T.C.
ISTANBUL NİŞANTAŞI UNIVERSITY
QUALITY ASSURANCE DIRECTIVE
(Accepted: __/ ___/ _____date and ___/ ____number Senate Decision)

FIRST SECTION

Aim And Scope, Principles and Definitions

Aim And scope

ARTICLE 1 - This directive is to carry out the quality assurance processes of academic and administrative services at Istanbul Nişantaşı University, to support the accreditation processes of programs, to adopt a sustainable quality culture, to monitor performance targets and to standardize reporting processes, and to regulate the duties, authorities and responsibilities defined within this scope. It also determines the procedures and principles regarding the formation and work of the University Quality Commission, academic unit quality boards and the University "Quality and Governance Coordination".

Principles

ARTICLE 2 – This Directive; 11/4/1981 dated and 2547 numbered Higher Education The law of 44 It has been prepared based on **the "Higher Education Quality Assurance Regulation",** which entered into force upon publication in the Official Gazette dated 23/7/2015 and numbered 29423, subparagraph (b) of its third article, and Article 35 of the law no. 2547.

Definitions

ARTICLE 3 – In this Directive;

a) Accreditation: The evaluation and external quality assurance process that measures whether the academic and field-specific standards previously determined by the external evaluator institution in a certain field are met by any unit of Istanbul Nişantaşı University.

b) Minister: Istanbul Nişantaşı University Quality the Commission the president,

c) Academic Unit: Faculties, colleges, vocational schools, institutes, application and research centers and other academic units affiliated with Istanbul Nişantaşı University,

c) Administrative Unit: Non-academic units responsible for administrative and support services at Istanbul Nişantaşı University,

d) Unit Quality Board: Academic in units established Unit Quality the Board,

e) Administrative Unit Quality Board: The Administrative Unit Quality Board established under the chairmanship of the Secretary General,

f) External Evaluation: The external evaluation process of the quality of academic and administrative services of Istanbul Nişantaşı University or its programs, carried out by external evaluators authorized by the Higher Education Quality Board or external evaluation institutions that have an independent Quality Evaluation Certificate recognized by the Higher Education Council.

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g) Internal Evaluation: The quality of all academic and administrative services and institutional quality development activities of Istanbul Nişantaşı University are evaluated by evaluators who have an "internal quality auditor certificate" or training and are assigned by the University,

h) Quality Assurance: A higher education institution or program must have quality and performance processes that are compatible with internal and external quality standards,

i) Quality Commission: Istanbul Nişantaşı University Quality Commission,

j) Quality And Governance Coordination: Istanbul Nişantaşı University Quality and Governance Coordination,

k) Strategy Development Department: Istanbul Nişantaşı University Strategy Development Department,

l) Student Affairs Department: Istanbul Nişantaşı University Student Affairs Department,

m) Health, Culture and Sport Apartment Presidency: Istanbul Nişantaşı University Health, Culture and the Department of Sports,

n) Higher Education Quality Board: The Higher Education Quality Board established with the "Higher Education Quality Assurance Regulation",

o) Rector: Istanbul Nişantaşı University the Rector,

p) Rector Assistant: Istanbul Nişantaşı Rector of the University His assistant,

q) Senate: Istanbul Nişantaşı The University Senate,

r) Strategic Planning and Management: The process of preparing a strategic plan with participatory methods and continuously monitoring the relevant performance indicators in order to establish the mission and vision of Istanbul Nişantaşı University for the future within the framework of the relevant legislation and the adopted basic principles; to determine strategic goals and measurable targets; to measure, monitor and evaluate the performances in line with the determined indicators,

s) Türkiye Higher Education Qualifications Framework (THEQF): National Qualifications Framework defined for higher education,

t) University: Istanbul Nişantaşı University,

u) Quality and Governance Coordinator: If a faculty member or administrative staff member who has at least a doctorate degree and is experienced in quality is to be appointed by the Rector; personnel with at least 10 years of quality experience in the service sector,

ü) Quality Specialist: By the Rector, recommended by the Quality and Governance Coordinator. Appointed personnel with at least 3 years of experience in quality,

v) Stakeholder: It refers to all individuals and groups (students, graduates, public institutions, and sector representatives) who are directly or indirectly related to the services of the institutes, faculties, colleges, vocational schools and administrative units of Istanbul Nişantaşı

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University or who affect these services positively or negatively.

SECOND SECTION

Formation of the Quality Commission, Duties, Working Principles and Procedures and Quality and Governance Coordination

Formation of the Quality Commission

ARTICLE 4 – Quality Commission;

It consists of faculty members elected by the Senate from each academic unit, not more than one;

•General Secretary,

•Deputy Secretary,

•Quality and Governance Coordinator,

•Strategy Development Department Head,

•Support Services Department Head/Vice President

•Human Resources Department Head/Vice President

•Culture and Sports Department Head,

•Student Affairs Department Head and

•Student Representative

•Graduate Student Representative

•External stakeholder/stakeholders determined by the Rector.

