

**REPUBLIC OF TURKEY  
FİRAT UNIVERSITY  
QUALITY ASSURANCE SYSTEM DIRECTIVE**

**PART ONE  
Purpose, Scope, Basis, and Definitions**

**Purpose**

**ARTICLE 1** – The purpose of this Directive is to regulate the principles regarding the internal and external quality assurance, accreditation processes, and the duties, authorities, and responsibilities defined within the scope of Firat University's education, research, community service activities, and administrative services, as well as to determine the working procedures and principles of the Firat University Quality Commission.

**Scope**

**ARTICLE 2** – This Directive covers the provisions regarding the procedures and principles of quality, accreditation, and audit studies to be carried out at Firat University in accordance with the provisions of the Higher Education Quality Assurance Regulation.

**Basis**

**ARTICLE 3** – This Directive has been prepared based on Articles 7 and 65 of the Higher Education Law No. 2547 dated 4/11/1981, Subparagraph (b) of Article 44, and the Higher Education Quality Assurance Regulation published in the Official Gazette dated 23.07.2015 and numbered 29423.

**Definitions**

**ARTICLE 4** – In this Directive, the following terms are defined as:

- a) University: Refers to Firat University,
- b) Senate: Refers to the Senate of Firat University,
- c) Rector: Refers to the Rector of Firat University,
- d) Academic Unit: Refers to the faculties, institutes, colleges, conservatories, vocational schools, application and research centers, departments, and programs affiliated with Firat University,
- e) Administrative Unit: Refers to all administrative units affiliated with Firat University,
- f) Quality Representative: Refers to the person responsible for organizing and conducting quality evaluation and assurance studies as well as accreditation efforts in academic and administrative units of Firat University,
- g) External Evaluation: Refers to the external evaluation process carried out by external evaluators authorized by the Higher Education Quality Board or independent quality assurance institutions recognized by the Higher Education Council, which have a Quality Evaluation Certificate, to assess the quality of education, research, and administrative services of the university or its programs,

- h) Internal Evaluation: Refers to the assessment of the quality of education, research, community contribution, and administrative services as well as institutional quality development efforts by the Quality Commission,
- i) Internal Evaluation Report: Refers to the report prepared in an integrated structure with the strategic plan, performance program, and activity report, including the provisions of Article 11 of this Regulation and other matters specified in future regulations issued by the Higher Education Council,
- j) Accreditation: Refers to the evaluation and external quality assurance process conducted by an external evaluator institution to determine whether a higher education program meets predetermined academic and field-specific standards,
- k) Quality Evaluation Certificate: Refers to the document approved by the Higher Education Council, showing that independent institutions or organizations are authorized to evaluate the quality level and quality development efforts of education, research activities, and administrative services at the university,
- l) Quality Assurance: Refers to the planned and systematic processes carried out to ensure that the university or a program fully complies with internal and external quality standards and performance processes,
- m) Quality Commission: Refers to the commission responsible for organizing and conducting quality evaluation and assurance studies as well as accreditation efforts at the university,
- n) Sub-Commission: Refers to the commission formed by members of the Quality Commission for organizing and conducting quality evaluation and assurance studies and accreditation efforts by processes,
- o) Working Group: Refers to the group consisting of one member from each Sub-Commission, totaling five members, assigned to guide units in quality evaluation and assurance studies as well as accreditation efforts carried out in assigned units,
- p) Quality Commission Student Representative: Refers to the President of the Student Council of Fırat University,
- q) Quality Coordination Office: Refers to the Quality Coordination Office of Fırat University,
- r) Strategic Planning: Refers to the participatory process of preparing a strategic plan and continuously monitoring relevant performance indicators to form the university's future mission, vision, strategic objectives, measurable goals, and assessing performance against predetermined indicators based on development plans, programs, relevant legislation, and adopted fundamental principles,
- s) Turkish Higher Education Qualifications Framework (TYYÇ): Refers to the National Qualifications Framework defined for higher education.

## **PART TWO**

### **Formation, Duties, and Working Principles of the Commission**

#### **Formation of the Commission**

**ARTICLE 5 – (1)** The Quality Commission consists of the Rector, Vice Rector, Quality Coordinator, academic and administrative personnel employed full-time at the university as recommended by the Rector to the Senate, the University Student Representative, and external stakeholder representatives selected by the Senate.

