



PRINCIPLES AND RULES REGARDING STUDENT FEEDBACK

SECTION ONE

Purpose, Scope, and Definitions

1. Short Title

“Arkin University of Creative Arts and Design (ARUCAD) Principles and Rules Regarding Student Feedback”.

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) Student Feedback: Students’ opinions, suggestions, complaints and evaluations regarding education and training, academic staff, administrative services and learning environments,
- e) Survey: Structured feedback tools implemented for the purpose of systematically collecting data from students,
- f) Stakeholder Participation: The active involvement of students in decision-making and improvement processes,
- g) Confidentiality: The protection of students’ identity information during feedback processes,
- 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 document is to ensure that student feedback regarding education and training, academic services, administrative processes and student support services carried out within the university is systematically, transparently, ethically and sustainably collected, evaluated and reflected in improvement processes.

4. Scope

These principles and rules cover course evaluation processes, feedback regarding academic and administrative services, complaint, suggestion and satisfaction mechanisms, student representation processes, and the evaluation and reporting of feedback.

SECTION TWO

Fundamental Principles

5. Fundamental Principles

Our University conducts student feedback processes in line with the following principles:

- (a) **Student Orientation:** Students are accepted as the most important stakeholders of education and training processes.
- (b) **Transparency:** Feedback processes, methods and results are announced to students in an open manner.
- (c) **Confidentiality and Ethics:** Feedback is collected anonymously, and no pressure is imposed on students.
- (d) **Impartiality and Fairness:** Evaluations are conducted based on objective criteria.
- (e) **Continuity:** Feedback processes are operated not as periodic practices but as an institutional and continuous mechanism.
- (f) **Improvement Orientation:** Feedback is used not as a means of punishment but as a tool for development.

6. Resource Planning and Management

- (1) The necessary institutional resources are planned and allocated in order to ensure that student feedback processes are carried out effectively and sustainably.
- (2) Digital infrastructure and software for the collection and analysis of feedback are provided.
- (3) Sufficient administrative and academic human resources are assigned for the execution of the processes.
- (4) Necessary institutional support mechanisms are established for data analysis, reporting and improvement studies.
- (5) Necessary administrative and logistical support is provided for the effectiveness of student representation and participation mechanisms.
- (6) Resource planning and management processes are regularly monitored and improved within the scope of the quality assurance system and the PDCA cycle.

SECTION THREE Feedback Mechanisms

7. Course and Instructor Evaluation Surveys

- (1) These surveys are conducted at the end of each academic semester.
- (2) They cover areas such as learning outcomes, course content, teaching methods and assessment-evaluation.
- (3) The results are shared with the relevant instructors and unit administrators.

8. Program Evaluation Surveys

- (1) These surveys include feedback regarding curriculum, learning environments and academic advising services.
- (2) They are conducted at least once a year.
- (3) The results are shared with the relevant instructors and unit administrators.

9. General Satisfaction Surveys

- (1) In addition to general academic services, these are conducted regarding services such as the library, student affairs, information technologies, dormitories, cafeteria, etc.
- (2) They are conducted every academic semester.
- (3) The results are shared with the relevant unit administrators.

10. Student Representation Mechanisms

- (1) Student representation is ensured in the Senate, boards and commissions.

SECTION FOUR

Implementation Principles, Monitoring and Continuous Improvement

11. Data Collection

- (1) Surveys are conducted online and anonymously.
- (2) Announcements and informational activities are carried out in order to increase participation rates.

12. Data Analysis

- (1) Collected data are analyzed by the relevant units.
- (2) Quantitative and qualitative analysis methods are used together.

13. Reporting

- (1) Feedback reports are prepared at the end of each semester.
- (2) Summarized results are shared with students.

14. Improvement Processes

- (1) Results are evaluated within the scope of the PDCA cycle.
- (2) Improvement action plans are prepared.
- (3) Improvements are announced to students.

15. Prevention of the Misuse of Feedback

- (1) Insulting, discriminatory and unethical content is not taken into consideration during evaluations.
- (2) Processes are carried out within the framework of mutual respect.

SECTION FIVE

Other Provisions

16. 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.

17. 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.

18. Authority to Execute

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