

**LIMITED LIABILITY COMPANY
"HIGHER EDUCATIONAL INSTITUTION
"AMERICAN UNIVERSITY KYIV"**

APPROVED

By the Academic Council
LLC «American University Kyiv»
Protocol No. 06 dated May 30, 2025

PUT INTO EFFECT

By order of the Rector
LLC «American University Kyiv»
dated May 30, 2025 No. 33-OD

**PROCEDURE
MONITORING THE QUALITY OF EDUCATION
AT AMERICAN UNIVERSITY KYIV**

Kyiv, 2025

1. GENERAL PROVISIONS

1.1. The Procedure for Monitoring the Quality of Education at American University Kyiv (hereinafter referred to as the "Monitoring") is approved on the basis of the Charter of the Limited Liability Company "Higher Educational Institution "American University Kyiv" (hereinafter referred to as the "University" or "American University Kyiv") in accordance with Article 16 of the Law of Ukraine "On Higher Education" of 01.07.2014, No. 1556-VII, Article 48 of the Law of Ukraine "On Education" of 05.09.2017, No. 2145-VIII, other acts of the current legislation of Ukraine, in particular the Licensing Conditions for Educational Activities of Educational Institutions, approved by the Resolution of the Cabinet of Ministers of Ukraine dated December 30, 2015 No. 1187, Standards and Recommendations for Quality Assurance in the European Higher Education Area (ESG), adopted by the Ministerial Conference in Yerevan, May 14-15, 2015, and internal documents of the University.

1.2. Monitoring is carried out in accordance with the following principles:

- systematicity and consistency;
- expediency;
- transparency of monitoring procedures and openness;
- security of personal data;
- objectivity of obtaining and analyzing information during monitoring;
- responsible attitude to their activities of the entities involved in the preparation and conduct of monitoring.

1.3. The objects of monitoring can be:

- anonymized information about participants in the educational process;
- educational and managerial processes in the educational institution(s);
- conditions for the implementation of educational and managerial activities (material and technical, regulatory, personnel, financial, educational and methodological, etc.);
- the results of the introduction of educational changes, innovations;
- the state of the organization of the educational process in the educational institution;
- the results of training and development of students, the formation of their competencies;
- other objects.

1.4. Entities involved in the preparation and monitoring

1.4.1. The following take part in the preparation and conduct of monitoring:

- subjects conducting monitoring (hereinafter referred to as monitoring subjects);
- entities that initiate monitoring (hereinafter referred to as the initiators of monitoring);
- entities that provide scientific and methodological support for monitoring;
- subjects involved in the survey.

1.4.2. Monitoring subjects can be:

- applicants for higher education;
- scientific and pedagogical workers;
- other participants in the educational process.

2. TYPES OF MONITORING

2.1. Monitoring can be internal and external.

2.1.1. Internal monitoring is carried out at the level of the educational institution. Internal monitoring is initiated and carried out by the educational institution. An educational institution may determine the procedure for conducting internal monitoring, taking into account the requirements of this Procedure and other internal documents of the University.

2.1.2. Types of internal monitoring:

- monitoring the quality of the educational process (based on the results of the school year);
- research of the student experience of the AUC (once per academic year);
- survey of AUC students (results of the academic year);
- results of a survey of graduates (after graduation from AUC);
- surveys of educational and scientific workers (once a year, recommended to be conducted at the end of the calendar year);
- other surveys.

2.1.2. External monitoring can be carried out at the level of the educational institution, regional, international levels.

- Survey of practice managers;
- other surveys.

3. PROCEDURE FOR PREPARING AND CONDUCTING MONITORING

3.1. Monitoring is carried out in the following stages:

3.1.1. Planning and preparation of monitoring (formulation of the problem to be investigated; definition of the purpose and objectives of monitoring; calculation and formation of the sample, assessment of its representativeness; determination of criteria and indicators for evaluating the results of the study, etc.);

3.1.2. Conducting research (in accordance with the forms and methods specified in paragraphs 2-3 of this section, with the involvement of research participants);

3.1.3. Collection and processing of monitoring results;

3.1.4. Analysis (generalization and explanation of results, identification of patterns, formulation of conclusions, etc.) of monitoring results;

3.1.5. Publication of monitoring results (informing about monitoring results).

3.2. Methods of conducting research during monitoring can be:

- surveys (questionnaires, interviews);
- testing;
- other methods.

3.3. Monitoring can be carried out in the form of:

– direct receipt of information from the participants of the study (through observation, interviewing, etc.);

– indirect receipt of information from the participants of the study (in written and/or electronic forms);

– obtaining information without involving research participants (through the study of documentation, statistical or operational information, etc.).

3.4. Monitoring can be carried out using modern information, communication and digital technologies, including remotely.

3.5. The program is developed and approved by the subject of monitoring. If external monitoring was initiated by another entity, the Program agrees with the initiator of monitoring.

3.6. To ensure participation in the monitoring of study participants, monitoring subjects ensure:

- informing participants about the requirements for monitoring;
- compliance with ethical rules of conduct during monitoring (anonymity of the survey);
- safe conditions for all participants of the study during its conduct.

4. MONITORING RESULTS

4.1. The results of monitoring are indicated in the report prepared by the monitoring subject (in accordance with the Program)

4.2. The results of monitoring are discussed (analyzed) at the meetings of the Faculty/Academic Council of the University and a plan of appropriate corrective actions is formed.

4.3. The report must indicate the indicators and scale(s) used to determine the monitoring results, as well as the methodology used to calculate them.

4.4. The report may contain tables, diagrams, graphs and other forms of generalization of information.

4.4. The report on the results of monitoring is published on the website of the University.