



National Center For Professional
Education Quality Assurance
Foundation

Accreditation Committee

Decree

ANQA-2019/32

General Information about the Institution

Full name of the Institution: “Yerevan Brusov State University of Languages and Social Sciences” Foundation

Official address: RA c. Yerevan, Tumanyan 42

Previous accreditation decree and date: № 9 (11.04.2015)
4 years

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 18 December 2019, 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 Brusov State University of Languages and Social Sciences” Foundation (hereinafter: YSULS, HEI or University) with the presence of Chair of the Expert Panel, ANQA coordinator.

Having examined the self-evaluation presented by YSULS, University’s observations and recommendations on the draft of the Expert Panel Report, the Expert Panel report, follow-up plan as well as ANQA conclusion, the Committee stated the following:

The main phases of the accreditation process were carried out following the below-given time-frame:

Submission of application: 7 April, 2018

Submission of self-evaluation report: 13 December, 2018

Submission of the revised version of self-evaluation report: 08 February, 2019

Site-visit: 14-17 May, 2019

Submission of Expert Panel report: 24 July, 2019

Submission of improved action plan on elimination of shortcomings: 9 September, 2019

YSULS expertise was carried out by an independent expert panel formed in compliance with the requirements set by the ANQA regulation on "Formation of Expert Panel"¹. The evaluation was carried out according to the 10 criteria of institutional accreditation approved by N 959-У (30 June 2011) Decree of the RA Government.

Evaluation of the measures taken by the University showed that the issues mentioned in the previous expert report were mainly highlighted and solved by the institution. Guided by the action plan on the elimination of shortcomings, YSULS has undertaken relevant reforms in almost all areas of its activities except "Research and Development" and "Infrastructure and Resources".

The expert panel evaluates positively the changes made in YSULS mission after the previous accreditation on which the stakeholders have almost unified understanding. This allows to conclude that the role of the University is certain among the stakeholders. However, the lack of clear quantitative indicators for the evaluation of the results of TLI's strategic goals makes it difficult to assess the YSULS progress.

The indication of new approaches in the University's management processes have already ensured tangible results, particularly, over the past two years, the University has managed to overcome the large budget deficit and form the surplus budget for 2019. At the same time, the allocation of the budget is not carried out according to strategic goals.

There are mechanisms for the faculty and students to be involved in TLI management system, but the lack of involvement of MA students in the Student Council does not provide equal opportunities in terms of voicing their problems.

Corresponding reforms have been implemented in the academic programs based on the recommendations mentioned in the previous expert panel report. YSULS's academic programs are in line with the mission of the institution, form an integral part of the institution's activities and promote the mobility of lecturers and students.

YSULS is taking steps to elaborate academic programs as a result of the analysis of the demands of the labor market and global challenges, as well as measures aimed at the implementation of academic programs with the double diploma. However, when offering new academic programs, the TLI must evaluate and analyze its own resources.

TLI should pay attention to the organization of education process in the courses with a small number of students, teaching methodology and hours of the second foreign language, teaching and learning methods in distance learning, number of elective courses, as well as foreign language teaching, especially in the language of specialization. The expert panel believes that TLI should enlarge the involvement of targeted employers and graduates in the monitoring, evaluation, and review of academic programs.

¹ **Appendix** - Expert Panel Composition and ANQA Support Staff

TLI makes efforts to staff the faculty with employers and foreign native speaker lecturers, but due to the lack of knowledge of the Armenian language, their teaching becomes less accessible for first and second year students.

There are procedures for the evaluation of the teaching staff, their development, as well as the mentoring mechanism for the young lecturers in some chairs, however, in this and other respects, the University should organize exchange and localization of the best experience in different chair and RACs.

It should be noted that the absence of substitute lecturers creates risks for the effective organization of the educational process, especially in the case of the languages the specialists of which are fewer in the Republic.

The University takes steps to diversify financial inflows, however they have not guaranteed financial stability yet, as the main part of the budget of the TLI is generated from the students' tuition fees.

The University's material-technical base is insufficient for the effective implementation of academic programs in terms of the number of students and the available resources. The University hasn't made any tangible progress in this direction since the previous accreditation.

There are students' recruitment procedures at TLI. However, taking into account only GPA for the admission to the Master's program creates unequal conditions for competition, since students with high GPA can study another specialty (even free of charge) that has nothing in common with their profession and for which they lack the basic knowledge.

The TLI has adopted open door policy, thanks to which the students can freely apply to the administrative and teaching staff with their concerns. Students are provided with supplementary training and counseling opportunities. International cooperation ensures students' participation in mobility programs. Students are not motivated to be involved in research activities. The TLI has not yet taken steps to address the issues mentioned in the previous expert report in this regard. It is still early to assess the effectiveness of the Student Council's activities (the main body responsible for the protection of students' rights) since it is in the process of reorganization. However, there is a need to increase the reputation of this structure among the students, as students often address the administrative circles rather than the Student Council. It should also be highlighted that the activities of the Career Centre contribute to the professional advancement of students.

Although scientific-research activity is one of the strategic priorities of YSULS, the TLI has not yet taken serious steps in this direction since the previous accreditation. Financial allocations in this direction are insignificant (business trips). Research carried out by the teaching staff is mainly due to the personal initiatives of the lecturers, within their own interests and self-financing. This fact, as well as the low percentage of students engaged in research, is the result of the lack of motivation mechanisms for the development of the research. There are few publications of the lecturers in international journals and impact factor journals. The inclusion of the research results in

the educational process is of a situational nature and is not implemented through clearly functioning sustainable mechanisms.

YSULS implements transfer of knowledge to various groups of the society, as well as provides supplementary educational and consulting services.

The reforms in external relations and internationalization have been implemented after the previous accreditation: there are numerous international programs, access to international databases. However, the University would have benefitted, if it had increased the number of students and employees participating in different international programs as well as if it had implemented academic programs in foreign languages.

Reforms in quality assurance have also been carried out as a result of the previous accreditation. Quality assurance culture is disseminated among YSULS stakeholders but the TLI has to make efforts in this field.

Taking into consideration the fact that:

a) YSULS has managed to carry out reforms in almost all the spheres of its activities based on the recommendations provided by the previous Expert Panel:

b) certain shortcomings have been revealed in institutional capacities:

1) Shortcomings in the criterion “Research and Development” weaken the position of the institution as a "university" in the educational field, may impede the development of research and analytical skills among graduates, impede the professional development of the teaching staff, thereby putting the modernization of the syllabi at risk.

2) Shortcomings in the criterion “Infrastructure and Resources” hinder the effective implementation of academic programs in the University in terms of of the number of students and the available material-technical resources.

c) The drawbacks highlighted in the Expert Panel Report do not impact the trustworthiness of qualifications awarded to graduates,

d) The analysis of strengths, opportunities and current issues of the University illustrates, that the Action Plan of the University will become realistic and aimed at improving the current situation after the solution of issues indicated by the Expert Panel.

As a result of voting the Committee:

DECIDED

1. **To award institutional accreditation to “Yerevan Brusov State University of Languages and Social Sciences” Foundation 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 to ANQA within two months taking into account:
 - a) the necessity of prioritizing the solution of the issues in the fields of “Research and Development” and “Infrastructure and Resources”,
 - b) the need of having KPIs to evaluate the effectiveness of University operations,
 - c) the need to specify the timeframes for the implementation and evaluation of the processes carried out by the University and the amount of the envisaged financial resources.
 - d) evaluation outcomes and recommendations of the international expert from the prospective of University ambitions to be integrated to EHEA.
3. To pay special attention to fostering the link between learning and research, improvement of the system of governance, modernization of necessary material-technical base, training of the teaching staff, teacher and student mobility, IQA.
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, evaluating the University's performance, innovations and achievements
5. To assign ANQA to undertake mandatory monitoring of the effectiveness of University operations in line with KPIs.

Chair of the Accreditation Committee

S. Avetisyan

2019 թ., December 18

c. Yerevan