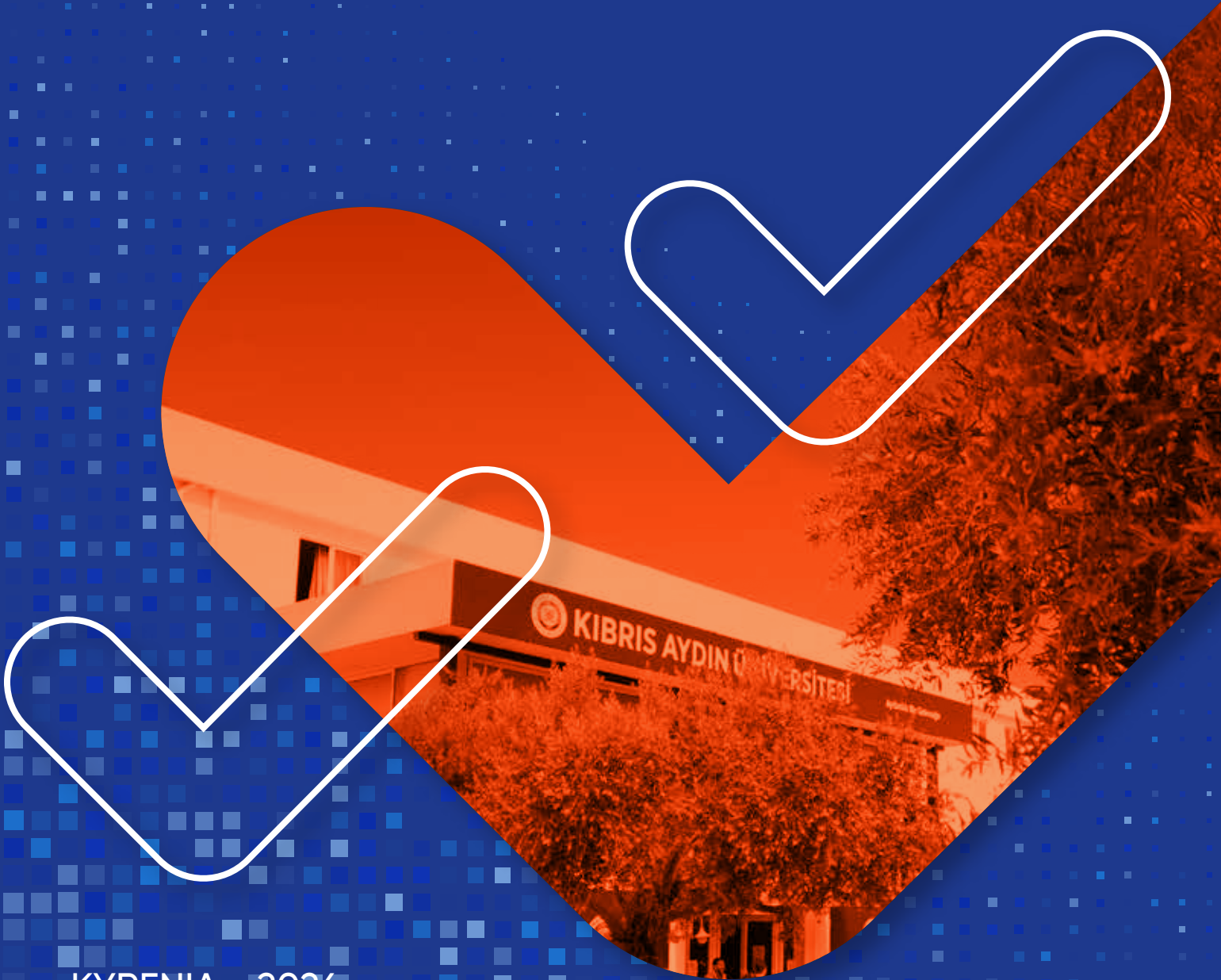




CYPRUS AYDIN UNIVERSITY

QUALITY HANDBOOK



KYRENIA - 2026



Rector's Foreword

In today's world, where knowledge is produced and disseminated at an unprecedented pace, it is essential for higher education institutions to adopt a quality-oriented approach not only in education and training, but also in the areas of research, social contribution, and institutional governance. As Cyprus Aydın University, we believe that sustainable success can only be achieved through a strong culture of quality.

Prepared within this framework, the Quality Handbook presents the structure of our university's quality management system, together with its principal policies, processes, and objectives, through a holistic perspective. The handbook stands as a concrete reflection of our commitment to quality assurance and continuous improvement across all areas of our activities, ranging from education and research-development to social responsibility and internationalization.

The strategic objectives defined in line with the mission and vision of our institution have been developed in a manner that corresponds to the needs and expectations of our stakeholders, and have been reinforced through a transparent, participatory, and accountable understanding of governance. At this stage, internal and external evaluation systems, performance criteria, and the principles of continuous improvement have served as our main guiding framework.

I believe that our Quality Handbook will serve as a valuable guiding resource for all our academic and administrative staff and will also make a meaningful contribution to the dissemination of a quality culture throughout the institution. I would like to extend my sincere thanks to all our units and stakeholders who have contributed to this work, and to express my confidence that we will continue to move forward more strongly together on our university's journey toward quality.

