T.R. ISTANBUL UNIVERSITY
FACULTY OF THEOLOGY



QUALITY MANUAL

VERSION 3

(2022)

REPUBLIC OF TÜRKİYE
ISTANBUL UNIVERSITY
FACULTY OF THEOLOGY

QUALITY MANUAL

VERSION 3 (2022)

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PREFACE

Istanbul University Faculty of Theology started its education activities under the name of Ulum-i Aliyye-i Dîniyye Branch (Faculty) within the body of Dârülfünûn-ı Şâhâne, which was established on 30 August 1900 by the order of Abdülhamid II. In 1914, after some madrasas were gathered under the name of "Dâru'l-Hilâfeti'l-Aliyye Madrasa", the students of this branch were transferred to the secondary and primary sections of the aforementioned madrasa according to their educational status. With the Unification of Education Law No. 430 enacted on March 3, 1924, the main part of the madrasa was transferred to the Faculty of Theology, which was opened within the Istanbul Dârülfünûn, as a result of the connection of the madrasas to the Ministry of Education. In this Faculty, besides main religious sciences such as Tafsir, Hadith, and Islamic Law, courses such as Arabic literature, philosophy-theology, morality-sociality, Islamic history, history of religions were also taught. In addition, Arabic, Persian, French, English, and German were among the courses taught.

Istanbul Darulfünun was closed on 31 July 1933. While the faculties within it were transferred to the newly established Istanbul University, the Faculty of Theology was transformed into the Institute of Islamic Studies. After 59 years, the Faculty of Theology was re-established under the roof of Istanbul University with Law No. 3837 dated 03.07.1992.

Our Faculty, which has a deep-rooted history, provides high-quality theology education and training to its distinguished students in line with its mission and vision in Turkish, English, and Arabic Theology Programs with its strong academic staff as in the past.

The quality processes at Istanbul University have gained significant momentum since 2005 with the devoted work of the Quality Coordination Group of the Istanbul University. Many programs in our university have completed their accreditation processes in the context of the Quality

Assurance System, and some of them still continue their processes. As of 2021, we, as the Faculty of Theology, have started the process of accreditation with the support of our Rectorate. In this context, our Faculty has prepared this Quality Manual by taking into account the data of the Council of Higher Education (CoHE), Turkish Higher Education Quality Council (YÖKAK), Istanbul University, and Islamic Sciences Accreditation Agency (IAA) in order to improve the effectiveness and efficiency of education-training, research-development, and community service processes and to achieve sustainable success in line with its mission, vision, strategy, and policies. We would like to thank our Unit Quality Coordinatorship and Accreditation Unit, which personally carry out these works, and all our personnel who contributed devotedly.

Our Quality Manual consists of five main titles: Quality Assurance System, Education and Training, Research and Development, Social Contribution, and Management System. The main headings have a total of 22 criteria, and there are 58 sub-criteria. These topics include defined processes, principles, and policies to achieve strategic goals. In the next period, the Faculty Quality Manual will be updated in accordance with the five-year strategic plan of our university.

Quality Management System, through the continuous improvement of the activities and services of all employees in the institution; is a philosophy and management approach that focuses on the satisfaction of service users. Achieving the quality targets determined in line with this philosophy and understanding and ensuring the continuity and development of the quality management system will undoubtedly be possible with the participation and support of all personnel and stakeholders. Working is from us; success is from Allah.

Prof. Dr. Ramazan MUSLU

Dean

A. QUALITY ASSURANCE SYSTEM

A.1. Mission and Strategic Objectives

A.1.1. Mission, Vision, Strategic Objectives and Targets

The Faculty establishes its mission in a way that expresses the function it currently performs; it considers its mission while determining its vision. It recognizes the relationship between the mission and the vision by considering the relationship between the "current situation" and the "target desired to be reached". The Faculty does this in accordance with the Mission and Vision Document and the Core Values of Istanbul University to which it is affiliated.

While the Faculty updates its mission and vision every five years, it takes into account the ideas and suggestions made by the internal and external stakeholders via organizing face-to-face or online meetings with them.

The Faculty prepares all its activities in the realms of quality assurance, learning-teaching, research development, social contribution, governance system, and internationalization in line with its mission and vision documents. The Faculty shares its mission and vision documents on its official website.

The Unit Quality Coordinatorship carries out the process related to the mission and vision of the Faculty, the Quality Commission monitors it and makes recommendations to the Dean. Then, the Dean's Office takes stakeholder opinions, discusses them with the authorized boards, and takes necessary measures.

The Faculty's strategic objectives and quality policy are a bridge between mission and vision. They describe the path to be followed in line with the vision of the institution. The starting point of this path is the mission document, and the ending point is the vision document. What is written in

the vision forms the essence of the strategic objectives. The strategic objectives are the destinations that must be visited during this journey.

While determining its strategic objectives and targets, the Faculty takes into consideration the strategic objectives and targets of Istanbul University to which it is affiliated. The Faculty plans and realizes its own institutional objectives on a 5-year basis in accordance with the 5-year strategic plan of the university. The Faculty dynamically uses the Istanbul University Strategic Management Information System (SYBS) to provide built-in monitoring and integration of these plans under the roof of the university. The Faculty, through these modules, actively monitors, organizes, and updates leadership management, learning-teaching, research and development, and social contribution processes when necessary.

The Dean's Office makes arrangements regarding strategic objectives and targets, taking into account the issues suggested in the meetings with the internal and external stakeholders. It can conduct these interviews with the stakeholders face-to-face or online, as well as in the form of surveys and similar applications. As a result of all these discussions, the strategic objectives and targets of the Faculty are determined and finalized with the approval of the Dean's Office and published on the Faculty website. The Faculty considers the criticisms and suggestions received regarding its strategic objectives and targets through the contact form on the official website when updating.

The Unit Quality Coordinatorship runs the process regarding the mission, vision, strategic objectives and targets of the Faculty. The Coordinatorship presents its findings and proposals in a report resulting from meetings it held regarding the process to the Dean's Office to be discussed at the Quality Commission in June and November. The commission meets in July and December and examines the reports received from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations

of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 1: Mission, Vision, Strategic Objectives and Targets

Subject:	**Monitoring and Evaluation Processes**
Responsible Unit:	Dean's Office Unit Quality Coordinatorship
First Planning Date:	September 2020
Internal Stakeholders:	Academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, NGOs
International Stakeholders:	-
Application Areas:	-Academic and administrative staff, all departments
Monitoring Mechanisms:	Face-to-face or online meetings, contact form Surveys Focus group discussions
Performance Indicators:	Meeting reports Survey data Focus group interview results Strategic performance indicators that change over the years

Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	IU Strategic Management Information System (SYBS), Google Drive, WhatsApp groups, Quality Management System e-mail address

A.1.2. Policies on Quality Assurance, Learning and Teaching, Research and Development, Service to Society, Governance System, and Internationalization

The Faculty determines its policies in a planned and consistent manner with the mission, vision, strategic objectives and targets. The Faculty considers these policies as a road map that expresses the methods by which it will realize everything from mission to vision.

The Faculty acts in cooperation with the internal and external stakeholders while determining the policies of quality assurance, learning-teaching, research-development, social contribution, governance system, and internationalization. It carries out these policies by establishing Coordination and working groups. The determined policies are published on the Faculty Website.

The Faculty bases its quality assurance on the following principles:

- To make quality a dynamic and established culture in the entire institution.
- To ensure coordination and cooperation in quality works.
- To consider the results of discussions with the stakeholders.
- To measure and evaluate satisfaction regarding the services provided within the institution.
- To consider the University's Quality Assurance Directive.

The monitoring and control of these policy processes are under the responsibility of the Unit Quality Coordinatorship. The Coordinatorship holds review meetings in November-December to check the relevant policies and make suggestions for changes and improvements. Subsequently, it submits its recommendations to the Dean's Office as a report to be reviewed in the Quality Commission in June and December. Then, the Dean's Office takes stakeholder opinions, discusses them with the authorized boards, and takes necessary measures.

Table 2: Policies on Quality Assurance, Learning and Teaching, Research and Development, Service to Society, Governance System, and Internationalization

Subject:	**System Policies Management**
Responsible Unit:	Dean's Office Unit Quality Coordinatorship
First Planning Date:	May 2021
Internal Stakeholders:	Academic Staff, Student Representatives, Education Coordinatorship, Research and Development (R&D) Coordinatorship, International Relations Coordinatorship, Social Contribution Coordinatorship
External Stakeholders:	Unit Advisory Board
International Stakeholders:	Unit International Advisory Board
Application Areas:	Academic Staff, Administrative Staff, All Departments, Coordinators

Monitoring Mechanisms:	-Meetings, Surveys, Focus Group Interviews
Performance Indicators:	-Percentage of realization of strategic goals including educational activities -Percentage of realization of strategic goals including Research and Development activities -Percentage of realization of strategic goals including Social Contribution activities
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Faculty Website, Google Drive, WhatsApp groups, Quality Management System e-mail address

A.1.3. Institutional Performance Management

The Faculty performs institutional performance management in cooperation with the department heads, relevant boards, and Coordinatorship. It determines the performance indicators after the contribution of the stakeholders and in accordance with the goals and strategic management. It prepares in-house annual self-evaluation reports in partnership with the university. It conducts surveys to measure the satisfaction of internal and external stakeholders and makes improvements to increase satisfaction through evaluating the monitoring results.

Institutional performance management processes are followed by the Unit Quality Coordinatorship. The Coordinatorship presents its findings and proposals in a report resulting from meetings it held in June and November

regarding the process to the Dean's Office to be discussed at the Quality Commission. The commission meets in July and December and examines the reports received from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 3: Institutional Performance Management

Subject:	**Institutional Performance Management Processes**
Responsible Unit:	Dean's Office, Unit Quality Coordinatorship
First Planning Date:	October 2022
Internal Stakeholders:	Departments, Research and Development Coordinatorship and its sub-units, student representatives
External Stakeholders:	Unit Advisory Board
International Stakeholders:	-
Application Areas:	- All Faculty
Monitoring Mechanisms:	Meeting reports Satisfaction surveys Focus group discussions

Performance Indicators:	Realization rates of performance indicators
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	KALSİS, Google Drive, WhatsApp groups, Quality Management System e-mail address

A.2. Internal Quality Assurance

The Faculty carries out a number of activities covering all units to ensure internal quality assurance. Quality assurance is provided through internal quality assurance. It is based on stakeholder participation and satisfaction in internal quality management. It creates targets and outputs for the performance of the Faculty in coordination with the Istanbul University Quality Coordination Group. The institution participates in in-service training and meetings organized by the University regarding internal quality assurance. Within the scope of internal quality assurance, the institution benefits from the experience and observations gained due to documents and awards such as EFQM, TS-EN-ISO 9001, ISO 10002, which the university receives on the basis of different units during the Quality Management System studies process. Thus, it creates an internal quality assurance integrated with the university.

