INTERNAL EVALUATION REPORT OF THE INSTITUTION

FIRAT UNIVERSITY

ENTRANCE

1. Contact Information

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2. Historical Development

Having a deep-rooted history, Fırat University started its educational activities in 1967 in Elazığ, a city with a rich cultural life. In the following years, it has become a higher education institution that has made significant contributions to the development of higher education in Eastern and Southeastern Anatolia by opening higher education institutions in the districts of Elazığ, Bingöl, Muş and Tunceli provinces and Kemaliye district of Erzincan, and by training personnel for universities through its postgraduate activities.

A Higher Technical School was first opened in Elazığ in 1967 and in the same year it was opened in Ankara.

The decision of the University Senate to establish the Faculty of Veterinary Medicine in Elazığ was taken by the National

It was approved by the Ministry of Education. The Technical School was transformed into Elazığ State Engineering and Architecture Academy (EDMMA) in 1969 with the Law No.

1184, and the Faculty of Veterinary Medicine started education in 1970 under Ankara University.

It was established on April 11, 1975, with the aim of gathering higher education institutions in Elazığ under one roof.

"Fırat University" was established and started its activities with the Faculties of Veterinary Medicine, Science and Letters. In Fırat University, which was restructured with the Higher Education Law No. 2547 and the Statutory Decree No. 41, the Faculties of Science and Letters were merged and named as the Faculty of Science and Letters, while EDMMA was transformed into the Faculty of Engineering and joined the University in 1982.

Fırat University currently continues its education and training activities with 16 faculties, 2 colleges, 1 state conservatory, 9 vocational schools, 4 institutes and 24 research centers.

Organization structure http://www.firat.edu.tr/tr/hakkimizda/organizasyonyapisi can be accessed from the link.

Number of Students

2019 According to YÖK statistics, Fırat University is the 3rd university with the most students in the Eastern and Southeastern Anatolia Region.

The number of students registered to our university in the 2019-2020 Academic Year is as follows. In formal education, there are 6203 associate degrees, 23031 undergraduate degrees, 2613 graduate degrees, 1014 doctorates; in evening education, there are 1777 associate degrees, 8114 undergraduate degrees, 508 graduate degrees; in distance education, there are 1 associate degree, 1519 undergraduate degrees, and the total number of students, including pedagogical formation students, is 44499.

Number of Staff

The current number of academic staff is 1,937 in total, including 392 professors, 197 associate professors, 360 assistant professors, 741 research assistants and 247 lecturers. The total number of administrative staff is 3,163, as well as 120 technical staff, including 87 technicians, 31 technicians and 2 laboratory assistants.

Infrastructure and Budget

Our university consists of nine separate campus areas including the Rectorate, Kesikköprü and Faculty of Engineering Campuses as well as district Vocational School campus areas. It has a total of 285,122 m2 of educational area, including 502 classrooms/lecture halls (43,278 m2), 488 laboratories/workshops (33,075 m2), 118 conference/meeting/seminar halls (9,119 m2). The total amount of indoor area, including other indoor areas, is 506,215 m2. Our university is among the universities with the largest campus area in our country with 13,337,640 m2.

In terms of information processing infrastructure, the bandwidth of the internet line is 2300 Mbps, wireless access is 85% indoors and 80% outdoors. The ratio of data processing and storage capacity to the number of students is 2.55 GB.

As of the end of 2019, the newly constructed central library building was 95% completed and partially opened for service, with a closed area of 14,247 m2. There are a total of 28 libraries in the university, 2 of which are central and the others are faculty/unit libraries, and the total indoor area of the libraries is 12,550 m2. Our university library subscribes to

23 databases and has 100,293 books. The number of uses/clicks on electronic resources/databases in 2019 was 496,964.

The budget amount transferred to our university in 2019 is 514,801,802 TL.

a) Units Providing Education and Training Services

As of 2019, the university provides education and training activities in 16 faculties, 2 colleges, 1 conservatory, 9 vocational schools and 4 institutes.

The number of programs in the education-training units is 107 for associate degree and 164 for undergraduate degree. Postgraduate education is carried out by 4 institutes, and there are 69 doctoral and 92 master's degree programs as main branches within the institutes.

In addition, through the Fırat University External Relations Unit, studies are carried out for both academic and administrative staff and students' education/internship studies, as well as for foreign students to receive associate/undergraduate/postgraduate education at our university.

Within the scope of Erasmus+ mobility, a total of 2494 mobility activities were monitored between 2007-2019. Our students were sent abroad for study and internship mobility, our staff were sent abroad for teaching and training mobility, and similar mobility activities were carried out for our university from abroad. As of the 2019-2020 Academic Year, Farabi Exchange Program Protocols were signed with a total of 94 State Universities. In addition, our University currently has 25 University agreements within the scope of the Mevlana Program.

Our university has also attracted attention with the increase in the number of foreign students in recent years. While 262 foreign students were studying at our university in 2013, this number increased approximately 9-fold in 2019. For this purpose, the Foreign Student Selection Exam (FÜYÖS) is organized by our university every year. In 2019, the exam was held in 7 countries and 14 centers in 6 different languages, thus increasing the number of international students and the international recognition of the university.

As of 2019, there are a total of 2367 international students studying at our university at associate, undergraduate and graduate levels. In addition, a total of 375 international students have graduated so far. The total number of international students studying at our institutes for graduate education is 404. The number of international students who have graduated from our institutes so far is 227. The distribution of international students registered and continuing their education at our institutes is as follows: 13 in the Institute of Educational Sciences, 264 in the Institute of Science, 13 in the Institute of Health Sciences, and 114 in the Institute of Social Sciences.

b) Units Where Research Activities Are Conducted

As units that organize, support or contribute to the conduct of research and development activities at our university; Project Coordination and

Consultancy Office, Scientific Research Project Coordination (FÜBAP), Teknokent (Fırat Teknokent), Technology Transfer Office (Fırat TTO). In addition to these, education, training and research services are carried out in 48 laboratories and workshops, including the Faculty of Medicine, 4 in the Faculty of Dentistry, 64 in the Faculty of Engineering, 35 in the Faculty of Science, 27 in the Faculty of Technology, 16 in the Faculty of Veterinary Medicine, 13 in the Faculty of Fisheries, 40 in the Vocational Schools, and 11 in the School of Civil Aviation, including the Central Laboratory and Tissue Culture Laboratory. There are also special laboratories established within the scope of externally funded projects.

University Support for Inter-Institutional Research Activities

As part of its research strategy, our university supports inter-institutional research activities. In this context, joint research activities are carried out nationally with institutions such as TÜBİTAK, Ministry of Industry and Trade, Ministry of Development, Ministry of Culture, Ministry of Youth and Sports, TİKA, TAGEM, and regionally with FKA (Fırat Development Agency) and DAPBKİ (DAP Regional Development Administration), etc. Projects within the scope of SAYP for the Defense Industry continue to be carried out and the Artificial Intelligence Project with a budget of approximately 2,000,000 TL is ongoing.

Intellectual and Industrial Property Rights Support for Academicians

Intellectual and Industrial Property Rights (FSMH) Commission within Fırat University evaluates the intellectual products of academicians and students and those that are deemed appropriate as service inventions are financially supported. In this context, in line with the recommendations of Fırat University FSMH Commission, *in 2019;*

- *28 national patent proposals were evaluated and 21 of them were approved as service inventions.*
- *3 international patent proposals were evaluated and 1 of them was approved as a service invention.*

Firat Technopolis

Fırat Teknokent was established in 2007 and continues its activities with 59 R&D companies in 4 buildings and 14,000 m2 closed area as of 2019. 101 activities were organized in the 2017-2018-2019 period and 2445 people benefited from these events ˙ Technology Development Zones Performance announced every year by the Ministry of Industry and Technology

According to the results of the Index Study 2018, Fırat Teknokent Technology Development Zone ranked 8th in *the Developing TGB Category and 28th in the All TGB Category* ranking, rising 2 places compared to the previous year. It is also ranked 1st in the Eastern Anatolia Region. According to 2019 Teknokent data; the number of entrepreneurs to whom pre-incubation service was provided was 54, the number of entrepreneurs to whom incubation service was provided was 12, the number of events organized was 275, the number of people who participated in these events was 1009, and the number of companies founded/partnered by faculty members was 26.

The "Technopreneurs Accelerating with FabLab" project, presented to the Fırat Development Agency by Fırat Teknokent in 2018, was deemed worthy of support, and the workshop was completed in 2019. Within the scope of the project, the "FabFırat Prototyping Workshop", which contains the machinery and equipment needed by entrepreneurs in our region for prototype manufacturing, was opened on October 11, 2019 and started to serve the region.

Firat Technology Transfer Office (Firat TTO)

Fırat TTO started its operations in November 2012 within the scope of the FIRASET Project carried out in the Technology Development Zone. Since its establishment, it has carried out activities within the scope of informing and guiding academic staff and industrial organizations about the relevant support programs, carried out studies for University-

Industry cooperation, supported entrepreneurs and carried out activities on issues concerning Intellectual and Industrial Property Rights in the University.

Regarding Intellectual and Industrial Property Rights, 45 invention notifications were made to Fırat TTO, 17 applications were made to the Turkish Patent Institute, 2 International Patent Applications and 3 Patent Information Meetings were held.

In 2019, 26 training programs were organized by Fırat TTO and 54 project ideas were trained for project development.

Scientific Research Project Coordination (FÜBAP)

FÜBAP carries out activities aimed at increasing the national and international success level of the university by evaluating and supporting the projects and scientific, artistic and similar academic studies of Fırat University academic staff and also by creating/operating support mechanisms that will develop the research infrastructure. FÜBAP Performance Project Directive was prepared and started to be implemented in 2013.

A total of 1171 scientific research projects were supported at Fırat University between 2015 and 2019. In order to support the projects in 2019, a budget approximately twice the amount allocated in 2015 was allocated.

Project Coordination and Consultancy Office

Project Coordination and Consultancy was established by Fırat University Presidency in 2012.

The office provides consultancy services within the university on research projects. In the last 6 years, 14 trainings have been organized within the scope of the TÜBİTAK 2237 program with the cooperation of the office and Fırat Teknokent. Approximately 500 academics were trained in these trainings and information about TÜBİTAK programs was provided.

According to the Office's work on collecting project data and creating scientific statistics, as well as training on research projects; 149 project applications were made to TUBITAK programs in 2017, and this number increased to 188 in 2018. In 2019, this number was 169.

c) Units where activities are carried out in the context of social contribution

Fırat University carries out important studies in the context of social contribution through the activities carried out in the following units:

- Fırat University Faculty of Medicine Hospital (Fırat University Hospital),
- Fırat University Faculty of Dentistry Dental Hospital,
- Fırat University Veterinary Faculty Animal Hospital,
- Health Culture and Sports (SKS) Department and Student Societies Unit Research/Application/Education Centers:
  Continuing Education Center (FÜSEM), Experimental Animals Research Center (FÜDAM), Agriculture and Livestock Research Center (TAHAM), Disabled People Research and Application Center, Women's Studies Application and Research Center, Harput Application and Research Center, etc.

In 2019, Fırat University Hospital provides comprehensive health services to Elazığ province and the region. In 2019, 1,116,793 patients were examined in polyclinics, 67,911 inpatients were treated and 63,429 patients underwent surgery. In 2019, 54,377 polyclinic

admissions were made to Fırat University Faculty of Dentistry Dental Hospital. Fırat University Faculty of Veterinary Medicine Animal Hospital contributes to both our province and our region in terms of animal health. SKS Department provides important contributions and services to students, and student societies and other student groups, which are around 100 in number, are supported to carry out various social responsibility projects. In addition, with the support of SKS, various events such as seminars, talks, conferences and symposiums are organized at our university, and social and cultural accumulation is increased in our province as well as our students. Various certified trainings have been organized by the Continuing Education Center (FÜSEM) and the Agriculture and Livestock Research Center (TAHAM) and the relevant people in our province and in the surrounding provinces have been trained and their knowledge has been increased. Various events are organized by the Disabled Research and Application Center and the Women's Studies Application and Research Center to increase awareness and sensitivity. Harput Application and Research Center regularly publishes a scientific journal to ensure the research of the region's history and the protection of cultural heritage. In addition, various social responsibility projects are carried out by our students individually or in cooperation with NGOs.

