# NEU

## 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 those 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, to what extent the lecturer is able to objectively assess the student. The results of the survey are processed. Recommendations are developed and the developed recommendations are introduced to the lecturers.

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

4.1. The Quality Management Service shall provide analysis of the results of the e-learning evaluation. 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 comes into force immediately after signing;

5.3. The adoption, cancellation, amendments and additions to the Regulation are carried out by the Senate;

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

**Questionnaire for the assessment of the quality of electronic learning by a lecturer - Appendix N1**

The University is conducting a survey to better organize the electronic learning process and ensure the smooth running of the processes in the future. Your involvement and recommendations are valuable.

Thank you for your contribution to the electronic learning processes!

1. Please evaluate the course of the lecture/seminar on a five-point system (five is the highest grade).

5 4 3 2 1

Note:-------------------------------------------------------------------------------------------------

2. Please rate on a five-point scale (five being the highest) how well you achieved the learning objectives and outcomes of the lectures/seminars.

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 lectures/seminars?

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 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

Wishing you success!

The University is conducting a survey to better organize the e-learning process and 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 course of the lecture/seminar on a five-point scale (five is the highest score).

5 4 3 2 1

Note:----------------------------------------------------------------------------------

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

5 4 3 2 1

Note ----------------------------------------------------------------------------------

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

5 4 3 2 1

Note -------------------------------------------------------------------------------------

4. Were the online lectures interactive?

Yes No

Note -------------------------------------------------------------------------------------

5. Did the lecturers provide the students with the 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 support from the university administration on a five-point scale (five being the highest rating) for better conducting of online meetings.

5 4 3 2 1

Note --------------------------------------------------------------------------------------------

8. Did you have support from the university in creating the necessary conditions (Internet access, computer) for you 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

We wish you success!

1. Please rate the lecturer's presentation skills and information delivery techniques on a five-point scale (five being the highest rating).

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 presentations during the lecture chats?

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 learning materials.

Yes No

Note ----------------------------------------------------------------------------------------

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

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 ----------------------------------------------------------------------------------------

Quality Management Service

We wish you success!