

Cihan University-Erbil



Teaching Quality Assurance



**Handbook of the Online Credit System
Academic year (2023-2024)**

Executive summary

The university includes within its body the Division of quality assurance which aims to follow up the implementation of the activities of the university to ensure the quality of education in the university, and thus access to the ultimate goal of preparing graduate who are highly qualified, and be able to keep pace with developments, which makes the graduate desirable by employers in the labor market. The Quality Assurance Division at the university is keen on pursuing the teaching process in the university departments in all its details and preparing mechanisms and educational orientation programs for teachers and staff through lectures and workshops concerning teaching methods and ways to develop the university professor. Teaching Quality Assurance (TQA) at Cihan University was established in 2010 following a new region wide strategy to ensure quality in public higher education institutes. This is monitored by a ministerial Quality Assurance committee to regulate and standardize the ways to promote academic quality as a means to academic achievements which are in line with the vision of the universities. In 2012 Cihan University set a new roadmap to enable a wide electronic wise university which could promote its academic community and secure a global presence. In line with Cihan University long term strategy to become an electronic enabled university and engage all members of its academic community with its successful presence locally and internationally, the Quality Assurance Directorate created a specific system called (MMS) Module Management System. All the academic staff and students are obligated to create an account to interact with the university activities and assure quality teaching practices to support a rapid teaching quality assurance policy. MMS offers a platform where all academics can be credited for their scientific achievements during an academic year, more efficiently. MMS consists of the digital interaction between the teachers and their University (T-U), between the Head of departments and teacher (H-T), between teachers and students (T-S) and between the students and their University (S-U).

Vision of Cihan University-Erbil

Cihan University-Erbil attempts to improve the quality of academic staff to become more active and make their interaction with academic activities effective, while academic staff with developed skills and active involvement lead to progressed quality of education that will be delivered for students to fit them in the market for the purpose of a brighter future. In addition to that, Cihan University also aims to place themselves among the distinguished universities both nationally and internationally with continuous milestones being set and reached shortly after.

Mission of Cihan University-Erbil

The Directorate of Quality Assurance aims at improving the quality of education, research and learning process to support all the various departments and faculties of Cihan University-Erbil to be able to obtain accreditation based on international programs and standards. The Directorate of Quality Assurance provides the society with very skillful members who have a vast knowledge in different fields who can serve in an enhanced way to make a healthier life.

Strategic Goals of Quality Assurance Directorate

- High quality in teaching
- Students' satisfaction
- Academic research
- International accreditation
- Community service
- Environmental participating process
- Globalization
- National and International Ranking
- Staff assessment

QA website

The Directorate of quality assurance has its own website (<https://qa.cihanuniversity.edu.iq/>) that most of the processes of quality assurance are done through an e-system and can be looked up through the website. The website includes several important things that work as a bridge between the staff and quality assurance directorate.

About

Users can see general information about quality assurance including who we are, vision, mission, and strategic goals to be more familiar with us.

Academic Staff

One of the important tasks of the quality assurance directorate is creating a university website and publishing in QA official websites that contain staff biography and needed folders to hold the staff activities for (5) years.

News

Quality assurance directorate makes a news for an academic, art, and sport activities that are done by university departments

Publication submission

Researchers need to submit their published papers in order to receive reward based on the regulations.

Seminar Registration

The process of the seminar starts with registration by the seminar presenter in the Quality Assurance website, however, the feedback form and seminar magazine are available in the website.

Module Management System (MMS)

Module management System is an effective platform (<https://mms.cihanuniversity.edu.iq/>) that was created by the directorate of quality assurance in 2022 to make the quality assurance activities systematic, through the system all academic staff can interact with the quality assurance directly and it provided a significant progress and facilities to the directorate. In the system all academic staff and students are obligated to create an account, academic staff see different interfaces and each one has a different level of privilege on the system based on their position. At the beginning of the year Head of the department must upload the curriculum to the system while considering the bologna process rules and regulations, after that academic staff must take their Nisab based on the provided curriculum to let the system calculate each staff teaching hours per week. At the end of each semester the students are obligated to give feedback for teachers through their account then the system calculates the student feedback result for each staff automatically. At the end of the academic year academic staff must upload all their academic activities to the system. After creating a committee for evaluating PF by the president of the university, head of departments are obligated to evaluate all the staff based on university regulations as well as quality assurance committee start evaluating the CAD activities for all staff. Ultimately, all the activities that perform on the platform have a different timeline and the admin needs to open a different type of permissions in the system to let a specific task take place.

