

FIRAT UNIVERSITY CORPORATE FEEDBACK REPORT

EVALUATION TEAM

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PREFACE

This report was prepared in accordance with the Higher Education Quality Assurance Regulation published on 23 July 2015. and the Higher Education Quality Council's 2017 Institutional External Evaluation Program Within the scope of Fýrat University, as ***the “Institutional External Evaluation Report”*** has been prepared.

The evaluation report is based on the university's education, research and community service activities. It addresses the corporate management system and processes within the framework of the quality assurance system. and meetings with internal and external stakeholders were held within the framework of the preliminary visit and field visit. The report is based on information and documents obtained during visits, interviews and meetings. information, strategic plan, internal evaluation report, performance program, activity report, ongoing accreditation studies and other relevant documents. Various guidelines and documents of the University have been taken into consideration.

The report includes evaluations of the university's strengths and areas of improvement. Based on full agreement of Team Members. Corporate External Evaluation Back Any disagreement regarding the evaluations made in the entire Notification Report does not exist.

The evaluations made within the scope of the report were carried out by all, especially Fýrat University. will contribute to the work to be carried out in the future period for the parties. We believe that the Presidency of YÖK, which has made great efforts to initiate these processes, to the Presidency of the Higher Education Quality Council, which successfully executes and coordinates Fýrat University's top management, employees and their sincere and constructive support throughout the process. We express our gratitude to our students and other internal and external stakeholders.

1. Introduction

1.1 Institutional External Evaluation Process

Fırat University Institutional External Evaluation process consists of document review, preliminary site visit and

It was carried out in three main stages: field visit, document review

In the phase of Fırat University's Institutional Internal Evaluation Report, Strategic Plan, first of all

including plan and program documents, the institution's web page and related documents

In the preliminary site visit dated 29.10.2017, the senior management and the Quality Commission

Team members came together to get to know the institution in general, the campus and the general purpose.

Some common places were visited and a program was created before the field visit.

preparatory meetings were held.

The Evaluation Team headed by Prof. Dr. Muhammet GÜVEN, Fırat University

The institutional evaluation visit was carried out between 29 October and 1 November 2017.

Table 1: Evaluation Team

Duty	Name-Surname	Institution
Team Leader	Muhammad Guven	Erciyes University
Evaluator	Hulya Kartal	Alanya Alaaddin Keykubat University
Evaluator	Hakki Hakan Yilmaz	Ankara University
Evaluator	Hasan Hakan Bozkurt	Istanbul University
Evaluator	Feza Kerestecioglu	Kadir Has University

Fırat University, in accordance with Article 7 of the Higher Education Quality Assurance Regulation

On 31.10.2016, Fırat University established the Quality Commission and established a quality assurance system.

The university has started to work on the establishment of the Higher Education Quality Assurance

A mandatory institutional external evaluation process initiated by YÖK in accordance with its regulation, every 5 years.

It has submitted the "Internal Institutional Evaluation Report (KIDR)" it prepared for the Council of Higher Education in April 2017.

The Evaluation Team was prepared in advance and met with the institution during the process that started on October 29.

on-site inspections, observations and evaluations within the framework of the shared program

attended meetings with various academic and administrative units of the university,

visited centers and laboratories, collected the necessary documents and information, and

met with stakeholders within the scope of the program. On-site inspections and meetings were held during the day.

the evaluation process, the visits and meetings held during the day in the evenings continued with the evaluation and exit report writing work.

The External Evaluation study was completed on November 1, 2017 by the Rector and Fırat University Quality

The members of the commission will discuss the strengths of the university and the areas where development is needed.

The main findings regarding the study were verbally shared within the scope of the Exit Statement.

1.2 Information About the Institution

Having a deep-rooted history, Fırat University's education dates back to 1967.

The school, which started education with the High Technical School opened in 1967, was established in Ankara in the same year.

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

It gained a different momentum with the approval of the Ministry of Education. Higher Technical School, 1969

It was transformed into Elazığ State Engineering and Architecture Academy (EDMMA) in 2007,

The Faculty of Veterinary Medicine was established in 1970 under the auspices of Ankara University.

has started.

The higher education institutions in Elazığ were united under a single roof under the name of "Fırat University" on April 11, 1975.

It is a university consisting of the Faculty of Veterinary Medicine, Faculty of Science and Faculty of Letters.

It started its activities within the framework of the structure. EDMMA was transformed into the Faculty of Engineering,

It was incorporated into the University together with the Faculty of Medicine, which was established in 1982.

In addition to its development in the central campus and districts of Elazığ, Fırat University,

Since 1983, Fırat River has been established in the provinces of Bingöl, Muş and Tunceli and in the Kemaliye district of Erzincan.

