

SELF EVALUATION REPORT OF QA SYSTEM IN “NAKHCHIVAN” UNIVERSITY

07 May 2021

Please describe your answers under each question with the limit of 100 words for each.

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)
The Strategic Development Plan of Nakhchivan University was discussed and approved at the meeting of the Scientific Council of NU on 08.01.2018 (protocol No. 04). The strategy covers the years 2019-2023. The main goals are followings: Sustainable development of NU as one of a center of science and education in the region, further raising the level of education and innovative research, defining the content of education in terms of modern requirements, developing academic, scientific and creative potential, further increasing the effectiveness of University management, academic increasing mobility, development and implementation of dual degree programs, development of distance education technologies, expansion of academic relations with international and regional higher education institutions.
- Does your institution have a policy for quality assurance that is published and specifies structures and processes through which it is implemented?
Nakhchivan University Quality Assurance Policy is reflected in the Charter of the Quality Control Sector of the University. This regulation was discussed at the meeting of the Scientific Council of Nakhchivan University dated 26.10.2018 and approved by the protocol No. 02. All processes are reflected in this document.
- Do you have an institutional quality assurance (QA) policy statement?
Quality assurance at the University is reflected in two main documents. These documents are the Strategic Development Plan of Nakhchivan University and the regulations of the Quality Control Sector. These documents reflect issues such as education quality policy, quality assurance of teaching process and educational programs, quality assurance of students' knowledge and skills assessment, quality assurance of teaching staff, training resources and student support mechanisms, information systems and their implementation mechanisms.

- Who is responsible for QA?
Quality Control Sector has been established at Nakhchivan University under the Department of International Relations. The activities of the sector are carried out by the sector manager and the assistant.
- How would you define the role of senior leadership (rector, vice-rector) in building a quality culture within your institution?
The Quality Control Sector operates under the direct supervision of the University Rector. The rector of the university shows special interest and effort in the implementation of all activities of the sector. The most important task is the formation of quality culture at the university. The rector of the university and the vice-rector for educational affairs are interested in this work. In this regard different trainings and info days are being conducted.
- Does your institution review its quality assurance policy on a regular basis? Is there a specified period for review?
The Quality Control Sector reports to the University Academic Council at the end of the academic year. The identified problems and the need for improvement of the quality of teaching are reflected in the report and submitted to the members of the scientific council for discussion. Necessary suggestions are discussed and adopted.
- How did you introduce a quality assurance system?
The Quality Assurance has begun to be implemented within the EQAC project and we used the experiences of various European partners and nationalized and implemented these experiences in practice. Most importantly, the university has taken a number of steps in the formation of quality culture in the institution. A number of programs have been developed with reference to many components of the requirements of the ESG standards.
- What is the place of a Quality Assurance Center within an organizational structure?
Quality Control Sector has been established at Nakhchivan University within the Department of International Relations. The Quality Control Sector operates under the direct supervision of the University Rector.
- What is the main role of the Quality Assurance Center at your university?
Development of new forms and methods related to the application of the European Credit Transfer System in the educational process; Supervise the development of curricula for different subjects; Development of syllabuses of practical trainings, seminars and lectures in accordance with the ESG standards; Monitoring the compliance of teaching materials with the existing program of the subject; Organization of discussion of textbooks, teaching materials and methodical recommendations in the Methodical Council of Chairs; Assistance to the teaching staff in the use of new technical aids in the teaching process - development of

methodical instructions on the use of the materials; Exam tickets and tests, situational issues, etc. methodological assistance in redesigning inspection forms; Organization of methodical conferences, lectures and seminars in order to improve pedagogical activity; Assistance to chairs in improving methodological issues;

- Did you launch the Quality Assurance Center within the EQAC project?

The Quality Control Sector at Nakhchivan University has been opened under the EQAC Erasmus + 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?
Internal quality assurance processes for study programmes are supervised by the Department of Education, deans and chairs of our university.
- Does your institution have in place(a)procedure(s) for the design and / or approval of programmes?
The department has an appropriate program form in accordance with the basic standards approved by the Ministry of Education.
- How does the process for designing syllabuses work within your institution?
Syllabuses are prepared by teachers on the basis of subject programs, approved by the chairs.
- Are these processes designed by involving students and other stakeholders (employers and other partners)?
Unfortunately, students are not involved in the development of programs or subject syllabi. Students are not involved in the development of programs and syllabi, but their interests are taken into account.

3. Student-centred learning, teaching and assessment

- How do you evaluate if the students reached the expected learning outcomes?
By the end of the semester, 3 methods are used to assess whether students have achieved the expected learning outcomes:
 1. Colloquium
 2. Freelance work
 3. Semester exam

During the semester, students take 3 colloquiums (intermediate exams), prepare independent work covering the subject, and at the end enter the semester exam. In addition, students are regularly assessed throughout the semester for their level of preparation and mastery of the program. All these factors are taken into account when evaluating student learning outcomes.

