INTERNAL EVALUATION REPORT OF THE INSTITUTION

FIRAT UNIVERSITY

2020

SUMMARY

1. Summary

The purpose of the "KİDR" Report is to reveal how our University plans, implements, performs performance measurement and takes precautions for the Quality Assurance System and Management System around the main processes of education-training, "R&D" and Social Contribution. The report covers the work carried out in the main processes in question in 2020. Our Quality Commission structure, which we call the "Fırat Model", took part in the report preparation process. Our Quality Commission, consisting of a total of 38 members, is divided into 5 sub-commissions. This separation process was designed by taking into account the competencies and work areas of our members. The working titles of our sub-commissions are listed below:

A. Quality Assurance System Sub-Commission,
B. Education-Training Sub-Commission,
C. "R&D" Sub-Commission,
D. Social Contribution Sub-Commission, E. Management System Sub-Commission.

In addition, seven separate working groups were established with the participation of one member from each sub-commission. Each working group helped the sub-commissions prepare their own Unit Internal Evaluation Report (BIDR). The prepared "BIDR" Reports were designed in full compliance with the "YÖKAK" "KIDR" version 2.1. All units' "BIDR" Reports were collected in the Information Management System prepared by Fırat University Digital Transformation and Software Office and with the help of this software, "KIDR" Reports were automatically prepared and submitted to our Commission for evaluation. Our "KIDR" 2020 Report, which was submitted to the approval of the Senior Management and final evaluations were made, was prepared in this way.

INFORMATION ABOUT THE INSTITUTION

Our university has a history of over 50 years. Our historical development is made visible on our website in a way that everyone can access (Historical Development). Our institution's Mission and Vision are made visible on our website (Mission and Vision) . The core values that our institution has adopted and is working to spread to the base are published on our website in a way that our stakeholders can see and benefit from. The organizational structure of our institution is positioned in a way that our stakeholders can quickly access (Organizational Structure). Our university attaches importance to visibility and conveys its work to its stakeholders using its website and social media platforms.

A. QUALITY ASSURANCE SYSTEM

1. Mission and Strategic Objectives

A.1.1 Strategic Planning

Our institution, which has created the 2019-2023 Strategic Plan with its 50 years of experience by focusing on management with Strategic Plans and Processes, creates monitoring reports in 6-month periods. These reports are shared with all stakeholders as open access at http://kalile.firat.edu.tr/tr/node/l82 . The Quality Assurance System at Fırat University has been established in coordination with the Strategic Plan and is designed based on the Strategic Objectives, Education-Training, "R&D" and Social Contribution headings in the Quality Assurance System. The institutional experience gained by our university in the 2017 Quality External Evaluation process has been transformed into an advantage,
In the preparation of the 2019–2023 Strategic Plan, the weight of external stakeholder views has been further increased and the structure of the current Quality Assurance System has been highlighted. Our 20192023 Strategic Plan, which was prepared in this way and is still in effect, is shared with the public at http://kalile.firat.edu.tr/tr/node/l82 .
The Strategic Plan preparations were carried out by the Strategic Plan Committee, which was established under the leadership of experts and senior managers in the field, and was embraced by the senior management. The Strategic Plan, which is considered as an umbrella in our university, has been spread to the base by being embraced by all academic and administrative units. Within the framework of the Strategic Plan of our university, each academic and administrative unit has been provided with their own strategic

plans and put into practice. An understanding that goes from general to specific has been preferred for the adoption of strategic planning and management with processes. First of all, the main processes of the Strategic Plan have been created and their adoption has been ensured in the units. The necessary sub- or additional processes have been prepared and made official according to the working procedures and principles of the units. A holistic common mind and style have been adopted in the mentioned strategic plans and processes.

With the 2019-2023 Strategic Plan studies, the "PUKÖ" cycle has been fully understood and adopted in all units of our University. The Quality Unit has named 2021 as the "Quality Awareness Year" for Fırat University. As required by the "Quality Awareness Year", a university that sees itself in the mirror and has achieved the highest level of awareness of quality culture is expected.

A.1.1.1. Alignment with the United Nations Sustainable Development Goals (SDGs)

Fırat University is a member of "UNDP" as seen in the list at https://www.kisa.link/OAKs .

Fırat University, which places the Sustainable Development Goals "SDGs" at the focal point of all its social contribution activities, has created a policy by focusing on the "SDGs" in the "Quality Policy Document" that it has delivered to all its stakeholders.

the Quality Policy to all stakeholders at http://kalitebirimi.firat.edu.tr/tr/node/126 .

In addition, the "Policy Document" was delivered to all units in printed form, thus increasing its visibility.

Our university, which has units that focus on "SDGs" in particular; Continuing Education Center "FÜSEM", Disabled Unit, Career Center and Distance Education Center have played important roles in all quality studies.

A.1.2. Quality Assurance, Education-Training, Research-Development, Social Contribution and Management System Policies

Fırat University has adopted a holistic approach to centralized management and has adopted a common language, common sense and sustainable centralized understanding. In addition to the Strategic Plan that acts as an umbrella for this purpose, it has created a Policy Document and carried out the necessary work to ensure its adoption in all academic and administrative units. It has opened the Quality Policy Document to access by all stakeholders at http:// kalitebirimi.firat.edu.tr/tr/node/126 and has aimed to spread the animation films to the base by preparing them for easier understanding. It has published the animation it has prepared as open access at https://youtube/mm3jETcX8AU and ensured its visibility by all stakeholders and sent the link to the animation to the e-mail addresses of its personnel. Fırat University has created the Quality Assurance Directive and announced it to all stakeholders at http://kalitebirimi.firat.edu.tr/tr/node/145 . All processes related to quality work are included in the created Directive.

A.1.3. Corporate Performance Management

Institutional Performance Management is carried out with a unique method in our university. Our university has published the Institutional Performance Guide in light of the data it provides to different platforms. The prepared Institutional Performance Guide was announced in the meetings held in the Units and practical training was given to the Quality Ambassadors. Performance

The guide was made available to all stakeholders at http://kalitebirimi.firat.edu.tr/sites/kalitebirimi.firat.edu.tr/files/Kalite%20Performans%20Rehberi.pdf . In addition, the Units were enabled to prepare "BİDR" by using the Google Classroom product and the peer assessment model was adopted by preparing "BGBR" in response to the Units. In addition, the Information Technology Department "BİDB", the Strategy Development Department "SGDB" and the Personnel Department "PDB" joint work were carried out at https://staff.firat.edu.tr / portal has been established. Personnel and unit performance evaluations are included in the relevant application. In addition to the Strategic Plan performance indicators, our University's Internal Evaluation Report "KİDR" indicators provide data for domestic and international rankings ("URAP", "QS", "THE", "ARWU", "CWUR", "NTU", "US News -Best Global Universities", "Entrepreneurial Innovative University Index"). The said data is created by "SGDB" and entered into the relevant platforms. Thus, our University's Quality and Strategic Planning processes can be carried out by coordinating our units from a single center. Performance indicators are monitored in 6-month periods and evaluated in 1-year periods. Annual and 5-year; Plan-Do-Check-Take Action "PUKÖ" cycles are included in the Quality Performance Guide.

Mission, vision, strategic goals and objectives

Maturity Level: The practices implemented in line with the strategic goals and objectives are monitored and evaluated together with the stakeholders and measures are taken.

Quality assurance; education and training; research and development; social contribution and management policies

Maturity Level: These policies and related practices are monitored and evaluated together with relevant stakeholders.

Corporate performance management

Maturity Level: The functioning of performance indicators and performance management mechanisms in the institution are monitored and improvements are made according to the monitoring results.
Evidence

- 1-2020 JANUARY-JUNE PERIOD MONITORING REPORT.docx
- 1-Fırat University 2019 Strategic Plan Evaluation Report.. (1).docx

2. Internal Quality Assurance

A.2.1 Quality Commission

The Firat University Quality Commission is a commission that is spread across the base and has a high representation rate. There are 38 members in the Quality Commission. Among the members are representatives from our external stakeholders and our student representative. A unique model was developed as the working method of the Quality Commission and this model was named as the "Firat Model". The Quality Commission is divided into 5 sub-commissions based on the 5 main criteria of the "YÖKAK". These are;

A.   Quality Assurance System Sub-Commission,
B.   Education-Training Sub-Commission,
C.   "R&D" Sub-Commission,
D.   Social Contribution Sub-Commission, E.   Management System Sub-Commission.

There are 7-9 members in each sub-commission of the Quality Commission. By taking one member from each sub-commission, 7 separate working groups with 5 members each were formed.

The Quality Commission is responsible for establishing a dynamic system for the evaluation of education-training, research-development and administrative services in line with the processes in line with the University's Strategic Plan and objectives. The Quality Commission also carries out the tasks of conducting internal evaluation studies and preparing reports, making necessary preparations for the external evaluation process, and providing necessary support to the Higher Education Quality Board and external evaluation institutions.

The Quality Commission meets periodically to conduct annual institutional internal evaluation and to ensure coordination between units. The Quality Commission, which determines the Quality Policy of Fırat University, primarily implements its policies by adhering to the strategic plan. The mission, vision, core values and objectives of our university, international standards (European Standards and Guidelines (ENQA) "ISO" standards, etc.), accreditation systems with the Accreditation Board for Engineering and Technology (ABET), national standards such as the Bologna Process and the Turkish Higher Education Qualifications Framework "TYYÇ" are guiding in terms of quality policy. The directive regarding the working principles of our institution's Quality Commission can be found at http://kalitebirimi.firat.edu.tr/tr/node/145 can be accessed from the address.

Regarding the structuring of the Quality Commission at the unit level, our University's strategic plan definition, monitoring and evaluation activities are carried out with the support of quality ambassadors. The

sustainability of the University's goals/targets and strategies is ensured with the participation and contributions of all units.

A.2.2. Internal Quality Assurance Mechanisms ("PUKÖ" Cycles, Calendar, Structure of Units)

Fırat University has developed its own internal quality assurance mechanism as it carries out its strategic planning and quality studies in an integrated structure.

The Quality Commission, consisting of 38 people, has adopted a unique working style as stated in A.2.1. In this context, 7 Working Groups consisting of 5 people were formed by taking one member from each sub-commission. The Working Groups evaluate all units affiliated to Fırat University, just like the external evaluation process of YÖKAK. The evaluation is evaluated out of 1000 points by taking into account the Unit Internal Evaluation Report (BIDR) prepared by the units annually. The scoring system is taken as an example from the "KAP" system of "YÖKAK". The reason for taking as an example is that our institution, which adopts management with umbrella strategic plans and processes in all its works, has preferred to use a common understanding and a common language in internal and external evaluation. The "BIDRs" prepared by the units are uploaded to the "KGYSİS" automation by the last day of November every year. In December, the working group responsible for the unit prepares the Unit Feedback Report "BGBR" for the unit. With the prepared "BGBR", the Unit Quality Score "BKP" of the unit is determined and the ranking of all our units is published on **kalitebirimi.firat.edu.tr .**

In addition, the units' "BİDR" and "BGBR" reports are available at http://kalitebirimi.firat.edu.tr/tr/node/111 and published at http://kalitebirimi.firat.edu.tr/tr/node/112 .
Since the first "PUKÖ" cycle has not been completed in the mechanism in question, its outputs have not yet been evaluated. However, the first products of the system, which is in the implementation process, have emerged.
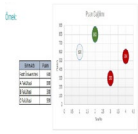

Figure A.2.1. Faculty Point Ranking Example

The units received a star according to the Quality Performance Guide with the "BKP" score they achieved. Star Evaluations are defined below:

Score	Range Symbol	Description
		Our unit with Paluk Yıldız must urgently focus on quality work. General "KİDR" also downgraded Fırat University
0 - 200 Points		is one of our attracting units
	Pale Star is visible.	Intensive work must be spent with the Quality Representative and the Working Group. Our unit that received the Bronze Star, seems to have quality studies that generally remain on paper. Our university's quality
201 – 400 Points		should assist in their work.
	Bronze Star	We should focus on areas open to development and make stable and definitive decisions in the short term. Our Silver Star unit has quality studies close to maturity level.
401 – 600 Points . Payda aş participations		

		It is important to complete the "PUKÖ" cycles, especially by giving importance to the Silver Star .
601 – 800 Points	Gold Star	Our unit with the Gold Star is strategically managed and processes in quality studies. completed the management and our institution is accredited playing a leading role in the work of units.
		He is one of us who has turned "PUKÖ" cycles into a culture. Our unit, which has a Quality Star, complies with international standards in our institution's quality work.
801 – 1000 Points	Quality Star	.
		It is an indication that the accreditation process will be smooth.

All performance indicators determined in the Strategic Plan are monitored on a 6-month basis and annual evaluations are made following the end of each year.

The Quality Unit carries out data collection and interpretation studies in coordination with the relevant units, especially in the collection and organization of key data. In the field of research processes, projects and outputs (such as publications and patents), it carries out studies with the BAP Office, Project Support Office, Teknokent, Education Commission, in the field of social services, Continuing Education Center "FÜSEM", "TAHAM", Fırat Medical Center, Dental Hospital, Animal Hospital, Disabled Unit and Health Sports Culture Department (SKSDB).

In summary, the Quality Unit is located in the Fırat University Quality Management Center as the unit that coordinates the completion of the "PUKÖ" cycles that concern all processes at Fırat University by the relevant units. The Quality Commission is responsible for the transparent sharing of the "PUKÖ" cycle from planning to implementation and from the control stages to the "Take Action" steps to all stakeholders through the 6-month monitoring and annual reports mentioned above. The Quality Commission organizes trainings that will spread the quality culture to the base in order to further reduce and spread these cycles carried out throughout the university to the unit level, and provides feedback to the units for the development of the maturity level at the unit level.

Picture A.1.1. Quality Commission Information Management System Screenshot

In addition, the Department of Information Technology (BİDB), the Department of Strategy Development (SGDB) and the Department of Personnel "PDB" have established the https://staff.firat.edu.tr/ system for joint work. The relevant application includes personnel and unit performance evaluations.

In addition to the Strategic Plan performance indicators, our university's Internal Institutional Evaluation Report "KİDR" indicators provide data for domestic and international rankings ("URAP", "QS", "THE", "ARWU", "CWUR, "NTU", "US News-Best Global Universities, Entrepreneurial Innovative University Index). These data entries are made to the relevant systems by "SGDB". Thus, Quality and Strategic Planning processes and relevant indicators can be coordinated from a single center.

Performance indicators are monitored in 6-month periods and evaluated in 1-year processes. Annual and 5-year; Plan-Do-Check-Act "PUKÖ" cycles are included in the Quality Performance Guide.

Quality Commission

Maturity   Level: The working style and operation of the quality   commission are monitored and related improvements are made.

