



Establishing the framework for an effective quality system at ATMU

Action Plan

ESG	ACTION	START DATE	FINISH DATE	RESPONSIBLE DEPARTMENT	INDICATOR
ESG 1.1 Policy for quality assurance	<ul style="list-style-type: none"> - To develop a Quality Assurance Policy to clearly articulate the quality objectives, guidelines and requirements. 	01.07.19	01.08.19	<ul style="list-style-type: none"> - Quality Assurance and Accreditation Department 	<ul style="list-style-type: none"> - The Quality Assurance Policy Document
ESG 1.2 Design and approval of programs	<ul style="list-style-type: none"> a) to develop the Guidelines on Review and Validation of study programs at ATMU b) To solicit input/feedback from industry representatives, academia and the Agency on designing the Guidelines c) To train respective departments' staff members on a cyclical review and validation of study programs <p><i>Reference documents: ESG, National Qualifications Framework</i></p>	01.07.19	01.10.19	<ul style="list-style-type: none"> a) Education department, in cooperation with external consultants b) Career and communication department c) Education department, in cooperation with external consultants 	<ul style="list-style-type: none"> a) The Guidelines on review and validation of study programs b) Two focus group discussions with industry and Agency representatives c) Five training sessions for academic staff
ESG 1.3 Student-	<ul style="list-style-type: none"> a) to design a systematic survey system to 	01.07.19	01.10.19		

centered learning, teaching and assessment	<p>periodically solicit feedback from students about courses taught to them</p> <p>b) To organize focus groups with teachers to learn about their views concerning the constraints and possible areas of improvements to course content, teaching and learning methodologies</p> <p>c) To train the core academic staff (ToT) on how to enhance the currently employed teaching and learning methods</p>	<p>01.07.19</p> <p>15.09.19</p>	<p>01.09.19</p> <p>15.10.19</p>	<p>a) Rector's office, in cooperation with Education department</p> <p>b) Rector's office, in cooperation with Education department</p> <p>c) External consultants, in cooperation with Rector's office and Education department</p>	<p>a) The Guidelines on the conduct of periodic surveys among the students, including course evaluations</p> <p>b) 3 focus group discussions with teachers – one discussion per each faculty</p> <p>c) Five training sessions with program representatives and teachers</p>
ESG 1.4 Student admission, progression, recognition and certification	<p>a) To organize monthly meetings with students in all programs to hear their concerns and address them, where possible; as well as to compile the collected information into brief reports for Quality Assurance and Accreditation Department</p> <p>b) To review and analyze the collected data and to make recommendations to respective teachers (while also informing the heads of respective departments)</p>	<p>15.09.19</p> <p>15.09.19</p>	<p>31.12.19</p> <p>31.12.19</p>	<p>a) Dean's office, a specially tasked tutor</p> <p>b) Quality Assurance and Accreditation Department</p> <p>c) Quality Assurance and Accreditation Department</p>	<p>a) A monthly meeting of the dean's office with selected groups of students. 15 meetings at TH¹, 10 meetings at BA² and 10 meetings at SE³ faculty</p> <p>3 monthly reports by heads of faculties (one report per each) to be submitted to QAAD</p> <p>b) One-by-one meeting with teachers to discuss the gaps in their teaching methodologies</p>

¹ Tourism and hospitality faculty

² Business administration

³ Service engineering (soon to be renamed as "Social management")

	c) To develop the Guidelines on the smart use of data for improved monitoring and enhancement of student performance	01.07.19	31.12.19		c) The Guidelines on monitoring and enhancing student performance
1.5 Teaching staff	<p>a) to introduce the Regulations guiding the assessment of individual instructors' teaching abilities, skills and practices on a periodic basis⁴</p> <p>b) Please see W3A – Surveys among students</p>	01.07.19	01.09.19	<p>a) HR Department (the design of the procedures) and Quality Assurance and Accreditation Department (the exercise of oversight) and departments (work with the teaching staff to address their shortcomings)</p> <p>b) Rector's office, in cooperation with Education department</p>	The Regulations on the assessment of individual instructors' teaching competences
ESG 1.6 Learning resources and student support	a) Train students in the use of e-databases currently available through the university's library	15.09.19	15.10.19	a) Research consultant (already hired) and Science and innovation department	3 sessions for first year students of each faculty
ESG 1.7 Information management Weakness 7:	a) To identify the types of data required by the university's quality policy and to prepare a mechanism of	01.07.19	01.09.19	a) Quality Assurance and Accreditation Department	a) Key pieces of data identified by the Quality Policy

⁴ Including, updated rules for organizing "open classes"

	<p>systematically collecting and analyzing it.</p> <p>b) To integrate a data analysis software into the university's soon-to-be-introduced e-university service</p> <p>c) To train relevant staff members in the use of data through the software</p>	01.01.20	01.06.20	<p>b) IT Department</p> <p>c) ICT consultant (software specialist)</p>	<p>b) Integration of a data analysis software into the soon-to-be-established e-university (Tableau maybe?)</p> <p>c) 3 workshops for relevant staff members from administration and faculties</p>
ESG 1.8 Public information	<p>a) To identify the scope and content of information to be released via the university's website, social media pages and mass media</p> <p>b) To update the list of key pieces of information to be placed on the university's website</p> <p>c) To translate key pieces of information published on the website into English</p>	01.07.19	01.10.19	<p>a) Rector's office, media spokesperson and Career and communication office</p> <p>b) Rector's office, media spokesperson and Career and communication office</p> <p>c) The Translation department at ATMU</p>	<p>a) The range of information to be published identified.</p> <p>b) Website content updated</p> <p>c) Content translated into English</p>
ESG 1.9 On-going monitoring and periodic review of programmes	<p>a) To establish a Monitoring and Evaluation policy and an annual list of M&E procedures, which will constitute an integral part of the Quality Policy</p> <p>b) To appoint responsible person(s) to coordinate and oversee an annual M&E process</p> <p>c) To assign roles to departments, faculties and</p>	01.07.19	01.10.19	<p>a) Science and innovation department</p> <p>b) Rector's office</p> <p>c) Rector's office and Science and</p>	<p>a) M&E policy established</p> <p>b) Person(s) responsible for M&E identified</p>

	Quality Assurance and Accreditation Department			innovation department	c) M&E roles assigned to respective staff members
1.10 Cyclical external quality assurance	This is yet to be decided: To invite external auditors on an annual basis to measure the quality of the university's internal quality assurance system.				

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