QUALITY ASSURANCE SYSTEMS IN HIGHER EDUCATION:
Examples from the Turkish Higher Education Area

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Agenda

- Overview of the structure: national and institutional

- Internal quality assurance

- Important issues from experiences

Roles and Responsibilities of the THEQC

The Turkish Higher Education Quality Council
Quality agenda from 2002 onwards, official foundation in 2007
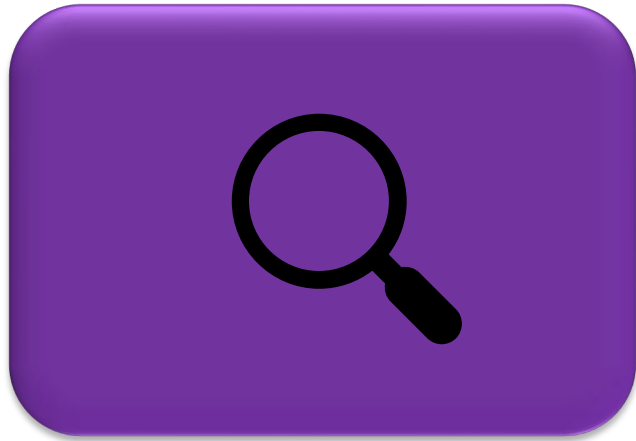
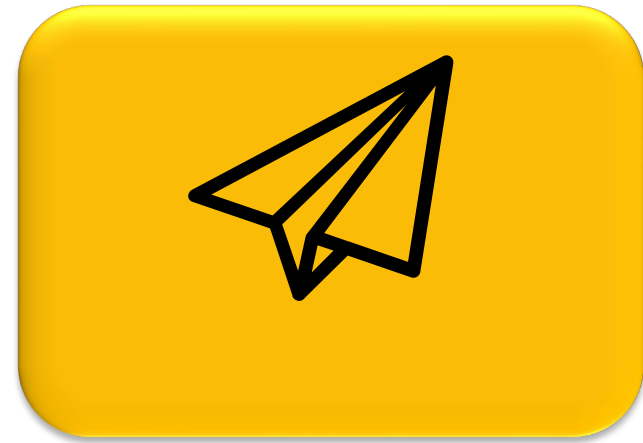Institutional External Evaluation, Institutional Accreditation and Follow up Programs
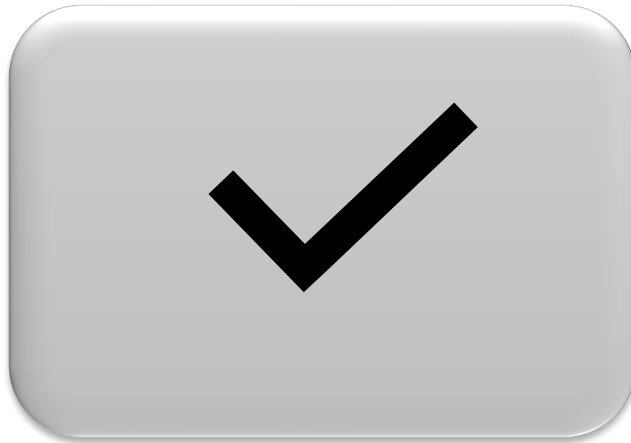
Authorization and Recognition of Accreditation Agencies

Dissemination and Internalisation of the Quality Assurance Culture

Institutional External Evaluation and Accreditation Criteria (www.yokak.gov.tr)