Evidence

- [11.02.2020 (new) (2).jpg](#)
- [11.02.2020 (new).jpg](#)
- [11.02.2020.jpg](#)
- [13.10.2020-2.jpg](#)
- [13.10.22020-1.jpg](#)
- [13-14 October Education Evaluation.pdf](#)
- [14.01.2020 (2).jpg](#)
- [14.01.2020 (new).jpg](#)
- [14.01.2020.jpg](#)
- [14.10.2020-1.jpg](#)
- [14.10.2020-2.jpg](#)
- [16.03.2020 (2).jpg](#)
- [16.03.2020 (3).jpg](#)
- [16.03.2020.jpg](#)
- [19.03.2020 (2).jpg](#)
- [19.03.2020 (3).jpg](#)
- [19.03.2020.jpg](#)
- [20.02.2020.jpg](#)
- [29.01.2020 (2).jpg](#)
- [29.01.2020 (3).jpg](#)
- [29.01.2020.jpg](#)
- [20201013_091354.jpg](#)
- [20201013_091401.jpg](#)
- [20201013_105957.jpg](#)
- [20201013_110006.jpg](#)
- [20201013_110008.jpg](#)
- [20201014_094014.jpg](#)
- [20201014_094023.jpg](#)
- [20201014_094032.jpg](#)
- [20201014_094040.jpg](#)
[20201014_104418.jpg](#)
[20201014_104451.jpg](#)
[20201014_111324.jpg](#)
[20201014_111328.jpg QUALITY](#)
- [COMMISSION MEMBERS.xlsx](#)
- [Quality Commission Model.png](#)
- [Program Flow (1).jpg](#)
- [Minutes 05.10.2020.docx](#)
[Minutes 13-14.10.2020.docx](#)

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

Maturity Level: The internal quality assurance system is implemented throughout the institution in a transparent and holistic manner.

Culture of leadership and quality assurance

Maturity Level: There are leadership practices that support the development of a quality assurance culture throughout the organization.

3. Stakeholder Participation

Participation of Internal and External Stakeholders in Quality Assurance, Education and Training, Research and Development, Management and Internationalization Processes

Our university comes together with its internal and external stakeholders not only in the planning phase but also in all processes; planning, implementation, control and precaution taking steps. Our internal and external stakeholders are natural members of the commissions within the Quality Assurance System and actively participate in the working groups. In this way, they are able to master all stages of our university's quality studies and processes and express their opinions.

Internal Stakeholders

Our institution keeps its relations with its stakeholders alive. It attaches importance to the opinions of internal stakeholders, especially in decisions to be made within the institution. It carries out improvement studies thanks to the feedback received. Our university's "Open Door" application aims to ensure that all our stakeholders have a say at all times. The Open Door application can be accessed at https://forms.gle/3kvkc5TySSEWQsXP7 . With the "QR Code" application implemented in our units, we receive feedback from our stakeholders not only at certain times but at all times.

Figure A.3.1. Stakeholder Participation Survey "QR Code".

Our stakeholders can take part in various decisions with the "You Have Your Say Platform", which was originally established to increase the footprint of our stakeholders within our university.

External stakeholders:

Our institution has taken two external stakeholder representatives as natural members to the Quality Commission. Our stakeholders are directly involved in all quality studies. Our university signs protocols and makes important collaborations with important public institutions and private sector organizations located in its geographical location through its headquarters and directorates. Effective and large projects are implemented by signing protocols with our stakeholders according to their areas of expertise. In this context, it has made a national impact with its collaborations. The details of the protocol made with the Regional Directorate of Forestry are available at https://www.haberturk.com/elazig-haberleri/84898627-fu-ile-ormanbol ge-mudurlugu-arasinda-iki-protokol-imzalandi It can be reached at. In addition, projects for rocket engine production have begun to be developed in the Innovation Center established in collaboration with our external stakeholders .

Many studies in the fields of Education-Training, "R&D and Social Contribution", which are the main processes of our university, are decided with the contributions of our internal and external stakeholders. Our 25 application and research centers and three hospitals affiliated with our university, such as "FÜSEM", "FUZEM", "TAHAM", Barrier-Free Fırat Unit and "TÖMER", contribute to our university's social contribution studies on a national scale, going beyond the borders of our region.

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

Maturity Level: There are mechanisms spread throughout the Institution to ensure stakeholder participation in all PDCA layers in all processes.

Evidence

- Firat University.docx

4. Internationalization

A.4.1. Internationalization Policy

In the 2019-2023 Strategic Plan of Fırat University, 4 targets are emphasized under the first goal. In line with the Quality Policy Document and vision of our institution, it has planned and implemented sustainable systems in all main processes regarding internationalization . In this context, internationalization studies are carried out with a centralized management approach.

It is planned and carried out in the External Relations Unit. The web page of our External Relations Unit can be accessed at http://dib.firat.edu.tr/ . Our External Relations Unit has its own mission and vision, adhering to the Strategic Plan, policies, mission and vision of our Institution. The mission and vision of the External Relations Unit can be accessed at http://dib.firat.edu.tr/tr/node/183 .

Internationalization in our institution is not planned only as student mobility. It accepts foreign students with "FÜYÖS" organized and coordinated in different countries. In addition, there are joint collaborations, projects and protocols and practices on internationalization with various institutions and organizations.

A.4.2. Management and Organizational Structure of Internationalization Processes

Management of internationalization processes with a central management approach at the Vice Rector level and External Relations

It is realized with the participation of the Unit Coordination and other relevant units. The External Relations Unit is our unit that coordinates the motivation and efforts of our University in the field of internationalization, expands and organizes the communication networks of the institution. The External Relations Unit has existing protocols with universities, research centers and funding organizations located in different geographies around the world.

A.4.3. Internationalization Resources

Students and academic staff from abroad, ERASMUS+, Mevlana Exchange Programs, undergraduate and graduate joint programs constitute the main sources of internationalization of Fırat University.

A.4.4. Monitoring and Improving Internationalization Performance

Internationalization activities at Fırat University are carried out more rationally with the sponsorship of the management at the Strategic Plan level and this issue is addressed in the 6-month Plan evaluation studies. Our institution, which has completed its monitoring and development studies by completing the "PUKÖ" cycle, develops its plans by benefiting from the experiences of the previous cycle.

Internationalization policy

Maturity Level: The institution's internationalization practices have been spread to relevant units, adopted and are compatible with the quality policy.

Management and organizational structure of internationalization processes

Maturity Level: The organizational structure regarding the management of internationalization processes in the institution has been completed and operates in a transparent, inclusive and participatory manner.

Internationalization resources

Maturity Level: The institution's internationalization resources are managed by considering the balance between units.

Internationalization performance

Maturity Level: There are internationalization activities spread throughout the institution.

Evidence
- foreign relations.pdf
- Erasmus Guideline1.pdf
- International Joint Degree Programs (ILP) Regulation1.pdf International Student Regulation.pdf

B. EDUCATION AND TRAINING

1. Design and Approval of Programs

B.1.1. Design and Approval of Programs

There are certain processes defined in accordance with the objectives and learning outcomes of the curriculum for the design and approval of the programs carried out at our university. When a new program proposal is prepared, it goes through certain processes and is then recommended to the Council of Higher Education. These processes can be explained as follows.

1. In order to carry out these processes, a commission is formed in the relevant department and major. This commission obtains the necessary data for the design of the relevant program with a specific distribution of tasks. The opinions of the internal and external stakeholders that the program is related to are obtained. Meetings are held with representatives of the institutions and organizations where the students will be employed after graduating from the program and their requests are evaluated. The program proposal reaches a certain stage with the commission's own research and the contribution of internal and external stakeholders. After the commission's program design reaches a certain stage, it is presented to the relevant department/major head for evaluation.
2. The prepared draft is presented to the department faculty members and any deficiencies are identified and adjustments are made. The final version of the program design is presented to the department board or department board for approval.
3. The program proposal approved by the department board and the department is submitted to the faculty/institute administration.
4. The proposal approved by the Faculty/Institute Board is forwarded to the Rectorate Education Commission. The Education Commission members evaluate the program draft after the presentations of the relevant commissions, and any deficiencies are corrected.
5. The draft program that is deemed appropriate to be sent to the Senate by the Education Commission is presented to the University Senate. The proposal approved by the Senate is forwarded to the "YÖK". If the program is deemed appropriate by the "YÖK", it is approved.
6. After the sufficient number of academic staff is reached to accept students, a quota request is made to the "YÖK". After this request is found appropriate, the department and quota to be preferred are included in the quota guide published each year and student admission is made for the following academic year.

During the program preparation process, the principles of "YÖK" regarding the opening and execution of undergraduate and graduate programs are taken as basis. In order to open the program, the minimum number of faculty members required and whether the faculty members are working in another graduate program are examined. Since the conditions for opening undergraduate, graduate and doctoral programs are different, these criteria are carefully evaluated by the relevant commission. "YÖK" determines the necessary documents for new program applications and the process is completed in this way. While preparing the curriculum of the program requested to be opened, "TYYÇ" tables are prepared in accordance with the Bologna process for the departments and departments, and the course contents determined for each course are examined in detail by the relevant commission at each stage. Requests regarding the establishment of departments/majors within faculties and colleges by "YÖK", the opening of associate degree programs in vocational schools and the admission of students for the first time to the programs/departments opened can be made through the "YÖKSİS/ABAYS" database as of 07.01.2019.

EVIDENCE

1. Criteria for Opening a Master's Program
2. Criteria for Opening a Doctoral Program
3. YÖK Article on Opening Departments and Programs

B.1.2. Program Objectives, Outputs and Program TYYÇ Compliance

Within the framework of the Educational Planning Commission studies at our university, common outcomes of undergraduate programs are determined in accordance with the "Bologna" process. While determining program objectives and outcomes, the following steps are followed to ensure the program's "TYYÇ" compliance;

1. Bologna undergraduate qualifications; "YÖK" Türkiye Higher Education Qualifications Framework "TYYÇ" undergraduate education qualifications are examined in detail.
2. All examinations are reviewed by the department board or the department board to determine whether they comply with the program objectives, outcomes and "TYYÇ".
3. Making mutual definitions of the decided knowledge and skills in the course content in English and Turkish.
4. Creation of draft document with common outputs
5. Obtaining opinions from faculty members and students
6. These opinions are examined by the relevant committee and the suggestions and deficiencies are evaluated and submitted as a report to the department or major.
7. Finally, the course content form, which includes the determined common outcomes, is submitted to the relevant unit for each course.

As a result of all these studies, the course contents prepared are examined by the Education Commission, and "PÜKO" steps are applied in each step to ensure that the content complies with all frameworks. After the Education Commission decides that all courses proposed in the curriculum are in line with the specified standards, it approves them and submits them to the Senate. The curriculum update has started in Fırat University's undergraduate and graduate programs, and all updates are planned to be completed in 2021. Within the scope of the "Bologna Process", the course contents and qualifications of our University's associate, undergraduate, graduate and doctoral programs have been largely defined. Deficiencies are determined by the Bologna Coordinator of each department, and it is planned to eliminate these deficiencies in a short time. In the Bologna Information System, for each program, the type and objectives of education, information about the program, the profile of the program, program qualifications, the degree to be obtained after graduating from the program, program admission conditions, program graduation degree, qualification conditions, employment opportunities, detailed information about the courses, course and program qualification relationships, program and "TYYÇ" and program qualification relationships are explained.
EVIDENCE

1. [Türkiye Higher Education Qualifications Framework Postgraduate Departments](#)
2. [Bologna Undergraduate Qualifications](#)
3. [Bologna Program Qualification](#)

B.1.3. Matching Course Outcomes with Program Outcomes

Fırat University Student Information System and the "Bologna System" explain to our students all the information about the courses they take, the course evaluation methods, and grading in accordance with the Fırat University Associate and Undergraduate Education and Examination Regulation and the Fırat University Postgraduate Education and Training Regulation.
A system is being prepared by Fırat University Distance Education Center "FÜZEM" and Fırat University Student Affairs Department, Fırat University Information Processing Department in order to organize a survey on how the program outcomes are responded to by our students, how satisfied our students are with the prepared curricula and the current curricula, and to what extent the courses in the curriculum contribute to the business life of the graduates. These surveys will be conducted under various headings using this system. When this system becomes operational, deficiencies will be eliminated in accordance with the "PÜKO" logic and the quality of education provided to our students will be further increased.
Currently, the Student Information System is used to obtain the opinions of our students about their courses, faculty members, university, faculties and departments. The shortcomings here are the low participation of our students and the difficulties experienced in correcting the deficiencies identified as a result of the evaluations.
EVIDENCE

1. [Senate Principles of Fırat University Postgraduate Education and Examination Regulation](#)

2. [Fırat University Associate and Undergraduate Education Regulations](#)
3. [Fırat University Associate and Undergraduate Education Senate Principles](#)
4. [Fırat University Education-Training and Examination Regulation](#)

B.1.4. Program Structure and Course Distribution Balance (Compulsory-Elective Course Distribution Balance; Balance of Field and Professional Knowledge and General Culture Courses, Gaining Cultural Depth, Opportunities to Get to Know Different Disciplines)

When distributing undergraduate courses within programs, firstly the requests from departments are evaluated, the required qualifications for the course content are also taken into consideration and the fields of all faculty members of the department are evaluated and determined by the department head and reported to the faculty dean. This request is re-evaluated in the Faculty Board and if found appropriate, it is approved and opened for the next term. When distributing graduate courses, course requests are received from faculty members in the relevant department, these requests are evaluated by the department. If the requests are found appropriate, they are forwarded to the department board and the institutes. These requests are re-evaluated by the Institute Administration from different perspectives such as whether the courses are included in the curriculum and whether the number of courses requested by the faculty members is in accordance with the senate principles . If found appropriate, the evaluations are approved and the courses are opened for the next term. One of the most important goals at the end of the term is for the competencies of the academic staff to match the qualifications required by the course content. **B.1.5. Design Based on Student Workload**

When preparing new course curricula and updating old curricula, "ECTS" credits are determined based on student course load for all courses. The "ECTS" credit determination process is calculated by the relevant department commission according to certain criteria. This calculation method is explained in detail in the Bologna system. In addition, the activity and workload according to which "ECTS" credit is calculated is formulated in the information section of each course. The Turkish Higher Education Qualifications Framework "TYYÇ" refers to the "development of a national qualifications framework in the field of higher education", which the member countries of the Bologna Process committed to establish by 2010 with the aim of increasing transparency, recognition and mobility in higher education systems, in line with the Lisbon Strategy objectives published by the European Union "EU" in 2000 and the Bologna Process objectives, which our country joined in 2001. The National Qualifications Framework is a system in which qualifications recognized and associated by national and international stakeholders are structured in a certain order. Through this system, all qualifications and other learning outcomes in higher education can be explained and consistently associated with each other.

In 2010, studies were initiated to determine the credit "ECTS" based on the student workload of the courses in the curriculum programs for all levels (associate, undergraduate and graduate), and it was completed in 2011, and the "ECTS" application was made mandatory for all students as of the 2011-2012 Academic Year. In addition, our University received Diploma Supplement Label (DS Label) approval from the European Commission in 2013.

In addition to ECTS studies, success measurement and evaluation methods are checked by the "MÜDEK" accreditation institution for the Departments of the Faculty of Engineering, and by the "EAEVE" and "VEDEK" accreditation institutions for the Faculty of Medicine and the Faculties of Veterinary Medicine, respectively.

EVIDENCE

1. [Bologna Information System "ECTS" Calculation Method](#)
2. [Calculating "ECTS" of a Sample Course](#)

Accreditation of Academic Units

- The accreditations of 6 undergraduate programs of our Faculty, which were evaluated by the "MÜDEK" Engineering Education Programs Accreditation Board "MAK" in the 2018-2019 evaluation period of Fırat University Faculty of Engineering, have been extended until September 30, 2021.
- The accreditation process in the Faculty of Medicine was first initiated by a commission formed in 2010, and following preparations in 2011, an application was made to "UTEAK". The "TEPDAD" evaluation was made in the same year and time was given to eliminate the deficiencies. A re-evaluation was requested in 2015, and since some deficiencies continued in this evaluation, a conditional and one-year accreditation was suggested. At the end of 2016, the last deficiencies were resolved, the faculty report was submitted to "UTEAK-TEPDAD" and a new evaluation request was submitted. The visit and evaluation report made in

January 2017 was accepted by the "TEPDAD" Board of Directors in April and accreditation was declared as of April 2017.

