



Georgian American University, LLC

Quality Assurance Office  
Regulation

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## Article 1. General Regulations

1. The Quality Assurance Office of the Georgian American University, LLC. (hereinafter "the University") is the governing body of the University;
2. The office conducts its activities in accordance with the Constitution of Georgia, the Law of Georgia on Higher Education, other legislative and sub-legislative acts, the regulations of the University, this regulation and other decisions made by the Academic Council of the University.
3. The regulation defines the structure of the quality assurance office of the Georgian American University, LLC., the main directions and functions of the activity.
4. The regulations of the University Quality Assurance Office are approved by the Academic Council of the University.

## Article 2. Main directions of the University Quality Assurance Office

The main activities of the University Quality Assurance Office are:

- a) Promoting the integration of the University in the international educational space;
- b) Promoting the quality of teaching and research at the University;
- c) Evaluation of educational and scientific-research activities of the University;
- d) Organizing the self-assessment process for authorization and accreditation;
- e) Close cooperation with students and student groups in order to maximize their needs in the protection of students' rights within the university, in educational and research activities;
- f) Ensuring the involvement and representation of students in the process of evaluating the activities of the University and educational programs.

## Article 3. Functions of the University Quality Assurance Office

1. The Office of Quality Assurance:

- a) Promotes the integration of the University in the international educational space and the implementation of the principles of the Bologna Process;
- b) Cooperates with the relevant offices of higher education institutions in Georgia and abroad to establish transparent quality control criteria and methodology for their assurance;
- c) Ensures the participation of the University in the various university ranking systems of the world by coordinating work with various structures;
- d) organizes the authorization and accreditation process of the University in accordance with the current legal acts;
- e) Participates in the strategic planning process of the University;
- f) Monitors the implementation of the strategic plan of the University together with the Strategic Development Office, in coordination with the relevant structures;
- g) Ensures the improvement of the quality of teaching at the University by promoting teaching, learning and assessment, as well as the introduction of modern research methods;
- h) Develops a rule for the evaluation of teaching and research activities at the University with the involvement of relevant structures and stakeholders;

- i) Carries out a systematic assessment of the quality of teaching and research activities of the University, as well as the professional development of its staff through internal and external quality assurance procedures;
- j) Oversees the monitoring of students' academic performance in schools and evaluation of the achievement of educational outcomes;
- k) Ensures the coordinated activities of school quality assurance managers;
- l) Continuously monitors the compliance of the University's organizational structure and management with the authorization standards, personnel management, student support offices, development of research and innovative activities, material, information and financial resources;
- m) Carries out continuous monitoring of the compliance of the University educational programs with the accreditation standards in cooperation with the relevant structures of the University, responsible persons and stakeholders;
- n) Analyzes the educational program in relation to similar programs in the US and leading Western universities;
- o) Develops the rules for the evaluation of educational programs and conducts the evaluation process in cooperation with stakeholders;
- p) submits recommendations to the school quality assurance manager, in some cases the head of the educational program (coordinator), to the program development commission for the improvement of the bachelor's, graduate, doctoral, continuing education educational program;
- q) Participates in the process of developing various questionnaires for targeted research and employee evaluation, analysis of results and within the scope of its competence develops proposals and recommendations;
- r) Develops recommendations related to the recognition of student loans based on the application of the School Quality Assurance Manager;
- s) Ensures conferences, trainings, seminars, consulting and information meetings on topical issues related to authorization and accreditation for the academic, scientific and administrative staff of the University;
- t) Develops instructions and recommendations defining the activities of the school quality assurance office manager;
- u) Participates in the process of drafting internal acts of the University related to the educational process, scientific research, authorization and accreditation;
- v) Ensures compliance with the quality of lifelong learning mechanisms;
- w) monitors the methodological perfection and quality assurance of multilingual and professional English language teaching;
- x) Executes other authorities defined by the regulation of the University, acts of the President, resolutions of the Academic Council.

1. The office exercises its powers by coordinating the activities of school quality assurance managers. The University Quality Assurance Office is accountable for its activities to the Academic Council and the Vice President of the University in the field of teaching, research and quality assurance.

## Article 4. Structure of the University Quality Assurance Office

1. 1. The Office of Quality Assurance is the governing body of the University.

2. 2. The positions defined for the office according to the staff schedule of the University are  
- Head of the office, office specialist/specialists.

