

YEREVAN STATE UNIVERSITY
QUALITY ASSURANCE CENTRE

**REGULATION ON
MONITORING AND PERIODIC REVIEW OF
YSU STUDY PROGRAMMES**



YEREVAN 2019

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QUALITY ASSURANCE CENTRE

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Chairman of the AC, Acting Rector _____ G. G. Gevorgyan

**REGULATION ON
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PROGRAMMES**

YEREVAN - 2019

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USED ABBREVIATIONS

AC – Academic Council

YSU – Yerevan State University

MG – Monitoring Group

MR – Monitoring Report

QAC – Quality Assurance Centre

QASC – Quality Assurance Standing Committee of YSU Academic Council

Vice-rector on EA – Vice-rector on Educational Activities

FQAC – Quality Assurance Committee of Faculty Academic Council

1. GENERAL PROVISIONS

1. Regulation on current monitoring and periodic review of YSU study programmes (hereinafter referred as “regulation”) addresses the procedures of current monitoring and periodic review of study programmes for preparing bachelor’s and master’s degrees.
2. The procedures of current monitoring and periodic review of YSU study programmes are among the main mechanisms of quality assurance and continuous enhancement at the stage of study programmes implementation.
3. The regulation defines the goals and objectives of current monitoring and periodic revision of YSU study programmes, the major requirements ascribed to them, applied procedures, main performers and corresponding schedules relating to them.
4. The regulation also presents the form of the report of current monitoring of study programme with the list of its outcome performance indicators, as well as the required document package for programme periodic review.
5. Current monitoring of study programmes is carried out by YSU academic subdivisions (faculty, centre) at two-year intervals and the review is a university-wide procedure the periodicity of implementation of which is determined by the present regulation proceeding from the academic level (bachelor/master's degree) of the programme, its nature (academic/applied) and professional field.
6. YSU bachelor and master's degree programmes are subject to biannual monitoring and periodic review¹ since 2019/20 academic year.

¹ The form of the report of current monitoring of YSU study programmes is presented in Annex 1, the scheme of the procedure – in Annex 2 and the timeline – in Annex 3.

2. CURRENT MONITORING OF YSU STUDY PROGRAMMES

2.1. Goal and Objectives of the Monitoring

7. The regular monitoring of study programmes is an internal quality assurance procedure of the university aimed to estimate the quality of programmes presentation as well as its adequacy to the established goals and the requirements of the corresponding educational criteria (sectorial qualifications framework). The outcome of the monitoring is the formation and the implementation of the plan of measures aimed at the enhancement of the quality of the programme.
8. The objectives of the monitoring are as follows:
 - to evaluate the process and level of the achievement of the goals of the programme and its constituent academic courses, and the level of expected learning outcomes acquisition,
 - to evaluate the effectiveness of teaching, learning and students assessment processes, the adequacy of teaching methods and technologies to the requirements of the programme as well as their topicality (relevance), to reveal the resource needs of the programme,
 - to reveal and identify the drawbacks of the programme and the difficulties of its implementation, and to suggest necessary clarifications in both the programme and courses,
 - to analyze the main quantitative characteristics of the programme (admission, personnel, dismissal, academic progress, student satisfaction, employment of graduates, etc.) and to reveal recessionary trends in quality (if present),
 - to evaluate the performance report on the previous academic year's quality enhancement plan of the programme,
 - to reveal the strong and weak points of the programme, to work out a new plan of measures and activities directed at the enhancement of the programme quality and to assure the implementation of the latter.
9. The general procedure of the YSU study programmes monitoring is carried out at the level of academic subdivision (faculty, centre). The monitoring involves all the bachelor and master's degree study programmes.