- Does your institution use a variety of teaching and learning methods, including those which encourage active and interactive engagement of students in their learning?
Various projects, interactive methods, ICT materials are used during student assessment.
- Does your institution evaluate and adjust the modes of delivery of programmes, teaching and learning methods on a regular basis?
At the beginning of each semester, it is regularly reviewed, evaluated, and adjusted.
- Does your institution publish in advance the criteria for and method of assessment as well as criteria for marking?
The assessment method and criteria are pre-published by our university and distributed to departments and faculties for teachers to get acquainted with.
- 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?
Anonymous surveys are conducted in a year in some faculties of our university, and the analysis of their results in the faculty scientific councils helps to eliminate both the quality of learning outcomes and our shortcomings in the educational process.
- Does your institution have in place a procedure to ensure consistency and fairness in student assessment is in place?
This process is carried out in accordance with the regulations of the Bologna education system on the credit education system. In order to control the principle of fairness in the assessment of students' knowledge, the heads of departments regularly listen to the lessons of each teacher.
- Does your institution have in place a procedure for student appeals/complaints is in place?
Our university participated in the project "Creation of an ombudsman's office in higher education institutions" within the Erasmus program. Ombudsman's office was established at the university. Students can address their problems and complaints online to this office.

4. Teaching staff

- What is your role in quality assurance as a faculty dean/chair
To control the compliance of subject syllabi, textbooks and teaching aids with the curriculum, to pay special attention to specialization in the teaching of subjects. To organize scientific-research works, researches. To create conditions for ICT, open lessons and scientific theoretical seminars.
- What is the role of academic staff in QA?
The role of faculty in quality assurance, creating modern quality educational conditions using student-oriented, interactive teaching methods
- How does your institution ensure that the teaching staff is qualified and competent?
During the recruitment of teachers, the teacher's subject knowledge and skills are tested. However, due to the lack of staff and lack of competition in our region, it is impossible to take this issue very seriously. After the teachers receive the documents, a special commission organized at the department tests their language skills.
- Do you organize pedagogical training for academic staff?
Teachers 'pedagogical training rewarding through open lessons and students' learning outcomes.
- Does your institution offer incentives to encourage the use of new technologies in teaching?
In this regard, our university is well equipped with modern technologies. Teachers are both motivated and encouraged to use these technologies.
- Does your institution have in place mechanisms for rewarding teaching achievements?
Unfortunately, such a mechanism does not exist. However, teacher performance appraisal can both motivate and create competition among teachers.
- Does your institution regularly assess the performance of teaching staff?
This is not an assessment, but it is controlled. Thus, the head of the department and the dean occasionally (once a week, once every 2 weeks, sometimes once a month) sit in the classes of each teacher. The pros and cons are noted and discussed.

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.
Our university has an electronic student cabinet system, and this system is part of the electronic system. MYSQL 8 is used as a database.
- How do you measure the quality of the programmes?
Monitoring of specialties and curriculars is organized annually with the participation of an established commission. And the commission is preparing a report on this monitoring. The report is discussed in the Scientific Council. Necessary tasks are given for the positive implementation of the work. This process applies to all faculties.
- How often do you conduct the surveys among students?
There is no systematic survey system at the university.
- What kind of data does your institution collect on a regular basis? Please specify if you collect the following data:
The following information is collected in this system
 1. What classes the student has taken and the entrance points to the exam
 2. If the exam is a test, information is recorded and archived in the database, such as in which row and computer in which examination room, when the exam started and ended, answered all the questions on time, the student's questions and the student's answers.
 3. The student's knowledge and skills are reflected in the database
 4. Name, surname, patronymic, mother's name, nationality, date of birth, place of birth, father's place of work, mother's place of work, registered address, current address, identity number, home phone, military debt, faculty, specialty, school and information such as year, certificate number, points earned, date of admission, tuition fee are collected at the time of receipt of the document
 5. The messaging system provides students with communication with teachers and staff.
 6. Information such as e-lectures and exam questions are reflected in the student's office
 7. The student's exam dates are reflected in the system in advance
 8. The student can upload independent work to the system for the teacher to see
 9. All activities of the student related to the university library

