

## **Quality assurance mechanisms and their evaluation**

(Approved by the minutes of the meeting № 13 of the Board of Directors of July 21, 2025 Year)

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## **Article 1. General Provisions**

- 1.1. Quality assurance mechanisms operating at Alte University LLC (hereinafter referred to as the University) are part of the strategic management of the university since through these mechanisms, the main activities of the institution are brought into line with the strategic goals envisaged by the university's mission.
- 1.2. The institutional framework for the quality assurance of the university is defined by the mission of the university, the structures responsible for quality assurance and all interested parties that contribute and participate in the development of the quality of education.
- 1.3. The quality assurance process is managed by the Quality Assurance Department. The said department cooperates with all parties involved in university activities to ensure that the university's activities comply with the quality standards.
- 1.4. The quality assurance function is distributed among various stakeholders. They include the main parties such as the teaching staff of the university's schools, administrative staff and students. Graduates and representatives of employers are also involved in the quality assurance process of the university.

## **Article 2. Internal quality assurance mechanisms**

- 2.1. Internal quality assurance standards (see Appendix №1), which create foundations for internal quality assurance for each school and structural unit, help the university maintain the quality standard throughout the institution.
- 2.2. The university uses the following mechanisms for quality assurance:
  - 2.2.1. For continuous improvement of the teaching-learning and student support processes, internal evaluation procedures include:
    - 2.2.1.1. Evaluation of each course by students at the end of each semester. With this evaluation, students' opinions are determined regarding the achievement of learning outcomes provided by the course, the difficulty of the course, satisfaction with learning resources and other aspects necessary for the improvement of the teaching-learning process;
    - 2.2.1.2. At the end of each semester, an analysis of the assessment of student learning outcomes is carried out by the Department of Academic Processes and Student Experience Management and submitted to the school. The purpose of this assessment is to analyze the assessment of learning outcomes by students to determine academic support needs;
    - 2.2.1.3. An annual survey of student satisfaction with academic and administrative support services;
  - 2.2.2. Methodology for the development and interim evaluation of educational programmes includes the methodology for their interim evaluation that is being conducted every three year after accreditation (or every two year in the case of medical and dentistry programmes) according to the standards defined at the programme methodology document as Annex № 2. For programme evaluation purposes, a self-assessment report is prepared by incorporating feedback from students, graduates, employers, external experts and other relevant stakeholders;
    - 2.2.2.1. Elaboration of the self-evaluation report(once in 6 year) for the accreditation of the educational programme is based on the results of the interim evaluation of the programme and the feedback received from the stakeholders involved in the implementation and evaluation of the programme.

2.2.3. Annual evaluation of research activities, which, in addition to the evaluation of the implemented activities, also includes the evaluation of the protection of academic integrity, taking into account the results of its monitoring. For evaluation, the university uses research productivity data, such as - the number of publications during the year and their quality, analysis of citations of publications, collaborative initiatives/projects in the direction of research both within and outside the university, the indicator of lecturers' and students' involvement in scientific-research activities. The financial resources allocated by the university for research and the indicator of finding external funding sources will also be taken into account for the evaluation. As for the evaluation of the protection of academic integrity, for this purpose the university analyzes the number of participants (students and staff) involved in trainings on academic integrity, uses feedback from participants on the effectiveness of these training programmes, analyzes data on cases of violations of the principles of academic integrity (including plagiarism) and the effectiveness of responding to them, uses focus - groups with students and staff allowing for a deeper exploration of their perceptions and understanding of academic integrity. Information about the results of the mentioned research and the planned events is shared with the university community.

2.2.4. Mechanisms for evaluation of management effectiveness include:

- a) The monitoring of the performance of the activities stipulated by the three-year action plans of the university is performed by the Strategic Plan Monitoring Committee based on the report received from the relevant responsible party, which is carried out by the relevant schools and/or structural units, and the received annual reports are submitted to the Academic Council, the Board of Directors and the Quality Assurance Department;
- b) The annual survey of student satisfaction with the support mechanisms available at the university (academic and administrative support, integration, career support services, etc.);
- c) Annual survey of academic and administrative staff satisfaction based on which structural units' strengths and areas for improvement are identified;
- d) Evaluation of internationalization once every 3 years, which is based on the assessment of the following aspects - assessment of opportunities for developing intercultural communication skills and competencies in programmes, a quantitative indicator of international students and staff, availability of international mobility for students and staff (percentage of students and staff participating in mobility), staff involvement in international projects, international students satisfaction regarding integration into the university, the level of student's satisfaction related to access to international experiences, international cooperation in the direction of teaching, research and innovation and their impact assessment.
- e) Evaluation of the promotion of innovation and entrepreneurship once every three years, which includes the determination of the number of courses in educational programmes related to entrepreneurship and innovation, the number of academic staff involved in the implementation of these courses, the number of students who participate in extra-curricular activities related to entrepreneurship and innovation offered by the university, the evaluation of the university's cooperation with organizations that support innovation and entrepreneurship, the number of the so-called networking events organized by the university, within the framework of which the university connects students with successful entrepreneurs and representatives of various fields of business, the number of graduates who are successful entrepreneurs, the evaluation of the innovation support culture (using the HE Innovate-tool).

f) Evaluating the mechanisms of e-services and e-management systems once every 3 years, which is based on a survey of student and staff satisfaction with e-services and e-management systems, as well as a survey of their needs concerning these systems, an assessment of the frequency of interaction of students and staff with electronic systems to determine strengths and areas for development.

g) Evaluation of quality assurance mechanisms, in the case of a new mechanism, immediately after the implementation of the mechanism, in the case of an existing mechanism, once every 6 years; within the framework of the mentioned evaluation, the reliability, validity and general impact of the used mechanisms are assessed, which includes the consideration of the number of responses received in the survey, as well as the assessment of the extent to which the response is based on the results obtained by the implementation of quality assurance mechanisms.

h) Financial efficiency evaluation (performed at the end of each strategic cycle), the purpose of which is to evaluate and optimize the management of financial resources at the university, to ensure the effective distribution and sustainability of financial resources, which is important to support the long-term goals of the university.

