Standard Quality Assurance (QA) Tools and Actions employed by Internal Academic Quality Assurance Committee (IAQAC)

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| **QA Activity/Tool** | **Responsible person/party and responsibility** | **Main Aim** | **Description of the Tool/Activity** | **Activity schedule** | **Actions/Activities** |
| **Halfway Surveys** | IAQAC: announces calendar and guidelines/templates of the survey and collects the reportsProgramme Coordinator: Oversees and organizes the surveys for the programme and compiles the reports of the instructorsCourse Instructor: Prepares a report for the courses taught summarizing findings and proposing solutions for problems if any | To evaluate teaching performance of academic staff as well as the student’s perception of the course content for each course.To evaluate teaching methodology/procedures and to close the feedback loop.  | Contains mostly the same questions as the university-wide course evaluation survey and any other questions approved by the IAQAC | * Survey is administered to students at least a week prior to the midterm examination period
* Instructors prepare a report for each course/course group within 1 week after administration of the survey and submits it to the programme coordinator
* Programme coordinators compile all reports on all courses taught in their programme including service courses and submit a report to the IAQAC within 1 week after the submission of reports from the instructors
 | * IAQAC collects, analyses, and records the survey results.
* IAQAC, in coordination with the course instructor(s) or programme coordinator, uses the survey results to plan/take appropriate actions if any.
* Course instructor(s) organize an informal meeting with the students to discuss the feedback given through the survey results and the actions to remedy the problems, if any.
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| **University-wide Survey (portal)** | Rectorate (Academic Affairs): post the university-wide survey for evaluating course content, academic staff and facilities and tools used for teaching.IAQAC: uses the survey results to take appropriate actions if needed. Programme Coordinator: Compiles the reports of the instructorsCourse Instructor: Prepares a report using results using both halfway and university-wide for the courses taught summarizing findings and proposing solutions for problems if any | To evaluate teaching performance of academic staff, the student’s perception of the course content for each course and the facilities and tools used for teaching. |  | * Survey is posted on the student portal for each course two weeks before the final exam week and is available until the final exam date.
* The instructors can see the results of the end-of-semester surveys once the letter grades for re-sit examinations are announced. They prepare a short report comparing half-way survey and end-of-semester survey results and propose solutions/actions for the following semester, if any.
* IAQAC compiles all evaluation results as a report to the school directorate
 | * IAQAC analyses the end-of-semester survey results and compares with the half-way survey results.
* IAQAC in coordination with the course instructor(s) or programme coordinator uses the results from both half-way and end-of-semester surveys to plan/take appropriate actions for the following semester.
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| **Course Assessment Survey (ECTS & Learning Outcomes)** | IAQAC : announces calendar and guidelines/templates of the survey and collects the reportsCourse Instructor: Prepares the survey for each course taught based on the guideline or template prepared by IAQAC. The survey results are collected’ analyzed and reported to the programme coordinator by the course instructor.Programme coordinator: Collects all course reports and produces a summary report for the programme, specifically focusing on the problematic aspects. | To verify the extent to which * the course learning objectives are satisfied
* the extent to which the course supports the learning objectives of the programme (curriculum)

To verify whether the total workload, ECTS, of the course module is accomplished or not.  | The survey is filled for each course the student takes. It collects information on the student perception on the extent of the accomplishment of the learning outcomes of the course and the programme through the course module. Student also provides information on the amount of time spend on the course. | * The survey is paper based, and it is distributed during the final examination of each course.
* The course instructor evaluates the perception of the students on the accomplishment of the learning outcomes of the course. The shortcomings and problems are identified, possible causes of the problems are listed and solutions to improve the course in the following semester are proposed. This activity is completed within one week after the resit exams.
* Programme coordinator submits the programme’s summary report to the IAQAC according to the QAC
 | * IAQAC evaluates all workload calculations and feedback on the accomplishment of the learning outcomes.