Prof. Dr. Yadigar İZMİRLİ
Rector

TABLE OF CONTENTS

1. About the Quality Handbook

- 1.1. Purpose and Scope
- 1.2. Terms and Definitions

2. Institutional Framework

- 2.1. Mission of the Institution
- 2.2. Vision of the Institution
- 2.3. Core Values of the Institution
- 2.4. Quality Policy
 - 2.4.1. Education and Training Policy
 - 2.4.2. Research and Development Policy
 - 2.4.3. Social Contribution Policy
 - 2.4.4. Management Policy
 - 2.4.5. Internationalization Policy
 - 2.4.6. Human Resources Policy
- 2.5. Quality Outputs
- 2.6. Strategic Objectives and Specific Goals

3. Organizational Structure of the Institution

- 3.1. History of the Institution
- 3.2. Organizational Chart of the Institution
- 3.3. Governance Model and Administrative Structure

4. Quality Management System

5. Quality Assurance Processes

- 5.1. Internal Evaluation (BIDR)
- 5.2. Institutional Internal Evaluation (KIDR)
- 5.3. Institutional External Evaluation
- 5.4. Institutional Accreditation Program (KAP)

6. Priority Areas

- 6.1. Education and Training
- 6.2. Research and Development
- 6.3. Social Contribution
- 6.4. Internationalization

7. Resource Management

- 7.1. Human Resources Management
- 7.2. Information Resources Management
- 7.3. Process Management

8. Measurement, Analysis and Improvement

- 8.1. Quality Indicators and Monitoring
- 8.2. Stakeholder Engagement
- 8.3. Internal Audit
- 8.4. Continuous Improvement



1. About the Quality Handbook

1.1. Purpose and Scope

The Cyprus Aydın University Quality Handbook aims to provide guidance to all university units on matters related to the principles, structure, and operation of the Quality Assurance System, thereby ensuring its effective implementation and enhancing stakeholder satisfaction.

At Cyprus Aydın University, the quality strategy is articulated in line with the University's 2024-2028 Strategic Plan. In addition to general principles, it is explained under the headings of education and training, research and development, social contribution, internationalization, management system, monitoring and evaluation, stakeholder satisfaction, and continuous improvement.

1.2. Terms and Definitions

- **Academic Unit:** Institutes, Faculties, Schools, and Vocational Schools affiliated with Cyprus Aydın University,
- **Unit Internal Evaluation Report (BIDR):** The report in which the university's units evaluate their education and training as well as research activities,
- **Quality Handbook:** The framework document that defines the quality management system of Cyprus Aydın University,
- **Quality Assurance System:** All planned and systematic processes carried out to provide assurance that the University and its units fully comply with internal and external quality standards and effectively implement quality and performance processes,
- **Quality Improvement:** The management and organizational processes in place to improve the ongoing education and training, research, and community service dimensions carried out by the University,
- **Quality Commission:** The commission composed of members appointed by the University Senate for the purpose of conducting quality assurance activities at Cyprus Aydın University,
- **Quality Policy:** The written statement declared by the senior management of the University that defines the general understanding and principles of quality and is committed to internal and external stakeholders,
- **Institution:** Cyprus Aydın University,
- **Institutional Internal Evaluation Report (KIDR):** The report prepared by the University to monitor quality assurance processes related to its education and training, research and development, social contribution activities, and administrative services,
- **Stakeholder:** Individuals, institutions, and organizations, both internal and external, that can influence or be influenced by the decisions and activities of the University in the areas in which it operates,
- **Performance Indicators:** Tools used to measure, monitor, and evaluate the extent to which the University achieves its goals and objectives,
- **Policy:** The principles of practice formally declared by the senior management of the University,
- **PDCA (Plan-Do-Check-Act):** A systematic approach used to achieve results through step-by-step planning,
- **Strategic Objectives:** The targets that must be achieved in order to fulfill strategically important goals determined in line with the University's mission and vision,
- **Strategy and Quality Development Directorate:** The central unit that coordinates quality assurance, strategic planning, and performance management processes to support institutional development within the University through a sustainable approach,
- **Process:** A set of interrelated and interactive activities that transform inputs into outputs (outcomes),
- **Continuous Improvement:** The process of effectively evaluating the degree of achievement of defined objectives and supporting these through corrective and preventive actions aimed at improving the system,
- **Senior Management:** The Board of Trustees, Rector, Vice Rectors, General Secretary, Senate, and Executive Board,
- **Administrator:** Managers of academic and administrative units.

2. Institutional Framework

2.1. Mission of the Institution

The mission of Cyprus Aydın University is to provide education in line with international standards by placing the student at the center, and to educate individuals who are responsive to the changing needs of society, responsible, and capable of shaping the future.

2.2. Vision of the Institution

The vision of Cyprus Aydın University is to become a university that prioritizes creating impact at the international level through the use of science and technology, adheres to ethical values, is environmentally conscious, and serves society.

2.3. Core Values of the Institution

The core values of Cyprus Aydın University are:

- Achieving quality and excellence,
- Ensuring scientific and social integrity,
- Promoting innovation and raising awareness,
- Embracing equality and diversity,
- Living in harmony with nature,
- Respecting both tradition and the future.

2.4. Quality Policy

2.4.1. Education and Training Policy

At Cyprus Aydın University, the foundation of the educational philosophy is the belief that education is the most powerful force in developing individuals, transforming society, and advancing the world. The University aims to provide its students with a learning environment that enables them to compete on a global scale by combining its longstanding international educational experience with the higher education potential of the Turkish Republic of Northern Cyprus.

In line with this understanding, the University goes beyond being merely an institution that transmits knowledge; it places great importance on educating its students as future leaders, entrepreneurs, and scientists. Within this framework, Cyprus Aydın University adopts as its primary objective the cultivation of individuals who question knowledge, think innovatively, contribute to society, compete globally, adhere to ethical values, and embrace lifelong learning.

Cyprus Aydın University conducts its education and training activities in accordance with the principles of a student-centered approach, research-based knowledge production, social responsibility, and continuous improvement. The University aims to establish a learning ecosystem in which knowledge is produced by academics and actively engaged with by students who will apply this knowledge in social and professional contexts. In this regard, students are regarded not only as recipients of knowledge but also as active stakeholders in the process of scientific production.

The University places the principles of critical thinking, inquiry, and ethical responsibility—core values of higher education institutions at the center of its educational activities. Educational programs are designed to develop students' skills in critical thinking, problem-solving, research, communication, and ethical conduct.

A balanced approach is adopted that supports both discipline-based knowledge and interdisciplinary interaction. Through core courses, students acquire the theoretical and conceptual foundations of their fields, while field-specific and elective courses support the development of specialization aligned with their interests. In this way, it is aimed that students can apply the knowledge and skills they acquire in real-life contexts and enhance their professional competencies.

Cyprus Aydin University places great importance on the continuous development of its education and training processes in line with current scientific and technological advancements. In the design and revision of curricula, stakeholder opinions, student and graduate feedback, and societal needs are taken into consideration. Educational activities are regularly monitored and evaluated in accordance with the principles of quality assurance.

The University also attaches importance to international collaborations in order to support the development of students as globally competitive individuals. In its multicultural environment, students are encouraged to interact with different cultures and to adapt to international academic and professional contexts.

In order to support professional development, practical training and internship activities constitute an essential component of the educational process. In this way, students are enabled to reinforce their theoretical knowledge through practice, gain familiarity with the professional world, and plan their careers at an early stage. Accordingly, the education and training activities of Cyprus Aydin University can be summarized as follows:

- Adopting a student-centered learning approach,
- Promoting a culture of quality assurance in education and training processes,
- Continuously improving educational programs,
- Establishing learning environments focused on research, innovation, and entrepreneurship,
- Supporting practical training and internship opportunities,
- Encouraging a lifelong learning perspective.

2.4.2. Research and Development Policy

The fundamental research and development policy of Cyprus Aydin University is to establish a research ecosystem that contributes to the production of scientific knowledge, conducts innovative research activities, and is capable of competing at both national and international levels. Cyprus Aydin University considers the production, development, dissemination, and transformation of scientific knowledge into societal benefit as one of the core elements of its higher education activities.

The University aims to conduct its research and development activities in line with the principles of innovation, ethical responsibility, social contribution, and sustainability. In this context, it is aimed that research activities are competitive at national and international levels and contribute to scientific advancement.

The University seeks to carry out its research and development activities through a strong academic infrastructure and effective support mechanisms. Accordingly, the development of research centers and scientific working environments, as well as maintaining up-to-date technical infrastructure, equipment, and digital resources required by researchers, are among the institutional priorities.

The University also aims to enhance the research capacity of its academic staff and increase the number of research projects. In this regard, necessary support mechanisms are established to enable researchers to benefit from national and international funding sources, and academic staff are encouraged accordingly. In addition, the development of an interdisciplinary research culture and the promotion of collaborative studies across different scientific fields are supported.

In order to ensure the sustainability of the research culture, the active participation of students in research processes is encouraged. Encouraging undergraduate and graduate students to engage in research, participate in research projects, develop scientific thinking skills, and promoting research-based learning approaches are among the University's priorities.

Cyprus Aydin University considers the transformation of research outputs into societal benefit as an important responsibility. In this context, the conversion of scientific studies into national and international publications, patents, utility models, innovative products, and entrepreneurial activities is also supported.

Accordingly, within the framework of its research and development policy, Cyprus Aydin University adopts the following core principles and objectives:

- Supporting the increase of high-quality scientific publications, projects, and research outputs at national and international levels,
- Developing research support and reward mechanisms that encourage academic staff to produce indexed publications, projects, and patents at national and international levels,
- Ensuring that research outcomes are transformed into social and economic value,
- Promoting an ethical, transparent, and sustainable research culture,
- Encouraging interdisciplinary research and innovative collaborations,
- Promoting research-based learning by encouraging active participation of undergraduate and graduate students in research projects,
- Supporting the increase of patents, utility models, and design outputs,
- Encouraging more effective utilization of national and international research funds,
- Developing a research ecosystem that supports entrepreneurship, innovation, and technology production,
- Prioritizing research areas that are responsive to societal needs and contribute to sustainable development.

2.4.3. Social Contribution Policy

Cyprus Aydin University recognizes the transformation of knowledge, culture, art, and scientific production into societal benefit as one of the fundamental responsibilities of higher education. The University conducts its social contribution activities with an inclusive, ethically grounded, accessible, and sustainable approach by aiming to establish a strong and sustainable interaction between its education and training, research activities, and society.

Cyprus Aydin University adopts an approach that takes into account the needs of society. In this regard, identifying societal needs, analyzing priority areas, and producing sustainable solutions to social problems are among the University's primary priorities. The University aims to become an institution that generates knowledge through engagement with society, analyzes problems, and develops solutions.

The University also places importance on educating students as socially responsible individuals by integrating social contribution into its educational processes. Within this framework, social responsibility projects, volunteer activities, and community service practices are incorporated into educational programs, and students are encouraged to develop as individuals who are aware of social issues, capable of generating solutions, and possess a strong sense of active citizenship.

In line with the principle of lifelong learning, the University also organizes educational programs, seminars, certificate programs, and social activities for different segments of society. Scientific knowledge and experience generated through research and application centers are shared with society, thereby supporting social awareness and knowledge dissemination.

Accordingly, the social contribution activities of Cyprus Aydın University include:

- Developing programs and projects targeting priority areas by analyzing societal needs,
- Expanding integrated social contribution activities aligned with education and training and research,
- Educating individuals who are sensitive to social problems, solution-oriented, and possess a strong sense of responsibility,
- Encouraging students' active participation in volunteerism, social responsibility, and community service activities,
- Strengthening collaborations with public institutions, local authorities, non-governmental organizations, and other stakeholders,
- Organizing education and development programs for society within the scope of lifelong learning,
- Promoting sustainable practices that support environmental and social responsibility awareness,
- Ensuring the dissemination of scientific knowledge to society and increasing social awareness.

2.4.4. Management Policy

Cyprus Aydın University adopts as its fundamental mission to provide education in line with international standards by placing the student at the center, and to educate individuals who are responsive to the changing needs of society, responsible, and capable of shaping the future. In this context, the University aims to establish an institutional culture that is responsive to the needs and expectations of its stakeholders, prioritizes internationalization, and supports an entrepreneurial spirit, through a transparent, participatory, accountable, and quality-oriented management approach.

Within this framework, the University adopts the following principles and objectives under its management (governance) policy:

- Adopting open, transparent, and traceable methods in decision-making and implementation processes,
- Adhering to the principles of accountability and auditability in all management processes,
- Acting in compliance with national and international legal regulations as well as ethical principles in all management processes,
- Encouraging and systematizing the active participation of internal and external stakeholders in management processes,
- Adopting a fair, impartial, and equitable management approach towards all stakeholders,
- Utilizing human, financial, and physical resources effectively, efficiently, and sustainably in line with strategic objectives,

- Regularly monitoring, evaluating, and continuously improving management processes within the scope of the quality assurance system,
- Promoting an institutional quality culture and a continuous learning mindset across all units,
- Supporting digital transformation in education and training, research and development, and administrative processes, and ensuring the effective use of next-generation technologies,
- Ensuring institutional data integrity and establishing a shared database through the integrated use of information management systems,
- Ensuring data security, accuracy, and accessibility,
- Managing financial resources in a transparent and sustainable manner in line with social responsibility and institutional ethical principles,
- Strengthening the University's global visibility and reputation by increasing international collaborations,
- Developing and maintaining management practices aligned with international accreditation standards.

2.4.5. Internationalization Policy

Cyprus Aydin University shares its internationalization policy with its stakeholders and manages the internationalization process in line with its defined strategies and objectives. In this context, the University establishes its organizational structure to support internationalization activities and periodically monitors and evaluates the outcomes of these activities.

Cyprus Aydin University considers internationalization as an integral part of education and aims to establish a university structure in which students from different countries come together in the same academic environment and where cultural diversity contributes to knowledge production. In this regard, the University aims to enhance its global recognition, develop international academic collaborations, and be actively represented on international scientific platforms.

At the University, internationalization processes are carried out under the coordination of senior management and are supported by the International Relations Coordination Office and the International Student Office. These units work in cooperation with academic and administrative units to ensure the planning, implementation, monitoring, and continuous improvement of international activities.

The International Relations Coordination Office and the International Student Office provide guidance to prospective students at all stages, from the application process to graduation, offering reliable and solution-oriented services. Within the scope of international student recruitment, the University actively conducts promotional activities through its representative networks and participation in international education fairs, providing accurate and transparent information to prospective students.

Within this framework, the relevant units:

- Coordinate international student recruitment, as well as application and admission processes,
- Establish and manage overseas representative networks,
- Plan and implement international education fairs and promotional activities,
- Develop and sustain the University's international academic collaborations,
- Coordinate student and academic staff exchange programs,
- Prepare and monitor inter-institutional protocols and cooperation agreements,

- Provide support for the registration, orientation, and guidance processes of international students,
- Establish communication with global academic networks and develop strategic partnerships.

In line with its global education approach, the University develops and maintains academic collaborations with higher education institutions in different countries. In this regard, student and academic staff exchange programs, joint projects, and international academic interactions are supported, aiming to educate students as individuals capable of thinking on a global scale.

In addition, the University organizes international academic and cultural events, develops collaborations aimed at increasing scientific productivity, and provides a multicultural, secure, and academically strong learning environment.

In order to ensure the sustainability of internationalization activities, the relevant units collaborate with national and international institutions and organizations and carry out resource development activities. In this context, it is aimed to secure new resources, as well as to maintain and enhance existing ones.

Cyprus Aydin University carries out all these activities in line with the principles of quality, transparency, and institutional sustainability, and strengthens the international dimension of its education and training, research, and social contribution activities within the scope of its internationalization policy.

2.4.6. Human Resources Policy

Cyprus Aydin University establishes its organizational structure within the framework of the quality management system and defines written job descriptions that specify the duties, authorities, responsibilities, and qualifications of human resources. The planning and recruitment of human resources are carried out under the authority and responsibility of senior management.

The senior management of the University ensures the employment of a sufficient number of qualified academic and administrative staff in order to enhance the effectiveness of education and training, research, and administrative processes. The determination of qualifications, selection, and appointment of academic staff are conducted in accordance with the relevant legislation. The qualifications of administrative staff are defined based on job descriptions and evaluated in line with the requirements of the respective positions.

At the University, it is essential that all personnel possess the necessary knowledge, skills, and competencies, and that these competencies are continuously developed. In this context, in-service training, seminars, workshops, and orientation programs are systematically planned and implemented to support the professional development of academic and administrative staff.

Cyprus Aydin University aims to enhance the pedagogical and technological competencies of its academic staff and supports the widespread use of interactive and student-centered teaching methods. In this regard, training-of-trainers programs are organized to improve the quality of teaching processes.

In order to support the professional development of academic and administrative staff, regular needs analyses are conducted, and training and development activities are planned and updated based on the feedback obtained. In this process, inter-unit cooperation is ensured, and the services provided are diversified in accordance with the needs of the target audience.

