

“STATE UNIVERSITY AFTER M. NALBANDYAN OF SHIRAK”
FOUNDATION

*INTERNAL SYSTEM QUALITY ASSURANCE
MANUAL
(project variant)*

Gyumri 2019

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1. THE POLICY AND MECHANISMS OF EDUCATION QUALITY ASSURANCE OF SUSH

1.1. Concept of Quality assurance and Management of ‘Shirak State University after M. Nalbandyan’ <http://shsu.am/media/pdf/shsu-voraki-apahovman-ev-karavarman-hayecakard.pdf>

1.2. Standard documents and links

The Ministry of Education, Science, Culture and Sport, RA <http://edu.am/>

The Ministry of Education, Science, Culture and Sport, RA, Science Committee <http://scs.am/>

National Centre for Professional Education Quality Assurance Foundation

<http://www.anqa.am/>

Laws

Law on Higher and Postgraduate Education, RA

https://www.arlis.am/documentview.aspx?docid=25820&fbclid=IwAR1Idgv5jbr2fES9HEXY8L0mEWIWtal_2ZpUHOK-RJ1k4muqfyfx4P_8vCU

Law on Language, RA <https://www.arlis.am/DocumentView.aspx?docid=90418>

Law on General Education, RA <https://www.arlis.am/DocumentView.aspx?docid=71908>

Documents

Decision on approving the accreditation criteria of vocational education of the Republic of Armenia

<https://www.arlis.am/DocumentView.aspx?docID=69860>

Decision on approving the state educational standards for higher professional education of the Bachelor degree of the Republic of Armenia

<https://www.arlis.am/DocumentView.aspx?docID=68117>

Decision approving the procedure of state educational institutions accreditation implementing professional education programs and their specialties in the Republic of Armenia and repealing the Resolution N 372 of July 7, 2000 of the Government of the Republic of Armenia

<https://www.arlis.am/documentview.aspx?docid=73504>

1.3. Statue of the Scientific Policy, Quality Assurance and Management Centre of ‘Shirak State University after M. Nalbandyan’ Foundation