He opened higher education institutions affiliated with his university and in the following years, these institutions

has been instrumental in transforming into a university. In addition, Fırat University has realized

has trained faculty members for these universities through postgraduate activities and

A higher education institution that makes a significant contribution to the development of higher education in Anatolia

has become.

Fırat University, one of the long-established universities in Turkey, has 17

With its faculty, 2 colleges, 1 state conservatory, 9 vocational schools and 4 institutes, it has a capacity of 50 thousand.

continues its education and training activities for students close to Fırat

Faculties, institutes, colleges and universities that have been established so far under the university

The foundation years of vocational schools <http://www.firat.edu.tr/content/tarih%C3%A7e-0> can be reached at the address.

1.3. Evaluation Process

Fırat University institutional external evaluation process our team on August 15, 2017 started with the assignment and the internal corporate evaluation report to the team members (KIDR) was given. Then our team carried out preliminary evaluation work on the report. and a preliminary visit was made with Fırat University Rectorate on September 29, 2017, It was decided to make a field visit between 29 October and 1 November 2017.

A field visit program was created during the preliminary visit. The following were included in the field visit:

The program was implemented as is. The university authorities have provided great support and qualified pre-service Thanks to the preparation of the program, the program was successfully followed and the necessary information presented in this report was data could be accessed.

Table 2: Fırat University 29 October-1 November 2017 Field Visit Program

Day 0 (Sunday, October 29, 2017)		
11.30 - 12.00	Evaluation Team Members check in to the hotel	
14.00 - 18.00	Assessment Team pre-fieldwork planning meeting	
19.00	Dinner/Meeting Meeting	Rectors and Vice Rectors Quality Commission Members
Day 1 (Monday, October 30)		
08.30 -08.45	Transfer of Evaluation Team Members to the Rectorate Building	
09.00 - 09.45	Visit to the Rector	Rector Vice Rectors
09:45 – 10:00	Transfer of Evaluation Team Members to the Meeting Hall	
10:00 – 11:00	With the Quality Commission Meeting	Quality Commission Members
11:00 – 13:00	Campus visit, meeting with academic staff and students interview (1st Group: Education Faculty, 2nd Group: Faculty of Veterinary Medicine)	Meeting with the Dean
		(3 Prof, 3 Assoc. Prof., 2 Asst. Prof., 2 Research Assistants)
		Meeting with students

13.00 - 13.45	Lunch	Rector Vice Rectors Quality Commission Members
13:45 – 14:00	Transfer of Evaluation Team Members to Faculty of Medicine and Faculty of Engineering	
14:00 – 16.30	Campus visit, meeting with academic staff and students (Group 1; Medical Faculty: 2nd Group; Engineering Faculty)	Meeting with the Dean
		Interview with academic staff (3 Prof, 3 Assoc. Prof, 2 Asst. Assoc. Prof., 2 Research Assistants)
		Meeting with students
16.30 - 18.30	Joint Meeting: Meeting of the Evaluation Team with the stakeholders of the institution (external stakeholders; graduates, Chamber of Medicine Representative, Employer Representatives, local governments, 2 technopark companies, Fýrat Development Agency)	
18.30 – 18.45	Transfer of Evaluation Team Members to the hotel	
19.30 - 20.30	Dinner	
20.30 -	Meeting of the evaluation team	
Day 2 (Tuesday, October 31)		
09.00 – 10.30	Team Members Kesikköprü Campus (2 people; Contact Faculty, Central Laboratory) the going	Meeting with the administration
		Interview with academic staff (3 Prof., 3 Assoc. Prof., 2 Academic staff interviews Assoc. Prof., 2 Research Assistants)
		Meeting with students
9.00 – 10.30	Mining (Organized Industry) Vocational School Visit (1 person)	Meeting with the administration
		Meeting with academic staff Meeting
		with students
	Faculty visit of Faculty of Economics and Administrative Sciences (1 person)	Meeting with the administration
		Interview with academic staff Interview with academic staff (3 Prof., 3 Assoc. Prof., 2 Assoc. Prof., 2 Research Assistants)
		Interviewing students
	A unit to be determined by team members during the visit Visit (1 person)	Meeting with the administration
		Interview with academic staff Interview with academic staff (3 Prof., 3 Assoc. Prof., 2 Assoc. Prof., 2 Research Assistants)
		Meeting with students
	Visit to Technical Sciences Vocational School	Meeting with the administration
		Meeting with academic staff

