

ISTINYE UNIVERSITY QUALITY ASSURANCE DIRECTIVE

CHAPTER 1

Purpose and Scope, Basis and Definitions

ARTICLE 1 – Purpose and Scope

(1) This Directive covers the evaluation of IstinYE University according to national and international standards of quality assurance, education, research and development, contribution to society, independent external evaluation and accreditation processes, management, and all related duties, authorities and responsibilities. It applies and upholds the principles and working procedures of IstinYE University's Quality Commission.

ARTICLE 2 – Basis

(1) This Directive has been prepared according to the provisions of Additional Article 35 of the Higher Education Law 2547 dated 04 November 1981 and the Higher Education Quality Assurance and Higher Education Quality Board Regulation published in Official Gazette 30604 dated 23 November 2018.

ARTICLE 3 – Definitions

- a) **Accreditation:** The evaluation and external quality assurance process in which an external evaluator institution measures whether a higher education program meets pre-determined academic and field-specific standards,
- b) **Interim evaluation:** The process by which, at the end of the second year following the accreditation date, the Board evaluates a fully or conditionally accredited University according to the institutional accreditation program,
- c) **Interim Evaluation Report:** The evaluation assessment of a university according to the interim evaluation program,
- d) **Independent External Evaluation and Accreditation Bodies:** Institutions and organizations that conduct external evaluation and accreditation activities at home or abroad,
- e) **Unit:** Faculty, institute, vocational school and application and research centers affiliated with IstinYE University and other academic and administrative structures,
- f) **Unit Quality Board:** The board responsible for organizing, executing and monitoring quality assessment, quality assurance studies and accreditation studies established in the academic units of IstinYE University,
- g) **Evaluation processes:** External institutional evaluation, interim evaluation and monitoring, accreditation at home and abroad and institutional evaluation processes conducted by the Board,
- h) **External Evaluator:** The external evaluator appointed by the Higher Education Quality Board to operate the external evaluation program at IstinYE University,
- i) **External Evaluation:** Assessment of the quality of IstinYE University or its programs by independent external evaluation and accreditation organizations,
- j) **Institute evaluation:** Evaluation studies of the institute providing postgraduate education and training activities within IstinYE University's internal quality assurance system,
- k) **Institute evaluation program:** External evaluation of institutes that conduct postgraduate education and training activities within IstinYE University and have produced graduates satisfying the criteria established by the Board,
- l) **Institute Evaluation Report:** The external assessment of the IstinYE University Graduate Education Institute's fulfillment of the Institute evaluation program requirements,

- m) **Institute Interim Evaluation Program:** The Board's evaluation of institutes awarded a silver (3 years) or gold (6 years) label at the end of the third year after the label date,
- n) **Institute Interim Evaluation Report:** The Institute interim evaluation report for the Istinye University Graduate Education Institute,
- o) **Secretary-General:** Secretary-General of Istinye University
- p) **Internal Evaluation:** Internal assessment of the quality of Istinye University or its program,
- q) **Monitoring Program:** The Board's assessment of Istinye University's fulfillment of the institutional external quality evaluation program requirements,
- r) **Monitoring Report:** The evaluation of the higher education institution's fulfillment of the monitoring program requirements,
- s) **Quality Assessment Registration Certificate:** The Board's statement to national, independent external evaluation and accreditation organizations that evaluate higher education programs according to predetermined field-specific criteria,
- t) **Quality Assessment Recognition Certificate:** The Board's statement to international, independent external evaluation and accreditation organizations that evaluate higher education programs according to predetermined field-specific criteria,
- u) **Board:** Higher Education Quality Board,
- v) **Quality Commission:** Istinye University Quality Commission,
- w) **Quality Assurance:** Internal and external quality assurance principles governing the education, research and social contribution activities and administrative services of Istinye University or the Istinye University program; accreditation processes; and independent external evaluation, recognition and authorization processes of accreditation bodies,
- x) **Institution Internal Evaluation Report (IIER):** The Council of Higher Education's annual report of Istinye University's quality assurance processes regarding education, research, social contributions and administrative services,
- y) **Institutional accreditation program:** The qualitative and quantitative evaluation of Istinye University's planning, implementation, monitoring and improvement in education and training, research and development, social contribution and administrative services processes; this evaluation is the basis for the Board's decision regarding accreditation of higher education institutions,
- z) **Institutional Accreditation Report:** The evaluation of the University's fulfillment of the institutional accreditation program requirements,
- aa) **Institutional External Evaluation Program:** The Higher Education Quality Board's evaluation of the quality of Istinye University's education and training, research and development, social contributions and administrative services,
- bb) **Institutional Feedback Report (IFR):** The external evaluation of Istinye University's fulfillment of the institutional external evaluation program's requirements for the institution's strong and promising aspects,
- cc) **Student Representative:** The elected or appointed student representative of the university or unit,
- dd) **Performance Indicators:** Tools to measure, monitor and evaluate the extent to which Istinye University has achieved its goals and objectives,
- ee) **Program Evaluation:** Evaluation of teaching programs as part of Istinye University's internal quality assurance system,
- ff) **Program Accreditation:** The external evaluation and quality assurance assessment of Istinye University program(s)' fulfillment of field-specific academic and field-specific standards determined by independent external evaluation and accreditation organizations,
- gg) **Rector:** Rector of Istinye University,