A.2.1. Quality Commission

The Faculty constitutes the Quality Commission in accordance with the Quality Directive of Istanbul University. It is the responsibility of this commission to monitor and control the work and transactions related to quality and to carry out accreditation processes in the institution. The Commission meets in July and December, and in line with the reports

coming from the Unit Quality Coordinatorship and other Coordinatorships, it evaluates the compatibility of the academic, administrative, and educational works in the institution with the mission and strategic goals of the Faculty, the realization of the goals in achieving the vision. Then, it submits the findings and improvement proposals to the Dean's Office in a report. Then, the Dean's Office takes stakeholder opinions, discusses them with the authorized boards, and takes necessary measures.

Table 4: Quality Commission

Subject:	**Monitoring, Evaluation and Improvement Studies on Quality Commissions**
Responsible Unit:	Dean's Office
First Planning Date:	November 2021
Internal Stakeholders:	Administrative Units Unit Quality Coordinatorship
External Stakeholders:	Unit Advisory Board,
International Stakeholders:	
Application Areas:	Academic and administrative staff, all departments
Monitoring Mechanisms:	Surveys conducted within the scope of quality processes with the internal and external stakeholders of the institution

	Focus group discussions Meeting Reports
Performance Indicators:	Distribution of survey results by years
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	EBYS, Google Drive, WhatsApp groups, Quality Management System e-mail address

A.2.2. Internal Quality Assurance Mechanisms (PDCA Cycles, Calendar, Structure of Academic and Administrative Units)

The Faculty operates internal quality assurance mechanisms in accordance with all sub-units. It evaluates the demands and recommendations of departments, coordinatorships, and administrative units, and ensures the participation of all internal stakeholders in the decision-making processes. In the creation of the strategic plan, it receives official opinions from these units. It cooperates with the Istanbul University Quality Coordination Group through the Unit Quality Coordinatorship. It monitors the outputs of this process through the Quality Management System (KALSİS). The Faculty does all those on the PDCA (Plan-Do-Check-Act) cycle basis.

The Faculty makes applications related to internal quality assurance mechanisms depending on certain calendars. It also sets calendars for learning-teaching, research and development, social contribution, governance system, and internationalization.

The academic units of the Faculty are designated as Basic Islamic Sciences Department, Philosophy and Religious Sciences Department, and Islamic

History and the Arts Department. Each department also has a hierarchical organization with its subordinate departments.

The Administrative Structure consists of the Faculty Secretary, Personnel Affairs, Inbound and Outbound Documents, Student Affairs, Salary, Accrual, Movable Registration, Department Secretariat and Support Services (Administrative Directorate) as stipulated by the University.

The Dean's Office considers those who work in all these units as internal stakeholders and incorporates them into the quality process. It does this by conducting face-to-face meetings and general meetings, conducting satisfaction surveys, informing via e-mail and EBYS, receiving their opinions and using similar tools. The institution takes into account criticisms and suggestions from its stakeholders and makes improvements accordingly.

The Unit Quality Coordinatorship is responsible for monitoring and controlling the process related to internal quality assurance mechanisms. The Coordinatorship presents its findings and proposals in a report resulted from meetings it held in June and November regarding the process to the Dean's Office to be discussed at the Quality Commission. The commission meets in July and December and examines the reports received from the coordinators and submits its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.



Schema 1: Quality Assurance System Process

Table 5: Internal Quality Assurance Mechanisms (PDCA Cycles, Calendar, Structure of Academic and Administrative Units)

Subject:	**Processes of Internal Quality Assurance Mechanisms**
Responsible Unit:	Dean's Office, Unit Quality Coordinatorship (Monitoring and Controlling)
First Planning Date:	March 2021
Internal Stakeholders:	Teaching/academic and administrative staff, students

External Stakeholders:	Unit Advisory Board Istanbul University Quality Coordinator
International Stakeholders:	-
Application Areas:	All Faculty
Monitoring Mechanisms:	Satisfaction surveys Focus group discussions
Performance Indicators:	Satisfaction survey results, meeting report indicators, etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Quality Management System (KALSİS), Electronic Document Management System (EBYS), Google Drive, WhatsApp groups, Quality Management System e-mail address

A.2.3. Leadership and Quality Assurance Culture

The Faculty transmits the quality policy it has established due to its leadership quality in accordance with the mission and vision to the employees and ensures the adoption of such policies. It guarantees the creation of quality targets for strategic purposes. Ensures the establishment of quality objectives in line with strategic objectives and within the

framework of the PDCA cycle. It takes activities aimed at maximizing and consolidating the internal and external reputation of the institution and leads to the realization of its values. It exemplifies social responsibility and ethical behavior. It conveys to all its employees the necessity of fulfilling the expectations of service recipients in accordance with the legislation and ensures that these are established as a corporate culture. It provides compliance requirements for human resources, infrastructure, and working environment. It encourages its employees in management and creativity in line with the vision of the institution; supports activities for the community and the environment. It also encourages in-house collaboration. The institution is based on the satisfaction of the stakeholders in the creation of a leadership culture. It periodically reviews the performance of the personnel and makes the necessary improvements. Thus, it creates a culture of quality assurance in the institution.

The Unit Quality Coordinatorship is responsible for the monitoring and control of the leadership and quality assurance culture process. The Coordinatorship presents its findings and proposals in a report resulted from meetings it held in June and November regarding the process to the Dean's Office to be discussed at the Quality Commission. The commission meets in July and December and examines the reports received from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 6: Leadership and Quality Assurance Culture

Subject:	**Processes of Leadership and Quality Assurance Culture**
Responsible Unit:	Unit Quality Coordinatorship

First Planning Date:	March 2021
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board
International Stakeholders:	
Application Areas:	Academic/Teaching and Administrative Staff
Monitoring Mechanisms:	Surveys Focus group interviews
Performance Indicators:	-Satisfaction Survey results -Satisfaction rates - Distribution by years
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Google Drive, WhatsApp groups, Quality Management System e-mail address

A.3. Stakeholder Participation

The Faculty attaches great importance to obtaining the stakeholders' participation in all of its operations. The institution takes into account the

stakeholders' views and contributions in managing, controlling and monitoring quality assurance, learning and teaching, research and development, social contribution, governance system and internationalization processes. In line with monitoring and feedback, it makes various improvements within the framework of planned periods in order to increase the participation of the stakeholders in the processes.

Istanbul University Faculty of Theology defines and prioritizes those who receive service from the institution (students) and those who provide service within the university (teaching and administrative staff) as strategic stakeholders/internal stakeholders. It defines the other stakeholders as external stakeholders. The Faculty allows all stakeholder groups to participate in processes and decisions through various mechanisms and tools.

A.3.1. Participation of Internal and External Stakeholders in The Processes of Quality Assurance, Learning and Teaching, Research and Development, Governance and Internationalization

The Faculty includes its employees in the management through some mechanisms it has determined such as the Faculty Board, Faculty Administrative Board, Academic Board, Department Board meetings; units such as Sub-Committees, Coordinatorships, and Administrative Staff meetings. The Dean's Office gathers the academic committee at the beginning and end of the academic year and ensures their participation in the process by consulting with them. It also meets with the administrative staff at the beginning of the fall and spring semesters and obtains their opinions. Thus, it strengthens the institutional belonging of the personnel and ensures their contribution to institutional success. If necessary, these meetings can be held off calendar and new meetings can be held. The Faculty can also hold these meetings online when necessary.

The Dean's Office encourages the academic and administrative staff to participate in surveys conducted mostly by the Istanbul University Quality

Coordination Group such as Personnel Department Stakeholder Satisfaction Survey, Health Culture and Sports Department Surveys, Information Technology Department Satisfaction Survey, Strategy Department Stakeholder Satisfaction Survey, Administrative Staff Satisfaction Survey, Academic Staff Satisfaction Survey, Library and Documentation Department Survey, Accessible Information Center User Satisfaction Survey. The Dean's Office may, from time to time, conduct surveys to measure service efficiency and satisfaction of the Faculty and administrative staff. It also engages the staff in the process by conducting focus discussions.

The meetings to be held with the Faculty members are held by the vice dean responsible for the personnel. The Faculty Secretary is responsible for arranging meetings for the administrative staff. The Unit Quality Coordinatorship monitors the process in terms of quality. The Coordinatorship submits the necessary improvement suggestions to the Dean's Office in the form of a report to be discussed in the Quality Commission. The commission meets in July and December, examines the reports received from the Coordinatorship and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

The Faculty values the participation of students, who are among its stakeholders, in the processes. It enables students to be involved in the processes through tools such as Student Satisfaction Survey, the Student Canteen Satisfaction Survey, the Istanbul University Undergraduate and Associate Degree Advisor Evaluation Questionnaire, Alumni Survey as well as the surveys conducted by the Faculty Education Coordinatorship and the Quality Coordinatorship.

The Faculty pays attention to including student clubs and their representatives in the processes and conducts focus group discussions with

the Student Club Representatives. Student clubs are established in accordance with the Istanbul University Student Clubs Directive. The Dean's Office creates a WhatsApp group to communicate quickly with the student club representatives.

The Faculty Student Representative elected in accordance with the Istanbul University Student Council Directive also participates in the administrative board and academic board meetings in the decision-making processes regarding students in accordance with Article 10/e of the Directive. In order to ensure the participation of students in the processes, the Dean's Office holds a meeting with student representatives, class and branch representatives, and student club representatives every year at the beginning of October. It also enables students to participate in the process through the Contact Form on the Faculty website and the AKSİS Automation System. Students can send their requests related to the student affairs such as transcripts, student certificates, graduation procedures to the e-mail address of the Faculty.

The Education Coordinatorship carries out the work and procedures related to organizing meetings with students and receiving student feedback; the Coordinatorship monitors and controls it. The Coordinatorship submits the necessary improvement suggestions to the Dean's Office in the form of a report to be discussed in the Quality Commission. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

The Faculty also determines its external stakeholders besides the internal ones. It performs this in accordance with the definition and process described in the External Advisory Board's Instruction of Istanbul University. While the Faculty determines the external stakeholders it pays attention to them to have a close relationship with the Faculty and to be individuals and

institutions with whom the Faculty can cooperate. It also requests from them to help the Faculty to develop its physical environment and to provide the Faculty material and moral support in research and development. The Faculty notifies that it sees them as external stakeholders and hopes they contribute to the Faculty because of their relations with it and the services maintained with it. Thus, it determines its external stakeholders with their affirmation.