A large number of studies and activities have been carried out under this heading and are detailed in the relevant sections of the report.

Fırat University's Place in Our Country and World Rankings

Fırat University, whose education, R&D and social contribution activities are summarized in the sections above, is among the leading universities in our country and at an international level with the activities and studies it carries out . The rankings showing the place of Fırat University among other universities in 2019 are given below:

- Fırat University was listed with 11 Turkish universities in the 2019 Academic Ranking of World Universities (ARWU) published by Shanghai Ranking Consultancy.
- **According to 2019-2020 URAP data,** our university is ranked **1168th** in the world , **18th-22nd in Turkey, and 14th** in the ranking of universities with a faculty of
- medicine .
- **709th in the world in the Scimago** Publication index .

In the study titled **"Best Global Universities-2019"** conducted by **US News , it was ranked as the 440th best** university in the world **in the field of engineering .**

In addition, some of the successes our University achieved in 2019 are summarized below:

- The 2019 YÖK Outstanding Achievement Award was given to "Fırat University" in the Contribution to Local Development category with its application titled "Local Development Dynamism in the Adaptation of TRB1 Region to Climate Change".
- Prof. Dr. Kazım ŞAHİN, Faculty Member of Fırat University, received the TÜBA Health Science Award from our President Mr. Recep Tayyip Erdoğan.
- Fırat University became the University that Participated in TEKNOFEST 2019 with the Most Projects from Eastern Anatolia.
- Our students qualified for the TEKNOFEST Final Competitions with 8 projects. Our students' projects came in first in the Environment and Energy category and third in the Model Satellite Competition. The "Artificial Intelligence Based Solid Waste Separation Machine" with an aquarium exterior came in first in the TEKNOFEST final competition.

Fırat University UVCSAT Model Satellite Team came in third in the Türksat Model Satellite Competition.

- Our Fırat University Astav Combat UAV Team, established in February 2019, came 5th in Turkey in the TEKNOFEST 2019 Combat UAV Competition, where 500 teams applied and 40 teams qualified to participate in the finals.
- Fırat University HARPUT 2 team successfully represented our university in the Electric Car races held at the İzmit Körfez race track.
- At the 2nd International Zero Waste Summit organized by the Ministry of Environment and Urbanization, Fırat

  "Artificial Intelligence Solid Waste Sorting Machine" project prepared by the students of the Faculty of Technology of the University was deemed worthy of the Zero Waste Innovation award.
- ranked 9th in the list of universities that conducted the most research on Artificial Intelligence in Turkey with 238 academic studies .

3. Mission, Vision, Values and Goals of Our University

The Mission, Vision, Values and Goals of Fırat University are stated in the 2019-2023 Strategic Plan.
(

http://strateji.db.firat.edu.tr/sites/strateji.db.firat.edu.tr/files/stratejik%20plan%20Revizyon.pdf).

The Mission of Our University;

Our university has undertaken the duty of educating individuals who are qualified in the field of education and research, prioritize scientific and ethical values, continuously improve themselves in the professional field, take into account the expectations of their stakeholders, have a sense of social responsibility and contribute to the development of our country by producing science, art and technology at national/international levels. .

The Vision of Our University;

To be a respected Research University that pioneers change and development in the fields of education, research, technology and community service, and produces competitive and result-oriented national and international projects.

Our University Core Values

Quality: Our university attaches importance to quality, internalization and continuity of quality in its education, research and administrative activities.

Transparency: Transparency and accountability in management activities, as well as maintaining a sense of trust between individuals and units, are essential.

Commitment to Ethical Values: One of our core values is to fulfill our duties in line with our mission and goals, in accordance with ethical rules, fairly, honestly, respectfully and on time.

Participation: In order to achieve quality and successful management, ensuring the participation of internal and external stakeholders in the execution of work is one of our basic principles.

Student Focus: Conducting studies to continuously increase student satisfaction, including students in decision-making processes, conducting education centered on students, and ensuring continuous improvement through feedback from students are among our core values. **Social Responsibility Awareness:** Fulfilling our responsibilities on priority issues related to our province, region, and country are among our core values of our University.

Environmental Awareness: Utilizing renewable energy sources, protecting natural beauties and spreading recycling awareness and practices within our University are among the fundamental values of our University.

Productivity: Our fundamental principles are to successfully and effectively carry out our basic duties, to carry out/take part in activities that will benefit society and our stakeholders, and to ensure the continuity and increase of the added value provided by our University.

Our Goals

In the 2019-2023 strategic plan, the goals of our university are defined under 5 different objectives. The first objective is "Increasing the Quality of Education-Training and Social Life", and within the scope of this objective, it is aimed to improve the quality of education-training, improve the physical infrastructure related to learning and social life, and develop the quality of internationalization.

The second strategic objective has been determined as "Developing scientific research activities" . Accordingly, during the plan period (2019-2023), it is aimed to increase the science/art studies carried out by our university academics, to increase the externally funded projects carried out at our university, to support scientific activities in national priority areas and to develop cluster studies, to strengthen research activities/infrastructure, and to develop company, project, intellectual, industrial and property rights studies within Fırat Teknokent and Fırat TTO.

The third objective is "Developing Services for the Community". Within the scope of this objective; Increasing educational, cultural, artistic and sports activities for the community, establishing new units and infrastructures for health services, increasing the quality of service at the University Hospital, increasing the total capacity and patient satisfaction at the University Hospital, and developing Veterinary Services and Animal Husbandry Research have been determined as targets.

The fourth objective has been determined as "Strengthening University-Public-Private Sector Collaboration". Within this framework; increasing technology and R&D based and sustainable collaborations with local and regional public and private sector stakeholders, establishing an Accredited Laboratory and Calibration Center within Fırat University and Fırat Teknokent, encouraging research and project activities for the Defense Industry and high technology sector have been stated as relevant targets to achieve this goal.

The fifth and final goal is "Strengthening the Institutional Structure". The targets for this purpose are determined as; Strengthening the institutional culture, sense of belonging and stakeholder ties of students, graduates and staff, Increasing the satisfaction levels of students and staff, Increasing the awareness of the internal control system in order to strengthen institutionalization in all units, Ensuring the effective use of the management information system by spreading it to all areas and Strengthening the quality assurance system.

The goals and objectives stated in the strategic plan are fully compatible with the Fırat University Quality Policy and sub-policies.

A. QUALITY ASSURANCE SYSTEM

1. Mission and Strategic Objectives

its mission , vision, core values and strategic goals as the basis for the Strategic Plan studies covering the period 2019-2023 and shared them with the public on the relevant web pages of the institution.

(http://kalite.firat.edu.tr/sites/kalite.firat.edu.tr/files/stratejik%20plan%20Revizyon.pdf)

(http://kalite.firat.edu.tr/tr/node/239)

(http://kalite.firat.edu.tr/tr/node/240)

The institution has a quality policy approved and announced by the senate.

(http://kalite.firat.edu.tr/tr/node/212)

Mission, vision , strategic goals and objectives

Maturity Level: There are practices implemented throughout the institution in line with the strategic goals and objectives within the scope of the strategic plan and some results have been obtained from these practices. However, the necessary mechanisms for monitoring the strategic plan have not been established and/or are not used in the strategic plan and/or any decision-making process.

Evidence• strategic plan

Revision.pdf

Quality assurance, education, research and development, social contribution and management system policies

Maturity Level: The institution has defined policies in some of the basic areas such as quality assurance, education-training, research-development, social contribution and management system. However, these policies are not used in any planning or decision-making processes.

Evidence

• quality policy.png

Corporate performance management

Maturity Level: Performance indicators and key performance indicators have been determined in relation to all areas. However, monitoring of these indicators is done in a non-systematic manner and does not cover all areas.

2. Internal Quality Assurance

Our University's Quality Commission was established with broad representation from academic and administrative units. (http://kalite.firat.edu.tr/tr/node/107) The

Commission's authority, duties and responsibilities are defined in the Higher Education Quality Assurance Regulation.

The work of the commission is shared on the institution's quality website. The work of the commission is announced to the sub-units.

In 2020, an agreement was made with TSE and transition to the ISO9001 Quality Assurance system was planned.

By receiving internal and external stakeholder opinions through meetings, reports and surveys, efforts are made to complete the Plan-Implement-Check-Take-Action (PDCA) cycle in education-training, research and development, social contribution, and administrative/administrative processes. The management method of the processes is clearly defined.

Quality Commission

Maturity Level: The quality commission carries out its work transparently, with an inclusive and participatory approach within the scope of its authorities, duties and responsibilities. However, these practices are not carried out within the scope of holistic quality management in the institution and the results of the practices are not monitored.

Internal quality assurance mechanisms (PDCA cycles, calendar, structure of units)

Maturity Level: The institution has internal quality assurance mechanisms, but these mechanisms do not cover all areas/processes (education and training, research and development, social contribution, management system).

Culture of leadership and quality assurance

Maturity Level: Institutional culture and leadership that support a quality assurance culture in the institution . **Maturity Level:** There are plans to create a corporate culture and leadership approach that support a quality assurance culture in the institution. However, there are no practices in line with these plans or there are practices that do not cover all areas and units.

3. Stakeholder Participation

At Fırat University, the opinions received from internal and external stakeholders through surveys and meetings are used as feedback in the development process of output-based educational programs and research activities.

The method of ensuring the participation of internal stakeholders in the quality commission studies has been defined, but it has not been sufficiently widespread in all units.

While some units have regular studies regarding graduates, there is a need to spread this to the general public. For this purpose, the necessary studies are being carried out and the new Graduate Information System has been put into service. (https://obs.firat.edu.tr/oibs/kariyer/)

Participation of internal and external stakeholders in quality assurance, education and training, research and development, management and internationalization processes

Maturity Level: Stakeholders have been identified in the institution and stakeholder analyses have been conducted, and there are some defined processes regarding stakeholder participation. However, there are no practices in line with these processes or existing practices do not cover all processes/areas/stakeholder groups.

4. Internationalization

The institution has an internationalization strategy. (http://dib.firat.edu.tr/tr/node/68)

F.Ü. 2019-2023 Strategic Plan, Target

1.4. (http://kalite.firat.edu.tr/sites/kalite.firat.edu.tr/files/stratejik%20plan%20Revizyon.pdf) The International (Foreign) Relations Unit continues its work. (http://dib.firat.edu.tr/en).

Our 2+2 dual diploma bilateral agreement with the Faculty of Technology software engineering UOLP and the USA Sam Houston University is active and has produced its 3rd term graduates.

Programs such as Erasmus and Mevlana, such as student and faculty exchange, continue. FÜYÖS is an entrance exam for foreign students from many countries, recognized by many universities. Our education formation master's degree agreement with Ghana is being carried out successfully.

Students or faculty members participating in the exchange program using bilateral agreements are requested to fill out status reports. The External Relations Unit meets periodically and discusses the continuation, termination or updating of international bilateral agreements based on the reports . The results are reported to the Rectorate and the National Agency.

Internationalization policy

Maturity Level: The practices implemented in line with the institution's internationalization policy are monitored systematically and in line with the institution's internal quality assurance system, and measures are taken by evaluating them together with stakeholders.

Evidence

- 2019 Project Year Erasmus Grant Agreement.pdf
- Final_Report_20190829_091337.pdf
- Brochure.pdf
- Mevlana Participation Documents.pdf

Management and organizational structure of internationalization processes

Maturity Level: The results and stakeholder opinions related to the management of internationalization processes in the institution are systematically monitored and evaluated together with the stakeholders and measures are taken.

Evidence

- [final report 2019 foreign relations.pdf](#) [foreign relations organization chart.pdf](#)

Internationalization resources

Maturity Level: In order to sustain the institution's internationalization activities, physical, technical and financial resources of appropriate quality and quantity are provided by taking into account the balance between units. However, the results of the use of these resources are not monitored.

