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FIRST PART

Scope, Implementation Field, Definitions

Scope

Art. 1: The scope of this directive: This directive aims at the regulation of the education evaluation process, teaching, research and every service offered by Epoka University; development of the quality; establishment of the internal control system, its application, development and evaluation, approval of the quality indicators in the context of the “external evaluation” and realization of the necessary preparations during this process.

Implementation Field

Art 2: This Directive regulates the organization and administration of the work in the context of the academic evaluation and quality improvement, institutional evaluation, periodical control and improvement at Epoka University.

Definitions

Art 3- In this Directive;

University: Epoka University

Higher Boards: The Higher Board of Epoka University and other Boards related to it.

Academic Units: Faculties and Centers of the University,

Program: The departments of the academic units at Epoka University, the scientific and arts units.

Administrative Units: The administrative units of the University

Students` Council: The students union formed in a democratic way from the students of the university


The Academic Evaluation and Quality Improvement Board of Epoka University (AEQIB): The board is responsible for the academic evaluation and quality development, strategic planning, institutional evaluation, external evaluation, periodic control and improvement at Epoka University.

Sub-boards of AEQIB: The boards assigned by AEQDB, according to the necessities, for the realization of the duties assigned by this last one.

Boards for the Evaluation and Quality Improvement of the Academic Units (AEQIACU): The Board formed by the academic units aiming at the realization of the duties defined at article 1 of this Directive.

Boards for the Evaluation and Quality Development of the Administrative Units (AEQDAdU): The boards formed with the aim to develop the quality of administrative services, the creation of the internal control system, application and evaluation, and the administration of work in the administrative units.

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Senate	Academic Evaluation and Quality Improvement Board	Higher Board

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Strategy: The approaches which define the directions and attitudes, aiming at increasing the quality, improving and developing the services offered by the University.

Strategic objectives: The goals with strategic importance defined in the mission and vision of the University

Mission: The primary reason and duties of the University itself, of the units and subunits.

Vision: The ideals which must be achieved by the academic and administrative units of the university,

Resource Planning: Planning of the economic and human resources aiming at the realization of the abovementioned goals.

Institutional Goals: The measurable planned activities and projects by the University, aiming at the realization of the institutional strategies defined priority.

Units Goals: The fundamental goals in accordance with the previously stated strategies of the University, which represent the goals of the academic and administrative units.

Individual Goals: The necessary activities and goals which present the measurable quality objectives of the employers in the unit, in the context of the realization of the goals defined in the Units (ex: Faculties, Departments and Centers)

Activities and projects: The activities and projects planned in the budget or not needed to be mentioned in the budget measurable through the performance indicators, in the context of the realization of the goals included in the strategic objectives of the University.

Execution Plan: Plans which define the necessary timing, responsibility and the periods necessary for the realization of the activities and projects of the institution, academic or administrative units in accordance with the goals and strategies of the University.

Actors: The students of the University and the graduates, the other national and international professional institutions which are related to education or maybe related in the future, sectors, institutions and organizations as well as their members.


Performance: Realization of strategic goals set by the University.

Performance scale: The measurable indicators of the grade of realization of the declared strategic goals of the University and all its units.

Monitoring: The work on the success measurement and evaluation of the measurements in the context of the improvement of the strategies and development of the academic and administrative units of the University.

Periodic improvement and Activities Monitoring: The yearly improvement activities and the monitoring performed by the academic and administrative units of the University.

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The Program of Quality Management: The programs which contain questionnaires or other methods aiming at defining the level of quality in the universities units.

Quality Development: The continuous development of quality in education, research, human resources, finance, infrastructure, public relations, international relations social and cultural activities.

Improvement: Aims set by the University and activities conducted in order to meet these objectives as well as activities conducted to reduce the discrepancies between the activities performed and results achieved.

Improvement of Action Plan: The plan which defines the improvements to be done, the responsibilities and timing for their realization, based on the conclusions of the Universities internal evaluation process and external one.

Internal Evaluation: The periodic evaluation of the quality results in education, research, human resources, finance, infrastructure, public relations, international relations, social and cultural activities, work in the context of quality development and improvement activities.

Self-Evaluation: The general, systematic and regular evaluation process, performed by people assigned by the leaders of the University on education, research, human resources, finance, infrastructure, public relations, international relations, social and cultural activities, work in the context of quality development and improvement activities.