10.30 - 11.30		Meeting with students
	Visit to Foreign Languages School	Meeting with the administration
		Meeting with academic staff
		Meeting with students
11.30 - 12.30	Institute of Science	Meeting with the administration
		Meeting with academic staff
		Meeting with students
	Institute of Social Sciences	Meeting with the administration
		Meeting with academic staff
		Meeting with students
12.30 – 12.45 Transfer of Evaluation Team Members to the Rectorate Campus		
12.45 - 13.30	Lunch	
13.30 – 14.00 Transfer of Evaluation Team Members to the Rectorate building		
14.00 - 15.00	and Financial Affairs with Administrative Unit Managers, Strategy Development, Personnel, interviews	Student affairs, Library documentation, SKS, Administrative Information Technology, Internal Audit
15.00 - 16.00	Student clubs and student interview with representative	Student clubs, student representatives
16.00 – 16.15 Transfer of Evaluation Team Members to TECHNOPARK		
16.15 - 18.30	TECHNOPARK, Research Center/Unit Meeting with managers	TECHNOPARK, BAP, TTO, 3 Research Center director, SEM, Health Director of Application and Research Center (Chief Physician)
18.30 – 20:00 Dinner		
20.00 – 20.15 Transfer of Evaluation Team Members to accommodation		
20.30	Filling out the evaluation form and preparing the exit notification	Evaluation team
Day 3 (Wednesday, November 1)		
08.30-08.45	Transfer of Evaluation Team Members to the Rectorate Building	
09:00 - 09.45	Brief meeting with the Rector	Evaluation team, Rector

09.45 - 11.45	Exit interview	The members of the evaluation team are the Rector and the Rector and Vice Rectors, Quality Commission Members, The administrators and the Rector who visited the institution the guests he deems appropriate.
12.00 -	Lunch and Evaluation Team Members' departure from Fýrat University	

During the visits, academic units (Faculty, College, Institute, Departments, Centers, Laboratories) both with academic and administrative staff at the management level, Interviews were conducted with faculty members, researchers and students working in these institutions. The meeting with stakeholders was attended by industry, business and university collaborator representatives of public institutions participated in the visits and the evaluation process. Additional information and documents from institutions and units regarding the issues raised in the meetings requested and determinations and evaluations were made based on these documents. evaluations were made at the last meeting with the institution's top management and the members of the Quality Commission. has been shared.

2. Quality Assurance System

2.1. Determining the mission, vision, strategic goals and performance indicators of the institution, method used to monitor and improve

The institution has a declared quality policy. In some units of the institution There is a culture and tradition of accreditation and this is supported by the management. It has been observed that the quality policy is well understood by the parties in practice and It is expected to be made more open and visible to ensure ownership.

In 2013, Fýrat University started its Strategic Plan studies covering the period 2014-2018. has determined its mission, vision, values and strategic goals as the basis. With this, together with the performance indicators in the Strategic Plan and Performance Program and quality The relationship between the assurance processes is not clear. The management of the plan and program at the institutional level and strengthening the link between the two documents so that they can be used as planning tools is required.

The performance program was not seen to have a structure that would establish the relationship between the strategic plan and the budget.

The program will guide the institution's budget and target the plan in accordance with the hierarchy,

It has been determined that there is a need for development within the framework of the activity/project.

2.2. Establishment and operation of the quality assurance system of the Institution Quality Commission powers, duties and responsibilities within the scope of

The authority, duties and responsibilities of the Quality Commission and its organizational structure are defined. Fýrat

The Quality Commission at the University is represented by pluralistic participation and from time to time

Contacts are made through meetings with units that do not have representatives. Quality

To ensure that the concept of assurance is widespread and adopted throughout the institution.

"Unit Quality Commissions" have been established, working under the Institutional Quality Commission.

The obvious difference is especially noticeable in the units within the scope of accreditation. Quality

Participation of external stakeholders in the work of the commission is also possible in non-accredited departments.

is expected to be provided.

The transparency of the commission's work and its sharing with the public were deemed sufficient.

Institutional external evaluation, program accreditation, within the scope of Quality Standards in Healthcare

There are studies that have been carried out in the past and are still being carried out in the institution.

The management method of the processes is clearly defined.

Use of data and measurements obtained from the Information Management System in quality processes

There is a need to establish a functioning system for this.

Laboratory accreditation and system standards management at the university (ISO 9001, ISO 14001, OHSAS 18001, ISO50001 etc.), studies on reward processes (EFQM, ...) has been highlighted here as an area in need of development.

The appointment and promotion criteria are linked to the mission and goals.

training program is available in some units and the results are monitored. Program

Updates are made at the announced frequency. Programs that want to be accredited

is encouraged. Many data and measurements can be accessed in the Information Management System. Quality

The Commission's authority, duties, responsibilities and organizational structure are defined.

Transparency of its work and sharing it with the public are at a sufficient level. The management method of the processes is clearly and explicitly defined.

2.3. Quality assurance of internal stakeholders (academic and administrative staff, students) and external stakeholders (employers, alumni, professional organizations, research sponsors, relatives of students, etc.) Participation and contribution to the system

The opinions received from internal and external stakeholders at Fýrat University through surveys and meetings were put into print.

Feedback in the development process of educational programs and research activities based on

It is used as. In line with the needs of the beneficiaries of public services.

