



## EEU- Quality Assurance System

**This document is a key tool for the implementation and development of a quality system at Eastern European University and is designed to meet and exceed the needs and expectations of EEU students as well as other stakeholders in order to achieve sustainable success!**

Approved by: Order of the Rector

08/01-08, 07.02.2019

Amendments: Decree concerning Representative  
Council #05, 25.08.2020

# Content



1. Introduction

---

2. Quality Culture at EEU

---

3. Goals and general principles of quality assurance system

---

4. Quality Assurance Principles

---

5. Quality Assurance Tools

---

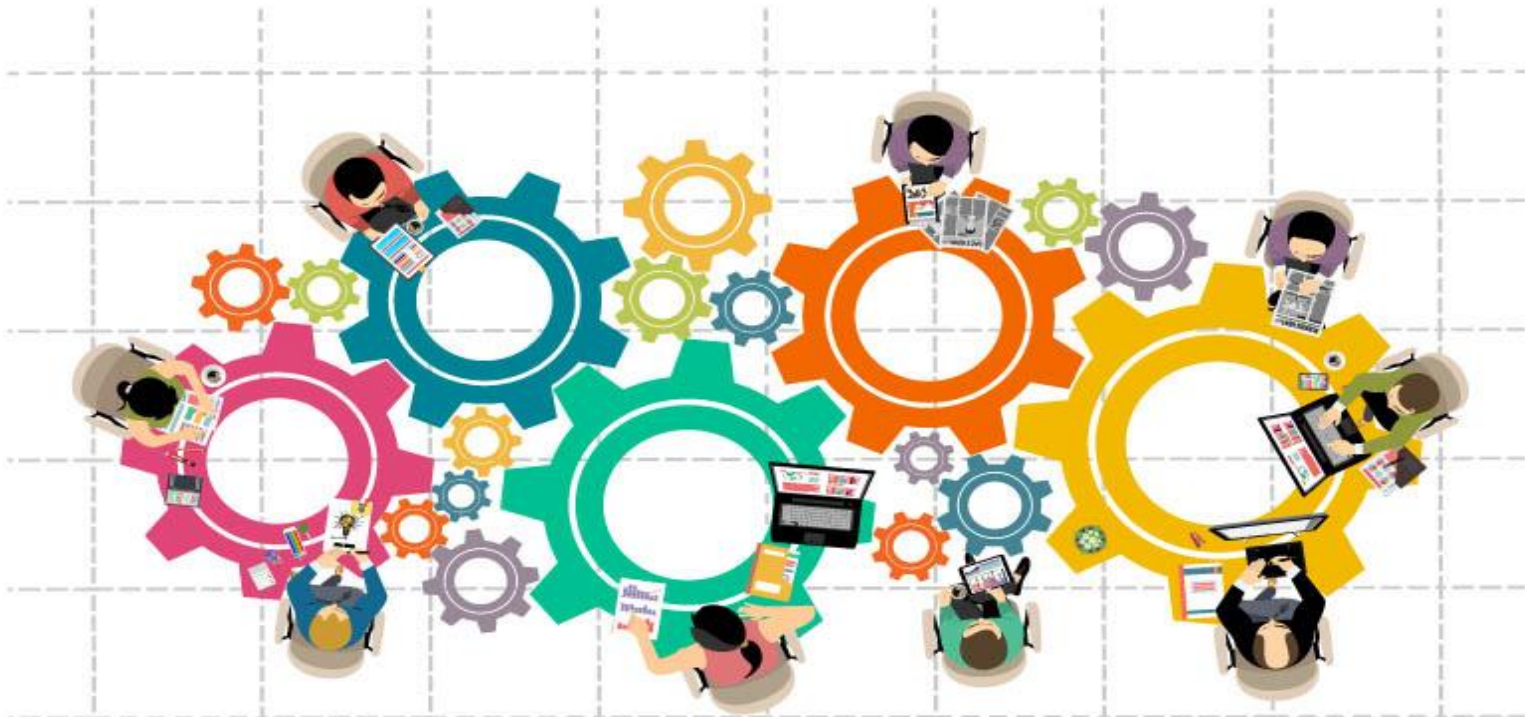
6. Quality Documentation

---

7. References

---





# Introduction

**EEU is a higher education institution focused on achieving sustainable success, where quality means proper planning and implementation of targeted actions and processes to achieve the best results!**

EEU understands that factors affecting the success of the University are constantly emerging, evolving, increasing or decreasing, as a result of these changes, the university is focused on meeting the needs and expectations of students and other relevant stakeholders.

