

DEMOCRITUS UNIVERSITY OF THRACE
QUALITY ASSURANCE UNIT

IQAS PROCESS

P.4 INTERNAL EVALUATION



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1 SCOPE OF THE PROCESS

1.1 The scope of the process is:

- the evaluation and monitoring of the implementation of the Internal Quality Assurance System of Democritus University of Thrace
- informing DUTH's Management on the progress of the IQAS and the Institution's operation.
- taking corrective action to rectify the discrepancies and avoid similar deviances in the future.

1.2 The process evaluates whether, and to what extent, the academic and administrative units comply with the requirements of the Internal Quality Assurance System (IQAS). Any errors or omissions are identified, Management is informed, and the necessary corrective actions are initiated to ensure the achievement of the established objectives and the continuous improvement of the quality of the services provided by DUTH. At the same time, the applicability and effectiveness of the IQAS documentation and information systems are assessed to ensure that they consistently reflect the actual operating conditions.

2 PROCESS INPUT DATA

Input data are considered to be indicative information and results of procedures such as:

- The Quality Policy of Democritus University of Thrace.
- Annual quality data
- Annual academic units' reports on:
 - Student Performance.
 - Student/faculty evaluation questionnaires.
 - Complaints
- DUTH's Management decisions.
- DUTH's evaluation according to international systems (ranking).

AUDITED DOCUMENT

- Annual reports of the Student's Ombudsman and the Gender Equality and Anti-Discrimination Committee
- HAHE findings and recommendations, which resulted from the IQAS evaluations and from the accreditations of the SP of the academic units of Democritus University of Thrace,

and other related aspects, as specified and dynamically elaborated by decision of the Senate, following a QAU recommendation.

3 PROCESS OUTPUT DATA

- Internal evaluation findings per procedure.
- Minutes of reviews by the Management.
- QUA internal evaluation reports to the Institution's Management.
- Corrective actions
- Improvement recommendations.

4 PROCESS PROCEDURES

[Procedure D.4.1: Internal Evaluation](#)

[Procedure D.4.2: Management Review](#)

[Procedure D.4.3: Corrective Actions](#)

5 PROCESS PERFORMANCE INDICATORS

- Number of corrective actions resulting from internal evaluations.
- Number of proactive actions resulting from internal evaluations.
- Number of improvement recommendations.

6 PROCESS MONITORING METHODS

- Through scheduled internal evaluations conducted by the QAU.
- Through analysis of the process's performance indicators.
- By presentation of the internal evaluation results to the QUA and the Institutions Management.

7 PROCESS IMPROVEMENT ACTIONS

- Actions regarding the improvement of the performance of IQAS processes.
- Actions regarding the implementation of corrective and preventive activities.
- Institutional strategy feedback and potential improvements.
- Institutional quality policy feedback and potential improvements.
- Feedback on the quality of SP, with potential improvement recommendations.
- Feedback on the quality of administrative units, with potential improvement recommendations.