**2.2.5.** Evaluation of the contribution to the development of society (once in 3 years), which means evaluation of the activities provided by the third mission of the university. This activity goes beyond the scope of teaching and scientific research activities carried out within the scopes of the university and involves engagement in the university community, cooperation with organizations of various sectors in the direction of innovation and research, which is focused on the needs of these sectors and society in general.

a) Dissemination of knowledge (public lectures);

b) Implementation of short-term courses;

c) Offering innovative solutions to society;

d) Involvement of community.

The implementation of the mentioned mechanisms is evaluated based on the annual reports prepared by the Vice President (in the direction of marketing and business development). These reports are based on the information and evidence provided by schools and departments.

### **Article 3. Evaluation of the effectiveness of quality assurance mechanisms**

3.1. The evaluation of the effectiveness of the quality assurance mechanisms involves the determination of the extent to which the existing quality assurance mechanisms contribute to the achievement of the university's goals and the improvement of activity results.

3.2. Evaluation of the effectiveness of quality assurance mechanisms includes the following aspects:

3.2.1. Determination of performance indicators and corresponding target benchmarks according to internal quality assurance standards given in Appendix №1 and №1.1, at the stage of drawing up an action plan, the performance of which will be evaluated using quality assurance mechanisms operating at the university.

3.2.2. Regular collection of data related to performance indicators and target benchmarks, their analysis, and determination of the extent to which these results meet the requirements of the standard.

3.2.3. Based on the results of the conducted assessments, developing appropriate recommendations and/or advice and sharing them with the relevant party.

3.2.4. Periodic evaluation of quality assurance mechanisms, which is carried out after the completion of the first cycle of implementation of a specific mechanism, and a complex evaluation every six years, which involves a review of the tools used with the involvement of stakeholders and external experts.

## **Appendix № 1 - Internal quality assurance standards of Alte University**

Internal quality standard 1.1: Each educational programme is equipped with the latest teaching methods that motivate students to fully explore their potential and achieve what may seem impossible at first glance. Educational programmes correspond to the requirements of the labor market and employers and contribute to the development of critical thinking in students. Alte University graduates will be fully employable global citizens with the necessary knowledge and all the skills to make a positive impact on society and the environment.

Standard 1.2: All academic programmes undergo regular external evaluation to ensure their relevance to current trends in the field.

### **2. School activities**

Standard 2.1: Each school's academic and administrative staff are qualified and motivated for professional development.

Standard 2.2: Peer review, student feedback, and contribution to entrepreneurship and innovation (in the case of a business school) are used in evaluating the school's academic and administrative staff.

### **3. Student Assessment and Support Services**

Standard 3.1: Academic staff use diverse, fair and transparent assessment methods relevant to the assessment of learning outcomes.

Standard 3.2: Support services are available to students, including psychological support, academic support, and career support services that promote student success.

### **4. Research, innovation and entrepreneurship:**

Standard 4.7: The University promotes the development of a culture of research, innovation and entrepreneurship within the University.

Standard 4.8: The University regularly monitors these activities and ensures that appropriate support mechanisms are available.

### **5. Infrastructure and learning resources**

Standard 5.1: University spaces and digital infrastructure meet the needs of students with diverse learning needs.

Standard 5.2: Library and digital resources are continuously updated based on the needs of students and staff.

### **6. Principles of ethics and academic integrity**

Standard 6.1: The University adheres to high ethical standards in conducting academic and research activities.

Standard 6.2: The University implements proactive measures to safeguard academic integrity that address the prevention and response to plagiarism and other risks to academic integrity.

## **7. Integrating technologies**

Standard 7.1: The University's technology infrastructure, including online platforms and information systems, is reliable, secure and responsive to educational objectives.

Standard 7.2: Training opportunities are provided for academic and administrative staff to effectively utilize these technologies.

## **8. Diversity and Inclusion**

Standard 8.1: The University promotes the formation of a diverse and inclusive environment in which the principles of equality are respected and the different perspectives of stakeholders are respected.

Standard 8.2: The principles of inclusivity are observed in the programmes and extracurricular activities carried out by the University.

## **9. Continuous development**

Standard 9.1: The University has a system for continuous development based on regular evaluations, data-based decision-making and strategic planning.

Standard 1 18: Evaluation results are used for performance improvement.

## **10. Communication and Transparency**

Standard 10.1: The University's communication channels are open and encourage communication between the University and students, academic and administrative staff, as well as other interested parties.

Standard 10.2: The University regularly prepares reports on compliance with internal quality assurance standards and shares these reports with stakeholders.

Appendix № 2 - Quality assurance mechanisms and frequency of their implementation

