The Impact of On-line Simulation Platform on Training of Evaluation Team Members

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Prof. Sina Ercan

Turkish Higher Education Quality Council (THEQC) Members







Turkish Higher Education System



129 State Universities



74 Foundation Universities



5 Vocational Schools of HEIs





Turkish Higher Education System



- 2.829.430 Students short cycle
- 4.420.699 Students bachelor
- 394.174 Master students
- 96.199 Doctorate students

7.740.502 : Students (TOTAL)

168.112 : Academic staff

HISTORICAL EVOLUTION of THEQC

In 2015, Higher Education Quality Board of Turkey was founded as part of the "Higher Education Quality Assurance Regulation".

In 2017 the Board was reorganized and renamed as the Higher Education Quality Council (THEQC), and this time THEQC became a public entity with administrative and financial autonomy.

2015



THEQC has become the only national body responsible for quality assurance in the Turkish higher education system.



It consists of 13 members, including a student representative.

Three members chosen by the Council of Higher Education General Board,

Three members chosen by the Inter-University Council,

One member chosen by the Ministry of National Education,

One member representing the Vocational Qualification Institution,

One member representing the Health Institutes of Turkey,

One member representing the Scientific and Technological Research Council of Turkey,

One member representing Turkish Accreditation Agency,

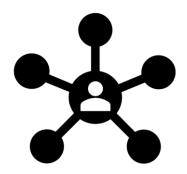
One member representing the Union of Chambers and Commodity Exchanges of Turkey,

One student representative.



The primary duties of THEQC are:

- -Institutional External Evaluation (IEEP) of HEIs;
- Authorization of national and recognition of international accreditation agencies;
- Dissemination of quality assurance culture in HEIs.





After the training of the evaluators, THEQC forms an evaluation team, and the team makes a site visit to the HEI.

The external evaluation teams prepare Institutional Feedback Reports (IFRs) after their site visits, which are the most valuable output of the institutional external evaluation process.

Institutional External Evaluation Program (IEEP) of THEQC

360° feedback is collected from team leaders via Institutional Self-Evaluation Reports (ISERs) on annual basis

IEEP by THEQC evaluates processes of

HEIs are required to undergo IEE at least once in every five years.

IEEP is run by evaluation teams on behalf of the THEQC, and the teams are formed by independent and well-trained as well as experienced members. **Quality Assurance Systems**

Learning and Teaching

Research and Development

Governance System



Training of Evaluators

2016-2017



2016-2017 Evaluator Trainings

By these trainings the evaluators were aimed to;



Familiarize with the steps of IEEP



Internalize the standards



Learn the activities before, during and after the site visits



Show appropriate behavior towards other team members and members of the HEIs.

2016-2017 Evaluator Trainings

In 2016 256/1341 applicants admitted into evaluator pool

They attended one-day training program composed of a series of conferences and discussion panels.

In 2017 280/2596 applicants added to the evaluator pool

2016-2017 Evaluator Trainings

A post-training satisfaction survey was given:



- The majority of attendees had reported that they found the training beneficial with welldescribed goals and outcomes
- However shortage of time allocated for the training, and the improvement need in training materials were declared as the drawbacks of the program

- Feedbacks from the rectors of the visited HEIs obtained
- Feedbacks from the team
 leaders were also taken
 into consideration

The Main Shortcomings and Improvement Suggestions were:

Team members were not familiar with site visit procedures	
Team members came to site visits without reading the ISERs of HEIs	
Team members were not equally familiar with terminology of QA	
Team leaders showed significant variations in how they look at QA process	
Obvious need for mechanisms to eliminate evaluator related variations	

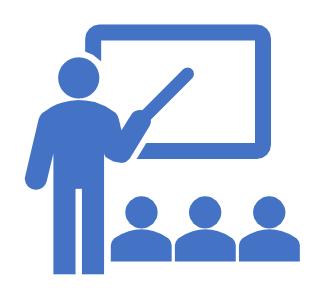


Training of Evaluators

2018-2019



2018-2019 Evaluator Trainings



- In 2018-2019 THEQC evaluators training program "Flipped Learning" approach was used,:
 - Face-to-face workshops which were accompanied with e-learning platforms that were integrated to each other.
 - Planning and appropriate re-formatting of the contents of the training for the userfriendly on-line platforms.

Flipped Learning

 The flipped classroom is a blended learning approach which integrates face-to-face and online delivery methods (Partridge, Ponting, & McCay, 2011).



- Supports diversity in students' learning pace
- Provides efficient use of class time
- Provides just-in-time and point-of-need assistance
- Provides more active learning opportunities for students
- Promotes development of higher order thinking skills
- Promotes better student-instructor one-on-one interaction
- Increases student responsibility for learning
- Addresses multiple learning styles
- Provides Improvement on lecture material
- Promotes better student engagement and confidence through student-centered learning and collaboration
- Provides easy access to the lesson content

2019 Evaluator Training - Online Step



2019 Evaluator Training was updated according to the feedbacks received in previous years.

It was designed on the basis of flipped learning.

Flipped learning is a learner-centered approach with online and face to face steps.

2019 Evaluator Training - Online Step

The evaluators were able to access learning materials such as videos and presentations

from anywhere at any time.

Pre-test and post-test were given to the trainees to evaluate the effectiveness of the online environment

The post-test results were found to be

significantly higher.