Environmental assessment: Assessment of environmental conditions that affect and are affected by the process of strategic planning at the University such as relations of social elements with the institution, legal applications, developments in learning technologies, national and international institutions dealing with the University as well as international developments.

Institutional Evaluation: The self-evaluation and environment evaluation in general in the context of the academic evaluation of the University and the quality improvement term.

External Evaluation: The external evaluation from an independent national or international institution of such quality aspects as: education, research, human resources, finance, infrastructure, public relations, international relations, social and cultural activities.


Evaluation Group: The group assigned to prepare the Universities` institutional evaluation.

External Evaluation: The institution, organization of council which operate inside the country or abroad and offer the possibility to obtain “The Quality Evaluation Certificate”.

Field visit: The planned visits performed by external and internal evaluators in the different units of the University in order to perform the evaluation.

Strategic Fields: Education, research, human resources, finance, infrastructure, public relations, international relations, social and cultural activities performed during the work on the academic evaluation of the University, quality development and strategic planning.

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The Strategic Planning Council: The Council engaged in the evaluation of the academic and administrative units of the University and the quality development activities, in the context of their congruence with the strategic plan, strategic program, financing and budgeting of the actions and their accordance with Universities budget and national plan.

The Strategic Planning Sub-Councils: The councils which in cooperation and assisted by the AEQDB and Strategic Planning Board, give recommendations and contribute in the field where special technical knowledge is required, relating with academic and administrative units, during the process of academic evaluation and quality development, strategic planning, institutional evaluation, external evaluation, periodic improvement and educational auditing, research, human resources, finance, infrastructure, public relations, international relations, social and cultural activities.

Period of Application of the Strategic Planning: The period of engagement in the actions based on the Action Plan prepared.

The bases of the strategic plan: Bases of the Strategic Plan of Epoka University

Period of Strategic Leading: Based on the weak and strong points evidenced from the internal and external evaluation, the period of strategic leading is the period during which the identification of risks and opportunities takes place, the quality development strategies are defined, and they are converted into measurable objectives and performance indicators.

“SWOT” Analysis: The analysis which illustrates the strong and weak points of the University, as well as opportunities and threats of the University.

AEQIB Guide: The Guide on the Academic Evaluation and Quality Improvement in Epoka University

Quality Certificate: The Certificate which presents the services quality level with regard to education, scientific research and administration after the external evaluation.

The Certificate of Quality Registration: The certificate which testifies the competence of the council, organization or independent council of the University to evaluate the level of quality of the academic and administrative services and of quality development policies.

Quality Approval and Publication: Approval of the institutional “Quality Certificate” and publication of the quality in other national and international higher education institutions and organizations working in this field.


Yearly Evaluation Report: The yearly report which presents the results of the academic evaluation and quality development at the University.

SECOND PART

Strategic Planning of the Council

The Council Members

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Senate	Academic Evaluation and Quality Improvement Board	Higher Board

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Art. 4: The Strategic Planning Council (SPC), responsible for the academic evaluation of the University, the development of quality and strategic planning, composed of the Rector, which presides, and the ex-officio members and assigned ones. The ex-officio members of the Council are: Vice-Rector, Deans, Directors of the Institutes and Centers, members of AEQIB and the Director of Student's Council.

The assigned members are: General Secretary, Head of the Units, the Coordinator of External Relations and representatives of the sub-councils of strategic planning. In this council can assigned other people outside of the University as well as members of the directive board of company of the University.

The Council duties

Art 5- The Strategic Planning Council performs the following duties:


- a) In cooperation with the AEQIB prepares and administers the strategic planning of the university and its timing.
- b) Performs on behalf of the university all the expected activities and projects in the quality of the council of strategic planning
- c) Performs the resource planning for every activity and project in the context of the strategic actions of the academic and administrative units of the University.
- d) Plans the financing and investment expenses, necessary for the strategic planning and its application by the academic and administrative units in e short-medium or long term perspective and assures their materialization in accordance with the national plans and programs.
- e) Presents periodically to the AEQIB, recommendation aiming at the realization of the institutional goals.
- f) Works in collaboration with AEQIB, during the preparation of academic evaluation reports of the University and the reports on quality development.

