



IBSU

LLC - International Black Sea University

**Internal Quality Assurance Mechanisms
(Guideline Document)**



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Article 1. General provisions

1.1 This document describes the concept of quality culture of the International Black Sea University LLC (hereinafter referred to as the University), internal quality assurance mechanisms, their functioning and criteria of assessment effectiveness.

1.2 Quality culture is a joint system of values, beliefs and norms shared by all involved and interested parties of the University, which continuously improves the quality of the University's management system, education, research and institutional services.

1.3 The quality culture, based on the mission and values of the university, is based on the following principles:

1.3.1 Involvement of all stakeholders;

1.3.2 Maximizing the satisfaction of all stakeholders with the educational process;

1.3.3 Making evidence-based decisions regarding quality assurance issues;

1.3.4 Teamwork.

Article 2. Internal quality assurance mechanisms

2.1 Evaluation Directions:

In order to achieve the set goals, the Quality Assurance Service evaluates the university's activities and resources in the following directions:



2.2 The following tools are used to evaluate teaching and learning at the International Black Sea University:

2.2.1 Evaluation of the development, development and justification of cancellation of educational programs:

- Summary evaluation form of the educational program;
- Conclusion form of the quality assurance service on compliance with the program accreditation standards;
- Justification for the cancellation of the educational program.

2.2.2 Evaluation of educational programs by interested parties:

- Student evaluation questionnaire of the existing educational program;
- Graduate evaluation questionnaires of the existing educational program;
- Employer evaluation questionnaires of the existing educational program;
- Academic/visiting personnel evaluation questionnaires of the existing educational program;
- Student evaluation questionnaire of the new educational program;
- Graduate evaluation questionnaires of the new educational program
- Employers' evaluation questionnaires for existing educational programs;
- Academic/visiting staff's evaluation questionnaires for existing educational programs;
- Student's evaluation questionnaire for new educational programs;
- Graduate evaluation questionnaires for new educational programs;

- Employer evaluation questionnaires for new educational programs;
 - Academic/visiting staff evaluation questionnaires for new existing educational programs.
- 2.2.3 Assessment of learning outcomes of the educational program:
- Analysis of students' academic performance;
 - Employer questionnaire;
 - Graduate questionnaire;
 - Assessment of program learning outcomes.
- 2.2.4 Assessment of human resources of the educational program in relation to the established target indicators:
- Analysis of the semester study load of academic/invited personnel;
 - Assessment of the number of personnel implementing the educational program.
- 2.2.5 Assessment of academic and invited personnel's academic performance:
- Assessment of academic and invited personnel by the Educational Process Monitoring Service;
 - Assessment of academic and invited personnel by the program director;
 - Assessment of the lecturer and the course of study by the student.
- 2.2.6 Assessment of classroom work - lecture observation.
- 2.2.7 Survey of students who have moved/moved through mobility.
- 2.2.8 Assessment of satisfaction with international mobility:
- Survey of academic/visited staff satisfaction with international academic mobility;
 - Survey of student satisfaction with international academic mobility.
- 2.2.9 Assessment of the examination process:
- Assessment of the final exam;
 - Monitoring Service report form on exam complaints;
 - Assessment of the mid-term exam.
- 2.2.10 Satisfaction questionnaire:
- Academic/visited staff satisfaction survey;
 - Student satisfaction survey.
- 2.2.11 Assessment of the practice component.
- 2.2.12 Analysis of student enrollment in master's and doctoral programs.
- 2.3. The following tools are used to evaluate research activities at the International Black Sea University:
- 2.3.1 Report on plagiarism verification and response to cases;
- 2.3.2 Assessment of students' research needs;
- 2.3.3 Evaluation of scientific and research activities:
- Form of annual report on scientific and research activities of academic staff;

- Form of annual report on scientific and research development of invited staff.

2.3.4 Evaluation of the supervisor of scientific work:

- Evaluation of the supervisor of master's/doctoral work.