Who is Involved in MMS

- All academics who are teaching at Cihan University departments are involved in MMS and the minimum score to be achieved is based on their academic title, i.e., Assistant Lecturer, Lecturer, Assistant Prof. and Full prof.
- All academics having administrative posts and working at the University Presidency Building or other places are also involved in MMS as long as they are lecturing inside Cihan University.
- PhD students who are lecturing at Cihan University are involved in MMS too, and they are obligated to achieve the half score given in the minimum CAD scoring list table.
- All students need to have an account and give feedback twice in a year at the end of each semester.

Responsibilities and Duties of DQA

Staff Evaluation

All academic staff need to be evaluated and able to collect their result in the quality assurance directorate. Staff evaluation includes 3 types of evaluations and each evaluation depends on different criteria as illustrated as below.

- **Student feedback**

Students must create an account after the enrollment process in university by using their university email that was created previously by the registration directorate. After creating their account, the system sends an automatic activation link to the student email, students need to activate the link then will be allowed to access their account. At the end of each semester, admin opens the permission for submitting the feedback by the student for a specific period of time. Students should commit to the announced

time to give feedback based on the given questions that will be asked to students. The evaluation of the student's feedback is based on (12) (Appendix A) questions which are prepared by the ministry of higher education and scientific research and each question has 5 levels of answer from 1 to 5 very low to very high respectively. The passing score for each academic staff is (2.5) and the system shows the result to staff through their account. Below are the questions that the system gives to students to answer.

ID	Score	Grade
1	4.5-5	A*
2	2.5-4.4	A
3	2-2.4	B
4	1.5-2.99	C
5	1-1.4	D

● PF (Portfolio Feedback)

Teacher's Portfolio Assessment will be performed by the head of departments that they are obligated to evaluate their department staff based on the criteria's. The permission for doing the assessment will be done at the end of the semester after the admin gives permission and opens the system for the head of department. The passing score for each staff is (2.5) and will be announced in the staff account immediately. The PF assessment includes (16) (Appendix B) questions and each question should be answered by the head of department carefully and based on the given regulation. The questions are like follows:

ID	Score	Grade
1	4.5-5	A
2	3.5-4.4	B
3	2-3.4	C
4	1-1.99	D

● CAD (Continuous Academic Development)

The academic staff is obligated to upload the activities which he/ she has done during the academic year after opening permission in the system. The activities are classified into several categories and each category classified into many subcategories with different scoring criteria (Appendix C). The scoring process will be based on the academic title of staff and scoring will be as follows.

ID	Assistant Lecture	Grade	Lecture	Grade	Assistant Professor	Grade	Professor	Grade
----	----------------------	-------	---------	-------	------------------------	-------	-----------	-------

1	45 >	A*	55 >	A*	70 >	A*	80 >	A*
2	25-44	A	35-54	A	50-69	A	60-79	A
3	18-24	B	24-34	B	35-49	B	45-59	B
4	12-17	C	15-23	C	20-34	C	20-44	C
5	6-11	D	6-14	D	6-19	D	6-19	D
6	0-5	E	0-5	E	0-5	E	0-5	E

TQA Scores complaint form

Any of the academic staff at the Cihan University has the right to propose a complaint regarding the Teaching Quality Assurance Scores (TQA Scores). This process is done through the Online Form through MMS.

TQA Scores for Promotion

In this part information about teacher certificates are saved and the means to attain certificates is described as follows:

1. The teacher has to hand in a proposal to the department head.
2. The head of the department has to hand in a formal letter to the president of the university.
3. After attaining the agreement of the president of the university the quality assurance sector hands out the certificate as a hard copy. Any teacher can look up their Activity and Feedback results on the QA-Score website.
4. Quality Assurance Sector scans a copy of the teacher's certificate and keeps it archived on Google Drive.

Appreciation Letter for top Teaching Staff

ID	CAD	Student Feedback	Teacher Feedback	Status
1	A+	A+	A	Ministry Appreciation
2	A	A+	A	
3	A+	A	A	University Appreciation
4	A	A	A	
5	≥ A	≥ A	B	Department Appreciation
6	≥ A	B	A	his / her rights are reserved as it is

7	B	B	B	his / her rights are reserved as it is, if he / she considers the notes and suggestions for improving the scientific achievement
8	≥ A	≥ A	C	
9	≥ A	C	A	
10	B	C	any	It will be considered a failure in Quality Assurance. It will be treated according to the MHE regulation
11	C	any	any	
12	A or A+	D	A	
13	B	D	any	
14	D	any	any	
15	≥ A	≥ A	D	his / her rights are reserved as it is, if he / she considers the notes and suggestions for improving the scientific achievement
16	≥ B	≥ B	D	It will be considered a failure in Quality Assurance. It will be treated according to the MHE regulation
17	E	any	any	
18	≥ A	≥ A	E	
19	≤ B	≤ B	E	The teacher will be asked by faculty council

Teaching Staff that excels at their ability to teach proficiently and on an advanced level are appreciated and the three main criteria (Student Feedback, Teacher Portfolio, and Continuous Academic Development) are scored and accounted for through the means as shown below in the table:

Seminar strategies

Submitting a seminar has to be in accordance to the rules of document no dated on 3/2/2019 which are as follows:

- Rules of document no.7
 - The seminar has to be registered one-week prior on the QA website through the link below. <https://sites.google.com/cihanuniversity.edu.iq/seminars/home>
 - The seminar has to be done with Google Slide.
 - The seminar has to be shown in the teacher's profile on QA Share.
 - After submitting the seminar, the Quality Assurance Organizer of the department changes the Google Slide file to PDF and codes it, later on uploading it to Google Drive.
 - After presenting the seminar it is required for the Quality Assurance organizer to gather a list of present attendees and send it to the Quality Assurance Administration through the online form.
- Seminar Feedback

Receiving feedback will be done online for all seminars and stuff like attendance during the seminar will be credited. The link for feedback will be prepared and sent by the Quality Assurance Administration.

- Seminar Magazine

The Seminar Magazine website is preserved for all university departments and each seminar that is being held by academic staff and all data and information will be saved to this website through the database of Seminar Registration along with multiple pictures taken during the presentation for the purpose of publishing news and afterwards saved as documents.

- Seminar Magazine News

Quality Assurance Administration collects data and information about the seminar in Registration along with the PDF files as a back up to upload them on the website Seminar Magazine where it becomes news and documents.

Publication reward

Cihan University-Erbil gives a reward for researchers who published their paper with Cihan University affiliation with different amounts based on the publication type. The researchers need to submit their papers by filling a form provided in the quality assurance website. After collecting several papers the quality assurance directorate sends the submitted papers to a publication reward committee to check required information in the paper, after checking the quality assurance officer makes a list and determines a specific amount of reward based on the university regulation. The detailed regulation is written in (Appendix D) section

QA coordinator duties

Each department has a coordinator that takes the role based on the university order and works with a collaboration of its quality assurance committee in his/her department. The duties are as follows.

1. In addition to the duty mentioned in the Quality Assurance regulations, the department Quality Assurance coordinator (if applicable) is obligated to give at least two seminars per semester for his department staff about the latest regulation/resolutions and the online system process. This is a part of the coordinator job and is not to be scored for him and for the audience, as well. One missing seminar will be scored as -3 points for the coordinator. The seminar should be announced with an official email to the Faculty Quality Assurance officer and Quality Assurance Directorate.
2. The academics are responsible to get the latest information and updated regulation via the above mechanism and the University is not responsible for any academic's lack of information.
3. The department Quality Assurance coordinators/officers are obligated to attend at least two meetings with the Quality Assurance office per semester. These meetings are part of the coordinator/officer duty. One missing meeting for any reason will be scored as -3 points.
4. The Quality assurance Faculty officers are obligated to be in a continuous contact with their Faculty Quality Assurance Officials

QA Academic Calendar

1. The academic calendar of the Quality Assurance Directorate starts on 1st June and ends on 31st May of the next year. All files/proof letters issued within the QA academic calendar should be uploaded to MMS no later than 1st June.
2. The online Student Feedback starts on 1st April and ends on 1st June.
3. The online Teacher Portfolio starts on May 15th and ends on June 1st.

Appendix

Appendix (A)

1. The module content and syllabus has been explained by lecturer at the beginning of the semester
2. The student is provided with a list of different references beside the main ones
3. The nature of lecture and method of teaching are interesting and motivate the student to be expert in the field
4. To what extent the module was effective and helped improve the student's capacity and skills in the field?
5. The lecturer gives enough time for questions and answers
6. The lecturer uses necessary technologies and audio, video tools to explain his lectures
7. The lecturer starts his lecture on time and give conclusion, with no time waste
8. During lecture, the lecturer treats the students respectfully
9. The exam questions reflect the module's contents
10. The lecturer uses the Moodle system in daily teaching and assessment, and the course book is provided on the platform at the beginning of the semester
11. In general, the lecturer was successful in teaching the module

Appendix (B)

12. The teacher considers the university his/her own and dedicates 100% of the working hours for meeting its objectives. Also, is the teacher's attendance satisfactory?
13. The score of this question is divided between the head of department and the committee members. The head of department has the right to score this question as 3/5. The remaining 2/5 is for the committee. For the committee, the 2 points is divided as follow;
14. A. If the teacher has 1 or more appreciation letter will get 1-point
15. B. If he involved in 2 or more committees will get 1-point
16. Note: If the teacher did not give feedback on Performance of his Head of Department, 1-point is to be deducted.

17. Teacher compensates and conscientiously for missed classes?
18. The score of this question is divided between the head of department and the committee members. The head of department has the right to score this question as 3/5. The remaining 2/5 is for the committee.
19. Focuses on quality and takes steps towards offering quality education?
20. The score of this question is divided between the head of department and the committee members. The head of department has the right to score this question as 2/5. The remaining 3/5 is for the committee. The committee may give;
21. A. 1-point if the teacher already have at least one seminar and attended five seminars,
22. B. and 1-point if the teacher prepared his course book on time and has a complete class website.
23. 4. Prepares a course book in his/her subject in good time before the course and explains the key objectives to the students?
24. The score of this question is divided between the head of department and the committee members. The head of department has the right to score this question as 2/5. If he already prepared the CB, the head of department may give him 2-points. The remaining 3/5 is the share of the committee and as follow;
25. A. If he prepared it on time before the course, the QA Faculty coordinator may give him 1-3 points.
26. B. The committee should check that the teacher already uploaded the course book to his electronic PF. If it is not, 2 points are to be deducted.
27. 5. At the end of the academic year, participate in the analysis of examination results?
28. The score of this question is the responsibility of the head of department. The head of department may give the teacher 1-4 points if he submitted the exam results of 1st semester, 2nd semester on time with no delay. If the teacher submitted graph and charts about the student results, he may take an extra 1-point.
29. 6. The teacher promotes critical thinking and also accepts different views?
30. The score of this question is divided between the head of department and the committee members. The head of department has the right to score this question as 2/5. The remaining 3/5 is for the committee. 1 point is deducted from this question score if the teacher has no Philosophy in teaching written in his academic Profile.
31. 7. Teacher does not discriminate between students and the students are satisfied with her/ him?
32. This question is scored by the head of the department and committee members. The score is based on the teacher attitude in his department and whether the students complain about how the teacher is treat them during the class and whether they are satisfied or not.
33. 8. Teacher does not allow external interference and his decisions are made on objective grounds in the public?
34. This question is scored by all committee members.
35. 9. Teacher shows the spirit of teamwork with other teachers and follows the ethics of respect and patience with them?
36. This question is scored by all committee members.