Evidence

- [2019 Erasmus project account transactions statement.pdf](#)

Monitoring and improving internationalization performance

Maturity Level: Applications for monitoring and evaluating internationalization performance in the institution are carried out in a way that covers all areas and units. However, the results of these applications are not monitored or used in decision-making processes.

Evidence

- [Budget-20200219-080820.pdf](#)

B. EDUCATION AND TRAINING

1. Design and Approval of Programs

When designing programs in the institution, the opinions of field expert academic staff are primarily sought. In addition, all resources and methods such as suggestions and corrections obtained through feedback are the main ways used in the design of programs. In this sense, stakeholder opinions are of great importance since they come directly from the field of application. In order to obtain healthy feedback from stakeholders, the subject is put on the agenda in annual stakeholder meetings held in the units and the necessary results are tried to be obtained. On the other hand, the characteristics of the relevant programs, social and professional expectations, and student characteristics are taken into consideration so that the outputs and competencies of the education programs are compatible with the Teacher Competencies determined by the Ministry of National Education together with the Turkish Higher Education Qualifications Framework. In the authorized boards of the education-training units, the subject is examined in detail by taking into account the committee studies and a decision is made. The decision-making processes are carried out in the order of the Department Board, Department Board, Faculty/YO/Vocational School Board, University Education Commission, and University Senate.

Stakeholders are informed about the designed programs through internal/external stakeholder (student, faculty members, administrators, education representatives, industrial organizations, provincial representatives of relevant ministries, private enterprise representatives) meetings held at regular intervals in the units, and a mutual consensus is

reached by benefiting from their opinions, suggestions and contributions. In addition to informing stakeholders, this also ensures the real equivalent of the designed programs in the field. In the programs, the workloads of the students' professional practice/field studies and internships in workplace environments in Turkey and abroad are reflected in the programs in a harmonious manner.

The course programs, professional practice/field work and internship workloads in the relevant periods are taken into consideration in terms of scope and duration and are prepared accordingly. In this way, it is aimed for students not to fall behind in their field activities and to get sufficient efficiency. The workloads of internships and workplace training studies are reflected in the programs in proportion to the ECTS credits specified in the curriculum.

Design and approval of programs

Maturity Level: With the participation of stakeholders, practices regarding the design and approval of programs are systematically monitored and measures are taken by evaluating them together with stakeholders.

Evidence

- [B.1.1. EVIDENCE (STAKEHOLDER MEETING MINUTE SAMPLE).pdf](#)
- [B.1.1. EVIDENCE.pdf](#)

Program objectives, outcomes and compliance with TYYÇ

Maturity Level: The objectives and outputs of all programs and their implementations covering all areas related to their compliance with the TYYÇ are systematically monitored and evaluated together with stakeholders and measures are taken.

Evidence

- [B.1.2. EVIDENCE.pdf](#)

Matching course outcomes with program outcomes

Maturity Level: Applications covering all areas regarding matching course outcomes with program outcomes of all programs are monitored systematically and in line with the institution's internal quality assurance system, and monitoring results are evaluated together with stakeholders and measures are taken.

Evidence

- [B.1.3. EVIDENCE.pdf](#)

The structure of the program and the balance of course distribution (the balance of compulsory-elective course distribution; the balance of field and professional knowledge with general culture courses, the opportunity to gain cultural depth, and to get to know different disciplines)

Maturity Level: Practices regarding program structure and balance are systematically monitored in all programs, and monitoring results are evaluated together with stakeholders, precautions are taken, and constantly updated.

Evidence

- B.1.4. EVIDENCE.pdf

Design based on student workload

Maturity Level: Student workload application implemented in all programs is systematically monitored and the monitoring results are evaluated together with the stakeholders and precautions are taken.

Evidence

- B.1.5. PROOF(ERASMUS ADAPTATION EXAMPLE).pdf
- B.1.5. EVIDENCE.pdf

Measurement and evaluation

Maturity Level: The findings obtained from the applications related to the measurement and evaluation system designed in all programs are systematically monitored and the monitoring results are evaluated together with the stakeholders and precautions are taken.

Evidence

- B.1.6. EVIDENCE.pdf

2. Student Admission and Development

criteria for student admissions and predefined and published rules for the recognition of diplomas, degrees and other qualifications have been detailed in the reports presented in previous years.

Student admissions, other than those coming through central placement at the beginning of the Fall and Spring semesters, are made meticulously according to the dates announced in the academic calendar.

within the quotas determined according to the occupancy rates of the previous year . In the 2019-2020 academic year, some of our evening education departments that did not have sufficient student registration the previous year were closed by YÖK. (Example: Faculty of Technology, Civil Engineering Evening Education.)

Founded in 1992, Fırat University Continuing Education Center (FÜSEM) is our center that has undertaken the responsibility of providing informal education. This unit aims to contribute to the development of the university's cooperation with the public, private sector, national and international organizations by organizing training programs with local governments and non-governmental organizations in addition to the formal education programs of our university . The expert instructor staff at FÜSEM organizes training programs, courses, seminars and conferences for the public, private sector and individuals in the areas they need, at national and international levels and ensures the coordination of these activities.

The Distance Education Center (FU-UZEM), established in 2002, is a part of the formal education process. FU-UZEM was established with the aim of carrying out activities within the scope of the Distance Higher Education Regulation Based on Interuniversity Communication and Information Technologies, developing an environment for all courses/programs offered by Fırat University to its students and/or society through distance education by utilizing communication and information technologies, providing technical support and ensuring coordination between the relevant units of the University.

As in the last 2 years, Fırat University provided English, Turkish Language, Atatürk's Principles and Revolution History courses through the Distance Education Center (FÜ-UZEM) in the 2019-2020 academic year.

Student admission and recognition and crediting of prior learning (knowledge and skills acquired through formal education, non-formal education and informal learning)

Maturity Level: Findings obtained from applications regarding student admission, recognition and crediting of prior learning are systematically monitored and evaluated together with stakeholders, and measures are taken according to the monitoring results.

Evidence

- B.2.1. PROOF (FARABI ADAPTATION EXAMPLE).pdf
- B.2.1. EVIDENCE.pdf

Recognition and certification of diplomas, degrees and other qualifications

Maturity Level: Matured practices regarding the recognition and certification of diplomas, degrees and other qualifications carried out in line with institutional goals and in a sustainable manner have been adopted throughout the institution; the institution has many unique and innovative practices in this context, and some of these practices are taken as examples by other institutions.

Evidence

- B.2.2. PROOF (KOSGEB Entrepreneurship Certificate Obtaining Process).pdf
- B.2.2. EVIDENCE(Diploma supplement).pdf
- B.2.2. EVIDENCE.pdf

3. Student-Centered Learning, Teaching and Assessment

At Fırat University, (ECTS) is used to determine the credit values of the courses based on student workload. ECTS information is included in the course information packages. The workload-based credit values (ECTS) of all courses in the programs have been determined and announced.

Each of our students has an academic advisor. There has been a general satisfaction with academic advisory services throughout the university and this has been identified as one of the strengths of the institution. In this context, academic staff provide students with adequate guidance support in their studies.

In addition, OBS (Student Information System) is actively used. Communication between the student and the advisor is provided very easily through this system. Student feedback is received through OBS.

At our university, we are sensitive about having student representatives on the boards where decision-making mechanisms are operated. (Example: There are student representatives on the Quality Boards.)

Teaching methods and techniques (Active, interdisciplinary work, interactive, research/learning oriented)

Maturity Level: There are plans to implement student-centered approaches in learning-teaching processes. However, there are no practices in line with these plans or there are practices that do not cover all areas.

Evidence

- B.3.1. EVIDENCE.pdf

Measurement and evaluation (such as including alternative measurement methods and techniques differentiated according to students' characteristics and learning levels)

Maturity Level: There are plans and defined processes for student-centered measurement and evaluation designed in the programs. However, there are no practices implemented in line with these plans or there are practices that do not cover all programs.

Evidence

- B.3.2. EVIDENCE.pdf

Student feedback (Course-instructor-program-general satisfaction surveys, request and suggestion systems)

Maturity Level: Student feedback (course, course instructor, diploma program, service and overall satisfaction level, etc.) is received systematically (at the end of each semester or each academic year). However, the feedback received is not used in decision-making processes for improvement.

Evidence

- [Signature indicating participation in Quality Committee Meeting).pdf](#)
- [B.3.3. EVIDENCE.pdf](#)

Academic counseling

Maturity Level: Findings obtained from the practices regarding academic consultancy in the institution are systematically monitored and the monitoring results are evaluated together with the stakeholders and precautions are taken.

Evidence

- [B.3.4. EVIDENCE.pdf](#)

4. Teaching Staff

The processes related to the recruitment, appointment and promotion of teaching staff are governed by the Council of Higher Education and the University Personnel Department, primarily by Law No. 2547.

It is carried out in accordance with the regulations and processes issued by the Presidency. For this purpose, our university's new appointment-promotion directive (Fırat University Academic Membership Promotion and Appointment Directive), which was accepted by the Senate in 2018 and put into effect, was also used in 2019. Our academic members, who requested appointment within the scope of the directive, were able to automatically calculate their scores with a portal called ***"Academic Membership Promotion and Appointment Information System"*** (https://atanmailkeleri.firat.edu.tr/announcement/) in 2019, and our academic members calculated their scores without errors.

Again in 2019, the norm and non-norm cadres for all units of our university were determined at the end of the previous year and announced on our university homepage (http://personel.db.firat.edu.tr/tr/node/71). Again at the end of 2019, the cadre requirement plan for 2020 was made. The decisions of the Department Board, Department Board, Faculty/YO/Vocational School Board regarding these were conveyed to the Rectorate.

Activities aimed at ensuring the professional development of academic staff are supported by the university administration, taking into account performance indicators. For example; with a decision taken in 2019, FÜBAP (Fırat University Scientific Research Projects Unit) ***decided that "Public-University-Industry cooperation projects will be supported with a budget of 50% more than the maximum support amount of the project type in which the relevant public-university-industry cooperation project is presented*** ." (Evidence 4.3)

Fırat University has prepared a performance guideline to encourage its academic staff by evaluating their scientific, artistic and similar academic studies and to increase the national and international success level of the university in this way. This guideline can be accessed from the link below. http://bap.firat.edu.tr/index.php?act=guest&act2=sayfa&id=16 (Evidence 4.3)

Appointment, promotion and assignment criteria

Maturity Level: The institution's appointment, promotion and assignment criteria, which are defined for all areas and known by stakeholders, are applied and used in decision-making (recruitment, appointment, promotion of teaching staff and course assignments, etc.). However, the results of these applications are not monitored.

Evidence

- B.4.1. EVIDENCE (NOT CV SAMPLE).pdf
- B.4.1. EVIDENCE.pdf

Teaching competence (Active learning, measurement and evaluation, innovative approaches, material development, competence acquisition and quality assurance system)

Maturity Level: There are plans for the development of teaching competencies of the institution's teaching staff, such as innovative approaches, material development, competency acquisition and quality assurance system. However, there are no practices in line with these plans or there are some practices (training of trainers activities) that do not cover all units.

Evidence

- B.4.2. EVIDENCE.pdf

Incentives and rewards for educational activities

Maturity Level: There are plans to create incentive and reward mechanisms for teaching staff. However, there are no practices in line with these plans or there are some practices that do not cover all areas.

Evidence

- . EVIDENCE (Chamber of Commerce University cooperation protocol).pdf
- B.4.3. EVIDENCE (BAP support for industry-focused theses).pdf
- B.4.3. EVIDENCE.pdf

5. Learning Resources

Fırat University starts establishing a communication network with its students by correctly uploading their contact information to the system while registering them. Our Student Affairs Department sends important and urgent information about our students to their mobile phones via text messages. Apart from this actively used system, information is shared with our students through our university's official social media accounts.

Face-to-face meetings and interviews between department and department advisors and students, general survey applications, and communication and meetings with alumni are important forms of communication with students.

can communicate with both academic and administrative staff directly or indirectly (such as through complaint boxes, messaging via e-mail via OBS).