Hence, this document refers to a systematic improvement of the educational institution. It includes the basic principles and mechanisms for planning, implementing, analyzing, evaluating and improving an effective management system. **The subject document outlines the key aspects, principles and mechanisms of a quality assurance system, which in overall makes the university ensure sustainable success in a challenging, demanding and ever-changing environment.**

This document is designed based on the results of the University's organizational culture, implementation of the quality system in the University, the current legislation of Georgia, the analysis of national and international best practices, the coordination of the University Quality Assurance Service and the involvement of structural units.





## EEU Quality Culture

**EEU** Quality Culture is an atmosphere of a university community that supports the pursuit of high quality processes for sustainable success.

The ability of the EEU to achieve sustainable success is enhanced by the introduction and dissemination of a quality culture at the individual and institutional levels. Every member of the community participates in the process, which creates all the prerequisites for high quality teaching-learning and research.

A quality culture is reflected in the high responsibility of staff and students for their work and learning. Staff and students work and collaborate in accordance with the values and goals of the university and adhere to a common quality policy. They also share good practice, participate in the continuous evaluation process, as well as in the formation of the institution development context within their competence, take care to improve the processes produced by their participation and are keen on innovations.

The existence of a quality culture in the EEU is evidenced when each member of the university community has answers to the questions: What are the goals of the university to achieve sustainable success? Have the set goals been achieved? What opportunities are there to improve the university course if necessary? Having a quality culture in the EEU significantly increases public confidence in the university and its activities.





## Quality Assurance System Goal

**EEU** Quality Assurance System is an integrated management system that assists the institution in maintaining and developing the quality of its educational activities. It represents a collection of principles, processes, methods and procedures used to achieve the best results in the university.

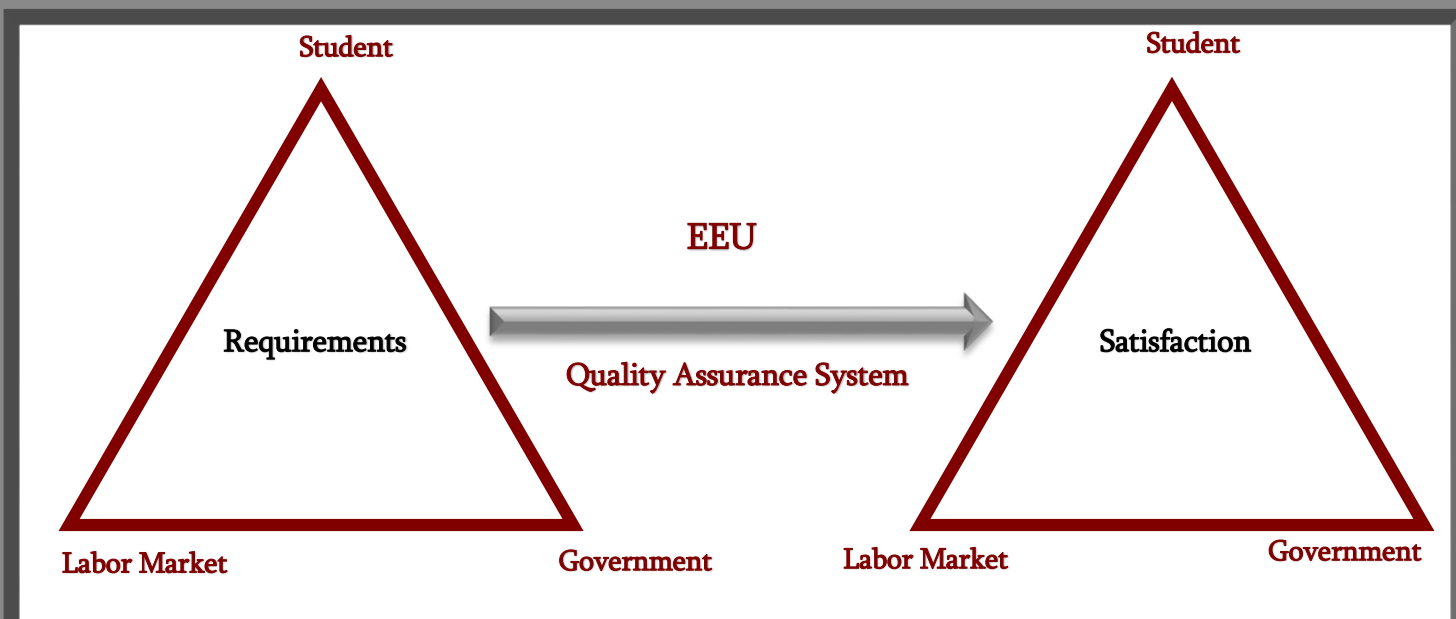
**EEU** Quality assessment and result oriented response is constantly ensured comprising a holistic systematic approach with the support of EEU Quality Assurance System, existing process descriptions and measurements.