- Fırat University Faculty of Veterinary Medicine is a member of both international and national educational accreditation organizations.

It underwent an accreditation assessment by the European Association of Veterinary Education Institutions "EAEVE" in 2007, was conditionally accredited in 2011, and fully accredited in 2013. This accreditation expired in 2017. The accreditation standards and assessment processes of "EAEVE", a dynamic institution, have been subject to continuous revisions since 2015 and have developed further. Fırat University Faculty of Veterinary Medicine underwent an assessment according to the new standards in March 2018, but was not accredited because 7 of the 112 standard articles were not deemed sufficient. The faculty corrected its deficiencies and applied for re-assessment. Fırat University Faculty of Veterinary Medicine has been a member of the Association for Evaluation and Accreditation of Veterinary Education Institutions and Programs "VEDEK", a national assessment organization, since 2010. Fırat University Faculty of Veterinary Medicine underwent an assessment in 2019 and was conditionally accredited.

- Fırat University Faculty of Education started its accreditation studies in December 2020 and made its application through "EPDAD". The evaluation studies to be carried out by the relevant institution will continue in 2021.

Firat University Academic Survey System

There is a survey system established by the Firat University Quality Unit to increase quality throughout the university. Firat University Academic Survey System; is a system established to measure and evaluate the satisfaction of our students, academic staff, and administrative staff. Using this system, surveys prepared by a professional team are sent to our students, academic staff, and administrative staff, and evaluations are made on the basis of confidentiality, and results are obtained using various statistical methods.

EVIDENCE

1. Firat University Academic Survey System
2. Administrative Staff Satisfaction Survey
3. Academic Staff Satisfaction Survey 4. Student Satisfaction Survey

The website where the survey results are shared graphically and the survey system is located will be openly shared with all academic and administrative staff and our students. Improvement and update studies of the survey system are ongoing. Survey organization studies for our undergraduate, graduate and doctoral students are ongoing. The opinions of institutes and departments are taken while preparing these surveys. Surveys that will cover all our stakeholders to obtain results in 2021 will be planned and implemented using the Fırat University Academic Survey System. An application is being developed to evaluate the results more effectively and to quickly correct deficiencies.

The web page has been updated so that our students can access information about Fırat University easily and quickly. These updates and renewals are ongoing, and it is planned to update the web pages of all sub-units by the end of 2021 and make arrangements to achieve all targets in the strategic plan.

EVIDENCE

1. Firat University Updated Website
2. Firat University 2019-2023 Strategic Plan

Design and approval of programs

Maturity Level: The design and approval processes of the programs are systematically monitored and improved by evaluating them together with the relevant stakeholders.

Evidence

- [YÖK Program_Department, Student Admission Article(1).pdf](#)
- [1.jpg](#)
- [2.jpg](#)
- [3.jpg](#)
- [4.jpg](#)
- [5.jpg](#)
- [6. ANNEX-4_REQUEST AND SUPPORT LETTERS.pdf](#)
- [6.jpg](#)
- [7.jpg](#)
- [8.jpg](#)
- [FIRAT UNIVERSITY AGRICULTURE AND FOOD VOCATIONAL SCHOOL APPLICATION.pdf](#)

  [faculty of law.pdf](#)

Balance of course distribution of the program

Maturity Level: The balance of course distribution in the programs is monitored and improved.

Compatibility of course outcomes with program outcomes

Maturity Level: The compliance of course outcomes with program outcomes is monitored and improved.

Course design based on student workload

Maturity Level: Courses are designed, announced and implemented in accordance with student workload.

Measurement and evaluation system

Maturity   Level: Measurement and evaluation practices in accordance with these principles and rules are carried out throughout the institution.

2. Student Admission and Development

2.1. Student Admission/Recognition and Crediting of Prior Learning

Our university accepts students at undergraduate and associate degree levels according to central placements made by the "ÖSYM" center or with Special Talent Exams depending on the structure of the relevant faculty. Another method our university accepts students is to make admissions with "YÖS" (Foreign Student Exam). Application requirements for "YÖS" are published with a specific calendar and the exams are evaluated objectively in our domestic and international exam centers " FÜYÖS " . Students from abroad are taken to our "TÖMER" unit for training according to their Turkish level and made ready. We accept students for postgraduate programs by managing a transparent process according to the procedures and principles published on all of our institute pages (Postgraduate Institute Regulations Procedure) . In addition, in order to facilitate the adaptation process of our students, separate adaptation training arrangements have been provided for our units and this has become a culture. In addition, with an activity we have started in the new term, each of our students will start their education life at Fırat University by planting a tree. For this study, a protocol of 46000 saplings was signed with the Regional Directorate of Forestry in our province. In addition, the name of the nursery to be established was determined with the participation of our stakeholders, and it was aimed to increase the footprint of our stakeholders in the system (Forestry Directorate Protocol News).

Horizontal and vertical transfers are accepted in our university and students' previous learning is accepted by looking at variables such as "ECTS", credits and content. Legislation and processes are designed and monitored for the relevant processes (Adaptation and Exemption Directives).

2.2. Certification of Qualifications and Diploma

In our university, the student's fulfillment of all the requirements of the program he/she is entitled to enroll in is bound to a process and defined (Regulations and Guidelines) . The diploma given to our graduate students is given in both Turkish and English at the same rate. In addition, the certificates and curriculum

information obtained during the education period through "FÜSEM" are presented as a clear and concise document.

Student admission, recognition and crediting of prior learning

Maturity Level: There are applications within the plans throughout the organization.

Evidence

- [FIRAT UNIVERSITY GRADUATE EDUCATION-TEACHING AND EXAM.pdf](#)
- [FIRAT UNIVERSITY ASSOCIATE DEGREE AND UNDERGRADUATE DEGREE.pdf](#)
- [Double Major and Minor Regulations.pdf](#)
- [Legislation Information System.pdf](#)
- [Exemption and adaptation procedures directive.pdf](#)
- [Horizontal Transfer Directive_10.06.2016.pdf](#)
- [Erasmus Guidelines.pdf](#)
- [International (Foreign) Student Regulation 28.02.2016.pdf](#)
- [International Joint Degree Programs (ILP) Regulation.pdf](#)

Certification of qualifications and diploma

Maturity Level: There are practices regarding diploma approval and certification of other qualifications throughout the institution.

3. Student-Centered Learning, Teaching and Assessment

B.3.1 Teaching Methods and Techniques (Active, Interdisciplinary Study, Interactive, Research/Learning Focused)

In order for the university to conduct student-centered learning, teaching and evaluation, the Vice Rector responsible for education, the Education Commission, and Department/Program Heads are working in a coordinated manner. Improvements are ongoing within the scope of reflecting student-centered learning to the entire curriculum, conducting courses interactively with students, and including project/assignment/presentation content in the course structure. Some evidence on project-based courses is presented as an appendix.

Distance Education Center "FÜZEM" : To carry out activities within the scope of the Distance Higher Education Regulation Based on Interuniversity Communication and Information Technologies, to develop an environment for all courses/programs offered by Fırat University to its students and/or society via distance education using communication and information technologies, to provide technical support and to ensure coordination between the relevant units of the University. All courses taught in the Faculties, Colleges and Vocational Schools of our University are provided via distance education. Additionally, it actively accepts students in the Non-Thesis Master's Programs in Educational Administration, Curriculum and Instruction, Educational Technologies, and the Theology Bachelor's Degree Completion "ILITAM" Program.

Continuing Education Center "FÜSEM ": In addition to the formal associate degree, undergraduate and graduate programs provided by the University, it provides training in areas where students and all segments of society are needed and contributes to the increase of the educational-cultural level of society, and contributes to the development of cooperation between the University and the public, private sector, local government, civil society and international organizations. It organizes courses, seminars, conferences, project markets, education fairs and similar activities in every field where it is needed and in every environment where formal and distance education methods are used. It organizes organizations that develop university-industry, university-local government, university-civil society organizations.

B.3.2. Measurement and Evaluation (Such as Including Alternative Measurement Methods and Techniques Differentiated According to Students' Characteristics and Learning Levels)

At Fırat University, "ECTS" is used to determine the credit values of the courses based on student workload. In 2010, studies were initiated to determine the credit "ECTS" based on the student workload of the courses in the course curriculum programs for all levels (associate, undergraduate and graduate), and it was completed in 2011, and the "ECTS" application was made mandatory for all students as of the 2011-2012 Academic Year. "ECTS" information is included in the course information packages. Credit values based on the workload of all courses in the programs
(ECTS) has been determined and announced . In addition, our University received Diploma Supplement Label (DS Label) approval from the European Commission in 2013. Regular evaluation of students and monitoring of their success is essential in education.

To calculate the course load required to determine the "ECTS" credits of the courses; "ECTS" Workload Determination The Student Survey Form has been prepared and implemented. On the other hand, for departments that work in accordance with accreditation systems, success measurement and evaluation methods are designed and implemented in detail to measure whether the targeted learning outcomes have been achieved.

B.3.3. Student Feedback (Course-Instructor-Program-General Satisfaction Surveys, Request and Suggestion Systems)

The most important feedback process regarding educational programs is course evaluation surveys. Course Evaluation Surveys are applied at the end of each academic term. After the necessary checks, the evaluations are presented to the relevant unit managers and faculty members for review. In addition, the comments written by the students about the course and the faculty member are also seen by the faculty members. The feedback from the surveys is examined by the faculty member teaching the course, the department head and the relevant dean's office in order to make the necessary improvements. The feedback from the surveys is examined by the faculty member teaching the course, the department head and the relevant dean's office. If there are improvements that can be made within the scope of the course within the framework of the opinions conveyed by the students, the faculty member makes them.

Active Role of Students in the Implementation of Programs: Course Evaluation Surveys

The most important feedback process regarding students' education program is done through course evaluation surveys. Course Evaluation Surveys are applied at the end of each academic term.
The average score from both parts of the surveys and the faculty member's ranking in the department/faculty/university are calculated and reported in the survey evaluations. In addition, the comments written by students about the course and the faculty member are also seen by the faculty members. The feedback from the surveys is reviewed by the faculty member teaching the course, the department head and the relevant dean's office in order to make the necessary improvements. An evaluation study has also been initiated by the Rectorate regarding the scope of the survey. An expert group makes suggestions for improvement by using the feedback from students, faculty members and units.

B.3.4. Academic Counseling

In order to introduce the University to the first-year students who have been registered, orientation programs are organized by the relevant units before the start of the classes. The department/program boards determine an advisor faculty member for each student in accordance with the Associate/Undergraduate Education Regulation . The designated advisor assists the student with registration for classes, adding-withdrawing, and also health, culture and sports-related issues in line with the student's career planning upon his/her request. Advisory duties are distributed equally to the faculty members in the relevant unit. Advisory services are carried out by taking into account the Senate principles of associate and undergraduate education .
In postgraduate programs, the institute's departments assign an academic advisor from among university faculty members or staff to each student enrolled in the postgraduate program starting from the first semester. When making the appointment, the issues in the Thesis Advisor Appointment Section of the Postgraduate Education and Examination Regulation and the senate decisions on the advisor appointment process and the qualifications sought in faculty members (ARTICLE 1217) are taken into consideration. Each of our students has an academic advisor. Academic advisors at undergraduate and graduate levels are carried out face-to-face by faculty members. During the pandemic period, meetings were continued through the distance education system.

There was a general satisfaction with academic counseling services throughout the university and this was identified as one of the strengths of the institution. In this context, faculty members 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 is a student representative on the Quality Boards.)

Teaching Methods and Techniques (Active, Interdisciplinary Study, Interactive, Research/Learning Focused)

EVIDENCE

B.3.1.1. All Documents Containing 7+1 Application Principles
B.3.1.2. Professional Practice Training Documents Applied in Vocational Schools
B.3.1.3. Applied Lesson Example-Reinforced Concrete and Design
B.3.3.4. Applied Lesson Example - Water Resources and Design
B.3.3.5. Applied Course Example - Design in Chemical Engineering I –II (" KMÜ" 423 and " KMÜ" 424)
B.3.3.6. Our University In-Service Training Planning Meeting
B.3.3.7. Protocol for the Establishment of "R&D", Innovation and "New Generation Maker Center"
B.3.3.8. Fırat University Distance Education Center "FÜZEM "
B.3.3.9. Fırat University Continuing Education Center "FÜSEM"

Measurement and Evaluation (Such as Including Alternative Measurement Methods and Techniques Differentiated According to Students' Characteristics and Learning Levels)

EVIDENCE

B.3.2.1. Blogna Information System - "ECTS" records of Associate Degree/Undergraduate/Postgraduate Courses

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

B.3.3.1 PROOF (Signature Showing Quality Committee Meeting Participation).pdf
B.3.3.2. PROOF (Student Feedback System Example in Student Automation).pdf

B.3.2.3. Online Student-Engineering Faculty Dean's Meeting
B.3.2.4. Our Faculty Dean had a conversation with our students about the Future of the Engineering Profession .
B.3.2.5. Our Rector was the Guest of the "FİMÜ" (Civil Engineering Department Club) Career Hours Program and Listened to Their Requests and Answered Their Questions.
B.3.2.6. Faculty of Education "We Bring the Far Away Things Closer-Faculty-Student Meeting"
B.3.2.7. Interview on Innovation in Education Interaction and Feedback with Alumni
B.3.2.7. Interview from Our Computer Engineering Graduate About the Place of IT Professionals in the Corporate Business World B.3.2.8. Interview from Our Mechatronic Engineering Graduate About His Engineering Experiences

EVIDENCE

Competition Rankings Obtained as a Result of Academic Counseling

B.3.4.1. Competition Rankings Obtained as a Result of Academic Counseling: Example-1

B.3.4.2. Competition Rankings Obtained as a Result of Academic Counseling: Example-2

B.3.4.3. TÜBİTAK 2247-C Intern Researcher Scholarship Program (STAR): Example-3

B.3.4.4. TRT Future Communicators Competition: Example- 4

B.3.4.5. Turkish Patent Institute Award for Artificial Intelligence Supported Student Project: Example-5

B.3.4.6. TÜBİTAK-2242 University Students Research Project Competition Regional Championship: Example-6

B.3.4.7. Great Success from Our Students in the TÜBİTAK 2242 University Students Research Project Competition: ' 3

Project 3 Award' : Example-7

B.3.4.8. 2 Teams from Fırat University Achieved Significant Success in TEKNOFEST 2020 Rocket Competitions : Example 8 B.3.4.9. 7th Kayseri Film Festival Special Jury Award: Example-9

Directives-Regulations-Protocols

B.3.4.10. Postgraduate Education and Training Examination Regulation (Thesis Advisor Appointment)

B.3.4.11. Senate decisions on the Advisor Appointment Process and Qualifications Required in Faculty Members (ARTICLE

12-17)

B.3.4.12. Associate/Undergraduate Education Regulation

B.3.4.13. Associate and Undergraduate Education-Teaching Senate Principles

B.3.4.14. A New Collaboration Between Our University and Arçelik Has Been Implemented for a Project for Students Studying in the Software Field

Teaching methods and techniques

Maturity Level: Student-centered teaching method techniques are applied throughout the programs in line with defined processes.