2.4 The following tool is used to evaluate the third mission of the International Black Sea University:

2.4.1 Report prepared by the Marketing and Public Relations Department.

2.5 Response to results:

In implementing each direction and mechanism, the Internal Quality Assurance Service uses the “Plan-do-check-act” (PDCA) cycle approach:

2.5.1 The planning stage includes planning the necessary actions to fulfill the mechanisms listed in Article 2 at the beginning of each academic year;

2.5.2 The implementation stage includes the implementation of all necessary mechanisms in practice;

2.5.3 The verification stage includes analyzing the data received and identifying relevant areas for improvement;

2.5.4 The development stage includes the development of relevant recommendations based on evaluations-reports and the implementation of relevant corrective actions (integration and strengthening of successful practices, elimination of shortcomings, etc.) in the activities of the university. The processed results obtained as a result of each mechanism, together with the recommendations of the Internal Quality Assurance Service, are sent to the relevant responsible structural unit/person. The structural unit is obliged to submit the relevant completed form/information to the Internal Quality Assurance Service, which includes information on the response to the recommendation to be implemented or implemented.

2.5.5 The Internal Quality Assurance Service will once more assess the effectiveness of the response to the report submitted by the structural unit on the implementation of the recommendation. In addition, in the event of a future activity, the Internal Quality Assurance Service will again verify whether the recommendation has been implemented.

Article 3. Timeframe for implementation of mechanisms and responsible persons

3.1 Teaching-learning assessment

3.1.1 Summative evaluation form of an educational program:

- This evaluation implies a comprehensive evaluation of the program, which includes an assessment of human and material resources, reflection of current changes in the field and feedback received from stakeholders for the development of the program;
- The form is filled in by the program director every 3 years after the accreditation of the educational program;
- An individual deadline may apply to programs that have been accredited under different conditions.

3.1.2 Form of the conclusion of the quality assurance service on the compliance of the program with the accreditation standards:

- In the case of the development or development of the program, the program director/potential director submits to the quality assurance service the developed/updated program and information/substantiation on the changes made to the program;
- The Quality Assurance Service writes an appropriate conclusion regarding the feasibility of the said program/changes and compliance with the accreditation standards for higher education programs;
- This form is filled out as needed - during the development/updating of the program and is completed by the Quality Assurance Service.

3.1.3 Justification for the cancellation of the educational program:

- The form aims to present the appropriate feasibility and justification for the cancellation of the program;
- The form is filled out by the school/program head/person who made the decision to cancel the program and submits it to the Quality Assurance Service;
- The form is filled out as needed.

3.1.4 Student Evaluation Questionnaire for the Existing Educational Program:

- The purpose of the questionnaire is for students to assess the extent to which the existing program provides them with the relevant knowledge;

- The Quality Assurance Service organizes the filling out of the questionnaire together with the program head;
- Data processing is carried out by the program head;
- The questionnaire is filled out within the deadline for submitting the summary evaluation form of the educational program - once every 3 years after the accreditation of the educational program;
- Responses to the questions received as a result of the survey are mandatory in the program summary evaluation form;
- Individual deadlines may apply to programs that have been accredited under different conditions.

3.1.5 Graduate evaluation questionnaires:

- The purpose of the questionnaire is for graduates to assess the extent to which the existing program provides them with the relevant knowledge;
- The questionnaire is organized by the Student and Graduate Development Department together with the program director;
- Data processing is carried out by the program director;
- The questionnaire is completed within the deadline for submitting the educational program summary evaluation form - once every 3 years after the educational program is accredited;
- Responses to the questions received as a result of the survey are mandatory in the program summary evaluation form;
- Individual deadlines may apply to programs that have been accredited under different conditions.

