



East-West University Quality Assurance Policy

EWUNI

East-West University

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Introduction

The Quality Assurance (QA) Policy of East-West University is designed to uphold and continually enhance the academic standards, institutional effectiveness, and overall quality of education offered by the university. This policy serves as a framework for ensuring that all programs, services, and processes meet the highest standards of excellence, in alignment with national and international quality assurance regulations.

At East-West University, we are committed to fostering a culture of continuous improvement, where quality is ingrained in every aspect of university life, from teaching and learning to administrative support and research activities. This policy outlines the approach to quality assurance that guides our efforts to ensure that our programs and services meet the needs of our students, faculty, staff, and external stakeholders, including accreditation bodies, industry partners, and the broader community.

The university's commitment to quality assurance is rooted in compliance with key national frameworks, including the National Center for Educational Quality Enhancement (NCEQE) standards, and international standards such as the World Federation for Medical Education (WFME) and the European Standards and Guidelines (ESG). These guidelines, alongside our internal quality assurance processes, form the basis for developing policies and practices that guarantee academic rigor, institutional integrity, and alignment with global best practices.

The primary objectives of this QA policy are to:

- Establish clear procedures and mechanisms for the ongoing assessment, evaluation, and enhancement of academic programs, study process, research and university services.
- Ensure compliance with accreditation and authorization requirements, while fostering a continuous cycle of improvement based on systematic feedback and analysis.
- Promote collaboration across departments and stakeholders to embed quality assurance in all aspects of university operations, ensuring the institution's commitment to excellence is shared by all.

By embedding quality assurance into the fabric of university life, East-West University aims to continuously meet and exceed the expectations of our students, faculty, staff, and society. This policy will serve as a living document, reviewed and updated regularly to reflect evolving educational standards, emerging best practices, and feedback from our university community.

Section I: QA Framework

The Quality Assurance (QA) Framework at East-West University is a comprehensive system designed to ensure the highest standards of academic quality, institutional effectiveness, and continuous improvement across all programs and services offered by the university. This framework outlines the principles, processes, and structures that guide our approach to quality assurance, ensuring that all educational and administrative activities align with national and international standards, best practices, and the university's strategic objectives.

Article 1. Key Principles of the QA Framework

The QA Framework is based on several core principles that reflect the university's commitment to quality, transparency, and accountability. These principles are:

- **Continuous Improvement:** A commitment to regularly assessing, refining, and enhancing programs and services to meet the evolving needs of students, faculty, and the wider community.
- **Stakeholder Engagement:** Actively involving students, faculty, staff, employers, alumni, and external bodies in the QA process to ensure diverse perspectives and input into decision-making.
- **Evidence-Based Decision Making:** Utilizing data, feedback, and empirical evidence to guide quality assurance processes, identify areas for improvement, and inform and follow-up strategic initiatives.
- **Accountability and Transparency:** Ensuring that QA processes are open, transparent, and provide clear accountability for all actions and outcomes, fostering trust and confidence in the university's operations.
- **Alignment with National and International Standards:** Adhering to the standards set forth by national accreditation bodies such as the National Center for Educational Quality Enhancement (NCEQE), as well as international standards such as those set by the World Federation for Medical Education (WFME) and the European Standards and Guidelines (ESG).

Article 2. Structure of the QA Framework

The QA Framework is built around several interconnected components that collectively support the university's commitment to quality. These components include:

- **Policy and Procedure Development:** The QA Office is responsible for developing and maintaining clear policies and procedures that define the standards and expectations for quality assurance across all academic and administrative functions.
- **Evaluation and Review:** Academic programs, study process, research and services are regularly evaluated to assess their effectiveness, relevance, and alignment with institutional goals. This includes curriculum reviews, assessments of learning outcomes, benchmarks, external review, labor market and feedback from stakeholders such as students, faculty, staff and industry partners.
- **Compliance with Accreditation and Authorization Standards:** Ensuring that all programs and the institution as a whole meet the requirements set by accreditation/authorization bodies and regulatory authorities. This involves preparing documentation, submitting reports, and ensuring ongoing compliance with accreditation and authorization standards.
- **Continuous Improvement Cycle (PDCA):** The Plan-Do-Check-Act (PDCA) cycle is the core methodology used in our QA framework. It ensures that quality assurance activities are not static but are part of an ongoing process of planning, implementing, reviewing, and improving:
 - **Plan:** Establishing goals, standards, and processes for QA activities.
 - **Do:** Implementing quality assurance initiatives and gathering data on performance.

- **Check:** Analyzing data to assess whether goals are being met and identifying areas for improvement.
- **Act:** Taking corrective actions based on analysis and ensuring improvements are made to processes and systems.
- **Feedback and Data-Driven Analysis:** Feedback from students, faculty, staff, and external stakeholders is continuously collected and analyzed to inform decision-making and improve both academic and administrative functions. This data-driven approach allows the university to make informed decisions and respond to challenges promptly.
- **Internal and External Audits:** Regular internal audits and external reviews ensure that the QA processes are functioning effectively, complying with standards, and contributing to the university's overall goals. External evaluations, such as accreditation/authorization reviews, provide an objective assessment of the university's quality performance and offer recommendations and suggestions for improvement.
- **Stakeholder Involvement and Communication:** The QA process at East-West University involves active collaboration with faculty, staff, students, and external stakeholders. This ensures that the perspectives of all key groups are considered when making decisions related to quality assurance, curriculum development, and institutional policies.

Article 3. QA Objectives

The primary objectives of the QA Framework are to:

- Ensure that academic programs and the institution as a whole meet the highest standards of quality and comply with accreditation and authorization requirements.
- Continuously assess and improve student learning outcomes and academic experience.
- Promote a culture of quality and continuous improvement within the university.
- Engage all stakeholders in quality assurance processes, ensuring that feedback is used to drive positive change.
- Foster institutional accountability through transparent processes, regular reporting, and follow-up on recommendations and actions taken.

Through the implementation of this QA Framework, East-West University strives to maintain its commitment to excellence and ensure that all its programs and services are of the highest standard, providing an exceptional educational experience for all students. The framework is designed to be dynamic and adaptable, responding to emerging trends, challenges, and the evolving needs of the academic community.

III. Key Functions and Responsibilities of the QA Office

The Quality Assurance (QA) Office at East-West University plays a pivotal role in ensuring academic excellence, institutional effectiveness, and continuous improvement. The following outlines the key functions and

responsibilities of the QA Office, detailing the various processes it manages to uphold and enhance the quality of education and services across the university.

