**QUALITY ASSURANCE PROCEDURES**The purpose of issuing management procedures is to ensure transparency in management practices and consistency in the practical operations of Faculties/Offices/Units throughout the entire institution.

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| **Type of Process** | **Name of Process** | **Responsible Unit** |
| **Quality Assurance for Learning Assessment Activities** | 1. Admission Process | Office of Academic Affair  Office of Educational Testing and Quality Assurance  Training Faculty |
| 2. Process for establishing and adjusting academic programs |
| 3. Process for developing exam questions |
| 4. The process of mixing exam questions and printing exam questions. |
| 5. Process for grading exams |
| 6. Process for data archiving |
| 7. Process for handling academic affairs |
| 8. Process for graduation evaluation |
| **Quality Assurance for Staff** | 9. Process for human resource planning | Office of Administrative and Personnel |
| 10. Process for recruitment and selection of staff, lecturers, and employees |
| 11. Criteria for evaluating the performance of staff, lecturers, and employees |
| 12. Process for recognizing lecturers |
| 13. Process for evaluating the capacity of lecturers and staff |
| 14. Process for implementing and rewarding scientific research projects, scientific research Initiatives, and experience-sharing among lecturers and staff |
| **Quality Assurance for Facilities** | 15. Process for procuring facilities and equipment; equipment maintenance and upgrades | Office of Facility Management |
| 16. Process for receiving donations for facilities and equipment |
| **Quality Assurance for Student Support** | 17. Process for handling student policy documents | Office of Student Affairs |
| 18. Procedures for handling administrative formalities for students (tuition payments at Office of Finance, issuance of student status certificates, academic transcripts, etc.) | Office of Academic Affair |
| 19. Employment support process for students |
| 20. Student feedback survey process on courses (subjects and lecturers), service quality (information provision, administrative formalities, facilities, educational environment, academic results and homeroom teacher or advisors). | Office of Educational Testing and Quality Assurance  Office of Academic Affair  Center of Information and Resources  Training Faculty |