* The course instructors and programme coordinators explain hindrances for the accomplishment of the targeted learning outcomes and workload. The course content and/or the workload of the typical student for the following semesters are revised and documented as corrective actions
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| **Training/Internship Survey (Logbook)/Employer** | Training/Internship Coordinator: Distributes the questionnaire together with log books and collects the information from the internees at the end of the internship period. The questionnaire results are collected, and a report is prepared and submitted to the programme coordinator.Training/Internship supervisor: Completes the questionnaire assessing the skills and knowledge of the internee. | * To understand the perception of the internees at workplace
* To evaluate their knowledge and skills prior to graduation
 | Training/Internship coordinator collects the supervisor evaluation data from the Internship logbooks and prepares a report on the perceived performance and abilities of the internees during the internship/training period. The report thus prepared contains data on the internships completed in the preceding academic year and is used to take corrective action, if needed | * Following the oral exams/presentations of the internees, the internship coordinator compiles an annual report using the results of the questionnaire as well as the oral examination or presentation evaluations. This has to be completed before the class commencement date of fall semester.
* The report is submitted to IAQAC
 | * IAQAC identifies the shortcomings/weaknesses of the programmes and devises a correction plan with the programme coordinator, if required.
* The correction plan is monitored in the following academic year and outcomes are checked against the goals.
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| **Exit Survey**  | Programme coordinator: distributes the exit survey to all graduating students | * To evaluate the perception of the graduating students on the accomplishment of the programme learning outcomes through the curriculum
* To identify the shortcomings and weaknesses of the curriculum and the learning environment.
 | Each programme conducts an Exit Survey to collect opinions and perceptions of the graduating students about their programme.  | Data collected from this survey allows to identify the strengths and weaknesses of academic staff, university facilities and curriculum of the programme. Programme coordinator is responsible for providing a report to IAQAC at the end of every academic year and taking necessary actions if any, but not later than a week of the graduation ceremony announced on AC. |  |
| **Alumni Survey** | “Alumni Communication and Career Research Directorate” of the university (MIKA) : conducts Alumni surveys IAQAC: is responsible from gathering the alumni survey results annually.  |  |  |  | * IAQAC evaluates whether the programme educational objectives has been achieved or not.
* If deemed necessary, the programme administration(s) will take the necessary actions.
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| **Feedback from Industry representatives** | Programme coordinator(s) : are responsible for organizing meetings with industry representatives at least once in an academic year. The programme coordinators submit reports summarizing industry feedback to IAQAC. | * To understand the requirements of the industry
* To keep the curriculum up to date with the industry, international standards and requirements
* To establish liaisons and organic links with the industry
* To provide summer internship opportunities for the students
 | The programme coordinators may facilitate workshops or collective meetings with the industry or meet with industry representatives individually. | Programme coordinator(s) prepare and submit a report to IAQAC before the end of spring semester. The report should include the requirements of the job market and the weaknesses and strengths of the curriculum in meeting these requirements. | IAQAC and the programme coordinator analyze the reports and plans actions such as offering new courses to overcome the problems identified. |
| **Meeting with Students** | Programme coordinator(s) : organize meetings to discuss the vision and plans of the programme administration, problems and concerns of the students and possible improvements. The findings should be prepared as a report and submitted to the IAQAC | * To encourage student participation
* To communicate the vision, mission and the action plan of the programmes
* To get direct feedback from the students
* To establish connection, a sense of belonging with the students and administration, and to close the feedback loop.
 | Programme coordinators organize meetings with the student cohort, in each class/year or the whole student body, at least once a semester. Tea time with the coordinator is an example. The students should be able to communicate their concerns and complaints about any issue in these meetings. | At the end of the meeting, the coordinator should list, if possible, the student feedback (positive, negative or request) and prepare a report on the meeting findings and possible action plan. | IAQAC evaluates the action plan proposed by the coordinator and monitor its application and achievement. |
| **Online Suggestion Box** | IAQAC : informs the student cohort of the anonymous opinion poll that is available throughout the academic year. IAQAC: examines the poll. | * To provide an opportunity for the students to express their opinion positive or negative on any subject anonymously
* To collect data for improving student satisfaction
 | This survey aims to collect suggestions and/or complaints from students about courses, teachers, facilities and etc. Survey is anonymous and available throughout the academic year.  | The anonymous poll results are summarized in all IAQAC meetings.At the end of the academic year a report is prepared by IAQAC to summarize all feedback together with the actions taken if any. | If an urgent problem is identified in the online suggestion poll, a meeting is called and a solution plan is developed. |