- A defined set of key performance indicators for the institution
The main performance indicators are reflected in the annual work plan of the university
- Profile of the student population (e.g. age, gender, domicile; level, mode and subject of study)
Name, surname, patronymic, mother's name, nationality, date of birth, place of birth, father's place of work, mother's place of work, registered address, current address, identity number, home phone, military debt, faculty, specialty, school and year
Information such as certificate number, points earned, date of admission, tuition fee are collected during the receipt of the document
- Student progression, success and drop-out rates
These indicators are determined by the Deans and the tutor service is responsible for this work. At the end of the academic year, the deans report these indicators to the Academic Council.
- Students' satisfaction with their programmes
Satisfaction surveys are not conducted systematically. The Faculty of Foreign Languages started conducting a satisfaction survey at the end of the academic year, starting from the 2020-2021 academic year.
- Learning resources and student support available
Nakhchivan University has a library with a rich collection of more than 15,000 books. Also, about 10,000 books were digitized and placed in the electronic library database. In addition, the literatures and syllabuses of all subjects are placed electronically in the library database and made available to students. To provide support to students, the university has a tutoring service, a student ombudsman's office, a student youth organization, a student scientific society and various student clubs.
- Indicators of graduates' employability
In order to provide employment for graduates, they participate in fairs organized by various governmental agencies and also cooperate with the State Employment Service, and Nakhchivan University is interested in providing its graduates with jobs within the university. However, employment statistics for graduates are not prepared.
- Indicators of internationalisation of the institution.
- Other, please specify:

6. Public information

- Do you inform the public about the results of evaluations carried out internally and externally?
The results of internal and external assessments are shared on the university's website.
- Does your institution publish information about its programmes and graduate employment?
Nakhchivan University annually publishes brochures, flyers and information booklets to promote our programs and distributes them on the university's website and social media, as well as established volunteer working groups with high school students in the regions of the Nakhchivan Autonomous Republic to promote the university. In this case, cooperation with the Ministry of Education of the Autonomous Republic. There is cooperation with various government agencies, ministries, committees, departments on the employment of graduates, but the information is not published.

7. On-going monitoring and periodic review of programmes

- What kind of processes do you have in place for monitoring programme design?
Monitorings are organized in separate departments during the preparation of programs and changes in existing programmes, and the vice-rector for educational work, the head of the education department and the staff of the department are represented at these meetings. Discussions are held and the results are discussed in the scientific council. If approved by the Scientific Council, the changes are applied in practice.
- Do you prepare self-evaluation report annually?
Monitoring of specialties and curricula is organized annually with the participation of a commission established. And the commission is preparing a report on this monitoring. The report is discussed in the Scientific Council. Necessary tasks are given for the positive implementation of the work. This process applies to all faculties.
- Who is responsible for the evaluation of SER?
Vice-Rector for educational Affairs and Education Department.
- Do you have internal monitoring processes?
Internal monitoring processes consist of the activities of commissions established to organize monitoring at Nakhchivan University.

Existence of the documents

QA policy	Available. Quality assurance policy is included in the regulations of the quality assurance sector.
QA strategy	The quality assurance strategy is part of the university's Nakhchivan University mission and strategic development plan covering 2019-2023.
Statue of QA Centre	The statue of the Quality Control Sector was prepared in 2018 and discussed on October 26, 2018 in the Scientific Council of Nakhchivan University and approved by the rector of the university.
QA staff job description	The job description of the employees of the Quality Control Sector is reflected in the regulations of the Quality Control Sector.
Stakeholder mapping	Stakeholders analyze was conducted and mapped.
QA action plan	An annual action plan for quality assurance is being prepared and the Quality Control Center is working on this plan.
QA reports	In accordance with the annual action plan for quality assurance, the Quality Control Center reports to the scientific council at the end of the academic year.

1. How will you evaluate the impact of the project for your institution? What has changed over the project? Please present what has been done according to the EU recommendation after the first monitoring?

We can show the importance of the three-year EQAC project by the fact that a series of trainings have been organized at prestigious universities in a number of European countries, such as Middlesex, KTH, SMK, Alicante. During the trainings, together with European education experts, guidelines were developed based on real examples of the importance of quality assurance, building a quality culture teaching process based on student-oriented education, modern teaching methods, assessment methods, learning outcomes and rules for

their determination. At the same time, it covered important topics such as the development of processes that are one of the main features of student-oriented education and ensure the effectiveness of activities and the formation of a feedback system, the development of curricula based on new ESG educational standards. The good experience learned in these trainings was conveyed to the university staff, and serious steps were taken to form a culture of quality at the university. The syllabi of many subjects have been developed on the basis of new standards, and the academic staff has improved itself in writing learning outcomes.

2. How many people trained during the project?

5 team members of the project, as well as 4 deans of faculties and 3 heads of departments, 10 teachers who participated in the pilot project participated in trainings organized by European experts. More than 350 students from 4 faculties, 30 administrative staff and 60 academic staff participated in the trainings organized by Nakhchivan University project team.

3. How many retraining sessions are organized at the university?

Every year, the project organizes trainings for both students and academic and administrative staff on the role of the quality assurance system, student-oriented education, writing skills, the formation of a culture of quality.

I hereby confirm that I have fully acknowledged the content of the presented report.

Signature and stamp of the rector: