
T.R.
NEVSEHIR HACI BEKTAŞ VELİ UNIVERSITY
DIRECTIVE for SATISFACTION RESEARCH AND
IMPLEMENTATION

FIRST PART

Purpose, Scope, Basis and Definitions

Purpose

ARTICLE 1- (1) The purpose of this Directive is to regulate the procedures and principles regarding stakeholder satisfaction measurements and evaluation of the education and training process to be implemented within the scope of the Strategic Plans and Quality Assurance System of Nevşehir Hacı Bektaş Veli University.

Scope

ARTICLE 2- (1) This directive covers the provisions regarding stakeholder satisfaction measurements and evaluation of the education and training process to be implemented at Nevşehir Hacı Bektaş Veli University.

Basis

ARTICLE 3- (1) This directive has been prepared based on the clauses "a" and "b" of the 17th article of the Higher Education Quality Assurance and Higher Education Quality Board Regulation published in the Official Gazette dated 23.11.2018 and numbered 30604.

Definitions

ARTICLE 3- (1) In this Directive following expressions are used:

- a) Academic Staff: Teaching staff working at Nevşehir Hacı Bektaş Veli University,
- b) Student: Students of Nevşehir Hacı Bektaş Veli University,
- c) Administrative Personnel: permanent and contract employees working at Nevşehir Hacı Bektaş Veli University,
- ç) Stakeholder: Internal and external stakeholders of Nevşehir Hacı Bektaş Veli University,
- d) Method: The satisfaction measurement and evaluation method to be determined by the Nevşehir Hacı Bektaş Veli University Survey Commission,
- e) Measurement Tool: A scientific measurement tool that measures the emotions, attitudes, thoughts and behaviors of internal and external stakeholders,
- f) Survey/Research Commission: The commission to be determined by the Rector among the names to be proposed by the Nevşehir Hacı Bektaş Veli University Quality Commission and consisting of at least 5 (five) people to be appointed for a three-year term, which will manage the implementation and evaluation process of the satisfaction level survey and works under the Quality Commission,
- g) Quality Commission: The commission responsible for the regulation and execution of quality assessment and assurance studies and accreditation studies, established within the University

and established with the Regulation on Higher Education Quality Assurance and Higher Education Quality Board,

ğ) Coordinating Unit: The unit that carries out the University's Quality Development and Quality Assurance studies,

h) Rector: Rector of Nevşehir Hacı Bektaş Veli University,

i) Senate: Senate of Nevşehir Hacı Bektaş Veli University,

i) University: Nevşehir Hacı Bektaş Veli University.

SECOND PART

Method, Application and Evaluation Principles of Measurement Tools

Content and scope of measurement tools

ARTICLE 4- (1) The content of the measurement tools consists of statements prepared to determine the satisfaction levels of internal and external stakeholders regarding the University and to evaluate the education-training process. The measurement tools to be used are determined by the Survey Commission and submitted to the Quality Commission for approval.

(2) Internal stakeholders (academic staff, administrative staff, students) participate in internal stakeholder satisfaction surveys.

(3) External stakeholders (graduates, employers, professional associations, suppliers, etc.) participate in the external stakeholder satisfaction survey.

Satisfaction survey application time

ARTICLE 5- (1) The implementation schedule of satisfaction surveys is as follows: Internal and external stakeholder satisfaction surveys are administered every year in June or December, and educational process evaluation surveys are administered at the end of the semester.

Research and application methods and sample selection

ARTICLE 6- (1) Measurement tools are filled in and evaluated electronically through the official software modules of the University. In cases where sufficient samples cannot be reached in the electronic environment, face-to-face research method can be used on the basis of departments and units.

(2) In research, it is generally aimed to reach all internal and external stakeholders. Where necessary, the number of participants and participants are determined by scientific sampling methods.

(3) Satisfaction Surveys are carried out by the Coordinating Unit.

Evaluation and reporting

ARTICLE 7- (1) The data obtained are statistically analyzed and reported. The final reports prepared are examined by the Survey Commission and submitted to the Quality Commission.

(2) Different data collection tools can be used in the evaluation process if necessary.

(3) Satisfaction survey results cannot be used for any other purpose unless approved by the Rector.

(4) Satisfaction measurement tools are exempt from ethics committee approval.

(5) University units can also conduct their own satisfaction surveys, apart from the general satisfaction survey, if they wish.

THIRD PART

Force

ARTICLE 8- (1) This Directive enters into force on the date it is approved by the Senate.

Executive

ARTICLE 9- (1) The provisions of this Directive are executed by the Rector.

Senate Decision Accepting the Directive

Date: 16.12.2021

Number 2021.43.279