In order to shape the beneficiaries' demands, it is necessary to know them. Stakeholder survey

regular repetition of results and target performance framework

If evaluated, the development of educational programs and focused research areas

and it is thought that it will contribute more effectively to other improvements.

Internal and external stakeholders by units that are accredited or have entered the accreditation process.

opinions received, determination of program competencies and development of training programs

While it is used as feedback in the processes, it is used as an external tool in the Quality Commission work.

Stakeholder participation is also expected to be ensured in non-accredited departments.

Being sensitive about representing stakeholders in strategic plan implementation and

It is important to ensure contributions from different groups and sectors in quality studies and

are important factors that will ensure the applicability of the plan.

Although the list of stakeholders is included in the strategic plan of Fýrat University,

Stakeholder analysis was carried out in three groups and stakeholder opinions were collected using a survey method.

It is stated how and to what extent stakeholder views are included in the strategic plan.

No explanation was given regarding the reflection.

Analysis should be included in the implementation of the strategic plan, and the process and

The results of the applied methods should be explained and the way the analysis performed is reflected in the plan

It should also be felt. More opinions are exchanged in face-to-face meetings with internal and external stakeholders.

It is thought that the data should be made.

How the participation of internal stakeholders in the quality commission work is ensured is defined.

This situation is known by internal stakeholders.

Participation of external stakeholders in the quality commission work, especially in accredited departments

It is defined how it is provided. This situation is known by external stakeholders.

Integrate stakeholder views into quality assurance system processes more systematically and regularly.
is expected to be received.

To ensure coordination of regional stakeholders and their collaboration towards the same goal

to be able to use its own resources efficiently and effectively and to provide additional resources when necessary.

to benefit from resources from outside the university and stakeholder relations

Various platforms have been created to ensure that each collaboration is carried out at regular intervals.

Systematicization of studies as reviewed in a target-performance oriented manner
is required.

While there are regular studies in some units regarding graduates, it is not possible to generalize it.

is needed.

External stakeholders, the University's positive synergy with local government, business world, NGOs and the public

what they have captured, within the scope of training, consultancy, testing and analysis services, easy access and fast

They expressed their satisfaction with having the opportunity to receive a response.

However, the accreditation of university laboratories has brought

They also emphasized that it will contribute to the much faster development of university cooperation.

3. Education - Training

3.1. Design and Approval of Programs

As of the end of 2016, the number of programs offered at the university is 611, 25% of which

master's and doctoral programs. Survey studies for internal stakeholders KID

As it is understood from the report, it has just started for the university. Strategic plan preparations

implemented in the Student Automation Program-process, , "With the satisfaction surveys

It was stated that the students filled out the "Course Evaluation Surveys" via "Prolysis".

A strategy for developing and implementing these applications in a standard manner

It is considered important. However, for a long time, such practices were not institutionalized.

Due to the lack of a transition process, it is necessary to manage it well and explain it well to the parties.
is required.

Fırat University carries out programs according to defined processes and a set calendar,
It shares with stakeholders by making final decisions in the University Senate. Internal and external
Despite the increasing contribution of stakeholders, external stakeholder support is insufficient in the process.
It has been observed that the programs remain limited and cannot be generalized to all programs.
internal and external factors in determining the objectives, designing the course and information packages and curriculum
Studies aimed at obtaining the contributions of stakeholders need to be developed.

While determining the qualifications of the programs, the Turkish Higher Education Qualifications Framework is used.
(TYYÇ) compliance is taken into consideration. It is associated with TYYÇ matrices and information
announced in their packages. In addition to the academic staff, students are also included in the process as internal stakeholders.
Although it has been determined that participation was provided at the representative level,
It is seen that the contributions of the students are limited. Program design and approval
more effective participation of stakeholders in the training activities
It is considered that it will contribute to the studies on improvement. Again, the programs
Defined processes and active student qualifications (graduate knowledge, skills and competencies) are determined
participation should be ensured.

Encouraging program accreditations to improve the quality of education at Fırat University
and providing supportive contributions to units participating in accreditation processes.
It is one of the strengths of the university. In this context, Engineering, Veterinary and Medical
Accreditation studies carried out in faculties are carried out both by these faculties and by their educational impact.
It is considered very important for other faculties.

Ensuring that university programs achieve educational objectives and learning outcomes
The educational objectives and achievements of the programs are made clear to the public at a certain standard.
is declared as follows.

At Fırat University, students gain external experience such as internships and workplace training.
The principles are defined by the internship guidelines of the programs. Students' internship and workplace training
When they need to gain external experience, such as
It tries to guarantee its components with defined processes. However, especially

the contribution of the programs to the local economy and the strengthening of students' applied knowledge

The issue of internship is considered an important issue in developing relations with external stakeholders.

is considered to need to be addressed.

3.2 Continuous Monitoring and Updating of Programs

The university's work on the monitoring and evaluation system of programs

Its transformation into a systematic effort is based on the work carried out in the last two years.

