



## STAKEHOLDER POLICY AND IMPLEMENTATION PRINCIPLES

### SECTION ONE

#### Purpose, Scope, and Definitions

##### 1. Short Title

“Arkin University of Creative Arts and Design (ARUCAD) Stakeholder Policy and Implementation Principles”.

##### 2. Definitions

For the purposes of this Policy Document, the following terms shall have the meanings set out below;

- a) University: ARUCAD University,
- b) Board of Trustees, Senate, or the relevant Administrative Board: ARUCAD Board of Trustees, ARUCAD Senate, or the relevant ARUCAD Administrative Board,
- c) Rector: the Rector of ARUCAD,
- d) Stakeholder: The persons, institutions and organizations that are directly or indirectly affected by the activities of the university or that affect the aims and activities of the university,
- e) Internal Stakeholder: The stakeholders that are included within the institutional structure of the university and are directly affected by the activities,
- f) External Stakeholder: The stakeholders that are outside the institutional structure of the university, are affected by the activities or contribute to the university,
- g) Stakeholder Participation: The active inclusion of stakeholders in the planning, decision-making, implementation and evaluation processes of the university through their opinions, suggestions and feedback,
- h) PDCA Cycle (Plan-Do-Check-Act): The quality management model based on the planning, implementation, monitoring of institutional activities and improvement according to the results obtained.

##### 3. Purpose

The purpose of this policy; is to **carry out stakeholder participation in the education-training, research-development, social contribution and management activities of the university within a systematic, transparent and sustainable structure**, to increase stakeholder satisfaction and to strengthen decision-making processes.

##### 4. Scope

This policy; covers internal and external stakeholders, all academic and administrative units, planning, implementation, monitoring and improvement processes.

## SECTION TWO

### Fundamental Principles, Participation Mechanisms and Implementation Principles

#### 5. Fundamental Principles

Our University conducts stakeholder relations in line with the following principles:

- (a) **Participation:** To include stakeholders' opinions and suggestions in decision-making processes
- (b) **Transparency:** To share information with stakeholders openly, accurately and in a timely manner
- (c) **Equality and Inclusiveness:** To adopt a fair and non-discriminatory approach towards all stakeholders
- (d) **Mutual Trust and Cooperation:** To establish sustainable relations with stakeholders based on mutual benefit
- (e) **Continuous Improvement:** To evaluate stakeholder feedback as the main input of institutional development

#### 6. Identification and Classification of Stakeholders

Stakeholders are classified as follows by taking into consideration their level of impact on the university's activities and their expectations:

##### (1) Internal Stakeholders

- (a) Students
- (b) Academic staff
- (c) Administrative staff
- (d) University management

##### (2) External Stakeholders

- (a) Alumni
- (b) Public institutions and organizations
- (c) Local administrations
- (d) Non-governmental organizations
- (e) Private sector and professional organizations
- (f) National and international academic institutions

#### 7. Stakeholder Participation Mechanisms

Stakeholder participation is ensured through the following methods and tools:

- (1) Surveys and satisfaction studies
- (2) Workshops, focus group meetings and advisory boards
- (3) Stakeholder representation in Senate, boards and commissions
- (4) Feedback and suggestion systems
- (5) Alumni and employer meetings

#### 8. Use of Stakeholder Feedback

- (1) Opinions, suggestions, and feedback obtained from stakeholders are analyzed.
- (2) The outputs obtained are utilized in strategic planning, quality assurance, program development, and continuous improvement processes.
- (3) Decisions made and improvements implemented are communicated to stakeholders.

#### 9. Use of Stakeholder Opinions

- (1) Opinions, suggestions and feedback obtained from stakeholders are analyzed.
- (2) The outputs obtained are used in strategic planning, quality assurance, program development and improvement processes.
- (3) Corrective actions are planned for areas with low satisfaction.

#### **10. Implementation Principles**

- (1) The stakeholder policy is implemented in an integrated manner with the quality assurance system.
- (2) Duties and responsibilities related to stakeholder participation are carried out by the relevant units.
- (3) Stakeholder lists and participation methods are updated periodically.

#### **11. Monitoring, Evaluation and Updating**

- (1) The stakeholder policy and implementation principles are regularly monitored and evaluated.
- (2) The policy is updated in line with internal and external evaluation results.
- (3) The development of institutional quality culture is supported.
- (4) Processes are monitored and improved within the framework of the PDCA cycle.

### **SECTION THREE**

#### **Other Provisions**

#### **12. Cases Not Included in the Principles**

In cases where there is no corresponding provision in this policy; the provisions of other relevant legislation of ARUCAD and the decisions of the Board of Trustees, Senate or the relevant Board of Directors shall apply.

#### **13. Entry into Force**

These policies shall enter into force as of the date they are accepted by the Senate of Arkin Creative Arts and Design University.

#### **14. Authority to Execute**

The provisions of these policies shall be executed by the Rector of Arkin University of Creative Arts and Design.