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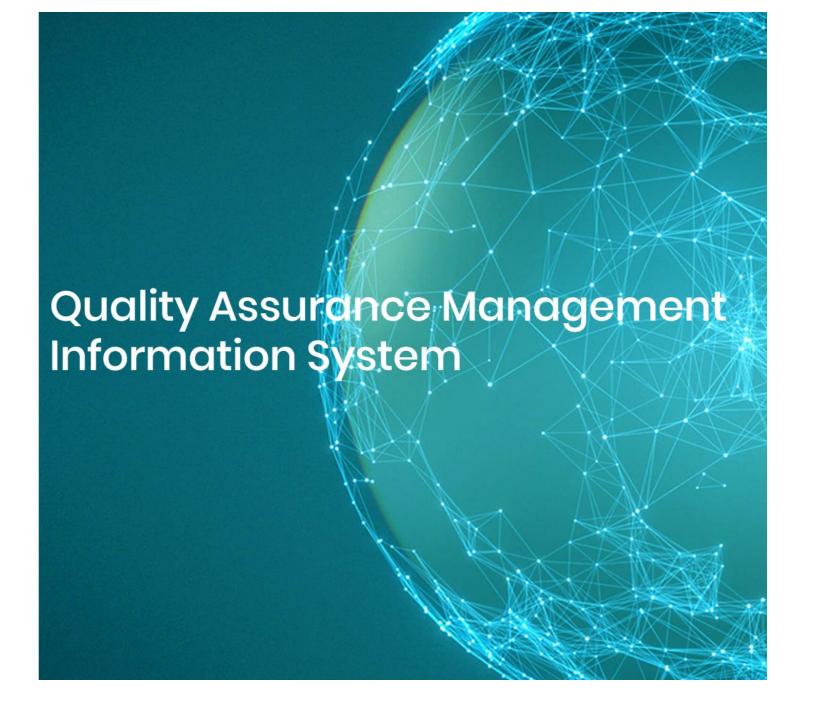
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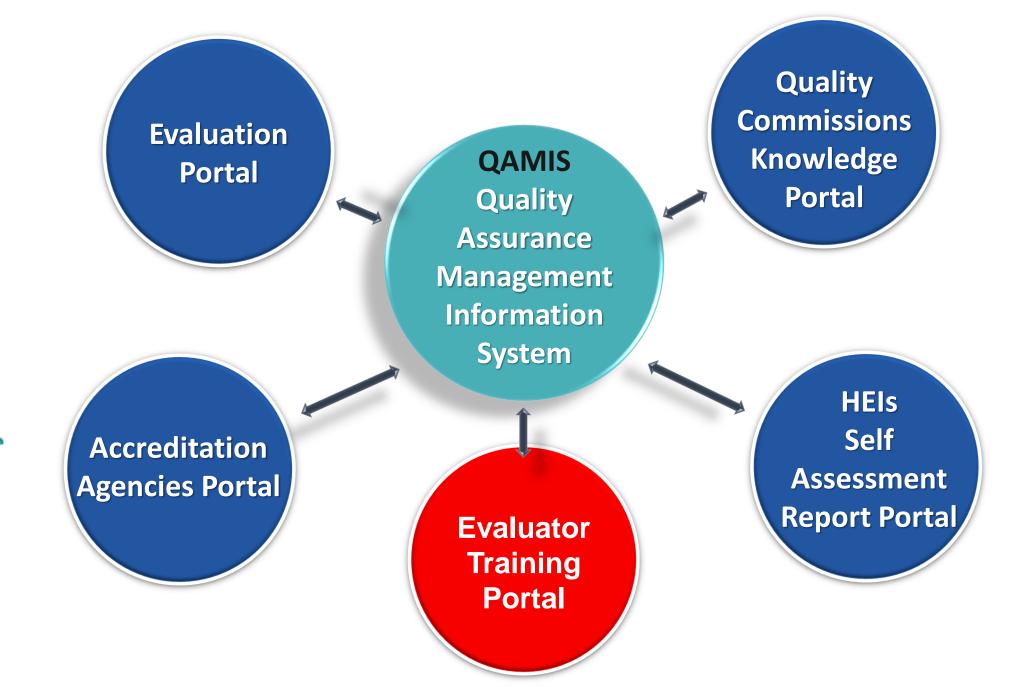
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Flipped Learning



Online Step

Face To Face Step

2019 Evaluator Training - Online Step

e-Learning Platform

Click here to read the instruction





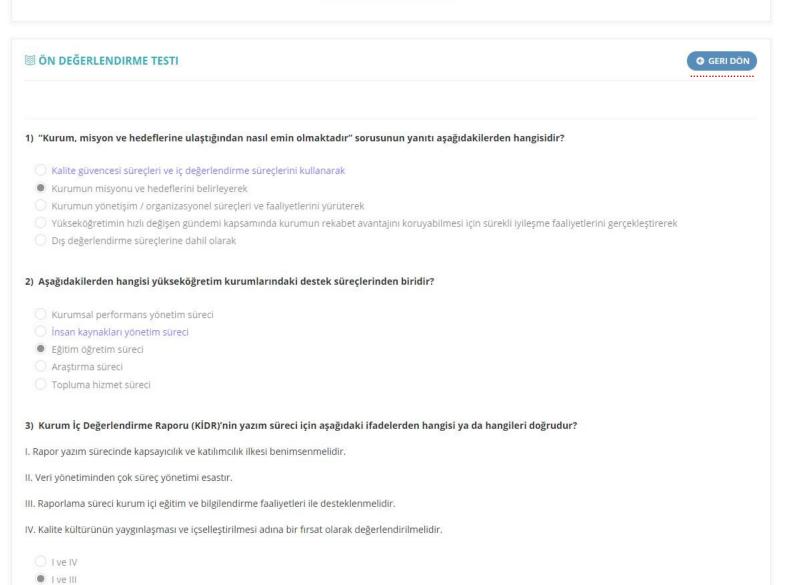






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		Correct Answer	Wrong Answer
Test Name	Test Section Name	Count	Count
Ön Değerlendirme Testi	Ön Değerlendirme Testi	10	15
Değerlendirici Eğitimi Modülleri	Yükseköğretimde Kalite Güvencesi ve Kurumsal Değerlendirme		
Değerlendirici Eğitimi Modülleri	Kurum İç Değerlendirme Raporu		
Değerlendirici Eğitimi Modülleri	Saha Ziyareti Basamakları ve Ziyaret Öncesi Etkinlikler	0	0
Değerlendirici Eğitimi Modülleri	Saha Ziyareti Sırası ve Sonrası Etkinlikler	0	0
Değerlendirici Eğitimi Modülleri	Çıkış Bildirimi ve Kurumsal Geri Bildirim Raporu	0	0
Değerlendirici Eğitimi Modülleri	Davranışsal Boyut ve Etik Kurallar	0	0
Değerlendirici Eğitimi Modülleri	KGBR'nin Sisteme Girilmesi ve Sürece İlişkin Sıkça Sorulan Sorular	0	0
Son Değerlendirme Testi	Son Değerlendirme Testi	0	0

2019 Evaluator Training - Online Step

e-Learning Platform

Click here to read the instruction







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EVALUATORS TRAINING MODULES

2

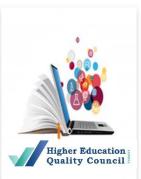
G GET BACK TO TRAINING TOPICS AND TEST



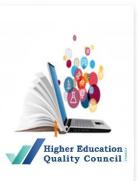
Quality Assurance in Higher **Education** and Institutional External **Evaluation** (IEE)



Institutional Self **Evaluation** Report (ISER)



Steps of Site Visit and Previsit Activities



Activities During and After the Site Visit



Site Visit Final Debriefing and Institutional Feedback Report (IFR)



Behavioral Dimension and Ethical Rules



Common Questions Regarding IFR **Process and** Entering the IFR into the On-line System

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EVALUATORS TRAINING MODULES





Quality Assurance in Higher **Education and** Institutional External **Evaluation** (IEE)





Institutional Self **Evaluation** Report (ISER)