With the decision of the Board of Directors, the Faculty establishes the Faculty Unit Advisory Board. All non-Faculty individuals and institutions that support the Faculty in various ways are included in the Faculty's Unit Advisory Board. The Head of the board is the Faculty Dean. The Vice Dean responsible for personnel, the Faculty Secretary and Quality Coordinator also attend the meetings.

The Faculty obtains from the stakeholders' ideas and suggestions by consulting them in quality assurance, learning-teaching, research and development, social contribution activities, governance system and internationalization. It does this via focus group discussions, external evaluations, stakeholder opinion analysis and the Faculty Unit Advisory Board meetings, interviews, surveys and such tools. Thus, it includes the stakeholders in the decision-making processes. It performs the meetings and interviews online when it considers any necessity.

In addition, the stakeholders can submit their requests, suggestions, and complaints through the contact form on the official website and social media accounts like Twitter and Instagram.

The Unit Advisory Board convenes twice a year, in June and November. Additional meetings can be arranged if needed. The Unit Quality Coordinatorship organizes the Unit Advisory Board Meeting and reports the recommendations made at the meetings to the Dean's Office for discussion at the Quality Commission. The commission meets in July and December, examines the reports from the coordinators and reports its evaluations to

the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 7: Participation of Internal and External Stakeholders in The Processes of Quality Assurance, Learning and Teaching, Research and Development, Governance and Internationalization

Subject:	**Participation of Internal and External Stakeholders in All Processes**
Responsible Unit:	Unit Quality Coordinatorship Dean's Office
First Planning Date:	March 2021
Internal Stakeholders:	Teaching-academic and administrative staff, students, Related Coordinatorship
External Stakeholders:	Unit Advisory Board, representatives of formal institutions and organizations such as Governorship, District Governorship, Provincial Office of Mufti, Provincial Directorate of National Education, Provincial Directorate of Family, Labor and Social Services, Municipality and representative of NGOs such as Alumni Association, Darülfünun İlahiyat Foundation, İlim Yayma Foundation, Ensar Foundation, and alumni and student relatives.

International Stakeholders:	-
Application Areas:	-All faculty
Monitoring Mechanisms:	Internal Stakeholder Satisfaction Surveys Administrative Staff Satisfaction Survey Academic Staff Satisfaction Survey Student Satisfaction Survey Alumni Satisfaction Survey focus group discussions Contact Form
Performance Indicators:	Survey results, numerical analysis of requests to the contact form, Analysis report of stakeholder opinions, Academic staff satisfaction rate (%) Administrative staff satisfaction rate (%) Student's overall satisfaction (in %) Alumni satisfaction rate (in %) Stakeholder satisfaction rate (%) Employer satisfaction rate (%) Administrative services student satisfaction rate (%)

	Course satisfaction rates (%) With the number of incoming requests, suggestions and wishes number of answers Number of requests sent to student e-mail addresses and number of responses
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Student and other WhatsApp groups, AKSİS, the Faculty Website, social media accounts, Google Drive, Quality Management System e-mail address

A.4. Internationalization

A.4.1. Internationalization Policy

The Faculty determines policies in line with the mission, vision, strategic goals, and objectives for internationalization. It carries out these policies in coordination with the Faculty International Relations Coordinatorship, International Academic Relations Unit of the University and internal working groups; puts it into practice with the quality assurance, learning-teaching, research-development, social contribution and governance systems.

The Faculty increases its international recognition by making use of programs such as international symposiums and workshops, as well as exchange programs such as the Erasmus and Mevlana, and bilateral agreements. It also invites internationally recognized scientists and scholars and makes mutual international academic visits. The Faculty informs its

stakeholders about the agreements made and the developments regarding foreign opportunities.

The Unit Quality Coordinatorship monitors and controls the works related to the internationalization policy and submits its suggestions for improvement to the Dean's Office to be discussed in the Quality Commission. The commission meets in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

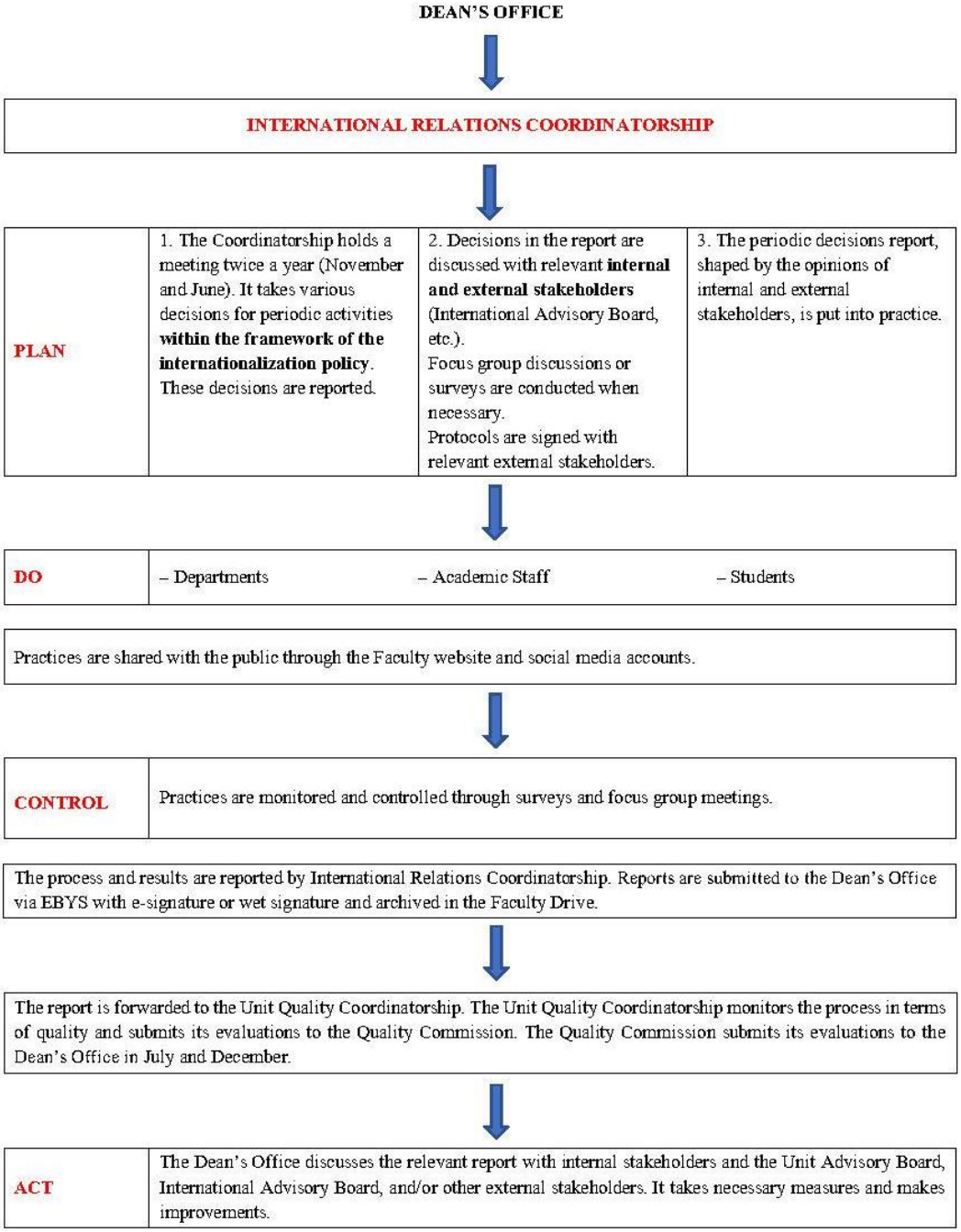
Table 8: Internationalization Policy

Subject:	**Processes of Internationalization Policy**
Responsible Unit:	International Relations Coordinatorship Dean's Office Unit Quality Coordinatorship (Monitoring and Monitoring and Evaluation)
First Planning Date:	March 2021
Internal Stakeholders:	Teaching/academic and administrative staff, University International Academic Relations Unit, in-house working groups, students
External Stakeholders:	Unit Advisory Board, Presidency for Turks Abroad and Related Communities (YTB),

	Presidency of Religious Affairs (DİB), student relatives
International Stakeholders:	International Stakeholder List, Unit International Advisory Board Arabic speaking countries such as Jordan, Oman
Application Areas:	- Academic Staff, students
Monitoring Mechanisms:	Surveys Focus Group discussions
Performance Indicators:	Number of international students, Number of students going to and coming from Erasmus Exchange Program and Mevlana Exchange Program, Number of students going to foreign language schools, Number of participants in international symposiums and workshops
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Google Drive, Quality Management System e-mail address, WhatsApp groups

A.4.2. Management and Organizational Structure of Internationalization Processes

The organizational structure of internationalization consists of the Dean, the relevant vice Dean, and the International Relations Coordinatorship. The International Relations Coordinatorship is responsible for the execution of this process. The Unit Quality Coordinatorship monitors and controls the work on internationalization processes and submits its suggestions for improvements to the Dean's Office for discussion at the Quality Commission. The commission meets in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.



Schema 2: Management and Organizational Structure of Internationalization Processes

Table 9: Management and Organizational Structure of Internationalization Processes

Subject:	**Processes of Internationalization**
Responsible Unit:	International Relations Coordinatorship Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	July 2020 May 2021
Internal Stakeholders:	Teaching/academic and administrative staff, students, Erasmus Exchange Program Coordinatorship, Mevlana Exchange Program Coordinatorship, Arabic Preparation Program Coordinatorship
External Stakeholders:	Unit Advisory Board
International Stakeholders:	Erasmus universities, Mevlana Universities, other international stakeholders, Presidency of Religious Affairs, Presidency for Turks Abroad and Related Communities, Arabic spoken countries such as Jordan, Oman
Application Areas:	- Academic staff and students engaged in international activities
Monitoring Mechanisms:	Surveys Focus group discussions

Performance Indicators:	Rates of satisfaction survey results and Distribution by years Number of international projects, symposia etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Google Drive, Quality Management System e-mail address, WhatsApp groups

A.4.3. Internationalization Sources

The main internationalization source of the Faculty is the budget provided by the university. Besides this, it facilitates scholarships provided by the Darülfünun İlahiyat Foundation to study abroad for students and the Faculty members, funds and scholarships of TUBITAK, bilateral agreements with the universities abroad, and supports coming from public institutions and individuals are also among the sources for internationalization.