A. Quality Assurance System

A.1 Mission And Strategic Objectives

A.2 Internal Quality Assurance

A.3 Stakeholder Participation

A.4 Internationalisation

**5 Areas
22 Criteria
54 Sub criteria**

B. Learning and Teaching

B.1 Design and Approval of Programs

B.2 Student Admission and Certification

B.3 Student-Centered Teaching, Learning and Evaluation

B.4 Teaching Staff

B.5 Learning Resources

B.6 Continious Monitoring and Updating of Programs

C. Research and Development

C.1 Research Strategy

C.2 Research Resources

C.3 Research Competencies

C.4 Research Performance

D. Service to Society

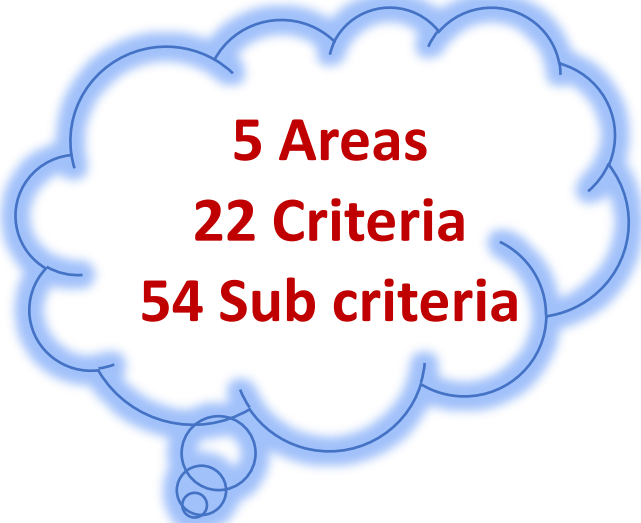D.1 Sevice to Society Strategy

D.2 Sevice to Society Resources

D.3 Sevice to Society Performance

E. Governance System

E.1 Structure of Management and Administrative Units

E.2 Management of Resources

E.3 Information Management System

E.4 Support Services

E.5 Public Information and Accountability

General Evaluation portraying Strengths and Required Strengths (Challenges, Weaknesses)

Maturity Levels

Exemplary Implementation

5 There are internalized, systematic, sustainable and exemplary implementations.

Planning, Implementing, Checking and Acting

4 The results of the institution-wide implementations are monitored and improved with the involvement of the related stakeholders.

Planning and Implementing

3 There are institution-wide implementations and some results have been obtained from the implementations. However, monitoring these results has not been achieved or partly achieved.

Planning

2 There is planning (defined processes); however, there are partial implementations or none.

No Implementation Available

1 There is no planning, defined process or any mechanism.

A.4 Internationalisation

- The institution must periodically review and continuously improve the activities it maintains in line with its internationalisation strategy and objectives.
  - A.4.1. Internationalisation policy
  - A.4.2. Management and organizational structure of internationalization processes
  - A.4.3. Internationalisation resources
  - A.4.4. Monitoring and improving the internationalisation performance

Maturity level

1	2	3	4	5
The institution does not have a defined internationalization policy.	The institution has a defined internationalization policy. But no implementation related to this policy is available.	The institution has some practices in line with the internationalization policy that considers the aspects of learning and teaching, research and development and social contribution; and certain results have been obtained from them. But the results of these practices are not monitored.	The practices conducted in line with the institution's internationalization policy are monitored in a systematic manner and in compliance with the institution's internal quality assurance system. These practices are evaluated with stakeholders to take necessary measures.	The institution's specific internationalization model is adopted in the entire institution. The institution has innovative implementations with regard to its internationalization model, some of which serve as a model for other institutions.

Internal Quality Assurance

Definition for HE: *'The totality of planning and implementation principles and their documentation for education, R&D, societal contributions and administrative processes of a university which are developed in compliance both with the mission and goals of the institution and with national needs and international standards.'*

Basic Components:
- Mission, vision, institutional values, strategic goals and objectives of the university
- Quality policy principles and other policies for education, R&D, internationalization, etc
- Process management
- Documentation: definitions and job descriptions for all the processes; regulations; codes; directives
- Performance indicators
- Internal and external institutional evaluation processes.
- Plan-Do-Check-Act loops to be iterated repeatedly for contiuous improvement in all processes
- Fundamental responsibility of all personnel and students
- Institutional continuity, leadership and organizational culture

University as a Quality Agency

Academic unit internal evaluation reports	⟷	**Faculty A**	**Faculty B**	**College C**	**Vocational School D**
		Program 1	Program 1	Program 1	Program 1
Program self evaluation reports	⟷	Program 2	Program 2	Program 2	Program 2
			Program 3 (accredited)		Program 3 (accredited)