3.1.6 Employers' Evaluation Questionnaires for Existing Educational Programs;

- The purpose of the questionnaire is for employers to assess the existing program to what extent it includes all the training courses or skills required by the labor market;

- The questionnaire is organized by the Student and Graduate Development Department together with the program manager;
- Data processing is carried out by the Student and Graduate Development Department;
- The questionnaire is completed within the deadline for submitting the educational program summary evaluation form - once every 3 years after the educational program is accredited;
- Responses to the issues raised in the survey are mandatory in the program summary evaluation form;
- Individual deadlines may apply to programs that have been accredited under different conditions.

3.1.7 Questionnaires for the evaluation of the existing educational program by academic/invited personnel:

- The purpose of the questionnaire is for the program implementing personnel to assess the extent to which the existing program provides students with the competencies necessary for the field;
- The questionnaire is organized by the Quality Assurance Service together with the program head;
- Data processing is carried out by the program head;
- The questionnaire is completed within the deadline for submitting the educational program summary evaluation form - once every 3 years after the educational program is accredited;
- Responses to the issues raised as a result of the survey are mandatory in the program summary evaluation form;
- Individual deadlines may apply to programs that have been accredited under different conditions.

3.1.8 Student Evaluation Questionnaire for a New Educational Program:

- The purpose of the questionnaire is to allow students of the adjacent program to evaluate the new program to what extent it ensures the development of relevant competencies;

- The Quality Assurance Service organizes the filling of the questionnaire together with the program head;
- The data is processed by the program head and should reflect information on the consideration of the issues identified as a result of the survey;
- The questionnaire is filled out during the development of the new program.

3.1.9 Graduate Evaluation Questionnaires:

- The purpose of the questionnaire is to allow graduates of the adjacent program to evaluate the new program to what extent it ensures the development of relevant competencies;
- The questionnaire is organized by the Student and Alumni Development Department together with the program head;
- Data processing is carried out by the program director and the Student and Alumni Development Department and should reflect information on the consideration of issues identified as a result of the survey;
- The questionnaire is filled out when developing a new program.

3.1.10 Questionnaires for the evaluation of a new educational program by employers:

- The purpose of the questionnaire is for employers to assess the new program to what extent it ensures the development of relevant competencies in the field;
- The questionnaire is organized by the Student and Alumni Development Department together with the program director;
- Data processing is carried out by the program director and the Student and Alumni Development Department and should reflect information on the consideration of issues identified as a result of the survey;

3.1.11 Questionnaires for the evaluation of a new existing educational program by academic/invited personnel:

- The purpose of the questionnaire is for the program implementing personnel to assess the extent to which the new program provides students with the competencies necessary for the field;
- The Quality Assurance Service organizes the filling out of the questionnaire together with the program director;
- The data is processed by the program director and should reflect information on the consideration of the issues identified as a result of the survey;
- The questionnaire is filled out when developing a new program.

3.1.12 Analysis of students' academic performance:

- The purpose of the analysis of students' academic performance is to assess the extent to which the distribution of students' scores in groups coincides with the normal distribution;
- A case is considered noteworthy when 30% or more of the students in the group consistently receive an A or F grade over a three-year period. This target is valid if 15 or more students are registered in the group;
- Data processing is carried out by the Internal Quality Assurance Service every semester;
- The processed data is reported to the schools and responded to in accordance with Article 2, paragraph 2.5.

3.1.13 Employer Questionnaire:

- The purpose of the questionnaire is for employers to assess the extent to which graduates employed by them have developed all the competencies provided for by the program;
- The questionnaire is organized by the Student and Alumni Development Department together with the program director;
- Data processing is carried out by the Student and Alumni Development Department;
- The questionnaire is completed within the deadline for submitting the educational program summary evaluation form - once every 3 years after the educational program is accredited;

- Responses to the questions raised in the survey are mandatory in the program summary evaluation form;
- Individual deadlines may apply to programs that have been accredited under different conditions.