Policy Development and Implementation

- **Establishing Quality Assurance Policies:** The QA Office is responsible for developing and maintaining policies and procedures that define quality assurance standards across the university's programs and services.
- **Review and Update of Policies:** Regularly reviewing and updating QA policies to ensure alignment with national and international standards, regulations, and the university's strategic objectives.
- **Ensuring Compliance with Standards:** Ensuring all QA policies are in compliance with national frameworks and sectoral benchmarks (if applicable), such as those from the National Center for Educational Quality Enhancement (NCEQE), and international standards like the European Standards and Guidelines (ESG) and World Federation for Medical Education (WFME).

Program Evaluation and Assessment

- **Curriculum Review:** Overseeing regular reviews of academic programs to assess their relevance, effectiveness, and alignment with institutional goals. This includes engaging with faculty, staff, and external stakeholders to gather feedback.
- **Assessment of Learning Outcomes:** Implementing processes to assess student learning outcomes, ensuring that academic programs are effectively achieving their educational goals. This includes gathering data on student performance and using that data to inform improvements in teaching and curriculum design.
- **Continuous Program Improvement:** Using feedback and data from program evaluations to propose and implement changes that improve the quality of academic programs, student experience, and overall educational outcomes.

Compliance with Accreditation and Authorization Standards:

- **Accreditation and Authorization Management:** Coordinating the preparation and submission of documents required for program accreditation and institutional reviews. The QA Office ensures that the university complies with the accreditation standards of national and international accreditation/authorization bodies.
- **Compliance Monitoring:** Continuously monitoring the university's compliance with internal policies, external regulations, and accreditation standards. The QA Office provides guidance to departments and units to ensure that they are meeting established quality criteria.
- **Preparation for External Audits and Reviews:** Managing the process for external evaluations, including preparing for and supporting external audits and accreditation visits, and ensuring that corrective actions are taken based on findings.

Continuous Improvement Initiatives

- **Data Analysis and Reporting:** Collecting and analyzing data from program evaluations, student assessments, feedback surveys, and external reviews to identify areas for improvement. The QA Office uses this data to inform quality improvement initiatives.
- **Quality Improvement Projects:** Identifying opportunities for continuous improvement across academic and administrative areas. The QA Office leads or facilitates quality improvement projects designed to address identified weaknesses or gaps in university operations.
- **Implementation of Corrective Actions:** Following up on areas for improvement by implementing corrective actions and tracking their effectiveness. The QA Office works closely with departments to ensure that actions taken lead to tangible improvements in quality.

Stakeholder Engagement and Collaboration

- **Collaboration with Faculty and Staff:** Fostering close collaboration with faculty and staff to promote understanding and involvement in quality assurance processes. The QA Office encourages a shared commitment to quality, continuous improvement, and alignment with academic and institutional goals.
- **Engagement with Students:** Actively involving students in quality assurance processes, including soliciting feedback through surveys, focus groups, and representation in academic councils. Student involvement is critical in assessing the quality of academic programs and services.
- **Engagement with External Stakeholders:** Engaging with external stakeholders such as employers, alumni, accreditation bodies, and professional organizations. The QA Office ensures that feedback from these groups is incorporated into program evaluations, curriculum development, and other quality assurance activities.

Reporting and Communication

- **Reporting on Quality Assurance Activities:** The QA Office is responsible for producing regular reports on quality assurance activities, including program evaluations, accreditation/authorization status, and continuous improvement projects. These reports are shared with key stakeholders, including the university leadership, faculty, staff, and external bodies.
- **Annual Reporting:** Preparing annual QA reports that summarize the university's performance in meeting quality standards, highlight successes, and identify areas for improvement.
- **Meetings and Presentations:** Organizing and participating in regular meetings with academic and administrative units to discuss QA findings, share recommendations, and track progress on improvement actions.
- **Transparency and Accountability:** Ensuring that QA processes are transparent and that stakeholders are informed of the university's progress in maintaining and improving quality. The QA Office ensures accountability by tracking actions taken in response to recommendations and feedback.

Training and Development

- **Professional Development for Faculty and Staff:** The QA Office provides ongoing training and professional development opportunities for faculty and staff to enhance their understanding of quality assurance practices, assessment methods, and educational best practices.
- **Workshops and Seminars:** Organizing workshops, seminars, and other events to disseminate information on QA standards, share best practices, and promote a culture of quality within the university community.
- **Fostering a Quality Culture:** Promoting a culture of quality throughout the university by encouraging faculty, staff, and students to engage with and contribute to quality assurance processes.

Monitoring and Evaluation

- **Internal Monitoring of QA Activities:** The QA Office is responsible for continuously monitoring the effectiveness of quality assurance processes and ensuring that they are being implemented as planned. This includes reviewing the impact of quality improvement initiatives and assessing the overall performance of the QA system.
- **External Evaluations and Feedback:** Engaging in external quality assurance activities, such as participating in QA conferences, workshops, and networks. The QA Office stays informed of national and international developments in quality assurance and incorporates relevant insights into university practices.
- **Follow-up and Impact Assessment:** After implementing quality improvements, the QA Office tracks the impact of these changes and ensures that corrective actions lead to measurable improvements in program quality and institutional performance.

IV. Quality Assurance Processes

The Quality Assurance Processes at East-West University are designed to systematically evaluate, monitor, and improve the quality of education, academic programs, and institutional services. These processes ensure that the university meets both national and international standards, fosters continuous improvement, and upholds its commitment to providing an exceptional educational experience for students, faculty, and staff.

The university's QA processes are underpinned by a commitment to transparency, stakeholder involvement, and evidence-based decision-making. These processes are structured to be iterative and dynamic, ensuring ongoing refinement and enhancement of all aspects of academic and institutional performance.

Article 1. Evaluation and Review

Academic program evaluation:

- **Curriculum Review Process:**
 - **Objective:** To ensure that academic programs are current, relevant, and aligned with institutional goals and accreditation standards.

- **Process:** Regular reviews of curricula are conducted to assess their effectiveness in meeting learning outcomes, industry demands, and emerging academic trends. Input from faculty, students, alumni, and external stakeholders (including employers and accreditation bodies) is gathered through surveys, focus groups, and consultations.
- **Outcomes:** Curriculum modifications, updates to teaching methods, and program restructuring to enhance academic rigor and student success.
- **Assessment of Learning Outcomes:**
 - **Objective:** To measure the effectiveness of teaching and learning and to determine whether academic programs achieve their intended outcomes.
 - **Process:** The QA Office establishes processes for assessing student learning outcomes across all programs. This includes the use of exams, assignments, project-based assessments, and portfolio evaluations. Data is collected at both the program and course levels.
 - **Outcomes:** Identification of gaps or weaknesses in student learning, followed by targeted improvements to teaching strategies and curricular content.
- **Benchmarking**
 - **Objective:** To compare the university's academic programs, policies, and outcomes against those of leading national and international institutions to ensure competitiveness and adherence to best practices.
 - **Process:** The QA Office coordinates benchmarking activities by reviewing publicly available data, participating in benchmarking networks, and analyzing key performance indicators from peer institutions. This includes evaluating curriculum structure, teaching methodologies, and graduate outcomes.
 - **Outcomes:** Identification of areas for improvement, adoption of innovative practices, and alignment with global academic standards.
- **Labor Market Research**
 - **Objective:** To align academic programs with labor market demands and prepare students for successful careers.
 - **Process:** The QA Office collaborates with industry partners, employers, and alumni to gather insights on current and future workforce needs. Labor market trends are analyzed through employer surveys, industry reports, and advisory board consultations.
 - **Outcomes:** Development of programs and courses that meet industry requirements, enhanced employability of graduates, and strengthened university-industry partnerships.
- **Feedback from Stakeholders**