Evidence

- Quality Policy Area.pdf
- Final Report November.pdf Final Report-June.pdf
- meeting minutes.pdf
- Student Award Guidelines.pdf

Student Societies Directive.pdf

Measurement and evaluation

Maturity Level: There are student-centered and diversified measurement and evaluation practices throughout the programs.

Student feedback

Maturity Level: Student feedback is received throughout the programs (at the end of each semester or each academic year).

Evidence

- [Survey1.jpeg](#)
- [Survey2.jpeg](#)
- [Survey3.jpeg](#)
- [Baskil Vocational School-Evaluation.xlsx](#)
- [State Conservatory-Evaluation.xlsx](#)
- [Faculty of Education-Evaluation.xlsx](#)
- [Elazığ Organized Industrial Vocational School-Evaluation.xlsx](#)
- [Faculty of Science-Evaluation.xlsx](#)
- [Faculty of Economics and Administrative Sciences-Evaluation.xlsx](#)
- [Faculty of Theology-Evaluation.xlsx](#)
- [Faculty of Communication-Evaluation.xlsx](#)
- [Humanities and Social Sciences -Evaluation.xlsx](#)
- [Karakoçan Vocational School-Evaluation.xlsx](#)
- [Keban Vocational School-Evaluation.xlsx](#)
- [Kovancilar Vocational School-Evaluation.xlsx](#)
- [Faculty of Architecture-Evaluation.xlsx](#)
- [Faculty of Engineering-Evaluation.xlsx](#)
- [Faculty of Health Sciences-Evaluation.xlsx](#)
- [Health Services Vocational School-Evaluation.xlsx](#)
- [Civil Aviation School-Evaluation.xlsx](#)
- [Sivrice Vocational School-Evaluation.xlsx](#)
- [Social Sciences Vocational School-Evaluation.xlsx](#)

[Faculty of Sports Sciences-Evaluation.xlsx](#)
[Faculty of Fisheries-Evaluation.xlsx](#)
[Technical Sciences Vocational School-Evaluation.xlsx](#)
[Faculty of Technical Education-Evaluation.xlsx](#)
[Faculty of Technology-Evaluation.xlsx](#)

- [Faculty of Veterinary Medicine-Evaluation.xlsx](#)
- [ALMS-GeneralSurveyReport-20Dec07-1829-f30d852b-0ac0-490c-9462-](#)

[56380541148e.xlsx](#) **Academic consultancy**

Maturity Level: Academic advising in the institution is carried out within the principles and rules.

4. Teaching Staff

4.1. Appointment, Promotion and Assignment Criteria

The regulation on the procedures and principles regarding the central exams and entrance exams to be applied in transfers or open appointments to the academic staff positions other than academic staff in our university units, is in accordance with the provisions of Article 48 of Laws No. 2547 and 657. **The methods followed for the recruitment of academic staff other than academic staff have been determined and** presented to the candidates in a table form in order to facilitate their consideration in applications .

The processes related to the recruitment, appointment and promotion of teaching staff are carried out in accordance with the regulations and processes issued by the Council of Higher Education and the University Personnel Department, primarily Law No. 2547. The new appointment-promotion directive of our University (Fırat University Directive on Promotion and Appointment to Academic Membership), which was accepted by the senate in 2018 and put into effect, was also used in 2020. Within the scope of the directive, the **" Information on Promotion and Appointment to Academic Membership"** , which allows our faculty members who request appointment to automatically calculate their scores, **"System"** Our

faculty members have calculated their scores without error since 2019 with a portal called. Again, **in 2019-2020 and 2021, the norm and non-norm cadres for all units of our University** were determined at the end of the previous year and announced on the homepage of our University.

Again, at the end of 2020, the 2021 staff requirement plan was made. The decisions of the Department Board, Department Board, Faculty/School/Vocational School Board regarding these were conveyed to the Rectorate . **2021 Year Based on Faculties and Departments I Staff Requests** have been determined and announced.

4.2. Teaching Competence (Active Learning, Measurement and Evaluation, Innovative Approaches, Material Development, Competence Acquisition and Quality Assurance System)

In its 2019-2023 Strategic Plan, our university has determined its goals to become a world-class research university as five basic items;

Purpose-1: Increasing the Quality of Education and Social Life
Purpose-2: Developing Scientific Research Activities
Purpose-3: Improving Community Services
Goal-4: Strengthening University-Public-Private Sector Collaboration
Objective-5: Strengthening the Institutional Structure
2019-2023 targets, which include academic, social, economic and cultural support for graduate students, postdoctoral researchers and faculty members to strengthen the research infrastructure, have also been set out in detail.

regularly **organizes TUBITAK Project Preparation and Implementation Trainings** for postgraduate students. are organized and useful information is provided to the participants. Researchers and faculty members who are at the beginning of their academic careers are effectively guided by the Project Coordination and Consultancy Center within the university in the project preparation and presentation processes **.**

In addition, in order to increase the number of young entrepreneurs on the way to becoming an entrepreneurial and innovative university, the project development support in the preparation and implementation processes of the "TÜBİTAK" 1512 Techno-Entrepreneurship Project and the support of the project management and consultancy office **of Fırat Teknokent-Technology and Transfer Office, one of the "BİGG" implementing organizations** , are carried out. Techno-Entrepreneurship Project Preparation Trainings, Information Meetings and Mentorship services are effectively provided within the Teknokent.

certified trainings on the use of experimental animals are organized regularly . Within the framework of the training program, basic information on Experimental Animals is conveyed and the necessary competencies in the application of Experimental Animals are acquired by the trainees.

Fırat University Continuing Education Center organizes trainings on various subjects for students and faculty members within the scope of active learning and innovative development. "IHA-0" Driving License Program and "IHA-1" Driving License Program trainings, Cognitive Behavioral Therapy Theoretical Training, "OHS" (Occupational Health and Safety) Specialist Trainings, etc.

4.3. Incentives and rewards for educational activities

Our university aims to provide different types of project support to academic staff in order to encourage scientific research and researchers, to provide technical equipment and materials to researchers, and to provide scholarships to students. For this purpose, our university offers project support within the framework of the Regulation on Scientific Research Projects of Higher Education Institutions .

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) established " **Public-University- Which project type should be given priority to support industrial cooperation projects? If the relevant public-university-industry cooperation project is presented, the maximum of that project type** It was decided **that the support amount would be supported with a 50% additional budget .**

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. Within the scope of this guideline, academic staff are provided with performance project supports within the scope of their academic performance. Academic staff can provide an extra allowance/support for their work with project budgets determined based on their academic performance score. For this purpose, performance project applications and evaluations are made by taking into account our university's **Academic Performance Project Guideline** .

Since the 2015-2016 academic year, the "Thesis of the Year Awards Event" has been held regularly for doctoral and graduate students within our university. are organized, the students and advisors who have completed the most successful thesis studies are determined and rewarded.
The aim of the Thesis Award is to ensure that thesis topics contribute to the development of our country, the world of culture and thought , and to increase the research power of our country in basic science as Fırat University. In this context, **the Fırat University Postgraduate Thesis Awards Directive is taken** into consideration .

Students and faculty members who represent our university in various scientific platforms and honor our university with the degrees they have earned are carefully monitored by our University Rectorate, their successes are announced in order to inspire the university in general and they are also rewarded by the Rectorate. In this context, the dissemination of success to the general public is encouraged and accelerated.

Appointment, Promotion and Assignment Criteria:

EVIDENCE
B.4.1.1. Roadmap for the Appointment of Non-Academic Staff
B.4.1.2. Sample Announcement for Non-Academic Staff Recruitment
B.4.1.3. Non-Academic Staff Preliminary Evaluation Result Example
B.4.1.4. Non-Academic Staff Recruitment Result Example
B.4.1.5. F.Ü. 2021 Staff Planning link: h ttp://personel.db.firat.edu.tr/tr/node/70
B.4.1.6. Appointment and Promotion Criteria Directive: Directive.pdf (firat.edu.tr)
B.4.1.7. Appointment Principles Point Calculation Point Calculation System:
https://atanmailkeleri.firat.edu.tr/announcement/
B.4.1.8. Academic Member Announcement (Academic Promotion) Announcement Example - Announcement dated December 29, 2020: ilan.pdf (firat.edu.tr)

Teaching Competence (Active Learning, Measurement and Evaluation, Innovative Approaches, Material Development, Competence Acquisition and Quality Assurance System) EVIDENCE
B.4.2.1. TÜBİTAK Project Preparation Training for Doctoral Students, News Text
B.4.2.2. "TÜBİTAK" Project Preparation and Implementation Training in Engineering and Technological Sciences
B.4.2.3. Project Coordination and Consultancy Center
B.4.2.4. Fırat Teknokent Technology Transfer Office
B.4.2.5. Certified Training in the Use of Experimental Animals
B.4.2.6. Fırat University Distance Education Center (FÜSEM)
B.4.2.7. " İHA-0" Driving License Program
B.4.2.8. " İHA-1" Driving License Program
B.4.2.9. Class C OHS Specialist Training

B.4.2.10. [Cognitive Behavior and Therapy Institutional Training](#)

Incentives and Rewards for Educational Activities

EVIDENCE

B.4.3.1. [EVIDENCE (Chamber of Commerce University cooperation protocol).pdf](#)
B.4.3.2. [EVIDENCE("BAP" support for Industry Focused Theses).pdf](#)
B.4.3.3. [Performance Directive](#) Intra-University Rewards for Academic Staff Due to Their Achievements Evidence;
B.4.3.4. [Certificates of Appreciation Were Given to Faculty Members Who Received Academic Incentives Within the Framework of "2020 Academic Incentive Studies" by the Dean of the Faculty of Education .](#)
B.4.3.5. [Gratitude](#) to 4 Faculty Members of the Faculty of Science Who Were Listed as the "World's Most Influential Scientists"
[Document](#)
B.4.3.6. [7 Faculty Members from](#) the Faculty of Engineering Who Are on the List of the World's Most Influential Scientists
[Certificate of Appreciation](#)
B.4.3.7. [Appreciation Plaques Given to Academicians Who Were Included in the 'World's Most Influential Scientists List '](#) B.4.3.8. [Successful Academicians Were Awarded at Fırat University](#)

Evaluation and Awarding of Theses of the Year

EVIDENCE

B.4.3.9. [The Most Successful Theses of 2015; Decision of the Institute of Science and Technology Board of Directors.](#)
B.4.3.10. [The Most Successful Theses of 2016; Decision of the Board of Directors of the Institute of Science.](#)
B.4.3.11. [The Most Successful Theses of 2018; Decision of the Board of Directors of the Institute of Science.](#)
B. 4.3.12. [The Most Successful Theses of 2019; Decision of the Board of Directors of the Institute of Science.](#)
B.4.3.13. [http://www.elazighaber ayrinti.com/haber-fIrat-universitesinin-en-iyi-tez-odul-toreni-gerceklestirildi5359.html](#)

Appointment, promotion and assignment criteria

Maturity Level: The institution's appointment, promotion and assignment criteria, which are defined for all areas and known to stakeholders, are applied and used in decision-making (recruitment, appointment, promotion of teaching staff and course assignments, etc.).

Teaching competence

Maturity Level: There are practices throughout the institution to improve the teaching competence of faculty members.

Incentives and rewards for educational activities

Maturity Level: Incentive and reward practices are widespread throughout the organization.

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 messages. Apart from this effectively

used system, information is shared with our students through our university's official social media accounts. Face-to-face meetings and interviews held by advisors in departments and majors with students, general survey applications and communication and meetings established with alumni are important forms of communication established with students. Students at our university can communicate with both academic and administrative staff directly or indirectly (such as complaint boxes, messaging via e-mail via OBS). In addition, our institution ensures and encourages the establishment of a student community under the guidance of an advisor academic staff and the participation of students in scientific, social and cultural activities by participating in these communities, thus ensuring that this activity positively affects their learning processes. There are many student communities affiliated with the Health, Culture and Sports Department at our university (Clubs). 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 rearranged for disabled students.

Learning environment and resources

Maturity Level: Management of learning resources throughout the institution is carried out by taking into account field-specific conditions, accessibility and balance between units.

Social, cultural, sports activities

Maturity Level: Social, cultural and sporting activities are accessible throughout the institution and are utilized based on equal opportunities.

Facilities and infrastructures

Maturity Level: Facilities and infrastructure throughout the institution are accessible and are utilized based on equal opportunities. **Barrier-free university**

Maturity Level: Barrier-free university practices are maintained throughout the institution.

Evidence

- Special Student Regulations.pdf

Psychological counseling and career services

Maturity   Level: Psychological counseling and career services are implemented within the planning throughout the institution.

6. Monitoring and Updating Programs

Within the scope of "TYYÇ", the continuous updating of the programs is ensured with activities such as Erasmus+, Mevlana and Farabi programs, harmonization policy, diploma supplement, information meetings for students. These responsibilities are meticulously carried out by the committees established in all programs. The up-to-dateness of the departments is announced to the stakeholders through meetings, workshops and symposiums held with external stakeholders. In accredited programs, program review activities are carried out as a result of the evaluations made by the 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. With the help of new graduate, old graduate and employer/manager surveys, internal and external stakeholder opinions are also taken into consideration and monitoring and updating are provided with the decisions taken by the education committees in line with the determined update suggestions. New graduate, old graduate and employer/manager survey results are evaluated by our academicians who have professional qualifications in the field 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 success 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, [there is an Alumni Information System.](#)

Monitoring and updating program outputs

Maturity Level: Mechanisms for monitoring and updating program outputs are in place throughout the programs.

Alumni tracking system

Maturity Level: Graduate tracking system applications are available across all programs in the institution. **Evidence•**

[graduate.png](#)

C. RESEARCH AND DEVELOPMENT

1. Research Strategy

C.1.1. Research Policy, Objectives and Strategy of the Institution

has announced its institutional policy regarding "R&D" in its 2019-2023 Strategic Plan (_____ 3 Strategic Plan). In addition, the institution's "R&D" Strategy Document was prepared in 2019. Fırat University Strategic

In the Plan, the mission of the institution 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 in the strategic plan, the institution's vision 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 (Graduation Project Exhibition) in the sub-units of our university, supports received through the "TÜBİTAK" Graduation Projects Support Program, studies to develop professional practice and research skills and abilities of undergraduate students in projects such as "BAP" (Fırat University "BAP" Directive Article 11, paragraph h, " FÜBAP" Directive , 1001, 1002), various training seminars and meetings have been organized.

In order to encourage undergraduate students to write, apply and carry out projects, "TTO" promotes "TÜBİTAK" funds at the University. In this context, undergraduate students carry out "TÜBİTAK" Supported Research Projects under the consultancy of faculty members. In one of these competitions, "TÜBİTAK" 2242 University Students Research Project Competitions, our University students won first place in 2020 (First Place Award News Link).

There is a Central Laboratory for research activities in our university and it continued to provide service in 2020. In addition, research and development activities are carried out by academics 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 the departments, laboratory studies of postgraduate theses are carried out. As of the end of 2020, 4379 postgraduate students (Student Numbers) 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 Scientific Research according to the Strategic Plan of our University.

Projects are analyzed by the Coordination Unit, Library and Documentation Department, All Institutes, All "R&D" Centers, and Central Laboratory Units. R&D activities and outputs are regularly monitored under the supervision of the relevant Vice Rector at our university, and a subscription to the "Incites" database was made in 2019 to enable more detailed analyses, and this subscription continued in 2020. Each project

submitted to "TÜBİTAK" programs is recorded by the Project Coordination and Consultancy Office and analyzed regularly every year. Accepted projects are monitored by the External Projects Unit within the Fırat University Scientific Research Projects Coordination Unit. Since the data of the Entrepreneurial and Innovative University Index, "YÖK Report Card", "KİDR", and "TÜİK" are collected every year and shared with the relevant institutions, regular monitoring of the data is also ensured with "R&D". In this context, the "ÜYBS" program, which was organized by the Quality Commission and designed by "YÖKAK" and provided to our universities, on which the Department of Information Processing is currently working, will provide great convenience in the measurement and evaluation of performance indicators.