The Unit Quality Coordinatorship monitors and controls the works on internationalization resources processes and presents its suggestions for improvements to the Dean's Office for discussion in the Quality Commission. The commission meets in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office makes the necessary improvements by taking the opinions of the stakeholders into account.

Table 10: Internationalization Sources

Subject:	**Internationalization Sources**
Responsible Unit:	Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021 (revised)
Internal Stakeholders:	Coordinatorships, Departments
External Stakeholders:	Unit Advisory Board, TÜBİTAK, Dârülfünûn İlahiyat Foundation, Ensar Foundation, İlim Yayma Foundation, General Directorate of Credit and Dormitories Agency, public institutions and organizations, and individuals
International Stakeholders:	Erasmus universities, Mevlana universities, other international stakeholders, Arabic speaking countries such as Jordan, Oman, International Unit Advisory Board
Application Areas:	- Staff and students engaged in international education and research activities, International institutions and organizations
Monitoring Mechanisms:	Surveys Focus group discussions
Performance Indicators:	The amount of the annual budget allocated to education and training abroad Scholarship amount awarded to students

	Number of international activities
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

A.4.4. Monitoring and Improving the Internationalization Performance

International Relations Coordinatorship collects the data related to the internationalization performance, receives opinions from the stakeholders, analyzes the data and opinions, and assigns the goals for next year.

The Unit Quality Coordinatorship monitors and checks the works carried out by the International Relations Coordinatorship. In addition, the Unit Quality Coordinatorship submits its suggestions for improvement to the Dean's Office. According to these suggestions, the Dean's Office makes the necessary improvements.

After the submission of reports, the Dean's Office organizes meetings with relevant Coordinatorship and stakeholders, negotiates the case, and makes provisions and improvements through the International Relations Coordinatorship.

The Quality Coordinatorship is responsible for monitoring and improving the internationalization policy, the structure, resources and performance of the management and organization of its processes. The Coordinatorship determines the improvement suggestions at the meetings held in June and November and presents them to the Dean for discussion in the Quality Commission. The Quality Commission meets in July and December, examines the reports from the coordinators and reports its evaluations to

the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 11: Monitoring and Improving the Internationalization Performance

Subject:	**Processes of Monitoring and Improving the Internationalization Performance**
Responsible Unit:	International Relations Coordinatorship Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	July 2020 December 2021
Internal Stakeholders:	Teaching/academic and administrative staff, students, related Coordinatorship
External Stakeholders:	Unit Advisory Board Darülfünun Theology Foundation
International Stakeholders:	-Unit International Advisory Board
Application Areas:	- Academic staff, students, all departments
Monitoring Mechanisms:	Surveys

	Focus group discussions
Performance Indicators:	Number of meetings with stakeholders Number of international activities (workshops, conferences, etc.) Number of international collaborations Total Number of Incoming and Outgoing Students from Student Exchange Programs Total Number of Incoming and Outgoing Faculty Members from Faculty Exchange Programs
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B. LEARNING AND TEACHING

B.1. Design and Approval of Programs

B.1.1. Design and Approval of Programs

The Faculty designs its undergraduate programs in line with its mission and program objectives and in a way that ensures the realization of its vision. In doing so, it seeks the ideas and suggestions of its stakeholders. Program outcomes are determined as measurable learning outcomes/program competencies of the program and the curriculum is structured accordingly.

When determining the learning outcomes of the program, the Turkish Higher Education Qualifications Framework (from now on TYYÇ), Field Qualifications, and Islamic Sciences Accreditation Agency (İAA) Learning Outcomes are taken into account. In accordance with the program learning outcomes, learning outcomes are defined for each course, and assessment and evaluation methods are determined with teaching methods that will enable students to achieve these learning outcomes. Course contents are created with the aim of bringing the program learning outcomes related to the courses to the students in a fourteen-week period. With the course plans prepared, student workloads are determined in accordance with ECTS, balanced and compliant with each course. In order to ensure the implementation of the course plan, the content and plan of the courses are processed into the Istanbul University Educational Information System (EBS) and this information is accessible to all stakeholders. The Faculty also observes the policies of social contribution in the design of the programs.

The Determination, control, and update of program objectives and outcomes, program-specific criteria, and course achievements of the institution are carried out on the basis of PDCA in line with the Istanbul University Associate and Undergraduate Education and Training Directive.

The design of the programs is discussed among the Faculty Board after

consultation with the stakeholders. Upon the approval of the Faculty Board is submitted for the approval of the Senate by the Dean. After the approval from the Senate, the process is completed. Approved programs are included in the Istanbul University Information System. The Faculty also announces the approved programs on the website and other information-sharing platforms.

The Education Coordinatorship is responsible for the follow-up of the process. The Unit Quality Coordinatorship monitors the process in terms of quality and presents its findings and suggestions to the Dean's Office in June and November to be discussed at the Quality Commission. The commission meets in July and December, examines the reports from the Coordinatorship and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 12: Design and Approval of Programs

Subject:	**Design and Approval of Programs**
Responsible Unit:	Education Coordinatorship, Related vice Dean Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	2017 Revised
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board

International Stakeholders:	-
Application Areas:	-All faculty
Monitoring Mechanisms:	Satisfaction surveys Focus group discussions
Performance Indicators:	Number of newly opened and closed elective courses Number of Major-Minor programs Graduation Surveys satisfaction rates Double Major and Minor Degree Satisfaction Rate in the Student Satisfaction Survey Number of undergraduate programs/number of graduate programs / number of doctoral programs that can be viewed on the website of the institution that has completed the program information package
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Education Information System (EBS), the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.1.2. Program's Objectives, Outcomes (Program Outcomes and Discipline-Specific Outcomes) and Compliance with IAA Criteria

The program's objectives of the institution are determined in the form of general statements defining the career goals and professional expectations that graduates of the program are required to have in the near future. The program's outcomes consist of knowledge, skills, and competencies that students are expected to acquire by the time of graduation. The program's objectives and outputs, as well as program-specific criteria, are determined within the framework of the TYYC, Istanbul University Associate and Undergraduate Education and Training Directive, PDCA-Based Education Process Directive taking into account the opinions of stakeholders in accordance with the IAA outputs and criteria. The Education Coordinatorship carries out these processes, monitors and evaluates the studies.

The control and monitoring of the program's objectives and output is carried out through the graduation survey, stakeholder meetings, and the data is obtained from the Program Learning Outcomes module from AKSİS.

The Unit Quality Coordinatorship convenes in June and November, monitors the process in terms of quality, and presents its findings and suggestions to the Dean's Office. The Dean's Office discusses with the stakeholders and makes the necessary improvements.

Table 13: Program's Objectives, Outcomes (Program Outcomes and Discipline-Specific Outcomes) and Compliance with IAA Criteria

Subject:	**Evaluation and Monitoring Processes of Program's Objectives and Outcomes**
Responsible Unit:	Education Coordinatorship

	Unit Quality Coordinatorship
First Planning Date:	November 2021 November 2022
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Alumni
International Stakeholders:	-
Application Areas:	- All departments in the faculty, academic staff
Monitoring Mechanisms:	-Surveys -Focus group interviews
Performance Indicators:	The satisfaction rate of the students with the program they are enrolled in (%) Alumni satisfaction rate (in %) Program outcomes overall success rates Success rates of program outcomes on the basis of courses Employer satisfaction rate (%) Matrices, which include the matching of program outputs with program objectives, Matrices with matching discipline-specific outputs to program objectives

Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.1.3. Alignment of Course Outcomes with Program Outcomes and Discipline-Specific Outcomes

The Faculty carries out the processes related to determining and updating the program objectives, program outcomes, program-specific criteria and course outcomes within the framework of the regulation mentioned above. The aim of the course, fourteen-week course contents, learning outcomes, teaching methods, subjects, resources, contribution levels to the program outputs, evaluation system, and ECTS-Workload activity are determined by the instructors and processed into the AKSİS automation system. This information is accessible to students via AKSİS by using their personal passwords. It is also made accessible to all stakeholders on EBS.

After the assignment of the courses to the relevant lecturers, the Education Coordinatorship ensures that the lecturers fill the syllabuses according to the determined principles. The Coordinatorship reports the process to the Dean. The Dean's Office evaluates the process and makes the necessary improvements.

Preparing the appropriate environment for student-centered education for the realization of the course outcomes, training the trainers, making the course schedule, etc. are carried out by the Education Coordinatorship. The Accreditation Unit also follows the process. Offers suggestions for making relevant changes and adjustments. The Unit Quality Coordinatorship monitors the process in terms of quality and conveys its findings and

recommendations to the Dean's Office in June and November to be discussed at the Quality Commission. The commission then convenes in July and December, evaluates the process, and reports it to the Dean. The Dean's Office then consults with the stakeholders and makes the necessary improvements.

Table 14: Alignment of Course Outcomes with Program Outcomes and Discipline-Specific Outcomes

Subject:	**Processes of Monitoring the Course Outcomes and Discipline-Specific Outcomes**
Responsible Unit:	Education Coordinatorship, Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	November 2022 (revised)
Internal Stakeholders:	Teaching/academic and administrative staff, students, Accreditation Unit
External Stakeholders:	-
International Stakeholders:	-
Application Areas:	-All Departments
Monitoring Mechanisms:	Surveys

	Focus group discussions
Performance Indicators:	Number of Courses Matching Outcomes with Program Outcomes and Discipline-Specific Outcomes Course achievements success level graphics Matrices in which course outcomes are associated with program outcomes, matrices where course outcomes are associated with discipline-specific outcomes, etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, Education Information System, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.1.4. Structure of Programs and Balance in the Distribution of Courses (Balance Between Compulsory and Elective Courses, Balance Between Field-specific Knowledge and Vocational Courses, Acquiring Cultural Competence, Opportunities to Familiarize Students with Different Disciplines

A curriculum including compulsory and elective courses is implemented in the institution. Compulsory courses are determined by the Council of Higher Education; the distribution of these to semesters and the determination of credits and ECTS are made by the Faculty board. The curriculum is created with a balance in view of the teaching objectives of the institution. The content and plan of the courses are recorded in the Istanbul University

Educational Information System (EBS) to ensure the implementation of the curriculum.

In addition to the compulsory courses determined by the Council of Higher Education, the Faculty offers elective courses. In accordance with the relevant regulation of the University (art. 16/9), elective course rates are arranged in a way that it is aimed to be at least 25% of the total credits required for graduation and not to exceed 40% at the most. The University's defined processes are taken as a basis in matters such as adding elective courses, opening or deactivating them during the semester, or closing them. The Dean's office requests from the departments (Philosophy and Religious Sciences, Islamic History and Arts, and Basic Islamic Sciences) to determine the elective courses to be taught in the new term in November and June, and to distribute the courses in a balanced way among the lecturers. The department heads distribute the compulsory and elective courses to be given in the term in a balanced way among the instructors and present them to the Dean's Office. After being approved by the Faculty administrative board, it is processed in AKSİS.

The offers to open new elective courses from the departments are evaluated by the Faculty Board in terms of compliance with the program's objectives and outputs and are submitted to the Senate for approval after they are accepted. The courses approved by the Senate are defined by the student affairs system to the AKSİS automation system.

In accordance with the 4th paragraph of the 16th article of the IU Associate and Undergraduate Education Regulations, students with a CGPA of 3.00 and above can take courses from any curriculum of various faculties of the University within the framework of the conditions listed in the regulation.

The process related to the structure of the program and the balance of course distribution is carried out by the Education Coordinatorship. The Unit Quality Coordinatorship monitors the process in terms of quality and presents its findings and suggestions to the Dean's Office in the form of a

report in June and November to be discussed at the Quality Commission. The commission meets in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 15: Structure of Programs and Balance in the Distribution of Courses

Subject:	**Processes of Monitoring Elective Courses Taken from Different Disciplines**
Responsible Unit:	Education Coordinatorship Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021 (revised)
Internal Stakeholders:	Teaching and administrative staff, students, Accreditation Unit
External Stakeholders:	Unit Advisory Board, Council of Higher Education, Ministry of Youth and Sport
International Stakeholders:	-
Application Areas:	-All Departments

Monitoring Mechanisms:	Surveys Focus group discussions
Performance Indicators:	Student Satisfaction Rates Elective Courses Pre-Request Form data
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Education Information System, AKSİS, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.1.5. Student Workload-Based Design

The institution has a system in which it calculates (ECTS) the credit values based on the workload of the courses. In this process, it is aimed to gain the learning outcomes of 14 weeks to students. Lesson plans taking into account the activities inside and outside the classroom are determined in accordance with ECTS.

ECTS workload, course category, exam, and document procedures are determined by the chairmanship by taking the opinions of all the instructors who will teach the course. The workloads discussed by the Faculty Board are sent by the Dean's Office to the rectorate to be submitted to the university senate. In case of acceptance in the Senate, it is shared with all stakeholders on the Education Information System (EBS). Classes if needed can be updated before the start of the academic year.

The amount of ECTS that a student receives in a semester is 30. Students, according to the Istanbul University Associate and Undergraduate

Education and Training Directive, cannot exceed 50% (45 ECTS) of the total credit load of the courses defined in a semester. However, the upper limit of the students who are in double major or minor programs and vertical or undergraduate transfer and the students who qualify to take final year classes are determined by the board of directors.

The design process based on student workload is carried out by the Education Coordinatorship. The Unit Quality Coordinatorship also monitors the process in terms of quality and presents its findings and suggestions to the Dean's Office in the form of a report in June and November to be discussed at the Quality Commission. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 16: Student Workload-Based Design

Subject:	**Student Workload Monitoring Processes**
Responsible Unit:	Education Coordinatorship Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021 (revised)
Internal Stakeholders:	Teaching and administrative staff, students, Accreditation Unit

External Stakeholders:	Ministry of National Education and Offices of Muftis
International Stakeholders:	-
Application Areas:	- All courses and all departments
Monitoring Mechanisms:	-Conducting student workload surveys; information/communication through WhatsApp groups; student meetings -Information System -Instructor feedback (Survey, Focus Group Discussion)
Performance Indicators:	-Data on how many of the current courses have completed the ECTS procedures by asking the instructor and the student -Student satisfaction data on ECTS - Instructor satisfaction in ECTS
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Education Information System, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.1.6. Assessment and Evaluation

The Faculty adopts and implements the IU Associate and Undergraduate Assessment and Evaluation Principles authorized by the Senate on assessment and evaluation activities and the methods to be used. Assessment and evaluation success in the institution is based on the diversity of methods. In the course information packages, the number and duration of activities such as credit values (ECTS) based on student workload, course duration, out-of-class study time (pre-study, reinforcement), midterms, quizzes, coursework, and final exams are determined in consultation with our stakeholders at the institution and calculated 15 hour/per week workload.

The effect of the final and make-up exams on the basic success grade has been determined by the University as 50-70%. The Faculty Administrative Board determines which effect ratio in this range will be preferred. Including İLİTAM (Theology Degree Completion Program), this impact rate is currently applied as 60%. Provided that the final exam remains constant, the instructor of the course determines the other forms of assessment and the rate of impact on the assessment. The instructor prepares her/his curriculum between the dates specified in the academic calendar and processes it into the AKSİS automation system. Students can see the details of the syllabus on this platform when they enroll in courses.

When evaluating the exams, the Faculty Administrative Board uses the Absolute Evaluation System (AES) among the options offered by the university. The passing grade for the course is 50. In addition, after calculating the exam impact rates (midterm exam: 40%; final exam: 60%), the average grade should be 50 points. Students who do not take the final and make-up exams are deemed to have failed that course with taking FF. A student who receives either DC or DD letter grades from a course is deemed to have conditionally passed that course. In order for conditional

grades to be considered successful at graduation, the student's CGPA must be 2.00 at least.

Students whose CGPA is below 1.80 at the end of the semester fail that semester. This lower limit can be increased by the decision of the Faculty Administrative Board. Unsuccessful students cannot take new compulsory courses but can take elective courses from the next semester. If they want, they repeat the courses for which they were unsuccessful or conditionally successful before. They have to take the courses for which they received FF and FD letter grades from those opened in the current semester. They on the other hand may take the courses in which they received DD and DC letter grades if they prefer to. In this case, when calculating the CGPA, the final grade obtained from the repeated course is used and reflected in the transcript as such, regardless of the previous grade. Students with a CGPA above 1.80 can also take the lower-conditional courses again, in this case, regardless of their previous grade, the grade they received this semester will be reflected in the transcript. Students who increase their CGPA above 1.80 continue their education by taking courses from the semester that comes after the last semester, provided that they do not exceed the credit limit of the semester they are in. In this situation, students first take the courses they fail with FF and FD letter grades, and then the courses they did not take from the lower semesters. If the schedules of the courses taken for the first-time overlap, they first take the courses of the lower semesters.

Students who cannot take the midterm exams for a valid reason can request a make-up exam by submitting a petition to the Dean's Office. If the request is approved by the Faculty's Administrative Board, a make-up exam is arranged for the student.

Instructors are responsible for announcing the results of all semester studies for the success evaluation of students within the period specified in the academic calendar of the University.

Midterm and final exam grades are given over 100 points. Letter grades are given after all assessment activities, including the final exam. Procedures regarding the calculation of grades are made over AKSİS.

In the case of distance education in formal programs, the institution considers the requests from stakeholders regarding 'assessment and evaluation' and makes various improvements.

Calculation of Letter Grades

The student's Raw Success Grade (RSG) is converted to a letter grade as a passing grade according to the absolute ranges shown in Table 2 below. In the absolute evaluation system, fractional RSGs are rounded to the nearest whole number (0.50 and above). Absolute success scores for the students in the whole group are calculated based on the Istanbul University Associate and Undergraduate Education and Training Directive.

Table 2: Absolute Ranges

Quadrant System	**Letter Grade**	**RSG Ranges**
4,00	AA	88 – 100
3,50	BA	80 – 87
3,00	BB	73 – 79
2,50	CB	66 – 72
2,00	CC	60– 65

1,50	DC	55 – 59
1,00	DD	50 – 54
0,00	FF	0 – 49
Discontinuous	FD	
Pass (not rated)	P	
Exempt (not rated)	E	

All students who have met the attendance requirement but are not in the final group because they did not take the final exam are marked as “did not take”.

Students who are in the final group and whose absolute success score is below 50 receive an unsuccessful grade (FF).

Lettered success grades are given according to Table 2, taking into account the absolute success scores of the students.

The CGPA is calculated by dividing the sum of the product of the success grades of all the courses taken by the student since the first semester/year by the credits of the courses taken since the first semester/year by the sum of the credits of the courses taken since the first semester/year. The calculation result is rounded to two decimal places. The CGPA is calculated cumulatively over all the courses taken by the students.

At the end of the fourth semester, in order for students to take courses from the next semester, their CGPA until the end of the semester is registered

which must be at least 1.80. Students in this situation cannot take new compulsory courses until they increase their GPA to 1.80.

Class Attendance Status

In the formal programs of the institution, attendance is compulsory within the regulatory framework of the IU Associate and Undergraduate Education and Training Directive. The absence of students who are officially appointed to activities such as sports events, cultural and artistic activities, and competitions, hence, cannot continue their education during their participation in these activities, is not taken into account when calculating the attendance. When such activities are out of the question, regardless of the reason for absenteeism, the student has to attend at least 70% of the courses taken for the first time. It is obligatory to attend at least 80% of all kinds of practical work besides the theoretical course. The status of students who do not fulfill the attendance requirement is announced before the final exams specified in the academic calendar. Absent students are not assigned to the final exam of the relevant course and are considered unsuccessful.

Attendance in Online Lessons

The attendance status of students in distance education is recorded electronically via the AKSİS automation system. It is possible to watch the virtual classes created in AKSİS again. It is possible to monitor by the instructor the students' participation in live lessons and watching the lesson recordings afterwards, as well as monitoring the entrance and exit of the lesson via the live lesson module. Students who take the theoretical course for the first time or who have taken it before but fail due to absenteeism have to attend the course at the rate of 70% as in formal face-to-face courses.

Health report

Students who do not fulfill the attendance requirement due to a health problem may submit a health report. IU Student Medical Reports Guideline is taken into account in the acceptance of medical reports. Accordingly, the

report is considered valid if it is issued by the Medico-Social Center Doctor, Family Medicine, or SSI contracted health service providers within the scope of the General Health Insurance. Health reports issued by health service providers who do not have a contract with SSI are valid if approved by the Istanbul Medical Faculty or Cerrahpaşa Medical Faculty Chief Physicians Health Boards. Medical reports issued abroad can only be accepted by the decision of the Faculty Administrative Board.

Health reports are processed for midterm exams, registration renewals, registration suspensions, and attendance obligations with the decision of the Faculty Administrative Board. The student cannot attend the classes and exams held during his/her sick leave period. If he/she enters, the grades he/she receives from the exam or other evaluation activities are deemed invalid. It is possible for the student to attend classes and exams within the reporting period if he/she presents a health report showing that he/she has recovered. Medical reports are not processed for final or make-up exams.

Health reports for registration renewals, registration suspensions, and attendance obligations are submitted to student affairs within a reasonable time with a petition. Students who cannot take the midterm exams submit their reports to the student affairs office with a petition stating the exams that could not be taken, up to five business days before the start date of the announced make-up exams (except for special cases).

The implementation of the course attendance process is under the responsibility of the Education Coordinatorship.

Exams

The Faculty makes face-to-face exams in the classrooms and ensures that the students take the exam in a comfortable environment. The institution takes into account the preference of the lecturer of the course in terms of using different assessment methods such as classical and multiple-choice during the year evaluations. Faculty members inform the Dean's office on their method preferences one month in advance. The Dean's Office

announces the exam preferences of the instructors to the students. The lecturer defines his exam to the AKSİS automation system within the date range determined by the dean's office. The Dean's Office announces the rules to be followed and the things that are not allowed in the exam hall beforehand. Students are admitted to the exams after identity checks. The Dean's Office appoints an inspector according to the size of the exam hall and the student population in order to ensure the identity checks and the regulations are followed.

However, in case of natural disasters such as epidemics/pandemics, exams can be made via an online exam system in accordance with the decisions taken by CoHE or Istanbul University's Rectorate. In the case of distance learning, exams are made according to predefined processes. Instructors define the exams in the IU Online Exam System, which works integrated with the AKSİS automation system and upload the exam questions to the system. The exam becomes active on the day and time determined by the lecturer, and students log into the system and take their exams. In case of not being able to take the exam due to system-related errors, or students experiencing problems due to Internet related issues, power outages, or system failures during the exam, students are to make a written application to the Dean's Office. The Faculty Administration evaluates the student's request and then gives a decision.

The Education Coordinatorship is responsible for the administration of all face-to-face or online exams. It supervises the process via stakeholder surveys and other student reporting tools, while the Unit Quality Coordinatorship monitors quality and presents related reports to the Dean's Office. The Dean's Office evaluates the issue with the stakeholders and takes the necessary steps.

Announcement of Exam Results

Instructors announce the midterm, final, and make-up exam results within 7 (seven) working days from the date of the exam to the students via AKSİS.

After the announcement of the results of the final and make-up exams, the instructors take the final version of the list on the BDS and submit it to the Registrar's Office with a wet-ink signature. Realizing that she/he entered an incorrect grade, the instructor applies to the Dean's Office with a petition to correct this mistake. After the decision is made by the Faculty administrative board, the necessity is reported to the Registrar's Office.

Objection to Exam Results

Students may ask for a re-examination of the exam paper by applying to the Dean's Office with a petition within three working days following the exam results. The Dean's Office assembles a three-person commission consisting of instructors who can give lectures officially, one of which is the instructor who gave the exam, for the examination of the paper. If there is only one lecturer in the relevant department, the other members of the commission are selected by the Dean from the lecturers of the related departments. The commission evaluates the objections within three working days and informs the Dean of its opinion. The student is informed with written notice of the result.

All processes related to exams are carried out by the Education Coordinatorship. The Unit Quality Coordinatorship also monitors the process in terms of quality and presents its findings and gives some suggestions to the Dean's Office in June and November to be discussed at the Quality Commission which meets in July and December. The Commission examines the reports from the Coordinatorship and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 17: Assessment and Evaluation

Subject:	**Processes of Monitoring Assessment and Evaluation**
Responsible Unit:	Education Coordinatorship Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021 (revised)
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	- Institutions such as Ministry of National Education and Presidency of Religious Affairs are stakeholders in out-of-class learning outcomes.
International Stakeholders:	-
Application Areas:	-All courses and all departments
Monitoring Mechanisms:	- Documents, video recordings, systems, etc., showing how each course outcome is measured and evaluated (question, assignment, project, application etc.) on the course outcomes.

Performance Indicators:	- An indication of how many of the courses are based on proficiency-based assessment and evaluation.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, Education Information System, IU Online Exam System, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.2. Student Admission and Progression

B.2.1. Student Admission, Recognition, and Crediting of Prior Learning (knowledge and skills obtained from formal, informal, and non-formal learning)

At the institution, various programs are implemented at the undergraduate level. Along with the formal programs of Daytime Education, Evening Education, Theology in Arabic, and Theology in English, there is also the Theology Degree Completion Program (ILITAM).

First Enrolment

In formal education programs, student admission is carried out through the central exam conducted by the Student, Selection and Placement Center (ÖSYM). In this regard, the Faculty applies the following defined process:

Students who are eligible to enroll following their verbal (SÖZ) scores in the central exam conducted by ÖSYM and their order of university preferences, apply to the registration offices in person with the required documents for registration and make their final registration after pre-registering online within the periods announced in accordance with the principles determined

by the Council of Higher Education (CoHE), ÖSYM and the Rectorate (Articles on Admission to Higher Education in Higher Education Law No. 2547). It is not possible to register with missing documents. It is the candidate's responsibility to register between the specified dates. The students of the Evening Education and İLİTAM programs are supposed to pay a contribution fee and/or tuition fee before registration. If they do not pay on time during the period determined by the University administration, their registration will not be finalized. The student who makes her/his final registration is given an identity card that proves that she/he is a student at the University.

Compulsory Arabic Preparatory Class

There is a compulsory Arabic preparatory year in the Daytime and Evening Education Programs and the Theology in Arabic Program at the institution. The Sub-Department of Arabic Language and Rhetoric is responsible for the preparatory classes. A coordinator is appointed to carry out the works and procedures related to the preparatory year. Preparatory education is executed within the framework of the IU Faculty of Theology Compulsory Preparatory Class Education and Examination Directive. An exemption exam is applied for students who are entitled to study at the institution to determine their Arabic proficiency. Students who get at least 70 points in the exemption exam or in the Arabic Foreign Language Exam (YDS) conducted by ÖSYM in the last three years or equivalent exams and those who have completed the last three years of their secondary education in Arabic speaking countries can enroll in the undergraduate program without taking the exemption exam.

The Level System is applied in the preparatory classes. After the exemption exam, students are subjected to the Placement Exam (PE). According to the results of the exam, students are placed in one of the levels of beginner (tamhidi/1st level), primary (mubtadi/2nd level), intermediate (mutawassit/3rd level) and advanced (mutaqaddim/4th level). Preparatory class students are required to take the Placement Exam. The situation of the student who does

not take the exam due to a valid excuse is evaluated by the Faculty Administrative Board if she/he applies with a petition, the Placement Exam is arranged again for the student whose excuse is accepted and placement is made according to her/his score.

Daytime and Evening Education Programs

Four-year formal theology programs accept students with the YKS-Verbal score of ÖSYM. Since these two formal programs are partially taught in Arabic, there is a compulsory Arabic preparatory class. During the undergraduate period, at least 30% of the courses must be given in Arabic. The same curriculum is applied in the daytime and evening education programs. Theology curriculum content is available on the official website of the Institution. The courses taught in Arabic are given by foreign lecturers who are native speakers in Arabic or by lecturers who score 85 and above in nationally and internationally valid Arabic exams.

Theology in Arabic Undergraduate Program

Student admission to the program is made through the central exam (YKS-Verbal) conducted by ÖSYM. The same curriculum is applied as the daytime and evening education theology programs. The preparatory year is compulsory in the Theology in Arabic Program.

The courses in the program are given by either native Arabic speakers or by those who score 85 and above in nationally and internationally accepted Arabic exams.

The rights and responsibilities in the subjects of preparation and exemption, curriculum content, graduation requirements, lateral transfer opportunities, exams, attendance, etc. are the same as in other formal programs.

Theology in English Undergraduate Program, English Proficiency and Preparatory Program

As in other formal programs, student admission is made through the YKS-Verbal score of the central exam conducted by ÖSYM. The preparatory year is compulsory in the Theology (English) program.

In order to start undergraduate education in the program, students must complete the English preparatory education given at the Istanbul University Vocational School of Foreign Languages or pass the English exemption exam. Those who enroll in the Theology in English Program and complete at least the last three years of their secondary education at the educational institutions for the citizens of an English spoken country, and those who get 80 or more points in the Proficiency Exam given by the Vocational School are exempted from the Preparatory Class.

The curriculum of the Theology in English Program is made to be largely compatible with the other formal theology programs and all courses are taught in English. Exams and all other activities are also conducted in English. The rights and responsibilities in the subjects of preparation and exemption, curriculum content, graduation requirements, lateral transfer opportunities, exams, attendance, etc., are the same as in other formal programs.

Students Accepted Through the Exam for International Students (YÖS)

The Faculty accepts foreign students as part of its vision and internationalization policy. Until now, admissions have been done with the Exam for International Students (IUYÖS) organized by Istanbul University. Candidates who have the right to enroll by passing the Exam for International Students, submit the required documents within the specified period and register. However, students enrolled in the programs are subject to a Turkish language course at TÖMER. Those successful in this course start their undergraduate education.

Students Accepted Through International Theology Program (UİP)

The Faculty accepts students from abroad for the Bachelor of Theology program through its stakeholder institution, the Presidency of Religious Affairs (DİB). The selection of these students is made by DİB. Students selected by DİB can enroll within the specified period if they apply with the required documents. However, students (except for the children of Turkish families) enrolled in the programs are subject to a Turkish language course at TÖMER. Those successful in this course start their undergraduate education. Students accepted through UİP, enroll in programs that provide education in Turkish and receive education under the same conditions as other students.

Student Admission Through Lateral Transfer, Vertical Transfer, and the Double Major Program and Minor Program

Lateral Transfer

Lateral transfers are made in accordance with the provisions of the Istanbul University Intra-Institutional and Inter-Institutional Transfer Principles Directive. Transfers cannot be made to the first two and last two semesters of the preparatory class and undergraduate diploma programs. Lateral transfers can be made from daytime education to evening education without any quota limitation. However, the student who transfers to the evening education diploma program pays the evening education fee. Lateral transfer can be made from the evening education to the evening education diploma programs. Yet, a student from the evening education diploma programs who enters the top ten percent of her/his class in terms of success and pass to the next year can transfer to the daytime education diploma programs within the quota.

Applications are received through the AKSİS automation system on dates determined by the University. The ranking of the candidates is determined by calculation according to the formula specified in the directive through the weighted grade point average, the score obtained from the central placement exam and the base score for the program during the year the

candidate wishes to enter. For candidates with equal scores in placement, priority is given, respectively, to those with a high ÖSYS placement score, those with a high AGNO, those who have not failed courses, and those who have not made a lateral transfer before.

Students who wish to transfer with an AGNO from a faculty with a compulsory foreign language preparatory education must pass the foreign language exemption exam, as they must have passed the compulsory preparatory class at our university or be deemed exempt. Students who transfer within the scope of Additional Article 1 are subject to the Additional Article 1 Implementation Principles determined by CoHE.

Evaluation results of the candidates applying for lateral transfer are announced on the website of Istanbul University. For those who win the right to transfer, the decision about their winning will be notified in writing. If a sufficient number of candidates meet the success requirement, additional candidates are announced to the extent of the quota. If the main candidates do not apply within the specified time, additional students are called in order of success. The placement commission determines which semester or class the student will be placed into by taking into account the courses taken by the student in the previous semesters and determines the courses that they should be exempted from, if any, with an adjustment program consisting of additional courses that the student should take.

Istanbul University cancels the processing of the student who enrolls by accepting the transfer application in the relevant period but gives up her/his right to transfer before the start of the academic year.

It is also possible for undergraduate students who could not complete their education due to the socio-political conditions in countries such as Syria, Egypt and Yemen to transfer to the Institution with Additional Article 2. In accordance with the decision taken at the Higher Education Executive Board meeting dated 18/06/2014, 09/07/2014 and 06/06/2018; implemented since the 2014-2015 academic year, it is possible for Turkish citizens, foreign

nationals and foreign students who started their education at associate, undergraduate and graduate levels (including the preparatory class) in Syria, Egypt and Yemen before the 2013-2014 academic year to transfer higher education institutions in our country. If these students have all the necessary documents for lateral transfer, they can transfer, including to the first and last year. The acceptance of students is evaluated by the Board of Directors, on condition that it does not exceed 10% of our institution's ÖSYS quota in the year of application. Students who do not have the required documents for lateral transfer can take courses from the institution as special students, and those who provide their documents can transfer.

Student Admission with Vertical Transfer

In the institution, students are also accepted by vertical transfer. Those who graduate from the two-year Associate Degree Theology program and pass the Vertical Transfer Exam (DGS) conducted by ÖSYM can enroll in the Faculty with vertical transfer. Quotas are determined each year by the Faculty Administrative Board. Those who enroll at the Faculty via DGS are subject to education under the same conditions as those who enroll with lateral transfer.

The Double Major Program

The double major program at the institution is carried out within the framework of Istanbul University's Double Major Program Directive. The double major program is finalized with the approval of the Senate upon the recommendation of the Faculty Board and is realized with the cooperation of the relevant departments. Istanbul University Registrar's Office announces at the beginning of the academic year the double major quotas and special conditions, if any, determined by the Dean's Office.

Students registered in the undergraduate programs of the university can apply to the double major program determined by the Institution, at the beginning of the third semester at the earliest and at the beginning of the fifth semester at the latest, with an application form and transcripts. The

faculties (programs) accepted to the double major program in the institution are decided by the Senate upon the recommendation of the Faculty Board. Applications are made on the dates specified in the University Academic Calendar.

In order to apply for a double major program, a student must have passed all the courses required in the major undergraduate program until the time of application, his/her major grade point average (GPA) must be at least 3.00 at the time of application, and he/she must be in the top 20% of the major undergraduate program in terms of success in the relevant class. In addition to these conditions, the student who wants to do a double major in the programs for which the success ranking condition is required must meet the success ranking condition determined by the Higher Education Council of the relevant program in the year he/she registered. In order for the students of the Institution to do a double major in another Faculty, a quota must be given to the Institution by that Faculty. The acceptance of the student to the double major program to which he/she has applied depends on the decision of the board of directors of that Faculty. The student can always leave the double major program voluntarily. Double major diploma program students can transfer to the double major diploma program when they meet the internal transfer requirements in the major diploma program.

A Faculty member is assigned as the Double Major Program Coordinator in order to assist students in determining his/her courses in the double major program, planning his/her semesters they will be taking, and to ensure that the double major program is carried out in accordance with its aims. The Double Major Program Coordinator works in communication with the advisors of the students in the major program.

The courses to be considered as equivalent in the major and double major programs are decided by the relevant diploma programs, and if any, those taken before and during the student's admission to the program; the others are decided with the decision of the Board of Directors within the period in

which they are taken. Courses deemed equivalent in major and double major programs are included in the semester records of the student in both diploma programs and are shown in both transcripts.

The double major program consists of at least 36 national credits or 60 ECTS in undergraduate programs apart from common courses. The upper limit is determined by the Senate with the recommendation of the Faculty Council. In order for the student to graduate from the double major program, the GPA score must be at least 3.00. The GPA of the student enrolled in a double major program is allowed to decline to 2.50 once only. A student whose GPA falls below 3.00 twice will be deregistered from the double major program. The student who has the right to graduate from the major program and completes the double major program with an average of at least 2.00, is given a bachelor's degree belonging to the double major program. In addition, a transcript of this program is arranged. A student who freezes his/her registration in the major program is deemed to have frozen his/her registration in the double major program as well. Students who will not be able to take a course in a double major program due to reasons such as a course not being opened or clashing class times in any semester may have their registration frozen for that term, with the decision of the board of directors of the Faculty offering the double major program. The maximum education period of students who have the right to graduate from the major program and have not yet completed the double major program is the period specified in paragraph (c) of Article 44 of the Law No. 2547. Students enrolled in a double major program will be charged a tuition fee for the education period of the major diploma program and a student contribution fee for students who cannot graduate at the end of an additional year. Students who graduated from the major program but could not graduate from the double major program are not given the associate degree or undergraduate diplomas of the double major program. Students who voluntarily quit or were dismissed from the double major program can receive a minor certificate upon their request, if there is a minor program in

their double major program and they have fulfilled all the requirements of this program. If there is no minor program in the double major program, the courses in which the student is successful in the double major program are shown on the major transcript, but are not included in the GPA.

Minor Program

The minor program at the institution is carried out within the framework of the Istanbul University Minor Program Directive. The minor program is decided with the approval of the Senate upon the recommendation of the Faculty Administrative Board and is carried out in cooperation with the relevant departments. Istanbul University Registrar's Office announces the minor quotas and special conditions, if any, determined by the Dean's Office at the beginning of each academic year.

Students can apply to the minor program at the beginning of the third semester at the earliest and at the beginning of the sixth semester at the latest, with the application form and transcript.

In order for the student to apply for the minor program, he/she must have completed all the courses needed until the semester he/she applies and the weighted grade point average in the major program must be at least 2.50 at the time of application.

Application, evaluation, announcement of the results and notification of the application results to the relevant Dean's Office of the minor program are done on the dates specified in the University Academic Calendar. Acceptance of the student to the minor program is carried out by the Board of Directors.

A Faculty member is appointed as the Minor Program Coordinator in order to assist students in determining the courses in the minor program, planning the semesters they will take, and to ensure that the minor program is carried out in accordance with its aims. The Minor Program Coordinator

works in communication with the advisors of the students in the major program.

Minor program consists of at least 18 national credits and 30 ECTS apart from shared courses. Students who complete the minor program are issued a certificate of achievement (minor certificate) in the field they are studying, which does not replace a diploma. In order for the student to receive this document, his/her major grade point average (GPA) must be at least 2.00. Students whose cumulative grade point average falls below 2.00 in the major program cannot take courses from the minor program in the following semester. A student who does not take courses from the minor program for two consecutive semesters (except in case of a registration freeze) will be deregistered from this program. A student who freezes his/her registration in the major program is deemed to have frozen his/her registration in the minor program as well. In the minor program, the registration of students who will not be able to take a course due to reasons such as not opening a course in any semester or overlapping courses may be frozen for that term, with the decision of the Administrative Board. Students who have the right to graduate from the major program but cannot complete the minor program are given an additional period of two semesters at most, by the decision of the Administrative Board. Students enrolled in the minor program will receive a student contribution fee for the education period of the major diploma program and students who cannot graduate at the end of the additional two semesters. Students who cannot graduate from the major program are not given a minor program certificate. A separate transcript is prepared for the minor program. The courses in which the student is successful in the minor program are not shown in the major grade status document (transcript) and are not included in the GPA. The student can always leave the minor program voluntarily. Students who cancel their registration from the minor program cannot enroll in the same minor program again.

Theology Completion Program (İLİTAM)

Student admission to the program is made with ÖSYM's Vertical Transfer Exam (VTE) score. Quotas are determined each year by the Faculty Administrative Board. Students who graduate from the two-year Associate Degree Theology program are accepted to the program with a VTE score within the quota.

The courses are given through the digital infrastructure facilities of IU Faculty of Open and Distance Education (AUZEF) by using the Distance Education İLİTAM interface. The instructors who will teach the course are determined by the relevant coordinator and presented to the Dean's Office. The Dean's Office discusses the proposal of the coordinator to the Faculty Administrative Board, and notifies the Rectorate regarding its decision. The preparation of course materials and exam questions are coordinated by the department heads. After the preparation of course materials and exam questions by the departments, relevant materials are examined by relevant academic experts, and they are sent to AUZEF by the İLİTAM coordinator after any deficiencies are fixed. The exams take place in 81 city centers, and Lefkoşa, along with the other exams of AUZEF. In extraordinary times such as the global pandemic, the exams are administered online with the special software developed by AUZEF. All exams of the Quran and Tajweed course are held in the form of oral exams on digital platforms with the decision of the Faculty Administrative Board.

Exemption Commission

Another process for the recognition of prior education is exemption. All kinds of exemptions in the institution are carried out by the Exemption Commission established by the Dean's Office. The commission carries out the exemption works according to the provisions of the Istanbul University Associate and Undergraduate Education and Training Directive (art. 11). The exemption of students coming with lateral transfer is made one-to-one with the transfer of successful grades, by taking the course content and

credit/ECTS eligibility into account. An exemption is made by combining the grades of the divided courses. As with compulsory courses, exemptions are made by considering the same or equivalent elective courses. If the student has previously taken a greater number of courses than the ones accepted as compulsory at the institution, he/she may be exempted from elective courses on the condition that the courses are equivalents.

