

Approved

by the Resolution of the Representative Council

## Management Effectiveness Monitoring and Evaluation System/Evaluation Methodology

### Article 1. General Provisions

1. The management effectiveness monitoring and evaluation system/evaluation methodology regulates the self-evaluation, evaluation and satisfaction survey of the mission, strategic/action plans, management policy, internationalization, scientific productivity of staff, including of academic staff, implementation of educational programs, outcomes of learning educational programs, students' grading system, activities supporting students, modern technologies/website, material and technical base, library, budget and other activities of the Teaching University.
2. Evaluation is the means of checking the outcome, measuring the outcomes. Internal quality assurance mechanisms are based on the Deming Cycle: plan, do, check and act; which should be determined in time, be relevant, trustworthy, valid and reliable.

### Article 2. Evaluation Stages

1. Evaluation implies the following stages:
  - A) Preparation of a questionnaire/piloting of questionnaires;
  - B) Conducting (collection of evaluations) a study (survey/interviews);
  - C) Processing the materials (information) obtained as a result of a study (survey/interviews);
  - D) Drawing up conclusions based on the analysis of study/survey/interviews;
  - E) Preparation of recommendations and implementation of appropriate improvement measures
2. In order to carry out the research, the Head of Quality Assurance Office, in cooperation with relevant structural units, shall submit questionnaires developed in accordance with the indicators approved by the Academic Council to the Academic Council for the approval.

### **Article 3. Frequency of studies (surveys, interviews) conducted for evaluation purposes**

A) For the purpose of evaluation, the study (surveys, interviews) is carried out at least once a year, taking into consideration the subject of the study.

B) The dates of the targeted study are determined by the Rector's act.

### **Article 4. Targeted Questionnaires (qualitative, quantitative)**

A) Based on its goal, the questionnaire can be:

1. Quantitative
2. Qualitative
3. Complex

B) The questionnaire can:

1. Evaluate performance
2. Study self-evaluation
3. Survey the satisfaction
4. Study market

G) The questionnaire can be:

1. Simple and easy to understand
2. If necessary - anonymous.

### **Article 5. Addressee of the Study/Respondent**

The respondent of the study can be: academic staff, administrative staff, supporting staff, non-staff personnel, and a student of the Teaching University, as well as employer, graduate, representatives of non-government and government sectors, and other interested parties determined by the Teaching University (including, enrollee, students of primary and secondary classes).

### **Article 6. Implementer of the Study/Analysis**

1. For the purposes of the Teaching University, the study (survey, interviewing) is carried out : by the group established by the Rector's legal act, in cooperation with representatives of relevant structural units, under the supervision of the Quality Assurance Office, as well as by other persons involved in the study, including students.
2. For the purposes of the Teaching University, analysis of the outcomes of the study is carried out by the Quality Assurance Office.
3. The Quality Assurance Office, based on the analysis of the outcomes of the study, prepares recommendations/reports for the implementation of appropriate improvement measures and submits them to the Rector.

## **Article 7. Evaluation Indicators**

1. Evaluation indicators, in relation to the object of study, should be:
  - A) Relevant
  - B) Adequate
  - C) Clearly formulated
  - D) Easy to understand
2. Indicators should provide the possibility:
  - A) To create the ample information database for the evaluation purpose
  - B) To collect information in a consecutive manner
  - C) Correctness of the collected information
3. Evaluation of activities of the Teaching University includes the following indicators:
  - A) Labor market indicators (indicators of the labor market include the indicators of employment, salary and duration of employment of graduates).
  - B) Teaching indicators (teaching indicators include the indicators of skills of obtaining professional qualifications, continuation of teaching, analytical, communicative, group working and other).
  - C) Availability indicator (Students' satisfaction rate with the quality of the educational services of the Teaching University, availability of the university education for the students that are representatives of minorities or with special needs)
  - D) Qualitative and quantitative indicators/scientific productivity of academic staff's work
4. Evaluation indicators of the activities of the Teaching University shall be approved by the resolution of the Academic Council, upon the submission by the Head of the Quality Assurance Office.

## **Article 8. Criteria for the Development of Questionnaires/Evaluation**

1. Labor Market Demands/Satisfaction Evaluation Criteria
  - A) Current and expected demands on professions
  - B) Professionalism of staff
  - C) Issues related to hiring/dismissal of staff in research professions
2. Evaluation criteria of mission, values, strategic plan and action plan:
  - A) The quality of participation of the university community in the strategic planning process
  - B) The quality of sharing the mission/vision/values by the university community
  - C) Study of the opinion of the university community on the consistency of the Strategic Plan and the Action Plan with the objectives set
3. **Evaluation Criteria of the Management Policy:**
  - A) Transparent system
  - B) Fair policy
  - C) Principle of equality
  - D) Effective and efficient performance
  - E) Incentive mechanisms
4. **Evaluation criteria of the supporting staff of the Teaching University:**

- A) Responsibility
- B) Competency
- C) Performance of the function on time and qualitatively
- D) Cooperation/ability to work in a team
- E) Communication skill
- F) Conscientiousness
- G) Values

**5. Evaluation criteria of the academic staff:**

- A) Teaching
- B) Research (quality of the Teaching University's research activities)
- C) Administrative-organizational activities

**6. Evaluation criteria of the Teaching University's research activities:**

- A) Publications, collection of works
- B) Local and international conferences
- C) Research projects

**7. Evaluation criteria of internationalization:**

- A) Participation in international projects
- B) Availability of information on international projects
- C) Quality of possessing and using information about the mechanisms for promoting internationalization

**8. Evaluation criteria for implementation of educational programs:**

- A) Compliance of educational programs with market requirements;
- B) Quality of involvement in planning/implementation of educational programs
- C) Effective use of determined methods in educational courses
- D) Flexibility of the evaluation systems of educational programs
- E) Availability of knowledge and job oriented competences in educational programs
- F) Combination of training courses ensures the achievement of the goals and outcomes of the educational program.

**9. Evaluation of learning outcomes of educational programs is regulated by the "rule for evaluating learning outcomes of educational programs of Shota Meskhia State Teaching University of Zugdidi"**

**10. Evaluation criteria of a student's evaluation system**

- A) Validity/reliability
- B) Objectivity/fairness
- C) Transparency

11. Evaluation criteria for **student support activities**

- A) Participation in university activities
- B) Possessing information on university activities
- C) Accessibility and quality of using student services
- D) Possessing information on individualized educational program, accessibility and quality of using it.
- E) Quality of meeting the needs of persons with special educational needs and persons with disabilities

12. Evaluation criteria for **modern technologies/website, material and technical base and budget**

- A) Study of satisfaction with material and technical base
- B) Study of the compliance of training materials and equipment required for educational programs
- C) Availability of literature determined by the educational programs/determining the number of copies.
- D) Frequency and effectiveness of using the website
- E) Budget transparency
- F) Participation in the budget formation

**Article 9. Conducting the Study**

The periodicity, timeframes and purpose of conducting a study shall be determined by the Rector's administrative-legal act/order.

**Article 10. Final Provisions**

**Amendments to the rule of evaluation methodology can be made by the resolution of the Representative Council**