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 is still being implemented. In accordance with this regulation, academicians are provided with higher scores in case of publications in journals with high impact factors within the scope of "SCI" and "SCI-E" and it has become mandatory to bring in external projects. In addition, academicians' academic studies have been rewarded with "FÜBAP" Performance Projects and the quality of postgraduate studies has been increased with " FÜBAP Statistics " , Institute of Science Best Thesis Awards (Institute of Science Awards). In order to increase the externally funded projects of our academicians, the application of presenting the applied postgraduate projects to institutions that provide funding from outside the institution has been continued (Announcement).

As in previous periods, 3 "TÜBİTAK" supported project trainings were carried out in our university in 2020 with the participation of internal and external stakeholders (1- Education , 2- Education , 3- Education). In addition, consultancy and training services were provided to various public and private sector organizations through the Technology Transfer Office. Our university's Agriculture and Livestock Research and Application Center (TAHAM) continued to provide training to farmers (news link) and veterinarians (news link) in our region. "R&D" studies were also carried out within the scope of social contribution processes. "R&D" activities are carried out in cooperation with our academicians and various institutions and organizations. "TÜBİTAK" supported project studies prepared to produce high value-added products with advanced technology continued within the institution, and 17 research projects were started with the support of "TÜBİTAK" in 2020.

Our institution's goals have been determined to contribute to local/regional/national development and are stated in the 2019-2023 strategic plan. In 2020, there was an increase in the number of publications and citations compared to the previous year. In 2019, the number of publications in the Web of Science by Fırat University was 1006, while this number was 1026 for 2020 (Ranking List). Cluster studies for priority areas have yielded their results, academicians participated in various competitions with the participation of students and won various degrees in Tekno-Fest competitions in 2020 (Tekno -Fest First Place News Link). In the list of the most influential scientists in the world published in the journal "Plos Biology" by John IOANNİDİS and his colleagues from Stanford University , 30 faculty members from Fırat University were included in the list of the most successful scientists in the world (Plos Biology List Link).

As a result of the studies conducted at the Middle East Technical University Informatics Institute "URAP" (University Ranking by Academic Performance) Laboratory, the universities included in the 2019-2020 world field rankings have been determined. In the URAP field ranking, Fırat University took place in the world rankings in 4 fields (" URAP" Ranking Link).

Fırat University has achieved success in 4 different areas in the "2020 Shanghai Ranking World University Academic Field Rankings" list (Shanghai Ranking).

Fırat Teknokent participated in the International Entrepreneurship Invention Competition and Exhibition Acceleration Program ISIF'20 in 2020 (ISIF'20 News Link).

In the fields of innovation and entrepreneurship opened in February 2020 by "TÜBİTAK" within the scope of the 1601 Program

As a result of the call for capacity increase, Fırat Teknokent was re-elected as the "BiGG" implementing organization.

have been selected (" BIGG" Implementing Organizations).

According to the results of the "2020 Entrepreneurial and Innovative University Index", Fırat University was one of the two universities in the Eastern Anatolia Region that were included in the list. It was among the top 50 universities in the index (2020 Entrepreneurial and Innovative Universities).

C.1.2. Management and Organizational Structure of Research and Development Processes

At Fırat University, "R&D" processes are carried out by various units under the coordination of the relevant vice rector. The Project Coordination and Consultancy Office provides technical support to external research

projects and also monitors and statistically evaluates "R&D Projects" submitted to external institutions. The use of in-house resources for "R&D" purposes is managed by the "BAP" Unit and especially the funding of postgraduate studies is provided by this unit. University-Industry Collaboration Projects are monitored by Fırat Teknokent and technical support is provided when needed. Relevant processes regarding Intellectual and Industrial Property Rights are carried out by "Fırat TTO" and applications with high commercialization potential are evaluated as service inventions by the decision of the university board of directors and supported by our university. Entrepreneurship support is provided to our academics and students by Fırat Teknokent in cooperation with "TÜBİTAK". Technical support is provided to projects prepared for "EU" funds by the External Relations Coordination Office.

C.1.3. Relation of Research to Local/Regional/National Development Goals

Our institution's goals have been determined to contribute to local/regional/national development. It is stated in the 2019-2023 Strategic Plan. Priority is given to regional development studies within the framework of the plan prepared by the Fırat Development Agency. Collaborations made within the framework of "UNİP" contribute positively to regional development. Especially in research studies conducted in the fields of social sciences and health, research on regional problems comes to the forefront. It is seen that our academicians contribute to the studies of many "R&D" centers on a national scale, as well as working with local actors for the development of regional industry. The targets in the Eleventh National Development Plan are taken into consideration in the research studies of our University.

EVIDENCE

https://www.firatdamla.com/
http://sks.db.firat.edu.tr/tr/node/405
http://www.firat.edu.tr/documents/1606908236.pdf
https:// fka.gov.tr/bolge-plani-detayi-14635742461414
https://www.sbb.gov.tr/wp-content/uploads/2019/07/Onbirinc iKalkinmaPlani.pdf

The institution's research policy, objectives and strategy

Maturity Level: There are practices implemented throughout the institution in line with the defined research policy, strategy and objectives.

Management and organizational structure of research and development processes

Maturity Level: The management and organizational structure of research and development processes throughout the institution are implemented in line with institutional preferences.

Evidence

- 18.docx

Relation of research to local/regional/national development goals

Maturity Level: Research is carried out throughout the institution, taking into account local, regional and national development goals and changes.

Evidence

- 17.docx
- ENTREPRENEURSHIP EDUCATION20201214_10131278.pdf
- DEVELOPMENT AGENCY20201214_10105788.pdf

2. Research Sources

C.2.1. Research Resources, C.2.2. Intra-University Resources (BAP), C.2.3. Orientation to External Resources (Support units, methods), C.2.4. Doctoral Programs and Post-Doctoral Opportunities

In 2020, 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. In 2020, 193 projects

were supported by "FÜBAP" and 19,819,675.17 TL was allocated to these projects. As of 2020, 286 projects supported by "FÜBAP" are ongoing and the total budget of these projects is 21,610,915.90 TL. When the distribution of "FÜBAP" projects is examined, it is seen that the applications of all units of our university, especially the Faculties of Medicine, Engineering and Science, are supported (" FÜBAP" Statistics). In 2020, 5,214,873.64 TL of "TÜBİTAK" allocations were used in our university.

When the use of "BAP" resources in 2020 was examined, it was seen that there were 10 different fields (Individual, Medical Specialization,

It is seen that projects such as Master's Thesis Research, Doctoral Thesis Research, Infrastructure, Initial R&D, Performance, Infrastructure Support, Specialization in Dentistry, Comprehensive Infrastructure) are supported. ("FÜBAP" Statistics). In 2020, the highest number of master's thesis research projects (68) were supported by "FÜBAP" and a budget of 1,036,153.21 TL was allocated for these projects. In 2020, the projects presented by academicians from the Faculty of Medicine (50) and the Faculty of Engineering (41) were supported the most. When the performance projects in force for the purpose of rewarding academicians were evaluated, 14 projects were supported in 2020 and a budget of 242,280.26 TL was allocated.

In order to support researchers who are just starting their research careers, BAP offers a master's thesis research project, a doctoral thesis research project, as well as an introductory research project for those who are new to teaching.

In order to increase the number of "R&D" projects at our university, 34 project consultancy services and 20 training services were provided to private sector and public institutions within the scope of University Industry Cooperation (ÜSİ) within Fırat Teknokent in 2020 through "Fırat TTO". 8 academician companies whose R&D projects were approved in 2020 started their activities in Fırat Teknokent Technology Development Zone. In 2020, 6 invention notifications were made to "Fırat TTO", 3 applications to Turkish Patent Office, 1 Patent Registration, 1 Patent Information

The meeting was held. In 2020, more than 20 trainings were provided to academicians and company employees through Fırat TTO. 2 online fairs were attended. In addition, 86 business ideas were evaluated by "Fırat TTO" and 10 trainings and 3-hour one-on-one mentoring services were provided to 40 student or graduate entrepreneurs.

The cooperation protocols made by our university's faculties with stakeholders have an important place in research and development. These cooperation protocols are announced on the web pages of the relevant faculties and our university (Example 1 , Example 2).

Our university provides doctoral level education in departments with suitable academic and infrastructure. During the doctoral education, students are supported by our university's "BAP" unit, depending on their field of study, in addition to academic consultancy. In addition, our students, who increase their competence by taking part in projects, are provided with professional business life through our Career Center after the education (" FÜKAMER ").

Research sources

Maturity Level: The adequacy and diversity of research resources in the institution are monitored and improved.

Internal university resources (BAP)

Maturity Level: The institution monitors and improves the use and distribution of intra-university resources.

Evidence

- FUBAP Activity Report 2020.docx

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

Maturity Level: Methods and units have been created to support the use of non-university resources in order to continue the institution's research and development activities in line with the research strategy.

Doctoral programs and postdoctoral opportunities

Maturity Level: The institution carries out doctoral programs and postdoctoral opportunities that are compatible with and support the research policy, goals and strategies.

3. Research Competence

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 the academic staff for the "R&D" activities in national priority areas are taken into consideration and the necessary support is provided by all relevant sub-units, especially "BAP".

In our institution, 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," and "İNCİTES." Our institution is intensively working on creating a researcher identity in international environments with İncites Trainings. Thus, on the one hand, it is aimed to measure and evaluate the publication activities of our academic staff, and on the other hand, to increase international recognition. 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.

Within the scope of joint research at our university, studies are ongoing at the "Big Data and Artificial Intelligence Laboratory" established with the support of the Presidency of Defense Industries. (News Link). Activities carried out with artificial intelligence and "SAYP" are also among the joint researches. Within the scope of joint researches with Fırat Development Agency, a prototyping workshop was opened (Prototyping News Link). A project prepared at our university in partnership with "TAİ" was supported by "KOSGEB" (TAİ Collaboration News Link). In short, joint projects are being carried out and/or ongoing in our institution in cooperation with many institutions and organizations such as "ASELSAN", "HAVELSAN", "KOSGEB", Ministry of Industry, Teknokent, Elazığ Municipality, Fırat Development Agency, "TAİ".

Developing research competence of faculty members

Maturity Level: Practices are carried out to improve the research competence of faculty members throughout the institution.

Evidence

- 15.docx
- 2237 EU Euphrates Participants (2019-2020).xlsx
- Participant 1.jpeg
- Participant 2.jpeg
- Participant 3.jpeg
- PARTICIPANT LIST.pdf
- PARTICIPANT LIST2.pdf
- PARTICIPANT LIST3.pdf

PARTICIPANT LIST 4.pdf

Projects.pptx

National and international joint programs and joint research units

Maturity Level: Joint programs and joint research activities are carried out throughout the institution at national and international levels.

Evidence

- International Joint Degree Programs (ILP) Regulation2.pdf

4. Research Performance

C.4.1. Performance Evaluation of Teaching Staff, C.4.2 Evaluation of Research Performance and

Results-Based Improvement

In order to increase research performance and the impact of the outputs, the research performances of all academic units within Fırat University are regularly monitored and the monitoring results are evaluated together with the stakeholders and precautions are taken.

In this context, the evaluation is carried out by following the data of all research personnel with the "YÖKSİS" database at the https://staff.firat.edu.tr/ address used in the institution. In addition, all project applications are recorded with the Project Coordination and Consultancy Office Coordinatorship in our institution and periodic reports in accordance with the work plan of the approved projects are followed. Project preparation courses are given by expert trainers for researchers who have difficulty in writing projects and their improvement is ensured.

- · https://staff.firat.edu.tr/
- · http://proje.firat.edu.tr/
- · Fırat University Internal Evaluation Report 2019, page 5/41. · http://cokdisiplinliprojeegitimi.firat.edu.tr/

C.4.3. Research Budget Performance

In the institution, the approval, monitoring and evaluation of the budget performance of internal and external research studies in line with the institution's strategic plan, research and development goals and education and training quality are carried out at the highest level by the Rector, and the regular monitoring of research budget performances is carried out by the Strategy Development Department, "FÜBAP", Fırat Technology Transfer Office ("Fırat TTO") and Project Coordination and Consultancy Office Unit. The records kept by these units are reported to the senior management annually and the general status of the university and the research budget and performance status of the departments are evaluated.

The institution's research budget performance is evaluated annually and reported institutionally in national and international ranking systems (QS, THE, URAP, Entrepreneurial and Innovative University Index, "YÖK" monitoring criteria, "RUR", etc.) to ensure that the institution is included in ranking systems in the world and in Turkey.

By evaluating the research budget performances, up-to-date announcements are made continuously so that the University can benefit more from external research and development supports, and many project writing and execution trainings are provided, especially within the scope of the "TÜBİTAK" 2237 Program.

In addition, academic staff members who perform academically in the institution are evaluated annually according to the rules specified in the relevant directive and Performance Projects are given as awards for faculty members. On the other hand, the institutional shares of external projects are used in the research and development activities of the relevant departments or the relevant faculty members.

Intellectual and financial support for the protection and commercialization of research and development activities in the institution, as well as research outputs.

There is an industrial rights commission and a budget used for this purpose.

Instructor performance evaluation

Maturity Level: Mechanisms are used to monitor and evaluate the research and development performance of faculty members throughout the institution.

Evidence

- Unit Evaluation Sample View.png
- Perdonel Evaluation System General View.png
- F.U. Publication Directive.pdf
- FSMH_Directive.pdf
- Academic Staff Abroad Support Program.pdf
- Performance Evaluation Guidelines.pdf

Monitoring and improving research performance

Maturity Level: There are principles, rules and indicators for monitoring and evaluating research performance in the institution.

Evaluation of research budget performance

Maturity Level: Mechanisms for evaluating research budget performance are used throughout the institution.

Evidence

- 20.xlsx

D. SOCIAL CONTRIBUTION

1. Social Contribution Strategy

D.1.1. Social Contribution Policy, Objectives and Strategy, D.1.2. Management and Organizational Structure of Social Contribution Processes

Within the framework of the understanding of "Service to the people, service to God", Fırat University has determined its social contribution strategy as serving the education and health of the city in which it is located in particular, and the region and country in general, providing consultancy in various fields, leading cultural-sports-artistic activities, the development of industry and animal husbandry, and environmental protection efforts, thanks to the outputs obtained from its scientific researches and its strong human resources, physical infrastructure and scientific knowledge.

One of the basic duties of Fırat University is social service. Fırat University, which approaches the concept of social service from a quality perspective, carries out many studies aimed at increasing the scientific and cultural awareness of the society, providing socio-economic benefits at a national level with social projects. Within the scope of the Social Contribution Strategy, Fırat University provides joint education programs and student-teaching staff mobility with ministries, local governments and other stakeholders in the country, and also establishes strong relations with institutions abroad. These activities and collaborations at the university level are also established and developed at the faculty and department/program levels. In order to measure the social contribution obtained as a result of the initiatives, data obtained from data collection systems and the outputs of various researches (graduates, publications, patents, etc.) are used. In addition, various basic indicators have been defined in the fields of education and social service. These indicators are evaluated by the relevant administrators and renewed in 6-month periods.