(2) The Rector chairs the Quality Commission. In the Rector's absence, the Vice Rector assigned by the Rector chairs the Commission.

(3) The Commission Members are announced on the university's website.

(4) The terms of the members specified in Article 5(1), approved by the Senate, are two years. Members can be reappointed after this period.

## **Duties**

**ARTICLE 6 – (1)** The duties of the Quality Commission are as follows:

a) Establish an internal and external quality assurance system for evaluating and improving the quality of education, research, community service activities, and administrative services in line with the university's strategic plan and objectives, determine institutional indicators, and conduct these activities in accordance with the procedures and principles determined by the Higher Education Quality Board, and present these activities for Senate approval.

b) Conduct internal evaluation studies and prepare an annual institutional internal evaluation report containing the results of institutional evaluation and quality development efforts, present it to the Senate, and ensure the publication of the approved report on the university's website for public disclosure.

c) Prepare necessary arrangements for the external evaluation process, and provide all kinds of support to the Higher Education Quality Board and external evaluator institutions.

d) Prepare and implement the internal evaluation report, the work calendar for the following year, and improvement plans by the end of each calendar year.

e) Develop forms, schedules, tables, etc., to ensure standardization in university-wide activities and reporting.

f) Conduct necessary studies regarding areas identified for improvement based on the results of internal and external evaluation reports.

## **Working Procedures and Principles**

**ARTICLE 7 – (1)** The Quality Commission works according to the following procedures and principles:

a) The Commission convenes at least twice every academic year, as well as upon the call of the Chairperson or Coordinator, or at the written request of the majority of the Commission members. Meeting calls are made by the Chairperson.

b) The Commission meets with the absolute majority of its members and takes decisions by the majority of those present at the meeting. In case of a tie, the vote of the Quality Commission Chairperson is decisive.

## **PART THREE** **Quality Coordination Office**

### **Formation of the Coordination Office**

**ARTICLE 8 –** (1) The Quality Coordination Office consists of the Quality Coordinator, Deputy Quality Coordinators, and sufficient staff.

(2) A Quality Coordinator is appointed by the Rector from among the members of the Quality Commission for two years. The Coordinator selects up to two deputies. The Coordinator and Deputy Coordinators may be reappointed in the same manner after their term expires. The Coordinator can be replaced by the Rector if necessary.

(3) Adequate personnel are assigned by the Rector to carry out the secretarial tasks of the Coordination Office.

### **Duties of the Coordination Office**

**ARTICLE 9 –** (1) The duties of the Quality Coordination Office are as follows:

- a) Determine, implement, and maintain the necessary processes for the Quality Management System,
- b) Report the needs for Quality Management System performance and improvement,
- c) Manage relations with external organizations concerning the Quality Management System,
- d) Ensure coordination among all academic and administrative units of the university regarding the duties of the Quality Coordination Office,
- e) Follow quality standards and ensure the structuring of the Quality Management System,
- f) Coordinate meetings with Quality Representatives of academic units,
- g) Prepare documents related to its area of responsibility, make corrections, publish, record, and distribute them,
- h) Prepare the internal audit plan for quality and ensure the implementation of internal audits,
- i) Ensure training related to Quality Management Systems for Quality Representatives, internal auditors, process managers, and employees, and provide related training,
- j) Prepare inputs for the management review meeting, conduct the meeting, document the decisions, and distribute them to relevant units,
- k) Ensure the determination of quality objectives and performance measurements based on these objectives,
- l) Manage the secretarial and personnel support services of the Commission,
- m) Manage office activities of the Coordination Office,
- n) Take necessary measures for conducting external audits.

## **PART FOUR**

### **Unit Quality Commission**

**ARTICLE 10** – (1) Each Faculty/Institute/Conservatory/School/Vocational School and each administrative unit must have a Unit Quality Commission.

(2) The Unit Quality Commission consists of the Dean or Director as Chairperson, the Deputy Dean or Deputy Director, the Secretary of the Faculty/Institute/Conservatory/School/Vocational School, a representative department head, and up to three heads of departments for institutes. Unit Quality Commission members are announced on the respective unit's website.