37. 10. Teacher is expert on his/her field and it a role model for other?
38. The score of this question is divided between the head of department and the committee members. The head of department has the right to score this question as 2/5. The remaining 3/5 is the share of the committee that depends on teacher's scientific achievement and as it may clear in his/her CV, and also on the courses he is teaching.
39. 11. Follows University guidelines and carries out work over and beside his/her duty?
40. The score of this question is divided between the head of department and the committee members. The head of department has the right to score this question as 2/5. The remaining 3/5 is for the committee. The committee may give for:
41. A. Two committees and more = 1-point
42. B. Or one departmental appreciation letter = 1 point
43. C. Or one and more Faculty or University appreciation letter = 2 points
44. D. Or at least two committees + at least one departmental appreciation letter =2 points
45. E. Or at least two committees + at least one Faculty or University appreciation letter =3 points
- 46.
47. 12. Teachers actively assist the department in its objectives and deliver the quality of education?
48. This question is scored by the head of department (2-points) and the QA Faculty coordinator (3-points). For the QA Faculty coordinator, he may give:
49. A. One point if the teacher has a Class website.
50. B. one point if the teacher assists the QA office and gives his course book on time.
51. 13. The teacher is an active researcher and has national publications and participates in international conferences or reviews national/international conference papers?
52. This question is scored by the committee and as follow:
53. A. None = 1 point
54. B. One national conference publication = +2 points
55. C. One international conference publication = +3 points
56. D. One national journal paper = +4 points
57. E. 2 points added for acting as a reviewer or a member of a scientific committee in each conference.
- 58.
59. 14. Teachers research is internationally recognized and published in international journals
60. This question is scored by the committee and as follow:
61. A. None = 1 point
62. B. One international journal paper (without impact factor) = +2 points
63. C. A reviewer of international Journal (with TR impact factor) = +3 points
64. D. One international journal paper (in SCOPUS or with TR impact factor) = +4 points
65. E. One international book = +2 points, Book with famous publisher = +4 points (Check the famous publishers in the portal)
66. 15. Innovative and actively participates in the different committees inside the department, faculty and university?

67. The score of this question is divided between the head of department and the committee members. The head of department has the right to score the teacher innovation as 2/5. The remaining 3/5 is for the committee. The committee may give for:
68. A. Each one departmental committees = +0.5 point.
69. B. Each one Faculty committee = + 1.
70. C. Each one MHE or University committee = +2 points.
71. D. Member of the Semester Exam committee = +2 points.
72. E. Member of the Final Exam committee = +3 points.
73. 16. Teacher actively engaging in improving University visibility.
74. This question is scored by the committee and as follow: Add 1 point if the teacher has:
75. A. ORCID account page
 B. Google Scholar Citation Account page
 C. Publons account page
 D. ResearchGate
 E. Scopus ID page

Appendix (C)

- Academic Publication
 - Publication Conference paper
 - Research papers in national journals
 - Research papers in non-indexed international journal
 - Research papers in WOS and Scopus-indexed journals
 - Publication books upon university request
 - National published books outside the university
 - International published books outside the university
 - Translated books upon university request
 - National translated books outside the university
 - International translated books outside the university
- Article Review
 - Article Reviewed for a Scientific Promotion
 - Article Reviewed for a Non-Indexed Journal
 - Article Reviewed for an Indexed Journal
 - Reviewing Conference Papers
- Conference and workshop
 - Attended National Conference Days
 - Attended international Conference Days
 - Attended National Workshop
 - Presented Seminars in Workshop: One Seminar Per Day
 - Attended International Workshop
- Editorial Board and Association Membership
 - Member of Editorial Board of Non-Indexed National Journal
 - Member of Editorial Board of a Non-Indexed International Journal

- Member of Editorial Board of an Indexed Journal
- Scientific Committees
 - Participated Department Committees
 - Participated Faculty Committees
 - Participated University Committees
 - Participated Ministry Committees
 - Participated Yearly Committees
 - Member of The Scientific Promotion Committee
 - Member of The Faculty TQA Committee
 - Member of The department TQA Committee
- Training Course
 - Attended National Training Courses (By Weeks)
 - Attended International Training Courses (By weeks)
 - Presented Seminars in Training Courses; One seminar per day
- Appreciation Letters
 - Department Appreciation Letter
 - Faculty Appreciation Letter
 - University Appreciation Letter
 - Ministry Appreciation Letter
- Seminar
 - Attended Seminars
 - Presented Seminars
- Scholar Metrics
 - Google Scholar Cations
 - ORCID
 - ResearchGate

Appendix (D)

1. Researchers can claim an incentive pay (reward) through an electronic form available on the Quality Assurance website: <http://qa.cihanuniversity.edu.iq/publications/>
2. After a thorough evaluation, a university committee will review the authors application form for the publication reward.
3. Research paper(s) must affiliate Cihan University-Erbil according to the following format:
Department of xxxxx, Cihan University-Erbil, Erbil, Kurdistan Region, Iraq
Or Department of xxxxx, Cihan University-Erbil, Erbil, Iraq
4. For all types of publications, the published papers should be available online with a Metadata page that has a doi connected to the metadata page itself. The metadata page should contain; paper title, full authors' names and affiliation, keywords and abstract.
5. The publication author should be a full-time or part-time academic staff at Cihan University-Erbil to apply for the incentives
6. The incentive pay applications are accepted for the publication (available online) during the period 1st September 2022 – 31st August 2023.
7. For all types of publications, incentive pay is applicable for the (Full Time) authors who affiliate Cihan University-Erbil as the 1st affiliation, only.

