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WESTERN CASPIAN UNIVERSITY

I APPROVE

**Executive Vice-Rector of Western
Caspian University**

_____ **Rashad Bagirov**

«29» November 2024


INTEGRATED MANAGEMENT

SYSTEMS

Instruction No. QKU/ IEIS /QAY/01

« Procedure for conducting surveys»

Prepared by:			Checked by:		
Position	Signature	Date	Position	Signature	Date
Quality Assurance Center		29.11.2024	Authorized representative		29.11.2024

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The surveys conducted at the university are organized based on the Strategic Development Plan for 2021–2025, with the aim of improving the quality of academic and administrative activities and ensuring sustainable development.

1. GENERAL PROVISIONS

1.1. These rules determine the mechanism for planning, conducting, analyzing and applying the results of surveys conducted by the Western Caspian University.

1.2. The main purpose of conducting surveys is to assess the quality of the academic and administrative activities of the university, identify development directions and make improvements.

2. TYPES AND PURPOSES OF SURVEYS

2.1. Student surveys: To collect feedback on the quality of educational programs, the professionalism of the teaching staff, teaching methods and infrastructure.

2.2. Faculty and administrative staff surveys: To obtain information about the effectiveness of the university's management system, academic activities and training resources.

2.3. Graduate surveys: To assess the suitability of university graduates for the labor market and the practical use of their education at the university.

2.4. Partner company and organization surveys: To assess the effectiveness of graduates in the business world and the suitability of specialists trained by the university to market requirements.

3. SURVEY PROCESS PROCEDURE

3.1. Planning stage


3.1.1. The purpose and scope of the survey are determined.

3.1.2. Survey questions are developed and approved by management.

3.1.3. The target audience of the survey and the method of application (online (google forms, outlook forms), on paper) are determined.

3.2. Survey implementation

3.2.1. The survey is presented to respondents and anonymity is maintained.

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3.2.2. The duration of the survey and the time frame for collecting results are determined.

3.3. Nəticələrin təhlili və hesabatın hazırlanması

3.3.1. The collected data is analyzed using statistical methods.

3.3.2. Visualization of opinions (diagrams, tables, etc.) is carried out.

3.4. Preparation of the report and implementation of measures

3.4.1. An official report is prepared based on the results of the survey.

3.4.2. The results are presented to the university administration.

3.4.3. An action plan for quality improvement is drawn up and its implementation is monitored.

4. FINAL PROVISIONS

4.1. These rules come into force from the date of their adoption by the Western Caspian University.

4.2. The Quality Assurance Center monitors the conduct of surveys and the implementation of their results.

Protocol No. 04 of November 29, 2024
approved by the decision of the Scientific Council of the Western Caspian University