- hh) **Vice Rector:** Vice Rector responsible for quality assurance and rating activities of Istinnye University,
- ii) **Senate:** Istinnye University Senate,
- jj) **Strategic Plan:** The participatory strategy to fulfill the mission and vision of Istinnye University according to its development plans, programs, relevant legislation and basic principles; the determination of strategic objectives and measurable targets, measurement of performance against the predetermined indicators and management and evaluation of this process,
- kk) **Quality and Accreditation Department:** The unit contributing to the planning, organization and effective execution of quality assessment and assurance studies and accreditation studies at Istinnye University; providing information support; managing such activities as the strategic plan; evaluating, collecting and analyzing data collection; and providing support services to the Quality Commission,
- ll) **Turkish Qualifications Framework:** The national qualifications framework designed to be compatible with the European Qualifications Framework, showing all qualification principles acquired through vocational, general and academic education and training programs and other learning paths, including primary, secondary and higher education,
- mm) **University:** Istinnye University,
- nn) **Higher Education Quality Assurance System:** Principles governing the internal and external quality assurance of Istinnye University's education and training programs; research and development; social contributions and administrative services; accreditation processes; and the recognition and authorization of independent external evaluation and accreditation bodies,
- oo) **Higher Education Quality Board:** The Board established by the Higher Education Quality Assurance and Higher Education Quality Board Regulation; responsible for organizing and conducting quality assessment and assurance studies and accreditation studies in higher education institutions.

CHAPTER 2

Quality Commission Function, Duties and Powers, Working Procedures and Principles; Quality and Accreditation Department

ARTICLE 4 – Quality Commission Function

- (1) The Quality Commission conducts Istinnye University's quality assurance studies.
- (2) The commission is chaired by the Rector of Istinnye University, and in his absence, the Vice Rector.
- (3) Formed by the University Senate, the commission is intended to be compatible with the academic and administrative structuring of higher education institutions and incorporates the basic components of the quality assurance system. Commission members consist of academic and administrative staff and students from scientific fields, with no more than one representative of the institution's academic and administrative units from the same faculty, institute, college or vocational school. The commission members include the general secretary of Istinnye University and the head of the Quality and Accreditation Department.
- (4) The University Senate determines the number of members and the principles governing the selection of the commission member student representative. The Senate determines the membership term (no less than two years for general commission members, one year for the student commission

representative). The University Senate defines the principles and working procedures of the commission and shares all information with the public on Istinye University's web site.

(5) Members whose terms of office expire may be reinstated by the Senate.

(6) Membership may be vacated before term expiration due to

- a) Detection of an illness or disability that may prevent the member from performing his/her duties continuously, through a medical board report,
- b) Withdrawal from Board membership,
- c) Termination of faculty membership and retirement situations.

In such cases, a new appointment is created using the same procedure to complete the remaining term.

(7) Office and personnel support services of the Quality Commission are conducted by the "Quality and Accreditation Department".