2. PROCEDURES, CONCEPTS AND TEACHING MATERIALS AIMED AT PROVIDING EDUCATION QUALITY ASSURANCE OF SHSU

2.1. Regulation on Assessment of Teaching Quality and Productivity of the Teaching Process of GSPI

<http://shsu.am/media/pdf/gspi-usumnaojandak-kazmi-verapatrastman-kaonakarg.pdf>

2.2. Conceptual Policies of Quality Assurance Provision of the High School of SUSH

<http://shsu.am/media/pdf/gspi-avag-dproci-krtutyanyoraki-yntacakarg.pdf>

2.3. Concept of Training and Increasing Professional Quality of Faculty Staff and Teaching Supportive Staff of SUSH

<http://shsu.am/media/pdf/gspi-usumnaojandak-kazmi-verapatrastman-kaonakarg.pdf>

2.4. Concept of SUSH Students' Necessity Revelation and Assistance

<http://shsu.am/media/pdf/SHSU-usanoxneri-kariqneri-bacahaytman-karg.pdf>

2.5. Concept of Regular Assessment and Rating of SUSH Faculty Staff

<http://shsu.am/media/pdf/SHSU-profesoradasaxosakan-kazmi-gnihatman-karg.pdf>

3. TOOLBAR OF RESEARCHES FOR ASSURING EDUCATION QUALITY OF SHSU

	<i>Type of Inquiry</i>
1.	Inquiry on Professional, Pedagogical and Organizational Competences of Faculty Staff by ShSU Students https://docs.google.com/forms/d/e/1FAIpQLSfrYFN865jAr5S_KtJHQLyiL9XyOiFB78fC5b4qliq5dZ0t-g/viewform?usp=sf_link
2.	Record on monitoring and evaluation of teaching process
3.	Inquiry- Assessment on Developing Needs of Professional, Pedagogical and Organizational Competences of the Lecturer https://docs.google.com/forms/d/e/1FAIpQLSfha84z_IcHj-n45Pfxixm0imY099WmZCqtaPaFhqCEzmjLQA/viewform?usp=sf_link
4.	Inquiry on Students' Gained Knowledge, on Assessment of Professional and Organizational Rating of the University https://docs.google.com/forms/d/e/1FAIpQLScF6od4l6iP7F0uyNfV-kEkEYulRwAwm6deSIOv7rzp5829iw/viewform?usp=sf_link
5.	Inquiry on Gained Knowledge, on Assessment of Professional and Organizational Rating of the University by Alumni https://docs.google.com/forms/d/e/1FAIpQLSeg5OHCl3Eom3H_wxG3JYdevjetGbnBnMaYMDYM6itYTPOxsw/viewform?usp=sf_link Master https://docs.google.com/forms/d/e/1FAIpQLSd_Z0CR0wIqLirt9D0R1SbH56JRRYDTNViVziD4kats4e3Xfg/viewform?usp=sf_link Bachelor
6.	Inquiry on assessment of organizational ratings of the university by students and alumni https://docs.google.com/forms/d/e/1FAIpQLSdVMF1Xjwn7ryQF7v0kt8D82W8qAYy-jVBH_kTV_jASQb6HUg/viewform?usp=sf_link
7.	Inquiry on Productivity and Quality Assessment of Internship by ShSU Students https://docs.google.com/forms/d/e/1FAIpQLSfQUsm09orNjjzKTgpAjP1HhMDnmy1tWyXarvMQKwKeoMo81w/viewform?usp=sf_link
8.	Inquiry on Management System and Administrative Units of the University by Faculty Staff https://docs.google.com/forms/d/e/1FAIpQLScMb1mmlWeoji8AqSBHEfgqrFOe6E-wdVooByngj5t_WUkOTg/viewform?usp=sf_link
9.	Inquiry on Productivity of Knowledge and Quality Assessment by ShSU Students https://docs.google.com/forms/d/e/1FAIpQLSfi4bQAaj7G7-uhu_uj8gkfdjjsN_b1dOs3TVZqbs_V8F-YA/viewform?usp=sf_link
10.	Inquiry of Rating Assessment of Professional and Organizational post-graduate Education Gained by Researchers https://docs.google.com/forms/d/e/1FAIpQLScaen2Fuq30aN2GGOBQQeVbVMJjce489RHKTgrBbRnvFRUyBQ/viewform?usp=sf_link
11.	Inquiry of Expectations Assessment on Professional and Organizational Procedures of the University by ShSU Students https://docs.google.com/forms/d/e/1FAIpQLSchb5R_Uv0NeT1P8GJ_UmTigA-G8JR6cX-iDDiB5Co-kQtTVg/viewform?usp=sf_link
12.	Inquiry on Assessment of Satisfaction with Professional Abilities of Bachelor Alumni by the Employees being Member of Examination Board https://docs.google.com/forms/d/e/1FAIpQLSd4JPR2o4OUAMYX6B6fkcqIlkLPvVToeqcyBDq