**EEU** Quality Assurance System's purpose is to assist the university community and its members in developing a quality management framework. Quality Assurance System coaches to contribute to the achievement of the mission and goals of the university by introducing national and international educational standards in the university, for which EEU performs the following: determines quality standards; assesses compliance with quality standards and improves the quality.

**EEU quality system is based on the relevant organizational structure as well as good management and evidence-based decision making.**

**Responsibility for the quality system corresponds to the responsibility defined for the management of the university: the deans of the faculty are responsible for the quality system of their faculty, and the heads of the departments / centers / departments are responsible for their own structural units. Each of them plays an important role in quality assurance.**





## General Aspects of Quality Assurance Service

EEU supports the acquisition and development of competencies through teaching and research. The use of quality assurance system, including mechanisms to improve the system itself, focuses on the satisfaction of students, staff or other stakeholders and ensures that the services offered meet their needs.

Quality assurance system is based on an external regulatory framework - the Law of Georgia on Higher Education, the Law of Georgia on the Development of Quality in Education, Accreditation and Authorization Standards, Quality Assurance Agency Standards, Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), the standard for ISO 21001: 2018 Educational Management Systems (EOMS). Internal regulatory documents of the University; Considers the mission and strategy of the University.

Quality assurance system in response to the needs of students and other stakeholders ensures to achieve their satisfaction, provides quality assessment and development of the university in all areas - educational programs, teaching, services, resources, internationalization, research, management, community contribution, education.

Quality assurance system introduced in the EEU serves to achieve the sustainable success of the institution.





## The authority of quality assurance system implementation

**EEU** is focused on working in a high-quality way, allocating time and resources appropriately focusing on the core responsibilities of each member of the university community, in particular, on teaching and research activities.

**EEU's** each member shares the responsibility for implementing a quality assurance system. Hence, they do their best and perform their duties thoroughly as the supervisor, manager or an implementer. University society members receive feedback by participating in surveys and development discussions.

**EEU** Quality Assurance Service represents the governing body of the institution, oversees and coordinates the quality management system and its assessment at the university. The responsibilities of the service include the following:

- development and consolidation of quality culture in the university together with its units;
- development of quality management principles;
- elaboration of methods to support teaching and research activities;
- establishment of quality standards at the university;
- evaluation and full coordination of the quality management system in general.

**EEU** - PDCA cycle is used for the implementation and continuous improvement of the quality management system.





EEU Quality assurance processes are fully based on the PDCA cycle, ensuring the planning of processes in the institution in compliance with the interaction principle.