In addition, our institution ensures and encourages the establishment of a Student Society under the guidance of an advisor faculty member and the students to take part in scientific, social and cultural activities in these societies, thus ensuring that this activity positively affects their learning process. There are many student societies affiliated with the Department of Health, Culture and Sports in our university. Their names can be accessed from the link below.

http://www.firat.edu.tr/tr/kampuste-yasam/ogrenci-kulupleri

Necessary measures are being taken to ensure that disabled students studying at the university complete their education and training processes in a healthy, barrier-free, independent, social and successful manner. In particular, necessary work is being done to create appropriate physical environments (ramps, elevators, comfortable classrooms and laboratories that allow wheelchairs to maneuver) to facilitate disabled students' access to classrooms.

Almost all of the sidewalks on campus have been redesigned for disabled students .

In particular, faculties with actively studying disabled students were identified at the beginning of the 2019 fiscal year; a plan was made by prioritizing these faculties and a total of 3 disabled elevators were completed and put into service in 2019. Again, disabled ramps that will facilitate access at 5 different points were included in the 2019 budget and completed and put into service for our disabled students. (Evidence5.4)

Learning resources

Maturity Level: In order to sustain the educational activities of the institution, appropriate quality and quantity of learning resources are provided by taking into account the balance between units. However, the results of the use of these resources are not monitored.

Evidence

- B.5.1. EVIDENCE.pdf

Social, cultural, sports activities

Maturity Level: Social, cultural and sports activities of appropriate quantity and quality are managed institutionally in all units of the institution (support is provided for their implementation, administrative organization is in place, etc.). The findings obtained from all these practices are systematically monitored and the monitoring results are evaluated together with the stakeholders, precautions are taken and resources are diversified in line with the needs/demands.

Evidence

- [B.5.2. EVIDENCE(STUDY MEETING ACTIVITIES).pdf](#)
- [B.5.2. EVIDENCE.pdf](#)

Facilities and infrastructures (dining hall, dormitory, technologically equipped work areas, medico, etc.)

Maturity Level: Physical resources and spaces are managed holistically to provide facilities and infrastructure of appropriate quality and quantity in all units of the institution. The results of the use of all facilities and infrastructures are systematically monitored and the monitoring results are evaluated with stakeholders, precautions are taken and resources are diversified in line with needs/demands.

Evidence

- [B.5.3. EVIDENCE.pdf](#)

Barrier-free university

Maturity Level: The findings obtained from the barrier-free university application provided in all units in the institution are systematically monitored and the monitoring results are evaluated together with the stakeholders and precautions are taken.

Evidence

- [B.5.4. EVIDENCE (BARRIER-FREE CAMPUS ACTIVITIES).pdf B.5.4. EVIDENCE.pdf](#)

Guidance, psychological counseling and career services

Maturity Level: The institution has a plan to provide guidance, psychological counseling and career services of appropriate quality and quantity. However, there are no practices in line with these plans or they do not cover all areas.

Evidence

- [B.5.5. EVIDENCE.pdf](#)

6. Monitoring and Updating Programs

Continuous updating of the programs within the scope of TYYÇ is ensured through activities such as harmonization policy with Erasmus+, Mevlana and Farabi programs, diploma supplement, information meetings for students. These responsibilities are meticulously carried out in the committees established in all programs.

through meetings, workshops and symposiums held with external stakeholders .

In accredited programs, program review activities are carried out as a result of evaluations made by program coordinators and other committees established within the program for this purpose. Necessary measures are taken to overcome the deficiencies, weaknesses, concerns and observations determined by the evaluators.

Internal and external stakeholder opinions are taken into account with the help of new graduate, old graduate and employer/manager surveys, and monitoring and updating are provided with the decisions taken by the education committees in line with the determined update suggestions.

The results of the surveys of new graduates, old graduates and employers/managers are evaluated by our academicians who have professional qualifications in their fields and the program is updated based on the appropriate demands of the stakeholders . This application is concluded with the written board decisions of the unit decision-making bodies.

Our university monitors whether the programs achieve their educational objectives and meet the needs of students and society based on the success rates of our graduates in national and professional exams, employment rates, workplace successes and promotions. This practice has not yet been extended to all units of the university, and a comprehensive measurement and evaluation is not carried out as in accredited units. In order to extend the practice, we have an Alumni Information System. https://obs.firat.edu.tr/oibs/kariyer/

Monitoring and updating program outcomes (also includes language education programs in preparatory schools)

Maturity Level: Mechanisms for monitoring and updating program outcomes (process and performance indicators) have been established, but no implementation exists or does not cover all programs.

Evidence

- B.6.1. EVIDENCE (Decision).pdf
- B.6.1. EVIDENCE (Stakeholder Meeting minutes).pdf
- B.6.1. EVIDENCE.pdf

Alumni tracking system

Maturity Level: There are applications covering all programs regarding the graduate tracking system and some results have been obtained from them. However, the evaluation of these results and their use in decision making have not been carried out.

Evidence

- B.6.2. EVIDENCE.pdf

C. RESEARCH AND DEVELOPMENT

1. Research Strategy

Fırat University has announced its institutional policy regarding R&D in its 2019-2023 strategic plan (http://strateji.db.firat.edu.tr/sites/strateji.db.firat.edu.tr/files/stratejik%20plan%20Revizy on.pdf). In addition, the institution's R&D strategy document was prepared in 2019. In the F.Ü. strategic plan, the institution's mission regarding R&D is stated as "To contribute to the development of our country by producing science, art and technology at national and international levels." Again, the institution's vision in the strategic plan is stated as "To be a respected research university

that leads change and development in the fields of education, research, technology and community service, and produces competitive and result-oriented national and international projects."

In the 2019-2023 strategic plan of Fırat University, it was determined as "Goal-2: Developing Scientific Research Activities". Within this scope, increasing the science/art studies carried out by our University academicians, increasing the externally funded projects carried out at our University, supporting scientific activities in national priority areas and developing cluster studies, strengthening research activities/infrastructure, developing company, project, intellectual industrial and property rights studies within Fırat Teknokent and Fırat TTO were stated as targets.

Within the scope of research activities in education-training programs, graduation project exhibitions in sub-units of our university, supports received through TÜBİTAK graduation project support program, studies to develop professional practice and research skills and abilities of undergraduate students in projects such as BAP, 1001, 1002, various educational seminars and meetings were organized. There is a Central Laboratory for research activities in our university and it continued to provide service in 2019. In addition, research and development activities are carried out by academicians within Fırat Teknokent. Laboratories of departments in science, engineering and health related fields are actively used for research activities. In addition to individual studies in departments, laboratory studies of postgraduate theses are carried out. As of the end of 2019, 3234 postgraduate students continue their education at Fırat University and laboratory infrastructures are used in approximately 70% of these theses.

In our institution, KİDR research performance indicators are based on our university's strategic plan.

Scientific Research Projects Coordination Unit, Library and Documentation Department, All Institutes, All R&D centers, Central Laboratory units analyze them. R&D activities and outputs are regularly monitored at our university, and Incites database has been subscribed to in 2019 for more detailed analysis. Each project submitted to TÜBİTAK programs is recorded by the Project Coordination and Consultancy Office and analyzed regularly every year. Accepted projects are monitored within the Strategy Department. Since the Entrepreneurial and Innovative University Index, YÖK Report Card, KİDR, TÜİK data are collected every year and shared with the relevant institutions, R&D and data are also monitored regularly. In this context, the ÜYBS program, which is organized by the Quality Commission and designed by YÖKAK and provided to our universities, which the Information Processing Department is currently working on, will provide great convenience in measuring and evaluating performance indicators.

R&D activities and outputs at our university are regularly monitored under the supervision of the relevant vice rector, and in order to conduct more detailed analyses, the Incites database was subscribed to in 2019. Each project submitted to TUBITAK programs is recorded by the Project Coordination and Consultancy Office and analyzed regularly every year. Accepted projects
It is monitored within the Strategy Department. Since the Entrepreneurial and Innovative University Index, YÖK Report Card, KİDR, TÜİK data are collected every year and shared with the relevant institutions, R&D and data are also monitored regularly.

With the idea of increasing the quality as well as the quantity in R&D projects, our university's Appointment and Promotion Regulation was changed in 2018 and was implemented in 2019. In accordance with this regulation, academicians were provided with higher scores in case of publications in journals with high impact factors within the scope

of SCI and SCI-E, and it became mandatory to bring in external projects. In addition, academicians' academic studies were rewarded with FÜBAP performance projects, and the quality of postgraduate studies was increased with the best thesis awards of the Institute of Science. In order to increase the externally funded projects of our academicians, the practice of presenting postgraduate projects to institutions that provide funding outside the institution was continued.

As in previous periods, 3 TÜBİTAK-supported project trainings were carried out in our university in 2019 with the participation of internal and external stakeholders. In addition, consultancy and training services were provided to various public and private sector organizations through the Technology Transfer Office. Trainings for farmers in our region continued by our university's Agriculture and Livestock Research and Application Center (TAHAM). R&D studies were also carried out within the scope of social contribution processes. A training course for the use of experimental animals, which was necessary for some researchers, was organized. R&D activities are carried out in cooperation with our academicians and various institutions and organizations. In addition, Fırat University continued its R&D cooperation with public institutions/organizations and the private sector in 2019, and projects continue to be carried out in cooperation with various institutions such as TÜBİTAK and KOSGEB, as well as the Presidency of Defense Industries, Elazığ Provincial Directorate of Agriculture and Livestock, Elazığ Fisheries Research Institute, Elazığ Municipality, and the Development Agency. With the support of the Presidency of Defense Industries, the "Big Data and Artificial Intelligence Laboratory" was established at our university and continues its activities (http://www.firat.edu.tr/tr/haberler/firat-universitesinde-buyuk-veri-ve-yapayzeka-laboratuvari-acildi). In 2019, 23 research projects were started with the support of TÜBİTAK.

Our institution's goals have been determined to contribute to local/regional/national development and are specified in the 2019-2023 strategic plan. TÜBİTAK-supported project studies prepared to produce high value-added products with advanced technology have continued within the institution and projects have started to be carried out within the scope of SAYP (http://www.firat.edu.tr/tr/haberler/aselsanile-firat-universitesi-arasinda-sayp-kapsamindaki-isbirligi-gelisiyor). In 2019, there was an increase in the number of publications and citations compared to the previous year. Cluster studies for priority areas have yielded their results, and academicians participated in various competitions with the participation of students. In 2019, they won the First Place in Turkey in the Environment and Energy category in Tekno-Fest competitions, the Third Place in Turkey in the Model Satellite competition, and the Fifth Place in the Fighting UAV competition. 2019 YÖK Outstanding Achievement Award in the Contribution to Local Development category, "TRB1 Region's Responsibility to Climate Change
The project "Local Development Dynamism in Adaptation" was given to our university in the field of health.
The TÜBA award was given to our faculty member. According to the list announced by the Presidency Digital Transformation Office, Fırat University ranked 9th in the list of universities that conducted the most research on Artificial Intelligence in Turkey with 238 academic studies.
(http://www.firat.edu.tr/tr/haberler/firat-universitesi-basariya-doymuyor). Our Rector participated in the "Regional Development Focused Mission Differentiation and Specialization Project" meeting in 2019 and worked towards regional development goals.

In 2019, within the scope of local development target activities, a training program was organized and certificates were given to 19 trainees who participated in the 7-month R&D Training Program coordinated by our university and İş Kur Provincial Directorate. In 2019,

Fırat Teknokent organized trainings for children within the scope of the technology base summer school for local development targets. In 2019, the 5th software and technology market program was organized in cooperation with Fırat Teknokent and the engineering faculty dean's office of our university. In 2019, a cooperation protocol was signed between Fırat University and ETSO regarding industry-focused postgraduate theses.

The institution's research policy, objectives and strategy

Maturity Level: Applications related to the research policy, strategy and objectives adopted by all units in the institution are systematically monitored and measures covering all areas and programs are taken according to the monitoring results.