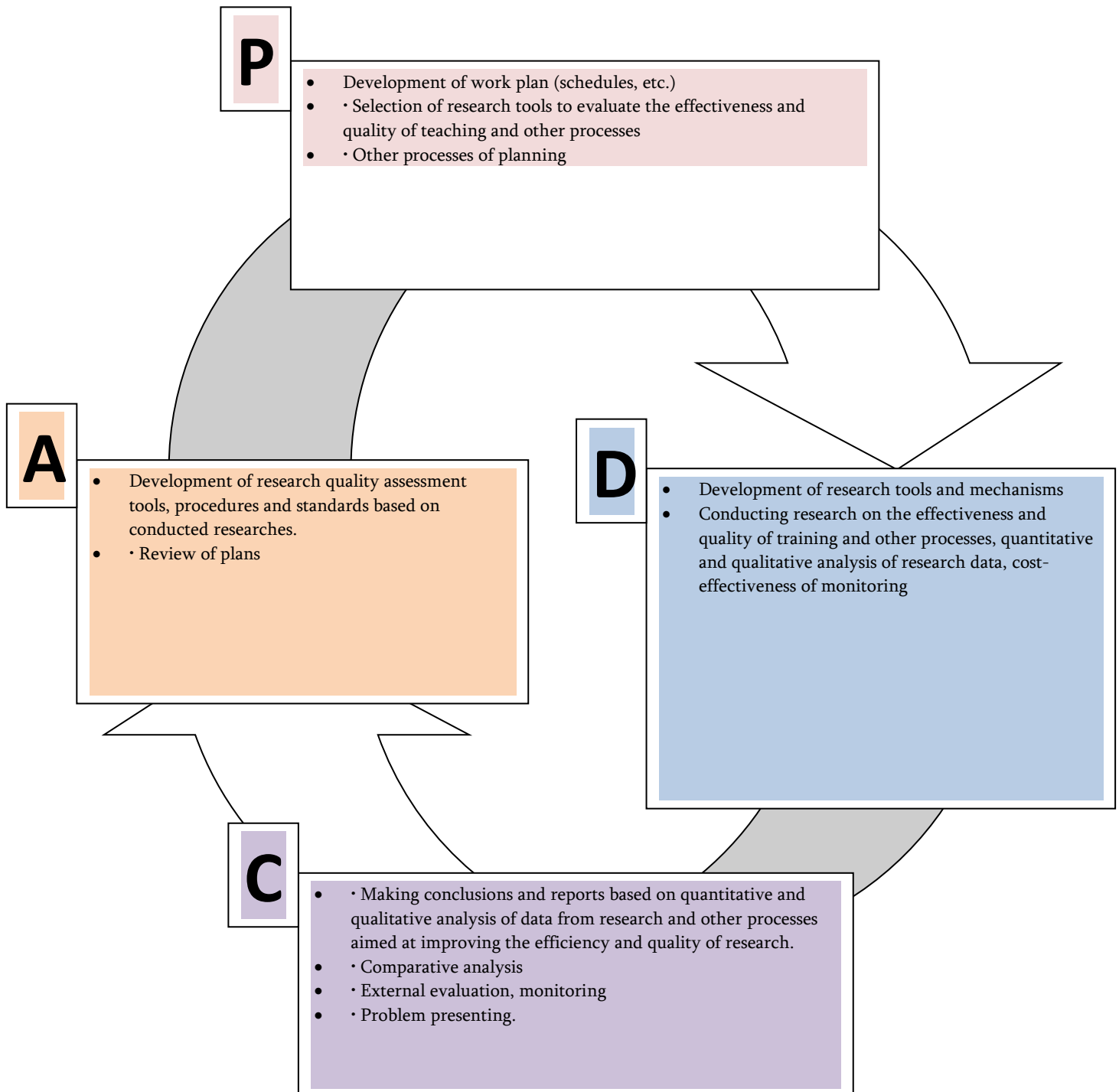
	Yj3FU8ESB2w/viewform?usp=sf_link Bachelor https://docs.google.com/forms/d/e/1FAIpQLSdoewR7UvnPAXKz7YXoiQC7_cMkq9a9fdfbjyBSGCUyMc2Irg/viewform?usp=sf_link Master
13.	Quiz on Productivity of Academic Consulting and Quality Assessment by ShSU Students https://docs.google.com/forms/d/e/1FAIpQLSeK4CEmZaon6RQBWXeNTtV4zt2t9MLkGaMQ_QMKvbbe2CvOupg/viewform?usp=sf_link

4. PROCEDURES PROVIDING THE PRODUCTIVITY OF RESEARCH ACTIVITY OF SCIENTIFIC POLICY, QUALITY ASSURANCE AND MANAGEMENT CENTRE OF SHSU

The effectiveness of the Centre's activities is provided by PDCA stages in the functions of both quantitative and qualitative analyses of tools and development of tools

<ul style="list-style-type: none"> • Planning of all functions • Supporting the institutional accreditation self-assessment process of the university by making appropriate reports and planning follow-up actions <p>Selection of research tools to evaluate the effectiveness and quality of teaching and other processes</p> <div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 10px auto;">P</div>	<ul style="list-style-type: none"> • Development of regulatory, procedural and standard documents of the University quality management assurance with the relevant departments • Support to the establishment of internal quality standards and criteria according to the needs of Ministry of Education and other international requirements in the Republic of Armenia • Assistance in the implementation of quality assurance processes in all departments of the University. • Providing the quality of education programs, curriculum development and ensuring compliance with the established standards, requirements and orders of the Ministry of Education and Science, RA • Coordinate the quality of University education programs and support their external evaluation and accreditation processes • Supporting the University institutional accreditation self-assessment process in the system of making reports and overseeing regular actions <div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 10px auto;">D</div>
<ul style="list-style-type: none"> • Overseeing the quality of education programs, curriculum development and implementation, and ensuring compliance with established standards and the requirements of the Ministry of Education and Science • Organizing and promoting professional and general orientation training for the faculty staff • Supporting the work of the Student Scientific Society and promoting its effectiveness • Organizing and conducting consultations and seminars on quality management, assurance and evaluation of education • Discussion of decisions related to the quality system of education and quality management issues with the relevant structural units and in Scientific Board • Assistance in the implementation of quality assurance processes in all departments of the University • Ensuring the transparency of the quality management processes and procedures and interactive involvement of external and internal stakeholders of the University 	<ul style="list-style-type: none"> • Assistance in the regular review of education programs and the organization of new curriculum development processes, in accordance with quality management and assurance procedures, review of new and revised curriculum documentation packages • Developing monitoring methodology of the quality of education. • <i>Conducting sociological surveys of alumni with relevant structural units in terms of education satisfaction and preparedness, as well as presenting research results to the Rector of the University</i> • Conducting research on the effectiveness and quality of academic and other processes at the University and identifying issues <div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 10px auto;">C</div>