Steps of Site Visit and Previsit Activities



Activities During and After the Site Visit



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Common Questions Regarding IFR **Process and** Entering the IFR into the On-line System



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EVALUATORS TRAINING MODULES 2

G GET BACK TO TRAINING TOPICS AND TEST



Higher Education Quality Council

Quality Assurance in Higher **Education and** Institutional External **Evaluation** (IEE)



Institutional Self **Evaluation** Report (ISER)





Activities During and After the Site

Visit



Site Visit Final Debriefing and Institutional Feedback Report (IFR)



Behavioral **Dimension** and Ethical Rules



Higher Education Quality Council

Common Questions Regarding IFR **Process and** Entering the IFR into the On-line System

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2019 Evaluator Training - Online Step

e-Learning Platform

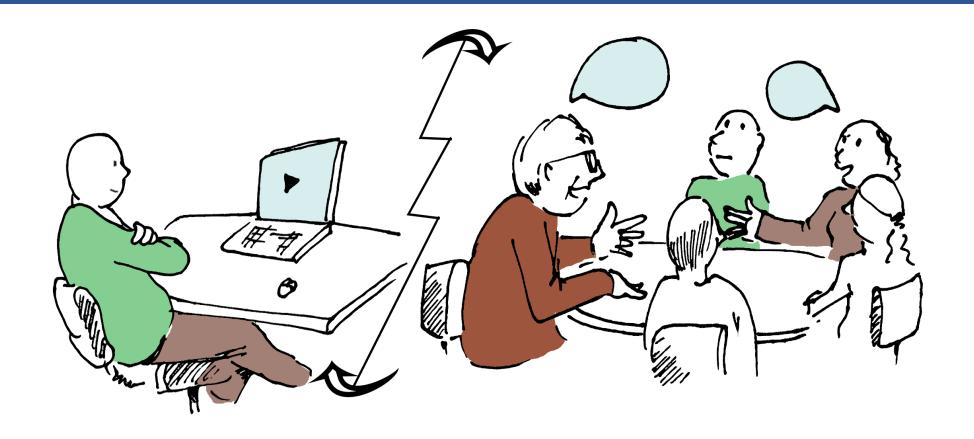
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Flipped Learning



Online Step

Face To Face Step

Face-to-face Training Process Design & Implementation

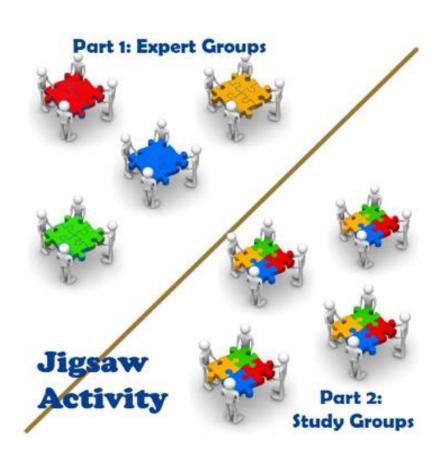




Started with a Jigsaw session including separation and then rejoining of the group members.

Group discussions on sample cases and problem solving.

2019 Evaluator Training - Face to Face Step



JIGSAW

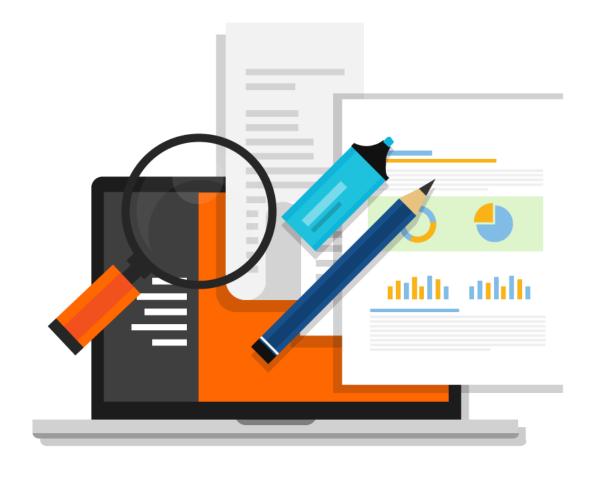
This was the first activity in the face to face environment. Jigsaw technique aims to peer learning. The evaluators discussed the topics between each other. It makes evaluators dependent on each other to succeed.

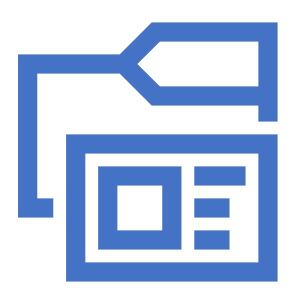
2019 Evaluator Training - Face to Face Step

CASE STUDY

world.

This was the second activity in the face to face step. The case study method is a learning technique in which the evaluators have faced a particular problem from real





Face-to-face training goals were:

- Formation of consensus among team-members
- Improving the IFR consistency
- Internalization of the evidence-based evaluation
- Report authenticity
- More reliable evaluations