ARTICLE 5 – Quality Commission Duties and Powers

- a) To maintain the internal and external quality assurance system according to the institution's objectives and strategic plan and the procedures and principles determined by the Higher Education Quality Board; to evaluate, monitor and improve the institution's quality of education, research, social contributions and administrative services; to determine the institution's specific key performance indicators; to make program evaluations; and to present findings to the Senate.
- b) To plan and conduct internal evaluations and report the results of institutional evaluation and improvement studies to the Senate; to share the approved annual institutional internal evaluation report with the public in an easily accessible manner on the institution's official web site.
- c) To make the necessary preparations for the evaluation processes and to inform internal and external stakeholders about the process.
- d) To support the work of the Higher Education Quality Board during evaluation processes.
- e) To encourage programs to enter accreditation processes and to support these studies, to monitor the accreditation processes of accredited programs and to encourage their continuity,
- f) To regularly measure the level of achievement of the quality targets envisaged in the strategic plan and maintain their sustainability.
- g) To disseminate the concept of quality and effect its adoption across the institution.
- h) To establish a corporate participatory culture in quality management processes, implementing University resources effectively and efficiently, streamlining processes and providing quality service.
- i) To manage the quality of activities and services throughout the University or within specific units regarding Quality Commission, education, community service, research, stakeholder relations, internationalization and other issues.
- j) To ensure training on the quality assurance system; to oversee the preparation, implementation and documentation of internal and external stakeholder satisfaction in surveys monitoring the expectations and feedback of academic staff, administrative staff, students and graduates; and to support the Quality and Accreditation Department and relevant units.
- k) To contribute to the strategic planning and preparation activities of the University,

- l) To follow national and international best practices and current approaches regarding the quality assurance system; to relay findings to those involved.
- m) To protect quality processes by authorizing corporate data.
- n) To select and distribute the duties of student ambassadors to take part in quality studies.

ARTICLE 6 – Quality Commission Working Procedures and Principles

- a) The Quality Commission routinely meets at least once a month. Additional meetings may be convened by the chairman or upon written request of the absolute majority of the commission members.
- b) The President determines the meeting agenda, date and location and the Head of the Quality and Accreditation Department announces them.
- c) The Quality Commission meets according to the absolute majority of the members and makes decisions according to the absolute majority of those attending each meeting. The President's vote breaks ties and determines the majority in cases where cast votes are equally divided.
- d) Stakeholder representatives may attend Quality Commission meetings at the invitation of the President.

ARTICLE 7 – Quality and Accreditation Department

(1) the Office of the General Secretary presides over the Quality and Accreditation Department, an administrative unit responsible for planning, organizing and contributing to the execution of quality assessment, assurance studies and accreditation studies and providing information support. The Department head conducts his work with the Department administrative staff. Absent sufficient personnel, the Secretary General may assign support staff.

ARTICLE 8 – Quality and Accreditation Department Duties

- a) To conduct the work necessary to implement decisions of the Quality Commission within the procedures and principles determined by this Directive,
- b) To support the identification, implementation and monitoring of strategies advancing quality assurance policies aligned with the institution's mission and vision; and to direct improvement of the process,
- c) To guide the integration of strategic planning studies with the institution's quality assurance system,
- d) To activate and oversee the institution's "planning, doing, checking and acting – PDCA" processes,
- e) To organize national and international meetings and training programs; to conduct reviews and analyses for employees to understand quality management, quality improvement and quality processes; and to advance the quality culture in the institution under the leadership of senior managers,
- f) To advance cooperation and coordinate the function of academic and administrative units, recognizing that quality processes require distribution of responsibilities across horizontal structures,
- g) To conduct studies to internalize quality processes beyond the requirements of legislation,
- h) To share best practices regarding quality assurance in and outside the institution with all University stakeholders,

- i) To serve the functions and obligations of the Commission/working groups related to quality and accreditation,
- j) To plan and conduct internal evaluation studies; to prepare and submit the annual report of the institutional evaluation and quality improvement studies to the Quality Commission; to disseminate to the public on the University's official web site the documents and data regarding the annual institutional evaluation report and other quality studies approved by the Senate,
- k) To coordinate efforts to establish the University's quality assurance system,
- l) To coordinate Quality Commission meetings and record its decisions,
- m) To support the University's accreditation processes,
- n) To support the Quality Commission's decisions and applications of the procedures and principles determined by this Directive,
- o) To execute other duties assigned by the President.