- Development of research quality assessment tools, procedures and standards based on conducted researches



Some procedures can be presented in groups

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- Development of a research tool for evaluating the effectiveness and quality of academic and other processes in the university.

Monitoring is carried out to identify and collect the functions, steps, levels of the mentioned processes in order to develop a research tool to evaluate the effectiveness and quality of teaching and learning support processes at the University. The accreditation criteria of Higher Education Institutions of the Republic of Armenia have been used as a basis. The following are the bases and analyses required by the standards and their corresponding research methods in the table below:

<i>Nº</i>	<i>Accreditation criterion</i>	<i>Research tools</i>	<i>Appendix</i>
1.	Key indicators or mechanisms for evaluating activities in different areas of the university (standard 2. MANAGEMENT AND ADMINISTRATION)	<ul style="list-style-type: none"> • Online Questionnaire for ShSU Students' gained education, evaluation of professional and organisational ratings of the university • Online questionnaire for evaluation of university management system and administrative structures by faculty staff 	Developed, realized
2.	Effectiveness of the teaching and learning methods mentioned in the Professional Education Programs (criterion 3. PROFESSIONAL EDUCATION PROGRAMS)	<ul style="list-style-type: none"> • Online Questionnaire for ShSU students' gained education, evaluation of professional and organisational ratings of the university • Online Questionnaire for needs assessment of lecturer's professional, pedagogical and organizational competencies 	Developed, realized
3.	Needs assessment methods of external and internal stakeholders / standard 3. PROFESSIONAL EDUCATION PROGRAMS	<ul style="list-style-type: none"> • Online Questionnaire for ShSU students' gained education, evaluation of professional and organisational ratings of the university • Online Questionnaire for ShSU alumni's' gained education, evaluation of professional and organisational ratings of the university • Online Questionnaire on gained education, evaluation of professional and organisational ratings of the university by ShSU faculty staff 	Developed, realized
4.	Bases for proving students' needs solving and analyses for the last 3 years / criterion 4. STUDENTS	<ul style="list-style-type: none"> • Online Questionnaire for ShSU students' gained education, evaluation of professional and organisational ratings of the university 	Developed, realized
5.	Examples of feedback from employers about alumni / criterion 4. STUDENTS/		Being in the stage of planning
6.	Policies, procedures and mechanisms for evaluating and providing educational, consulting and other support services to students at TLI / criterion 4. STUDENTS /	<ul style="list-style-type: none"> • Online Questionnaire for assessment of professional, pedagogical and organizational competences of faculty staff by ShSU students • Online Questionnaire for ShSU students' gained education, evaluation of professional and organisational ratings of the university 	Developed, realized

