

BOZOK UNIVERSITY – QUALITY ASSURANCE DIRECTIVE
BOZOK UNIVERSITY QUALITY ASSURANCE DIRECTIVE

CHAPTER ONE

Purpose, Scope, Legal Basis and Definitions

Purpose

ARTICLE 1 – (1) The purpose of this Directive is to regulate the procedures and principles concerning the activities related to the internal and external quality assurance and accreditation processes of Bozok University's educational and training activities, research activities, and administrative services.

Scope

ARTICLE 2 – (1) This Directive covers the provisions concerning the establishment, duties and functioning of the Bozok University Quality Commission.

Legal Basis

ARTICLE 3 – (1) This Directive has been prepared on the basis of Articles 7 and 65 and subparagraph (b) of Article 44 of the Higher Education Law No. 2547 dated 4 November 1981, and the Regulation on Higher Education Quality Assurance published in the Official Gazette No. 29423 dated 23 July 2015.

Definitions

- a) Accreditation:** The evaluation and external quality assurance process carried out by an external evaluation body to determine whether a higher education program meets predetermined academic and field-specific standards.
- b) External Evaluation and Accreditation Organizations:** Institutions, organizations and boards operating domestically or abroad that are recognized by the Council of Higher Education and hold a Quality Evaluation Registration Certificate.
- c) External Evaluators:** Persons appointed by the Higher Education Quality Council who are competent and authorized to conduct the external evaluation process during Bozok University's institutional external evaluation process.
- ç) Secretary General:** The Secretary General of Bozok University.
- d) Internal Evaluation:** The evaluation of the quality of Bozok University's educational and training activities, research activities and administrative services, as well as institutional quality improvement activities, by evaluators appointed by the head of the Bozok University Quality Commission.
- e) Quality Assurance:** All planned and systematic activities carried out to provide assurance that a higher education institution or program fully fulfills quality and performance processes in compliance with internal and external quality standards.
- f) Quality Evaluation Registration Certificate:** A certificate approved by the Council of Higher Education upon the recommendation of the Higher Education Quality Council, demonstrating that independent institutions or organizations are authorized to evaluate the quality level and quality improvement activities of educational and training, research and administrative services at higher education institutions.
- g) Quality Commission:** The Commission established under this Directive and responsible for organizing and conducting quality evaluation and assurance activities and accreditation activities.
- ğ) Institutional External Evaluation:** The external evaluation process of Bozok University's educational and training activities, research activities and administrative services conducted by external evaluators authorized by the Higher Education Quality Council or by independent external evaluation organizations recognized by the Council of Higher Education and holding a Quality Evaluation Registration Certificate.

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h) Student Representative: The President of the Student Council.

i) Rector: The Rector of Bozok University.

i) Senate: The Senate of Bozok University.

j) Strategic Planning: The process of preparing a strategic plan through participatory methods in order to establish the future mission and vision of a higher education institution within the framework of development plans, programs, relevant legislation and adopted fundamental principles; determine strategic objectives and measurable targets; measure performance according to predetermined indicators; and continuously monitor the relevant performance indicators through monitoring and evaluation.

k) Turkish Higher Education Qualifications Framework (TYYÇ): The National Qualifications Framework defined for higher education.

l) University: Bozok University.

m) Higher Education Quality Council: The Council established within the Council of Higher Education and responsible for organizing and conducting quality evaluation, quality assurance and accreditation activities in higher education institutions.

CHAPTER TWO

Establishment and Working Principles, Duties and Responsibilities of the Quality Commission

Establishment of the Quality Commission

ARTICLE 5 – (1) The Quality Commission consists of the Rector as Chair; one member selected by the Senate from each faculty, institute, school and vocational school, provided that no more than one member is selected from the same unit and that members are from different scientific fields; the Secretary General; the Head of the Strategy Development Department; and the Student Representative. The number of members selected from different scientific fields shall not be fewer than three from each of the fields of Health Sciences, Social Sciences and Natural Sciences.

(2) The Chair of the Quality Commission is the Rector. In the absence of the Rector, the Vice Rector appointed by the Rector shall chair the Commission.

(3) The members of the Commission shall be announced on the University website.

Meeting Schedule and Decision-Making Process

ARTICLE 6 – (1) The Quality Commission shall hold its regular meeting once a month at a predetermined place and time. When necessary, the Chair may call the Quality Commission for an extraordinary meeting.

(2) The Commission shall convene with an absolute majority of its full membership and shall make decisions by an absolute majority of those attending the meeting. In the event of a tie, the decision shall be deemed to have been made in accordance with the vote of the Rector, who is the Chair of the Commission.