## Article 5. Head of the University Quality Assurance Office

1. The quality assurance office is headed by their chief.
2. The Head of the University Quality Assurance Office is appointed by the President of the University in agreement with the Senior Vice President upon the recommendation of the Vice-President.
3. Head of the University Quality Assurance Office:
  - a) Manages the activities of the Office in accordance with the Regulation of the University and this Regulation;
  - b) Is responsible for the performance of the functions and tasks assigned to the office;
  - c) Represents the office with other governing bodies of the University, schools and other structural units. On behalf of the President and Vice-President of the University, represents the University in relation to third parties;
  - d) Distributes duties among the employees of the Office, gives them instructions and tasks;
  - e) manages the development of short and long term work plans of the Office and their implementation;
  - f) Participates in the process of developing a strategic plan of the University;
  - g) Signs the monitoring report on the implementation of the strategic plan of the University;
  - h) develops recommendations for improving the quality of teaching and research activities at the University;
  - i) Continuously monitors the compliance of the material, information and financial resources of the University with the authorization standards in cooperation with the relevant structures of the University, responsible persons and stakeholders;
  - j) Carries out continuous monitoring of the compliance of research and development of innovative activities with the standards of authorization in cooperation with the relevant structures of the University, responsible persons and stakeholders;
  - k) Continuously monitors the compliance of student support offices with the authorization standards in cooperation with the relevant structures of the University, responsible persons and stakeholders;
  - l) Continuously monitors the compliance of the University organizational structure and management with the authorization standards, personnel management in cooperation with the relevant structures of the University, responsible persons and stakeholders;
  - m) Implements the coordinated work of school quality assurance management;
  - n) review information received from school quality assurance managers regarding educational programs, educational process and scientific activities;
  - o) Participates in the process of developing questionnaires for the purpose of evaluating the educational course and the educational process of the educational program and ensures the organization of relevant research. Based on the analysis of the survey results, develops recommendations to solve the identified problems;
  - p) Participates in the process of developing questionnaires for research needs of students, graduates, employers and ensures the organization of relevant research. Based

on the analysis of the survey results, develops recommendations to solve the identified problems;

q) Participates in the process of developing questionnaires for the self-assessment/evaluation of academic, scientific and invited staff. Systematizes the evaluation results and develops recommendations within its competence;

r) Participates in the process of developing questionnaires for the evaluation of administrative and support staff. Participates in the process of analysis of survey results and elaboration of recommendations within its competence;

s) Participates in the process of developing questionnaires for the employee satisfaction survey. Participates in the process of analysis of survey results and elaboration of recommendations within its competence;

t) Develops recommendations and employee instructions within the scope of its authority;

u) Prepares the annual report on the activities of the Office and submits it to the Vice-President of the University in the field of educational-scientific and quality assurance;

v) Reviews correspondence related to the functions and tasks of the Office and prepares a response;

w) Submits proposals to the Vice-President of the University on the imposition of liability in the internal structure of the Office, staff, incentives or disciplinary (or other) misconduct;

x) Performs the duties of the Vice-President of the University within the scope of his/her competence;

y) Performs other tasks under the authority defined by the Regulation of the University, this Regulation, the resolutions of the Academic Council of the University and the legislation of Georgia.

3. The Head of the Quality Assurance Office is accountable to the Vice-President in the field of education, science and quality assurance.
4. In his absence, his authority is executed by one of the specialists of the Office.

## Article 6. Specialist of the University Quality Assurance Office

1. A specialist of the University Quality Assurance Office is appointed by the President of the University upon the recommendation of the Vice-President.
2. University Quality Assurance Office Specialist:
  - a) Collects and systematizes information for the purpose of systematic assessment of the quality of teaching and research activities at the University, as well as the professional development of its staff by the Quality Office;
  - b) Provides information to school quality assurance managers on legal acts related to quality assurance, regulations in the internal acts of the University, as well as changes made in them;
  - c) Receives and documents information, documentation related to educational programs, educational process and scientific activities from school quality assurance managers;
  - d) Receives information from the University structures regarding the implementation of the activity given in the University Action Plan;

- e) Requests information from the main educational units of the University, the library and auxiliary structural units on the issues within the competence of the Office, sorts and systematizes the received information;
  - f) Participates in the review of correspondence related to the functions and tasks of the Office, systematization of the requested information and preparation of a response on the instructions of the Head of the Office;
  - g) Plans and organizes meetings of the Head of the University Quality Assurance Office;
  - h) Performs certain tasks of the head of the office.
3. The specialist of the University Quality Assurance Office is accountable to the Head of the Office.

## Article 7. Conclusive Regulations

1. The regulation is valid from the moment of its approval by the Academic Council;
2. The regulation shall lose its validity if the new regulation is approved by the Academic Council.