In line with its student-centered education approach, the University carries out activities aimed at improving learning environments and continuously enhances educational processes through student feedback and internal evaluations.

Cyprus Aydin University, within the scope of human resources management, acts in accordance with the principles of quality, sustainability, and continuous improvement, aiming to increase the contribution of all its employees to institutional goals and to establish a qualified working environment in higher education.

2.5. Quality Outputs

Cyprus Aydin University measures the effectiveness of all processes carried out within the framework of the quality management system and aims for continuous improvement. The University's quality outputs are concretely observed in the areas of education and training, research and development, social contribution, internationalization, and human resources.

1. Education and Training Outputs

- Student achievement rates in academic programs are regularly monitored and reported,
- Course and instructor evaluation results, student feedback, and student satisfaction surveys are periodically assessed,
- Employment rates and career development of graduates are monitored, and education and training programs are updated accordingly,
- Certification of educational quality through national and international program accreditations is targeted.

2. Research and Development Outputs

- The number of publications, citation indices, and contributions of academic staff to international journals are regularly monitored,
- Funding received from national and international projects, as well as the number of projects, are tracked,
- Research capacity is strengthened through academic collaborations and joint projects.

3. Social Contribution and Social Responsibility Outputs

- The number and impact of social responsibility projects conducted with the participation of students and academic staff are periodically monitored,
- The outcomes of community service and educational activities are evaluated.

4. Internationalization Outputs

- The ratio of international students is monitored, and strategies are implemented to increase this ratio,
- Participation rates in student and academic staff exchange programs are regularly tracked,
- The number of international collaborations and agreements established by the University is evaluated as a quality output,
- International academic activities and global visibility indicators support internationalization policies.

5. Human Resources and Institutional Development Outputs

- The professional development of academic and administrative staff is supported through orientation programs, seminars, and training-of-trainers programs,
- Staff satisfaction and performance indicators are monitored, and improvement plans are implemented to address identified gaps,

- Institutional capacity and the effectiveness of management processes are measured through quality audits and process evaluation results.

6. Quality Management and Continuous Improvement Outputs

- The effectiveness of the quality management system is measured through internal audit results,
- Process improvement activities and periodic feedback ensure the continuous enhancement of quality outputs,
- Quality cycles and monitoring reports across all units serve as key indicators for achieving institutional objectives.

Cyprus Aydın University continuously improves all its activities from education and training to research, from internationalization to social contribution in line with these quality outputs, aiming to provide higher education at national and international standards.

2.6. Strategic Objectives and Specific Goals

Cyprus Aydın University aims to expand and sustainably operate the quality assurance system in all units; the determined aims and goals are carried out in accordance with the university's quality policy, strategic plan, and YÖKAK (Council of Higher Education Quality Assurance) principles.

Objective 1

To increase students' professional competencies, research skills, and innovative thinking capacity by strengthening the quality of education and academic capacity through a student-centered education approach.

Specific Goals:

- To strengthen the educational infrastructure
- To increase students' opportunities for extracurricular education, internships, applied training, and workplace experience
- To employ qualified teaching staff to increase the university's education and research capacity

Objective 2

To establish a quality culture in the institutional structure

Specific Objectives:

- To support quality processes in academic and administrative units
- To ensure the regular and effective operation of unit quality commissions
- To provide information and guidance services for the quality assurance system

Objective 3

To develop a continuous improvement mindset

Specific Objectives:

- To ensure the evaluation of survey, feedback, and monitoring data.
- To guide the internal evaluation and improvement efforts of the units
- To ensure the dissemination of improvement suggestions and best practice examples throughout the institution.

Objective 4

To monitor and report on quality processes

Specific Objectives:

- To coordinate internal evaluation and YÖKAK processes
- To monitor quality indicators annually
- To conduct transparent and open communication processes with stakeholders

Objective 5

To increase participation and awareness

Specific Objectives:

- To encourage the participation of students, staff, and external stakeholders in quality processes
- To organize informative events and training programs