In addition to institutional monitoring processes, the processes of the units that produce social contributions at Fırat University are also linked to "PUKÖ" cycles. The units monitor and evaluate the activities they manage in line with the University's Strategic Plan and take precautions against possible risks.

Our university's social contribution policy has been published on the "kalitebirimi" web page (http://kalitebirimi.firat.edu.tr/). Objective 3 in the 2019-2023 Strategic Plan has been determined as "Developing Services for the Society". The targets for this purpose are listed below;

1. Increasing educational, cultural, artistic and sports activities for the society,
2. Establishing new units and infrastructures for health services,
3. Increasing the quality of service in the university hospital,
4. Increasing the total capacity and patient satisfaction in the university hospital,
5. Development of veterinary services and animal husbandry research.

Our university is also a member of the United Nations Development Program (UNDP) (" UNDP" Member List). Studies are carried out towards both the 2019-2023 goals and the sustainable development goals of "UNDP". We have units that are involved in social contribution activities in line with the purpose of their establishment or indirectly.

Social contribution policy, objectives and strategy

Maturity Level: There are practices implemented throughout the institution in line with the social contribution policy, goals and strategy.

Management and organizational structure of social contribution processes

Maturity Level: The management and organizational structure of social contribution processes throughout the institution are implemented in line with institutional preferences.

2. Social Contribution Resources

Fırat University Hospital, Dental Hospital and Animal Hospital are hospitals that serve not only our province but also the region. Fırat University Dental Hospital and Animal Hospital continue their activities and it is planned to develop their infrastructure in the 2019-2023 Strategic Plan Period. Student groups established within the scope of "SKS" carry out their activities using the physical spaces and vehicles belonging to our university. The financial source of the activities carried out within the scope of social contribution for students at our university is covered by the "SKS" budget. The usage permits of almost all areas where our university's social activities are held (AKM, other conference halls, social center, culture park cafe, indoor and outdoor sports halls, etc.) are also organized by the SKS Department. Fırat Teknokent, "Fırat TTO", Project Coordination and Consultancy Office, "FÜBAP" have sufficient physical space. Agriculture and Livestock Research Center (TAHAM) offers healthy animal products to university personnel by selling milk and dairy products and eggs. 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 contribution, 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 the research and application centers have their own management structure in a similar way. In addition to these, various activities that contribute to the society are carried out under the coordination of faculties and departments. One of our sources of Social Contribution is our Continuous Education Center. It carries out activities aimed at the development of the society by organizing paid and free trainings aimed at local, regional and national development in line with the needs of the society included in the Continuous Education Center Regulation (Research Centers List).

Resources

Maturity Level: The institution manages its social contribution resources by considering the social contribution strategy and the balance between units.

3. Social Contribution Performance

D.3.1. Monitoring and Improving Social Contribution Performance

As part of social responsibility projects, 9000 free meal vouchers were given to our university students. An open area within the university borders was allocated to make containers for earthquake victims in 2020. Some of the performance and improvement activities carried out in 2020 for the purposes determined in Objective 3 within the scope of the 2019-2023 strategic plan are listed below:

Within the scope of Strategic Plan Goal 3, Target 1, Fırat University In order to increase the number of training programs for relevant professional groups and different groups within the public within the Continuing Education Center "FÜSEM" in 2020, to encourage the participation of educators and to increase their visibility in society, the "FÜSEM" website has been updated (" FÜSEM" Web Page Link).
An interface has been added to the new website of "FÜSEM" to ensure the dissemination of public events and to enable faculty members to make training suggestions. A "FÜSEM" introduction letter has been sent to private sector representatives via e-mail and post for trainings organized in our center in order to ensure and support the coordination of social service activities carried out at Fırat University. An interface has been created for companies to apply for training requests on the renewed "FÜSEM" website.

Within the scope of Objective 3 and Target 5, a large animal triage area was built in the animal hospital in 2020, and the pharmacy and patient registration-admission were modernized. In addition, an anesthesia device, intensive care unit, new hospitalization cages for cats and dogs, biochemistry and a new hematology device were added to the hospital. With these innovations, in addition to providing a higher quality service to patients, biochemical and hematological analyzes can be performed on scientific studies conducted on animals and on samples sent by freelance veterinarians and various animal enterprises. In short, by making it functional, our university contributes to animal health in our city and nearby provinces. With the protocol made between Elazığ Municipality and Fırat University Animal Hospital in 2020, stray animals in the city are sterilized and their reproduction is prevented. Thus, it is aimed to protect the environment and public health originating from animals.

Monitoring and improving social contribution performance

Maturity Level: Mechanisms are used to monitor and evaluate social contribution performance throughout the institution.

E. MANAGEMENT SYSTEM

1. Structure of Management and Administrative Units

The management and organization of Fırat University are determined according to the provisions of the law numbered 2547. The structure of the management and administrative units of our university has been established with the Higher Education Law numbered 2547, the Higher Education Personnel Law numbered 2914, the Civil Servants Law numbered 657, and the Law on the Establishment and Duties of Ministries numbered 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.

Attention has been paid to the establishment of a managerial and administrative structure in terms of quality and quantity that will ensure and secure the achievement of the institution's strategic goals. At Fırat University, the Strategic Plan and internal control and quality studies are taken seriously by the senior management. The Institutional 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 effective internal control, job descriptions and workflow diagrams have been prepared, and sensitive tasks and risky areas have been determined. Signature authorities and authority delegation 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.

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 Personnel of Higher Education Supreme Organizations and Higher Education Institutions and are announced on our University's website.

Within the scope of Internal Control studies; 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 has an Occupational Health and Safety Commission, 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 Government Budget. All income and expenses of our units are included in the budget, and the chief executive of each spending unit to which an appropriation 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 appropriations 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 "TÜBİTAK" (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-PAYRO" (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 in accordance with the Movable Property Regulation and distributed effectively. 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 in 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; 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 foreseen by the legislation are included. Efforts are being made to bring suitable people to the position 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 needed as a result of the analyses conducted. 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.

The information management system in our university is basically a system that updates the ever-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 education-related processes (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, the registered e-mail address was obtained and the "EBYS" integration was also realized.
- Personnel **Information System:** It is the system that records and stores all personnel, appointment, progress, etc. information regarding all our academic and administrative staff.
- · **Housing Allocation System:** It is the system that automatically allocates housing by scoring according to the relevant legislation.
- Academic **Information System:** This is the 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.
- · Documents are sent online to external organizations using **Registered Electronic Mail (KEP) .**

Institutional integrations with the relevant mandatory 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 and units can instantly access the necessary documents. 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 for members, students and units through defined e-mail addresses. Before the information is published, it goes through the control process of the relevant upper units and is approved by the approval authority.

Information generated 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 24/7 and log records of all transactions are kept.

In the "OBS" system, which our university uses to manage its 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.

All information about our academic staff, such as research and development, publications, projects, and patents, is recorded and shared on the web through the Academic Information System. 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 requests. In this way, many useful information such as where employment opportunities are concentrated and providing assistance to students who will do internships are created. Implementing 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. All information about students (personal, demographic, success

rates, etc.) is available in the "OBS" system used by our university to manage education and training activities, and these can be reported. Various surveys and polls are 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 Institutional Internal Evaluation Report "KİDR", the University's Strategic Plan is also prepared every 5 years. Fırat University's 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 Faculty of Veterinary Medicine and has "EAEVE" accreditation. Among our other units, the "MÜDEK" accreditation of the Faculty of Engineering and the "UTEAK" accreditation of 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. The "SOME" (Cyber Incident Combat 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. 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.

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 transparency, social responsibility awareness and stakeholder satisfaction, which are among the fundamental values of the institution, and constantly updates this information. Tools used in sharing 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 Faculty of Communication's Application Newspaper)
- · The institution's Radio (Fırat Radio) and Television (Fırat TV)
- · Printed and Visual Publications About the Institution
- · 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 Fırat University Facebook and Twitter accounts), provide some level of 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.

Management model and administrative structure

Maturity Level: The institution's management model and organizational structure operate in a way that covers all units and areas.

Process management

Maturity Level: Defined processes are managed throughout the organization.

2. Management of Resources

E.2.1. Human Resources Management

Our university's human resources management is aimed at providing, employing and developing human resources to achieve its goals and objectives in line with the mission and vision determined by the institution's Strategic Plan.

The main goal of our university's human resources management is to have personnel who will advance in the fields of education, training, research and development, service provision for the society, and strengthening university-public-private sector cooperation and institutional structure and who will elevate it to the ranking of leading universities. This goal is especially important in terms of realizing the university's mission, vision and taking steps to support its strategic goals. As a state university, our university obtains the personnel permits it needs upon applications made to the Council of Higher Education and the Ministry of Treasury and Finance, on the initiative of the said institutions.

Human resources management in our university is carried out in accordance with the relevant laws. The recruitment and appointment processes of academic staff in our university are carried out in accordance with the Civil Servants Law No. 657 and the Higher Education Law No. 2547 and the Regulation on Promotion and Appointment to Academic Staff issued based on this law, the regulation on the procedures and principles regarding the central exams and entrance exams to be applied in the appointments to be made by transfer and outgoing to the academic staff positions other than the academic staff, the Higher Education Personnel Law No. 2914 and the Fırat University Directive on Promotion and Appointment to Academic Staff (Fırat University Directive on Promotion and Appointment to Academic Staff) . The appointments of those who are entitled to receive specialization training in accordance with the "Regulation on Specialization Education in Medicine and Dentistry" are made to the research assistant positions of our university's Faculty of Medicine and Faculty of Dentistry. The academic staff norm cadre planning in our university is carried out annually with the participation of academic units, considering the needs of academic units, and shared with the public (Cadre Planning). Announcements are made for Academic Staff recruitment and these announcements are announced in the Official Gazette and on our university's website. In addition, the announcement, preliminary evaluation results and exam results are published on our university's website. Sample Announcements and Announcements; http://www.firat.edu.tr/tr/page/announcement/ogretim-uyesi-ilani-3588 , http://www.firat.edu.tr/tr/page/announcement/ogretim-elemani-ilani-3577 , http://www.firat.edu.tr/tr/page/announcement/ogretim-uyesi-ilani-3576 ,

http://www.firat.edu.tr/tr/page/announcement/ogretim-elemani-giris-sinavi-sonuclari-3574 ,
http://www.firat.edu.tr/tr/page/announcement/ogretim-uyesi-ilani-oncelikli-alan-3571 ,
http://www.firat.edu.tr/tr/page/announcement/ogretim-elemani-ondegerlatma-sonuclari-3549 ,
http://www.firat.edu.tr/tr/page/announcement/ogretim-elemani-ilani-3532 ,
http://www.firat.edu.tr/tr/page/announcement/ogretim-elemani-sinav-sonuclari-3648 .

In order to increase the performance of academic staff at our university, the "Academic Incentive Regulation" is implemented and information about academic incentives is shared on our university's web page. Under the module on our website about the 2020 Academic Incentive Application Process (Academic Incentive Application); Academic Incentive Allowance Application Guide (Guide), Academic Incentive Allowance Calendar (Calendar), Academic Incentive

The Regulation (Regulation), regulation amendment (Regulation Amendment) has been shared with our staff. Again, Academic Incentive Results have been announced on our University's web page (Academic Incentive Result Announcement), and our academic staff has been given time to object.

In order to encourage academic staff at our university by evaluating their scientific, artistic and similar academic studies and thus to increase the national and international success level of the university, "Fırat University Performance Evaluation Directive" has been prepared and shared with our academic staff (Performance Evaluation Directive).

In order to increase the morale and motivation of the academic staff working at our university, their achievements are rewarded and announced to the public through our website. In addition, during the competitions that our academics prepare together with their students, the university administration visits our academics and tries to increase their morale and motivation. The award and congratulatory activities and visits carried out by the administration for our academics who were successful in 2020 are available on our website. Examples of our Award and Congratulation events:

1. http://www.firat.edu.tr/tr/page/news/firat-universitesi-dunyanin-en-etkili-bilim-insanlari-listesunu-3545 ,
2. http://www.firat.edu.tr/tr/page/news/tebrik-3543 ,
3. http://www.firat.edu.tr/tr/page/news/gelenek-bozulmadi-fu-iletisim-fakultesine-trt-gelecegin-iletisimcileriyarismasindan-yine-odul-3540 ,
4. http://www.firat.edu.tr/tr/page/news/dunyanin -en-etkili-bilim-insanlari-listesine-giren-ogretim-uyelerine-tesekkurplaketi-verildi-3502 ,
5. http://www.firat.edu.tr/tr/page/news/firat-universitesi-ogretim-uyeleri-yurutuculugunde-hazirlanan-2-adet-tubitak1001-projesi-kabul-edildi-3501 ,
6. http://www.firat.edu.tr/tr/page/news/firat-universitesinin-basarili-akademisyenler-odullenenildi-3500 ,
7. http://www.firat.edu.tr/tr/page/news/tebrik-3499 ,
8. http://www.firat.edu.tr/tr/page/news/tebrik-3497 ,
9. http://www.firat.edu.tr/tr/page/news/firat-universitesi-ogrencileri-teknofestte-turkiye-birincisi-oldu-3300 ,
10. http://www.firat.edu.tr/tr/page/news/rektor-prof-dr-goktastan-uvcsat-model-uydu-takimina-ziyaret-3288 ,
11. http://www.firat.edu.tr/tr/page/news/rektor-prof-dr-fahrettin-goktas-teknofest-yarismasina-hazirlik-yapan-troket-vegokruh-takimlarini-ziyaret-etti-3283 ,
12. http ://www.firat.edu.tr/tr/page/news/dunyanin-en-etkili-bilim-insanlari-listesunu-firat-universitesinin-8-isim-yeraldi-3272).

Our university's administrative staff is provided by the results of the "Public Personnel Selection Exam (KPSS)", which is carried out centrally according to the need. The appointment is made centrally, the University only determines the title and position of the staff. Some of the needs of the university in administrative staff are met by workers, permanent workers and contracted personnel.

Among those who work in public institutions outside our University subject to the Civil Servants Law No. 657 and apply to be transferred to our University, the personnel needs of our units and departments (technician, department/unit secretary, student affairs, engineer, lawyer, etc.); the application form including the applicants' education, information on computer use, foreign language skills, information on courses and trainings attended, past work experiences, length of service in the public institution and organization where they work, and information on the job and/or unit they are responsible for is evaluated together. After the evaluation, with the approval of the General Secretariat, the application forms of the candidates who are considered to meet the personnel demand of the department/unit are interviewed by the unit manager who made the request. If the Department/Unit manager gives an approval, the transfer appointment procedures are initiated with the approval of the Rectorate.