Evidence•

proof 1.docx

Management and organizational structure of research and development processes

Maturity Level: The results and stakeholder opinions related to the management of research and development processes in the institution are systematically monitored and evaluated together with the stakeholders and measures are taken.

Evidence•

proof 2.docx

Relation of research to local/regional/national development goals

Maturity Level: Research outputs in the institution are monitored systematically in relation to local, regional and national development goals and in line with the institution's internal quality assurance system, and measures are taken by evaluating the monitoring results together with stakeholders.

Evidence•

proof 3.docx

2. Research Sources

In 2019, in order to increase the capacity and infrastructure of the R&D activities ongoing within Fırat University, funds such as in-house (FÜBAP) and external (TÜBİTAK) were utilized. Currently, 33,344 m2 area is used for laboratory studies. In order to increase the quality of the laboratory services provided, accreditation studies have been initiated and the Quality Management Certificate has been obtained for the Faculty of Engineering Civil Engineering Building Materials Laboratory. In addition, these targets are also specified in the 2019-2023 strategic plan and are stated as "PG-4.2.1: Number of accredited laboratories". In 2019, 256 projects were supported by FÜBAP and 11,930,833.78 TL of funds were transferred to these projects. As of the beginning of 2020, 388 projects supported

by FÜBAP are ongoing and the total budget of these projects is 17,353,900.96 TL. When the distribution of FÜBAP projects is examined, it is seen that the applications of all units of our university, especially the Faculty of Medicine, Engineering and Science, are supported (http://bap.firat.edu.tr/index.php?act=guest&act2=istatistikler&page=2&). In 2019, 3,087,416.76 TL of TUBITAK funds were used in our university.

existing facilities and additional support provided, Fırat University Shanghai in 2019

In the 2019 Academic Ranking of World Universities published by Ranking Consultancy (ARWU) was listed with 11 Turkish universities. It also ranked 709th in the world in the Scimago Publication Index and 440th best university in the world in the field of engineering in the "Best Global Universities-2019" study conducted by US News.

When the use of BAP resources in 2019 is examined, it is seen that projects in 10 different fields (Individual, Medical Specialization, Master's Thesis Research, Doctoral Thesis Research, Infrastructure, Initial R&D, Performance, Infrastructure Support, Specialization in Dentistry, Comprehensive Infrastructure) were supported (http://bap.firat.edu.tr/index.php?act=guest&act2=istatistikler&page=2&). The most Master's Thesis Research projects (112) were supported by FÜBAP in 2019 and a budget of 1,509,203.50 TL was allocated for these projects. In 2019, the projects presented by academicians of the Faculty of Medicine (71) and the Faculty of Engineering (57) were supported the most.

When the performance projects in force for the purpose of rewarding academics were evaluated, 27 projects were supported in 2019 and a budget of 373,604.31 TL was transferred.

Fırat University, especially TÜBİTAK, Defense Industry Presidency, Elazığ Agriculture and Provincial Directorate of Livestock, Elazığ Fisheries Research Institute, Elazığ Municipality, KOSGEB,

It carries out projects in cooperation with various institutions such as DAP and Development Agency. Academic companies established within Fırat Teknokent also receive funds from various institutions in a similar manner. In 2019, 3,087,416.76 TL from TÜBİTAK funds were used in our university. In 2019, 5 1001, 1 international, 17 1002 R&D projects supported by TÜBİTAK were started. Projects have started within the scope of SAYP and studies are ongoing ((http://www.firat.edu.tr/tr/haberler/aselsan-ile-firat-universitesi-arasinda-sayp-kapsamindakiisbirligi-gelisiyor) . EU projects also continue and approximately 100,000 euros were transferred to our university in 2019 within this scope.

In order to increase R&D projects at our university, 27 project consultancy services and 20 training services were provided to private sector and public institutions within the scope of University-Industry Cooperation (UIC) within Fırat Teknokent in 2019 through Fırat TTO. In 2019, 45 invention notifications were made to Fırat TTO, 17 applications were made to the Turkish Patent Office, 2 International Patent Applications, and 3 Patent Information Meetings were held. In 2019, more than 20 trainings were provided to academicians and company employees through Fırat TTO. Fırat Software and Technology Project Market was held on May 16, 2019, and 5 fairs were attended. In addition, 54 business ideas were evaluated by Fırat TTO and training was provided to the relevant personnel. 3 project writing and execution trainings were organized under the coordination of Project Coordination and Consultancy Office, and approximately 100 academicians attended these trainings.

Doctoral education is provided in 125 different programs in 4 different institutes (Institutes of Science, Social Sciences, Education and Health Sciences) within Fırat University. In

2019, 211 doctoral students (112 in the Institute of Science, 33 in the Institute of Health Sciences, 47 in the Institute of Social Sciences and 19 in the Institute of Education Sciences) registered for doctoral education in the institutes and 83 doctoral students (42 in the Institute of Science, 10 in the Institute of Health Sciences, 18 in the Institute of Social Sciences and 13 in the Institute of Education Sciences) graduated.

Research resources: physical, technical, financial

Maturity Level: Research resources in the institution are managed to support priority research areas and **Maturity Level:** Research resources in the institution are managed to support priority research areas and to cover all units/areas. Findings obtained from all these applications are systematically monitored and monitoring results are evaluated with stakeholders, precautions are taken and resources are diversified in line with needs/demands.

Evidence•

proof 4.docx

Internal university resources (BAP)

Maturity Level: Internal university resources covering all units of the institution are managed sustainably and in line with institutional objectives (research policy, goals, strategy); the institution has many unique and innovative practices in this context, and some of these practices are taken as examples by other institutions.

Evidence•

proof 5.docx

Orientation to non-university resources (Support units, methods)

Maturity Level: In order to continue research and development activities in line with institutional goals, findings obtained from applications that support the use of non-university resources are systematically monitored and the monitoring results are evaluated together with stakeholders and measures are taken.

Doctoral programs (graduate numbers, trends) and post-doc opportunities

Maturity Level: The outputs of doctoral and post-doc programs that are compatible with and support the research policy, goals and strategies of the institution are regularly monitored and the monitoring results are evaluated together with the stakeholders and measures are taken.

3. Research Competence

With the Directive on Promotion and Appointment of Academic Staff at Fırat University, which has been implemented since 2018, increases have been observed in the quality improvement indicators in line with the research and development targets of our institution. For example, the scientific publication score indicator, which was 0.99 in 2018, increased

to 1.16 in 2019 (Indicator 4.1.3). There is also an increase in the number of externally supported projects carried out per academic staff member compared to 2018 (Indicators 4.1.5, 4.1.6). Mandatory conditions such as impact factor (A2.1 and A2.2) and projects (C3) included in the scoring of appointment criteria are considered among the main reasons for the improvements in these indicators.

The projects supported by TÜBİTAK to develop research competence in our institution continued in 2019. With these trainings, an increase was observed in the number of externally supported projects as can be seen in Indicator 4.1.5. It can be said that the educational gains are reflected positively in the indicators.

Within the scope of stakeholder participation activities, studies have been carried out by Fırat Teknokent to develop research competence. Within the framework of BAP, privileged project supports based on performance have been provided to increase the competence of academics and to create a competitive environment in this regard.

It is planned that the studies to be carried out within the scope of KÜSİ and GİSEP will be evaluated with privilege in both BAP project supports and Appointment Criteria, and that academicians will increase their competencies in this direction. A conference on entrepreneurship was held with KOSGEB in 2019. A conference on Entrepreneurship Stories was organized by our university's business and innovation student community.

In our institution, as in all activities, it is extremely important to obtain the opinions of all our stakeholders in the management arrangements of research and development studies. For example, when forming the appointment principles for the recruitment or promotion of academic staff, draft texts were announced on our university website and the requests of all our academic staff were evaluated by the education commission. The plans prepared by academic staff for R&D activities in national priority areas are taken into consideration and the necessary support is provided by all relevant sub-units, especially BAP.

studies such as graduation project exhibition, industry-focused project support, big data and artificial intelligence laboratory can be counted among our unique approaches and applications.

Our university subscribes to a total of 29 databases that can be used for research purposes, such as WOS, WİLEY, SPRİNGER, ACS, EBSCO, İNCİTES. In our institution, incites trainings and researcher identity creation studies in international environments are intensively carried out. Thus, on the one hand, the measurement and evaluation of the publication activities of our academic staff and on the other hand, the increase in international recognition are aimed. In this context, with the training seminars and other studies carried out, almost all of our academic staff have been enabled to define a wos-based researcher-id and keep their online accounts up to date.

Studies continue at the "Big Data and Artificial Intelligence Laboratory" established with the support of the Presidency of Defense Industries within the scope of joint research at our university .
(http://www.firat.edu.tr/tr/haberler/firat-universitesinde-buyuk-veri-ve-yapay-zeka-laboratuvariacildi). Activities carried out with artificial intelligence and SAYP are also joint researches. A prototyping workshop was opened within the framework of joint researches with Fırat Development Agency (http: //www.firat.edu.tr/tr/etkinlikler/fab-firat-prototipleme-atolyesi-acilisi). In partnership with TAI
at our university A project prepared was supported by KOSGEB
(http://www.firat.edu.tr/tr/haberler/firat-universitesi-tai-isbirliginde-insansiz-hava-araci-uretildi).

In summary, our institution carries out and/or continues to carry out joint projects in cooperation with many institutions and organizations such as ASELSAN, HAVELSAN, KOSGEB, Ministry of Industry, Teknokent, Elazığ Municipality, Fırat Development Agency, TAI.

Research competence of faculty members and development of research competence

Maturity Level: In the institution, practices aimed at evaluating and developing the research competence of faculty members are regularly monitored and the monitoring results are evaluated together with the stakeholders and measures are taken.

Evidence●

proof 7.docx

National and international joint programs and joint research units

Maturity Level: Multiple research activities and practices, such as national and international intra-institutional and inter-institutional joint programs, joint research units, participation in research networks and establishing collaborations, are regularly monitored in the institution, and monitoring results are evaluated together with stakeholders and measures are taken.

Evidence●

proof 8.docx

4. Research Performance

4. Research Performance

In order to track the international publication performance of our institution's academics, the Incites program was purchased in 2019, and the performance of academic units was started to be tracked by an expert working in the Library Department. In addition, company officials gave seminars to unit managers and explained how to use the program in practice so that the units could conduct their own internal evaluations.

In order to determine the R&D project performances of academicians, external project application records are kept by the Project Coordination and Consultancy Office. These records are reported to the senior management annually and the general application status of the university and the project application performances of the units are evaluated. The records of externally sourced projects accepted within the Strategy Development Department are kept and project acceptance performances are determined periodically. Records related to university-industry cooperation projects are kept by Fırat TTO within Fırat Teknokent. ÜSİ project performance is monitored with annual reports prepared by Fırat TTO.

In accordance with the Directive on Intellectual and Industrial Property Rights prepared in 2018, academics' patent and utility product applications began to be evaluated in 2019. The records of these outputs are also kept by Fırat TTO, and in 2019, 28 national patent proposals were evaluated and 21 of them were approved as service inventions. In addition,

3 international patent proposals were evaluated and 1 of them was approved as service inventions. In order to reward academics' R&D performance, 27 FÜBAP Performance Projects were supported in 2019 and a budget of 373,604.31 TL was transferred. In addition, as in 2018, the best postgraduate theses were evaluated by the Institute of Science and Technology in 2019 and the winners were rewarded.

Fırat University was listed with 11 Turkish universities in the 2019 Academic Ranking of World Universities (ARWU) published by Shanghai Ranking Consultancy in 2019.

In addition, it is ranked 709th in the world in the Scimago Publication index, and 440th best university in the world in the field of engineering in the study titled "Best Global Universities-2019" conducted by US News. According to 2019-2020 URAP data, our university is ranked 1168th in the world and 18-22nd in Turkey. It is ranked 14th in the ranking of universities with a medical school.

Instructor performance evaluation

Maturity Level: In order to monitor and evaluate the research and development performance of faculty members, practices covering all areas are regularly monitored and the monitoring results are evaluated together with the stakeholders and measures are taken.