QA Important Issues

Strategic Plan
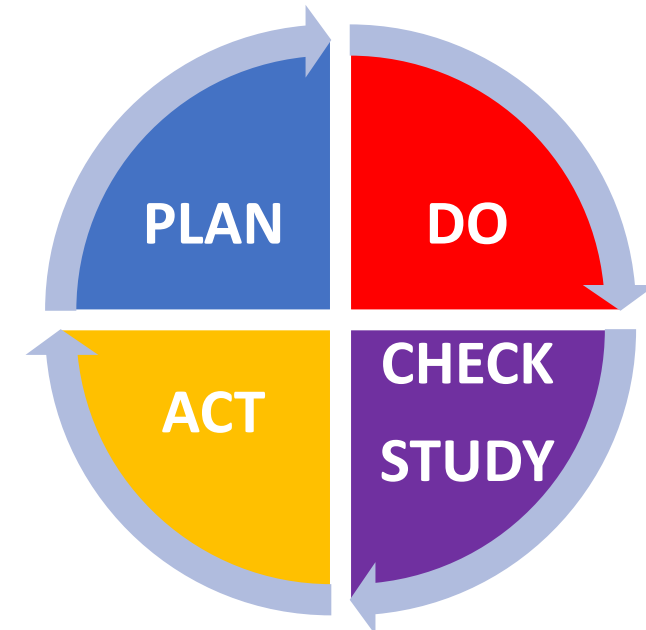
Performance Indicators

Quality Policies
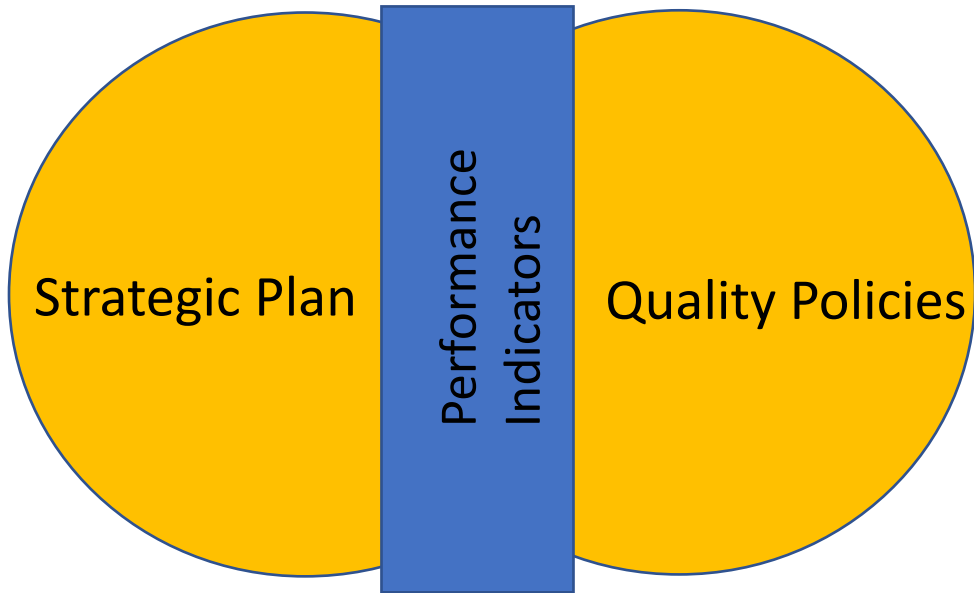
Key to success:

Systematic monitoring of the implementation of the strategic plan and policies
via performance indicators,
evaluation of results with stakeholders,
and improvement

Basic tool: PDCA in all processes

PLAN

DO

CHECK STUDY

ACT

The 'must's for a sound QA system:

➢ System: documentation, institutional bodies

➢ Participation of stakeholders both internal and external

➢ Continuous improvement (PDCA in all processes)
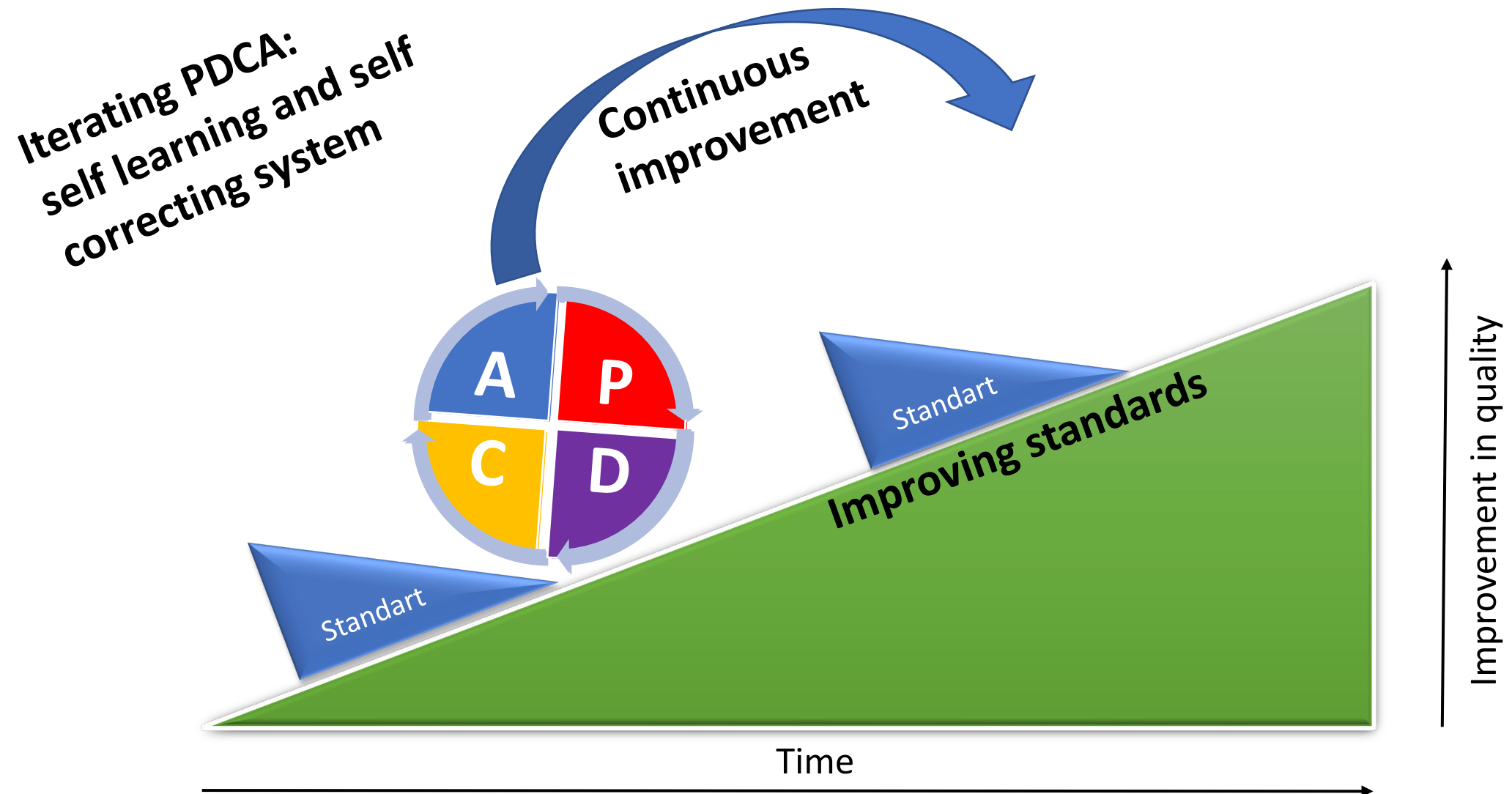
⇨ effective quality culture

QA Important Issues

➢ Top Management:

  ➢ Quality does not increase costs, on the contrary it decreases costs once you have a QA system

  ➢ Supportive mindset: An environment where mistakes are seen as learning opportunities

  ➢ Incentives for pilot projects

➢ Including all stakeholders:

  Everybody needs to be informed and convinced about the benefits of the quality assurance. The questions should be answered, especially: Why should I put time and effort into this?

➢ Common goals: 'Future us', value creation, sustainability, integrity

Source: Presentation of Prof.Dr.Muzaffer Elmas, the President of THEQC. Title: 'Quality Processes in Higher Education Institutions'

Thank you for listening!

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