



National Center For Professional
Education Quality Assurance
Foundation

ACCREDITATION COMMITTEE

ANQA-2021/56

DECREE N 56

24 July 2021

ON ACCREDITATION OF INSTITUTIONAL CAPACITIES OF YEREVAN GLADZOR UNIVERSITY

General Information about the Institution

Full name of the Institution:	Yerevan Gladzor University / YGU/
Official Address:	7/1 Grigor Lusavorich St., Yerevan 0015, Republic of Armenia
Previous Accreditation decision and date:	Institutional accreditation for 4 years (21.03.2015-21.03.2019)

Guided by the regulation on the “State Accreditation of RA Education Institutions and their Academic Programs” approved by the RA Government Decree N 978-N as of 30 June 2011; by the RA Government Decree N 959-N as of 30 June 2011 on the “Approval of RA Standards for Professional Education Accreditation”; by the procedure on the “Formation and Functioning of the Accreditation Committee of the ‘National Center for Professional Education Quality Assurance’ Foundation (hereinafter referred to as ANQA)” as well as by the regulation on the “Formation of the Expert Panel of ANQA”, the ANQA Accreditation Committee (hereinafter referred to as the Committee) discussed the issue of accreditation of institutional capacities of Yerevan Gladzor University (hereinafter referred to as YGU or University) in the session of the Accreditation Committee held on 24 July 2021.

The main phases of the accreditation process were carried out within the following periods:

Submission of application:	20 March 2019
Submission of revised self-evaluation:	3 March 2020
Site-visit by the expert panel:	14-17 December 2020
Submission of expert panel report:	19 March 2021
Submission of action plan on the elimination of shortcomings:	30 April 2021

The expertise of Yerevan Gladzor University was carried out by an independent expert panel formed in compliance with the requirements set by the regulation on the “Formation of the Expert Panel of the ANQA”. The evaluation was carried out according to the 10 criteria of institutional accreditation approved by the RA Government Decree N 959-N as of 30 June 2011.

In the previous accreditation processes (in 2017), the Academy formed a time-schedule of the action plan on the elimination of shortcomings mentioned in the previous accreditation expert panel report, and in 2017-2019 the Academy had a progress in almost all fields of its activity.

Among 10 criteria of the institutional accreditation “**Governance and Administration**”, “**Research and Development**”, “**External Relations and Internationalization**” and “**Internal Quality Assurance System**” were evaluated as unsatisfactory.

Having examined YGU’s self-evaluation, remarks and suggestions on the draft report of the expert panel, the expert panel report, the action plan on the elimination of shortcomings mentioned in the expert panel report, the HEI’s reference letter on the works carried, having heard the conclusions on the expert panel evaluation made by the three members selected by the Chairman of the Accreditation Committee and were formed as a result of the meetings with the expert panel members and YGU’s representatives; as well the comments and suggestions made by the Accreditation Committee members, the Committee stated the following:

YGU underwent an institutional accreditation process in 2015 and taking into account the recommendations received within the process, developed an action plan for improvement. The University has made enhancement-led changes in a number of fields.

1. The University mainly ensures credible award of qualifications.

After the previous accreditation, outcome-based academic programmes have been revised and developed. Direct contact with employers has contributed to the improvement of the academic programmes. Some monitoring and discussions with stakeholders are carried out for the improvement of the academic programmes. Steps have been taken to align the assessment methods with the outcomes. Guidelines for the organization and defense of graduation papers have been developed and introduced.

The TLI is mainly provided with teaching staff having relevant professional qualities, scientific title and degree, endowed with practical skills — though most of the professors and lecturers are adjunct or work on an hourly basis.

There are procedures for selection and formation of the teaching staff, but in many cases personal approaches decisive factors. There are also some mechanisms for identifying the needs of the lecturers.

The steps towards the improvement of the material-technical base are noticeable at the University. The technical equipment of the classrooms and laboratories, the readiness to acquire material

resources, the possibilities of neutralizing financial risks speak about the improvement of the educational environment.

2. Governance and quality assurance systems mainly support the improvement of credibility of qualifications awarding

YGU's mission, goals and problems reflect to some extent the needs of internal and external stakeholders. The governance system, despite the existence of many documents and the regulations included in them, has not yet been sufficiently institutionalized.

The TLI is mainly governed by intuitive approaches. The participatory governance system is not functioning properly.

The TLI attaches importance to the improvement of quality assurance system and makes efforts for that purpose, but it is still at the stage of development. Coordinated mechanisms of quality assurance still have a weak impact on decision-making. The TLI's policies and procedures have not yet been evaluated, and changes are mainly made depending on the situation.

3. The internationalization and research/creative activity have trends for development

The TLI's research ambitions have not been clarified yet, and no directed efforts are observed in this direction. There are some lecturers who have high scientific activity, but there are fundamental problems in terms of institutional approaches and coordination. There are plans for introduction of internal research grants and organization of some seminars. However that is not sufficient yet. YGU has not any policy on the link between research and learning processes. The scientific sessions organized by the YGU are important, but they are inter-university, and do not create opportunities for the internationalization of students' work.

In external relations, the establishment of ties with local organizations are priority. That is carried out effectively and promotes the credible award of qualifications. Internationalization is still in its infancy, but some work is already being done in that direction, a corresponding department has been created.

YGU has an accountability policy for internal and external stakeholders. Mechanisms for accessibility of academic processes and procedures are used as well. The HEI provides recommendation services to the society.

4. There are shortcomings that do not have significant impact in terms of credible award of qualifications. Respective bases for improvement have been established.

5. The action plan for the elimination of shortcomings mentioned in the expert panel report is mainly realistic. It reflects the correct perception of the problems, the implementation of which will lead to qualitative changes.

Taking into consideration the above mentioned, as a result of an open voting, the Accreditation Committee:

DECIDED

1. **To award accreditation to Yerevan Gladzor University for 4 /four/ years.**
2. After the publication of the decision on accreditation award, to submit the revised action plan for the elimination of shortcomings mentioned in the expert panel report and respective time-schedule to ANQA within two months taking into account the need to give urgent solutions to the problems existing in the fields of **“Governance and Administration”**, **“Research and Development”**, **“External Relations and Internationalization”** and **“Internal Quality Assurance System”**.
3. To pay special attention to:
 - the improvement of the effective result-based management system, involvement of external stakeholders in the improvement processes,
 - the decision-making based on analysis, clear quantitative-qualitative data, and conduct of reports;
 - full regulation and use of mechanisms for lecturers’ evaluation, improvement, training and incentive processes;
 - the provision of general and sustainable teaching and supporting staff;
 - the identification of research priorities, formation of strategies;
 - the reinforcement of the link between learning and research;
 - the increase of quality assurance processes’ impact on the activity of the University;
 - the involvement of internal and external stakeholders in quality assurance processes.
4. To organize internal audit of academic programs provided by YGU by ensuring the involvement of external experts.
5. In accordance with the requirements set by the Clause 12 of the regulation on the “State Accreditation of RA Education Institutions and their Academic Programs”, every 6 /six/ months to submit a written report to the ANQA on the results of carried out activities by ensuring the evaluation of improvement of the University’s activity, innovations and achievements.
6. To assign the ANQA to carry out mandatory monitoring of efficiency of YGU’s activity in accordance with the KPIs.

Chairman of the Accreditation Committee:

A. Saghyan

24 July 2021

Yerevan