Evaluation of programs, external stakeholder analysis, regular follow-up of institution graduates and

The institution's efforts to improve, especially in job placement issues, in the following period

its continuation is deemed critical.

In this sense, external stakeholder contributions

It has started to be taken in the programs in the accreditation process, but it is not available to the entire university.

Limited contributions to represent a wide range of stakeholders, including

It has been determined that the graduates are at a low level and have not spread to the whole institution. Therefore,

environment, sector representatives, public institutions and professional organization representatives, especially

Ensuring the active and continuous participation of external stakeholders in the process is open to development of the institution.

has been identified as one of the priority areas.

In addition, stakeholders can be informed through stakeholder briefings or other methods.

Considering awareness and information activities as a strategy in this process

(especially within the scope of new strategic plan preparations) and should be realized

is considered.

The university, especially in accredited programs, has achieved program qualifications.

It carries out studies to monitor whether the targets have been reached. Recently, there has been an important

These studies, which have gained momentum, are based on information and

by sharing experience and disseminating it to the entire institution and with the active participation of its stakeholders.

It has been seen that there is a need for development. This structure is a learning environment within the university.

will also create an effect.

The departments that are accredited at the university are supported by the administration. To be accredited

There is a very clear incentive approach in the management for the departments that want to

has been seen.

3.3. Student-Centered Learning, Teaching and Assessment

At Fırat University, credit values (ECTS) of the courses are used based on student workload. and ECTS information is included in the course information packages. The courses in the programs are Credit values (ECTS) based on the load have been determined. However, the system is particularly be well understood by stakeholders and improved with the experiences gained from the application. The University needs to develop a continuous monitoring and evaluation infrastructure to it has been determined that there is a need.

The number of students per faculty member at the university is below the Turkish average. This is a significant advantage for the university. However, in the past, many As in the university, departments established outside the main departments are not sufficient for students not coming, accreditation problems of such programs and closure of departments the university administration is responsible for issues such as faculty members and physical space usage. It is important to develop the strategies of the next term with the faculties by learning the necessary lessons. This situation is also critical in terms of studies on programs. The following period It is expected that this issue will be addressed in the relevant strategic plan studies.

Each student attending the university is assigned an academic advisor. University There was a general satisfaction with academic consultancy services across the board and this This issue has been identified as one of the strengths of the institution. In this context, teaching staff provide students with adequate guidance and support in their studies. The University ensures that its programs achieve their educational objectives and that students and society regularly monitor graduates to ensure they are meeting their needs, and should periodically review and update their programs.

The relationship between students' success in courses and programs has recently been put into practice. is being monitored through surveys. However, the use of surveys is at the beginning of is in the process of being completed and the use of methods other than surveys is limited and all Issues such as not being generalized across programs are also among the areas open to development. On the other hand, the course evaluations regarding the courses in the program The results of the survey should be systematically shared with the relevant faculty members, should be evaluated for performance monitoring purposes.

3.4. Student Admission and Development, Recognition and Certification

At the university, general provisions regarding student admissions are clearly decisive. criteria have been determined. Recognition of diplomas, degrees and other qualifications and Predefined and published rules regarding certification are consistent and is implemented on a permanent basis.

However, data on students accepted to the programs and students' academic their development is monitored at a limited level, the results obtained are subject to continuous improvement The lack of information on its use has been identified as one of the areas open to development. has been done.

3.5. Education-Training Staff

In the last five years, the number of students studying at university has increased significantly by 37.5%. According to the data of the last academic year, the university had 1742 employees, 899 of whom were faculty members. continues its educational activities with academic staff. 49 students per faculty member In terms of total academic staff, this number is 25, compared to is coming.

Processes related to the recruitment, appointment and promotion of teaching staff, 2547 Presidency of the Council of Higher Education and University Personnel, primarily the Law No. It is carried out in accordance with the regulations and processes issued by the Department. It has been seen that the recruitment and appointment of academicians and staff at Fırat University The university's appointment and promotion criteria are taken as basis in the process. The institution, education- regarding the recruitment, appointment, promotion and course assignment of teaching staff All processes are fair and open and are carried out within the framework of relevant legislation.

Activities aimed at strengthening the teaching staff with a wide range of programs and supports Although the programs are being carried out in a more institutional way, especially in the form of training of trainers programs, There is a need to update the programs by implementing them in a systematic manner and monitoring the results. has been detected.

3.6. Learning Resources, Accessibility and Supports

Fırat University has the appropriate financial resources to carry out its educational activities. and ensuring that learning opportunities are adequate and accessible to all students to a large extent. provides assurance.

The university's central library and study areas in the faculties are inadequate.