3.1.14 Graduate Questionnaire:

- The purpose of the questionnaire is for the graduate to assess the extent to which he or she has achieved the results that were envisaged by the relevant educational program;
- The Department of Student and Alumni Development organizes the filling out of the questionnaire together with the program head;
- Data processing is carried out by the program head;
- The questionnaire is filled out within the deadline for submitting the educational program summary evaluation form - once every 3 years after the educational program is accredited;
- Responses to the questions received as a result of the survey are mandatory in the program summary evaluation form;
- Individual deadlines may apply to programs that have been accredited under different conditions.

3.1.15 Assessment of program learning outcomes:

- Assessment of program learning outcomes is carried out on the basis of the relevant program learning outcomes assessment document;
- The program director evaluates the learning outcomes and submits the evaluation results and the results of the implemented responses to the internal quality assurance service; if necessary, changes are made to the program in accordance with the stages established by the “Rules for Planning, Elaboration and Development of Educational Programs”.
- The program learning outcomes are evaluated within the period specified in the relevant program learning outcomes evaluation document.

3.1.16 Assessment of the number of personnel implementing the educational program:

- The International Black Sea University has developed sustainability and quality assurance targets. The Internal Quality Assurance Service assesses the number of personnel in relation to the established targets;
- The assessment is carried out once a year;
- Data is provided by schools and the Human Resources and Development Service. The Internal Quality Assurance Service assesses/analyzes the data.
- The processed data is communicated to schools and responded to in accordance with Article 2, paragraph 2.5.

3.1.17 Analysis of the semester study load of academic/visited personnel:

- The International Black Sea University has developed a regulation on determining academic workload and remuneration. The Internal Quality Assurance Service assesses the study load of personnel in relation to the established targets;
- Assessment is carried out on a semester basis;
- Data is provided by schools and the Human Resources and Development Service. Data is assessed/analyzed by the Internal Quality Assurance Service.

3.1.18 Assessment of academic and visiting staff academic performance:

- Assessment is carried out by three parties: Assessment of academic and visiting staff by the Educational Process Monitoring Service; Assessment of academic and visiting staff by the program director; Assessment of the lecturer and the course by the student;
- The aim of the assessment is a multi-faceted assessment of the lecturer's academic performance, according to various criteria;
- The assessment results are processed by the Internal Quality Assurance Service on a semester basis;

- Both the student's assessment and the average score of the assessment by all three parties are reported individually to the program implementing staff;
- The processed data is communicated to schools and responded to in accordance with Article 2, paragraph 2.5.

3.1.19 Assessment of classroom work - lecture observation:

- The purpose of the assessment is to observe and evaluate the lecturer's lecture and/or share best practices.
- Lecture observation is carried out based on the identified needs, based on the analysis of the survey results and/or on the referral of the relevant person.
- Lecture observation is carried out by a representative of the internal quality assurance service and the school (a specialist from the department), if necessary, by another person;
- Data processing is carried out by the internal quality assurance service;
- The relevant results are individually communicated to the lecturer and the relevant school.

3.1.20 Survey of students who have moved/moved through mobility:

- The purpose of the surveys is to study the reasons for the transfer of students who have moved through mobility and to further improve them;
- The survey of students who have moved through mobility aims to study the reasons for the transfer;
- The survey and results processing are carried out by the Internal Quality Assurance Service on a semester basis;
- The processed data are communicated to schools and feedback is provided in accordance with Article 2, paragraph 2.5.

3.1.21 Survey of academic/visited staff satisfaction with international academic mobility:

- The aim of the survey is to survey the satisfaction of academic/visited staff with international mobility;
- The survey is carried out by the International Relations Service; data processing is carried out by the Internal Quality Assurance Service;
- The survey is carried out once a year.

3.1.22 Student Satisfaction Survey with International Academic Mobility:

- The purpose of the survey is to assess students' satisfaction with international mobility;
- The survey is conducted by the International Relations Service; Data processing is carried out by the Internal Quality Assurance Service;
- The survey is conducted once a year.