2.2. Monitoring Procedure

10. The process of study programme monitoring is initiated and carried out by the corresponding academic subdivision (faculty, centre) at two-year intervals according to the monitoring timeline².
11. The head of academic subdivision (faculty dean, centre director) establishes a monitoring group (MG) for the implementation of monitoring procedure for each study programme or group of programmes.
12. The monitoring group consists of up to 7 members. The head of the group is appointed by the heads of chairs or programme supervisors (in case of centres – director) of the given programme who have crucial role in the implementation of the given study programme, and the members are selected from the academic staff of the given chairs by the nomination of the head of the group. Representatives of Quality Assurance Committee of Faculty Academic Council (FQAC) and students (one for each side) must be included in the group. It is desirable to include one external member who is involved in the process of the given programme implementation.
13. The monitoring group is guided by the present regulation on current monitoring of study programmes and the established schedule.
14. The procedure starts after the previous monitoring by collecting and analyzing the outcome performance indicators gained in the result of the programme implementation.
15. The monitoring group makes the monitoring report based on the results of monitoring in accordance with the established report form (see Annex 1).
16. Monitoring report involves the programme performance indicators of the previous two academic years including the results of student and graduate surveys involved in the programme, as well as the project plan of the measures (changes) aimed at the quality enhancement of the programme for the following two years.

² The scheme of the procedure of YSU study programmes monitoring with 2-year periodicity is presented in Annex 2 and the corresponding timeline – in Annex 3.

17. The head of the monitoring group submits the monitoring report and attached documents to the Quality Assurance Committee of Faculty Academic Council (FQAC) for review and the FQAC presents them with corresponding conclusion to the faculty dean.
18. On the basis of the results of separate monitoring reports the head of the academic subdivision (faculty dean, director of centre) compiles a general report on the monitoring of all the study programmes of their academic subdivision and presents it to the faculty academic council or the directorate session of the centre for discussion.
19. The faculty academic council or the directorate session of the centre discusses the general monitoring report and makes an appropriate decision. The decision includes:
 - the performance report on the measures aimed at the quality enhancement of the study programme and prepared in the result of the previous monitoring,
 - the programme of new measures aimed at the programme quality enhancement for the following two years, which should be carried out at the level of faculty, centre and chair,
 - the main issues addressed to the YSU central administration board,
 - the general assessment of the study programme monitoring.
20. The head of the academic subdivision (faculty dean, director of centre) submits the monitoring report on the study programmes of the academic subdivision along with the decision approved by the faculty academic council (directorate session) to the YSU quality assurance centre (QAC) for review.
21. QAC carries out the testing of the compliance of monitoring reports and the attached documents received from academic subdivisions with the established requirements. In case of discrepancy they are returned to the academic subdivision to be reviewed.
22. On the basis of the analysis of the results of the received reports QAC makes a report on the monitoring of YSU study programmes along with corresponding conclusions. The monitoring report includes the following target issues:
 - performance report on the plan of the measures aimed at the enhancement of YSU study programmes quality in the result of the monitoring of the previous phase,

- the plan of the measures aimed at the enhancement of YSU study programmes for the following two years, which should be implemented by academic subdivisions and YSU central structures,
 - the best/exemplary experience deserving dissemination,
 - the general assessment of the organization and implementation of the current monitoring of YSU study programmes.
23. The report serves as a basis for the realisation of the measures and changes aimed at the enhancement of study programmes.
24. A special procedure of monitoring is implemented for the following groups of study programmes of risky nature:
- newly introduced programmes (the ones in the first phase of implementation),
 - programmes which received adverse opinions in the result of the previous monitoring, periodic review or external quality evaluation/accreditation,
 - programmes that bring out repeatedly low estimates from the relevant student and graduate surveys,
 - programmes with repeatedly low indexes of admission, resource guarantee and/or learning progress.
25. The monitoring process of the programmes that are considered to be risky is realized by this procedure with the difference that the monitoring of such programmes is carried out annually. Moreover, a special point on the suggestion of the continuation, review or termination of the programme should be envisaged in the QAC report.
26. The Academic Council discusses the reports on the monitoring of the study programmes which are considered to be risky.
27. On the basis of the QAC conclusions and the results of conducted discussion the Academic Council takes one of the decisions mentioned below for the study programmes which are considered to be risky:
- in accordance with the monitoring results to consider the programme satisfactory and continue it taking into consideration the remarks and the suggestions formulated in the result of the monitoring report discussions,
 - in accordance with the monitoring results to consider the programme conditionally satisfactory and assign the academic subdivision (faculty, centre)

to take the necessary measures to correct the shortcomings or review the programme within established deadlines,

- according to the monitoring results to consider the programme unsatisfactory and to begin its cessation process.