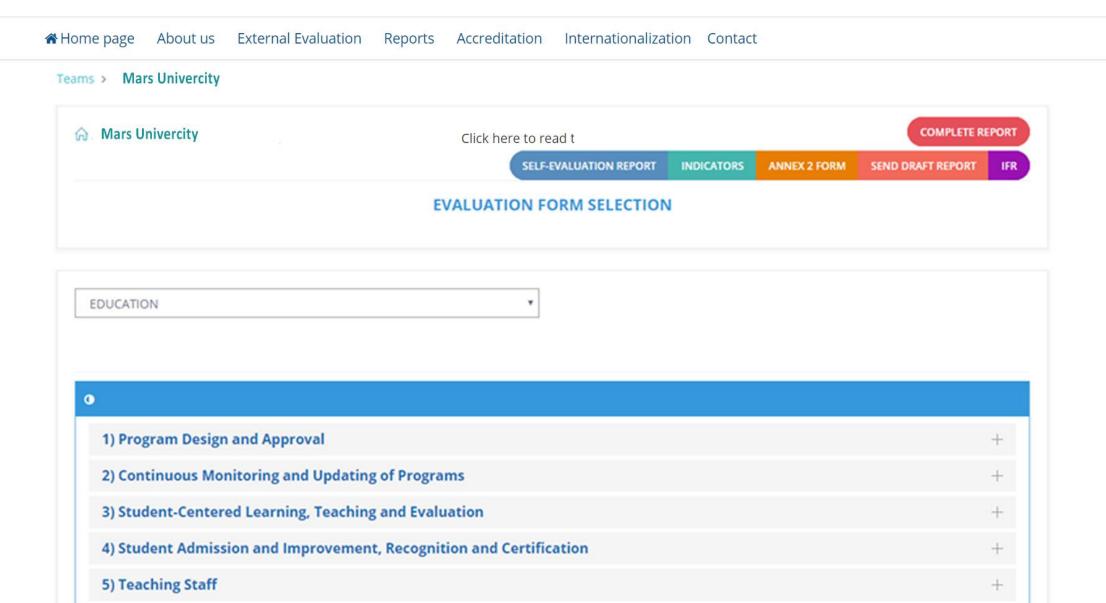


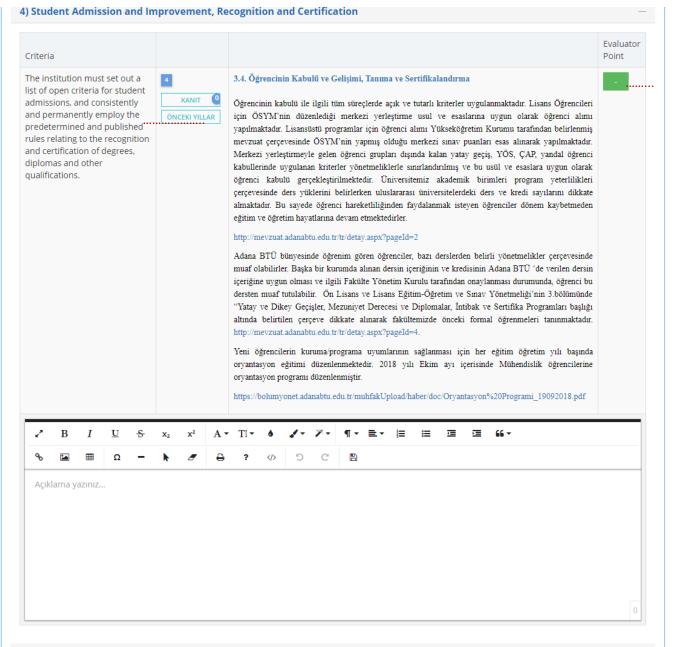
WELCOME TO MARS UNIVERSITY ©

From the ISER to the IFR Activity

 Mars University with anonymized ISER and IFR from a real institutional visit was uploaded in the test copy of the THEQC's on-line evaluation system

















INSTITUTIONAL FEEDBACK REPORT

ADANA ALPARSLAN TÜRKEŞ BİLİM VE TEKNOLOJİ ÜNİVERSİTESİ

Evaluation Team

DR. ÖĞRETİM ÜYESİ FARUK ALTUNTAŞ (TEAM LEADER)

PROF. DR. EMET GÜREL (ACADEMİC EVALUATOR)

DOÇ. DR. ERHAN ÇALIŞKAN (ACADEMİC EVALUATOR)

PROF. DR. KAMİL GÜREL (ACADEMİC EVALUATOR)

PROF. DR. ŞERİFE İPEK KARAASLAN (ACADEMİC EVALUATOR)

DAİRE BAŞKANI SALİH ZİYA ARIMAN (ADMİNİSTRATİVE EVALUATOR)

RUMEYSA GÜZEL (STUDENT EVALUATOR)

The Moderator & Attendant Profile of the Evaluators Training

IEE Training was performed by 8 moderators from THEQC's members



536/3937 who meet the following criteria were found eligible for the trainings:

Competency on higher education quality assurance

Previous experiences as evaluator

Experiences in different accreditation agencies

Having served in quality commissions of HEIs

The Strengths of the Evaluators' Training



The overall beneficialness of the face-to-face training was the strength of this activity



The participants appreciated the presence of rich and high-quality visual and printed materials during the training the most.

Aspects to Improve in Evaluators' Training



- To increase the duration of the reportedly effective training to two days,
- To increase the number of detailed, diversified and realistic sample cases,
- To shorten the video clips

The Impact of the Evaluators' Training Program

The participants gave their feedbacks on increasing the time for training and requesting the earlier sharing of the materials prior to training.

Many of the participants found the step by step simulation of the "from the ISER to the IFR activity" as the most constructive and positive aspect of the face-to-face training

Most common advantages of this training were reported to be the gathering of the different approaches and experiences around the table and training activities encouraging active participation and team work.

The mean values of participants changed from **62.25/100** for pre-test to **70.16/100** for post-test

