



Quality Assurance Service Report for the Year 2024

This report from the Quality Assurance Service reflects the results of implementing quality assurance mechanisms in 2024, based on which key achievements and areas for improvement have been identified. Significant steps have been taken recently within Tbilisi State University (TSU) as part of a monitoring process, to implement recommendations related to institutional, professional, and organizational strengthening.

During the reporting period, the implementation of quality assurance mechanisms at the university was conducted within the framework of the system's objectives, which primarily supported the achievement of the university's mission and goals. This was done through the introduction of national and international educational standards, with the university having defined quality standards, ensuring the assessment of compliance with these standards, and basing quality improvement on the results of these assessments.

It is also noteworthy that during the reporting period, a renewed quality assurance system was introduced, focused on meeting the needs and expectations of students and other relevant stakeholders. This updated system and mechanisms gave the university more opportunities to use mechanisms aimed at improvement, ensuring the satisfaction of students, staff, and other interested parties, and ensuring that the services offered meet their demands. The system ensures the assessment and development of the university's activities in all areas — educational programs, teaching and learning, services, resources, internationalization, research, management, contribution to societal development, and positioning in the educational space, which led to greater efforts not only in implementation procedures but also in the effectiveness of the outcomes.

This system is focused on reinforcing and improving achieved results, bringing institutional benefits, and directly supporting the university's goal of achieving sustainable success. The quality assurance mechanisms implemented at the university are vital tools for assessing the productivity and effectiveness of educational activities. The recommendations given within this framework help improve the quality of educational activities qualitatively.

The main result of the Quality Assurance Office, as the responsible body for quality management and assessment at the university, is reflected in the implementation of the recommendations. It is worth noting that, thanks to the proactive approach of the office, as well as the active involvement of stakeholders (students, staff, graduates, employers, and partner organizations) in the processes, the implementation of recommendations has significantly improved. Particularly commendable is the increase in the rate of implementation of systemic/significant

recommendations made by the office. This report provides many successful examples of positive outcomes from the implementation of these recommendations.

Moreover, the Quality Assurance Office aims to further increase the implementation rate of these recommendations, for which the introduction of automated process platforms is planned, and the office is working on an electronic system for monitoring the implementation of recommendations. The system will enable the Quality Assurance Office to oversee all key educational processes at the university and increase its effectiveness through the implementation of recommendations.

The success of the Quality Assurance Office and the high quality of the assessments conducted is evidenced by the positive outcomes of external evaluations conducted for the re-accreditation of educational programs — successfully passed accreditation processes — as well as the results of internal research, confirming both the effectiveness of quality assurance mechanisms and satisfaction with the office's activities. The efforts of the Quality Assurance Office are aimed at the continuous development of the skills and capabilities of the team responsible for quality assurance processes and mechanisms, to ensure that the system at the university is in line with international standards, and that the office's work is reliable, quality-focused, and efficient.

Recommendations Based on the Results of Using Quality Mechanisms in 2024:

Based on the analysis of the results of the use of quality mechanisms in 2024, the office has outlined recommendations in the following areas:

- Strengthening the practical components of educational programs and developing cooperation with existing employers, as well as finding new ones;
- Developing mechanisms for attracting international students;
- Revising and refining learning outcomes and developing curriculum maps for all programs in the university;
- Aligning the educational programs in Dentistry with the field's specific characteristics, including retraining staff and setting up the clinic;
- Conducting training for academic and invited staff regarding learning outcomes and curriculum maps;
- Implementing best practices for teaching and assessment by involving highly qualified foreign personnel in the implementation of programs;
- Improving feedback mechanisms in student assessments;
- Strengthening attention to the development of students' professional behavior and ethics, offering various training, seminars, and events focused on plagiarism awareness;
- Developing learning resources and offering intensive training and consultations for students and staff regarding international scientific databases and internal resources, as well as developing an electronic learning base;
- Reviewing university personnel management policies and developing assessment mechanisms;
- Strengthening the university's branding by updating and developing appropriate strategies and approaches;
- Analyzing the existing structure and structural units of the university to identify corrective measures for the further institutional and corporate development of the university and the consistent establishment of a quality culture;
- Improving the internal communication system;
- Increasing the role and resources of the structural unit responsible for services;
- Updating the content of the regulatory documents at the university.

Implementation of Recommendations by the Quality Assurance Office:

- Educational programs have been revised and the practical component has been strengthened.
- The annual internal report process for educational programs has been introduced.
- The procedure for reporting by structural units has been established.
- A guide for program implementers has been developed.
- Information meetings and training for program implementers have been held.
- Individual meetings with all structural units have been held.
- A feedback procedure has been developed and implemented.
- Several programs underwent re-accreditation, and a Russian-language Bachelor's degree program in Business Administration is being prepared for accreditation.
- A system for evaluating the academic and scientific productivity of academic staff has been introduced with the participation of the office and relevant structural units.
- Recommendations and opinions based on annual reports have been forwarded to the action plan monitoring group, which has processed and ensured the appropriate implementation/update of interventions in the action plan.
- Job descriptions for all structural unit staff have been updated, and new drafts of the structural unit regulations have been prepared.
- A new system for evaluating academic and scientific productivity of academic staff has been developed in collaboration with relevant structural units.
- A personnel management policy, compliant with international standards, was developed in coordination with the Human Resources Department and the Quality Assurance Office.
- The methodology for planning student contingents has been revised and updated, taking into account the key aspects of the quality concept in teaching and learning.
- The strategic planning methodology and monitoring mechanisms and tools for action plan implementation have been reviewed and updated.

Evaluation of Educational Programs and Teaching Quality

Through the mechanisms implemented by the Quality Assurance Office, the university has evaluated the quality of educational programs and teaching. Based on the results of the assessments, the Quality Assurance Office has analyzed the outcomes and compared them with previous years' results. The results show an improvement in both quantitative and qualitative indicators compared to previous years, especially in terms of the satisfaction of stakeholders (students, staff, graduates). A survey conducted at the end of the 2023-2024 academic year indicates a high level of satisfaction with the quality of education at the university.

Student Assessment System

Regarding the student assessment system, the survey results indicate that no significant issues have been identified with the transparency or fairness of the assessment criteria and methods. Students are well informed about the current assessment system, and they find the methods and criteria clear, fair, and aligned with the content of the educational program or course. According to the student surveys, the university's academic and invited staff are always ready to provide individual consultations, and students have the opportunity to receive proper guidance for their Bachelor's thesis work.

Institutional and Organizational Development Assessment

The Quality Assurance Office has used various mechanisms to evaluate the institutional and organizational development at the university, including assessing:

- International cooperation and internationalization;
- Services;
- Material, library, informational, and financial resources;
- Effectiveness of university management.

Conclusion

The university's quality assurance system continues to be a key factor in its institutional success and aims for the sustainable development of the university. The Quality Assurance Office will continue to focus on improving processes, increasing efficiency, and ensuring that the needs of students and other stakeholders are met. The office will work actively to meet these goals and strengthen its role in supporting the university's continuous development.