- **Objective:** To incorporate insights from students, faculty, staff, alumni, and external stakeholders into the continuous improvement of academic programs and institutional services.
- **Process:** The QA office collects qualitative and quantitative inputs.
- **Outcomes:** Data-driven decisions that improve program quality, enhance teaching effectiveness, and align institutional practices with stakeholder expectations.

Research

- **Objective:** To evaluate the quality and impact of research activities and ensure alignment with institutional priorities and societal needs.
- **Process:** The QA Office collaborates with research units to assess the relevance, quality, and outcomes of research projects. This includes reviewing publication metrics, grant acquisition, and community engagement. Stakeholder feedback is also gathered to measure the societal and industry impact of research.
- **Outcomes:** Enhanced research quality, improved alignment with academic and societal goals, and recognition of research excellence at national and international levels

Study Process

- **Objective:** To evaluate and enhance the efficiency, accessibility, and quality of the university's study processes, ensuring alignment with student-centered learning principles.
- **Process:** The QA Office oversees the monitoring of teaching schedules, attendance tracking, lecture, examination organization, and the implementation of modern educational technologies. Regular surveys and focus groups with students and faculty are conducted to assess satisfaction with teaching methodologies, resource availability, and administrative support.
- **Outcomes:** Improved learning experiences, optimized study schedules, and the integration of innovative teaching tools and methodologies to support academic success.

Services

- **Objective:** To ensure that the university's support services meet the needs of students, faculty, and staff, contributing to an inclusive and supportive academic environment.
- **Process:** The QA Office evaluates the effectiveness of services such as academic advising, counseling, career development, library resources, IT support, and student support programs. This includes regular feedback collection through surveys and service reviews.
- **Outcomes:** Enhanced quality and accessibility of support services, improved satisfaction among stakeholders, and the development of new services to address emerging needs.

Article 2. Compliance with Accreditation and Authorization Standards

- **Program Accreditation and Authorization:**

- **Objective:** To ensure that all academic programs and the institution as a whole meet the requirements of relevant regulatory authorities, enhancing quality and aligning with best practices in higher education.
- **Process:** The QA Office coordinates the preparation, submission, and follow-up of applications for both program accreditation and institutional authorization. This includes:
 1. Ensuring compliance with the standards set by national and international accrediting organizations (e.g., NCEQE, WFME, ESG).
 2. Gathering and validating evidence of compliance with quality assurance criteria, including self-evaluation reports, policies, and supporting documentation.
 3. Organizing and overseeing the preparation of the university-wide authorization process, including stakeholder engagement (faculty, staff, students, and external partners).
 4. Coordinating with university departments to align practices with accreditation and authorization requirements.
 5. Facilitating site visits by accreditation and authorization panels, providing timely responses to their inquiries, and ensuring readiness for evaluations.
- **Outcomes:**
 1. **Successful Accreditation and Authorization:** The institution and its programs consistently achieve and maintain accreditation and authorization status.
 2. **Continuous Monitoring:** The QA Office ensures that accredited programs and the institution adhere to required standards through ongoing evaluation and periodic internal audits.
 3. **Improvement Plans:** Actionable recommendations from accreditation/authorization bodies are integrated into institutional and program-level improvement plans.
 4. **Sustainability:** A culture of quality is fostered to support long-term compliance with national and international standards.

- **Compliance Monitoring:**

- **Objective:** To ensure the university's adherence to internal policies, national regulations, and accreditation requirements.
- **Process:** Continuous monitoring of university activities to ensure that all departments and programs are following established QA policies and procedures. Internal audits are conducted regularly, and departments are provided with feedback and support for compliance.
- **Outcomes:** Early identification of non-compliance issues and the implementation of corrective measures to ensure full compliance with standards.

Article 3. Data Collection and Analysis

- **Feedback Mechanisms:**
 - **Objective:** To gather relevant data and feedback from students, faculty, staff, and external stakeholders to inform QA decisions.
 - **Process:** The QA Office establishes comprehensive feedback systems, including student surveys, faculty reviews, and alumni feedback. Additionally, stakeholder input is solicited through focus groups, external reviewers, and employer surveys.
 - **Outcomes:** Actionable data that highlights strengths, weaknesses, and opportunities for improvement in academic programs, teaching methods, and institutional services.
- **Data Analysis:**
 - **Objective:** To analyze collected data to identify patterns, trends, and areas of concern.
 - **Process:** The QA Office uses various analytical tools to evaluate feedback data and performance indicators. This data is reviewed annually to assess the effectiveness of current practices and policies.
 - **Outcomes:** Evidence-based insights that drive improvements in teaching, program development, student support services, and institutional processes.

Article 4. Continuous Improvement Cycle (PDCA)

- **Plan:**
 - **Objective:** To define quality assurance goals and set standards for academic programs, teaching practices, and institutional as a whole.
 - **Process:** The QA Office collaborates with academic and administrative units to set clear goals, establish benchmarks, and create action plans that align with institutional priorities and accreditation and authorization standards.
 - **Outcomes:** A clearly defined quality assurance strategy that sets the direction for continuous improvement.
- **Do:**
 - **Objective:** To implement quality assurance activities and monitor progress towards goals.
 - **Process:** The QA Office works with departments to implement the planned activities, including curriculum revisions, new assessment strategies, and faculty development programs. Ongoing monitoring ensures that activities are carried out as planned.
 - **Outcomes:** Successful implementation of quality initiatives, with regular monitoring of activities to ensure adherence to the plan.

- **Check:**
 - **Objective:** To evaluate the effectiveness of QA activities and assess the degree to which quality goals are met.
 - **Process:** After implementation, the QA Office conducts evaluations using feedback, performance data, and other relevant indicators. This involves reviewing whether quality improvement goals have been achieved and identifying areas that require further refinement.
 - **Outcomes:** Clear identification of areas that need adjustment, along with feedback to stakeholders on the results of the evaluation.
- **Act:**
 - **Objective:** To implement corrective actions and adjustments based on evaluation outcomes.
 - **Process:** The QA Office leads efforts to implement corrective actions and improvements, ensuring that the identified weaknesses are addressed in future cycles. Action plans are updated as necessary, and resources are allocated to support improvement.
 - **Outcomes:** Continuous refinement of quality assurance practices, with evidence of improvements in program quality, student learning, and institutional effectiveness.