8. For Part-time academic staff or PhD students authors, Cihan University-Erbil affiliation can be the first or second.
9. Any published paper with more than 2 affiliations will not be considered.
10. Publications with 2 affiliations, Cihan University-Erbil is the 1st, and the 2nd is a private university, will not be considered.
11. Incentive pay for publications with IF will be made based on the latest Journal Citation Report (JCR) issued by Clarivate Analytics.
12. For a publication indexed by SCOPUS and Clarivate Analytics at the same time, the priority is for the Clarivate Analytics index.
13. The amount of the incentive pay will be according to the list shown below:

No	Type of publication	Incentive Pay Details
1	Research articles published in a journal indexed by Clarivate Analytics with Impact Factor (WoS IF < 50).	$\text{Incentive Pay} = \text{ID}500,000 + (\text{IF}) \times \text{ID}250,000$ IF = 0.8 : $\text{Incentive Pay} = \text{ID}500,000 + (0.8) \times \text{ID}250,000 = \text{ID}700,000$ IF = 4.0: $\text{Incentive Pay} = \text{ID}500,000 + (4.0) \times \text{ID}250,000 = \text{ID}1,500,000$ Max. Incentive Pay = ID 2,000,000
2	Research articles published in a journal indexed by SCOPUS with Quartile.	SCOPUS Q1; Incentive Pay = ID500,000 SCOPUS Q2; Incentive Pay = ID400,000 SCOPUS Q3; Incentive Pay = ID300,000 SCOPUS Q4; Incentive Pay = ID200,000
3	Conference paper deposited to SCOPUS indexed platform / repository, e.g., Springer, IEEE Xplore, etc	Incentive Pay = ID300,000
4	Local or international Conference inside Kurdistan with DOI and metadata page for each published paper.	Incentive Pay = ID125,000
5	DOAJ-indexed publications published by journals inside KRI. DOI is a must.	Incentive Pay = ID150,000
6	Non-indexed publications published by journals inside KRI. DOI is a must.	Incentive Pay = ID125,000

7	Books published by famous publishers according to WoS list. Only 1st and 2nd authors are considered. Cihan University-Erbil affiliation must be available on the online book metadata page with active ISBN.	Incentive Pay = ID1,500,000
8	Books published by non-famous publishers. Only 1st and 2nd authors are considered. Cihan University-Erbil affiliation must be available on the online book metadata page with active ISBN.	Incentive Pay = ID750,000
9	Book Chapters published by famous publishers according to WoS list. Only the 1st author is considered. Cihan University-Erbil affiliation must be available on the online book metadata page with active ISBN.	Incentive Pay = ID400,000
10	National patent with online page shows Cihan University-Erbil affiliation	Incentive Pay = ID1000,000
11	International patent with active patent ID and registered by Cihan University-Erbil as an applicant.	Incentive Pay = ID3,000,000

14. Part time authors who affiliate Cihan University-Erbil as the 2nd affiliation can get no more than 50% of the incentive pay.

15. For authors with order 1st, 2nd and 3rd, they can get the full incentive pay as listed in the above table.

16. For authors with orders 4th and 5th, they get 60% of the incentive pay.

17. For authors with orders greater than 5th, they cannot apply for the incentive pay, only with publication of $IF \geq 50$ as explained in No. 17 and No. 18.

18. The incentive pays for a Clarivate Analytics-indexed publication of $IF \geq 50$ is ID3,000,000, with Cihan University-Erbil as the 1st affiliation and regardless of author's order

19. The incentive pay for a Clarivate Analytics-indexed publication of $IF \geq 50$ is ID5,000,000, with Cihan University-Erbil as the 1st affiliation and author's order is 1st, 2nd or 3rd.