It has been determined that students, especially in addition to the inadequacy of libraries, do not have the opportunity to study

Due to the limited usage hours of these areas, there are not enough

They stated that they could not benefit from the university's library and study halls.

and increasing the use of libraries and study areas, especially during exam periods.

Extension of the period was seen as an area requiring development.

Cultural and social activity opportunities and sports areas offered to students stand out as strengths.

It is also seen that the departments that provide applied education at the university have

The university's strong points include its highly developed laboratory and workshop infrastructure.

Social, cultural and sports activities for student development at the university are not sufficient.

is supported. However, in departments far from the central campus,

It has been observed that students' participation in social and cultural activities is more limited.

and to increase access for students on remote campuses to cultural areas

is a required field.

Providing the necessary physical environment to facilitate disabled students' access to classrooms

Necessary work has been carried out to create (ramp, elevator, wheelchair),

The International Student Office, which has the status of a counseling center for international students,

(<http://dib.firat.edu.tr/>), which has the necessary support and guidance activities.

However, in order to fully establish barrier-free university conditions,

programmed work must continue.

There is a reasonable level of functioning and transparency regarding budget management. Financial

Implementation of transparency and accountability principles in the distribution of resources (State contribution,

revolving fund, own resources, SKS revenues, open/distance education incomes, summer school,

research resources etc.) and learning resources and support provided to students

institutional capacity for its distribution and related evaluations

It has been determined that there is a need for development. In this context, Fýrat University's current "Strategic Plan", "Performance Programs" and "Budget" which set out medium term programs and Activity Reports" within the framework foreseen by Law No. 5018.

The issue of using it in this way has been seen as an area that needs development.

Lack of internal control compliance action plan and work on internal control system inadequacy in terms of providing reasonable assurance and managing risks for the institution is of critical importance. In this context, it is important to establish effective financial management.

Preparation of action plan for internal control system and planned activities

It is an important area that needs to be rapidly implemented and developed in the financial management process. has been detected.

4. Research, Development and Social Contribution

4.1. Research Strategy and Objectives

The strategic aim of Fýrat University in its 2014-2018 Strategic Plan is; scientific has been determined as the development of research activities. Within this framework, research goals;

- Scientific Research Projects infrastructure during the strategic plan period (2014-2018)
to develop,
- Studies to provide more support and incentives for scientific activities
to do,
- Creating resources for scientific meetings, conferences, seminars, etc.
- Project Coordination and Consultancy Center for project preparation
Organizing training meetings and providing technical support to faculty members who will prepare projects
to give,
- Increasing support for projects and patent applications,
- To support interdisciplinary projects primarily by FÜBAP.

The institution has started its work on priority areas. On 26.03.2017 Fýrat "Defense Industry Grows with SMEs, Elazýý Meeting" was held in Teknokent, At the end of the event, Fýrat University and the Undersecretariat for Defense Industries and the 6 major Defense

“Researcher Training Program for Defense Industry (SAYP)” among Industrial Companies has been signed.

In addition, Fýrat University has not determined a priority area for FÜBAP support. has been seen.

Values that are consistent with the academic priorities determined within the framework of the institution's strategic plan research and development activities that can be produced and transformed into social benefit and further encouragement of local/regional/national development goals and their own research expected to strengthen the link between strategies.

4.2. Research Sources

Having the appropriate physical infrastructure for research and development activities is a strength of the institution. is the same. The institution is trying to develop these resources and financial resources. Fýrat Through the University BAP, the quality and environment of research in university units It offers 'infrastructure project support' to improve the research and development Infrastructure support has been provided to many units to improve their environment. In addition, 2016 In order to use resources more effectively in 2018, FÜ Central Laboratory will continue to provide service. has started.

In 2012, the Project Coordination and Consultancy Center was established and research projects were carried out. A unit has been established within the university to provide consultancy services on the subject. To inform and raise awareness of researchers about external research support Studies are being carried out. Projects submitted to the institution's BAP unit are first externally funded. The institution has a process that is carried out in the form of offering funds to external funds. It is recommended to review its strategies for increasing the amount of

Fýrat Teknokent plays an important role in reaching its institution to external stakeholders. 50% of the companies were founded by academics. Projects carried out Activities aimed at increasing the patents obtained and commercialized products as a result it would be useful to create.

4.3. Research Staff

The institution is sufficiently fair and open in the recruitment and appointment of researchers.

It has been observed that there is sufficient space for the development and improvement of the competence of the research staff.

There are opportunities. Research, technology development and art activities are encouraged.

The need to develop the necessary sensitivity to the issue of “inbreeding” in strengthening research a direction open to development for the sustainability of the quality of the teaching and research staff It has been identified as.

Systematic assessment and evaluation of the competence of research staff studies are needed.

4.4 Monitoring and Improving Research Performance

The institution is ranked 37th in the Entrepreneurial and Innovative University Index 2016, URAP It ranked 18th in the rankings.