Evaluation of research performance and improvement based on results

Maturity Level: The research performance of all units in the institution is monitored and evaluated and used in decision-making (performance-based incentive-recognition mechanisms, etc.). Applications related to this are regularly monitored and monitoring results are evaluated with stakeholders and precautions are taken.

Research budget performance

Maturity Level: The research budget performance of all units in the institution is monitored and evaluated and used in decision-making (budget distribution, etc.). Applications related to this are regularly monitored and monitoring results are evaluated with stakeholders and precautions are taken.

Evidence•

proof 9.docx

• best thesis award.pdf

D. SOCIAL CONTRIBUTION

1. Social Contribution Strategy

Fırat University contributes to the qualified personnel needs of the region and our country with approximately 39,097 associate degree/undergraduate students and 4,913 master's and doctoral students. High value-added, priority products are produced by the companies located in Fırat Teknokent.

Our university provides regional and national consultancy services in various fields with its competent academic staff. Scientific studies in the field of social sciences (Harput Excavations, tourism, etc.) provide social benefits in various fields.

Our university's Social Contribution Policy has been prepared and added to our university's quality web page. In our university's 2019-2023 Strategic Plan, Goal 3 has been determined as "Developing Services for the Society". In this context, the targets; For this purpose; Increasing educational, cultural, artistic and sports activities for the society, establishing new units and infrastructures for health services, increasing the quality of service in the University Hospital, increasing the total capacity and patient satisfaction in the University Hospital, improving Veterinary Services and
The development of animal husbandry research has been determined as the target. In addition, our university contributes to the society with education, R&D, university-industry cooperation.

There are many units in our university that provide social contributions, Fırat University Hospital and Dentistry Faculty Hospital have their own management structure. In addition, the procedures related to the activities carried out within the SKS are determined by the SKS Department. The activities carried out in research and application centers have their own management structure in a similar way. In addition, various activities that contribute to society are carried out under the coordination of faculties and departments.

Social contribution policy, objectives and strategy

Maturity Level: Applications related to the social contribution policy, goals and strategy adopted by all units in the institution are systematically monitored and measures covering all areas and programs are taken according to the monitoring results.

Evidence

- 2019 Events (January-December 2019).docx
- Strategic Plan Internet Address.pdf
- strategic plan Revision (1).pdf

Management and organizational structure of social contribution processes

Maturity Level: The results and stakeholder opinions related to the management of social contribution processes in the institution are monitored systematically and in line with the institution's internal quality assurance system, and measures are taken by evaluating them together with the stakeholders.

2. Social Contribution Resources

Fırat University Hospital is a hospital that serves not only our province but also the region, and the number of patients examined in the polyclinics in 2019 was 1,116,793. In addition, the Faculty of Dentistry Hospital had 54,377 patient entries to the polyclinic in 2019. The construction of the buildings belonging to the Faculty of Dentistry and Hospital was included in the 2019-2023 strategic plan, the initial allocation was received, and it is planned to be completed in this strategic plan period. Student groups established within the SKS carry out their activities using the physical spaces and vehicles belonging to our university. The financial resources of the activities carried out within the scope of social

contribution to students at our university are covered by the SKS budget. The usage permits of almost all areas where our university's social activities are held (AKM, other conference halls, indoor sports halls, etc.) are also organized by the SKS Department. Fırat Teknokent, Fırat TTO, Project Coordination and Consultancy Office, FÜBAP have sufficient physical space . Fırat University Animal Hospital continues its activities and its infrastructure is planned to be developed in the 2019-2023 strategic plan period.

Resources

Maturity Level: The physical, technical and financial resources in the institution are managed in a way that supports social contribution activities and covers all units. The findings obtained from all these applications are systematically monitored and the monitoring results are evaluated with the stakeholders, precautions are taken and resources are diversified in line with the needs/demands.

3. Social Contribution Performance

Within the scope of the 2019-2023 strategic plan, a total of 22 performance indicators have been determined in order to achieve 5 different targets determined for Objective 3, and the progress in performance indicators is periodically monitored by collecting data from the relevant units. Similar performance indicators have been defined for other purposes of our university that provide services to the society, and they are monitored regularly.

"school social service" was organized by our University's Social Service Interaction Student Community in 2019 (http://www.firat.edu.tr/tr/etkinlikler/okul-sosyalhizmeti).

A July 15 exhibition was organized at our university in 2019 as part of social responsibility projects . http://www.firat.edu.tr/tr/haberler/firat-universitesinde-15-temmuz-temali-fotografresim-sergisi-ve-sehitler-yolu-yuruyus-parkurunun-acilisi-yapildi-1 The construction of the Murat Mosque on   our university's   rectorate campus is nearing completion.

The 5,000-person capacity modern indoor sports hall, which was brought to our university, hosts various sports competitions held in Elazığ as well as university competitions. TUBITAK 13th Secondary School Students Research Projects hosted by our university of the competition was held at the Fırat University Multi-Purpose Indoor Sports Hall. y a p I l d I . http://www.firat.edu.tr/tr/haberl er/tubitak-13-ortaokul-ogrencileri-arastirma-projeleriyarismasi-odul-toreni-yapildi

Fırat University Football Team has advanced to the Spor Toto Regional Amateur League (Honey League). Built on an area of 900 square meters, Fırat University nursery and day care center serves the children of our academic and administrative staff.

Our university organizes summer sports courses (football, tennis, basketball, archery, taekwondo, etc.) for children between the ages of 8-13 by the SKS unit. These activities continued in 2019.

Under the leadership of our Rector, sapling planting and encouragement activities were carried out.

http://www.firat.edu.tr/tr/haberler/firat-universitesi-rektoru-prof-dr-demirdag-milli-agaclandirmagununde-fidan-dikti

Our Rectorate organizes holiday ceremonies that enable our academic and administrative staff to socialize during the holidays.

http://www.firat.edu.tr/tr/haberler/firat-universitesi-rektoru-prof-dr-kutbeddin-demirdag-akademikve-idari-personel-ile-bayramlasti-2

Our rector, administrators and faculty members in their fields also carry out activities to inform the society through various channels in the local and national press.

https://kanal23.com/haber/elazig/rektor-demirdag-tweet-atan-ogrenciyle-yemek-yedi-wHH1RFf7 http://muh.firat.edu.tr/tr/node/351 http://www .firat.edu.tr/tr/haberl The-guest-of-er/kyk-gonul-chats-was-rector-prof-dr-kutbeddindemirdag

Hot soup is served to students preparing for final exams in our library.

Artistic activities such as painting exhibitions and concerts have also been held at our university (http://www.firat.edu.tr/tr/etkinlikler/piyano-esliginde-eserler-2).

http://www.firat.edu.tr/tr/haberler/firat-unive rsitesi-tayım-prof-dr-fuat-sezgin-yili-anma-sergisiacildi

Many training activities have been organized for the farmers of our region with our TAHAM unit.

There has been an increase of approximately 17% in the number of polyclinics in our university hospital compared to the previous year. The hematology-oncology clinic, obesity clinic, and palliative care clinic are the main clinics that have been opened. In 2019, better parking services are provided to our people with the multi-storey car park system built in our hospital. Renovation works have been carried out in the gynecology clinic and cardiology intensive care units. Increases have also been observed in the number of inpatients and surgeries within the scope of the services provided in our hospital.

The number of polyclinics in dentistry was also increased in 2019.

Monitoring and improving social contribution performance

Maturity Level: The social contribution performance of all units in the institution is monitored and evaluated and used in decision-making. Applications related to this are regularly monitored and the monitoring results are evaluated with stakeholders and precautions are taken.

E. MANAGEMENT SYSTEM

1. Structure of Management and Administrative Units

The management and organization of Fırat University are determined according to the provisions of law no. 2547.

The structure of our university's management and administrative units was established in accordance with the Higher Education Law No. 2547, the Higher Education Personnel Law No. 2914, the Civil Servants Law No. 657, and the Law on the Establishment and Duties of Ministries No. 3046.

The governing bodies of the university are the University Senate and the University Board of Directors, and the head of the administration is the Rector. The distribution of duties of

the upper management in our university has been determined, and the distribution of duties of the vice rectors has been determined.

a managerial and administrative structure in terms of quality and quantity that will ensure and secure the achievement of the institution's strategic goals . The strategic plan and Internal Control and Quality studies are taken seriously by the senior management. The institution's Internal Control Action Plan studies were completed in 2019. In our institution, the Action Plan is checked at least once a year in accordance with the relevant legislation, and the necessary arrangements are made and monitored and evaluated. For an effective Internal Control, job descriptions and workflow diagrams have been prepared, and sensitive tasks and risky areas have been determined . Signature authorities and delegation of authority directives have been prepared.

Fırat University creates its education, training, research and all kinds of scientific processes by including all stakeholders (students, academicians, administrative staff and the city) as much as possible by using methods such as surveys, search meetings, workshops, seminars etc. Administrative and support processes are carried out by keeping the awareness of institutional belonging in the foreground, by holding in-house meetings, trainings and face-to-face meetings, insisting on finding the truth and developing institutional peace.

Management model and administrative structure

Maturity Level: Findings obtained from the management model and administrative structure covering all units and areas in the institution and related practices are systematically monitored, the opinions of the stakeholders are received, and the monitoring results are evaluated together with the stakeholders, precautions are taken and updates are made in line with the needs/demands.

Process management

Maturity Level: The results of the processes managed in a way that covers all units and areas in the institution are systematically monitored with performance indicators, the opinions of the stakeholders are received, the monitoring results are evaluated together with the stakeholders, precautions are taken and updates are made in line with the needs/demands.

2. Management of Resources

our university's mission , vision, principles and policies, personnel, financial, movable and immovable resources are planned. The principles of being effective, economical and efficient in the management of resources are followed, and resources are managed in a transparent and accountable manner.

Our university has a human resources management that will play an active role in achieving its goals. Personnel are provided within the framework of relevant legislation, and merit and justice are observed in personnel provision. Our university follows a merit-based human resources management that adopts the understanding of serving people, our most important resource, and positions employee satisfaction at the highest level in order to encourage all employees to experience the institutional culture that reflects qualified human power, innovative, flexible and multi-dimensional perspective. Legal regulations are followed regarding issues such as personnel employment, appointment to higher

positions and personal rights, and studies such as education, making work areas suitable, motivation training, and discounted use of social facilities are carried out.

Our University has a human resources management that will play an active role in achieving its goals. Personnel are provided within the framework of relevant legislation, and merit and justice are taken into consideration in personnel provision. Relocation, promotion to higher positions and appointment procedures are evaluated within the framework of the Regulation on Promotion and Title Change of Higher Education Institutions and Higher Education Institutions Personnel and are announced on our University's website.

Within the scope of Internal Control studies, the job descriptions of the personnel working in administrative and support units have been partially defined. The qualifications sought within the scope of the job descriptions and the principles stipulated by the legislation are included. Efforts are being made to bring in suitable people for the job with our current personnel.

In our institution, in-service training, courses, seminars, lifelong support trainings (communication language, body language, public relations, basic computer usage, trainer training, etc.) are organized for the personnel providing administrative and support services to gain the skills required for their jobs and to develop these skills over time. The personnel who come with the exams and trainings whose fields of work, duties and responsibilities are determined by the legislation are assigned to the fields where their training is appropriate, and the other personnel are assigned to the fields where they are needed as a result of the analyses. Necessary legislation and compliance trainings are organized within the scope of the In-Service Training Regulation prepared regarding the training, merit and compliance process of the personnel.

Our institution's Occupational Health and Safety Committee has been determined, and occupational health and safety training programs are routinely organized by experts to ensure the occupational safety of all our administrative and support personnel in the places where they work.

In our university, according to the Public Financial Management Law No. 5018, the budget is prepared for three years within the scope of "Special Budget Administrations" in the Schedule II of the Central Administration Budget. All income and expenses of our units are included in the budget, and the chief executive of each spending unit to which an allocation is allocated in the budget is the spending authority. While implementing the spending instructions in order to realize the strategic plans at the highest level, spending authorities are responsible for the effective, economical and efficient use of the allocations in accordance with the budget principles and fundamentals, laws, statutes and regulations and other legislation.