3.1.23 Midterm/Final Exam Assessment:

- The purpose of the survey is to assess the progress of the midterm/final exam by students;
- The survey is conducted and processed by the Internal Quality Assurance Service;
- The survey is conducted semi-annually;
- The processed data is reported to the Academic Process Monitoring Service and is monitored in accordance with Article 2, paragraph 2.5.

3.1.24 Monitoring Service Report Form on Exam Appeals:

- The purpose of the above mechanism is to collect and analyze data on exam appeals;
- The report is completed by the Academic Process Monitoring Service;
- The report is completed on a semester basis;
- The data contained in the report is analyzed by the Internal Quality Assurance Service and is monitored in accordance with Article 2, paragraph 2.5.

3.1.25 Academic/Invited Personnel Satisfaction Survey:

- The purpose of the survey is to survey the satisfaction of academic/invited personnel with various services and administrative personnel at the University;
- The survey and data processing are carried out by the Internal Quality Assurance Service;
- The survey is carried out annually;
- Monitoring is carried out in accordance with Article 2, paragraph 2.5.

3.1.26 Student Satisfaction Survey:

- The purpose of the survey is to survey the satisfaction of students with various services and administrative personnel at the University;
- The survey and data processing are carried out by the Internal Quality Assurance Service;
- The survey is conducted annually;
- Responses are made in accordance with Article 2, paragraph 2.5.

3.1.27 Student assessment of the internship component:

- The purpose of this survey is to assess students' satisfaction with the internship component (including clinical courses and internships in the clinic);
- The survey is conducted by the Quality Assurance Service, in cooperation with schools and the Student and Graduate Development Department;
- Data processing is carried out by the internal Quality Assurance Service;
- The survey is conducted annually;
- Monitoring is carried out in accordance with Article 2, paragraph 2.5.

3.1.28 Analysis of student enrollment in master's and doctoral programs:

- The purpose of the mechanism is to analyze the dynamics of student enrollment in master's and doctoral programs operating at the university;
- The analysis is carried out by the internal quality assurance service;
- The analysis is carried out once a year;
- The registration is carried out in accordance with Article 2, paragraph 2.5.

3.1 Evaluation of research activities

3.1.1 Report on plagiarism verification and response to cases:

- The purpose of this report is to analyze the dynamics of checking papers in the plagiarism detection system and subsequent responses;
- The report is completed by the person responsible for the plagiarism detection system;
- The report is completed semi-annually;
- The analysis of the data specified in the report is carried out by the internal quality assurance service;
- The registration is carried out in accordance with Article 2, paragraph 2.5.

3.1.2 Assessment of students' research needs:

- The purpose of the survey is to assess students' satisfaction with the research support mechanisms offered to students and to identify if there is a need for additional support;
- The survey is conducted by the Vice-Rector for Research;
- The data is processed by the Internal Quality Assurance Service;
- The survey is conducted annually;
- The monitoring is carried out in accordance with Article 2, paragraph 2.5.

3.1.3 Assessment of scientific and research activities - Form of annual report on scientific and research activities of academic staff/Form of annual report on scientific and research development of invited staff:

- Academic/invited staff are obliged to submit a report reflecting scientific activities to the university;
- Academic staff are obliged to meet the minimum requirements specified in the report; Failure to meet the minimum requirements several times in a row may serve as a basis for termination of the contract;
- The collection of these reports is carried out by the Internal Quality Assurance Service, in cooperation with the Vice-Rector in the field of research. The Internal Quality Assurance Service carries out the technical processing of the data, while the Vice-Rector in the field of research carries out the content.

- Academic staff is obliged to submit reports annually, and invited staff - once every two years;
- The results of the assessment are individually communicated to the relevant academic/invited staff;
- The results of the assessment are communicated to the schools and the registration is carried out in accordance with Article 2, paragraph 2.5.