Article 5. Stakeholder Engagement

- **Student Engagement:**
 - **Objective:** To involve students actively in the QA process and ensure their perspectives are reflected in quality assurance activities.
 - **Process:** The QA Office provides opportunities for students to participate in surveys, focus groups, and program evaluation committees. Additionally, student representatives are included in Academic and School Councils to provide input on QA processes.
 - **Outcomes:** A student-centered approach to quality assurance, ensuring that the university's programs and services are responsive to student needs and expectations.
- **Faculty and Staff Collaboration:**
 - **Objective:** To foster a collaborative approach to quality assurance between faculty, staff, and the QA Office.
 - **Process:** The QA Office works closely with faculty and staff to implement quality improvement initiatives, ensuring they are actively engaged in program evaluations and curriculum revisions. Training and development workshops are provided to build capacity in QA practices.
 - **Outcomes:** A culture of shared responsibility for quality assurance, with faculty and staff actively contributing to continuous improvement efforts.
- **External Stakeholder Engagement:**

- **Objective:** To gather input from external stakeholders such as employers, industry partners, and accreditation bodies to ensure that academic programs are aligned with industry needs and standards.
- **Process:** The QA Office facilitates communication with external stakeholders through advisory boards, employer surveys, and consultation meetings. Their feedback is incorporated into curriculum reviews and program evaluations.
- **Outcomes:** Ensuring that academic programs remain relevant to industry needs and maintain high standards of quality and employability.

Article 6. Reporting and Communication

Objective:

To communicate the results of quality assurance activities, including those related to institutional authorization and program accreditation, while sharing progress on continuous improvement initiatives.

Process:

The QA Office is responsible for producing and disseminating detailed reports to ensure transparency and accountability. This includes:

1. **Annual QA Reports:** Comprehensive reviews of quality assurance activities, outcomes, and strategic recommendations.
2. **Program Evaluation Summaries:** Highlights of strengths, areas for improvement, and plans for program development based on evaluation findings.
3. **Accreditation and Authorization Updates:** Regular updates on the status of institutional authorization and program accreditation activities, including preparation progress, site visit outcomes, and compliance with standards.
4. **Progress on Improvement Actions:** Documentation of actions taken to address recommendations from accreditation and authorization bodies, as well as feedback from internal and external stakeholders.
5. **Stakeholder Engagement:** Organizing meetings and presentations for university leadership, faculty, staff, students, and external stakeholders to share insights, gather feedback, and align on improvement strategies.

Outcomes:

1. **Transparency:** Clear communication of QA activities and outcomes builds trust and engagement across all stakeholder groups.
2. **Informed Decision-Making:** Leadership and academic units receive timely and accurate information to guide policy and strategic decisions.
3. **Fostering Accountability:** Regular reporting ensures that all parties involved in QA processes are aware of their roles and responsibilities in maintaining and improving quality standards.
4. **Stakeholder Alignment:** Sharing progress on institutional authorization and program accreditation fosters collaboration and supports the university's strategic objectives.

V. Stakeholder Involvement

Stakeholder involvement is a critical component of East-West University's Quality Assurance (QA) processes. Engaging a wide range of internal and external stakeholders ensures that the QA system is comprehensive, inclusive, and responsive to the needs and expectations of those who are directly affected by the university's operations. By incorporating diverse perspectives, the QA Office ensures that its activities are aligned with institutional goals and meet national and international standards.

The university recognizes that collaboration and open communication with stakeholders are essential for continuous improvement. This section outlines the key stakeholders involved in the QA process and the mechanisms through which they participate.

Article 1. Internal Stakeholders

Internal stakeholders play a pivotal role in the university's QA efforts, contributing to the development, implementation, and evaluation of quality assurance activities.

- **School and Academic Staff:**

- **Role:** Faculty members are central to the delivery of academic programs and the assessment of student learning. They are involved in program reviews, curriculum design, development of learning outcomes, study process management and research capability.
- **Involvement:** Faculty participate in regular curriculum reviews, provide input on teaching practices, and contribute to assessments of program effectiveness. They also play an active role in quality improvement initiatives and are essential in implementing changes based on QA findings.
- **Mechanisms:** Faculty members are involved in academic councils, program evaluation committees, and quality improvement teams. They also engage in faculty development workshops organized by the QA Office to enhance their understanding of QA standards and practices.

- **Students:**

- **Role:** As the primary beneficiaries of the educational process, students are key stakeholders in the QA system. Their feedback provides valuable insights into the effectiveness of teaching, curricula, and student support services.
- **Involvement:** Students participate in program evaluations, surveys, focus groups, and committee discussions. Student representatives are included in the Academic Council and School Council, ensuring their voices are heard in QA decision-making processes.
- **Mechanisms:** Participating in direct and indirect evaluations, such as regular student feedback surveys, participating in focus groups, and involvement in quality assurance meetings allow students to contribute their perspectives on the academic experience. Additionally, students are encouraged to provide feedback through the student self-government, which actively participates in the university's QA processes.

- **Administrative Staff:**

- **Role:** Administrative staff support the operational aspects of the university, contributing to the quality of services, facilities, and overall student experience.

- **Involvement:** Administrative staff provide feedback on the effectiveness of internal processes and participate in quality assurance activities aimed at improving administrative support services. They are also involved in training and development programs to align their work with the quality standards.
- **Mechanisms:** Administrative staff are involved in internal QA activities through participation in process reviews, training sessions, and feedback mechanisms that inform improvements in administrative services.

Article 2. External Stakeholders

Engagement with external stakeholders is essential to ensure that the university's academic programs are relevant, rigorous, and aligned with industry standards. These stakeholders also help ensure that the university complies with accreditation requirements and reflects societal needs.

- **Employers and Industry Partners:**

- **Role:** Employers and industry partners provide valuable insights into the skills and competencies needed in the workforce. Their feedback helps ensure that academic programs equip graduates with the knowledge and practical experience required for successful careers.
- **Involvement:** Employers participate in program evaluations, curriculum reviews, and committees (in case of need). They provide feedback on the employability of graduates and offer guidance on skills gaps or emerging industry trends.
- **Mechanisms:** Employer surveys, committee meetings, and industry partnerships facilitate ongoing communication between the university and external partners. Their input is integrated into the design and evaluation of academic programs.