3. PERIODIC REVIEW OF YSU STUDY PROGRAMMES

3.1. Goal and Objectives of the Periodic Review

28. The goal of study programme periodic review is to evaluate in accordance with the results of the complete phase of programme implementation its topicality (the compliance of the programme goals with the present-day demands of labour market), grounds for continuation (the presence of social need – demand from labour market and students) as well as factual quality of programme presentation, and to take a decision regarding its further continuous expediency or changes.

29. The main objectives of the review are as follows:

- to reevaluate the topicality of the programme and its demand from labour market taking into account the existing practice of using the knowledge in the corresponding professional field, the technological progress and the development of teaching and learning methods,
- to study the students and graduates', who are involved in the programme, opinions on programme quality, as well as the ones of the main employers about the satisfaction from the graduates of the programme,
- to take into account the changes of the external programme demands (for instance, educational criteria, national, sectorial or European qualifications framework, international subject benchmarks, corresponding professional and legislative requirements as well as the ones referring to the structures regulating the field) and to juxtapose the factual learning outcomes with them,
- to comprehensively evaluate the factual quality of programme presentation and the resource guarantee (the teaching staff, material resources, etc.),
- to evaluate the impact of the changes in the structure of the programme and methods of its implementation on the programme quality in the course of time,

- to take into account the conclusions of the structures that realize the accreditation and external evaluation,
- to carry out a critical analysis of the programme reviewing its strong and weak points in the process of realization,
- to initiate changes proceeding from the analysis,
- to ground the expediency of the continuation, review, or cessation of the programme.

3.2. Periodic Review Procedure

30. The complete evaluation of the programme and its periodic review is an institutional procedure in which foreign experts are also involved.
31. The periodicity of the review of the programme is decided in regard to the normative duration of the implementation phase of the programme, the license validity period, the development rates of the professional field of the programme, etc.
32. The periodicity of the review of bachelor's degree study programmes in YSU is fixed for 6÷7 years and for master's degree programmes – 3÷4 years.
33. Programme review procedure is required each time the changes in the content (subjects) of the programme exceed 20% of its overall volume.
34. The review programme is planned and realized by QAC together with the corresponding academic subdivision (faculty, centre).
35. The procedure of periodic review of YSU study programmes fully corresponds to internal evaluation and final approval procedures of YSU study programmes described in “Regulation on the Approval of YSU Study Programmes”³ (the stage of the programme development validation is omitted).

³ “Regulation on Approval of YSU Study Programmes”, Yerevan 2014 (Section 3).

ANNEXES

ANNEX 1. TEMPLATE FOR YSU STUDY PROGRAMMES MONITORING

Bellow the form of current monitoring of YSU study programmes is introduced. The programme monitoring group fills out the form which is later confirmed in the council of the faculty (centre directorate session) and is presented to QAC.

YEREVAN STATE UNIVERSITY

Report Form of Current Monitoring of Study Programme

Faculty/centre.....
The name of the study programme and the specialty
number.....
Education form (full-time, part-time).....
The qualification awarded (bachelor, master).....
Programme primary approval date.....
Previous programme monitoring date.....
Previous programme review date.....

1. Performance report of the plan of measures aimed at the quality enhancement of the programme on the basis of the previous monitoring results

All the measures envisaged by the plan are liable to be reported.

Number	Measure(activity)	Performance	Responsible person	Annotation
1.				
2.				
3.				
4.				
5.				