Meetings

Art 6- The Council of Strategic Planning meets at least two times in a week, presided by the Rector. In case of reasonable causes the Rector cannot participate in the meeting, it is presided by one of the vice-rectors. The meeting of the council is valid only if in it participate more than half of its members. The decisions of the council are taken if half of all members votes in favor. In case there parity in votes, the vote of the head is decisive. All the decisions taken during the meeting and the issues discussed must be recorded. The minutes must be signed by all the members of the board present in the meeting. The signing of all the present members is a condition for the validity of the decision. The secretariat of Council for Strategic Planning is kept by the Secretary General or a person assigned by him.

Strategic Planning Sub-councils

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Senate	Academic Evaluation and Quality Improvement Board	Higher Board

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The Sub-councils' Formation

Art. 7- The sub-councils have a two year mandate and in cooperation and assistance of the AEQIB and Strategic Planning Council, give recommendations and contributions in such fields where special technical knowledge is required, maintaining relations with the academic and administrative units, during the process of academic evaluation and quality development, strategic planning, institutional evaluation, external evaluation, periodic improvement and education auditing, research, human resources, finance, infrastructure, public relations, international relations, social and cultural activities.

Every sub-council is formed from at least 5 members of the expertise field. During their work, in important session the council assures the representation of the concerned, and prepares in this case an enlarged meeting.

Duties


Art 8- the Strategic Planning Sub-councils performs the following duties:

- a) In cooperation with AEQIB and its directive takes part in work on the internal and institutional evaluation, according to a specific field of expertise.
- b) Contributes to the preparation, planning and administration of the institutional evaluation, strategic planning, improvement and periodic monitoring processes.
- c) In case necessary includes in the agenda of the AEQIB, the primary and common indicators as well as the performance indicators gained during the work on the quality development and strategic planning of the academic units and subunit and administrative units.
- d) Proposes suggestions and drafts directives based on the problems mentioned in the SWOT analysis.
- e) Examines and presents its opinion to the AEQIB, on the form and content of the yearly report on the academic evaluation and quality improvement of the academic and administrative units, presented to AEQIB.

Meetings

Art 9- The sub-councils of Strategic Planning are gathered at least once in two months. Other enlarged meetings can be organized upon proposal of the interested person. The Sub-council is lead by the oldest member. The meeting of the sub-council is valid only if in it participate more than half of its members. The decisions of the council are taken if half of all members votes in favor. In case there parity in votes, the vote of the head is decisive. All the decisions taken during the meeting and the issues discussed must be taken notes on. The notes in the register must be signed by all the members of the board present to the meeting. The signing of all the present members is a condition for the validity of the decision. The secretariat of Sub-council for Strategic Planning is kept by a person assigned by the Head, whom is member of the council or not.

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THIRD PART

The Academic Evaluation and Quality Improvement Board at Epoka University

Establishment and duties

Art 10 The number of the members of the Academic Evaluation and Quality Improvement Board at Epoka University is defined by the Senate of Epoka University. Among the members of the Board there must be at least one member of academic staff from each Faculty holding at least the “PhD” degree and without senior managing duties, two members from the administrative staff, the head of the Student Council, one alumnus and an external expert with distinguished experience in the labor market. The Senate also elects among the members of the Board the Head of the AEQI Board who chairs the Board. In case the Head of the AEQI Board is not present at the meeting, the Board is chaired by the most senior member of academic staff.

The Mandate of the Members of the Board

Duration of the duty of the members of the Board

Art 11: The Senate defines the members of the AEQIB every two years.

Decision making at the Board

Art 12: The meeting of the AEQIB is valid only if in it participate more than half of its members. The decisions of the council are taken if half of all members votes in favor. In case there parity in votes, the vote of the head is decisive.

Meetings timing


Art 13: The AEQIB gathers in a regular meeting at least ones into two months. In case necessary, the head can announce an extraordinary meeting. Assuring the participation of the concerned person he can announce an enlarged meeting.

Duties of the Board

Art14: The AEQIB performs the following duties:

- a) In the context of the coordination of the strategic planning at Epoka University, the Board performs the administration of all work in this context and the publication of results on the academic and administrative services evaluation, quality improvement and approval of the quality standards, all this in accordance with the strategic plan and aims of the University.
- b) Administration of the work in the context of the “internal evaluation” in the University and the preparation or supervision of the report of self-evaluation.
- c) Makes the necessary preparations for the “external evaluation” of Epoka University, and is at the disposal of the institution or organization performing the external evaluation for every necessary information.
- d) Reviews all the work in the context of the quality improvement which can be taken as examples and distributes them to the other academic units.