3.1.4 Evaluation of the Master's/Doctoral Thesis Supervisor:

- The purpose of the evaluation is for students to express their opinion regarding their satisfaction with the supervision of the research component;
- The evaluation and data processing are carried out by the Internal Quality Assurance Service;
- The evaluation is carried out once a year;
- The review is carried out in accordance with Article 2, paragraph 2.5.

3.2 Evaluation of the Third Mission of the University

3.2.1 Report prepared by the Marketing and Public Relations Department:

- The purpose of the report is to analyze the activities carried out at the University that aim to contribute to the development of society;
- The report is completed by the Marketing and Public Relations Department;
- The information contained in the report is analyzed by the Internal Quality Assurance Service;
- The report is completed once a year;
- The review is carried out in accordance with Article 2, paragraph 2.5.

Table 1

Components	Assessment tools	Time of administration
Evaluation of the development and cancellation of educational programs and justification for their cancellation	Educational Program Summative Evaluation Form	Once every 3 years after receiving accreditation
	Quality Assurance Service Conclusion Form on Compliance with Program Accreditation Standards	In accordance with the program, as needed
	Educational Program Cancellation Justification Form	as needed
Evaluation of the educational program by stakeholders	Student evaluation questionnaire for the current educational program	Along with the annual evaluation form
	Graduate evaluation questionnaires for the existing educational program	Along with the annual evaluation form
	Employers' evaluation questionnaires for existing educational programs	Along with the annual evaluation form
	Questionnaires for evaluating the existing educational program by academic/visiting personnel	Semesterly

	Student Evaluation Questionnaire for the New Educational Program	as needed
	Graduate Evaluation Questionnaires for the New Educational Program	as needed
	Employers' evaluation questionnaires for the new educational program	as needed
	Questionnaires for the evaluation of new and existing educational programs by academic/visiting staff	as needed
Evaluation of learning outcomes of an educational program	Analysis of students' academic performance	Semesterly
	Employer questionnaire	Once every two years
	Graduate Questionnaire	annually
	Evaluation of program learning outcomes	Within the time limit specified in the document
Evaluation of the human resources of the educational program in relation to the established targets.	Estimating the number of personnel implementing the educational program	October-November
	Analysis of the semester teaching load of academic/visiting staff	Semesterly
Academic/staff academic performance evaluation	Lecturer evaluation questionnaire by the Monitoring Service	Semesterly
	Lecturer Evaluation Questionnaire by the Program Director	Semesterly
	lecturer's course evaluation questionnaire by the students	Semesterly
	Semester and Annual Evaluation Form for Invited Personnel (Excel File)	Semesterly, annually
	Academic Staff Semester and Annual Evaluation Form (Excel File)	Semesterly, annually
Evaluation of classroom performance	Lecture observation	Semesterly, as needed
Survey of students who have gone through mobility	Survey of students who came through mobility	Semesterly
	Survey of students who left through mobility	Semesterly
Assessment of satisfaction with international mobility	Survey of academic/visiting staff satisfaction with international academic mobility	annually

	Survey of Student Satisfaction with International Academic Mobility	annually
Evaluation of the examination process	Final exam evaluation	Semesterly
	Monitoring Service Report Form on Exam Appeals	Semesterly
	Midterm exam evaluation	Semesterly
Satisfaction questionnaire	Academic/Visiting Staff Satisfaction Survey	annually
	Student Satisfaction Survey	annually
Evaluation of the practice component	Student evaluation of the practice component	annually
	Student evaluation questionnaire for the practice facility (clinic) and clinical training courses	annually
Analysis of student enrollment in master's and doctoral programs	Analysis of enrollment in master's and doctoral programs	annually
Evaluation of the supervisor of the scientific work	Master's/Doctoral thesis supervisor evaluation	annually
Plagiarism Verification and Incident Response Report	Plagiarism detection and verification report	Semesterly
Assessing students' research needs	Student Research Needs Questionnaire	annually
Evaluation of scientific research activities	Annual report form on scientific and research activities of academic staff	annually
	Form of annual report on scientific and research development of invited personnel	Once every 2 years
Evaluation of the University's Third Mission	The Marketing and Public Relations Department's presentation of the report	annually