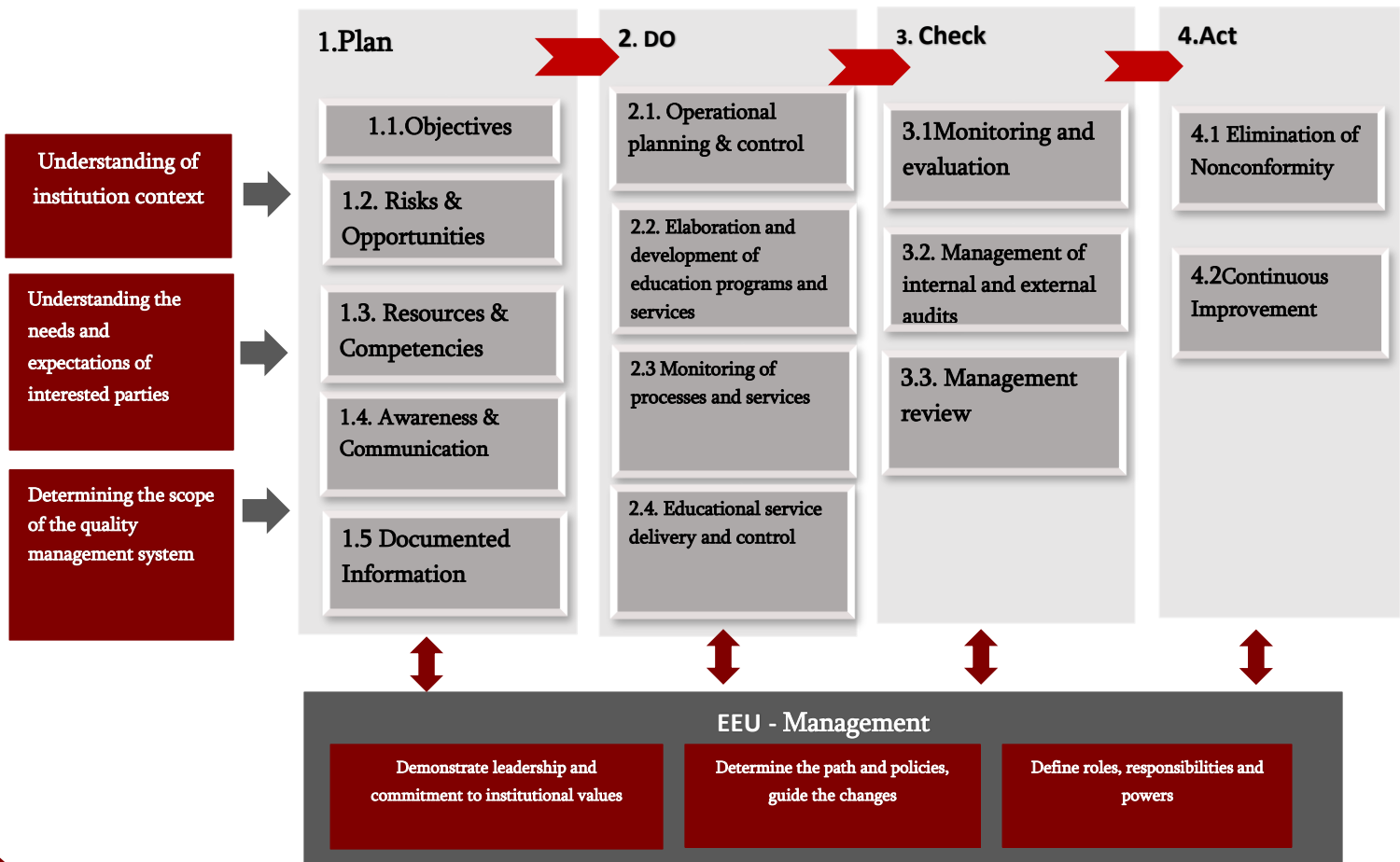
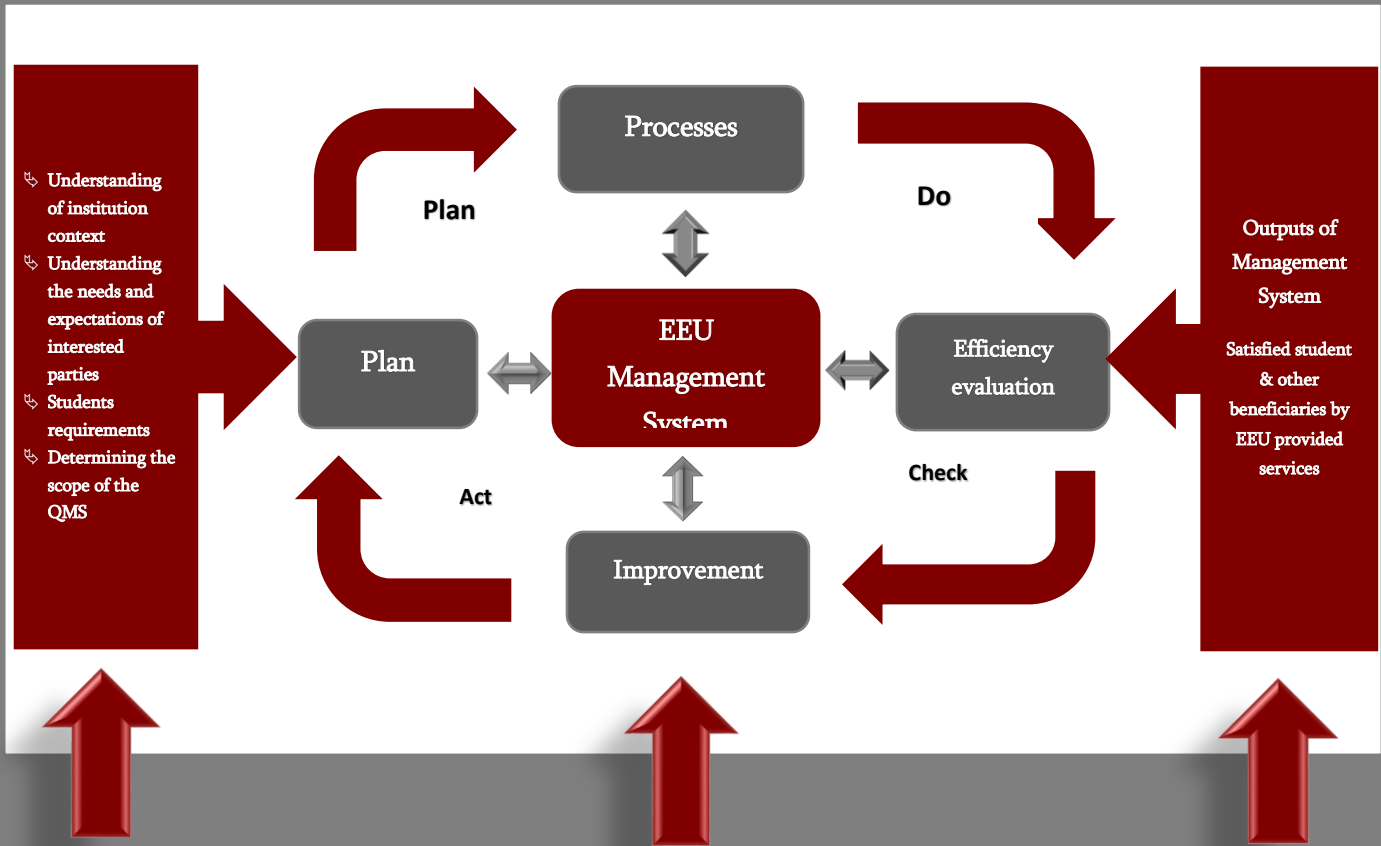
Using PDCA cycle approach, process-planning takes into account the resources required, establishes the process administration procedure, and identifies the capabilities that will ensure that processes are improved to achieve the best results.