CHAPTER 3

Unit Quality Board Formation, Duties, Working Procedures and Principles

ARTICLE 9 – Unit Quality Board Formation

- (1) The Unit Quality Board includes an academic unit quality representative experienced in quality control, the unit secretary, the academic unit quality commission member, the student representative of the academic unit and the student representative (quality ambassador) of another academic unit, under the chairmanship of the dean/director or deputy director of the Academic Units.
- (2) Quality Commission members can observe academic units of the Unit Quality Board other than their own.
- (3) The term of office of the Unit Quality Board members is 2 years. In the event of a vacated term, a replacement member is elected to complete the term's remainder.

ARTICLE 10 –Unit Quality Board Duties

- a) To prepare the annual goals and annual activity plan of each unit, program/department and deanery/directorate according to the strategic plan and objectives of the University; and to conduct all work in the evaluation of academic or administrative services, quality improvement and accreditation processes,
- b) To make the necessary preparations for the certification and post-evaluation studies to be carried out by independent evaluation organizations regarding the Quality Management System in the unit; to provide support to these organizations,
- c) To announce the Quality Commission's decisions to the relevant departments, programs and subunits of the relevant unit; to contribute to their application, and monitoring and reports,
- d) To conduct the necessary work of the procedures and principles determined by the Quality Commission.

ARTICLE 11 – Unit Quality Board Working Procedures and Principles

The Unit Quality Board is convened at least 3 times each academic year by the President or by written request of the absolute majority of the board members.

- a) The President determines the meeting agenda, date and location; these are announced to the Board members.
- b) The Unit Quality Board meets and takes decisions according to the absolute majority of the members and makes decisions according to the absolute majority of those attending each meeting. The President's vote breaks ties and determines the majority in cases where cast votes are equally divided.
- c) Unit Quality Board decisions are sent to the Quality and Accreditation Department within 5 business days after the meeting date.

CHAPTER 4

Internal and External Quality Assurance System

ARTICLE 12 – Function of Istinye University Quality Assurance Systems

(1) Istinye University establishes and operates the internal and external quality assurance system to ensure internal and external evaluation processes are conducted at institutional and program levels according to the Council of Higher Education's principles of practice.

ARTICLE 13 – Institutional Internal Evaluation Process and Calendar

(1) Istinye University carries out education, research and social contribution activities and all the administrative services that support them, in integration with its vision, mission, strategic goals and quality assurance systems.

(2) Every January and March Istinye University uploads its internal evaluation reports, which include internal evaluation studies, to the web-based system created by the Council of Higher Education.

(3) Institutional internal evaluation reports are published on the official website of Istinye University and the Council of Higher Education.

ARTICLE 14 –Institutional Internal Evaluation Reports

(1) Istinye University prepares internal evaluation reports every year and includes improvements in the internal quality assurance system in the annual report.

(2) Istinye University's internal evaluation report must contain explanations and evidence of the definition and operation of institutional quality assurance processes, attainment of targeted competencies in the curricula, monitoring of performance indicators, and closure of continuous improvement cycles.

(3) The internal evaluation report of education, research, social contributions and administrative services at Istinye University includes:

- a) The implemented quality policy, methods and processes determined by the national strategies and goals of higher education and compatible with the mission, vision and strategic goals of Istinye University,

- b) The administrative/organizational processes and activities implemented to achieve Istinye University's mission and goals,
- c) The internal quality assurance system; and the periodic review and evaluation of key performance indicators and measurable targets of academic and administrative units implemented to achieve Istinye University's mission and goals,
- d) Improvement measures previous evaluations have indicated necessary.

ARTICLE 15 – Evaluation Processes

(1) Istinye University is evaluated within the scope of the institutional external evaluation program within the fifth year at the latest following the education year in which it produced its first graduates.

The Higher Education Quality Board announces the external evaluation calendar of higher education institutions.

