



Higher Education Quality Council  
Turkey



**THEQC  
INSTITUTIONAL  
EXTERNAL  
EVALUATION  
CRITERIA**





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# **THEQC INSTITUTIONAL EXTERNAL EVALUATION CRITERIA**

April 2018

The Higher Education Quality Council of Turkey



# CONTENTS

## **Institutional External Evaluation Criteria / 4**

### **A. Information on the Institution / 4**

### **B. Quality Assurance System / 4**

### **C. Learning and Teaching / 4**

Design and Approval of Programs / 4

Student-Centered Learning, Teaching and Evaluation / 4

Student Admission, Progression, Recognition and Certification / 4

Teaching Staff / 5

Learning Resources, Accessibility and Supports / 5

Continuous Monitoring and Updating of Programs / 5

### **D. Research and Development / 5**

Research Strategy and Objectives / 5

Research Resources / 5

Research Staff / 5

Monitoring and Improving Research Performance / 5

### **E. Administrative System / 5**

Structure of Management and Administrative Units / 5

Resource Management / 5

Information Management System / 6

Quality of Outsourced Services / 6

Public Information / 6

Efficiency and Accountability of Management / 6

### **F. Final Evaluation / 6**

## Institutional External Evaluation Criteria

As the institutional external evaluation process of the related institutions is carried out in consideration of the four main criteria stated below, the self-evaluation report submitted by the institution is expected to answer following questions:

- ◇ What does the institution intend to achieve?

*(Mission and objectives of the institution)*

- ◇ What is the institution's roadmap to achieve its mission and objectives?

*(The governance/organizational processes and activities of the institution)*

- ◇ How does the institution make sure that it has achieved its mission and objectives?

*(Quality assurance processes, internal evaluation processes)*

- ◇ How does the institution plan to improve its processes in future?

*(Continuous improvement activities for the institution to protect its competitive advantage within the ever-changing higher education agenda)*

### A. Information on the Institution

The institution must provide information on its historical development, organizational structure, mission, values, objectives and areas for further development.

### B. Quality Assurance System

The institution must define and publish its quality assurance policies and strategies for the implementation of the policies as a component of its strategic management (These policies must be developed and implemented by the institution's internal stakeholders by incorporating the external stakeholders into the process.).

### C. Learning and Teaching

#### Design and Approval of Programs

The institution must have defined processes for the design and approval of the programs it runs. (The programs must be designed in line with the objectives, including the targeted learning outcomes. The competencies offered by the program must be defined and announced to the relevant stakeholders in a way to encompass the related competencies stated in Turkish Higher Education Qualifications Framework.

#### Student-Centered Learning, Teaching and Evaluation

The institution must design and run its programs in a way to encourage active student participation in learning processes. Assessment and evaluation of the student performance must also reflect this approach.

#### Student Admission, Progression, Recognition and Certification

The institution must set out a list of open criteria for student admissions, and consistently and permanently employ the predefined and published rules relating to the recognition and certification of degrees, diplomas and other qualifications.



## Teaching Staff

The institution must be fair and transparent in all the processes pertaining to the recruitment, appointment, promotion and teaching assignments of the teaching staff.

## Learning Resources, Accessibility and Supports

The institutions must have the necessary financial resources to maintain its educational activities and must guarantee that the learning opportunities are sufficient and accessible for all students.

## Continuous Monitoring and Updating of Programs

The institution must monitor its graduates, and revise and update its programs on a regular basis to ensure that the programs ultimately reach their educational objectives and answer the needs of the students and society.

## D. Research and Development

### Research Strategy and Objectives

The institution must encourage the research and development activities that are in line with the academic priorities defined in the framework of its strategic plan, able to create values and turn them into social benefits.

### Research Resources

The Institution must provide the required physical infrastructure and financial resources for research and development activities and have policies and strategies guaranteeing their effective use. (*Research policies of the institution must encourage cooperation between internal and external stakeholders and using non-institutional funds.*)

### Research Staff

The institution must be fair and transparent in all the processes pertaining to the recruitment, appointment and promotion of the researchers.

### Monitoring and Improving Research Performance

The institution must periodically assess and evaluate its research and development activities on the basis of data and release the results. The obtained results must be employed for the periodic review and improvement of the institution's research and development performance.

## E. Administrative System

### Structure of Management and Administrative Units

The institution must have an administrative structure that guarantees realizing the institution's strategic goals both qualitatively and quantitatively. The administrative board must be able to function as a constructive leadership while the administrative staff should have the required competencies.

### Resource Management

The institution must have a management system guaranteeing that the human resources, financial resources and all the estates and assets are used efficiently and productively.



### **Information Management System**

The institution must periodically collect and analyze the required data and information to guarantee the effective management of the administrative and operational activities and employ them to enhance its processes.

### **Quality of Outsourced Services**

The institution must guarantee the relevance, quality and continuity of the outsourced support services.

### **Public Information**

The institution must publish information on all its activities, including its study programs and research and development activities, in a transparent, accurate, updated and easily accessible way.

### **Efficiency and Accountability of Management**

The institution must have a set of approaches that can enable assessing and evaluating the productivity of the administrative and managerial staff and ensure their accountability.

## **F. Final Evaluation**

The institution must analyze to what extent the ongoing activities correspond to the missions and objectives of the institution and issue an evaluation that includes the measures required to be taken in the areas for further development.





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