(3) The Secretary of the Faculty/Institute/Conservatory/School/Vocational School carries out the reporting duties of the Unit Quality Commission.

(4) A commission member assigned by the Chairperson of the Unit Quality Commission acts as the Quality Representative of the unit.

(5) A quality commission of at least three academic staff is formed for each department or program. The department/program deputy head of the Faculty/Institute/Conservatory/School/Vocational School commission chairs this commission.

(6) Quality sub-commissions consisting of a unit manager, a Quality Representative, and a documentation officer are formed to monitor quality processes in each administrative unit.

## **PART FIVE**

### **Evaluation Processes**

#### **Internal Evaluation Process and Timeline**

**ARTICLE 11** – (1) The university prepares an internal evaluation report integrated with the strategic plan, annual performance program, and activity report, covering all education, research activities, and supporting administrative services.

(2) Unit Quality Commissions complete the upload of their work to the Unit Internal Evaluation Report (UIER) automation system by the last day of November in the relevant period. Uploading is done by quality representatives.

(3) The working group responsible for the unit reviews the UIER of the unit in December and prepares a Unit Feedback Report as feedback to the unit.

(4) The Quality Coordination Office completes internal evaluation studies by the end of January each year and submits them to the Quality Commission. The Quality Commission evaluates the internal evaluation studies of the Quality Coordination Office and completes the Internal Evaluation Report in February. The university submits the prepared Internal Evaluation Report to the Higher Education Quality Board within the timeframe specified by YÖKAK.

#### **Scope of Internal Evaluation Reports**

**ARTICLE 12** – (1) Internal evaluations to be conducted at the university include:

- a) The university's mission, vision, and strategic objectives determined in light of national strategy and objectives, as well as policies and processes determined for quality assurance,
- b) Measurable objectives of academic units, performance indicators related to these objectives, and their regular review,
- c) Efforts to structure programs based on learning outcomes associated with TYYÇ and meeting the requirements of the accreditation process,
- d) Efforts related to areas identified for improvement in the previous internal and external evaluations.

### **External Evaluation Process and Timeline**

**ARTICLE 13** – (1) The university is obliged to undergo a regular institutional external evaluation process conducted by the Higher Education Quality Board periodically. The external evaluation schedule of the university is prepared and announced by the Higher Education Quality Board.

(2) The university's external evaluation is carried out by external evaluators authorized by the Higher Education Quality Board or independent institutions and organizations granted a Quality Evaluation Certificate by the Higher Education Council.

(3) External evaluation services for unit/program-level accreditation are conducted by a national or international independent institution holding a Quality Evaluation Certificate and are limited to the relevant unit/program.

### **Scope of External Evaluation Reports**

**ARTICLE 14** – (1) The university's institutional external evaluation is conducted to include the scope and topics specified in Article 11 of this Directive.

(2) If External Evaluation is conducted at the unit/program level, evaluation topics are limited to the areas of activity/service of the relevant unit/program.

### **Public Disclosure of Internal and External Evaluation Results**

**ARTICLE 15** – (1) The results of the university's internal and external evaluations are open to the public. Annual internal and external evaluation reports, Unit Internal Evaluation Reports, and Unit Feedback Reports are published on the university's website.

### **Expenditures for Quality Improvement and Quality Assurance Studies**

**ARTICLE 16** – (1) All expenditures related to studies conducted by the university under this Directive are covered by the university's budget appropriated for the relevant subject.

### **External Evaluation Institutions and Recognition Process**

**ARTICLE 17** – (1) Apart from the Higher Education Quality Board, independent quality assurance institutions holding a Quality Evaluation Certificate may also conduct evaluation activities at the institutional, unit, or program level.

(2) The principles for evaluating the reports, applying for the Quality Evaluation Certificate, conducting regular evaluation processes, and the activities of independent quality assurance institutions and organizations other than the Higher Education Quality Board are determined by the Higher Education Quality Board.

## **PART SIX Other Provisions**

### **Provisions Not Covered**

**ARTICLE 18** – (1) In cases not covered by this Directive, the provisions of the relevant legislation and Senate decisions apply.

### **Enforcement**

**ARTICLE 19** – (1) This Directive enters into force as of the date of approval by the Senate.

### **Execution**

**ARTICLE 20** – (1) The provisions of this Directive are executed by the Rector.