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- e) Coordination the fulfillment of the internal control of the standards, in accordance with the legal framework at Epoka University, prepares the Action Plan of Internal Control and if necessary defines the new standards for the University,
- f) Defines the mission, vision and situation of the University as well as the short-term, mid-term and long-term strategic objectives of the University.
- g) Identifies the situation and performance indicators in strategic field and issues
- h) Prepares the strategic programs of the projects and activities
- i) Defines the aims and strategies of the institution
- j) Gives directives on the fulfillment of the strategic plan and action plan of the institution
- k) Develops improvement activities and periodic monitoring of all the institution
- l) Prepares extra recommendations on the primary and common indicators, and performance indicators included in the directive of the AEQIB on the quality improvement and strategic planning of the academic and administrative units.

Sub-commission

Formation of the Sub-commission and Meetings

Art 15: The AEQIB if necessary and for fields in which a special expertise in necessary decides the creation of the sub-commissions. Every commission must be composed by at most 5 members. The Head of the commission is chosen among its members. The Commission, if considers it reasonable, can request the opinion of third party person according to their expertise field or can assign them as members of the commission.

The duration of the mandate of the member of the commission

Art 16. The duration of the mandate of the members of the commission is defined by AEQIB. At the end of the report on a definite issue, the AEQIB can decided is dispersion.

FOURTH PART

The Councils of the Academic Evaluation and Quality Improvement

Formation and Duties


Art 17: The councils are composed of the heads of the academic units, the secretaries of the units if there are, the heads of the units which are at same time members of AEQIB, and representatives of the students, in total not less than 3 members and not more than 7 members.

The members of the council are assigned by the head of the unit. Is preferred that the member of the AEQIB be selected among persons experts in the fields of quality development, strategic planning, internal control, institutional evaluation or a well known lecturer part of the academic staff. In case the personnel of the Center for Research and Application, under the Rector`s Office, is not enough the duties assigned by the AEQIB will be performed by the Directors of the Centers and Heads of the Departments.

Mandate of the members

Art 18: The Mandate of the members is 2 years. The members of the board can be reassigned after the end of first mandate.

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Boards Duties

Art 19: The duties of the academic units of councils are as follows:

- a) Administrates and publishes of all work in this context and the publication of results on the academic and administrative services evaluation, quality improvement and approval of the quality standards, all this in accordance with the strategic plan and aims of the University.
- b) Administration the work in unit in the context of the “internal evaluation” in the University and the preparation or supervision of the report of self-evaluation.
- c) Prepares for the “external evaluation” of Epoka University, and is in disposal of the institution or organization performing the external evaluation for the necessary information.
- d) Works in cooperation with AEQIB, fulfills the work according to the conditions set by AEQIB, informs its unit for the decisions taken, supervises the enforcement, evaluates and supervises the working process in this framework at the unit and monitor the results of this work.
- e) In other occasions informs the other units on the work of the particular unit
- f) Enforcement of the internal control of the standards in the unit, in accordance with the Action plan prepared by AEQIB, prepares the Action Plan of Internal Control in the unit, and administrates and coordinates the work in this framework,
- g) Performs all the work, after the evaluation of the academic units under its direction and requests the performance of the work by the dependant units.
- h) Prepares necessary reports and presents them to AEQIB

Meeting

Art 20: The council gathers at least once in a month and in other extraordinary occasion upon request of the head.

FIFTH PART

The Councils on Evaluation and Quality Development of the Administrative Units

Formation and duties


Formation

Art 21: Under the direction of the head of unit and of the close personnel to it, it is formed by at least three and at most five members. The members of the commission are assigned by the head of unit. The members of the council are preferred to be experts or personnel, with long-standing experience in the field of quality improvement, strategic planning, internal control and institutional evaluation.

Members Mandate

Art 22: The mandate of the members of the council is two years. The members after finishing their mandate can be reassigned in their duty.