- **Alumni:**

- **Role:** Alumni offer a unique perspective on the long-term effectiveness of academic programs and their relevance in the professional world. Their experiences in the workplace help assess the impact of the university's educational offerings.
- **Involvement:** Alumni provide feedback through surveys, focus groups, and participation in alumni networks. They also contribute to career services and serve as mentors or guest speakers for current students.
- **Mechanisms:** The QA Office engages alumni through regular surveys, alumni forums, and consultations to gather feedback on program outcomes and career progression. Alumni are also invited to participate in curriculum reviews to ensure that academic programs meet the demands of the job market.

- **Accreditation and Authorization Bodies and Regulatory Authorities:**

- **Role:** Accreditation/Authorization bodies and regulatory authorities ensure that the university meets national and international standards for academic quality, governance, and institutional effectiveness.
- **Involvement:** Accreditation/Authorization bodies evaluate the university's adherence to established standards and provide recommendations for improvement. They also conduct regular assessments and site visits to verify compliance.
- **Mechanisms:** The QA Office coordinates with accreditation/authorization bodies during the evaluation process, providing necessary documentation, data, and evidence to support the

university's compliance. The feedback and recommendations from accreditation/authorization reviews are incorporated into the university's quality improvement initiatives.

- **Community Partners and Social Stakeholders:**
 - **Role:** Community organizations and social stakeholders play a crucial role in helping the university maintain its social responsibility and community engagement efforts.
 - **Involvement:** Community partners collaborate with the university on research projects, service-learning programs, and social initiatives. Their feedback helps ensure that the university's programs address the needs of the broader community and contribute to societal development.
 - **Mechanisms:** Regular meetings, consultations, and community engagement projects provide opportunities for community stakeholders to participate in QA processes. Their input is integrated into strategic planning and program development efforts.

Article 3. Mechanisms for Stakeholder Involvement

The QA Office ensures effective stakeholder involvement through a variety of structured and informal mechanisms designed to gather input and foster collaboration.

- **Surveys and Feedback Forms:** Regular surveys are distributed to students, faculty, alumni, and employers to gather feedback on programs, services, and institutional performance.
- **Focus Groups and Consultations:** Stakeholder focus groups are organized to discuss specific issues related to program evaluation, curriculum development, and quality improvement.
- **Advisory Boards:** External stakeholders, such as employers and alumni, participate in program advisory boards, offering strategic advice and ensuring that academic programs align with industry needs.
- **Committees and Councils:** Student representatives, faculty, and staff participate in committees such as the Academic Council, Faculty Council, and other QA-related bodies to influence decision-making and ensure that the university's QA system reflects diverse stakeholder needs.
- **Public Reports and Meetings:** The QA Office shares regular updates on quality assurance activities through public reports, annual meetings, and presentations. These forums provide transparency and invite feedback from all stakeholders.

Article 4. Benefits of Stakeholder Involvement

- **Relevance and Responsiveness:** Stakeholder involvement ensures that academic programs and services are responsive to the needs of the workforce, students, and society, thereby maintaining their relevance in an ever-changing landscape.
- **Continuous Improvement:** Active engagement from internal and external stakeholders promotes a culture of continuous improvement, where feedback is used constructively to refine and enhance the quality of educational offerings and institutional services.
- **Accountability and Transparency:** By involving stakeholders in decision-making and reporting, the university enhances its accountability and transparency in quality assurance processes, fostering trust and collaboration among all parties.

VI. Monitoring and Reporting

Monitoring and reporting are central to East-West University's Quality Assurance (QA) framework, ensuring that all quality assurance activities are effectively tracked, evaluated, and communicated to stakeholders. This section outlines the processes for monitoring the implementation of QA policies, tracking progress on quality improvement initiatives, and reporting outcomes to both internal and external stakeholders. Effective monitoring and reporting contribute to a culture of transparency, accountability, and continuous improvement within the university.

Article 1. Monitoring of Quality Assurance Activities

Monitoring is essential to ensure that quality assurance processes are being implemented as planned and are achieving their intended outcomes. The QA Office uses various methods and tools to track the progress and effectiveness of quality assurance activities across academic and administrative units.

- **Performance Indicators and Metrics:** The QA Office establishes clear performance indicators and measurable metrics for assessing the effectiveness of quality assurance initiatives. These include but are not limited to program evaluation and administrative support results, accreditation/authorization status, and compliance with standards.
- **Regular Internal Reviews:** The QA Office conducts regular internal reviews of academic programs, administrative services, and support functions to ensure that they meet established quality standards. These reviews include but are not limited to curriculum evaluations and audits of administrative processes.
- **Data Collection and Analysis:** The QA Office collects data from various sources, including student surveys, faculty feedback, program assessments, and accreditation reports. This data is analyzed to identify trends, areas for improvement, and the effectiveness of quality enhancement efforts.
- **Tracking Action Plans:** Following program evaluations and feedback sessions, the QA Office works with relevant departments to develop and implement action plans aimed at addressing identified issues. These action plans are tracked regularly to ensure timely execution and to measure their impact on quality improvement.

Article 2. Reporting of Quality Assurance Activities

Reporting is an essential mechanism for communicating the results of quality assurance activities to all stakeholders. It ensures transparency and provides a platform for accountability and continuous improvement.

- **Annual Quality Assurance Reports:** The QA Office produces an annual report summarizing the key quality assurance activities, outcomes, and improvements made during the academic year. This report includes data on program evaluations, student satisfaction, administration support, accreditation/authorization updates, and any actions taken in response to feedback. The annual report is shared with the President, academic and administrative departments, external stakeholders and it is published on the university website.

- **Regular Meetings and Presentations:** The QA Office holds regular meetings with university leadership, faculty, and administrative departments to discuss QA findings and outcomes. These meetings provide a forum for sharing updates, reviewing performance indicators, and discussing quality improvement initiatives. Presentations may also be made to external stakeholders to demonstrate compliance and progress.
- **Feedback on Action Plans:** The QA Office ensures that all stakeholders receive feedback on the outcomes of action plans implemented in response to evaluations and reviews. These updates may be shared through meetings, email communications, or formal reports, providing transparency and demonstrating the university's commitment to continuous improvement.

Article 3. Communication of Findings and Recommendations

Effective communication of QA findings and recommendations is crucial to ensure that all stakeholders understand the results of quality assurance activities and the actions needed to improve. The QA Office ensures that findings and recommendations are clearly communicated to relevant departments, faculty, staff, and external partners.

- **Recommendations for Improvement:** The QA Office generates specific recommendations for improvement based on identified strengths, weaknesses, opportunities, and threats. These recommendations are shared with the appropriate stakeholders, including academic departments, administrative units, and faculty committees, and are used to inform action plans for quality enhancement.
- **Action Tracking and Accountability:** The QA Office tracks the progress of recommended actions and ensures accountability by working closely with the responsible units to implement improvements. Regular follow-up meetings and status updates are held to ensure that actions are being carried out in a timely and effective manner.
- **Public Reporting:** To maintain transparency and engage the broader university community, the QA Office publishes summaries of key findings and actions in public reports.

