

"Development and Improvement of the Internal Quality Assurance System at the University" - Survey Results

In order to identify ways to develop and improve the internal quality assurance system at the university, a survey was conducted among the faculty and staff of the university. A total of 210 respondents (37%) participated in the survey.

1. Level of Application of Quality Goals in the University:

- The majority of respondents (28.4%) stated that quality goals are being implemented.
- 19.3% noted that they are being applied, their validity is analyzed, and improved.
- This indicates that quality goals are being introduced and are functioning, but they need to be constantly improved.

Recommendation: Systematically analyze quality goals and improve them, taking into account the feedback from employees.

2. Awareness of Internal Quality Assurance Standards:

- 65.2% of respondents stated that they are fully familiar with the standards.
- 29% are partially familiar.
- This shows that the standards are well communicated to employees.

Recommendation: Constantly provide information about the standards to all employees, conduct training seminars.

3. Purpose of Introducing Internal Quality Assurance Standards:

- 54.8% of respondents believe that it is necessary to increase the competitiveness of the university.
- 27.1% - to increase the competitiveness of graduates in the labor market.

Conclusion: Internal quality standards are aimed at increasing the competitiveness of the university and its graduates.

Recommendation: Consider ways to effectively use standards to increase competitiveness.

4. Training in the Field of Education Quality:

- 34.3% of respondents stated that the faculty was trained.
- 27.6% - employees of working groups were trained.

Recommendation: Ensure training in the field of quality for all employees, especially managers.

5. Level of Internal Audit:

- 42.7% stated that it was conducted at the general university level.
- 32.1% - conducted in structural divisions.

Recommendation: Cover all departments to increase the effectiveness of the audit.

6. Relevance of Documents of the Internal Quality Assurance System:

- The majority of respondents stated that the documents are highly updated (62-66%).

Recommendation: Constantly update documents and maintain their relevance.

7. Monitoring the Quality of Education:

- 47.6% stated that monitoring is introduced with a set regularity.

Recommendation: Increase the effectiveness of monitoring, analyze the results and make decisions.

8. Frequency of Audits of the Education Quality Assurance System:

- 41.4% stated that it is held once a academic year.
- 38.6% - 2 times a academic year.

Recommendation: Increase the frequency and effectiveness of audits.

9. Changes in the Work of the University:

- 86.7% stated that the situation has improved.

Conclusion: Work on quality assurance at the university is giving good results.

10. Participation of Employers:

- 90% stated that employers participate in the design of educational programs.

Conclusion: Effective communication with employers has been established.

Overall conclusion: The survey results show that the internal quality assurance system is developing well at the university. However, a number of recommendations should be considered to further improve the system.

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