3.4 Information regarding the responses on the implemented mechanisms (issues taken into account/improved) shall be provided to the relevant persons who have identified the issues to be improved;

3.5 The frequency of implementation of the mechanisms specified in Articles 2 and 3 of the Regulation may be adjusted as necessary. In addition, additional surveys may be conducted as necessary;

3.6 Questionnaires developed for the implementation of the mechanisms may be adjusted based on the objectives of the study;

3.7 Based on the objectives of the study and the need to obtain valuable data, surveys may be conducted using qualitative research methods.

Article 4. Quality assurance mechanism in the distance learning process

4.1 The main principle in implementing distance learning is to achieve the planned learning outcomes of the educational program. For this purpose, it may be necessary to modify and develop the training courses. The mentioned change is included in the program in accordance with the procedure established by the university for implementing program changes.

4.2 Course structure, teaching-learning and assessment methods:

4.2.1 Before implementing the training course through distance learning, the course implementation staff and the program director should analyze the course structure, teaching-learning and assessment methods specified in the syllabus - to what extent is it possible to achieve the learning outcomes planned in the syllabus with the course structure, teaching-learning and assessment methods specified in the syllabus developed for face-to-face teaching and to assess their achievement. Alternative ways may be proposed to achieve the learning outcomes specified in the syllabus, which should be done while ensuring the protection of students' rights. If the planned learning outcomes cannot be achieved despite the changes, the course should be implemented at the university through face-to-face or hybrid methods.

4.2.2 Active student participation in the learning process - Distance learning does not imply that students are involved in the learning process as passive listeners. During the implementation of the course, active student participation in the learning process should be ensured. It may be necessary to change activities during both lectures and seminar work. Individual learning needs and aspirations should also be taken into account.

4.2.3 Maintaining academic integrity - When selecting teaching-learning and assessment methods, attention should be paid to maintaining academic integrity by the student during distance learning, so that the student can be assessed on the basis of the authenticity of his

knowledge and the work he has done. In order to avoid the risks of violating the principles of academic integrity, it may be necessary to change the assessment methods, criteria/rubrics. The preventive measures necessary to protect the principles of academic integrity are determined by the lecturer implementing the course in agreement with the program director, taking into account university decisions.

4.2.4 Readiness of students with special educational needs to be included in distance learning - their inclusion in the learning process should be facilitated in accordance with their needs.

4.2.5 Accessibility of learning materials - During the distance learning period, learning materials are actively used in electronic form. If necessary, printed materials are digitized. Students should have access to learning materials.

4.2.6 Support and development of staff in the distance learning process: For this purpose, instructions (written or video) are developed by the relevant administrative and technical services of the university, information is provided on various materials, trainings/workshops (free or funded) necessary for the effective conduct of distance learning. If necessary, meetings are organized on specific issues.

4.2.7 Students and staff involved in the educational process should be provided with information on issues that have changed during the distance learning period.

4.2.8 In order to facilitate distance learning, the university has developed a distance learning guide, the purpose of which is to help those implementing the educational process and those involved in teaching ensure high quality teaching-learning and achieve the planned results that were determined by the educational program in the non-distance learning process.

Article 5. Evaluation of the effectiveness of quality assurance mechanisms

5.1 Evaluation of the effectiveness of internal quality assurance mechanisms based on the analysis of the results obtained through research and, if necessary, implementation of appropriate changes;

5.2 Evaluation of the effectiveness of changes made in response to the results obtained through institutional research, which is carried out based on the analysis of the relevant response reports.

Article 6. Final provisions

6.1 This document shall enter into force upon its approval by the Rector.

6.2 Amendments to the document shall be made in accordance with the procedures required for its approval.

6.3 Monitoring over the implementation of this document shall be exercised by the Vice-Rector for Quality.