Article 4. Evaluation of QA Processes

The effectiveness of the QA processes themselves is evaluated triennially to ensure they remain relevant and aligned with national and international standards. The QA Office conducts evaluations of its own activities and processes, using internal audits, peer reviews, and stakeholder feedback to assess areas for improvement.

- **Self-Assessment and External Reviews:** The QA Office periodically conducts self-assessments and invites external reviewers to evaluate the effectiveness of its quality assurance processes. This helps identify gaps or inefficiencies in the QA system and provides an external perspective on best practices.
- **Feedback Loops for Continuous Improvement:** Feedback from stakeholders—including faculty, staff, students, and external partners—is used to refine and enhance QA processes. Regular reviews of feedback mechanisms, action plans, and reporting procedures ensure that the QA system evolves in response to the changing needs of the university and its stakeholders.

Article 5. Reporting to External Stakeholders

In addition to internal reporting, the QA Office ensures that relevant information about the university's quality assurance activities is shared with external stakeholders, including accreditation bodies, regulatory authorities, and the wider community. Transparent reporting to these groups is essential for maintaining institutional credibility and demonstrating commitment to quality.

- **Accreditation/Authorization Reports:** The QA Office coordinates the preparation and submission of detailed reports to accreditation bodies, documenting compliance with accreditation/authorization standards and providing evidence of continuous improvement efforts. These reports are part of the university's accreditation/authorization renewal process and are critical for maintaining the institution's standing with accrediting organizations.
- **Regulatory Compliance Reports:** In collaboration with relevant departments, the QA Office ensures that the university complies with external regulations and submits any necessary reports to regulatory authorities. This includes reports on program compliance, institutional performance, and the implementation of quality assurance standards.
- **Public Access to QA Reports:** The university's commitment to transparency is reflected in making key QA reports accessible to the public. Summaries of quality assurance activities, including accreditation and authorization statuses, program improvements, and feedback from external evaluations, are made available on the university website or through public meetings.

VII. Training and Professional Development

At East-West University, fostering a culture of continuous improvement and ensuring that all stakeholders are equipped with the necessary skills and knowledge to support quality assurance (QA) processes is a key priority. The **Training and Professional Development** section outlines the strategies, programs, and opportunities available for faculty, staff, and leadership to enhance their understanding of quality assurance practices, educational standards, and best practices in higher education.

Through targeted training initiatives, the university aims to enhance the capability of its personnel to effectively engage in quality assurance processes, ensure compliance with national and international standards, and contribute to the continuous improvement of academic programs and institutional operations.

Article 1. Training for Faculty

Faculty are central to the implementation of quality assurance processes. Training for faculty focuses on enhancing teaching practices, assessment methodologies, curriculum design, and learning outcomes assessment, ensuring they are aligned with best practices in education.

- **Quality Assurance Standards and Practices:** Training sessions cover the fundamentals of quality assurance, including the PDCA (Plan-Do-Check-Act) cycle. Faculty will gain an understanding of how quality assurance relates to teaching, learning, and program development.
- **Curriculum Design and Review:** Faculty will receive professional development in curriculum design to ensure academic programs are relevant, rigorous, and aligned with both institutional goals and national/international standards. This includes training on how to conduct curriculum reviews and implement improvements based on assessment findings.
- **Assessment and Evaluation:** Workshops and training on assessment techniques help faculty develop skills in evaluating student learning outcomes, creating effective assessments, and interpreting data to enhance the quality of teaching and learning.
- **Engagement with Stakeholders:** Faculty is trained on how to engage students and external stakeholders in the evaluation process, ensuring a comprehensive approach to quality assurance and feedback collection.

Article 2. Training for Administrative Staff

Administrative staff play a crucial role in supporting the university's quality assurance initiatives. Training for administrative staff will focus on improving operational processes, compliance, and data management, ensuring that they are equipped to contribute effectively to the university's overall quality assurance efforts.

- **Quality Assurance Processes in Administration:** Training familiarize administrative staff with the university's QA framework, including the importance of adhering to policies, procedures, and regulatory requirements. This includes understanding the administrative processes that support accreditation/authorization, compliance, and data collection for program reviews.
- **Data Collection and Analysis:** Administrative staff receive training in data management, including the collection, analysis, and reporting of data relevant to quality assurance. This includes managing student surveys, feedback collection, and preparation of reports for internal and external stakeholders.
- **Supporting Continuous Improvement:** Administrative staff are trained on how to contribute to continuous improvement initiatives, including the role of feedback loops, action plans, and monitoring the implementation of improvement measures.

Article 3. Leadership and Governance Training

University leadership, including department heads, deans, and senior administrators, plays a vital role in driving and supporting quality assurance initiatives. Training for leadership will focus on strengthening their ability to guide the implementation of QA strategies, monitor progress, and foster a culture of quality within their respective units.

- **Leadership in Quality Assurance:** Training focuses on the leadership role in quality assurance, including how to set strategic priorities for QA, create a vision for quality within their department or school, and ensure alignment with institutional goals.

- **Managing Accreditation/Authorization and External Reviews:** Leadership receives targeted training on managing accreditation/authorization processes, preparing for external reviews, and interacting with accreditation/authorization bodies. This includes how to prepare for self-assessment reports, site visits, and ongoing compliance with accreditation standards.
- **Facilitating Stakeholder Engagement:** Leadership is trained to work with various stakeholders, including faculty, students, external partners, and regulatory authorities. This training focuses on how to foster collaboration, ensure stakeholder buy-in, and effectively communicate QA goals and results.

Article 4. Training for Students

Students are key partners in the quality assurance process, and it is important that they are trained to understand their role in providing feedback, engaging in quality improvement efforts, and participating in decision-making bodies like the Academic Council and School Council.

- **Student Involvement in QA:** Training for students focuses on their role in quality assurance, including how to provide constructive feedback, engage in program evaluations, and participate in the review and improvement of academic programs as well as support services.
- **Enhancing Feedback Mechanisms:** Workshops help students understand how their feedback contributes to program and university enhancement and how they can get involved in student surveys, focus groups, and discussions about course improvements.

Article 5. Professional Development Opportunities

East-West University recognizes the importance of ongoing professional development for all stakeholders involved in quality assurance. As part of its commitment to continuous improvement, the university offers a variety of professional development opportunities to ensure that all faculty, staff, and leadership are up to date with the latest trends, best practices, and regulatory changes in higher education.

- **Workshops and Seminars:** The QA Office will organize regular workshops and seminars on various aspects of quality assurance, including assessment methods, curriculum development, and compliance with accreditation/authorization standards. These sessions will be led by experts in the field and may also involve external speakers from accreditation/authorization bodies or peer institutions.
- **Conferences and Networking:** The QA Office encourages faculty and staff to participate in national and international conferences on quality assurance in higher education. These conferences offer opportunities for networking, learning about global best practices, and keeping abreast of new developments in the field.
- **Online Courses and Certifications:** The university will provide access to online courses and certification programs that focus on quality assurance, accreditation/authorization, and higher education management. These resources will help staff and faculty deepen their expertise in QA practices and stay current with evolving standards.