Quality The commission the presidency Rector or will be assigned One Rector Assistant does. Quality Commission its members duty duration 2-year, Student Representative of duty duration whereas 1 years. A new member is elected to complete the remaining term of office for any vacancy for any reason. A member whose term of office has expired may be re-elected using the same procedure and principles.

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The Quality commission duties

ARTICLE 5 – Quality The commission duties are as follows:

a) Initiating the necessary work to prepare the university's strategic plan,

b) Establishing the quality assurance system of academic and administrative services, measuring the level of achievement of strategic plan goals and ensuring sustainability,

c) Supporting the quality management system activities of the university's academic and administrative units in coordination with the "Quality and Governance Coordination Office",

d) Encouraging programs to enter accreditation processes and supporting these efforts,

e) Monitoring performance indicators in coordination with the "Quality and Governance Coordination Office" and the "Strategy Development Department" within the framework of the goals determined in the university's strategic plan, setting new goals and carrying out the work to be done within this scope in line with the procedures and principles determined by the "Higher Education Quality Board",

f) In the implementation of quality management processes; to contribute to the establishment of an institutional culture based on participation, more effective and efficient use of university resources, improvement of processes and provision of quality service,

g) To finalize the "Internal Institutional Evaluation Report" prepared by the Quality and Governance Coordination Office and submit it to the Senate for approval,

h) To make the necessary preparations for the external evaluation process with the "Quality and Governance Coordination Office", to provide the necessary support to the "Higher Education Quality Board" or external evaluation institutions,

ı) To ensure that the annual "Internal Institutional Evaluation Report" approved by the Senate is published on the University's website and notifies the Council of Higher Education,

i) To ensure that quality information meetings are planned and held for all personnel working at the University,

j) To manage the Quality Commission's activities and service quality in the university as a whole or in specific units on issues such as education, community service, research, stakeholder relations, internationalization and other required issues,

k) To report on the status of achievement of strategic plan targets in January each year and to share the results with the Senate,

l) To review communication mechanisms with external stakeholders and to hold quality evaluation meetings with the participation of external stakeholders at least twice a year.

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Working principles and procedures of the Quality Commission

ARTICLE 6 - The Quality Commission operates in accordance with the procedures and principles set out below:

a) The Quality Commission meets at least twice every academic year. Additional meetings may be held upon the call of the President or upon the written application of a simple majority of the members of the Commission. In cases where the meetings cannot be held physically, they may be held via online platforms.

b) The agenda, date and place of the meeting are determined by the Commission President. They are announced to the members by the "Quality and Governance Coordination Office" at least 3 days in advance.

c) The Quality Commission meets with the simple majority of the total number of members and makes decisions with the simple majority of the participants. In the event of a tie, the decision is deemed to have been made in accordance with the President's vote.

d) When necessary, Commission decisions may be taken through online meetings or written voting methods.

e) Internal and external stakeholder representatives may attend Quality Commission meetings upon the President's invitation.

f) The meeting minutes must be prepared by the Quality and Governance Coordinator within 3 days of the meeting and submitted to the members for approval.

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Quality And Governance Coordinatorship

ARTICLE 7 – "Quality and Governance Coordination Unit" is a unit reporting to the Rector;

a) In determining the working principles of quality processes and monitoring their activities,

b) In determining the targets and performance indicators foreseen for the "Strategic Plan" to be prepared with the coordination of the "Strategy Development Department",

c) In following up the corrective actions opened by all units according to the "Corrective Action Procedure" throughout the university and reporting the current situation to the Rectorate every 3 months,

d) In following up and reporting the opening and closing reports of "PDCA (Plan, Do, Check, Act) improvements" planned and carried out regarding the processes throughout the university,

d) In periodically monitoring the measurable targets of the university, academic and administrative units included in the "Strategic Plan" and the performance indicators related to these targets,

e) In evaluating the academic and administrative activities and developing the quality processes in line with the targets in the University's Strategic Plan,

f) In establishing the University's internal and external quality assurance system,

g) In determining, organizing and monitoring the effectiveness of quality training needs,

h) Software etc. in determining the needs of quality tools and monitoring their effectiveness,

ı) in monitoring education, research and community service activities,

i) in ensuring the standardization of documents within the scope of the quality management system,
j) in carrying out the necessary work in line with the procedures and principles determined by this directive and the decisions of the Quality Commission, to support the "Quality Commission", "Academic Unit Quality Boards" and the "Administrative Unit Quality Board" affiliated to the General Secretariat.

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THIRD SECTION

Academic Unit and Administrative Unit Quality Board Formation, Duties, Working Procedures and Principles

Formation of Academic Unit Quality Boards and Administrative Unit Quality Boards

ARTICLE 8 – Academic Unit Quality Boards; in academic units, they are chaired by the dean/director or vice-director; they consist of faculty members, preferably experienced in quality, selected by the dean/director of the relevant unit, the unit secretary and the student representative. The term of office of the Academic Unit Quality Board members is 2 years. If a membership becomes vacant for any reason, a new member is elected to complete the remaining term.