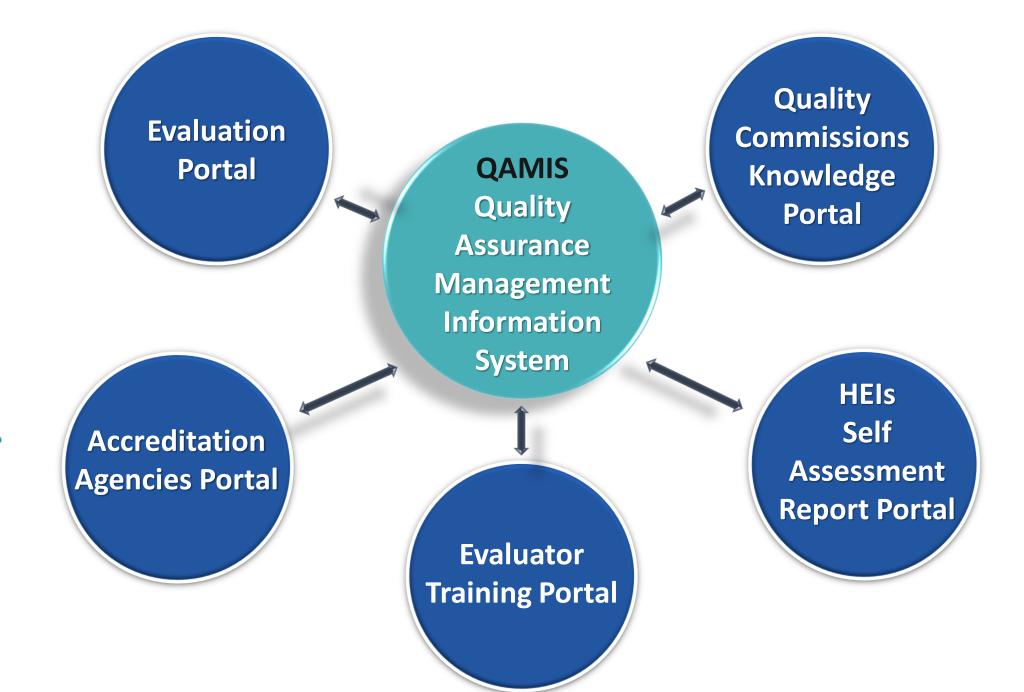
ACHIEVEMENTS of EVALUATORS' TRAINING

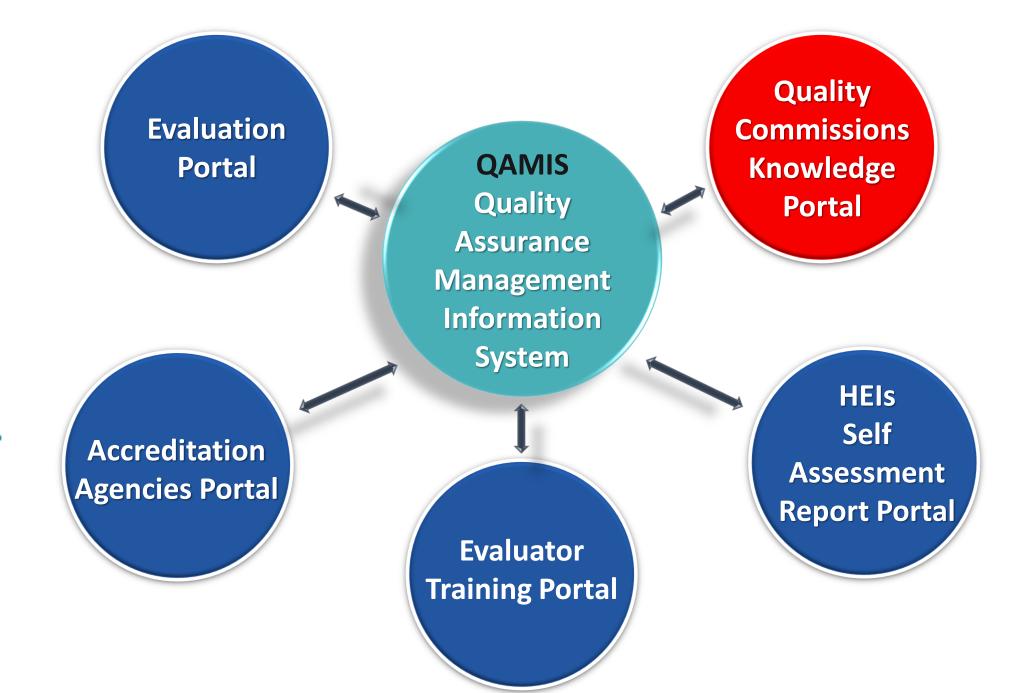
- The main challenge of first IEEP applications was improving the engagement of the evaluators and minimizing the individual variations in running the process.
- Rich content of the on-line learning platform, the implementation of learner centered education methods such as flipped classroom, simulation of the real site visit via the virtual Mars University called "From ISER to IFR Activity", and active group working during training, altogether provided a superior satisfaction and engagement of the trainee evaluators.
- This in turn provided a more standardized and productive site visits.



Quality Assurance Management Information System-QAMIS

- Several interfaces for different users, including;
 - HEIs
 - External evaluation trainees
 - External evaluation teams
 - Accreditation agencies
 - The members of THEQC





Quality Commissions Knowledge Base

HIGHER EDUCATION QUALITY COUNCIL

Q Enter the word you want to search for

Topics

Quality Assurance System



Education Processes



R&D Processes



Social Contribution Processes



Internationalization



Institutional Management System



Institutional External Evaluation

Highlights

Student-Centered Teaching, Measurement and Evaluation

What is the Quality Assurance System?

Design and Approval of Programs

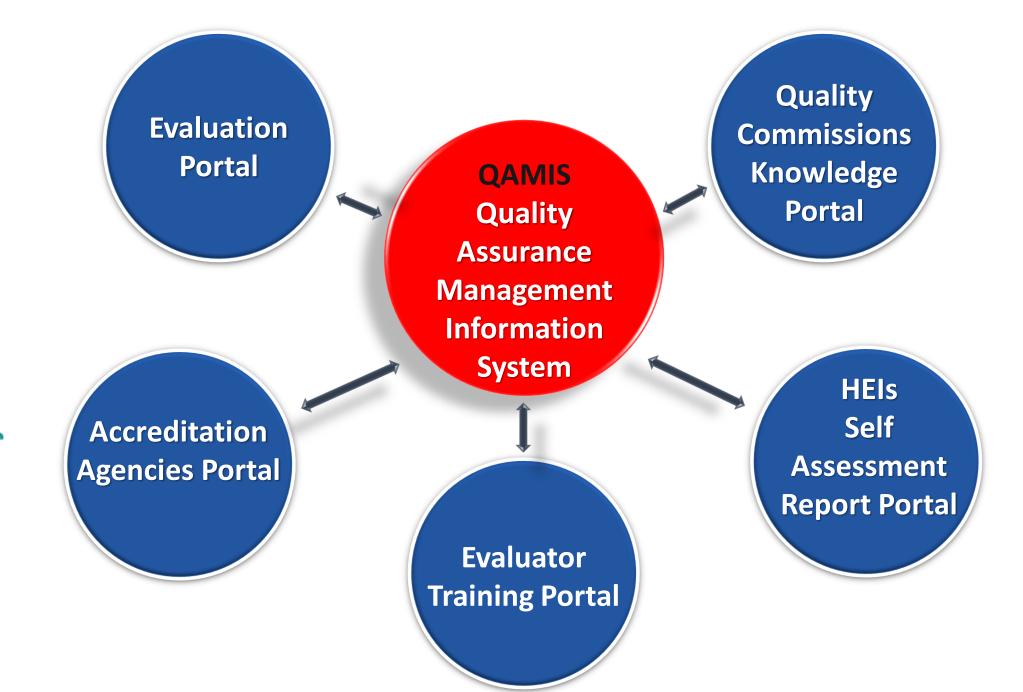
Monitoring and Updating programs

Education Policy

More Help?

You can ask your questions through the titles on the forum page.

FORUM PAGE





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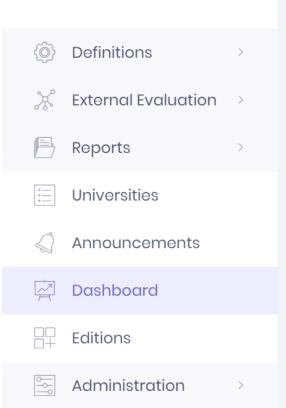
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Dashboard



