

DEMOCRITUS UNIVERSITY OF THRACE  
QUALITY ASSURANCE UNIT



IQAS-DUTH PROCEDURE  
D-4.1 INTERNAL EVALUATION



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## 1 PURPOSE

The purpose of the procedure is to describe the manner in which internal evaluations at the Institution are planned and conducted, in order to determine the level of compliance with and effective implementation of the Internal Quality Assurance System in the educational, research and operational work of DUTH.

## 2 IMPLEMENTATION STEPS

### 2.1 Establishment of a register of internal evaluators

To implement the internal evaluation procedure, a register of internal evaluators of the Institution is established. The register of internal evaluators includes all faculty members of the Internal Evaluation Groups (IEGs) of the Academic Departments and the faculty members of the Quality Assurance Committee of QAU-DUTH. The register of internal evaluators is updated annually.

### 2.2 Planning and preparation of evaluations

RESPONSIBLE: QAU-DUTH

RECORDS: E.4.1-01

DESCRIPTION:

QAU-DUTH is responsible for planning internal evaluations on the basis of the status of each unit of the Institution, as well as the results of previous evaluations.

The evaluation schedule for each year is decided at a QAU-DUTH meeting and recorded in Form E.4.1-01. All units of the Institution are evaluated at least once per year. Exceptional evaluations may be conducted at the discretion of QAU-DUTH and the Management.

The heads of the units under evaluation and the respective IEGs are notified at least 15 days prior to the evaluation of their Department.

In each unit, all of its procedures and activities are audited.

The evaluator is selected from QAU-DUTH's register of evaluators so as to have the appropriate training and be independent from the Study Programme he or she will evaluate.

The evaluator reviews the Procedures and the controlled documents of the Internal Quality Assurance System that apply to the activity under evaluation.

QAU requests from DUTH's Directorate of Networks, Telecommunications and Computing Infrastructure a maintenance certificate for DUTH's webpages hosted on the Institution's infrastructure, in order for the relevant form (E-4.1-07) to be completed accordingly.

In accordance with the above, IEG members prepare the relevant material pertaining to the Study Programme under evaluation. At a minimum, the following are collected and submitted: a Report on the quality data produced by QAU's Information System supplemented by their relevant commentary, a Report on the evaluation of teaching performance (E.5.6-02) and a Report on students' complaints and objections (E.5.3-02) compiled by the Student Affairs Committee, as well as any other information/material that may be required in the context of the procedure provided that relevant timely notification has been given, prior to the scheduled date.

## **2.3 Conduct of evaluations**

### **2.3.1 Conduct of evaluations of Study Programmes and other entities – Recording of results**

RESPONSIBLE: QAU, Departments, Internal evaluators

RECORDS: E-4.1-02, E-4.1-03, E-4.1-06, E-4.1-07

DESCRIPTION:

During the meeting of the evaluator with the Department's IEG members, the Findings Report (E.4.1-02), the internal evaluation questionnaire (E.4.1-03) and the accompanying report on the Study Program's webpage (E-4.1-07) are completed. In the case of TLLC the evaluator meets with the TLLC official in charge of internal evaluation and completes the Findings Report (E.4.1-02) and the internal evaluation questionnaire (E.4.1-03). The evaluator's findings and observations, positive and negative, may relate to (indicatively):

#### **a. Study Programme evaluation**

- Students' performance
- Results of surveys of students, teaching staff, alumni
- Graduation data
- Evaluation of infrastructure operation/learning environment

- Evaluation data from stakeholders (e.g. Internship providers)
  - Data from graduate employment/absorption studies
  - SPS' webpage
- b. Evaluation of other services (TLLC etc.)
- Quality data associated with the service

The findings and observations must be objective and independent of the evaluators' personal opinions.

### 2.3.2. Conduct of evaluation of IQAS-DUTH

RESPONSIBLE: QAU, Internal evaluators

RECORDS: IQAS process reports

DESCRIPTION:

The IQAS-DUTH evaluation is conducted by QAU-DUTH members who are assigned to the internal evaluation of one or more IQAS processes. The evaluator, during the conduct of the evaluation of each process, completes the respective report for the process under review and records findings and proposed corrective actions in a distinct section. The evaluator's findings and observations, positive and negative, may relate to (indicatively):

Evaluation of the IQAS:

- the overview of the activity under evaluation,
- the degree of implementation of the Processes,
- the effectiveness / efficiency of the Processes,
- the personnel's knowledge of the Procedures,
- the collection of quality data,
- the goal-setting,
- points for improvement,
- non-conformities (as to Processes or the policy of the Institution or any other controlled document).

## 2.4 Remediation of negative findings – Corrective actions

RESPONSIBLE: QAU, Departments, Internal evaluators

RECORD: E.4.1-02, E.4.1-03

DESCRIPTION:

For each negative finding (non-conformity) the internal evaluator agrees with the respective IEG on:

- the required correction,
- the corrective action to address the root cause of the Non-Conformity,
- the person responsible for implementation,
- the completion deadline

and together they formulate the action plan (E.4.1-04).

## **2.5 Report to the Management**

RESPONSIBLE: QAU-DUTH, Senate

RECORDS:

DESCRIPTION:

QAU-DUTH informs DUTH's Management of the results of the internal evaluations during the annual Management review or exceptionally if required.

## **3 SCHEDULE**

All DUTH units implementing the IQAS-DUTH are evaluated by QAU-DUTH at least once per year.

## **4 RELATED DOCUMENTS**

## 5 DOCUMENTATION - RECORDS

CODE	TITLE	DIGITAL RECORD	RETENTION PERIOD	RESPONSIBLE FOR MAINTENANCE
E.4.1-01	Internal Evaluations Schedule	✓	5 years	QAU-DUTH
E.4.1-02	Findings Report	✓	indefinitely	QAU-DUTH
E.4.1-03	SP evaluation questionnaire	✓	indefinitely	QAU-DUTH
E.4.1-04	Action plan	✓	indefinitely	QAU-DUTH
E.4.1-05	IQAS evaluation questionnaire	✓	indefinitely	QAU-DUTH
E.4.1-06	TLLC evaluation questionnaire	✓	indefinitely	QAU-DUTH
E.4.1-07	SP's webpage accompanying report	✓	indefinitely	QAU-DUTH
----	IQAS process reports records	✓	indefinitely	QAU-DUTH

## 6 RESPONSIBILITIES

6.1 QAU is responsible for drafting and reviewing the present procedure.

## 7 DEFINITIONS

The present applies to the evaluation of compliance of DUTH's operational units and academic units' study programmes with the requirements of the IQAS-DUTH.

## 8 WORK INSTRUCTIONS

9 FLOWCHART