Administrative Unit Quality Board;

It consists of one representative from each administrative unit under the chairmanship of the General Secretariat. The term of office of the Administrative Unit Quality Board members is 2 years. To complete the remaining term for a membership that becomes vacant for any reason. as follows new One member is selected. Administrative Unit Quality Board of Directors Presidency General the Secretary or a Deputy Secretary General appointed by him/her shall act as such.

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Academic And Administrative Unit Quality Duties of the Board

ARTICLE 9 – Academic and Administrative Unit Quality The Board of duties are as follows:

a) Unit of annual quality plan to prepare,

b) To ensure that the annual targets and annual activity plans of each staff member, unit, program/department, dean's office/directorate are prepared in line with the university's strategic plan and goals, and that all kinds of work is carried out in the evaluation of academic or administrative services, development of quality and accreditation process.

c) To prepare the Unit Internal Evaluation Reports and submit them to the Quality Commission at the end of February each year,

c) Independent evaluation organizations will evaluate the Quality Management System in the unit. documentation and post- evaluation Studies for necessary preparations to do; to support these organizations,

d) Istanbul Nisantasi University Quality the Commission their decisions relating to of the unit relating to announce to departments, programs and sub-units; to contribute to their implementation and to monitor and report their results,

e) The Academic Unit Quality Board shall complete the reports on individual activities by the end of January, and the annual reports on programs and departments by the end of February and submit them to the Quality Commission.

f) **Academic Unit Quality In their boards;** department/program heads, deans/directors to present a quality activity report twice a year at the end of the academic year,

g) **Administrative Unit Quality Board of Directors** by per year 2 times To the Rector quality activity to present the report,

h) To examine the activity reports of the Boards-Councils and Committees established at Istanbul Nişantaşı University on an annual basis and to submit improvement suggestions to the Rectorate, and if necessary, to request activity presentations from the relevant boards-councils and committees,

i) To ensure that the Istanbul Nişantaşı University WEB page is up to date in accordance with national and international standards. To ensure that content is prepared on the subject.

j) To ensure that documents such as directives, regulations, procedures, instructions and workflows prepared at Istanbul Nişantaşı University are reviewed annually,

k) Opened PUKÖ (Plan-Do-Check Meat-Precaution Take it) improvements closure to follow their status,

l) In the unit opened corrective activities examination and improvement reports follow-up to be done,

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m) External Stakeholders with communication mechanisms out of sight spend, necessary PDCA (Plan, Do, Check, Act) to ensure improvements are made,

n) To review all stakeholder survey result reports and ensure that necessary PDCA (Plan, Do, Check, Act) improvements are made,

o) To prepare a roadmap for entering international accreditation processes and to regularly review the relevant processes,

p) Checking and improving the compliance of programs and course outcomes with international standards in Academic Units,

r) To submit improvement suggestions to the Rectorate in line with the opinions and suggestions of the academic staff regarding distance education processes,

s) To ensure that distance education processes are evaluated at intervals determined by the Rectorate and that necessary PDCA (Plan, Do, Check, Act) improvements are made according to the evaluation results,

s) Quality Commission by determined method And Fundamentals in line with necessary to carry out other work.

t) All units must determine their annual performance indicators in line with the targets in the strategic plan and aim for at least 85% success rate.

u) Improvement processes based on the PDCA (Plan, Do, Check, Act) cycle should be specified in monitoring reports every year.

Academic and Administrative Unit Quality Board working procedures and principles

ARTICLE 10 – The Academic and Administrative Unit Quality Board works in accordance with the procedures and principles stated below:

a) The Unit Quality Board meets at least 3 times in each academic year, apart from these, upon the call of the president or upon the written application of the absolute majority of the board members.

b) The agenda, date and place of the meeting are determined by the President and announced to the members.

c) The Unit Quality Board meets with the absolute majority of the total number of members and makes decisions with the absolute majority of the participants. In case of a tie, the decision is deemed to have been made in accordance with the President's vote.

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FOURTH SECTION

Various and Final Provisions

Cases not covered by the directive

ARTICLE 11 – In cases not covered by this Directive, the provisions **of the "Higher Education Quality Assurance Regulation", which entered into force upon publication in the Official Gazette dated 23/7/2015 and numbered 29423,** shall apply.

From Enforcement Removed Directive

ARTICLE 12- (1) _/ __/ _____dated and ____/ __numbered Senate decision with published Istanbul Nişantaşı University Quality Assurance Directive has been repealed.

Enforcement

ARTICLE 13 – This Directive shall enter into force on the date of its approval by the Senate.

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ARTICLE 14 – The Rector shall conduct the provisions of this Directive.

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