For the recruitment of contracted personnel, an advertisement is made and the KPSS score ranking is taken as basis; for the recruitment of permanent workers, an advertisement is made, a draw is made and the results of the draw are announced and the candidates are notified to start their duties. Announcements for the recruitment of contracted personnel and permanent workers;

1. http://www.firat.edu.tr/tr/page/announcement/surekli-isci-goreve-baslama-duyurusu-3580 ,
2. http://www.firat.edu.tr/tr/page/announcement/surekli-isci-alim ina-iliskin-duyuru-3548 ,
3. http://www.firat.edu.tr/tr/page/announcement/surekli-isci-alimi-kura-cekimi-canli-yayini-linki-3-december-2020 3537 ,
4. http://www.firat.edu.tr/tr/page/announcement/surekli-isci-alimi-kura-cekimine-iliskin-duyuru-3535 ,
5. http://www.firat.edu.tr/tr/page/announcement/4b-sozlesmeli-personel-5-grup-son-yedekten-cagrilanlar-hakkinda ilan-24112020-08122020-3534 ,
6. http://www.firat.edu.tr/tr/page/announcement/4b-sozlesmeli-personel-alimi-sonuclari-3624 ,
7. http://www.firat.edu.tr/tr/page/announcement/surekli-isci-kadrolarina-atanacak-adaylarin-goreve-baslatilmalarihakkinda-duyuru-3636 ,
8. http://www.firat.edu.tr/tr/page/announcement/657-sk-4b-maddesi-uyarinca-sozlesmeli-saglik-personeli-alimi-ilani 3639 ,
9. http://www.firat.edu.tr/tr/page/announcement/surekli-isci-temizlik-gorevlisi-alim-sonuclari-3645 ,
10. http://www .firat.edu.tr/tr/page/announcement/surekli-isci-alimi-sozlu-sinavina-iliskin-duyuru-3649 ,
11. http://www.firat.edu.tr/tr/page/announcement/57-3651 ,
12. http://www.firat.edu.tr/tr/page/announcement/surekli-isci-ilani-3657 ,
13. http://www.firat.edu.tr/tr/p age/announcement/sozlesmeli-personel-4b-alim-sonuclari-3661) is published on our website and shared with the public.

Regarding issues such as personnel employment, appointment to higher positions and statutory rights, legal regulations in the legislation are followed, and regarding the transactions and staff status; entry procedures are carried out to the YÖKSİS system of the Presidency of the Council of Higher Education, the e-budget system of the Ministry of Treasury and Finance and the e-application system of the Repealed State Personnel Presidency . In order for human resources to be carried out in our university through an effective, efficient and secure system; Personnel Information System (https://pbs.fi rat.edu.tr/), Academic Information System (https://abs.firat.edu.tr/) are used and a new system is being created that includes the works and duties of administrative and academic personnel (https://staff.firat.edu.tr/).

In order to facilitate the adaptation of newly appointed administrative personnel to our university, to ensure that their education and qualifications are compatible with the duties they undertake and to ensure that they have the necessary competence; In addition to the "Basic Training of Candidate Civil Servants" within the scope of the "General Regulation on the Training of Candidate Civil Servants", trainings explaining the organization of the University are carried out within the scope of "Preparatory Training". Training programs for professional and personal development are planned and carried out annually by the Human Resources Department based on the academic calendar according to the job done by the administrative personnel. These

trainings could not be organized in 2020 due to the pandemic, and the document for 2021 is attached (Annex-1- EBYS In-Service Training). In-service trainings at our university are organized in accordance with the Fırat University In-Service Training Regulation (In-Service Training). In 2020, trainings were organized in accordance with the social distance rules within the scope of Covid-19 for personnel at our university hospital. The trainings organized, the content of the trainings, and the photographs taken during the trainings are attached (Annex-2-2020 FU Hospital Personnel Training File). In order to increase the training activities for our university hospital employees, a performance indicator has been defined under the target of increasing the total capacity and patient satisfaction in the university hospital in the 2019-2023 Strategic Plan (Strategic Plan). In addition, the university administration ensures the participation of the personnel in courses and seminars organized by ministries and public institutions. Activities related to human resources management have been determined in our FU Internal Control Action Plan; Within the scope of the standard "Managers and personnel must have the knowledge, experience and ability to perform their duties effectively and efficiently.", all units will determine the training topics they need for their own personnel every year and report them to the relevant unit; All measures will be taken to ensure that the managers and other personnel of the administration have the knowledge, experience and ability necessary to perform their duties in the best way; In addition, within the scope of the standard "The necessary training needs for each task should be determined, and the training activities that will meet this need should be planned and carried out every year and updated when necessary.", a detailed training program will be prepared by taking the opinions of all units; in case of changes arising from the legislation concerning our university units, meetings will be held to discuss these changes and the necessary training activities will be carried out; the supply of training needs will primarily be provided by individuals or units specialized in the relevant field within the institution, and if it is not possible to supply from within the institution, by organizations or individuals specialized in the field outside the institution, the activities are included.

The evaluation of the services provided by the personnel subject to the Civil Servants Law No. 657 was carried out with the application of a record score until 2011. However, after the abolition of the record score application; no new regulations were made to measure the performance, efficiency and adaptation of the employees to the job. Therefore; a change of place of duty is requested by the manager for the personnel subject to the Civil Servants Law No. 657 who are not compatible with the place of duty and the job they do. As a result of the interviews conducted by the General Secretariat with the unit manager and the relevant person, a new place of duty is tried to be determined by taking into account the person's education and work performance experiences. Activities related to the competence and performance of the personnel are also determined in our Internal Control Action Plan, and within the scope of the standard "The competence and performance of the personnel should be evaluated by the manager they are affiliated with at least once a year and the evaluation results should be discussed with the personnel." There are some personal and verbal evaluations of the administrators in our university regarding performance evaluation, however, since there is no legal regulation regarding the performance -based reward system regarding the systemization of these, it is not considered possible.

In line with the university's quality policies and within the scope of internal control studies, studies to create a new system that regulates the job descriptions of managers and staff working in administrative positions began in 2018 and are expected to be completed in 2021. In this context, the work flow diagrams of academic and administrative units (Workflow Processes , Workflow Diagrams) , the job descriptions of the staff working in academic and administrative units (Job Definitions) , Signature Authorities and Authority Directive (Signature and Authority Directive), Ethical Conduct Principles Directive (Ethical Code of Conduct Directive) , Academic and Administrative Units Sensitive Tasks List (Task List) , Unit Risk Management Strategy Document (Risk Management Document) and Corporate Risk Management Strategy Document (Risk Management Strategy Document), Internal Control Risk Assessment Report (Assessment Report) have

been prepared and there are deficiencies. These deficiencies will be resolved and updates will be made by the end of 2021.

the Public Officials Ethics Agreement is issued to newly appointed personnel. (ANNEX-3- **Public Officials Ethics Agreement**) is signed and kept in the personnel file.

In order to listen to the requests and needs of the personnel working in academic and administrative units of our university and to find solutions to their requests and needs, our university administration visits the units. Information and documents regarding the visits are published on our website (Visit News Link). Also Our University has launched the "Open Door System" application on the Quality Unit page, providing the opportunity for our University staff to express all their requests, suggestions and complaints (Open Door Application).

In our university's 2019-2023 Strategic Plan, performance indicators have been defined under the aim of strengthening the institutional structure; strengthening the institutional culture, sense of belonging and stakeholder ties of students, graduates and staff, increasing the satisfaction levels of students and staff and strengthening the quality assurance system.

E.2.2. Management of Financial Resources

Our University's budget is prepared within the scope of the Public Financial Management and Control Law No. 5018 and in line with the objectives, targets and priorities determined in our University's Strategic Plan, Medium-Term Program, Medium-Term Financial Plan and Development Plan and the provisions specified in the Central Government Budget Law published every year, in a way to ensure the effective, economical and efficient use of public resources. It is ensured that the allocations are used effectively, economically and efficiently by the spending units in a timely manner in accordance with the budget laws and investment programs, that the spending instructions are in accordance with the legislation, that the expenses meet the actual needs and that the goods and services suitable for the purpose are provided. Our University's 2020 performance program, 2020 program budget and 2020 analytical budget proposal were discussed and decided on in the Board of Directors (ANNEX-4-2020 Program Budget, Performance Program and Analytical Budget Letter, ANNEX-5-2020 Program Budget, Performance Program and Analytical Budget Board of Directors Decision). The "Fırat University Internal Control and Preliminary Financial Control Directive" (Directive) is implemented by the Strategy Development Department of our University for the financial decisions and transactions regarding the administration's income, expenses, assets and liabilities; the university budget, budget arrangement, available appropriation amount, expenditure program, compliance with the Central Government Budget Law and other financial legislation provisions and the effective, economical and efficient use of resources .

Budget implementation results are shown in the final account schedule. While explanations regarding budget expenditures are made in the final account schedule, expenditure rates of appropriations are also explained (http://strateji.db.firat.edu.tr/tr/node/ 81). Our university's performance program and indicator realizations of the units responsible for the performance program are monitored (http://strateji.db.firat.edu.tr/tr/node/77). In addition, financial information, income-expenditure realizations, budget realizations, basic financial tables, activities carried out within the scope of the investment program, performance results and evaluation of the results are presented to the public in the annual administration activity report (http://strateji.db.firat.edu.tr/tr/node/74) . Six-month and annual evaluations of the Strategic Plan are included in the Strategic Plan Monitoring (http://strateji.db.firat.edu.tr/tr/node/75) and Evaluation Reports (http://strateji.db.firat.edu.tr/tr/node/76). The Institutional Financial Status and Expectations Report includes the 6-month results of budget income-expenditure realizations and the 6-month estimates for budget income and expenditures (http://strateji.db.firat.edu.tr/tr/node/78). The Public Investments Monitoring and Evaluation Report includes investments by sector and expenditures made by sector determined with the annual

investment program (http://strateji.db.firat.edu.tr/tr/node/79). A Cash Flow Table is prepared to show the cash flow of an accounting period and the inflows and outflows of cash (http://strateji.db.firat.edu.tr/tr/node/80). All reports prepared by our Strategy Development Department are shared with the public on the web page of our Strategy Development Department (http://strateji.db.firat.edu.tr/tr).

Our Strategy Development Department has prepared workflow diagrams for financial processes, and the workflow diagrams on our website (http://strateji.db.firat.edu.tr/tr/node/44 , http://strateji.db.firat.edu.tr/tr/node/41) will be renewed after the necessary arrangements and approvals.

Our University's Scientific Research Projects Coordination Unit is the scientific research projects management unit,

It operates to support the projects prepared as "Master's Degree, Doctorate, Medical Specialization, Dentistry Specialization, Initial Research, Performance, Individual, Infrastructure, Infrastructure Support, Comprehensive Research" within our university and to assist in the execution of purchasing transactions. BAP Our Unit "Fırat University Scientific Research Projects (FÜBAP) Support

Directive" (https://fubap.firat.edu.tr/index.php?act=guest&act2=sayfa&id=17)   and   "Higher Education Institutions

It carries out its work and operations in accordance with the provisions of the "Regulation on Scientific Research Projects". In addition, in order to encourage the scientific, artistic and similar academic studies of Fırat University (FU) academic staff in the BAP unit and thus to increase the national and international success level of the university, the "FU Performance Evaluation Directive" is implemented (https://fubap.firat.edu.tr/index.php? act=guest&act2=sayfa&id=16). Work flow charts and related documents are shared with researchers on the web page of our BAP unit (https://fubap.firat.edu.tr/index.php?act=guest&act2=sayfa&id=10). In addition, information on projects (https://fubap.firat.edu.tr/in   dex.php?act=guest&act2=projeler&durum=devam   ), statistics on projects (https://fub   ap.firat.edu.tr/index.php?act=guest&act2=istatistikler   ), information on external projects (https://fubap.firat.edu.tr/index.php?act=guest&act2=istatistikler), unit activity reports are shared in our BAP automation system (https://fubap.firat.edu.tr/index.php?act=guest&act2=sayfa&id=42). Projects related to BAP are included in unit activity reports and administrative activity reports. In our university's 2019-2023 Strategic Plan; performance indicators have been defined under the targets of increasing scientific research projects, supporting scientific activities in national priority areas, developing cluster studies, and strengthening research activities/infrastructure.

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

Another tool that is effective in the management of financial resources at our university is the revolving fund enterprise. The rules on how the revolving fund enterprise will operate are in the "Revolving Fund Enterprise Regulation"

(http://donersermy.firat.edu.tr/doner-yonetmelik.aspx) and "Fırat University Revolving Fund Operation Regulation" (http://donersermy.firat.edu.tr/yonetmelik.aspx). Within the scope of internal control by our Revolving Fund Operation Directorate; work flow charts, job descriptions and risks have been determined and shared with the public (http://donersermy.firat.edu.tr/organizasyon.aspx). Our Revolving Fund Operation units; Fırat University Hospital

Revolving Fund Operation Unit, Agriculture and Livestock Research Center Revolving Fund Operation Unit, Education

Faculty Revolving Fund Operation Unit, Scientific and Technological Application and Research Center Revolving Fund Operation Unit, Faculty of Fisheries Revolving Fund Operation Unit, Faculty of Engineering Revolving Fund Operation Unit

Unit, Department of Information Technology, Revolving Fund Business Unit, Experimental Research Center Revolving Fund

Business Unit, Turkish Teaching Application and Research Center Revolving Fund Business Unit, Faculty of Technology

Revolving Fund Business Unit, Foreign Languages College Revolving Fund Business Unit, Continuing Education Center

Revolving Fund Operation Unit, Animal Hospital Revolving Fund Operation Unit, Veterinary Faculty Revolving Fund

Business Unit, Distance Education Center Revolving Fund Business Unit, Institutes Revolving Fund Business Unit, Health

Non-Service Activities consist of Revolving Fund Operation Unit and Oral and Dental Health Center Revolving Fund Operation Unit. The unit activity report prepared by our Revolving Fund Operation Directorate includes the income and expenses of the revolving fund units and financial tables (ANNEX-6- Revolving Fund Operation Directorate Unit Activity Report). This information is also shared in the activity report.

The management of movable and immovable resources in the public sector is carried out in accordance with the provisions of the "Movable Property Regulation" and the "Regulation on Registration of Immovable Properties Belonging to Public Administrations", which are secondary legislation of the Public Financial Management and Control Law No. 5018.

In our university, movable transactions are carried out by spending units in accordance with the Movable Property Regulation and within the relevant year; movable purchase, embezzlement, movable transfer, consumption exit and scrapping-deletion from the record. Transactions are carried out by Movable Registration Authorities and Movable Control Authorities assigned by spending authorities. Regarding the transactions carried out by the Spending Units during the year, the Spending Unit Movable Management Account Tables taken from the movable system at the end of the year and sent to the Strategy Development Department with signatures are checked by the Strategy Development Department Consolidated Movable Officer in terms of their conformity with the accounting records. The movable management account tables that are found to be conformant are approved by the Accounting Officer and sent back to the spending unit. With the records made during the year and at the end of the year, the management of movables is attempted to be carried out effectively in accordance with the legislation.

In the management of movable resources; Treasury and Finance Ministry General Directorate of Accounting Public Expenditure and Accounting Information System (KBS) Movable Registration and Management System (https://www.kbs.gov.tr/TMYS/gen/login.htm) and Management

Information System (https://ybs.hmb.gov.tr/login) is used. Data obtained from these systems are included in activity reports.

Immovable resources are managed in accordance with the Regulation on the Registration of Immovable Properties of Public Administrations.

Real estate records can be accessed from Mek-Sis (https://meksis.sbb.gov.tr/giris.aspx) and Management Information System (https://ybs.hmb.gov.tr/login), and the data obtained from this system is included in the activity report.

There is a Real Estate Sales, Rent, Allocation and Transfer Commission within our university, which is responsible for the sale, rent, allocation and transfer of real estate.

Our university's real estates **are housing the institution's staff. Applications for housing are provided with application documents and the automation system is used for housing allocation (** https://konut.firat.edu.tr/ **). In our Housing Automation System; academic-administrative staff application lists, regulations, senate decisions, etc. are shared. Income obtained from housing is shown in the relevant income item and shared with the public with relevant reports.**

In our 2019-2023 Strategic Plan for the development and improvement of our university's real estate, performance indicators have been defined under our goals of improving the physical infrastructure related to learning, improving the physical infrastructure related to social life, and developing veterinary services and animal husbandry research.