2. Quantitative Characteristics of The Programme

Academic year	2012/2013	2013/14	2014/15
Admission and student staff			
The number of entrants (including the ones with the 1 st application)			
The competitive index of admission and the passing grade			
The number of students admitted and the average grade of admission			
Indexes of students' educational progress			
The distribution of "excellent", "good" and "satisfactory" marks in accordance with the number of students (in %)			
The total Grade Point Average (GPA) of the students involved in the programme			
The number of students withdrawn from the programme			
Data concerning the graduates of the programme			
The number of graduates			

The distribution of “excellent”, “good” and “satisfactory” marks (in %) by the results of final attestation			
The proportion of students continuing education at next academic level			
The proportion of graduates working in the field of their specialty or the one related to it			

3. Student Survey Results

The results of student surveys relating to the constituent courses and regarding the quality of course delivery, teaching, learning and assessment methods and their effectiveness, as well as students' questions raised in the last two years and the measures taken to solve them are presented.

4. Graduates Satisfaction Survey Results

The summarized results of graduates' satisfaction surveys of previous two years are presented. The results concern the profile of the study programme and its compliance with current demands of professional labor market, programme content and structure, selected methodology of teaching and learning, knowledge assessment procedure, learning process organisation and the existing learning resources.

5. Feedback of the Programme Stakeholders

Focus groups are organized by the monitoring or special professional group in order to clarify the academic and student staff considerations on the process and content of programme implementation, teaching and learning methodology, knowledge assessment procedure, resource support of the programme, etc. in the reported period.

6. Collaboration networks

The forms and results of collaboration with other academic subdivisions (faculties, centres) serving the programme are evaluated.

7. Changes in Programme

The changes made in the programme during the previous two years are presented and their realization results are evaluated.

8. The Results of the Previous Monitoring, Review and/or External Evaluation of the Programme

The results of the last monitoring, review (or approval) and/or the external evaluation (accreditation) of the programme mentioning what measures have been taken to implement the conclusions (demands, suggestions, recommendations) aimed at the enhancement of the programme in the result of these procedures are presented. The cases when the measures haven't been taken are revealed and the reasons are clarified.

9. Programme Strengths and Weaknesses, Best Experience for Dissemination

The main tendencies concerning the programme admission, students' staff, learning progress and the graduates' employment are introduced, as well as the deviations from the forecasts made during the approval of the programme are interpreted.

In the result of this analysis conclusions concerning the demand and the vitality of the programme, the compliance of the number of students with established requirements, as well as the adequacy of available means supporting teaching and learning processes, which should underlie the planning of the further activities aimed at improving the programme, are made.

The table of the strengths, weaknesses, opportunities, and threats (SWOT) of the programme is formed.

SWOT Table of Study Programme

SWOT factor	Factual evidence	Suggestions on development and dissemination of the best experience, utilization of opportunities	Suggestions on correcting the weak points and neutralizing or mitigating the threats
Strengths 1. 2. 3. 4.			
Weaknesses 1. 2. 3. 4.			
Opportunities 1. 2. 3. 4.			
Threats 1. 2. 3. 4.			

10. The Quality Enhancement (Promotion) Work-Plan

The plan of programme quality enhancement/promotion measures (activities) to be taken at the level of academic subdivision (chair, faculty, centre) and the university central board of administration is formed for the next two academic years.

Field/subject of enhancement	Planned measure/activity	Responsible person	Implementation period
1.			
2.			
3.			
4.			
5.			

Dean of the faculty (Director of the centre).....

General Conclusion on the Monitoring of the Study Programme

1. _____
2. _____
3. _____
4. _____
5. _____

The monitoring results were discussed and approved at the session (*decision No.....* date) of quality assurance committee of the acadmic council of the faculty of.....

Chairman of quality assurance committee.....