In the use of financial resources in our university budget, the needs within the scope of the budget, which is previously created in line with the demands of the units, are met according to the criteria of appropriateness, suitability and priority . For this reason, the required allocation is recorded as an allocation to the relevant unit and used by the responsible spending authority. As stated in the Strategic Plan, our university has adopted a transparent and accountable management model. In this direction, during the control, accounting and reporting phase of the transactions carried out;

- E-budget, BKMYBS (Integrated Public Financial Management Information System),
- MYS, Say2000i
- Scientific Research Tracking Program and TUBITAK (TTS) Tracking System
- EKAP (Electronic Public Procurement Platform)
- KBS (Public Expenditure and Accounting Information System)
- HYS (Expenditure Management System)
- TKYS (Movable Registration and
- Management System) Electronic Travel

Allowance Notification

e -PAYRRO (Public Electronic Payroll System)

systems are used. All information and reports submitted to the Ministry of Finance through these systems are backed up by the Ministry.

Existing movables are recorded and distributed effectively in accordance with the Movable Property Regulation. New movables to be procured are determined according to needs and the highest quality is procured at the most affordable price in accordance with the relevant articles of the Public Procurement Law No. 4734. Movables that have completed their economic life or have not completed their economic life but are no longer usable for the purposes for which they were purchased due to technical and physical reasons or are deemed unserviceable due to repairable or uneconomical malfunctions are sent to the relevant public or private sector institutions for recycling. All movables are recorded in a computer environment with the Movable Registration Management System provided by the Ministry of Finance. Information on this subject is reported to the relevant main units and delivered to the sub-units from which purchases are made.

Information on movable and immovable properties is included in the reports of the relevant year.

Our university has a human resources management that will play an active role in achieving its goals. Personnel are provided within the framework of relevant legislation, and merit and justice are observed in personnel provision. Our university follows a merit-based human resources management that adopts the understanding of serving people, our most important resource, and positions employee satisfaction at the highest level in order to encourage all employees to experience the institutional culture that reflects qualified human power, innovative, flexible and multi-dimensional perspective. Legal regulations are followed regarding issues such as personnel employment, appointment to higher positions and personal rights, and studies such as education, making work areas suitable, motivation training, and discounted use of social facilities are carried out.

Within the scope of Internal Control studies, the job descriptions of the personnel working in administrative and support units have been partially defined. The qualifications sought within the scope of the job descriptions and the principles stipulated by the legislation are included. Efforts are being made to bring in suitable people for the job with our current personnel.

In our institution, in-service training, courses, seminars, lifelong support trainings (communication language, body language, public relations, basic computer usage, trainer training, etc.) are organized for the personnel providing administrative and support services to gain the skills required for their jobs and to develop these skills over time. The personnel who come with the exams and trainings whose fields of work, duties and responsibilities are determined by the legislation are assigned to the fields where their training is

appropriate, and the other personnel are assigned to the fields where they are needed as a result of the analyses. Necessary legislation and compliance trainings are organized within the scope of the In-Service Training Regulation prepared regarding the training, merit and compliance process of the personnel.

Our institution's Occupational Health and Safety Committee has been determined, and occupational health and safety training programs are routinely organized by experts to ensure the occupational safety of all our administrative and support personnel in the places where they work.

Human resources management

Maturity Level: The results of human resources management practices covering all units in the institution are systematically monitored, stakeholder opinions are received, and the monitoring results are evaluated together with the stakeholders and measures are taken.

Management of financial resources

Maturity Level: The results of financial resource management practices carried out in a way that covers all areas in the institution are systematically monitored, stakeholder opinions are received, and monitoring results are evaluated together with stakeholders and measures are taken.

3. Information Management System

a system that updates the constantly increasing information capacity, defines and analyzes the accessible and necessary information and the processes required to reach them, and ensures that these are shared with our internal and external stakeholders .

There are different Information Management Systems actively used in our university for different types of activities and transactions.

- **Student Information System:** It is a software automation that manages all processes related to education (undergraduate, graduate and doctorate) and keeps all records securely.

- **Electronic Document Management System:** It is a software that ensures that all correspondence in our university is in an electronic environment and stores these records securely. Our university is the first state university among all higher education institutions to fully switch to the system and start using it. In addition, a Registered Electronic Mail address was obtained and EBYS integration was also realized.

- **Personnel Information System:** All personnel, appointment and advancement information regarding all our academic and administrative staff. It is a system that holds and stores information etc.

- **Housing Allocation System:** It is the system that automatically allocates housing by scoring according to the relevant legislation.

- **Academic Information System:** It is a system where our academic staff can enter all kinds of academic information such as publications, projects, courses, academic activities, etc. and share them over the web.

- **Event Calendar:** It is the system where all kinds of events and activities held at our university are announced and recorded for later.

- **Academic Survey System:** It is a system where all our academic staff can prepare any type of survey they want and conduct it over the web for any period of time.

- online to external organizations using **Registered Electronic Mail (KEP)** .

Institutional integrations with the relevant systems such as YÖKSİS and ASAL have been made and regular data transfer is carried out.

With the introduction of the Electronic Document Management System (EBYS) in 2013, administrations can instantly access the necessary documents for the unit. Necessary information and current legislation regarding the services offered by the units are provided on their web pages. Electronic communication opportunities, Digital Announcement Boards and Web-Based Announcement and Event System are available thanks to the e-mail addresses defined for members, students and units . Before the information is published, it goes through the control process of the relevant upper units and is approved by the approval authority. The information produced in our actively used information systems such as EBYS, Student Affairs Automation, Personnel Information System, Academic Information System, Housing Allocation Automation, Academic Survey System, Event Calendar etc. is stored in an electronic environment and access to the information is provided with the authorization of the Central Authentication System (CAS). In addition, the servers of all our information systems are hosted behind a firewall that works actively 7/24, and log records of all transactions are kept.

In the OBS system, which our university uses to manage educational activities, all information about students (personal, demographic, success rates, etc.) can be found and reported. Various surveys and polls are also conducted on the Academic Survey System regarding the satisfaction and demands of our students and other stakeholders.

Our Academic Information System records all information about our academic staff, including research and development, publications, projects, and patents, and shares them on the web. In addition, this information is published collectively in various reports prepared annually.

The Alumni Tracking System has been established and is being developed. In our university's Faculty of Engineering, especially in our departments accredited by MÜDEK, where and what our graduates do is shared on the web page upon their request. In this way, many useful information such as where employment opportunities are concentrated and providing assistance to students who will do internships are created. The implementation of such a study, which takes the Alumni Tracking System as a model, in other units of our university is among our goals in the future.

In the OBS system, which our university uses to manage educational activities, all information about students (personal, demographic, success rates, etc.) can be found and reported. Various surveys and polls are also conducted on the Academic Survey System regarding the satisfaction and demands of our students and other stakeholders.

Our Academic Information System records all information about our academic staff, such as research and development, publications, projects, and patents, and shares it on the web. In addition, this information is collectively published in various reports prepared annually. Similarly, our other electronic document systems provide great convenience and significant contributions in terms of monitoring and evaluating all academic and

administrative assignments, quality correspondence, all activities, and student community activities.

At the end of each year, institutional internal evaluation reports (Annual Work Report) are requested from Academic and Administrative units, and these reports are discussed in authorized boards as university evaluation reports. The annual activity reports prepared are sent to the relevant authorities (Ministry of Finance, Court of Accounts and Higher Education Council).

In addition to the annual Working Reports and the Internal Institutional Evaluation Report (KIDR), the University's Strategic Plan is also prepared every 5 years. FU internal evaluation processes are directed and monitored by the Strategy Development Department.

One of our units that went through the external evaluation process is our Veterinary Faculty and has EAEVE accreditation. Among our other units, MÜDEK accreditation in the Faculty of Engineering and UTEAK accreditation in the Faculty of Medicine have been completed, the accreditation of the Faculty of Engineering for the previous periods has been improved and our Faculty of Medicine, which was accredited for the first time in the region, has become one of the 24 accredited Faculty of Medicine in Turkey.

All servers belonging to our information systems are hosted behind a firewall that is active 24/7, and log records of all transactions are kept. SOME (Cyber Incident Combating Team) has been established in the Information Technology Department to ensure the security of all electronic data within the institution, to develop an action plan against internal and external cyber attack threats, and to respond immediately to cyber attacks.

In order to preserve and maintain institutional memory at our university, all official information and documents are archived and stored electronically. Information and documents can be accessed upon request.

Integrated information management system

Maturity Level: The results of the integrated information management system and its use , which supports all processes in the institution, are systematically monitored, stakeholder opinions are received, and the monitoring results are evaluated together with the stakeholders, precautions are taken, and updates are made in line with the needs/demands.

Information security and reliability

Maturity Level: Practices aimed at ensuring information security and reliability in the institution are systematically monitored and the monitoring results are evaluated together with the stakeholders and measures are taken.

4. Support Services

The quality of the services provided by our University from outside the institution is aimed at ensuring that all our staff and students perform their performance without errors and that the products are received by our University in a timely and correct manner.

The public procurement institution provides assurance of purchasing goods and services of both high quality and affordable prices through fair competition and official tender rules. The suitability, quality and continuity of these services received from outside the institution are secured by signed tender documents and contracts and are inspected by unit officials.

Suitability, quality and continuity of services and goods

Maturity Level: In order to ensure the quality of all services and goods procured from outside, the institution cooperates closely with suppliers, the performance and satisfaction of suppliers are systematically monitored and evaluated together with stakeholders, and necessary measures are taken.

5. Public Information and Accountability

Our university shares information about all its activities, including education-training programs and research-development activities, with the public in a clear, accurate, up-to-date and easily accessible manner . Fırat University shares current data about all of its activities, including education-training, research-development activities , with the public within the framework of the institution's fundamental values of Transparency, Social Responsibility Awareness and Stakeholder Satisfaction, and constantly updates this information. The tools used to share the data with the public:

- Institution's website
- Institution's Social Media Tools

Facebook: Fırat University Rectorate Press and Broadcasting

Directorate Twitter and Instagram: firatresmihesap

- Fırat News Newspaper (Our Communication Faculty's application newspaper)
- The institution's radio (Fırat Radio) and television (Fırat TV)
- Printed and visual publications about the institution
- The Rector's National and Local Television Programs
- Rector's press conferences
- Rector's interviews

The up-to-dateness, accuracy and reliability of the information presented to the public is provided primarily by software that provides integration in correspondence and information circulation between in-house units , and is secured by the sufficient and secure IT infrastructure at our university, as well as by comparing and verifying shared information with data from different units. In addition, regular news and interviews in the written and visual press, as well as feedback from followers via social media (such as FÜ Facebook and Twitter accounts), provide some assurance for open and accurate information sharing.

The institutional culture, management experience and qualified personnel accumulation of our university, which has a history of 50 years, are a great advantage in determining the right administrators, and the manager determination processes are carried out on the basis of career and merit by using up-to-date evaluation systems.

Our university prepares booklets and publications covering periodic evaluations and holds regular meetings with the press and publication organizations. In addition, all activities and

events are regularly shared with the public on the web pages of the units and through the announcement system.

The institution shares the information and document reports that need to be published to ensure accountability and transparency with the public on its website.

Informing the public

Maturity Level: Findings regarding the institution's public information activities are monitored, stakeholder opinions are received, and monitoring results are evaluated with stakeholders and measures are taken.

Accounting methods

Maturity Level: Some results have been obtained from the practices implemented in line with the principles and processes adopted by the institution to be held accountable. However, the results of these practices are not monitored or used in decision-making.

CONCLUSION AND EVALUATION

Fırat University is a strong institution with an institutional structure and operational traditions, with more than half a century of experience and knowledge since the establishment of its first units in 1967.

The purpose, targets and performance indicators of the 2019-2023 Strategic Plan prepared by our University Strategic Board were determined by taking into account the KİDR criteria . In this process, Quality studies, Internal Control and Risk Analysis studies and Strategic Plan studies were carried out in harmony and significant progress was made in terms of establishing a Total Quality Management System.