November 6, 2019 - November 13, 2019

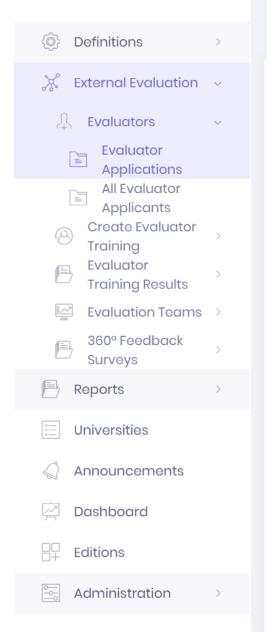


External Evaluation >

Reports

Dashboard

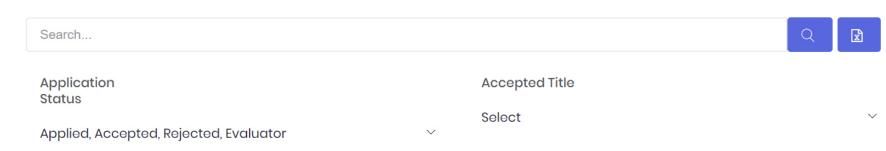




Evaluator Applicants

Term

2019 Değerlendirme



Title \$	Name 💠	Surname \$	Active Email	Institution Nar	Application St	Attend Med			
Prof. Dr.	Abdi	Kükner	kukner@itu.edu	İstanbul Teknik (Evaluator		•••	•	×
Prof. Dr.	Abdulbaki	Güneş	abdulbakigune:	Yüzüncü Yıl Üniv	Evaluator		•••	•	×
Genel Sekreter \	Abdullah	YÜKSEL	yuksel72@gma	BATMAN ÜNİVER!	Evaluator		•••	•	×
Doç. Dr.	Abdullah Sinan	Güler	a.sinan.guler@r	Mimar Sinan Gü	Applied		•••	•	×
Prof. Dr.	Abdurrahim	Özgenoğlu	aozgen@atilim.	Atılım Üniversite	Evaluator			•	×
Daire Başkanı	Abdurrahman	BOZDAŞ	lamel_98@hotr	Kırıkkale Ünivers	Evaluator		•••	•	×
Prof. Dr.	Abdüllatif	Tüzer	atuzer@hotma	Muş Alparslan Ü	Applied			•	×

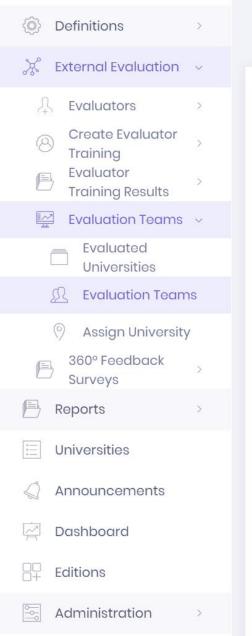
Administration

Search...

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Title 💠	Name \$	Surname	Pretest Sc	Pretest Co	Pretest W	Pretest St	Lasttest S	Lasttest C	Lasttest V	Lasttest
Prof. Dr.	Abdi	Kükner	52	13	12	Completed	0			Not Com
Prof. Dr.	Abdulbaki	Güneş	0			Not Compl	0			Not Com
Genel Sekre	Abdullah	YÜKSEL	64	16	9	Completed	72	18	7	Complet
Prof. Dr.	Abdurrahir	Özgenoğlu	48	12	12	Completed	0			Not Com
Daire Başkı	Abdurrahn	BOZDAŞ	56	14	11	Completed	80	20	5	Complet
Prof. Dr.	Adnan	Özcan	80	20	5	Completed	80	20	5	Complet
Prof. Dr.	Adnan	Görür	0			Not Compl	0			Not Com
Prof. Dr.	Adnan	ÖZEL	0			Not Compl	0			Not Com
Prof. Dr.	AFSUN EZEL	ESATOĞLU	72	18	7	Completed	72	18	7	Complet
Prof. Dr.	Ahmet	Yıldız	64	16	9	Completed	68	17	8	Complet
Dr. Öğretim	Ahmet	Kaplan	0			Not Compl	0			Not Com
Prof. Dr.	Ahmet	Aran	72	18	7	Completed	0			Not Com
Doktora	Ahmet	EŞMECİ	0			Not Compl	0			Not Com
Prof Dr	Ahmet	DOĞANAY	72	18	7	Completed	76	19	6	Complet



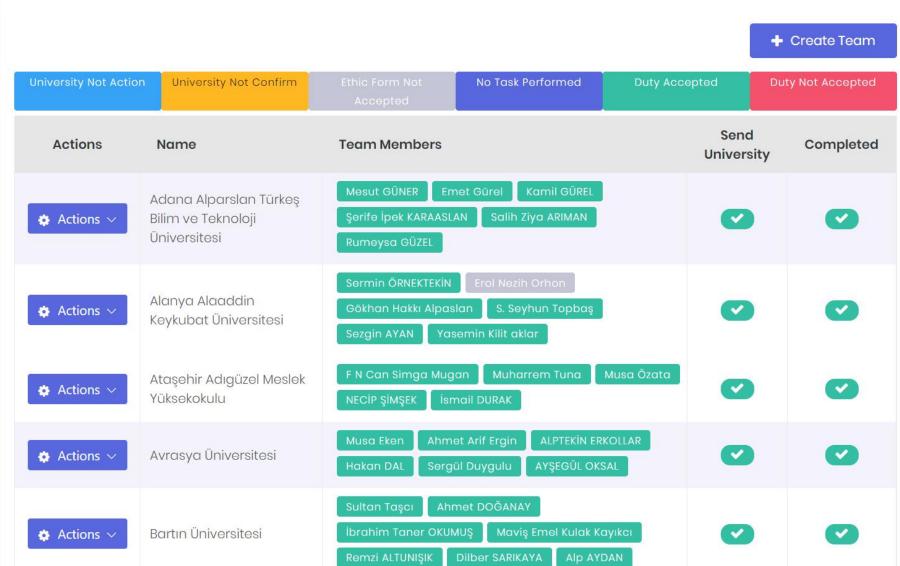
"2019 Değerlendirme - 2018"