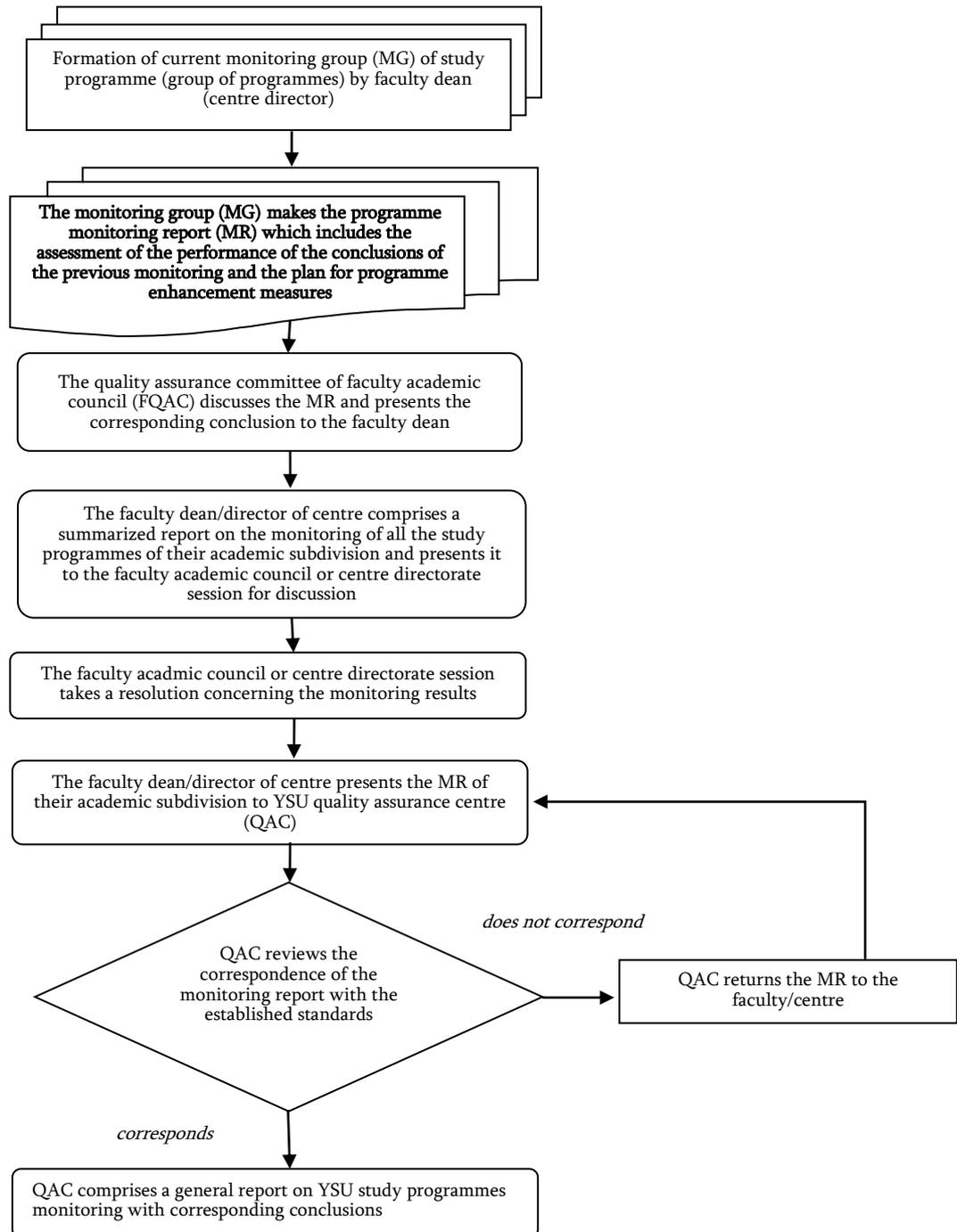
The monitoring results were discussed and approved by the academic council of the faculty (centre directorate session) of.....
(*decision No.....*, date).

Dean of the faculty (Director of the centre).....

