



## ACCREDITATION COMMITTEE

DECREE N 9

11 April 2015

**On Awarding Institutional Accreditation to  
“YEREVAN STATE LINGUISTIC UNIVERSITY AFTER V. BRUSOV”  
STATE NON-COMMERCIAL ORGANIZATION**

***General Information about the Institution***

Full name of the Institution: **Yerevan State Linguistic University after V. Brusov**

Acronym: **YSLU**

Legal Form: **State Non-commercial Organization**

Official Address: **42 Toumanyanyan str., 0002, Yerevan, Armenia**

Previous Accreditation decree and date: **Not available**

Guided by the regulation on “State Accreditation of RA Institutions and their Educational Programs” approved by the RA Government on 30 June, 2011 N 978-Ն decree; by RA Government decree N 959-Ն (30 June, 2011) on “Approval of RA Standards for Professional Education Accreditation”; by the Procedure on the Formation and Functioning of Accreditation Committee of “National Center for Professional Education Quality Assurance” foundation (ANQA) as well as by ANQA Regulation on the Formation of the Expert Panel, in the open session held on 21 March 2015, the Accreditation Committee of “National Center for Professional Education Quality Assurance” foundation (hereinafter referred to as the Committee) discussed the issue of state institutional accreditation of Yerevan State Linguistic University after V. Brusov (YSLU) with the presence of the representatives of the RA Ministry of Education and Science, Chair of the Expert Panel, ANQA coordinator of the accreditation procedure as well as YSLU representatives.

Having examined the self-analysis presented by YSLU, the Expert Panel report, YSLU action plan for the elimination of shortcomings mentioned in the Expert Panel report as well as ANQA conclusion, the Committee stated the following:

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

Submission of the application **12 March 2012**

Submission of the self-analysis of the University **27 December 2012**

Site-visit **13-17 May 2013**

Submission of the expert panel report **1 August 2013**  
Submission of action plan for the **14 February 2014**  
elimination of shortcomings

The expertise was carried out by an expert panel formed according to the requirements of the regulation on “The Formation of expert panel at “National Center for Professional Education Quality Assurance” Foundation”. The evaluation was carried out based on the 10 criteria of institutional accreditation approved by RA Government decree N 959–Ն as of June 30, 2011.

When carrying out the evaluation, it has been taken into account that YSLU is a key player in providing education on linguistic and intercultural communication, as well as humanities. It strives to become a hub to disseminate information on languages and diverse cultures, to promote tolerance, cooperation ideas, and democratic values.

Throughout its activity YSLU did not undergo accreditation; the quality assurance was carried out through the quality control of application of some mechanisms. The current process of accreditation of institutional capacities is the University’s first experience which is aimed at self-assessment of satisfaction of educational environment, efficiency of academic programs, social responsibility as well as functioning of recently invested internal quality assurance system.

YSLU implements educational programs at all the three levels of education (BA, MA, and PhD). BA academic programs are implemented in 5 professions, MA academic programs – 7 and PhD academic programs – 6.

There are clearly defined intended learning outcomes at course level of BA and MA academic programs of YSLU, and the diverse teaching and learning methods applied at YSLU mainly contribute to the formation of those outcomes.

The investment of current research outcomes in teaching process at YSLU is still at low level.

Currently YSLU actively works towards clear definition of outcomes at academic program level in accordance with the international standards. Aimed at internationalization of its academic programs, the University collaborates with a number of European universities within the TEMPUS Projects.

YSLU ensures a learning environment appropriate to the academic programs offered, which includes building and property conditions, library, information and communication equipment. YSLU also ensures necessary conditions ensuring safety and health but the conditions ensuring catering and sport activities need to be improved. The security system at YSLU also includes Guard Service and Civil Defense.

The scarcity of financial resources hinder the efficient cooperation with local and international institutions and organizations for the internationalization of research activities. The opportunities of additional inflow of financial resources through international grant projects is not fully taken.

In recent years YSLU makes attempts to find new financial sources. The University has succeeded in receiving support by the Governments and Embassies of foreign countries due to which resources for YSLU teaching staff and students have been enriched. The resources have been also enhanced to some extent through local cooperation.

YSLU ensures teaching staff for the implementation of its academic programs. 12 members among 383 teaching staff have PhD level (Doctor), 12 are professors, 145- PhD, and 81- Associate Professors.

