitoring activities related with QA

2. General recommendation

1. Policy for quality assurance

The Ganja State University adopted and implemented the 2016-2020 Strategic Plan of Ganja State University Quality Assurance Center one of whose goals is about creation of quality assurance system and quality culture. For the period 2021-2025, Strategic Plan of Ganja State University Quality Assurance Center, is presented, which describes the goals, objectives and actions of the center. The QAC was created within the framework of EQAC project.
There is a clear policy for quality assurance in place. It was stated three goals within de EQAC project: teaching, research and the establishment of the QAC. The quality assurance department was established in September 2020 and it is an independent structure. There are three positions, Head of the department and two assistants. Official documentation, like the charter of the department, stakeholders map, etc. were prepared. The university leadership directly participates in building quality culture within the Institution. The information about quality assurance policy is published at the EQAC project site but not at the university's webpage.

2. Desing and approval of programmes

The QAC is responsible for supporting internal quality assurance of study programmes and the study programmes are checked by QAC. The design process of study programmes is a responsibility of the Vice-rector for educational affairs and the office of education, are designed by a commission, according with the legal framework, state guidelines of Azerbaijan and approved by the Ministry of Education.

A pilot experience, in some study programmes, has been implemented within the framework of the project EQAC, with the objective to update the syllabuses of some subjects, according the ESG standards and to Bloome's taxonomy, including learning outcomes and competences. This experience is currently applied to other study programmes.

In the past, students and other stakeholders were not included in the designing process, but after pilot experience, programme committee was created including stakeholders. Actually, students participate in the commission for designing study programmes.
According of the Dean at the Faculty of Biology and Chemistry, there is a process of consultation with employers and they document the actions.

3. Student-centred learning, teaching and assessment

Evaluation of learning outcomes are being conducted through three mid-term examinations, also independent work assignments are given and final exams are conducted in the form of different methodologies. Methods and criteria of evaluation and all the information related to the study programmes is published in advance in the website of the faculty

 In the framework of pilot experience, they prepare Syllabuses according the modern needs of the curriculum and try to change teaching methods according with learning outcomes and evaluation methods are also updated, until now this is applied to some subjects and they try to apply to all subjects in Biology programme and then generalize to others study programmes.

Through Erasmus + PETRA project, teaching and learning center and e-learning center was created providing training in order to implement interactive methods.

The university have in place a procedure for attend student's appeals and complaints. The students can send appeals and complaints to the Appeals Commission, can also apply to Student trade Union and Student Youth Organization. In the framework of the European Union's Erasmus + KA2 AESOP project the Student Ombudsman's Office was created. Information on the activities of the Student Ombudsman and the rules of appeal are available on the official website of the university. QAC is a part of this process.

4. Teaching staff

Some teachers are members of commissions established for inspections of the quality of curricula and teaching materials and the teaching staff periodically cooperates and supports the Quality Assurance Center in the process of self-assessment and compliance with quality assurance standards.

In order to guarantee teaching staff to be competent they involve them in trainings organized by the "Teaching and Learning Center" and "e-Learning" Center. They also have opportunity to improve their skills in the use of new technologies in the e-Learning Center. Participation is not mandatory, is voluntary. Financial support, some awards like "teacher of the year", "head of department of the year, "student of the year" are motivated actions.
Also, they realize differential wages for teachers.
According to the Head of the Information Technologies Department the university has organized the education process during the pandemic period by means the MS teams platform.

5. Information management

During the last year, work is being done on strengthening the university's information system. It is planned to prepare the necessary databases during the summer months. It is planned to put it into operation from the beginning of the new school year in September.
Within the framework of EQAC project relevant surveys were conducted among studies, this is a process established recently at the university. The university is developing a Survey Policy.
Regular reports are collected and are regularly discussed in the Academic Council of the University. Student progression, success and drop-out information is regularly prepared in the faculties and handed by the Department of Education. This department is given broad information about the activity related to the graduates. In this sense, a book containing information about students who have graduated each year has been published and shared among stakeholders. They organize also visits to the schools.

A tutoring service is provided at the faculties to provide student support at the university. The university administration plans to establish a Tutor Service Center to organize the tutoring service more effectively. Student Trade Union, Student Youth Organization, Student Ombudsman, Student Scientific Society are organizations support to the student. In the coming days, it is planned to establish a Student Startups Organization to provide support to students in the field of start-ups. The Statute of the Student Start-ups Organization is currently being prepared.

The university is given information and support during education period but not before the admission, it can be interesting disseminate information to future students.

The university was the part of Petra project. Also have a learning management system. EDUMAN system, MS Teams are other platforms for organizing the education process. during the class supervisors control them, as well as all lessons are recorded.

The university is making a great effort towards internationalization, as evidenced by the numerous international projects in which it participates, such as Erasmus projects. International relations office has "Internationalisation policy". The government approved "Azerbaijan 2030: National Priorities for Socio-Economic Development". The university acts according to these priorities.

6. Public Information

Information is disseminated and shared via official website of the university. The university prepares promotional products using Youtube channel, Facebook and other social media.
Booklets in several languages are available and promotional campaigns at local schools are organized.

University publish information about QAC charter on the EQAC project site but not at the official website of the university, it may be interesting publish this information on the official website.

7. On-going monitoring and periodic review of programmes

The internal monitoring process at the university is carried out by several commissions: Open Lessons Supervision Commission, Monitoring Commission, Teaching Control Commission. The reports prepared by the commissions are regularly submitted to the university administration. The university has in place a department of "Strategic Analysis, Evaluation and Monitoring".

The university is not preparing annually a self-evaluation report, they prepare it every five years.

3. CONCLUSIONS

THERE ARE STRONGS EVIDENCES ABOUT IMPLEMETATION OF THE QAC AND THAT A CLEAR QUALITY ASSURANCE POLICY IS IN PLACE

It is remarkable to value the QA Strategic Plan of the QAC and the SWOT exercise in terms of ESG, carried out by the university that provides very rich information on how to proceed to achieve the proposed objectives in terms of QA in accordance with the standards established in the ESG. There is a strong commitment of the university to continuously progress in QA implementation at institutional level.

Many actions are being developed to guide the change towards the modernization of the institution.

The effort made to face of the difficulties derived from the pandemic and especially from the war is especially noteworthy.

Existence of the documents

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

The existence of this documentation has been verified from the information provided by the university and have been supplemented by the representatives of the university in the monitoring session.

Monitoring questions:

It should be noted the excellent attitude of all participants in the interviews and willingness to respond to the issues raised and to share their reflections.