- **Peer Learning and Collaboration:** Opportunities for peer learning and collaboration will be promoted through internal meetings, study groups, and inter-departmental collaborations. Sharing experiences and insights from different units will foster a culture of continuous learning and improvement.

Article 6. Evaluation of Training Programs

To ensure the effectiveness of the training and professional development programs, the QA Office will regularly evaluate the impact of these initiatives. Feedback from participants, along with performance metrics, will be used to assess the success of the training programs and make improvements as needed.

- **Feedback Surveys:** Participants will be asked to complete feedback surveys after training sessions, providing insights into the relevance and quality of the training programs. This feedback will help the QA Office refine future training initiatives.
- **Impact Assessment:** The effectiveness of training programs will be evaluated through improvements in faculty performance, administrative processes, and overall compliance with quality assurance standards. Metrics such as improved accreditation outcomes, higher satisfaction ratings from students, and enhanced program reviews will indicate the success of professional development efforts.

VIII. External Reviews

External reviews are fundamental to ensuring the credibility, quality, and continuous improvement of East-West University's academic programs and institutional operations. This section outlines the procedures, responsibilities, and processes involved in engaging with external bodies for the purpose of accreditation, authorization, and independent evaluation. External reviews serve as a critical mechanism for assessing the university's adherence to national and international standards and for ensuring that its academic offerings meet the expectations of stakeholders, including students, faculty, regulatory authorities, and the broader community.

Article 1. External Reviews

External reviews are conducted periodically to assess the university's programs, processes, and policies. These reviews provide an objective, third-party perspective on the institution's performance and help identify areas for improvement. The QA Office coordinates these reviews in collaboration with relevant departments and leadership teams to ensure comprehensive evaluations and alignment with external expectations.

- **Scope of External Reviews:** External reviews may include institutional assessments, program-specific reviews, or departmental evaluations. These reviews are typically conducted by external experts or accreditation/authorization bodies who assess the university's compliance with standards, the quality of educational delivery, and the effectiveness of administrative processes.
- **Review Process:** The process begins with self-assessment and the preparation of a self-evaluation document that highlights the university's strengths, weaknesses, opportunities, and threats (SWOT). This self-assessment is submitted to the external review team, who then conducts a thorough evaluation,

including interviews with faculty, staff, students, and leadership, as well as site visits. After the review, a detailed report is generated, providing recommendations for improvement.

- **Follow-up Actions:** The QA Office, in collaboration with relevant departments, is responsible for following up on the findings and recommendations of external reviews. Action plans are developed to address any identified gaps, and the progress of these plans is tracked and reported in subsequent reviews or annual reports.

Article 2. Accreditation and Authorization

Accreditation and Authorization is a formal recognition that a higher education institution or academic program meets defined standards of quality. At East-West University, external accreditation is essential for maintaining institutional credibility, ensuring compliance with national regulations, and validating the quality of education provided to students.

- **Types of Accreditation/Authorization:** The university seeks Accreditation/Authorization from both national and international accreditation/authorization bodies. The National Center For Educational Quality Enhancement ensures compliance with the regulatory requirements set by the Georgian Ministry of Education and Science, while international accreditation/authorization bodies provide global recognition and demonstrate the university's commitment to international standards.
- **Accreditation/Authorization Process:** The accreditation process typically involves several key steps:
 1. **Preparation:** The university prepares a comprehensive self-assessment report that demonstrates how it meets the Accreditation/Authorization criteria. This includes evidence of program quality, governance structures, faculty qualifications, student learning outcomes, and compliance with regulatory standards.
 2. **Site Visit:** External accreditation/authorization teams conduct a site visit to assess the university's facilities, conduct interviews with stakeholders, and verify the accuracy of the self-assessment report. The team evaluates whether the university's policies, practices, and outcomes meet the accreditation standards.
 3. **Decision and Recommendations:** After the site visit, the accreditation/authorization body issues a report with its findings, which may include recommendations for improvement or conditions for continued accreditation/authorization. Based on the report, the accreditation/authorization body makes its decision on whether to grant, renew, or deny accreditation.
 4. **Action Plan:** If the university is granted accreditation/authorization or renewal, the QA Office works with relevant departments to address any areas of concern identified in the accreditation/authorization report. This may involve implementing corrective actions, improving practices, or providing additional documentation to demonstrate compliance.
- **Continuous Accreditation/Authorization:** Accreditation/Authorization is not a one-time process. It requires ongoing compliance with standards, and institutions must submit periodic reports to accreditation/authorization bodies, demonstrating that they continue to meet quality standards. The QA Office coordinates the submission of these reports and ensures that the university remains in good standing with accreditation/authorization bodies.

Article 3. Coordination of External Reviews

The QA Office is responsible for coordinating all activities related to external reviews and accreditation/authorization. This includes ensuring that all necessary documentation is prepared, arranging site visits, facilitating communication between internal stakeholders and external reviewers, and ensuring that follow-up actions are implemented effectively.

- **Internal Preparation for External Reviews:** Prior to any external review or accreditation/authorization process, the QA Office works with academic and administrative departments to collect data, prepare documentation, and ensure that faculty and staff are informed and engaged in the review process. This preparation is critical to ensuring that external reviewers have accurate and comprehensive information about the university's programs and operations.
- **Collaboration with Leadership:** The QA Office works closely with the university's leadership team, including deans, department heads, and the President, to ensure that external reviews and accreditation/authorization processes align with the institution's strategic goals. Leadership is also involved in addressing the outcomes and recommendations of external evaluations, ensuring that the university remains committed to continuous improvement.
- **Communication of Results:** The findings and outcomes of external reviews and accreditation/authorization processes are communicated to all stakeholders within the university. This includes sharing the recommendations of external reviewers, any accreditation decisions made, and the action plans developed to address identified areas for improvement.

Article 4. Role of Stakeholders in External Reviews

The success of external reviews and accreditation depends on the active participation of a wide range of stakeholders, including faculty, staff, students, and external partners.

- **Faculty and Staff Involvement:** Faculty and staff play a key role in preparing for external reviews and accreditation/authorization by providing data, participating in interviews, and contributing to the self-assessment process. Their engagement ensures that the review accurately reflects the quality of teaching, learning, and administrative operations.
- **Student Involvement:** Students contribute to external reviews by providing feedback through surveys, focus groups, and meetings with external reviewers. Their perspectives are essential in evaluating the quality of academic programs and student support services.
- **External Partners and Stakeholders:** External stakeholders, including professional organizations, employers, and accreditation/authorization bodies, play an important role in providing feedback on the university's programs, ensuring that they meet industry standards and prepare students for successful careers.