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Art 23: The duties of the Councils on Evaluation and Quality Improvement of the Administrative Units are as follows:

- a) Assures the coordination of the strategic planning process in the unit and the accordance with the Law on Financial Management and Control and other sublegal acts, at the same time in the context of the plan and strategic goals performs the evaluation of the administrative services, quality development, approves the quality standards and performs every other duty in this framework and publishes the results.
- b) Administration the work in unit in the context of the “internal evaluation” in the University and the preparation or supervision of the report of self-evaluation.
- c) Prepares for the “external evaluation” of Epoka University, and is in disposal of the institution or organization performing the external evaluation for the necessary information.
- d) Works in cooperation with AEQIB, fulfills the work according to the conditions set by AEQIB, informs its unit for the decisions taken, supervises the enforcement, evaluates and supervises the working process in this framework at the unit and monitor the results of this work.
- e) In other occasions informs the other units on the work of the particular unit
- f) Enforcement of the internal control of the standards in the unit, in accordance with the Action plan prepared by AEQIB, prepares the Action Plan of Internal Control in the unit, and administrates and coordinates the work in this framework,
- g) Performs all the work, after the evaluation of the administrative units under its direction and requests the performance of the work by the dependant units.
- h) Prepares necessary reports and presents them to AEQIB

Meeting

Art 24: The council gathers at least once in a month, and in other extraordinary occasion upon request of the head.

SIXTH PART

Internal evaluation and improvement


Work on the Internal Control System and Calendar

Art 25: The standards defined in accordance with the international standards and European Union, the enforcement of which is presented in the action plan of the university and of all units.

The activities which will be performed in the context of the application of the standards of Internal Control will be periodically prepared and review in the Internal Control Action Plan. The Action Plans for the following year are prepared during the December month of the coming year. The enforcement of the Internal Control System, the monitoring and evaluation, are reported in the Reports on Internal Control, which are finished in the month of December each year.

The Internal Evaluation and Improvement Action Plan

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The Period and Internal Evaluation Calendar

Art 26: Performs all the work on the “Internal Evaluation” in all the unit based on the model and internal control rules defined in the Academic Evaluation and Quality Development Guide. The Reports on Internal Evaluation of the units a prepared each year in the month of December, meanwhile the Report on the Internal Evaluation of the University is prepared each year in prior to September.

The period and calendar of the Improvement Action Plan

Art 27: Aiming at resolution of the problems noticed during the internal and external evaluation, the units prepare the improvement action plans. In this plans are defined the improvement to be done, the responsibilities for their realization, the timing and resources to be used.

The improvement action plan is managed by the head of the unit. The improvement action-plans are applied after the review of the recommendations of the Academic Evaluation and Quality Improvement Boards of the units.

The units submit to the AEQIBU, the Improvement Action Plans in which are shown the results of the evaluation in timing defined by AEQIBU.

SEVENTH PART

The External Evaluation and Quality Certification

The Period and calendar of the external evaluation

Art 28: Epoka University can apply for the Certificate of Registration for the Quality Evaluation, aiming at the evaluation in general of Epoka University or of one or more units, in such aspects as the self-evaluation process, management, education, research and quality of the administrative services. In the year during which the external evaluation takes place no internal one can be performed.

Quality improvement and Validity Period

Art 29. At the end of the external evaluation the University or unit is granted the “Quality Certificate” which represents the quality and level of development of the quality. The period of validity of the Quality Certificate is 5 years. This certificate is taken even for one or more academic units, for one or more program of the academic units, or for one or more administrative units.


EIGHTTH PART

Publication of the Results, Prices and Expenses

Publication of the results of the evaluation

Art 30: The publication of the results of the internal and external evaluation of Epoka University is obligatory. The yearly external and internal evaluation report of the University

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and the Report of the Commission for the Academic Evaluation and Quality Development in Higher education are published in the web-site.

The prices for good enforcement

Art 31: AEQIB aiming to increase the motivation proposes to the Rector`s Office, the prices for the academic and administrative units for the duties performed in the context of this regulation.

The Expenses on the Work on Quality Field

Art 32: The Rector`s Office at Epoka University, paying from the budget of the rector`s office, can request outsourcing in the context of the duties to be performed according to this regulation.

Entrance into force

Art 33: This directive enters into force in the day of approval at the Higher Board of Epoka University.

Enforcement

Art 34: The enforcement of this directive is assured by the Rector of Epoka University.

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