The effectiveness level of the institution's research and development activities is evaluated based on data and periodically. It is an area that needs to be measured and evaluated and developed. Institution, region, country and should clearly demonstrate its contribution to the world economy.

5. Management

5.1. Structure of Management and Administrative Units

The management and administrative structure of Fırat University is based on the Higher Education Law No. 2547 and this legislation. in accordance with the general model defined by the secondary and tertiary regulations that complement is working.

The financial management structure of the university, which is a private budget administration, is determined by the Public Finance Law No. 5018. It is important to transition to the new financial management system brought by the Management and Control Law (KMYKK) Although we have made some progress, we are developing the functional use of these tools. is seen as an area of need.

The management philosophy of the institution;

“We would like to thank all our employees and other stakeholders, especially our students, for their scientific

“To provide accurate, fair and fast service”;

The understanding that is taken as a basis in the administrative structure is;

“determined to produce up-to-date and fair solutions to problems, with leadership qualities

by having up-to-date information on a global scale, as well as spiritual and national

to the processes of evaluating and developing ideas about its values and historical heritage.

“ability to add”

It is expressed as. A management model that aims to implement this philosophy and

The organizational chart is not given in the Internal Evaluation Report of the Institution. However, the training-management and administrative structure, including the management of teaching and research processes

An organizational chart defining the institution is available on the <http://icdb.firat.edu.tr/tr/node/118> page.

It is included in the 2016 Internal Audit Report, which can be accessed from the link below.

There are no different structures in universities other than the Academic Organization Regulation.

is observed.

Training and qualifications of personnel working in administrative and support units within the institution

Defined processes are used to ensure compliance with the tasks they undertake.

by holding meetings and face-to-face interviews in a way that also supports the sense of belonging,

It is tried to be realized in a way that will create an environment of compromise and institutional peace.

It is understood that in the distribution of resources to the units, the available areas, staff and students elements such as numbers are taken into consideration. These are positive approaches. In addition, administrative

The duties and authorities of the units are defined and announced on the pages of these units.

Definitions of basic workflows related to units can also be accessed.

The institution has determined the administrative scheme and instructions that will form the basis of the internal audit system.

To improve administrative processes through face-to-face and electronic information sharing.

activity suggestions are being created and some studies are being carried out for future planning.

However, ensuring corporate level security and effective risk management

Internal control activities should be accelerated and the action plan should be prepared in order to manage the preparation and implementation of critical activities that need to be developed

is an important area.

5.2. Management of Resources

The employment of administrative staff is governed by the general rules set forth by the legislation governing the university.

This process is carried out as a result of central exams within the framework of the university.

Although not directly affiliated with the institution, the selection and assignment of administrative personnel

The lack of any say is one of the aspects of the general structure that is open to development.

Again, when we look at the expectations of the administrative staff, academic staff within the institution

Developing policies to work in better harmony with staff and improving

is another area that is needed.

Among the applications received through human resources advertisement, those with high scientific qualifications

are selected and developed. In the recruitment process of administrative staff, trial periods are applied.

In order to make human resources efficient, methods such as open appointment and transfer are also used.

It has been understood that it is used. In order to ensure that employees in the institution adapt to their duties,

Various in-service trainings are organized, including safety issues.

Management of financial resources in accordance with the Public Financial Management Law No. 5018

Movable goods are being processed using the facilities provided by the Ministry of Finance.

Goods and services procurement processes are recorded in the environment. In some units, online

In terms of management of movable and immovable assets, these assets

studies on its evaluation need to be developed.

5.3. Information Management System

To collect, analyze and report data regarding the institution's activities and processes,

• Student Information System

• Electronic Document Management System

• Personnel Information System

• Housing Allocation System

• Academic Information System

• Event Calendar

• Academic Survey System

• Registered Electronic Mail

- Library Management System (<http://ktarama.firat.edu.tr>)
- Institutional Open Archive System (<https://openaccess.firat.edu.tr>)
- Central Identity Verification System (<https://jasig.firat.edu.tr>)
- E-Journal System (<http://dergi.firat.edu.tr>)
- E-Learning System (<http://ders.firat.edu.tr>)
- Distance Education System (<http://lms.firat.edu.tr>)
- Postgraduate Education Online Application System (<http://enstitu.firat.edu.tr>)
- Faculty of Sports Sciences Special Talent Exam Online Application System
(<http://sfbasvuru.firat.edu.tr>)
- State Conservatory Special Talent Exam Online Application System
(<http://konservatuar.firat.edu.tr>)
- Foreign Student Application and Evaluation (FÜYÖS) System
(<http://fuyos.firat.edu.tr>)
- Mobile Website (<http://m.firat.edu.tr>)
- Common Courses Examination System (<http://sinav.firat.edu.tr>)
- File Download System (<https://indir.firat.edu.tr>)
- Extra Course Fee Calculation System (<http://ekders.firat.edu.tr>)
- Academic Incentive Evaluation System (<http://tesvik.firat.edu.tr>)
- Log Analysis and Management System (<http://logsign.firat.edu.tr>)
- Turnstile Passage System
- Cafeteria Payment/Passage System
- Automatic Vehicle Passage System
- Closed Circuit IP Camera System

An Information Management System consisting of infrastructures is used. The necessary data in this system
Their bases work in integration with institutions such as YÖKSİS and ASAL.