(3) Office and personnel support services of the Commission shall be provided by the Bozok University Strategy Development Department or the relevant unit.

Term of Membership and Termination of Membership

ARTICLE 7 – (1) The term of office of members is three years. Members whose term of office has expired may be reappointed by the Senate. No member may serve for more than two terms. In the event that the membership of the Student Representative terminates, a student elected by the Student Council upon the call of the Senate shall be appointed. The term of office of Student Representatives is one year.

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(2) The membership of those who fail to attend a total of four meetings within one year without a valid excuse, and those who are unable to perform their duties for more than six months due to domestic or international assignments, illness, resignation, retirement, accident or any other reason, shall be terminated by the Senate as of the date on which the situation is determined.

(3) In the event of a vacancy among the members of the Quality Commission for any reason, the Senate shall conduct the election or appointment for the vacant membership according to the same procedure within one month at the latest. The term of office of the elected or appointed member shall be three years from the date of appointment.

(4) Members are obliged to notify the Chair or Vice Chair of the Commission of their excuses in cases where they are unable to attend a meeting.

Duties and Responsibilities of the Quality Commission

ARTICLE 8 – (1) In accordance with the University's strategic plan and objectives, to establish the institution's internal and external quality assurance system concerning the evaluation and improvement of the quality of educational and training activities, research activities and administrative services; to determine institutional indicators; to conduct the relevant activities in accordance with the procedures and principles determined by the Higher Education Quality Council; and to submit these activities for the approval of the Senate.

(2) To conduct internal evaluation activities; to prepare and submit to the Senate an annual institutional evaluation report containing the results of institutional evaluation and quality improvement activities; and to make the approved annual institutional evaluation report publicly available through the University's main website.

(3) To make the necessary preparations for the external evaluation process and provide all kinds of support to the Higher Education Quality Council and external evaluation organizations.

Participation of Academic and Administrative Units in Quality Improvement Activities

ARTICLE 9 – (1) The academic and administrative units of the University shall support the activities of the Quality Commission. In accordance with the Commission's guidance, they shall coordinate quality improvement activities related to their academic programs and administrative services and monitor their performance.

(2) The Academic Unit Quality Commission consists of members selected as representatives of Departments/Divisions/Programs, under the chairmanship of the Dean/Director or a deputy appointed by them, together with the Secretary of the Faculty/School/Institute/Vocational School and the student representative of the relevant unit.

(3) The Administrative Unit Quality Commission consists of the heads of all administrative units under the chairmanship of the Secretary General or a deputy.

(4) The governing board of Application and Research Centers shall also serve as the quality commission.

(5) Each Unit is obliged to prepare its Internal Evaluation Report for the previous year and submit it to the Commission by the end of January of the following year at the latest.

(6) The Unit Quality Commission shall operate in coordination with the University Quality Commission.

(7) The appointment periods, termination of membership, resignation from membership, reappointment and meeting schedules of members of the Quality Commissions of academic units shall be the same as those of the Quality Commission.

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CHAPTER THREE

Accreditation and Quality Coordination Office

Establishment of the Accreditation and Quality Coordination Office

ARTICLE 10 – The Accreditation and Quality Coordination Office consists of a Coordinator, Deputy Coordinators, office staff and support personnel. The Unit Coordinator and two Deputy Coordinators shall be appointed by the Rector from among the members of the Quality Commission. Their terms of office are three years. Coordinators and Deputy Coordinators whose terms have expired may be reappointed. Where deemed necessary, the Rector may dismiss the Coordinator and Deputy Coordinators. Office and support personnel working in this unit shall be assigned by the Office of the Secretary General.

Duties of the Accreditation and Quality Coordination Office

ARTICLE 11 – (1) The duties of the Accreditation and Quality Coordination Office are as follows:

- a) To determine, implement and ensure the maintenance of the processes required for the Quality Management System;
- b) To report the needs related to Quality Management System performance and improvement;
- c) To contribute to the University's Strategic Planning and Preparation activities;
- ç) To ensure awareness of the concept of student-centeredness at the University and to work toward disseminating this awareness;
- d) To conduct relations with external organizations on matters related to the Quality Management System;
- e) To ensure coordination among all academic and administrative units of the University regarding the duties of the Quality Coordination Office;
- f) To ensure the structuring of the Quality Management System by monitoring quality standards;
- g) To coordinate meetings with Quality Representatives of academic units;
- ğ) To prepare, revise, publish, record and distribute documents related to its area of responsibility;
- h) To prepare the quality internal evaluation plan and ensure that internal evaluations are conducted;
- ı) To ensure that Quality Representatives, internal evaluators, process managers and employees receive training on Quality Management Systems and to provide relevant training;
- i) To prepare inputs for management review meetings, ensure that the meetings are held, record the decisions taken and distribute them to the relevant units;
- j) To ensure that quality objectives are determined and target-based performance measurements are conducted;
- k) To manage the office activities of the Coordination Office;
- l) To ensure the implementation of Quality Internal Evaluation activities;

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m) To take the necessary measures for conducting Quality External Evaluations.

