

Standard	Action	Starts	Ends	Responsible	Outcome
Standard 1.1 Policy for quality assurance	- Some mechanisms and guidelines for carrying out the QA activities have been developed and the academic staff ranking evaluation has been carried out as a part of the QA activities. - However, a comprehensive QA policy that would include the design of the quality processes and metrics and the QAS structures are to be created			-Academic council -Rector -Quality assurance center	-University's quality assurance policy that clearly describes the QA system, its processes/procedures metrics and identifies the stakeholders' responsibilities and the reporting chain.
Standard 1.2 Design and approval of programs	-Currently 6 existing programs/courses are under development based on learning outcomes. They are to be designed and approved as pilot for the rest programs/courses' replication -The existing programs review might reveal a necessity of development of new programs according the ESG standards			- Education Department - Quality assurance center	-Revised/new programs that include learning outcomes and based on the ESG standards and take into account the modern teaching/learning approaches are developed and approved with engagement of all stakeholders.
Standard 1.3: Student-centered learning, teaching and assessment	-According to the approved strategic plan for 2018-2020 it is intended to implement capacity building for the academic staff including the training of "New Teaching methods" on how to design their classes according to principles of student-centered teaching -Provide capacity building on appropriate assessment methods			- Education Department - Quality assurance center	- Student-centered processes and procedures are introduced and utilized. - Widened learning opportunities for the students - Improved student self esteem - Improved student-teacher relationships
Standard 1.4: Student admission, progression, recognition and certification	The university defines and publishes regulations covering the phases of all phases of the "student life" such as the student admission, progression, recognition and certification.			-Education Department - Quality assurance center	- The consistent and transparent "student life" processes and procedures that enable to get clear information on the students' progressions and qualification are in place - Increased student satisfaction
Standard 1.5: Teaching staff, Teaching and Learning Center	- Teaching and Learning Center has been established aiming at the support in student learning assessment, getting the research skills, and enhancement of teachers' expertise. - A fair and transparent process of the teachers' recruitment and assessment is to be established - Creation of teacher development program and provision of continuous trainings			-Teaching and Learning Center -Education Department - Quality assurance center	- The teachers are equipped with new teaching methods and use modern technologies with raised competenses - Teachers' regular evaluation increases their competitiveness - Reward mechanisms are in place
Standard 1.6: Learning resources and student support	-The university has student support facilities: libraries, dormitory, laboratories, cafeteria, language centres, etc. - A detailed analysis of the current level of the university learning resources that would reveal the funding needs for enhancement of the physical resources and for developing of the competences of the support and administrative staff who would deliver the support services is to be developed			-Teaching and Learning Center -Department of Innovations -Quality Assurance Center -Library Logistics department	-A detailed analysis for physical support resources and necessary competences to maintain the student support on appropriate level is developed and updated on a regular basis - The appropriate support resources are in place and in accordance with the requirements - Improved effectiveness of the support services
Standard 1.7: Information management	-E-university has been installed for the information management. Trainings have been conducted on the e-university use - A comprehensive data collection and analysis system based on the ESG standards to be created			-IT Department -Quality Assurance Center	- Facilitation of the most university processes (including financial management) - Opportunity to analyze the teaching/ learning processes and to plan further developments
Standard 1.8: Public Information	-The university publishes information on its activities and structure that is useful for all stakeholders including the current local and international students -The university web page and Facebook page contain the information on all developments - The variety of the university publications to be increased by the development of both periodic publications and ad-hoc publications			-Office of Public Relations -IT Department -Quality Assurance Center	-Alumni motivation is raised and they are included in the processes -Information about the university activities are disseminated and admission rate is increased -The number of news aired about the university is increased
Standard 1.9: On-going monitoring and periodic review of	- Academic teaching and management abilities are reviewed by the monitoring teams; - Update and improve existing monitoring system of programs			-Education Department -Quality Assurance Center	- Proper system for a regular review of the programs that enable to timely identify the possible shortcomings/ inconsistencies with the ESG standards and to adequately react to these issues is established