

Free Academy of Tbilisi



E-learning Quality Management Mechanisms



## **Article 1. General provisions**

**1.1.** This document describes the quality management mechanisms of e-learning in the Free Academy of Tbilisi (hereinafter referred to as "the Academy"), which were developed by the Academy for the continuous and effective implementation of the educational process.

**1.2.** The quality management system in the academy is designed to systematically ensure and evaluate quality. Thus, e-learning teaching/learning processes in the academy is one of the important processes of the internal quality management system.

## **Article 2. Electronic learning/teaching processes**

**2.1** The goal of the e-learning/teaching process in the academy is to take care of the quality development of all processes related to e-learning, which include:

- Academy support for those students who do not have adequate resources and equipment (computer, access to the Internet, etc.) to fully be engaged in the learning process;
- In order to inform students, academic and invited staff about the use of the electronic platform, to provide training and video instructions for the smooth use of electronic platforms;
- Determination of appropriate teaching methods and relevant student assessment methods for training courses;
- Evaluation of e-learning.

## **Article 3. E-learning quality evaluation**

**3.1.** The purpose of evaluating the quality of e-learning is to receive feedback from those involved in it. The quality management service conducts a survey of the program implementation staff through a specially developed questionnaire (Questionnaire for evaluation e-learning quality by the lecturer - Appendix N1). As a result of the survey are evaluated - the course of the lectures; technical provision of lectures; the degree of achievement of learning outcomes determined by the study course; quality of interaction; Support from the Academy administration. As a result of the survey, the results are processed, recommendations are developed and the developed recommendations are sent to administrative units for the purpose of quality improvement.



**3.2.** In order to evaluate the progress of the e-learning process, the quality management service also conducts a survey of students through a specially designed questionnaire (the questionnaire for evaluating the quality of e-learning by the student - Appendix N2) to determine how satisfied they are with the implementation of the learning process in electronic mode. As a result of the survey, the course of the lectures, the technical support of the lectures, the degree of achievement of the learning outcomes determined by the training course, the degree of interaction, and the support from the academy's administration are evaluated. As a result of the survey, the results are processed, recommendations are developed and the developed recommendations are sent to the administrative units for the purpose of quality improvement.

**3.3.** In order to evaluate the progress of the e-learning process, the quality management service together with the head of a program also evaluates the lectures through a pre-developed questionnaire (e-learning/lecture evaluation questionnaire by the quality management service and the head of a program - Appendix N3). As a result of the survey, the following are evaluated: the 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 the maximum involvement of students, whether the lecturer uses PowerPoint or PPT presentation during the lecture, whether they provide students with mandatory literature, whether they use adequate assessment forms for online education, how much the lecturer is able to objectively evaluate the student. As a result of the survey, the results are processed. Development of recommendations and presentation of developed recommendations to lecturers.

#### **Article 4. Analysis of e-learning quality assessment**

**4.1.** Quality management service provides analysis of e-learning evaluation results. As a result of the evaluation, the quality management service together with the structural units of the Academy will develop recommendations and inform all interested parties in order to improve the quality of e-learning.

#### **Article 5. Final Provisions**

**5.1.** The present document is developed and approved by the Senate;

**5.2.** Amendments and additions are made in accordance with the legislation and the regulations in force in the Academy.



## Questionnaire for e-learning quality assessment by the lecturer - Appendix N1

Tbilisi Free Academy is conducting a survey for better organization of the electronic education process and for future processes to be carried out without flaws. Your involvement and recommendations are valued.

Thank you for your contribution to e-learning processes!

1. Please rate the course of lectures/seminars on a five-point scale (five being the highest grade).

5      4      3      2      1

Note: -----

2. Please use a five-point system (five is the highest grade) to evaluate how far you have achieved the learning goals and outcomes within the lecture/seminars.

5      4      3      2      1

Note -----

3. Were the online lectures interactive?

yes                      no

Note -----

4. Were you able to maximize student engagement during lectures/seminars?

yes                      no

Note -----

5. Have you used appropriate testing forms and assessment methods for online learning?

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Note -----



6. Please use a five-point system (five being the highest grade) to rate how objectively you assessed the students.

5    4    3    2    1

Note -----

7. Were there any type of technical obstruction during the lectures/seminars?

yes                      no

Note -----

8. Please use a five-point system (five is the highest rating) to evaluate the support from the Academy's administration for better management of online meetings.

5    4    3    2    1

Note -----

9. Did the academy 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.

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Quality Management Service

Good luck!



## Questionnaire for evaluating the quality of e-learning by the student - Appendix N2

Tbilisi Free Academy is conducting a survey for better organization of the electronic education process and for future processes to be carried out without flaws. Your involvement and recommendations are valued.

Thank you for your contribution to e-learning processes!

1. Please rate the course of lectures/seminars on a five-point scale (five being the highest grade).

5      4      3      2      1

Note: -----

2. Please use a five-point system (five is the highest grade) to evaluate how far you have achieved the learning goals and outcomes within the lecture/seminars.

5      4      3      2      1

Note: -----

3. Please use a five-point system (five is the highest grade) to rate the lecturers' presentation skills during online lectures.

5      4      3      2      1

Note: -----

4. Were the online lectures interactive?

yes              no

Note: -----

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

yes              no

Note: -----

6. Were there any type of technical glitches during the lectures/seminars?

yes                    no

Note: -----

7. Please use a five-point system (five is the highest rating) to evaluate the support from the Academy's administration for better management of online meetings.

5    4    3    2    1

Note: -----

8. Did you have support from the academy to create the necessary conditions (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.

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Quality Management Service

Good luck!



**Evaluation questionnaire of e-learning/lectures by the head of the quality management service and the head of the program - Appendix N3**

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

5      4      3      2      1

Note: -----

2. Did the lecturer inform the students about the syllabus requirements and evaluation system in the first lecture.

yes                      no

Note: -----

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

yes                      no

Note: -----

4. Was the lecture interactive?

yes                      no

Note: -----

5. Was the lecturer able to maximize student engagement?

yes                      no

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

yes                      no





Note: -----

7. Did the lecturer use appropriate survey forms and assessment methods for online learning?  
yes                      no

Note: -----

8. Please use a five-point system (five is the highest grade) to evaluate how objectively the lecturer evaluated the student.

5    4    3    2    1

Note: -----