Data regarding students' information and academic development are available in the Student Information System.
There is information about academic staff such as projects, publications, R&D activities.
It can be accessed from the Academic Information System at <https://abs.firat.edu.tr>.

To graduates of accredited departments in engineering and health sciences

There are information gathering activities for graduates. However, there is no university-wide

The tracking system has not been created yet. The information received from YÖKS S web services is the basis is being taken.

In light of the data collected, internal evaluation reports are created annually.

are sent to relevant institutions. In addition, the university's Strategic Plan is updated every five years.

The institution is currently being prepared.

Prepared 2014-2018 Strategic

To the Plan

It can be accessed from the link at <http://strateji.db.firat.edu.tr/>.

Systems accessible via the Internet are protected by firewalls. Personal information

It is a positive development that systems containing information can be accessed via the central identity verification system. is the application.

5.4. Quality of Services Provided from Outside the Organization

Administrative services are not received from outside the institution. Support services (cleaning, security, etc.)

The procurement process is determined by the specifications. The quality of the support services received is determined by the tender

It is understood that it is audited through documents and contracts. In addition, such

Aiming to measure satisfaction on various issues, including services,

Surveys for students and staff are available on the web page at <https://anket.firat.edu.tr>

is carried out via.

An integrated goods and service procurement process with preliminary financial control and internal control processes development of more economical and efficient use of university resources

It is considered to be important. In the following period, especially routine purchases and other extra-budgetary specialised goods and services in areas (such as revolving funds, research projects, technoparks)

This determination is more accurate for targeted purchases.

5.5. Public Information

The institution's education-training activities and research activities are shared through social media and printed media.

It shares it with the public through radio and television and the Rector's various activities.

In addition, events are announced on the institution's and units' websites.

prepares periodic evaluations of the activities and these are presented to the media at the meetings.

shares with its organs.

Objectivity and up-to-dateness of information is ensured by the software used in internal information sharing and circulation. Feedback from social media is also taken into account in this regard. is being taken.

On the other hand, the relationship between the strategic plan, performance program and budget This document, which must be published legally because it cannot be established in a functional way, The transfer of documents to the public at the desired level remains limited. These documents, especially the performance program and activity report, the performance indicators to the public developments, activity and project results and financial information in a more comprehensive and understandable way. As in many universities, presenting it in the form of a field that needs to be developed has been determined.

5.6. Effectiveness and Accountability of Management

The culture and personnel accumulation that Fýrat University has created with its 50-year history is the right It is an important advantage in terms of determining managers based on merit. Although it is stated that current evaluation systems are used in determining the managers It is seen that the issues of measuring and monitoring their productivity are open to development.

However, the tools (plan, program documents, internal control system, etc.) are in the learning and development process Considering that the tools in question can be used more functionally within the institution. It is necessary to improve and develop an evaluation system. As we have stated above, after the improvement, these documents Reporting in a way that relevant stakeholders can understand is an important part of this development process. will be.

Quality, accreditation, strategic plan, performance program carried out within the university, to be focused on process-based work such as budget preparation and implementation and internal control As in many universities, the development of in-house legislation such as observed as an important area that needs to be developed. Internal regulations are both creating an institutional memory and ensuring a healthier understanding of the work done and assignments It is anticipated that it will be beneficial in terms of settling on the ground.

6. Conclusion, Evaluation and Recommendations

Fýrat University is one of the few higher education institutions in our country.

especially the existence of accreditation activities carried out and the ownership of the management

It is an important indicator of the importance the university attaches to quality.

Quality Assurance, Education, Research, Development and Management at Fýrat University

Preparation of the new Strategic Plan for the period 2019-2023 of the system studies and K  DR

It is seen that the aim is to enter into a development trend with its studies. In this context,

This external evaluation process will be guiding and instructive for the institution and

The nature of experience sharing is considered very important. In fact, one month after the preliminary visit

It was observed that awareness increased significantly during the field visit. This situation

The external evaluation processes planned to be carried out once a year are continuously dynamic with interim visits.

suggests that it would be beneficial to retain it.

It is clear that in the process of continuous development, education, research,

In addition to strengths in community service and corporate governance, there is room for improvement.

The existence of these aspects has been determined and these issues are expressed in the Feedback Report.

These findings and evaluations are particularly important for the region.

We believe that Fýrat University will make positive contributions to our efforts in this direction.

we believe.