(2) External evaluation of the University is carried out by external evaluators recognized and appointed by the Higher Education Quality Board, or by independent institutions authorized by the Quality Evaluation Registration Certificate.

(3) External evaluation for accreditation at the Unit/Program level is carried out by a national or international independent institution holding a Quality Assessment Registration Certificate.

(4) After completion of the evaluation of Istinye University within the scope of the institutional external evaluation program, it is included in the monitoring program by the Higher Education Quality Board in the second year at the earliest following the evaluation year.

(5) For inclusion in the institutional accreditation program, an application must be made to the Higher Education Quality Board within five years of the institutional external evaluation. The Higher Education Quality Board makes selections among those who apply in the relevant year. If no application is made to the institutional accreditation program, it is directly included in the institutional accreditation program by the Higher Education Quality Board. If the evaluation cannot be carried out within the scope of the University's monitoring program, it cannot apply for the institutional accreditation program.

(6) The Higher Education Quality Board makes its accreditation decisions by considering the institutional accreditation report prepared by the evaluation team. Possible decisions include full accreditation for five years, conditional accreditation for two years and rejection of accreditation.

(7) If institutional accreditation is rejected, the University may reapply to the institutional accreditation program no less than two years following the decision.

(8) After the evaluation within the scope of Istinye University's Institutional accreditation program, it becomes exempt from the institutional external evaluation program.

(9) An institution granted conditional institutional accreditation is given an interim evaluation by the Higher Education Quality Board at the end of two years. An institution granted full five-year accreditation is given an interim evaluation at the earliest in the second year following accreditation. The Evaluation Programs Guide is taken into consideration in the accreditation decision to be made as a result of the interim evaluation.

(10) The YKS Higher Education Programs and Quotas Guide publishes decisions regarding full five-year institutional accreditation and two-year conditional institutional accreditation.

(11) Where external evaluation cannot be made due to force majeure, accreditation decisions may be extended for up to one year by decision of the Higher Education Quality Board.

(12) Istinye University may apply to the institutional evaluation program if it is evaluated and receives full accreditation through the Institutional Accreditation program. The Higher Education Quality Board determines by workload the number of institutes to be evaluated by the Institute Evaluation Program. The evaluation may award a three-year silver label or a six-year gold label. Institutes awarded silver and gold labels are included in the institute interim evaluation program at the end of the third year.

ARTICLE 16 – Evaluation Reports

(1) After the institutional external evaluation program and institutional accreditation program are established, the institutional feedback report and institutional accreditation reports are prepared by external evaluators appointed by the Higher Education Quality Board.

(2) The institutional feedback report resulting from the institutional external evaluation program and the institutional accreditation report resulting from the institutional accreditation program encompass Istinye University's education and training programs, research and development initiatives, social contributions, and administrative services; and the quality assurance system of Istinye University's institutional decision-making processes.

(3) Using the institutional feedback report resulting from the institutional external evaluation program, external evaluators prepare a monitoring report of Istinye University's quality development process.

(4) At the end of the interim evaluation, external evaluators use the relevant institutional accreditation program's report to prepare an interim evaluation report covering Istinye University's quality development process.

ARTICLE 17 – Public Disclosure of Internal and External Evaluation Results

(1) The results of the internal and external evaluations carried out at Istinye University are open to the public. Annual internal evaluation reports and evaluation reports regarding evaluation processes are published on the official websites of Istinye University and the Council of Higher Education.

ARTICLE 18 – Quality Assurance and Improvement Studies Expenditures

(1) All expenses incurred by Istinye University related to quality assurance and improvement studies are covered by the funds budgeted by the University. Istinye University allocates sufficient funds for such studies to be carried out within the scope of this Regulation.

CHAPTER 5

Miscellaneous and Final Provisions

ARTICLE 19 – Situations Lacking Provisions

(1) Where there are no provisions in this Directive, other legislative provisions and Senate decisions regarding Higher Education Quality Assurance and Higher Education Quality Board Regulation apply.

ARTICLE 20 – Enforcement

(1) This Directive is effective the date it is approved by the Board of Trustees.

ARTICLE 21 – Execution

(1) The Rector of Istinye University executes the provisions of this Directive.