At EEU, PDCA cycle is used both at the systemic level of management of the institution and to manage any processes and actions carried out at the university.





**EEU Management system oriented on continuous improvement to attain sustainable success**





# EEU Quality Assurance Principles

- 1** Focus on students
- 2** Vision / Future oriented Governance
- 3** High rate of involvement
- 4** Process-based approaches
- 5** Continuous Improvement
- 6** Decision – based evidences
- 7** Relationship Management
- 8** Social Responsibility
- 9** Availability & equality
- 10** Ethical Behavior in Academic Space
- 11** Data Protection & Security





## Quality management system shares the principles of ISO 21001: 2018 Educational Management Systems (EOMS)

The mentioned principles are transformed to the context of the institution by adhering to a structured and effective methodology. The implementation of the given principles is ensured by the university through an adapted approach.

1. **Focus on the student and other beneficiaries** - The university strives to respond adequately to the needs and expectations of the students and other beneficiaries. This achievement is evidenced by the fact that their needs are met through the services offered by the university while their expectations are justified.
2. **Vision / Future Oriented Governance** - It is fundamentally essential to involve university students and other stakeholders in definition and implementation of the mission, vision, values and goals of the university, as well as their involvement in the determination of the context to achieve sustainable progress during defining the institution's course.
3. **High rate of involvement** - EEU supports participatory processes, where it is vital to ensure that all persons involved in the processes are competent, empowered and share common values.
4. **Process oriented approach** - The university is aware that consistent and predictable outcomes are achieved more efficiently and effectively, when activities are recognized as interrelated processes and managed as a coherent system.
5. **Continuous improvement** - EEU is focused on improving, generating progress evidence in order to attain sustainable success.
6. **Decision-based evidences – Decisions made in EEU** are based on analysis, assessment result emanating from appropriate data and information.
7. **Relationship management** - EEU pays particular attention to the effective relations with stakeholders in terms of attaining sustainable success. Only through a consistent interrelationship does the university see the achievement of goals and objectives, as well as the successful positioning in the educational space.
8. **Social responsibility** – EEU has developed corporate social responsibility policy and ensures its implementation.
9. **Availability and equality** - The EEU is an inclusive, flexible, transparent and accountable institution that addresses individual and special needs and interests, while creating new opportunities to increase accessibility and promote equality.
10. **Ethical behavior in academic space** - Ethical conduct is the EEU's ability to create an ethical professional environment: where all stakeholders work within the framework of fairness and good faith. A conflict of interest is avoided from the notion, whilst each member's activities is relied on the university's usefulness of the context.
11. **Data security and protection** - EEU recognizes national and international regulations to ensure data security and protection, creates proper environment in which all interested parties can confidently cooperate in controlling the use of their own data, whilst the EEU treats their data with due care and confidentiality.





## Quality Assurance Tools

**EEU** quality assurance system is focused on continuous improvement, which is achieved through the consistent implementation of the standards existing at the university, assessing the compatibility with all standards in the institution and based on the evaluation results, eliminating any inconsistencies and continuously improving the results.

**EEU** Quality assurance defines tools by which it is determined: whether the established standards are met and whether the best result is achieved.

**EEU** Quality assurance tools are presented in the form of internal and external evaluation tools.

**EEU** Internal Quality Assurance tools cover all key areas and processes of the university's educational activities and are presented as follows:

1. Assessment of educational programs' quality;
2. Assessment of teaching-learning quality;
3. Services evaluation;
4. Evaluation of material-technical, library, informational and financial resources;
5. Assessment of staff (academic, invited, administrative);
6. Evaluation of international cooperation and internationalization;
7. Evaluation of research activities;
8. Evaluation of the achieved results at the institutional level and positioning in the educational space.

External quality assurance tools are:

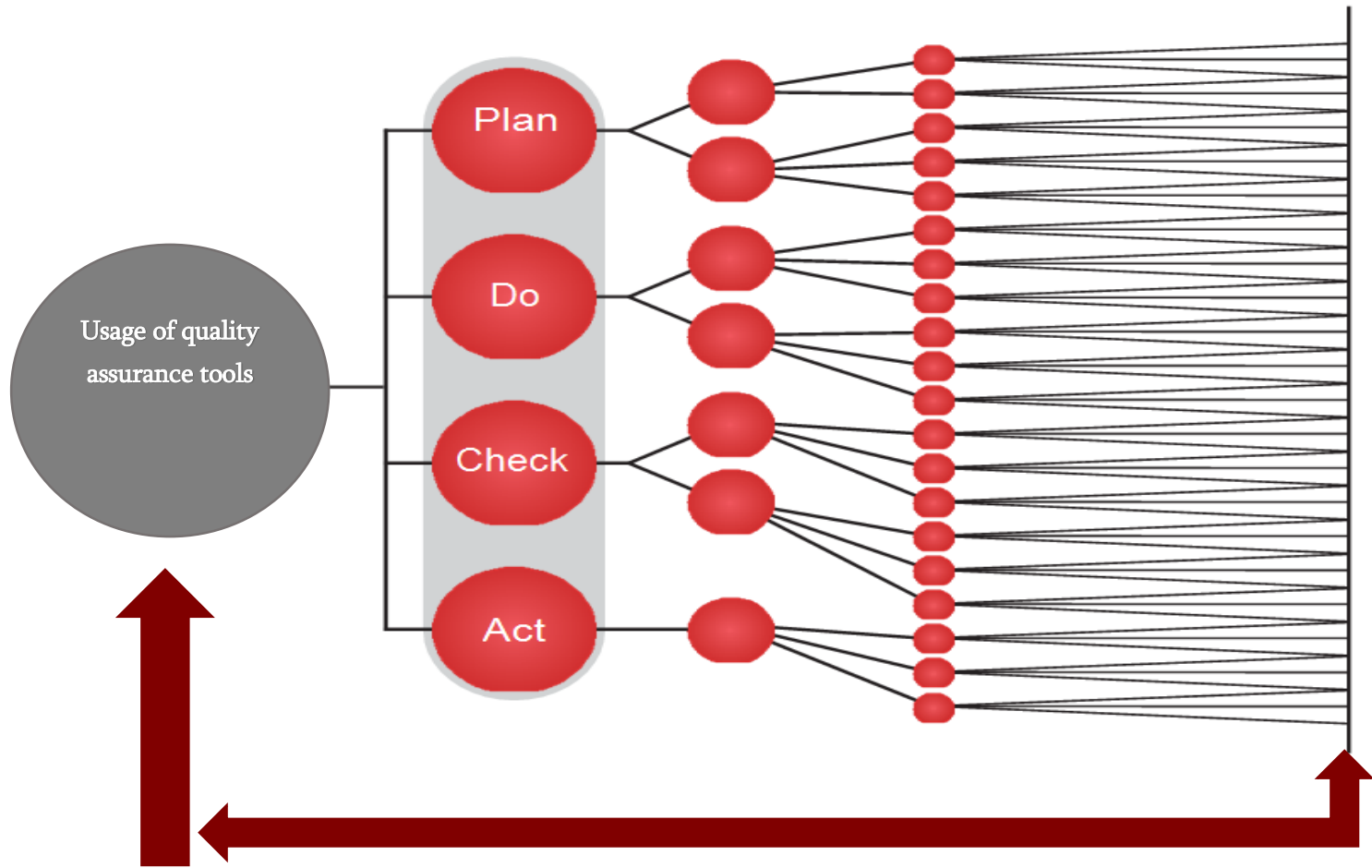
1. LEPL - Evaluation results submitted by the National Center for Education Quality Development;
2. Results of the institutional and / or external assessment of the university development status from invited local or international experts;
3. Results of international institutional and / or program accreditation;
4. Financial audit results.

**EEU** Quality Assurance tools are used with pre-defined tools and established procedures based on the PDCA on-going evaluation and improvement cycle.





Phases                      Instruments                      Procedures                      Required actions





## Quality Documentation

EEU - implemented quality assurance standards are integrated into the university's internal regulations, which are consolidated into the internal regulatory framework and include provisions, rules, instructions, policies, action plans, procedures, guidelines and manuals. Quality system comprises all of the above-mentioned documents in a holistic system.

"Procedure of the usage of quality assurance tools" has been developed for the implementation of quality assurance tools in the EEU.

**EEU elaborated the following:**

"Rules for planning, developing, modifying and canceling educational programs";

"Program implementers manual";

"Educational Programs Accreditation and Reaccreditation procedure";

"Feedback Procedure"

"Internal self-assessment form and procedure for educational programs;"

"Guideline for educational programs learning outcome assessment";

"Annual report forms and procedure";

## REFERENCES:

National and international practices have been studied and analyzed while working on this paper. During the elaboration of the document, quality assurance system model of British universities, as well as the model of the University of Helsinki were taken into consideration, The basic principles of the document are based on the standards of the Quality Assurance Agency, Standards and guidelines for Quality Assurance in the European Higher Education Area (ESG), ISO 21001:2018 Educational Management Systems (EOMS) standard.

The models and approaches reflected in the document are analyzed and shared in a contextualized, adapted approach, taking into account the EEU organizational culture and needs.