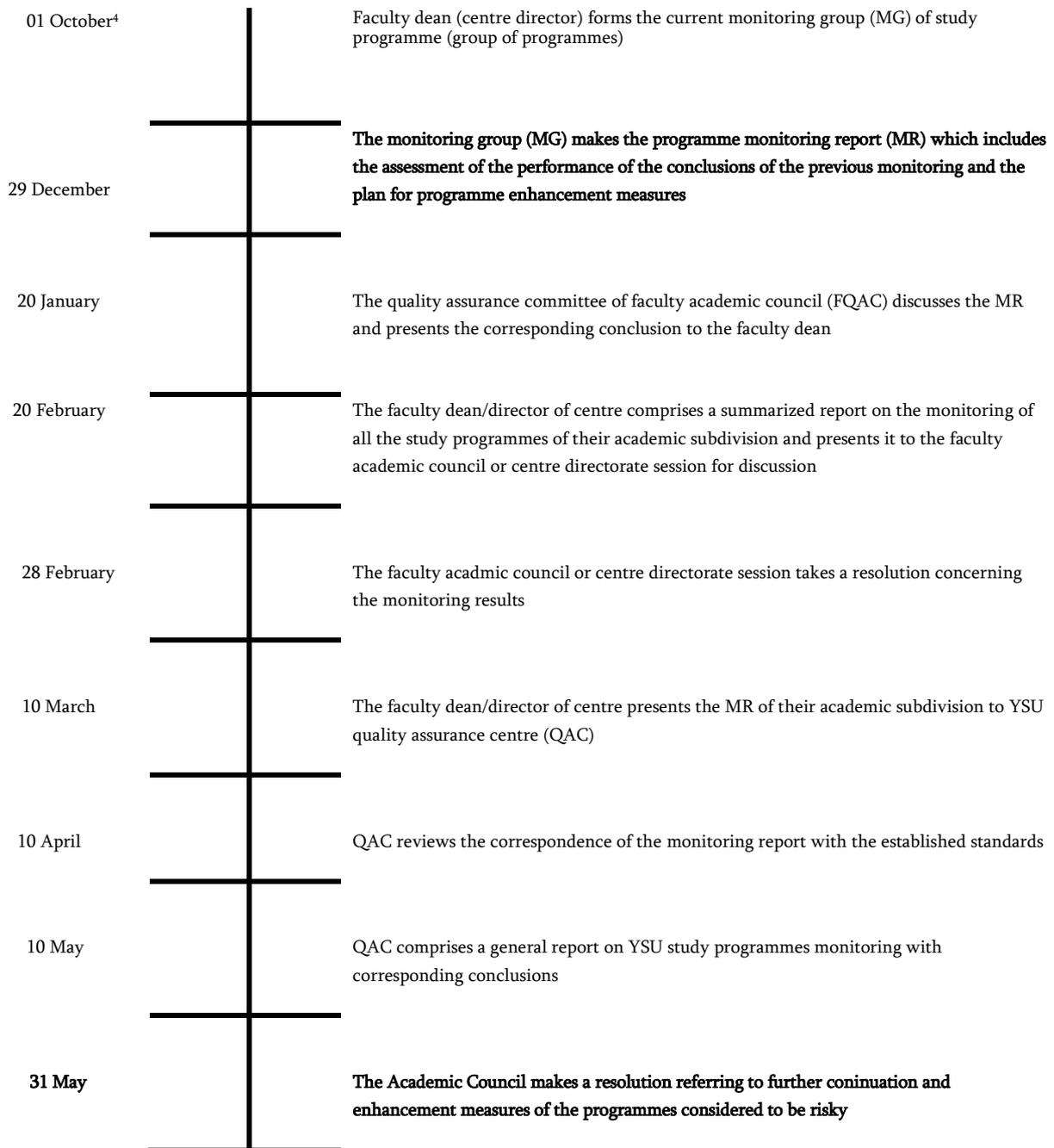
The monitoring report was reviewed by YSU QAC.

QAC director.....

ANNEX 2. THE SCHEME OF THE YSU STUDY PROGRAMME MONITORING



ANNEX 3. THE TIMELINE OF YSU STUDY PROGRAMMES MONITORING



⁴ The deadline of the termination of corresponding procedure is mentioned.