Our institution went through the External Evaluation process at the end of 2017; in the feedback report dated 22.11.2017 (http://kalite.firat.edu.tr/tr/node/224), both the strong and positive aspects of our university and the aspects that are open to improvement were recorded. Here, the strong and positive aspects are not emphasized, but the aspects that are open to improvement stated in the report, the activities carried out in relation to these and the improvements that were provided or the issues that could not be improved are summarized below (The sentences taken verbatim from the External Evaluation report are indicated in quotation marks):

2. Quality Assurance System

Matters explained under heading 2.1:

"It is expected that the quality policy will be made more clear and visible in order to ensure that the parties understand and take ownership of the policy in practice."

In order to ensure that the quality policy, which has been approved by the Senate of our University and published on the website, is well understood and embraced by the parties, preparations have been completed for the units to be visited and informed by the members of the quality commission. The quality policy and sub-policies will also be announced clearly and visibly in the relevant units.

"The relationship between the performance indicators in the Strategic Plan and Performance Program and the quality assurance processes is not clear."

In the newly prepared 2019-2023 Strategic Plan of our university, the incompatibilities have been completely eliminated by paying attention to the issues explained above.

Matters explained under heading 2.2:
"It is expected that external stakeholders will participate in the quality commission work in non-accredited departments as well."

In order to eliminate the deficiency in this regard, it is aimed for all units in the organizational chart to organize internal and external stakeholder meetings and carry out regulatory and preventive activities within the scope of continuous improvement in 2020.

"There is a need to establish a functioning system for the use of data and measurements obtained from the Information Management System in quality processes."

modules to collect, analyze and report data related to its activities and processes . The necessary databases in this system work in integration with each other and with institutions such as YÖKSİS and ASAL. In order to establish a system for the use of data and measurements obtained from BYS in quality processes, the necessary work is being carried out by an expert team on the software (ÜBYS) provided by YÖKAK.

"Studies on laboratory accreditation and system standards management (ISO 9001, ISO 14001, OHSAS 18001, ISO50001 etc.) and award processes (EFQM, …) at the university have come to the forefront as areas in need of development."

In line with this suggestion, the Department of Civil Engineering, Faculty of Engineering, Building Materials

It has received the TSE EN ISO 9001 Certificate for its laboratory. In addition, the necessary meetings/correspondences were held with TSE at the end of 2019 to obtain the ISO 9001 Quality Management System certificate on behalf of our university, and TSE EN ISO 9001:2015 Quality Management System trainings were started on March 02, 2020.

Matters explained under heading 2.3.
"Analysis should be included in the implementation of the strategic plan, the process of stakeholder analysis and the results of the applied methods should be explained, and the way the analysis is reflected in the plan should be felt. It is thought that more exchange of views should be carried out in face-to-face meetings with internal and external stakeholders."
"It is expected that stakeholder views will be included in the quality assurance system processes more systematically and regularly."

2019   the year . Studies are being carried out on the subject and this deficiency will be remedied with correspondence regarding holding stakeholder meetings in all units. It is aimed that the minutes of the meetings held are also sent to the Rectorate, so that the importance of the subject is understood by all units and the application becomes widespread.

"While there are regular studies regarding graduates in some units, there is a need to generalize this."
For this purpose, the Alumni Information System portal has been added to our university's web page, and the participation and contribution of our relevant units and students to the system continues.

"They also emphasized that the accreditation of university laboratories will contribute to the much faster development of industry-university cooperation."

In the 2019-2023 Strategic Plan, it is envisaged to carry out studies to establish an accredited laboratory starting from 2020.

Matters explained under heading 3.1.

"It has been stated that students filled out the satisfaction surveys implemented during the strategic plan preparation process and the "Course Evaluation Surveys" via the "Student Automation Program-Prolysis". It is considered important to have a strategy for developing and implementing these applications in a standard manner."

The satisfaction surveys for one year were planned to be conducted at the beginning of the following year. However, on January 24

2020   Due to the earthquake that occurred in our province on , the Fall semester make-up exams and Spring semester education start dates specified in the academic calendar were postponed and also due to the financial and psychological effects caused by the earthquake, satisfaction surveys could not be conducted on time. The necessary surveys are planned to be conducted during the 2019-2020 Spring semester.

"Again, while determining the competencies of the programs (graduate knowledge, skills and competencies), defined processes and active student participation should be ensured."

Within the scope of representing stakeholders in the Quality Commission activities, a student representative was elected as a permanent member of the University Quality Commission by our senate and his participation in the commission activities was ensured. In the upcoming process, processes for student contribution to the unit quality commissions will be defined.

Matters explained under heading 3.3:

"The credit values (ECTS) of the courses in the programs have been determined based on workload. However, it has been determined that the University needs to develop a continuous monitoring and evaluation infrastructure, especially for the system to be well understood by internal stakeholders and to be developed with the experiences to be gained from the application."

In our university, credit values (ECTS) based on student workload are used for courses, and ECTS information is included in course information packages. An academic advisor is assigned to each student at our university. It has been evaluated that the subject can be developed at least through this advisory structure. However, no study has been conducted yet.

"…However, as was the case in many universities in the past, it is deemed important for the university administration to develop the strategies of the next period with the faculties by drawing the necessary lessons from the issues such as the insufficient number of students in the departments established outside the main departments, the accreditation problem of such programs, and the use of faculty members and physical space that emerged as a result of the closure of departments… It is expected that this issue will be addressed in the strategic plan studies for the following period."

In order to keep programs with low student numbers or those that cannot accept students alive, it is planned and implemented to direct foreign students to these programs. In 2019, a total of 2367 foreign students are studying at our university.

"On the other hand, the course evaluation survey results obtained for the courses in the program should be systematically shared with the relevant faculty members and evaluated for the purpose of monitoring the faculty member's performance."

The software developed by the Department of Information Technology enables the course evaluation survey results to be shared hierarchically with the relevant faculty members, Unit heads and senior management.

Matters explained under heading 3.5:

"Although activities are being carried out to strengthen the teaching staff with a wide range of programs and supports, it has been determined that there is a need for the programs to be implemented in a more institutional way, especially in the form of a training of trainers program, and for the programs to be updated by monitoring the results."

Although the training of trainers program is implemented regularly within the Faculty of Medicine, similar practices could not be implemented in other units in 2019. Plans are being made in this direction and it is planned to implement training of trainers programs in 3 more faculties in 2020.

Matters explained under heading 3.6:

"It has been determined that the university's central library and study areas in the faculties are inadequate. Students have stated that they cannot benefit sufficiently from these areas, especially due to the inadequacy of the libraries and the limited hours of use of the study areas." Our new library building was largely completed in 2019 and will be fully opened for use in 2020. The new library building consists of various sections. The sections, which were open 24/7 in 2019, were opened for the use of our students and academics.

"Social, cultural and sports activities aimed at student development are supported at a sufficient level at the university. However, it has been observed that the participation of students in departments farther from the central campus in social and cultural activities is more limited."

Necessary efforts are being made to ensure that our university students, who are located in units far from the central campus, take part in student communities in the center.

"It is seen that the necessary work has been done to create the necessary physical environment (ramp, elevator, wheelchair) to facilitate disabled students' access to the classrooms, and that the International Student Office (http://dib.firat.edu.tr/), which has the status of a counseling center for international students, has the necessary support and guidance activities. However, the planned work should continue for the full establishment of barrier-free university conditions.

In order for our university to fully provide the conditions of a "barrier-free university", the necessary physical environment arrangements are made by the Department of Construction Works. At the beginning of each academic year, the number of our disabled students, the type and rates of disability, and their distribution to faculties and units are determined. Due to the financial dimension of the work to be done and budget limitations, the Department of Construction Works prioritizes its activities in the units by taking these distributions into consideration.

"The lack of an internal control compliance action plan and the inadequacy of the work on the internal control system are of critical importance in terms of providing reasonable assurance and managing risks for the institution."

Internal Control studies have been completed and implemented for all units in our institution.

Matters explained under heading 4.1:

"In addition, it has been observed that Fırat University has not determined a priority area for FÜBAP support."

In the FU 2019-2023 strategic plan, its 4th goal is "University-Public-Private Sector Cooperation"

"To Strengthen". Therefore, necessary arrangements have been made for projects in this direction to be supported by FÜBAP. FÜBAP has started to accept applications for a new program type, "Public-University-Industry" projects, as of 2019. In addition, priority areas have been determined for FÜBAP supports.

It is expected that the institution will further encourage research and development activities that are compatible with its academic priorities determined within the framework of its strategic plan, that can produce value and be transformed into social benefit, and will strengthen the link between its own research strategies and local/regional/national development goals.

the mission , vision, goals and objectives specified in the 2019-2023 strategic plan , and significant progress has been made in this direction in 2019. In 2019, the 2019 YÖK Outstanding Achievement Award was won in the Contribution to Local Development category with the project titled "Local Development Dynamism in Adaptation of TRB1 Region to Climate Change". In the 2019-2023 strategic plan, goals and objectives were determined by taking into account local/regional/national development targets.

Matters explained under heading 4.2:

"It is recommended that the institution review its strategies to increase the amount of external funding." In order to increase the amount of external funding at our university, the application of presenting the projects submitted to the BAP unit to external funds first is being carried out successfully. Fırat Teknokent plays an important role in reaching external stakeholders at our university. Although having a strong research staff is a strength of our university, the inadequacy of the number of research assistants that form the basis of this staff poses a significant threat.

"It would be beneficial to create activities to increase the patents received and commercialized products as a result of the projects carried out."

2018   of the Firat University Intellectual and Industrial Property Rights Directive, which came into force in 2010, the intellectual and industrial products of the inventors at our university are supported by our university. In addition, Firat TTO has participated in various patent fairs and increased the work carried out on the promotion of patents.

Matters explained under heading 4.3:

"There is a need for systematic studies on measuring and evaluating the competence of research staff."

2019   In 2010, Incites database was subscribed. Thanks to this program, the international publication competence of academics, departments and the university can be followed. Introductory meetings regarding this program were held. In addition, necessary analyses were started to be made by experts working in the library.

Matters explained under heading 4.4:

"The effectiveness level of the institution's research and development activities must be measured and evaluated periodically based on data and must be improved. The institution must clearly demonstrate its contribution to the regional, national and world economy."

Within the scope of the Entrepreneurial and Innovative University Index, KİDR, YÖK Report Card studies, academic and industrial collaboration studies carried out at the university are regularly checked. With the Directive on Promotion and Appointment to Academic Membership of our University, which entered into force in 2018, it was planned to develop the studies carried out in this direction. In particular, the number of publications in the Q1 group journals increased significantly in 2019. Annual evaluations are made using the Incites database.

Matters explained under heading 5.3:
"Accredited departments in engineering and health sciences have activities to collect information about their graduates. However, a university-wide tracking system for graduates has not yet been established."
For this purpose, the Alumni Information System portal has been added to our university's web page, and the contribution of our relevant units and students to the system continues.

Matters explained under heading 5.6:
"Although it is stated that current evaluation systems are used in determining managers, it is seen that the issues of measuring and monitoring the productivity of managers are open to development."
No studies have been conducted on measuring and monitoring the productivity of managers.

6. Conclusion and Evaluation

"It is clear that, in the continuous development process, Fırat University has identified strengths as well as areas of development in the fields of education, research, community service and institutional management, and these issues have been expressed in the Feedback Report. We believe that these findings and evaluations will make positive contributions to the efforts of Fırat University, whose development we see as important, especially for the region."

In the upcoming period, it is aimed to carry out comprehensive applications under the titles of our university's Quality Assurance System, Education-Training, Research-Development and Management System, and to operate the mechanisms that will ensure the receipt of internal and external stakeholder contributions on a regular/periodic basis, with the activities to be carried out on a unit basis in line with the decisions to be taken by our Quality Commission.

In this way, our university will contribute to the internalization of the concept of quality and the further development of quality.