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

All expenditures made by our university are managed through the Expenditure Management System developed by the Ministry of Treasury and Finance.

New Government Accounting System (MYS) developed within the scope of Integrated Public Financial Management System (BKMYBS)

The Information System is monitored and reported through the Budget Management and Information System (E-BUDGET), which is monitored by the Presidency's Strategy and Budget Department, the Public Expenditure and Accounting Information System, the Public Investment Information System (KA-YA), which monitors investment expenditures, and the Management Information System. **Human resources management**

Maturity Level: Human resources management practices in the institution are monitored and improved by evaluating with relevant internal stakeholders.

Management of financial resources

Maturity Level: The management processes of financial resources in the institution are monitored and improved.

3. Information Management System

E.3.1. Integrated Information Management System

The information management system in our university is basically a system that updates the ever-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 and use the system in question. In addition, a Registered Electronic Mail address was obtained and "EBYS" integration was also realized.
- **Personnel Information System:** It is the system that keeps and stores all personnel, appointment, progress, etc. information about all our academic and administrative staff.
- **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 all kinds of academic information such as publications, projects, courses, academic activities etc. of our academic staff can be shared 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.
- **Registered Electronic Mail (KEP):** Using it, documents are sent online to external organizations.
- **Online Application System:** Allows students to apply remotely in Postgraduate Transfer (Intra-Institutional/Inter-Institutional), Special Talent fields.
- **Satisfaction Survey:** The satisfaction status of academic, administrative staff and students is evaluated and reflected to all users by being visualized. Thus, the inclusion of stakeholders within the scope of quality is ensured.
- **Extra Course Fee Automation:** It is the system where academicians can organize their Course Load Schedule and Course Programs. Extra Course Fee Forms and "KBS" lists are automatically created by the system. **Staff: It is the system where the statistics of academic** staff's publications, projects and books are made according to years and the annual evaluation report cards are reflected on a person and unit basis.

Institutional integrations with the relevant systems such as "YÖKSİS", "ASAL", "ÖSYM" 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 documents required for the unit. Necessary information and current legislation regarding the services provided by the units are provided on their web pages. Electronic communication opportunities, Digital Announcement Boards and Web-Based Announcement and Event System are available for members, students and units through defined e-mail addresses. Before the information is published, it goes through the control process of the relevant upper units and is approved by the approval authority.

Information generated 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 24/7 and log records of all transactions are kept.

In the "OBS" system, which our university uses to manage its 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.

All information about our academic staff, such as research and development, publications, projects, and patents, is recorded and shared on the web through our Academic Information System and Staff. 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 its educational activities, all information about students (personal, demographic, success rates, etc.) is available and can be reported. Various surveys and polls are conducted on the Academic Survey System regarding the satisfaction and demands of our students and other stakeholders. Studies to create an " **Integrated Information Management System** " where all these systems are gathered under one roof are ongoing within the scope of the institutional internal control process.

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. Fırat University's 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 Faculty of Veterinary Medicine and has "EAEVE" accreditation. Among our other units, the "MÜDEK" accreditation of the Faculty of Engineering and the "UTEAK" accreditation of 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. The "SOME" (Cyber Incident Combat 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.

EVIDENCE :

- [Stakeholder Views](#)
- [Personnel and Unit Report Cards](#)
- [Project Automation](#)
- [2019 Annual Activity Report](#)

E.3.2. Information Security and Reliability

The storage, transmission and processing of the collected data in digital environment is mostly carried out by FÜ Information Technology Department.

It is carried out with the help of information systems operated by the Presidency of "BİDB". These information systems are ISO27001:2013

Information Security Management System is the responsibility of "BİDB", which works in accordance with the "BGYS" Standard. There are three basic elements of ISO27001:2013 BGYS; confidentiality, integrity and accessibility. Fırat University "BİDB" carries out its work by taking these three elements into consideration. Within the scope of the "BGYS" implemented at Fırat University "BİDB", preliminary preparations have been made for personnel security, asset management, access control, cryptology, physical and environmental security, operation, communication, system supply development and maintenance, supplier relations, information security incident management, business continuity and compliance with the legal framework for the relevant systems, and after this stage, the legal framework procedures will be completed in 2021.

In addition, threats to systems are examined on a process basis and a risk analysis and processing plan are made. As a result of these studies, systems are managed with a continuous improvement approach. The security, confidentiality and reliability conditions of the collected data are provided within the scope of system management by restricting unauthorized access to servers where e-mail and personal data are kept, forcing access to areas related to user passwords, keeping access logs, detecting and blocking password attempts, restricting unauthorized access to databases, and storing user passwords in an unreadable manner. A "DMZ" configuration has been made against security breaches that may occur from the local network of information systems. Additional measures have been taken to prevent security vulnerabilities in the operating systems that information systems run.

In addition, in cases where the collected data is stored, transmitted and processed in a digital environment in information systems not operated by Fırat University "BİDB", Fırat University "BİDB" provides consultancy to the department or unit responsible for the relevant systems and, when necessary, performs vulnerability scanning tests for these systems and informs the responsible parties. All institutional data is backed up in the Disaster Recovery Center.

Information Security and Reliability

Maturity Level: The security and reliability of corporate information has been adopted and secured throughout the institution with sustainable and mature practices; in this regard, practices aimed at ensuring information security and reliability in the institution are monitored and improved. Preliminary studies on "ISO27001" and "ISO9001" and "KVKK" have been completed and certification procedures will be carried out in 2021.

EVIDENCE

<u>Central Authentication Service</u>

<u>2019 Annual Activity Report</u>

Integrated information management system

Maturity Level: An integrated information management system is operated that supports core processes (education and training, research and development, social contribution, quality assurance) throughout the institution.

Information security and reliability

Maturity Level: There are integrated applications to ensure information security and reliability in the institution.

4. Support Services

E.4.1. Suitability, Quality and Continuity of Services and Goods

The support services of Fırat University are carried out by <u>the Department of Administrative and Financial Affairs</u> . This department is responsible for the effective, appropriate and efficient use of the funds provided for the procurement of goods and services. While performing its duties; the procurement processes of the goods and services to be procured are carried out in accordance with the Public Procurement Law No. 4734 and other relevant legislation (Public Financial Management and Control Law No. 5018 and its regulations, Customs Law No. 4458 for foreign purchases). Within this scope; the need is determined by the spending units, a need report is created, technical specifications are prepared and sent to the unit that will perform the purchasing process. Purchasing conducts a market price research in line with the incoming demand and specifications, the approximate cost is determined accordingly, the tender approval document is prepared and the approval of the spending authority is obtained. If the demand exceeds the direct supply limit in Article 22-d of Law No. 4734 determined in February every year in line with the estimated cost, the tender is made through the system through the "EKAP" Electronic Public Procurement Platform with the conditions determined within the framework of the Public Procurement Law and the regulations and communiqués published within the scope of this law, and the procurement transactions are carried out within the specified period and the conditions in the contract prepared within the scope of the Public Procurement Law with the contractor who won the tender. If it is within the limit, the purchase is made at the most suitable price in accordance with the conditions through direct market research. In the delivery and acceptance of the supplied goods or services to the institution, whether the goods or services are in compliance with the specifications is determined by the "Inspection and Acceptance Commission", a commission consisting of at least three people, one of whom is the chairman, formed by the spending authority, and recorded with a report. 1 copy of the document used in this work, unsigned,

The goods receipt inspection acceptance report is attached. The commission accepts the work if there is no obstacle to acceptance. In case of detection of non-conformities in the received product and/or service, the process is carried out as follows:

Defects and Deficiencies to be Seen in Acceptance:

a. If the defects and deficiencies detected during acceptance are not of a nature that would prevent acceptance, an acceptance report is prepared. However, the defects and deficiencies are clearly indicated in the report and the time given for their completion is stated in the report. A copy of the report prepared in this manner is given to the control organization and the contractor. The acceptance report is put into process after the control organization determines that the defects and deficiencies have been completed and this determination is written at the bottom of the report.

1. If the defects and deficiencies detected during acceptance are of a nature that will prevent acceptance; the defects and deficiencies preventing acceptance are recorded in a report and a period is determined for the defects and deficiencies to be corrected without carrying out the acceptance process and the situation is reported to the administration. The acceptance inspection is postponed until after the deficiencies and deficiencies are corrected. The administration notifies the contractor about the correction of these defects and deficiencies. If the defects and deficiencies are not completed by the contractor within the period specified by the inspection and acceptance committee, the administration shall have the defects and

deficiencies completed on behalf of the contractor or the amount determined for the deficiencies shall be collected from the contractor's receivables or, if insufficient, from his/her guarantee and the acceptance process shall be completed.

Inspection and acceptance procedures are carried out in accordance with the regulations prepared based on Article 53 of the Public Procurement Law No. 4734.

Inspection and acceptance procedures of delivered goods, services, construction and consultancy services are carried out in accordance with Public Procurement Law No. 4735.

by inspection and acceptance committees consisting of at least three people to be established in accordance with Article 11 of the Contracts Law . As an example of the purchasing process, the Fırat University House Operation Directive, which is the student and staff cafeteria of our university , is given.

MAL ALIMLARI	HİZMET ALIMLARI	YAPIM İŞLERİ
Mal Alımları Denetim Muayene ve Kabul İşlemlerine Dair Yönetmenlik	-Hizmet Alımları Muayene ve Kabul Yönetmenliği. -Danışmanlık Hizmet Alımları Yönetmenliği.	Yapım İşleri Muayene ve Kabul Yönetmenliği

REGULATIONS ON INSPECTION AND ACCEPTING PROCEDURES

Establishment of Inspection and Acceptance Committees:

Inspection and acceptance committees consisting of at least three or more people, one of whom is the chairman, one of whom is an expert in the field, and alternate members are established by the competent authority.

INSPECTION AND ACCEPTANCE COMMISSIONS IN GOODS PURCHASE:

ASIL ÜYELER	YEDEK ÜYELER
BAŞKAN	BAŞKAN
ÜYE (UZMAN)	ÜYE (UZMAN)
ÜYE	ÜYE

Sorumluluk:

If it is determined that the Inspection and Acceptance Commission chairman and members, members of the control organization and other relevant persons do not perform their duties in accordance with legal requirements or impartially, or that they have acted negligently or with fault that would cause damage to one of the parties, disciplinary punishments will be imposed on them in accordance with the relevant legislation. In addition, criminal prosecution is also initiated against them depending on the nature of their acts or behaviors, and along with the penalty to be imposed, the parties are made to pay compensation for the damages and losses they have suffered in accordance with general provisions.

Suitability, quality and continuity of services and goods

Maturity Level: Mechanisms that ensure the suitability, quality and continuity of externally procured support services and goods are operated throughout the institution.

5. Public Information and Accountability

The management and organization of Fırat University are determined according to the provisions of the law numbered 2547. The structure of the management and administrative units of our university has been established with the Higher Education Law numbered 2547, the Higher Education Personnel Law numbered 2914, the Civil Servants Law numbered 657, the Law on the Establishment and Duties of Ministries numbered 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.

Attention has been paid to the establishment of 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 city) as much as possible by using surveys, search meetings, workshops, seminars etc. Administrative and support processes are carried out by keeping the sense 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.

Within the framework of 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 Personnel of Higher Education Supreme Organizations and Higher Education Institutions 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-PAYROLL (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 their intended purpose due to technical and physical reasons or are deemed unserviceable due to repairable or uneconomical malfunctions are sent to 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.

The information management system in our university is basically a system that updates the ever-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:** It is the system that keeps and stores all personnel, appointment, progress, etc. information about all our academic and administrative staff.
- **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.
- Documents are sent 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 documents required for the unit. Necessary information and current legislation regarding the services provided by the units are provided on their web pages. Electronic communication opportunities, Digital Announcement Boards and Web-Based Announcement and Event System are available for members, students and units through defined e-mail addresses. Before the information is published, it goes through the control process of the relevant upper units and is approved by the approval authority.

Information generated 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. are stored in an electronic environment and access to information is provided with Central Authentication System (CAS) authorization. In addition, the servers of all our information systems are hosted behind a firewall that works actively 24/7, 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.

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.

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.

Tools used to share 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.

Public information and accountability

Maturity Level: The institution operates public information and accountability mechanisms in line with its defined processes.

CONCLUSION AND EVALUATION

A. Summary findings of the Quality Assurance System Sub-Commission

- Our university has a deep-rooted history and institutional culture.
- Necessary planning has been made to spread quality and corporate culture to the base and has been implemented in various units. The PUKÖ cycle should be completed by monitoring the spreading activities to the base.
- It is seen that the pilot application of the Fırat Model is working successfully. The Fırat Model needs to be adopted by all units and put into full operation.
- It is seen that the participation of internal and external stakeholders is ensured. The impact of the meetings should be increased and transferred to the system and monitoring should be done.

By increasing cooperation on internationalization, studies have begun on the completion of PUKÖ cycles.

B. Summary findings of the Education-Training Sub-Commission

- It is seen that the process regarding the program and design of our university is defined and works in a healthy way.
- Stakeholder participation in program design and approval should be increased and contributions made should be documented and taken into account.

Student feedback is generally received at certain periods. Systems should be established to ensure that necessary arrangements are made as a result of the outputs obtained from the feedback. Thus, the PUKÖ cycle will be completed.

- Necessary in-service training should be provided and monitored for Student-Centered Learning, Teaching and Evaluation studies.
- In addition to the academic counseling provided to our students, the Career Center continues to provide counseling services to students on a path to perfection. It seems necessary to monitor and receive feedback from the parties within the relevant system in order to close the PUKÖ cycle.
- It has been observed that the processes related to the appointment and promotion of academic staff are defined and a transparent process is managed. Our institution, which has a serious reputation in the region, also provides academic staff reserves to other universities. It has been deemed necessary to use the experiences gained by conducting the necessary monitoring in the PUKÖ cycle.

- It is seen that academic incentive and performance evaluation processes are defined and implemented effectively in our university.

- Our university, which has a center for barrier-free university studies, carries out barrier-free university studies on a unit basis. Necessary studies should be carried out to close PUKÖ cycles by monitoring the results.

C. Summary findings of the Education Sub-Commission

- It is seen that our university's R&D studies are processed as a Purpose in the Strategic Plan. Our university, which has the necessary infrastructure in most areas, should close the PUKÖ cycle by only conducting monitoring studies on R&D studies.

- In R&D studies, where monitoring studies are seen as a direction open to development, all necessary processes and systems have been established and it is seen from the national and international successes that they work effectively.

D. Summary findings of the Social Contribution Sub-Commission

- Our university, which has established a rich infrastructure in terms of Social Contribution studies, is seen to fulfill its social contribution duty with its 25 Research and Application Centers, Fırat University Hospital, Dental Hospital, Animal Hospital, SKS, FÜSEM, FUZEM, TAHAM and the protocols it has executed with public institutions and organizations in its region. The feedback received should be used in improvement studies and the PUKÖ Cycle should be completed.

E. Summary findings of the Management System Commission

- Our institution, which carries out resource management in accordance with the legislation, is subject to external audit. The necessary processes have been defined and there is a smooth and transparent management. Necessary measures are taken by monitoring the feedback received.

- Our institution, which has established the information management system with defined processes, has an Information Processing Department and a Digital Transformation Office.

- The absence of a system that will bring all services together can be considered as a direction open to development. The necessary work has been initiated by the Digital Transformation Office.