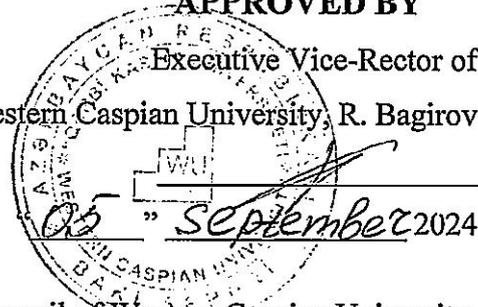


**APPROVED BY**

Executive Vice-Rector of  
Western Caspian University, R. Bagirov



The minutes of the 01st meeting of the Academic Council of Western Caspian University, held on September 5, 2024, have been approved (by order 349/1).

**WESTERN CASPIAN UNIVERSITY**

**Regulations on the Student Support Center**

**1. General Provisions**

1.1. The status, activities, and management of the Student Support Center of Western Caspian University (hereinafter referred to as the Center) are defined by the educational legislation of the Republic of Azerbaijan, the Model Statute of Higher Education Institutions, the University Charter, and these Regulations.

1.2. In its operations, the Center is guided by the laws of the Republic of Azerbaijan, including the "Law on Education" of the Republic of Azerbaijan, relevant legislative acts related to education, orders, decrees, and instructions of the Ministry of Science and Education of the Republic of Azerbaijan, decisions of the Academic Council of Western Caspian University, directives and orders of the University administration, as well as requirements of labor legislation related to education.

1.3. The Center carries out its activities under the leadership of the Chairperson of the Board of Trustees of Western Caspian University.

1.4. The Center is managed by a Director, who is appointed by the Rector upon the recommendation of the Chairperson of the Board of Trustees of Western Caspian University.

1.5. The Center operates in collaboration with all faculties, departments, and other structural units of the University.

**2. Functions of the Center**

The Center performs the following functions in the areas of student support, information provision, evaluation of the academic staff based on surveys and other criteria conducted among students, and coordination of quality assurance activities:

- Provides proposals aimed at improving the structure and operations of the Center and implements the tasks given by the Chairperson of the Board of Trustees of the University in this regard;
- Regularly and promptly informs students about decisions made by the University;
- Organizes and provides student support services;
- Accepts and processes complaints and appeals from students, ensuring their timely resolution and the elimination of identified deficiencies;
- Organizes the investigation of complaints jointly with the designated student representatives or with the students themselves, and ensures that the results of these investigations are presented to the students;
- Assesses student suggestions and recommendations and submits reports to the relevant supervisory body;
- Organizes and conducts various types of student surveys;
- Organizes the process of evaluating the pedagogical staff and determining the ranking of teachers through student queries and other methods.
- Coordinates all activities of the Center in collaboration with the University's structural units;
- Studies local and international practices in its areas of activity and provides recommendations to the Chairperson of the Board of Trustees regarding the application of relevant practices.

### **3. Rights of the Center**

The Center has the following rights to fulfill its functions:

- To address official requests to faculties, departments, and other structural units of the University and obtain relevant information (documents) from them, within its authority as defined by these Regulations;
- To provide expert opinions, conduct analyses and generalizations, and prepare analytical materials in accordance with its areas of activity;
- To organize meetings and seminars, prepare advisory materials, and publish them in line with its functional scope;
- To exercise other rights provided by law in accordance with its areas of activity.

### **4. Management of the Center**

4.1. The Center is managed by its Director.

4.2. The Director of the Center has the following rights and responsibilities related to the Center's operations:

- 4.2.1. Organizes the activities of the Center;
- 4.2.2. Identifies matters to be discussed at the University's Academic Council regarding the Center and submits proposals upon agreement with the Chairperson of the Board of Trustees;
- 4.2.3. Obtains necessary data and documents from the University's structural units and other

bodies to fulfill the Center's duties within his/her authority;

4.2.4. Organizes the processing of letters, applications, complaints, and proposals submitted to the Center;

4.2.5. Ensures proper record-keeping and the confidentiality regime at the Center;

4.2.6. Regularly provides reports and information on the Center's activities to the Chairperson of the University's Board of Trustees;

4.2.7. Studies and analyzes the status of tasks within the Center's activity scope and prepares improvement proposals to be submitted to the Chairperson of the Board of Trustees;

4.2.8. Is responsible for the scientific accuracy, relevance, and quality of all documents prepared by the Center.

## **5. Responsibility of the Center**

5.1. The Center bears responsibility for the results of its activities in accordance with the normative documents of the University.

5.2. Based on its operational outcomes, the Center submits interim reports to the Chairperson of the Board of Trustees at the end of each month and examination session, and a final report at the end of each academic year.