YSLU carries out some activities for the enhancement of teaching staff, however they are not coordinated. As a rule, the trainings are implemented with the initiation of the teaching staff within the framework of grants.

For the internationalization and contribution of research activities of the teaching staff YSLU regularly organizes scientific events ensuring the participation of foreign scientists/academicians. With the aim to ensure international cooperation in the sphere of science, the University organizes joint research activities the outcomes of which are published in international scientific journals. However, in this respect the University has not yet registered significant results, and the list of articles published outside Armenia is comparatively limited.

With the aim to support students and make the education more available to them, YSLU creates opportunities for the provision of facultative courses and consultancy; the latter is carried out according to the defined timetables.

YSLU has clearly set management system. YSLU functions clear regulations on selection of Governing bodies and occupation of positions for heads of scientific and educational structural units. YSLU has necessary human, material and financial resources. The functioning management system gives the opportunity to teaching staff members and students to participate in decision making processes regarding their activities at YSLU through their involvement in Governing Board, Scientific and Faculty Councils.

YSLU gives importance to the investment of internal quality assurance system. Center for Quality Assurance has developed QUALITY – 2015 Strategic Plan and Action Plan of YSLU QA Center which is a unified document regulating the functional framework of internal quality assurance system of YSLU. It presents the QA policy implemented by YSLU. All the structural units of YSLU has initiated activities within their functions towards investment of QA cycle. Nevertheless, QA Center does not ensure sufficient grounds for the processes of external evaluation of quality assurance yet.

The University is given the following recommendations which should be fulfilled out within its strategy and which are aimed at the solution of problems put forward by the Expert Panel during the accreditation as well as at further improvement of the University:

### ***Mission and Goals***

1. To clarify the mission, ensure the compliance of YSLU mission with National Qualifications Framework. Meanwhile it would be desirable to ensure compliance with European Qualifications Framework as well which will ensure the University's competitiveness in the phase of RA NQF revision and investment.
2. To clarify the points regarding the "pedagogical" direction of the University which are mentioned in the mission.
3. To develop approved mechanisms and tools evaluating and improving the implementation results of mission and goals.

### ***Governance and Administration***

4. To coordinate and specify the efficient interaction with all the structural units.
5. To develop inter-chair and inter-faculty mechanisms for best experience exchange.
6. To clarify the time schedule for the implementation of the Strategic Plan.
7. To make the time schedule of the implementation of the Strategic Plan as a basis for the short-term and mid-term plans of the structural units, fostering the efficient fulfillment of the Strategic Plan.
8. To study and analyze external factors affecting the activity of the University.
9. To develop efficient Plan-Do-Check-Act cycle. Immediately after the development of the PDCA cycle it is necessary to organize training for administrative staff as for the efficient management not only policy and procedures describing respective processes are required but also competent staff with proper skills of application of those documents is needed.

### ***Academic Programs***

10. To clearly define intended learning outcomes for BA and MA academic programs and ensure their compliance with NQF.
11. To implement evaluation system based on course outcomes.
12. To develop a clear document regulating issues of academic honesty.
13. To develop a clear methodology of implementation of benchmarking.

### ***Students***

14. To improve procedures and mechanisms of students' needs assessment and make them more coordinated.
15. To improve the policy on recruitment of foreign students.
16. To involve target employers in the development of academic programs in order to contribute to students' career.
17. To develop mechanisms for involving students in the University's scientific-research activities.

### ***Teaching and Support Staffs***

18. To reveal requirements set for the teaching staff for each academic course.

19. To develop precise requirements set for the teaching staff according to academic programs, taking into consideration the peculiarities of the given academic programs.
20. To plan the development of the teaching staff's competencies.
21. To develop position profiles for the teaching and support staff.

#### ***Research and Development***

22. To develop and apply tools for the assessment of effectiveness and actuality of scientific-research activities.
23. To ensure the linkage between research and learning.
24. To add relevant financial investments for increasing the effectiveness of the University's scientific activities.
25. To develop a clear strategy of research internationalization.

#### ***Infrastructure and Resources***

26. To improve the University's infrastructure providing funds not only for computer equipment but also for furnishing auditoriums.
27. To establish auditoriums equipped with necessary literature and computers for students to have team- working activities after classes.
28. To develop appropriate mechanisms for the evaluation of the learning environment necessary for the implementation of existing academic programs.
29. To make monitoring of financial resources allocation according to strategic goals and directions.
30. To ensure necessary conditions for the students with special needs.