CHAPTER FOUR

Internal and External Evaluation

Internal Evaluation Process and Schedule

ARTICLE 10 – In accordance with the internal evaluation process determined by the University Quality Commission, an institutional internal evaluation report shall be prepared annually between January and March, covering all educational and training activities, research activities and the administrative services supporting them, and integrated with the strategic plan, annual performance program and activity report. Following approval by the Senate, the institutional internal evaluation report shall be submitted to the Higher Education Quality Council for information purposes by the end of April.

Scope and Subjects of Internal Evaluation

ARTICLE 11 – The quality of all educational, training and research activities and administrative services, as well as quality improvement activities, of the University's academic units at associate, undergraduate and graduate levels and its research centers shall be evaluated within the scope of internal evaluation.

ARTICLE 12 – (1) During internal evaluations conducted at the University, studies covering the following subjects shall be evaluated, taking into consideration the processes, procedures and principles to be determined by the Higher Education Quality Council:

- a) Establishment of policies, processes and projects for quality assurance in accordance with the University's mission, vision, strategic plan and objectives, in light of national strategies and objectives for higher education;
- b) Development of measurable strategic objectives for academic units and performance indicators related to these objectives and the processes and projects implemented to achieve them, as well as activities aimed at periodically reviewing these indicators;
- c) Conducting studies to structure programs based on learning outcomes and in relation to the Turkish Higher Education Qualifications Framework, and fulfilling the requirements of the accreditation process;
- ç) Effective and efficient use of financial resources for educational and training activities, research activities and administrative services;
- d) Determining results, outputs, objectives and trends, including satisfaction of all stakeholders, and conducting benchmarking;
- e) Conducting activities related to areas identified in the previous internal evaluation as requiring improvement.

External Evaluation Process and Schedule

ARTICLE 13 – In accordance with the schedule determined by the Higher Education Quality Council, the University shall undergo an external evaluation process at least once every five years, together with external evaluators recognized or appointed by the Higher Education Quality Council or an independent institution, organization or board holding a Quality Evaluation Registration Certificate.

Scope and Subjects of External Evaluation

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ARTICLE 14 – (1) The external evaluation of the University shall be conducted to include the subjects specified in Articles 11 and 12 of this Directive.

(2) If the external evaluation is conducted at the unit/program level, the subjects of evaluation shall be limited to the areas of activity/service of the unit or program being evaluated.

Quality Certificate and Validity Period

ARTICLE 15 – Following the external evaluation, the University may receive a “Quality Certificate” demonstrating the quality and quality improvement level of the relevant institution. The validity period of the Quality Certificate is five years.

Disclosure of Internal and External Evaluation Results to the Public

ARTICLE 16 – The results of internal and external evaluations conducted at the University are publicly accessible. Annual internal and external evaluation reports shall be published on the University’s website at www.bozok.edu.tr.

Expenditures

ARTICLE 17 – Appropriations shall be allocated in the University budget for all expenditures related to activities carried out within the scope of this Directive.

CHAPTER FIVE

Miscellaneous and Final Provisions

Preservation of Documents

ARTICLE 18 – Documents determined by the Quality Commission to be kept available during external audits, in the course of activities carried out for the evaluation and improvement of the quality of the University’s educational and training activities, research activities and administrative services, and for establishing the University’s internal and external quality assurance system in accordance with its strategic plan and objectives, shall be transferred to the archive for preservation.

(2) Archive personnel shall preserve the documents submitted by Commission members to be kept available during external evaluation and shall provide them to the relevant persons upon the request of external evaluators.

Personnel Requirements and Current Expenses

ARTICLE 19 – Office and personnel support services of the Commission and the Accreditation and Quality Coordination Office shall be provided by the Rectorate. Current operating expenses shall be covered from the Rectorate’s budget.

Cases Not Covered by the Provisions

ARTICLE 20 – In cases not covered by this Directive, the provisions of the Regulation on Higher Education Quality Assurance and the relevant legislation shall apply.

Entry into Force

ARTICLE 21 – This Directive shall enter into force on the date it is approved by the Senate.

Execution

ARTICLE 22 – The provisions of this Directive shall be executed by the Rector of the University.