7.	Examples of learners' responses to learning processes / criterion 4. STUDENTS /	<ul style="list-style-type: none"> • Online Questionnaire for assessment of professional, pedagogical and organizational competences of faculty staff by ShSU students • Online Questionnaire for ShSU students' gained education, evaluation of professional and organisational ratings of the university 	Developed, realized
8.	Mechanisms and tools for the professional qualification of lecturers and assessment of their work / criterion 5. ACADEMIC PERSONNEL AND TEACHING SUPPORTIVE STAFF	<ul style="list-style-type: none"> • Online Questionnaire for assessment of professional, pedagogical and organizational competences of teaching staff by ShSU students • Online Questionnaire of needs assessment of developing lecturer's professional, pedagogical and organizational competences 	Developed, realized
9.	Other bases and analyses reflecting the effectiveness of lecturers' professional qualifications and their work evaluation process / criterion 5. FACULTY SATFF AND TEACHING SUPPORTIVE STAFF	Record –format of monitoring and evaluation of teaching process	Developed
10.	Examples of feedback (learners, other teachers, leaders) / criterion 5. FACULTY STAFF AND TEACHING SUPPORTIVE STAFF	<ul style="list-style-type: none"> • Online Questionnaire for assessment of professional, pedagogical and organizational competences of faculty staff by ShSU students- other viewpoints • Online Questionnaire of needs assessment of developing lecturer's professional, pedagogical and organizational competences- other viewpoints Record-format of monitoring and evaluation of teaching process	Developed, realized Developed
11.	Analyze and substantiate the effectiveness of regular assessment policy and procedures of teaching staff/ criterion 5. FACULTY STAFF AND TEACHING SUPPORTIVE STAFF	<ul style="list-style-type: none"> • REPORT 21 . 01 . 2017 • This document 	Presented
12.	Analyze the effectiveness of the administrative and educational support staff of TLI for the last 3 years. / Criterion 5. FACULTY SATFF AND TEACHING SUPPORTIVE STAFF	<ul style="list-style-type: none"> • Online Questionnaire for ShSU students' gained education, evaluation of professional and organisational ratings of the university • Online Questionnaire of assessing the development of lecturer's professional, pedagogical and organizational competences of faculty satff 	
13.	Other bases and analyses that illustrate the effectiveness of the	<ul style="list-style-type: none"> • "Online Questionnaire for Assessment of Professional and Organizational Ratings of 	Developed

	<p>interrelationship between the research activity and the teaching process</p> <p>What percentage of learners is satisfied with the above processes?</p> <p>What percentage of lecturers is satisfied with the above processes?</p> <p>What percentage of employers is satisfied with the above processes /, / criterion 6. RESEARCH AND DEVELOPMENT /</p>	Postgraduate Education Students Received at ShSU	
14.	<p>Other bases and analyses reflecting the effectiveness of the provided services / criterion 7. INFRASTRUCTURE AND RESOURCES /</p>	<ul style="list-style-type: none"> • Online Questionnaire for ShSU students' gained education, evaluation of professional and organisational ratings of the university • Online Questionnaire of assessment of ShSU management system and administrative structures by the faculty staff 	
15.	<p>Internal and external evaluation tools for additional educational and consulting services to the public / criterion 8. PUBLIC RESPONSIBILITY /</p>		Being in the stage of planning
16.	<p>Procedures and Grounds for Internal Evaluation of the Key Functions of Knowledge (Value) Transfer to the Society / Criterion 8. PUBLIC RESPONSIBILITY /</p>		Being in the stage of planning
17.	<p>Mechanisms and tools for periodical reviewing of the internal quality assurance system. Other relevant bases and analyses / criterion 10. INTERNAL QUALITY ASSURANCE SYSTEM /</p>	<ul style="list-style-type: none"> • This document 	

- Making researches and other processes related to productivity and quality assessment, quantitative and qualitative analysis of research data, monitoring

The developed questionnaires are conducted online. Then, the quantitative analysis of the results of the research is carried out. Other opinions are being separated for the purpose of qualitative analysis. In some cases, correlation analyses are performed. We use the following tools to perform quantitative and qualitative analysis:

1. Check sheets.

It is a form for data entry and calculations. It is compiled on the basis of data collected as a result of controllable indicators or views during the given period. The data collected can be presented by whole numbers / e.g. number of visits / or with intervals / e.g. average rating /.

Purpose: data collection and computerization is being realized to facilitate the subsequent use of the information collected.

Field of application:

2. Stratification / grouping /

Statistical stratification allows selecting the data reflecting the process information. Accordingly, the data is divided into groups according to their characteristics. The statistical stratification method allows selecting the data according to different factors. The groups divided by group features are called stratospheres, and the process is called stratification. In practice, stratification is multiply used, grouping the data according to different patterns and analysing the differences.

Purpose: overseeing current processes and identifying issues through data aggregation and development of each individual group.

Field of application: survey data is grouped by teaching forms, faculties, chairs, and so on.

3. Ishikawa diagram

It is a tool to determine the main causes of the problems that arise at the university.

Otherwise it is called cause-effect diagram. It helps to identify all the factors that affect the problem or expected result. Creating a diagram is best realized during a brainstorm.

Purpose: list all the factors that influence the education process and draw a chart of interaction between them.