



Management Efficiency Monitoring and Evaluation Policy

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Chapter	0
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Revision	0

“Approved”

Rector of the Georgian Aviation University
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Statement № _____

Georgian Aviation University




Management Efficiency Monitoring and Evaluation Policy

Master Copy

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i. Revisions

Implementation of any Revision can only be performed through participation of the Head of Quality Manager and Governing Council. No revision will have legal power, unless it is reviewed and approved.

Created by:	Approved by:
Head of Quality Manager	Rector
Date:	Date:

Deleted Pages				Added Pages			
Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
i,ii,iii,3	3,4,5,9	0	08.07.2019	i,ii,iii,3	3,4,5,9	1	08.05.2020



ii. Revision Records


Revision №	Reason for Revision	Page Numbers	Date	Entered by
1	Change of document name “Personal Management Policy”	3,4,5,9	08.05.2020	Quality Assurance Service



iii. List of Active Pages

iii. List of Active Pages

Chapter	Page	Revision	Date		Chapter	Page	Revision	Date
0	1	0	July 2019					
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2. Documentation Control

Control of documentation is provided by the rules and procedures written in the Quality Manual of Georgian Aviation University. The aim of rules and procedures is to create system to identify and use all documents easily by employees within the organization. All documentation must be created, and storage by the format and terms indicated in Quality Manual. These procedures will establish effective system to create, renew and share documentations easily.

Document Distribution List

Organization	Format	Copy N:
Quality Service	Hard Copy	Master Copy
Quality Service	Electronic Version	Electronic Version
University Web Page	Electronic Version	Electronic Version

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3. General provisions

Article 1. Management Efficiency Monitoring and Evaluation Policy

1. To ensure effective management of ongoing processes, university has developed and implemented system of monitoring and periodic evaluation.
2. Management Efficiency Monitoring and Evaluation Policy considers periodic evaluation and annual monitoring processes and unifies following methods of evaluation: internal audit and constant monitoring. Audit sets aim to review fulfillment of various activities and securement of procedures set by university. Whereas purpose of monitoring is reviewing ongoing processes globally scoping timely fulfillment of planned activities, purposeful administration of budget funds and implementation of planned objectives. Internal audit is interim mechanism of monitoring, which is employed, during annual monitoring process, to review status of a certain activity. Detailed description of internal audit procedures is given in quality manual of university.
3. Main difference between monitoring and evaluations is that monitoring is focused on reviewing fulfillment of specific, pre-determined objectives. Periodic evaluation from other hand ensures wider understanding and is not limited with evaluation of specific results. Its purpose is rather to address to following questions:
 - Whether or not seats aim are valuable?
 - How effectively and efficiently have they been realized?
 - Which unplanned results have been gained?
 - Whether or not employed methods and approach develop efficient strategy oriented to meet existing standards and requests of stakeholders?

Article 2. Periodic Evaluation

1. Periodic evaluation is a revision process of management system: evaluates strategic directions, reviews every offered educational program, evaluates gained experience of a student and staff activity.
2. Periodic evaluation is implemented once in a three year. This process gives opportunity to fundamentally to revise university's long term strategic aims, view, plan; study experience received by students, relevance and validity of educational programs and their constant compliance with standards.
3. Periodic evaluation is administered by a review team assembled according to Rector's directive
4. Process of periodic evaluation includes:
 - Evaluation of implementation and efficiency of aimed activities determined by long term strategic plan;
 - Analysis of facts-based target information (e.g. results of internal audit and various focus group surveys);
 - Further activities scoping other evaluation processes (e.g. Authorization, accreditation, external audit etc.)
5. Results of evaluation are targeted to prove that strategic aims of the university, administered educational process and implemented educational programs are constantly actual, are relevant to academic standards and requirements of stakeholders;
6. One of the components of periodic evaluations is monitoring and evaluation of strategic plan that is targeted to determine efficiency of implementation of strategic plan and its relevance with requirements of the stakeholders. Another component is self-assessment questionnaire;

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7. Remark: detailed procedures of monitoring and evaluation of strategic plan are given in strategic planning methodology manual.

8. Results of periodic evaluation and taken decision are displayed in evaluation report. Evaluation report is prepared by quality assurance service and is submitted to Rector. University introduces report to stakeholders within university environment. Activities planned based on decisions taken after evaluation results, are displayed in strategic plan and action plan (in relevance with priorities and implementation periods).

9. Monitoring of decisions and implementation of planned activities originating based on results of periodic evaluation, is implemented annually, within annual process of monitoring and improvement.

Article 3. Annual Monitoring and Improvement

10. One of the main priorities of the university is constant improvement of educational programs and educational experience, which is implemented in parallel with annual monitoring and improvement process.

11. Every faculty of the university, professors, teachers and students are involved in the process of annual monitoring and improvement, through this involvement they play own part in improvement of educational programs, processes of administration and education.


12. Annual monitoring is implemented in two parts, by end of each semester. Process of monitoring is administered by quality service. Process of annual monitoring must not exceed 1 month, considering that necessary information was harvested constantly during pre-monitoring period.

13. Annual monitoring process includes:

- Evaluation of progress of activities determined by 3-year activity plan;
- Evaluation of educational programs that considers:
 - Review of educational program portfolio, revealing aspects requiring improvement and prospects of development;
 - Review of modules and programs according to determined practice, considering data mined through surveying personnel and external auditors;
 - Analysis of student's academic attendance and teaching methods and prospects of improvement;
 - Analysis of student's experience (based on information harvested through internal questionnaires and feedbacks);
 - Analysis of information harvested through surveying graduates and their employers;
 - Students' academic complaints and appeals;
 - Recommendations received from external auditors during accreditation/authorization periods;
 - Decision making over development of new programs or update of existing ones;

Remarks:

- detailed instructions for program evaluation are given in manual – “Management Efficiency Monitoring and Evaluation Policy“
- instruction for evaluation of personnel's' activities are given in manual “Personnel Management Politics“

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Article 4. Monitoring Report

14. Submission of the report to stakeholders in of the critical phases of the process of monitoring and evaluation; development and submission of the report is implemented according to procedures given in Article 2: Periodic Evaluation.

15. Report must contain reasonable information revealing positive and negative results/trends of university's activities, also ways of their elimination.

16. Last stage of evaluation and monitoring in feedback. This means not only development and distribution of the report, rather than implementation of active process with main stakeholders through reviewing conclusions and recommendation. Upon completion monitoring and evaluation, recommendation implementation plan must be developed. Monitoring and evaluation may be followed by with:

- Correction of strategic plan and/or action plan;
- Development of new educational programs or update of existing ones;
- Consideration of recommendation during upcoming strategic planning process and etc.

Material Used:

<https://www.cardiff.ac.uk/public-information/quality-and-standards/monitoring-and-review/annual-review-and-enhancement>

<https://www.cardiff.ac.uk/public-information/quality-and-standards/monitoring-and-review/periodic-review>