

**INTERNATIONAL EUROPEAN UNIVERSITY
DEPARTMENT OF EDUCATIONAL QUALITY ASSURANCE**

Rector

January 7, 2025



Oleh PADALKA

**GENERAL PLAN
MONITORING PROCEDURES IN THE FIELD OF INTERNAL QUALITY ASSURANCE
for the 2nd semester of the 2024/2025 academic year
(Kyiv campus and Temporary campus in the Republic of Malta of the International European University)**

| № | List and description of measures and tasks | Deadline |
|----------|---|-------------------------|
| 1 | Analysis of semester academic performance of bachelor's and master's degree students of educational and research institutes, summary of results, conclusions, and recommendations; presentation at the Academic Council and publication on the University website | January – February 2025 |
| 2 | Conducting a student survey: “Ensuring academic integrity at the International European University” | February – March 2025 |
| 3 | Processing survey results on academic integrity, forming conclusions and recommendations; presentation at the Academic Council and publication on the University website | |
| 4 | Internal audit using checklists “A. Educational Programs” and “E. Departments, Directorate, Institute” – for the Department of Tourism and Social-Humanitarian Disciplines and the “Tourism” educational program | March 2025 |
| 5 | Student survey: “Quality of services at the International European University” | March – April 2025 |
| 6 | Processing survey results on service quality, forming conclusions and recommendations; presentation at the Academic Council and publication on the University website | |
| 7 | Internal audit using checklist “E. Departments, Directorate, Institute” – for the Directorate of the Educational and Scientific Institute “European Business School” | April 2025 |
| 8 | Survey of external stakeholders and employers | April – May 2025 |
| 9 | Processing results from stakeholder and employer surveys, forming conclusions and recommendations; presentation at the Academic Council and publication on the University website | |

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| 10 | Student survey: "Assessment of instructors' teaching mastery" | May – June 2025 |
| 11 | Processing survey results on teaching mastery, forming conclusions and recommendations; presentation at the Academic Council and publication on the University website | |
| 12 | Ranking of academic staff, departments, and institutes | May – June 2025 |
| 13 | Analysis of ranking results of academic staff, departments, and institutes; forming conclusions and recommendations; publication on the University website and presentation at the Academic Council and publication on the University website | |
| 14 | Ranking of students of educational-research institutes | May – June 2025 |
| 15 | Internal audit using checklists "A. Educational Programs" and "B. Syllabi" for multiple programs including Medicine, Management, Marketing, etc. | June 2025 |
| 16 | Annual academic performance analysis of bachelor's and master's students, summarization of results, conclusions, and recommendations; presentation at the Academic Council and publication on the University website | June 2025 |
| 17 | Survey of practice base supervisors of the International European University | June – July 2025 |
| 18 | Processing results from surveys of practice base supervisors, forming conclusions and recommendations; presentation at the Academic Council and publication on the University website | |
| 19 | Survey of patients involved in practical training under the "Medicine" program | June – July 2025 |
| 20 | Processing patient survey results, forming conclusions and recommendations; presentation at the Academic Council and publication on the University website | |
| 21 | Student survey on satisfaction with courses taught under educational programs | At the end of each course |
| 22 | Processing results of course satisfaction surveys; forming conclusions and recommendations; presentation at the Academic Council and publication on the University website | No later than two weeks after course completion |
| 23 | Student survey on appeal procedures for assessment results | Open throughout the academic year |
| 24 | Processing results from appeal-related surveys; forming conclusions and recommendations | No later than two weeks after results are received |
| 25 | Student survey on feedback from academic staff | Open throughout the academic year |
| 26 | Processing feedback survey results; forming conclusions and recommendations | No later than two weeks after results are received |
| 27 | Student survey on sufficiency of learning resources | Open throughout the academic year |

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| 28 | Processing resource adequacy survey results; forming conclusions and recommendations | No later than two weeks after results are received |
| 29 | Student survey on the quality of the educational process under educational programs | Quarterly |
| 30 | Processing results of educational quality surveys; forming conclusions and recommendations; presentation at the Academic Council and publication on the University website | No later than two weeks after results are received |
| 31 | Survey of academic and administrative staff on adequacy of physical and digital resources | Quarterly |
| 32 | Processing resource adequacy survey results; forming conclusions and recommendations | No later than two weeks after results are received |
| 33 | Survey of academic and administrative staff on work-life balance | Quarterly |
| 34 | Processing work-life balance survey results; forming conclusions and recommendations | No later than two weeks after results are received |
| 35 | Surveys among educational process participants on awareness of introduced recommendations, regulations, and policies | Throughout the academic semester |
| 36 | Conducting focus groups with internal and external stakeholders regarding the quality of educational activities at IEU | Throughout the academic semester |
| 37 | Reviewing Regulations for conducting internal quality audits of education, Procedure for conducting surveys of participants of educational process at the International European University based on legislative changes, accreditation requirements and following results of internal evaluations | Annually in April |
| 39 | Implementation of the new versions of the Regulations for conducting internal quality audits of education, Procedure for conducting surveys of participants of educational process at the International European University | Annually in May-June |

**DIRECTOR OF THE
DEPARTMENT OF EDUCATION QUALITY ASSURANCE**



Anzhelika DROZDOVA