#### ***Social Responsibility***

31. To develop public relations strategy.
32. To ensure continuity of public relations.
33. To plan activities increasing effectiveness of the process.

#### ***External Relations and Internationalization***

34. To develop precise policy, procedures and strategic plan of internationalization of the University.
35. To develop tools for evaluation of the effectiveness of policy and procedures fostering experience exchange, development, and internationalization.
36. To reduce the risk of incomplete implementation of agreements of collaboration seeking new financial sources.

#### ***Internal Quality Assurance System***

37. To develop quality assurance concept and policy.
38. To formulate internal quality assurance system which will be in compliance with RA state accreditation criteria and ESG standards.
39. To develop quality assurance manual.
40. To ensure financial independence of QA Center and all necessary material resources.

41. To create mechanisms for ensuring stakeholders' participation in quality assurance processes.
42. To develop clear mechanisms which will allow to evaluate and regularly review internal quality assurance system.

Observing the presented package of documents and considering the opinions of head of the Expert Panel and other representatives, the Accreditation Committee finds that YSLU mainly fulfills its goals. YSLU has functional management system. However, the University needs to improve its financial management. Diverse teaching and learning methods are applied at YSLU and they mainly foster the acquisition of learning outcomes of the courses. At the same time the mechanisms of formation and evaluation of students' practical skills need to be reviewed. YSLUS ensures the transparency of its activity and gives much importance to internationalization, actively carrying out activities towards that. The shortcomings identified in the main spheres of the University's activity do not directly put the proper preparation of specialists under risk in the transition period.

YSLU should take significant steps in the directions of efficient financial allocation according to its strategic priorities, assurance of linkage between research and learning as well as improvement of quality assurance system.

The elimination of shortcomings mentioned in the Expert Panel report and the implementation of the proposed recommendations will contribute to the improvement of YSLU performance.

Taking into consideration the recommendations on all the 10 criteria which is a matter of time, YSLU has developed an "Action plan for the elimination of shortcomings mentioned in the Expert Panel report". The action plan is realistic and is aimed at the improvement of the University's performance. The sequence of actions is logical but the actions and steps towards their fulfillment are not separated and have no deadlines which makes it difficult to assess the effectiveness of those steps.

The deadlines set for the fulfillment of the actions are realistic but the deadlines for concrete actions are not mentioned. In the plan only structures responsible for the fulfillment of the actions are mainly mentioned, and responsible staff members are mentioned for the implementation of some actions only. The results of the activities and key performance indicators are united in some cases.

Taking into consideration that YSLU can eliminate the shortcomings mentioned in the Expert Panel report by methodically operating its internal QA mechanisms and fully accomplish vital state goals in a reasonable time period, as a result of voting the Committee:

#### **DECIDED**

1. **To award institutional accreditation** to Yerevan State Linguistic University after V. Brusov **for 4 /four/ years.**
2. After the publication of the decision on accreditation award, to submit the action plan for the elimination of shortcomings mentioned in the Expert Panel report and respective time schedule within two months taking into account:

- a. the necessity of finding solutions primarily to the problems existing in the fields of **“Research and Development”, “Infrastructure and Resources” and “Internal Quality Assurance System”**;
  - b. the remarks on the preliminary action plan for the elimination of shortcomings, mentioned in the “Conclusion on institutional capacities of Yerevan State Linguistic University after V. Brusov”.
3. In order to improve the activities of the University in line with current demands, to pay special attention to the improvement of financial management system, mechanisms of formation and assessment of students’ practical skills, development of internal quality assurance system, upgrade of material and technical bases necessary for the implementation of academic programs, reinforcement of linkage between research and learning as well as professional development of the teaching staff.
  4. According to the requirements of clause 12 of the Regulation on “State Accreditation of RA Education Institutions providing professional academic programs and their Professions” every 2 /two/ years to submit a written report to ANQA on the results of the carried out activities.
  5. Taking into consideration RA Government Decree, to give the Certificate of Accreditation to “Yerevan Brusov State University of Languages and Social Sciences” State Non-Commercial Organization which is the legal successor of “Yerevan State Linguistic University after V. Brusov” State Non-Commercial Organization.

**Chair of Accreditation Committee**

**V. Urutyanyan**

17 April 2015  
Yerevan