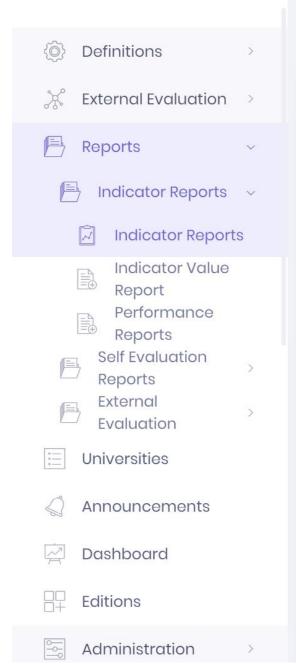
Evaluation Term

Teams of

Term

2019 Değerlendirme





Indicator Reports

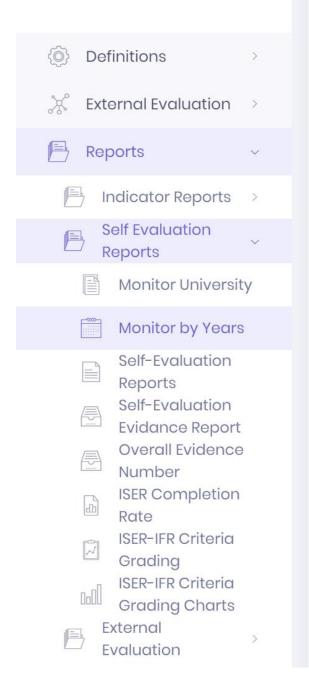


Universities ABDULLAH GÜL ÜNİVERSİTE V

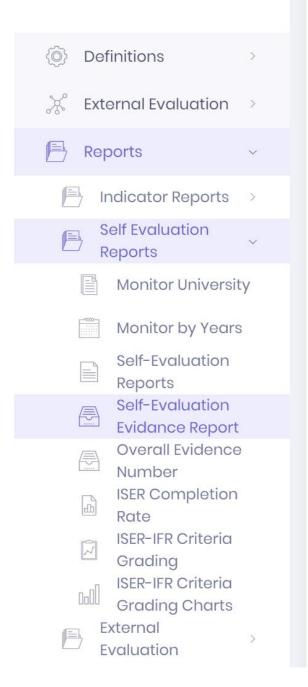
Select Year

2018, 2017, 2016, 20

2015	2016	2017	2018
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Universities		Main Indicator		Year			
ABDULLAH GÜ	ÜL ÜNİVERSİTESİ 🗸	3- EDUCATION		× 2018, 2017, 201	16, 201E V		
Sub Indicator	△ 2015	₾ 2016	A 2017	2018	2018 Puan		
3- EDUCATION							
	Programların Tasarımı ve Onayı Abdullah Gül Üniversitesi (AGÜ), Türkiye'de ilk vakıf destekli devlet üniversitesi modeli ile 21 Temmuz 2010 tarihinde kurulmuş ve ilk öğrencilerini 2013-2014 akademik yılında almıştır. AGÜ'de kuruluşundan itibaren	C.1. Programların Tasarımı ve Onayı Üniversitemizde mevcut lisans ve lisansüstü programlarına 2016 yılında Moleküler Biyoloji ve Genetik (MBG) lisans programı eklenmiştir. Dünyadaki ve Türkiye'deki örnek programlar incelenerek, bu	Üniversitemiz, toplumsal fayda üretme hedefi kapsamında, iş ve sanayi dünyası, yerel yönetimler ve sivil toplum kuruluşları ile arama ve danışma toplantıları ile eğitim ve araştırma hedeflerini belirlemeyi önemsemektedir. Benzer biçimde, eğitim ve araştırma alt	Institutional learning outcomes of our university, which produced its first graduates in 2018, have been revised, simplified and updated since its establishment in line with the outputs of workshops and search conferences which were carried out with the participation			



Evaluation Form	
▼ EDUCATION	
▼ Program Design and Approval	
The institution must have defined processes for the design and approval of the programs it runs. (The programs must be designed in line with the objectives, including the targeted learning outcomes. The competencies offered by the program must be defined and announced to the relevant stakeholders in a way to encompass the related competencies stated in Turkish Higher Education Qualifications Framework.	 Institutional Documents Annex_3.1 AGU_Institutional_Learning_Outcomes.pdf Annex_3.2 Program_Records_Template_EN.pdf Annex_3.3 Program_Records_Template_TR.pdf Annex_3.4 Course_Catalogue_Template.pdf
 Continuous Monitoring and Updating of Programs 	
The institution must monitor its stakeholders, and revise and update its programs on a regular basis to ensure that the programs ultimately reach their educational objectives and answer the needs of the students and society.	 Evidence for Improvement Annex_3.6 Survey Term-long Internship.pdf Annex_3.7 Course_Load_Calculation.pdf Annex_3.8 Alumni_Tracking_Meeting.pdf Annex_3.5 Updated_EED_Curricula.pdf
 Student-Centered Learning, Teaching and Evaluation 	
The institution must design and run its programs in a way to encourage active student participation in	 Institutional Documents Annex_3.15 Dining_Survey.pdf

3-EDUCATION Y

Year

Evidence Report

Main

Heading

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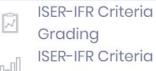












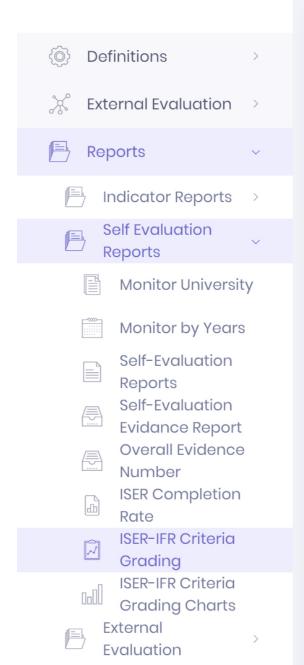


2018

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Name \$	Completion Rate \$	Completion Percentage \$
ABDULLAH GÜL ÜNİVERSİTESİ	20 / 20	% 100
ACIBADEM MEHMET ALİ AYDINLAR ÜNİVERSİTESİ	20 / 20	% 100
ADANA ALPARSLAN TÜRKEŞ BİLİM VE TEKNOLOJİ ÜNİVERSİTESİ	20 / 20	% 100
ADIYAMAN ÜNİVERSİTESİ	20 / 20	% 100
AFYON KOCATEPE ÜNİVERSİTESİ	20 / 20	% 100
AFYONKARAHİSAR SAĞLIK BİLİMLERİ ÜNİVERSİTESİ	0/20	% 0
AĞRI İBRAHİM ÇEÇEN ÜNİVERSİTESİ	20 / 20	% 100
AKDENİZ ÜNİVERSİTESİ	20 / 20	% 100
AKSARAY ÜNİVERSİTESİ	20 / 20	% 100
ΔΙ ΔΝΥΔ ΔΙ ΔΔΠΠΊΝ ΚΕΥΚΙΙΒΔΤ ΙΊΝΙVERSİTESİ	19 / 20	% 95

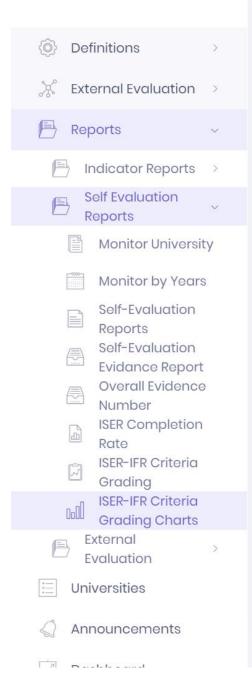


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Universities

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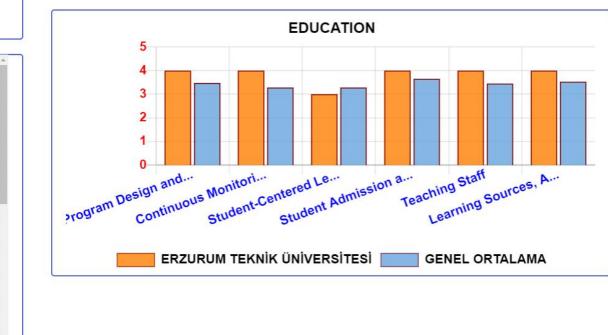
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	Self	External	Self	External	Self	External	Self	External	Self	External	Self
ABDULLAH GÜL ÜNİVERSİTESİ	4	0	0	0	0	0	3	0	2	0	4
ADANA ALPARSLAN TÜRKEŞ BİLİM VE TEKNOLOJİ ÜNİVERSİTESİ	3	3	3	3	3	2	4	3	4	3	0