3. Organizational Structure of the Institution

3.1. History of the Institution

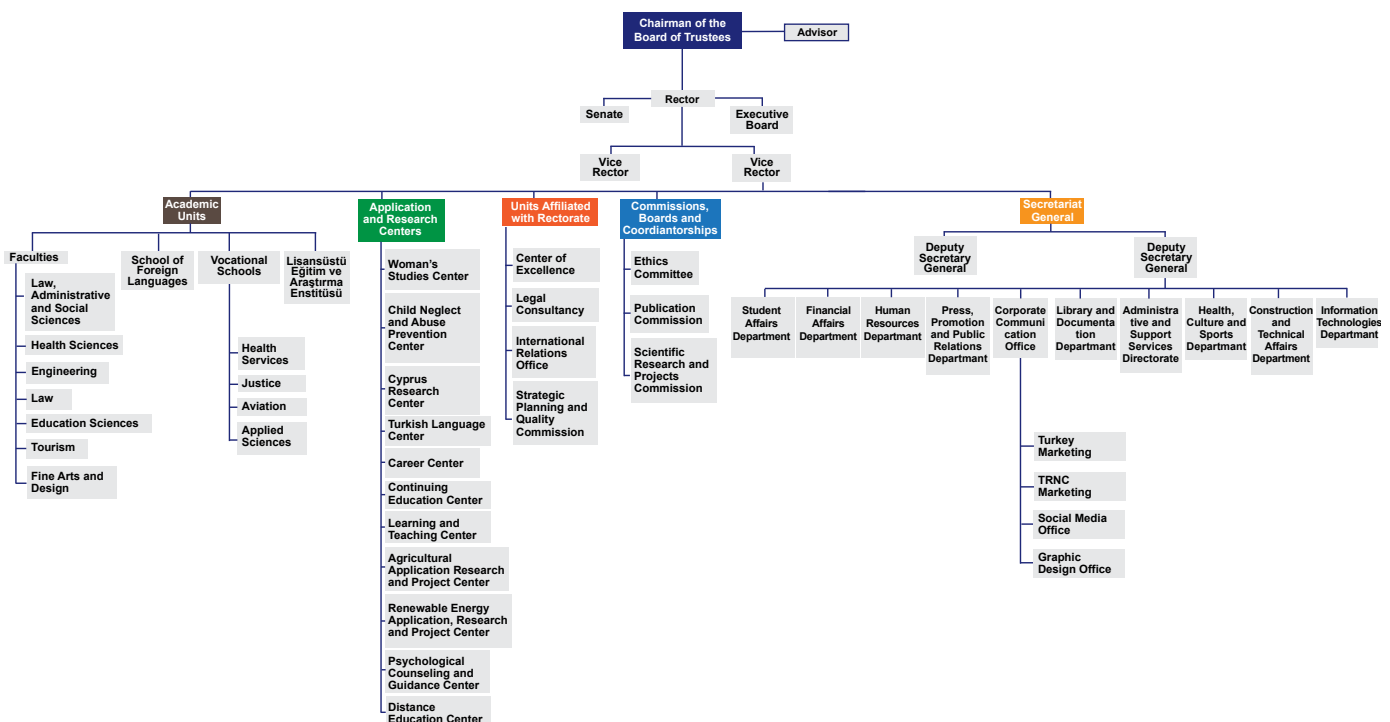
Cyprus Aydın University was established in 2013. Following its establishment, our university, which experienced a rapid growth process, started accepting students from 2014 onwards and quickly became a recognized and preferred higher education institution in the Turkish Republic of Northern Cyprus (TRNC), Turkey, and abroad.

On June 11, 2013, the ÖZOK Group submitted a request to the TRNC Ministry of National Education and Culture, with letter number ÖZOK.29/11-2013.06, for permission to establish a university under the name “Özok University Ltd.” to begin education in the 2014-2015 Academic Year, and the “Preliminary Opening Permit” was obtained on October 23, 2013. With the letter numbered EB.0.00-203/10-13/983 and dated December 4, 2013, from the Ministry of National Education and Culture of the TRNC, the name change was made, and “Özok University Ltd.” was replaced with “British University of Nicosia.” The university was authorized to be established with 12 undergraduate, 8 associate degree, and 3 postgraduate programs.

With the letter numbered 2/2013-14 and dated March 14, 2014, from YÖDAK (Higher Education Planning, Supervision, Accreditation and Coordination Council), it was decided that “British University of Nicosia” would begin teaching in the 2014-2015 Academic year and would be accepted as a candidate for accreditation. Thus, our university started teaching in the Fall semester of 2014-2015 with 342 students. However, the name “British University of Nicosia” was being confused with ‘Cyprus Nicosia University’, which operates in Southern Cyprus, and was creating a false perception regarding the location. In addition, in line with the general consensus that the term “science” is more appropriate for a university, it has been changed to Cyprus Science University. This decision was inspired by the profound saying of the Great Leader Atatürk.”The truest guide in life is science!”

In 2025, our university adopted the name “Cyprus Aydın University” to emphasize its strong organic link with Istanbul Aydın University, one of Türkiye’s leading higher education institutions, and to make this cooperation more visible. This name change aims to strengthen the academic and administrative cooperation between the two universities and reflect a shared vision in global education standards.

3.2. Organizational Chart of the Institution



3.3. Management Model and Administrative Structure

The university's management and administrative structure is designed to ensure the achievement of institutional goals and to support the effective implementation of the quality assurance system. The institutional governance system is implemented in accordance with national higher education legislation, regulations determined by the Higher Education Planning, Supervision, Accreditation and Coordination Board (YÖDAK), and the European Higher Education Area quality assurance standards (ESG) published by the European Association for Quality Assurance in Higher Education. Regulations, directives, principles, and guidelines adopted and put into effect by the university's academic councils are used in the university's operations.

The university's top management structure is represented by the Board of Trustees, the Rectorate, the General Secretariat, the Senate, and the University Administrative Board. The highest body of the university is the Board of Trustees, which is the highest decision-making body. The Rectorate is responsible for the conduct of the university's academic and administrative activities and ensures the dissemination and coordination of the quality assurance system throughout the university. The Senate acts as the highest academic decision-making body in determining policies and strategies; The University Board of Directors is responsible for making decisions regarding administrative and financial matters. The Cyprus Aydın University General Secretariat is a central structure that regulates the administrative functioning of the university and operates under the Rectorate, consisting of the General Secretary, the Deputy General Secretary, and affiliated administrative units. The General Secretariat ensures that the administrative units within the university work in a coordinated manner and in accordance with the legislation. Faculties, institutes, colleges, and research centers conduct their education, teaching, and research activities through their internal management structures. Administrative units contribute to the sustainability of institutional functioning by providing services that support academic activities.

The university's quality assurance system is carried out through the Strategy and Quality Development Directorate and the quality commission established at the institutional level. The Strategy and Quality Development Directorate works to ensure that education, research, and community contribution activities are carried out in accordance with national and international quality standards, to monitor the effective implementation of strategic goals, and to provide data-based contributions to institutional decision-making processes. Unit quality representatives established in academic and administrative units ensure the dissemination of quality processes throughout the institution.

