



NATIONAL EDUCATIONAL UNIVERSITY

E-learning quality management mechanisms



Article 1. General Provisions

1.1. This document describes the quality management mechanisms used in the e-learning period of the “NEU - National Educational University” (hereinafter referred to as the “University”), which were developed by the University for the purpose of continuous and effective implementation of the educational process;

1.2. The quality management system at the University is designed to systematically ensure and evaluate quality. Thus, e-learning teaching processes at the University are one of the important processes of the internal quality management system.

Article 2. E-learning/teaching processes

2.1 The goal of the e-learning/teaching process at the University is to take care of the quality development of all ongoing processes related to e-learning, which includes:

- Support from the University for students who do not have appropriate resources and equipment (computer, Internet access, etc.) to fully participate in the educational process;
- Providing training and video instructions for the smooth use of electronic platforms in order to inform students, academic and invited personnel about the use of the electronic platform;
- Determining appropriate teaching methods and relevant student assessment methods for the training courses;
- E-learning assessment.

Article 3. E-learning quality assessment

3.1. The purpose of e-learning quality assessment is to receive feedback from those involved in it. The Quality Management Service conducts a survey of the program implementation personnel using a specially developed questionnaire. (Lecturer's E-learning Quality Assessment Questionnaire - Appendix N1). The survey evaluates the course of lectures; technical support of lectures; the degree of achievement of learning outcomes specified in the training course; the degree of interaction; support from the university administration. As a result of the survey, the results are processed, recommendations are developed and the developed recommendations are forwarded to the administrative units for the purpose of improving quality;

3.2. In order to assess the progress of the e-learning process, the Quality Management Service also conducts a survey of students using a specially developed questionnaire (Students' E-Learning Quality Assessment

Questionnaire - Appendix N2) to determine how satisfied they are with the implementation of the learning process in electronic mode. The survey evaluates the course of lectures, technical support for lectures, the degree of achievement of learning outcomes defined by the course, the degree of interaction, and support from the university administration. As a result of the survey, the results are processed, recommendations are developed and the developed recommendations are forwarded to the administrative units for the purpose of improving quality;

3.3. In order to assess the progress of the e-learning process, the Quality Management Service, together with the program director, also evaluates lectures using a pre-developed questionnaire (e-learning/lecture evaluation questionnaire by the Quality Management Service and the program director - Appendix N3). The survey evaluates: lecturers' presentation skills and information delivery techniques, whether the lecture is in accordance with the syllabus, whether the lecture is interactive, whether the lecturer ensures maximum student engagement, whether the lecturer uses PowerPoint or PPT presentations during the lecture, whether students are provided with mandatory literature, whether adequate survey forms are used for online learning, and to what extent the lecturer is able to objectively assess students. The results are processed as a result of the survey. Recommendations are developed and the developed recommendations are introduced to lecturers.

Article 4. Analysis of the quality assessment of e-learning

4.1. The Quality Management Service shall provide an analysis of the results of the evaluation of e-learning. As a result of the evaluation, the Quality Management Service, together with the structural units of the University, shall develop recommendations and present them to all interested parties in order to improve the quality of e-learning.

Article 5. Final Provisions

5.1. This Regulation is approved by the University Senate;

5.2. This Regulation of the University shall enter into force upon signing;

5.3. The adoption, cancellation, amendment and addition of the Regulation shall be carried out by the Senate;

5.4. This Regulation shall cease to be valid in the event of the approval of a new Regulation.

The university is conducting a survey to better organize the e-learning process and to ensure that the processes run smoothly in the future. Your involvement and recommendations are valuable.

Thank you for your contribution to the e-learning process!

1. Please rate the lecture/seminar on a five-point scale (five being the highest score).

5 4 3 2 1

Note:-----

2. Please rate the extent to which you achieved the learning objectives and outcomes of the lecture/seminar on a five-point scale (five being the highest score).

5 4 3 2 1

Note -----

3. Were the online lectures interactive?

Yes No

Note -----

4. Did you manage to maximize student engagement during the lecture/seminar?

Yes No

Note -----

5. Did you use adequate survey forms and assessment methods for online learning?

Yes No

Note -----

6. Please rate on a five-point scale (five being the highest) how objectively you assessed the students.

5 4 3 2 1

Note -----

7. Were there any technical difficulties during the lectures/seminars?

Yes No

Note -----

8. Please rate on a five-point scale (five being the highest) the support provided by the university administration for better conducting online meetings.

5 4 3 2 1

Note -----

9. Did the university provide training to lecturers on the use of learning platforms?

Yes No

Note -----

Please share with us what you would like to change or improve in the e-learning process.

Quality Management Service

Wish you success!

Student's E-Learning Quality Assessment Questionnaire - Appendix N2

The university is conducting a survey to better organize the e-learning process and to conduct the processes without any shortcomings in the future. Your involvement and recommendations are valuable.

Thank you for your contribution to the e-learning processes!

1. Please, evaluate the course of the lecture/seminars using a five-point system (five is the highest rating).

5 4 3 2 1

Note:-----

2. Please, evaluate the extent to which you achieved the learning goals and results within the lecture/seminars using a five-point system (five is the highest rating).

5 4 3 2 1

Note -----

3. Please rate the lecturers' presentation skills during online lectures on a five-point scale (five being the highest).

5 4 3 2 1

Note -----

4. Were the online lectures interactive?

Yes No

Note -----

5. Did the lecturers provide students with required literature and study materials?

Yes No

Note -----

6. Were there any technical difficulties during the lectures/seminars?

Yes No

Note -----

7. Please rate the university administration's support for better online meetings on a five-point scale (five being the highest).

5 4 3 2 1

Note -----

8. Did you have support from the university to create the necessary conditions for you (Internet access, computer) to attend online lectures?

Yes No

Note -----

Please share with us what you would like to change or improve in the e-learning process.

Quality Management Service

Wishing you success!

**Questionnaire for the evaluation of e-learning/lectures by the Quality Management Service and the Program
Manager - Appendix N3**

1. Please, using a five-point system (five is the highest rating), evaluate the lecturer's presentation skills and information delivery techniques.

5 4 3 2 1

Note:-----

2. Did the lecturer introduce the students to the requirements of the syllabus and the evaluation system during the first lecture?

Yes No

Note -----

3. Did the lecturer use PowerPoint or PPT presentation during the lecture?

Yes No

Note -----

4. Was the lecture interactive?

Yes No

Note -----

5. Did the lecturer manage to maximize student engagement?

Yes No

6. Did the lecturer provide students with required literature and study materials?

Yes No

Note -----

7. Did the lecturer use adequate survey forms and assessment methods for online teaching?

Yes No

Note -----

8. Please rate on a five-point scale (five being the highest grade) how objectively the lecturer assessed the student.

5 4 3 2 1

Note -----