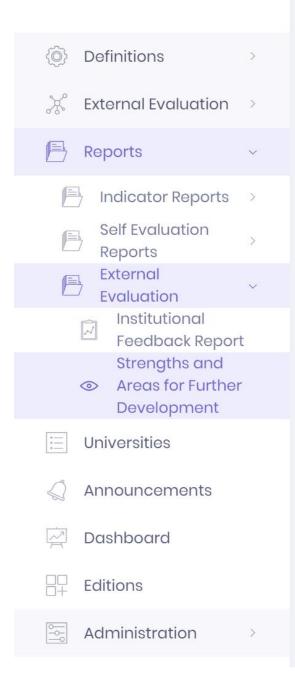


2019 Değerlendirme ADANA ALPARSLAN TÜRKEŞ BİLİM VE TEKI ALANYA ALAADDİN KEYKUBAT ÜNİVERSİT ALANYA HAMDULLAH EMIN PAŞA ÜNİVER ARDAHAN ÜNİVERSİTESİ ATAŞEHİR ADIGÜZEL MESLEK YÜKSEKOKU AVRASYA ÜNİVERSİTESİ BARTIN ÜNİVERSİTESİ BAYBURT ÜNİVERSİTESİ BEZM-I ÂLEM VAKIF ÜNİVERSİTESİ BIRUNI ÜNIVERSITESI BİTLİS EREN ÜNİVERSİTESİ ÇANKIRI KARATEKİN ÜNİVERSİTESİ ERZURUM TEKNİK ÜNİVERSİTESİ FARUK SARAÇ TASARIM MESLEK YÜKSEKC FATİH SULTAN MEHMET VAKIF ÜNİVERSİTI ACTUACION AND CINIO EPOITEOL

QUALITY ASSURANCE SYSTEM EDUCATION RESEARCH AND DEVELOPMENT

ADMINISTRATIVE SYSTEM





Universities

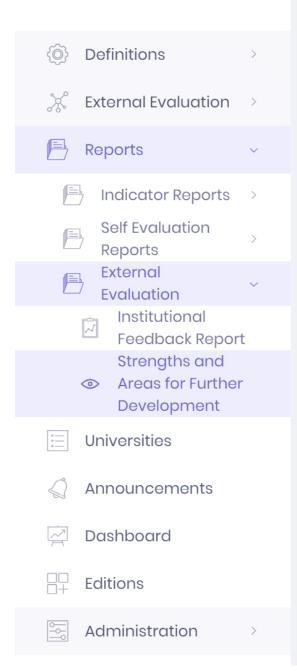
ABDULLAH GÜL ÜNİVERSİTESİ

Strengths A

Areas for Furth

Strengths in Institutional Feedback Report

Universities	Year		
ABDULLAH GÜL ÜNİVERSİTESİ	2016	Quality Assurance System	□ Kurumun, vizyon, misyon, stratejik hedefler ve performans göstergelerini, programların açılması ve tasarımını organizasyon şemasını çok sayıda iç ve dış paydaşını katıldığı etkinlikler (arama konferansları, çalıştaylar ve birçok şehirde yaptırılan anketler) sonucunda "ortak akıl ve kalite" anlayışla belirlemesi □ Uluslararası yükseköğretim kalite kültürünü takip eden ve katkı veren, tecrübeli ve dinamik bir üst yönetimin olması □ Üst yönetimin, kalite güvence sisteminin kurulması ve uygulanmasına yönelik kararılılığı ve desteği □ Operasyonel kademeden stratejik kademeye kadar tüm akademik ve idari kadroda güçlü bir kurum kültürü ve memnuniyeti olması, kurum misyon ve vizyonunun benimsenmesi ve kalite güvence sistemi oluşturma çabalarına özverili bir şekilde katılmaları □ Kurumun eğitim, araştırma, yönetsel faaliyetlerin planlanmasında iç ve dış paydaşların görüşlerini alması □ Kurumun ulusal sıralama kuruluş listelerinde yer alma başarısı ve uluslararası sıralama kuruluş listelerinde yer



Universities

ABDULLAH GÜL ÜNİVERSİTESİ

Strengths

Areas for Furth

Areas for Further Development in Institutional Feedback Report

Universities	Year		
ABDULLAH GÜL ÜNİVERSİTESİ	2016	Quality Assurance System	□ Kalite süreçlerinin tüm akademik ve idari birimlerde yaygınlaştırılması, kurum kültürü haline getirilmesi □ Kurumun, araştırma, eğitim, yönetim düzeni ve topluma katkı süreçleri ile idari ve yönetsel süreçlerin tümünde işletilen kendine özgü ölçme, izleme, değerlendirme ve iyileştirme sistematiği olsa da, yazılı ve tanımlı "Sürekli İyileştirme Döngüsünü" oluşturup işletmesi □ Kalite güvence sisteminde yer alan ölçme, izleme ve değerlendirme çalışmalarından elde edilen geribildirimlerin süreçlerin iyileştirilmesi için kullanılması □ Kurum stratejik planındaki süreçler arası ilişkilerin, kontrol ve önlem alma aşamalarının açık olarak ifade edilmesi □ Birimler tarafından hazırlanan/hazırlanacak olan stratejik planıların kurumun stratejik planıyla ilişkilendirilmesi
	Education	☐ Program Çıktılarının TYYÇ ile ilişkilendirilmesi, sonuçlarının ölçülmesi, değerlendirilmesi ve web üzerinden kamuoyundaçıklığının sağlanması	

Quality Assurance Management Information System-QAMIS

- Facilitates procedures
- Enables monitoring of the improvements over the years for HEIs
- Reduces the work load of different users
- Generates an "online platform" for the evaluators and the quality commission members of HEIs
- Engaging the stakeholders' members in using the system to enter more solid, genuine and reliable information owing to its well-structured and automated architecture
- Improving the performances of all of the parties in institutional external evaluation process



Higher Education Quality Council Turkey