4. Quality Management System

4.1. Strategy and Quality Development Directorate

The Strategy and Quality Development Directorate was established in 2018. The main objective of the Coordination Office is to ensure that the institution's education, research, and community contribution activities are carried out in a planned, measurable, and continuously improving manner. Forming the basis of the university's quality assurance system, the Coordination Office is responsible for developing and disseminating a quality culture at the institutional level. It is tasked with preparing strategic plans using participatory methods, determining strategic goals and measurable objectives, providing support for the quality work of academic units, measuring unit performance and monitoring this process, developing documents and guides, and monitoring continuous improvement processes. Within the Strategy and Quality Development Directorate, the strategy development, quality development, accreditation, and data analysis departments are actively working; through this unit, our university aims to rank higher in national and international rankings and strengthen its competitive structure.

5. Quality Assurance Processes

At Cyprus Aydın University, quality assurance processes aim to ensure that education, research, and community service activities are conducted in accordance with standards and continuously improved. The main quality processes carried out at our university are explained below:

5.1. Internal Evaluation (IR)

Each unit prepares an Internal Unit Evaluation Report (IRR) once a year and ensures its evaluation at the institution level. IRR reports are prepared based on the YÖKAK Institutional Internal Evaluation Report (IIER) guide; units analyze their strengths and areas for improvement, determine the improvement activities they plan, and report the results. This process contributes to the units adopting a self-evaluation culture and strengthening the continuous improvement approach.

5.2. Institutional Internal Evaluation (IIER)

Institutional Internal Evaluation is a comprehensive evaluation process conducted at the university level. This process uses data obtained from the units' reports; analyzes their strengths and areas for improvement, and forms the basis for the Institutional External Evaluation process. The KIDR process contributes to the institutionalization of the university's self-assessment culture.

5.3. Institutional External Evaluation

Institutional external evaluation processes are carried out by the Council of Higher Education (YÖK) and the Higher Education Planning, Supervision, Accreditation and Coordination Board (YÖDAK) to monitor and improve the quality assurance systems of higher education institutions. In these evaluation processes, the university's academic and administrative units are considered with a holistic approach; education and training activities, research and development studies, and social contribution areas are examined in detail.

Within the scope of the evaluations, the university's human resources management, organizational structure, leadership and management processes, and internal control and quality assurance systems are also analyzed; the effectiveness and sustainability of existing practices are evaluated. In addition, the alignment between the university's strategic plans and practices is reviewed, and the level of institutional development is evaluated through performance indicators.

As a result of the external evaluation process, the university's strengths and areas open to development are identified; suggestions and measures that will contribute to quality improvement processes are shared with the university.

5.4. Institutional Accreditation Program (IAP)

In our university, IAP coordination is carried out in cooperation with the Quality Coordination Office and the Rectorate. The results obtained form the basis for improvement activities and support the institutionalization of a quality culture. The relevant academic units are responsible for the accreditation processes of the program, while the Strategy and Quality Development Presidency provides guidance and support.

The Institutional Accreditation Program (IAP) is conducted by the Higher Education Quality Council (YÖKAK) and aims to evaluate the quality assurance systems of universities with a holistic approach. The program focuses on the sustainable development of institutional quality management, education and training processes, research activities, and social contribution. Universities in the Turkish Republic of Northern Cyprus have also been included in this process.

6. Priority Areas

At Cyprus Aydin University, quality studies are carried out in priority areas determined in line with the university's strategic plan. These areas constitute the focal points in monitoring and improving quality processes.

6.1. Education and Training

Our university aims to continuously improve the quality of education by creating student-centered and accessible learning environments. The following studies are carried out within this scope:

- Updating course content in line with pedagogical and technological developments.
- Monitoring educational processes through student feedback and course evaluation surveys.
- Providing support programs and counseling services to improve students' academic success.
- Employing qualified teaching staff to increase the university's education, training, and research capacity.
- Developing and equipping laboratory, smart classroom, and digital education infrastructure with modern educational technologies.
- Evaluating educational outcomes through a graduate tracking system.

6.2. Research and Development

The university conducts studies to increase its research capacity and support scientific production.

Within this scope:

- Supporting the project and publication activities of academic staff.
- Encouraging participation in national and international research projects.
- Developing academic collaborations and joint research agreements.
- Activities aimed at transferring research outputs to society and the sector.

6.3. Social Contribution

The university aims to utilize its knowledge base in a way that benefits society and to strengthen its sense of social responsibility. In this context:

- Conducting community service projects with the participation of students and academics,
- Organizing education and awareness-raising activities for the community,
- Developing collaborations with local and regional institutions,
- Supporting scientific and cultural projects that will increase social benefit.

6.4. Internationalization

Our university develops strategies to increase its global recognition and strengthen international academic collaborations.

Within this scope:

- Increasing the proportion of international students and faculty members,
- Encouraging student and academic mobility through exchange programs,
- Developing international academic collaborations and agreements,
- Increasing the university's global visibility through international education fairs and promotional activities,
- Conducting resource development activities for international projects and collaborations.

7. Resource Management

7.1. Human Resources Management

Cyprus Aydın University establishes its organizational structure within the scope of the quality management system (QMS) and implements written job descriptions that define the duties, authorities, responsibilities, and qualifications of human resources. The recruitment and management of human resources at the university is under the authority and responsibility of the senior management. Senior management ensures the employment of a sufficient number and quality of academic and administrative human resources in order to improve the quality of all processes.

The professional development of academic and administrative staff is ensured through coordination with relevant units within the university and human resources.

Within this scope:

- Orientation programs, seminars, and workshops are organized.
- The pedagogical and technological competencies of the academic and administrative staff are supported through Train-the-Trainer programs.
- Consultancy is provided to academic and administrative managers on the design of new programs or the improvement of existing programs.
- The development of a student-centered learning environment is supported through seminars and workshops for students.