Article 5. Continuous Improvement Through External Reviews

External reviews and accreditation/authorization are integral components of East-West University's commitment to continuous improvement. The insights gained through these processes help the university identify areas for growth, implement corrective actions, and monitor progress over time.

- **Quality Enhancement:** The recommendations from external reviews and accreditation/authorization bodies provide a roadmap for quality enhancement. The university uses these insights to refine academic programs, improve teaching and learning practices, strengthen administrative functions, and enhance student services.
- **Alignment with Global Standards:** Accreditation/authorization from international bodies ensures that East-West University meets global standards of excellence, which enhances the institution's reputation and its graduates' competitiveness in the global job market.
- **Feedback for Strategic Planning:** The outcomes of external reviews and accreditation/authorization inform the university's strategic planning process. By aligning quality assurance practices with external expectations, the university ensures that its academic offerings remain relevant, rigorous, and responsive to the needs of students and society.

IX. Review and Update of the QA Policy

The continuous enhancement of the Quality Assurance (QA) processes at East-West University requires regular evaluation and updating of the QA Policy to ensure its relevance, effectiveness, and alignment with evolving national and international standards, regulatory requirements, and best practices in higher education. The QA Policy is a living document that serves as the foundation for all quality assurance activities within the institution. Therefore, it is essential to review and update the policy periodically to reflect changes in the university's goals, the higher education landscape, and external accreditation and authorization standards.

Article 1. Frequency of Review

The QA Policy will undergo a comprehensive review at least once every three years. However, more frequent updates may be conducted as needed in response to changes in:

- National or international accreditation/authorization standards (e.g., changes in the European Standards and Guidelines for Quality Assurance in the European Higher Education Area, or WFME standards).
- Internal developments within the university, such as new academic programs, changes in institutional governance, or strategic shifts.
- Feedback from stakeholders, including faculty, staff, students, alumni and external partners.
- Changes in local, national, or international educational policies or regulations.

Article 2. Responsibility for Review

The primary responsibility for reviewing and updating the QA Policy lies with the Quality Assurance Office, under the leadership of the Head of Quality Assurance. The review process will involve collaboration with key stakeholders across the university, including:

- University leadership (President, Vice-Presidents).
- Academic departments and faculty.
- Administrative offices, including Human Resources, Finance, and Student Support Services.
- Students, through student representatives and feedback mechanisms.
- External experts, where necessary, for an objective assessment of the policy's alignment with national and international standards.

Article 3. Review Process

The review process will follow a structured approach, ensuring that all relevant factors are considered, and feedback from various stakeholders is incorporated:

1. **Internal Assessment:** The QA Office will conduct an internal assessment of the existing QA Policy, evaluating its effectiveness, clarity, and alignment with current university practices and goals.
2. **Stakeholder Consultation:** Input will be gathered from key university stakeholders, including faculty, staff, and students, through surveys, focus groups, and meetings. This feedback will help identify areas of the policy that may need revision or enhancement.
3. **External Benchmarking:** The QA Office will also review the policies of other universities, national education authorities, and international accreditation bodies to ensure that East-West University's QA practices are aligned with global best practices and regulatory requirements.
4. **Drafting of Updates:** Based on the findings from the internal assessment, stakeholder consultation, and external benchmarking, the QA Office will draft the necessary updates to the policy.
5. **Review and Approval:** The updated policy will be reviewed by the university's leadership team, including the President and the Vice-Presidents, and will be approved by the Board of Trustees, if required. This approval process ensures that the policy remains aligned with the university's strategic goals and compliance requirements.

Article 4. Communication of Updates

Once the QA Policy has been reviewed and updated, the QA Office will ensure that all stakeholders are informed of the changes:

- **University Community:** The updated policy will be communicated to faculty, staff, and students through internal communications, including email, the university's intranet, and faculty meetings.
- **External Stakeholders:** Relevant external stakeholders, such as accreditation/authorization bodies, regulatory authorities, and partner institutions, will be informed of the updates as necessary.
- **Documentation:** The updated version of the QA Policy will be made available on the university's website and in the institutional documents repository, ensuring easy access for all stakeholders.

Article 5. Continuous Improvement of the QA Policy

The review and update process itself is part of the university's commitment to continuous improvement. The QA Office will monitor the implementation of the policy and solicit ongoing feedback from stakeholders to ensure that it remains effective and adaptable to the changing needs of the university and the broader higher education environment.

- **Feedback Loops:** The university will maintain feedback loops to gather insights on the effectiveness of the updated policy, including through annual surveys, focus groups, and feedback from external accreditors.
- **Monitoring and Adjustment:** The QA Office will monitor the impact of the updated policy on quality assurance practices across the university and will make additional adjustments as needed to further enhance the effectiveness of the policy.

X. Conclusion

The Quality Assurance (QA) Policy at East-West University is central to our commitment to providing high-quality education, fostering continuous improvement, and ensuring compliance with national and international standards. Through the strategic implementation of this policy, the university aims to enhance the academic and institutional effectiveness of its programs, services, and operations. The QA Policy serves as a guiding framework that informs the development, assessment, and enhancement of all aspects of the university, promoting a culture of excellence, transparency, and accountability.

Key to the success of this policy is the collaboration between various stakeholders—faculty, staff, students, and external partners. Their collective efforts are essential in maintaining the integrity of the QA processes and ensuring that the university meets the needs of its students while adapting to the evolving demands of higher education. The integration of external reviews, accreditation, and continuous improvement initiatives further strengthens the university's commitment to delivering an exceptional academic experience and preparing graduates for success in a globalized world.

As East-West University continues to grow and evolve, the QA Policy will remain a dynamic tool for guiding and evaluating our quality assurance processes. Regular reviews and updates will ensure that the policy remains aligned with emerging trends in higher education, regulatory requirements, and best practices in quality assurance. Through ongoing monitoring, reporting, and stakeholder engagement, we will foster an environment of accountability and continuous enhancement.

The successful implementation of this QA Policy will not only ensure that East-West University meets its accreditation standards but also cultivate a quality-driven culture that prioritizes student success, faculty development, and institutional growth. By upholding these principles, the university will continue to fulfill its mission of delivering high-quality education and making a positive impact on society.

This policy, by outlining our commitment to quality, continuous improvement, and collaboration, represents a clear and strategic approach to maintaining excellence in all facets of university operations, ensuring that East-West University remains at the forefront of higher education.

Article 6. XI. Procedure for Approvement and Amendment of the Politics

1. This policy is approved by an order of the President of the university.
2. Amendments to this document are made by an order of the President of the university.

"Approved"

President of East-West University

Giorgi Khurodze