All these activities are planned in line with the feedback collected at the end of each academic year. Needs and demands are determined through meetings held at the faculty and unit level; the services to be offered are adapted specifically to the target audience.

7.2. Management of Information Resources

At Cyprus Aydın University, faculty members, academic and administrative staff, and students have access to information resources that contribute to education, teaching, and research and development activities. These resources consist of the library, computer laboratories, digital databases, and internet access facilities.

The university organizes and provides access to printed and electronic resources in the library and internet access capacity in accordance with needs. User feedback is regularly collected and evaluated to increase the effectiveness of information resources; resources are periodically reviewed and updated in line with technological developments and user needs.

In addition, established policies and protocols are implemented to ensure security and confidentiality in accessing information resources. The necessary infrastructure and technological equipment for the effective use of information resources are continuously improved and modernized.

7.3. Process Management

At Cyprus Aydın University, process management, within the scope of the quality management system, ensures that all academic and administrative activities are carried out effectively, efficiently, and sustainably. Processes at the university include: It is managed based on the principles of planning, implementation, monitoring, and continuous improvement.

All processes are defined, their responsible parties are determined, and process performance is monitored regularly. Performance indicators are used to increase the effectiveness of processes, and necessary improvement efforts are carried out in line with the data obtained.

Within the scope of process management at our university:

- Academic and administrative processes are defined and documented.
- Duties, authorities, and responsibilities related to processes are clearly defined.
- Process performance is monitored and evaluated through defined indicators.
- Feedback obtained from internal and external stakeholders is used in process improvements
- Risks arising in processes are analyzed, and necessary preventive/improvement activities are implemented.
- Digital systems and information technologies are used effectively to support process management.

8. Measurement, Analysis, and Improvement

8.1. Quality Indicators and Monitoring

At Cyprus Aydın University, quality indicators are used to monitor performance in the areas of education, research and development, community contribution, and management. These indicators are monitored at regular intervals and reflected in internal evaluation reports.

The following areas are monitored within the scope of quality indicators at our university:

- Success, attendance and graduation rates related to education and training activities
- Number of scientific publications, citation rates and project activities
- Social contribution activities and participation levels
- Results of internal and external stakeholder satisfaction surveys

Data collection and analysis processes related to quality indicators are carried out by the Strategy and Quality Development Directorate. In meetings held to review the quality management system at our university, internal evaluation reports, quality indicators, stakeholder feedback and the level of implementation of decisions taken in previous periods are evaluated. The decisions taken are shared with the relevant units and the implementation results are monitored regularly.

8.2. Stakeholder Participation

At Cyprus Aydın University, in order to increase the effectiveness of the quality assurance system, the active participation of internal and external stakeholders in quality processes is encouraged. Students, academic and administrative staff, alumni, and external stakeholders are included in quality processes through various mechanisms.

Within the scope of stakeholder participation at our university:

- Surveys are conducted on student, alumni, and staff satisfaction, and the results are analyzed.
- Student representatives contribute to decision-making processes by participating in relevant boards and commissions.
- Feedback on institutional development is obtained through meetings, collaborations, and discussions with external stakeholders.

All feedback obtained is systematically evaluated and reflected in improvement plans. This process significantly contributes to the dissemination and institutionalization of a quality culture at our university.

8.3. Internal Audit

Cyprus Aydın University regularly monitors and measures the level of fulfillment of the services provided and the defined service conditions within the scope of the Quality Management System. Internal audit at our university consists of four stages:

1. Planning
2. Conducting the audit
3. Reporting
4. Monitoring audit results

Planning stage: The academic and administrative units to be audited are determined. They are prioritized. An audit plan is prepared. It is approved by the Senior Management and distributed to the relevant units.

Conducting the audit: This stage is carried out by internal auditors determined by the Senior Management. Findings are obtained regarding the audited units in line with the audit objectives, and recommendations are developed. The findings and recommendations are shared with the relevant unit.

Reporting stage: The audit report is prepared and distributed to the audited units.

Monitoring audit results: Corrective actions recommended by the auditors as a result of the internal audit are implemented by the audited unit within the period specified in the relevant report. The audited units send the actions taken or the reasons for not taking action based on the report to the audit team. The reports are shared with the Senior Management by the audit team.

Internal audits are conducted twice a year at our university. Data collected from academic and administrative units during the relevant periods are analyzed and evaluated. Monitoring and evaluation activities are carried out and followed up based on the principle of institutional integrity. In addition, an Institutional Internal Evaluation Report is prepared to ensure that the level of compliance with the requirements determined by the Higher Education Quality Board is ensured.

8.4. Sürekli Geliştirme

Kıbrıs Aydın Üniversitesi'nde kalite güvencesi sisteminin sürdürülebilirliğini sağlamak ve sürekli iyileştirme kültürünü kurumsallaştırmak amacıyla iç ve dış paydaşlardan (öğrenciler, akademik ve idari personel, mezunlar ve dış paydaşlar) düzenli olarak geri bildirim toplanmaktadır. Elde edilen geri bildirimler, ilgili akademik ve idari birimler tarafından sistematik olarak analiz edilmekte; mevcut uygulamaların etkinliğinin değerlendirilmesinde ve iyileştirme faaliyetlerinin planlanmasında esas alınmaktadır.

Süreç, Strateji ve Kalite Geliştirme Başkanlığı koordinasyonunda yürütülmekte olup, belirlenen iyileştirme aksiyonları izlenmekte, değerlendirilmekte ve sonuçlar periyodik olarak raporlanmaktadır. Bu doğrultuda üniversitemiz, paydaş memnuniyetini artırmayı, hizmet kalitesini sürekli geliştirmeyi ve kalite güvencesi sisteminin etkinliğini güçlendirmeyi hedeflemektedir.



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