Course exemptions for students who complete the Open Education Theology Associate Degree Program and who successfully pass the Vertical Transfer Exam are decided by the Faculty Administrative Board upon the proposal of the Exemption Commission.

In the exemption process of the students who have studied and taken courses from different faculties, and later registered in our Faculty, the content of these courses are examined in terms of their compatibility; and as a result, compatible courses can be exempted. On the same token, compulsory courses such as the Turkish language, the Principles of Atatürk and the History of the Turkish Revolution, and foreign language courses that are demanded by the Council of Higher Education can be subjected to exemption.

Course Adjustment Commission

Adaptation is a method of recognizing prior learning. All kinds of adjustments in the institution are carried out by the Course Adjustment Commission established by the Dean's Office. The commission carries out the adjustment works according to the provisions of the Istanbul University Associate and Undergraduate Education and Training Directive (temporary art. 1). The course adjustments of the students who have studied at an educational institution abroad for one semester or more through exchange programs such as Erasmus, Mevlana, and bilateral agreements, are made by the Adaptation Commission when they return to the Faculty. In this regard, the contents of the courses and their similarities or closeness are taken as the basis.

Registration Renewal

Registration renewal takes place with completion of the courses required within the periods specified in the academic calendar and payment of the mandatory tuition fee. Those who do not renew their registration within the periods specified by the university cannot attend classes and exams in that semester; they cannot benefit from student rights. The semester in which the student does not renew his/her registration is counted as from the education period determined in Law No. 2547. Students who do not enroll in their courses in due time, and who do not have an attendance requirement must apply to the Dean's Office documenting their excuses by the midterm exams at the latest; while those who have an attendance requirement must apply within four weeks. The demands of these students are decided by the Faculty Administrative Board.

Pedagogic Formation

In the institution, there is a defined process for gaining basic knowledge, skills and experience in the field of teaching, and formation in formal undergraduate programs, and the application is made according to this process. With the decision taken at the Higher Education Executive Board meeting of the Council of Higher Education dated 27.09.2021, as part of the curriculum, the institution gives the formation courses determined in the framework of the Framework Procedures and Principles Regarding the Pedagogical Formation Education Certificate Program.

In the last year of education, teaching internship is carried out in the schools determined in Istanbul within the scope of the Teaching Practice Course. This process is carried out within the framework of the provisions of the Directive on Teaching Practice to be made by Practice Students in Educational Institutions affiliated to the Ministry of National Education (MEB Notifications Journal September 2021 - 2767-Suppl.). Students observe the course and the administrative process on site; and they teach a lesson at least once. All these practices take place under the supervision of the school

counselor and the instructor appointed by the Institution. The evaluation regarding the internship process of the student is made through the Practicing Student Evaluation System of the Ministry of National Education. The evaluation of the Teaching Practice course is also made by the instructor through the Academic Registration System (AKSİS). Pedagogical formation is given to all students who demand it in formal education. Formation Education is not included in the İLİTAM program curriculum.

The Education Coordinatorship carries out the processes related to student admission and recognition, and crediting prior learning. The Unit Quality Coordinatorship monitors the process in terms of quality and reports its findings and suggestions in June and November to the Dean's Office to be discussed at the Quality Commission. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 18: Student Admission, Recognition, and Crediting of Prior Learning

Subject:	**Processes of Student Admission, Recognition, and Crediting of Prior Learning**
Responsible Unit:	Education Coordinatorship, Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021 (revised)
Internal Stakeholders:	Teaching/academic and administrative staff, students,

External Stakeholders:	Rectorate, IU Language Center, IU Department of Foreign Languages, faculties accepted to double major programs, IU Department of Student Affairs, IU Faculty of Open and Distance Education Council of Higher Education, ÖSYM, Presidency of Religious Affairs, Ministry of National Education
International Stakeholders:	Syria, Yemen
Application Areas:	-Formal Students -Informal Students -Non-formal Students
Monitoring Mechanisms:	- What percentage of students are formal, informal or non-formal? - Satisfaction surveys of formal, informal and non-formal students
Performance Indicators:	Placement Exam (PE) results; Exam for International Students (IÜYÖS) results; Vertical Transfer Exam (VTE) results; diploma/transcripts; certificates
Date of Evaluation and Improvement:	June, November July, December

Place of Sub-criteria in the Information Management System:	AKSİS, İLİTAM, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups, corporate social media accounts

B.2.2. Recognition and Certification of Degrees, Diplomas and Other Qualifications

The institution implements the regulation of diplomas and other documents according to the relevant directive articles of 31, 32, 33, and 34; and the Diploma Directive of Istanbul University.

Upon the request of the students who are qualified for the diploma, the Diploma Supplement is prepared by the Institution, and approved by the Head of the Student Affairs Department. The Diploma Supplement contains the name, content, and ECTS credits of all the courses taken by the student during his/her education with standard information of the Diploma Supplement. The Diploma Supplement cannot replace the diploma.

In the institution, a “Bachelor’s Degree” is issued to the students who have fulfilled all the conditions for graduation, and gained the right to graduate. On the front of the diplomas of the students who graduated from the Formal Turkish Theology Program is written: “By successfully completing the Theology program of the Faculty of Theology, he/she was entitled to receive his bachelor’s degree with all its honors, authorities and responsibilities”. The English translation of this statement is also added. The student’s date of birth, place of birth, first and last name, institution name, graduation date, diploma number, and the name, surname, title, and signature of the approvers of the diploma are also placed on the front of the diploma. (The official letter of the Head of the Student Affairs Department of the Istanbul University dated 29.05.2020 and numbered 86979 and the Senate meeting on 14.05.2020 with the number of 13. The directive was accepted by the Senate meeting on 01.03.2018 with the number of 28).

The back of the diploma covers the T.C. identification number or the passport number for foreign nationals; the Faculty number, the names of mother and father, and the signature of the head of the student affairs department. The information on the diploma and temporary graduation certificate is written on the basis of the graduation date. No photos are pasted on diplomas and the GPA is not specified.

On the front of the diplomas of the students who graduated from the Theology Program in English, the following is written in Turkish: “By successfully completing the Theology program in English, he/she was entitled to receive his/her bachelor’s degree with all its honors, authorities and responsibilities”. (The official letter of the Head of the Student Affairs Department of the Istanbul University dated 29.05.2020 and numbered 86979 and the Senate meeting on 14.05.2020 with the number of 13). The English translation of this statement is also added. Other information in the Turkish diploma also appears in English.

On the diploma of the students who transferred to the İLİTAM Program with the DGS exam, “By completing the Theology Degree Completion Program in the Faculty of Theology (Distance Education), he/she has graduated and entitled to receive his/her bachelor’s degree with all its honors, authorities and responsibilities” is written (The content of the program was prepared according to the letter of the Council of Higher Education dated 05.05.2017 and numbered 24305. The decision of Faculty -Istanbul University Faculty of Theology- Board dated 22.07.2019 and numbered 07).

Since the Theology in Arabic program has not yet had any graduates, there is no decision taken on the diploma statement. This program will produce graduates in 2022, therefore the institution will subsequently determine the statement which will take place on the front of the diploma of the program.

If a student is enrolled in another program and has successfully obtained the credits required for the double major program, the Faculty gives him/her a bachelor’s degree from the Double Major Program. The Faculty also gives a

Minor Program certificate to students who are successful by taking the Minor Program education.

The Education Coordinatorship carries out the processes related to the recognition and certification of diplomas, degrees and other qualifications. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 19: Recognition and Certification of Degrees, Diplomas and Other Qualifications

Subject:	**Processes of Recognition and Certification of Degrees, Diplomas and Other Qualifications**
Responsible Unit:	Education Coordinatorship Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	March 2021 (Revised) June 2021
Internal Stakeholders:	Teaching/academic and administrative staff, students

External Stakeholders:	- Faculties in Double Major and Minor Relationships - All stakeholders associated with the diploma -Students and all national organizations benefiting the diploma
International Stakeholders:	- All international organizations benefiting the diploma
Application Areas:	-The Faculty and the departments - Double Major and Minor Programs - Degrees, qualifications and other certifications
Monitoring Mechanisms:	-Survey or focus group meetings on alumni -Survey with relevant units, focus group discussion (administrative staff)
Performance Indicators:	- Satisfaction rate of graduates with regard to the sub-criterion - Satisfaction status of institutions such as Ministry of National Education and Presidency of Religious Affairs
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B. 3. Student-Centered Learning, Teaching and Evaluation

B.3.1. Teaching Methods and Techniques (Active, interdisciplinary studies, interactive, research/learning oriented)

The Faculty follows a student-centered policy in its educational activities, and presents program objectives and learning outcomes to students in a well-defined, and planned process by using student-centered teaching methods and techniques.

The Faculty tries to increase the success of students in their learning processes, and encourages students to take more roles and be active in learning and teaching. Therefore, it effectively uses tools such as coursework and presentations that enable students to actively participate in lessons. The Faculty aims to provide students with an environment where they can learn by understanding and comprehending. In addition to classical education, it uses an interactive and interdisciplinary education model. Teaching-learning methods and strategies in the Faculty are determined in a way that will increase the student skills, such as self-study, research, observation, project activities, presentation, critical thinking, and teamwork.

The Faculty uses the Academic Registration System (AKSİS) in the issues related to the conduct of education. Students carry out their course-related affairs through AKSİS.

The Education Coordinatorship carries out the processes related to Instructional Methods and Techniques. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 20: Teaching Methods and Techniques

Subject:	**Processes of Monitoring Teaching Methods and Techniques**
Responsible Unit:	Education Coordinatorship Dean's Office, Unit Quality Coordinatorship (Monitoring and evaluation)
First Planning Date:	2012 June 2021 (revised)
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	-MEM, Provincial Mufti, Related NGOs, Alumni, Related Organizations
International Stakeholders:	-
Application Areas:	-All courses -Defining internal and external achievements of the classroom as knowledge, skills and competencies
Monitoring Mechanisms:	-Student satisfaction surveys -Student focus group discussions -Academic staff surveys

	-External and International stakeholder focus group discussions -Measurement and evaluation instruments
Performance Indicators:	- Percentage of students' involvement in learning activities (Through course acquisition)
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.3.2. Assessment and Evaluation

The Faculty undertakes assessment and evaluations to determine whether the program and course learning outcomes have been achieved. In order to check whether the course outcomes are achieved, at least one midterm exam and one final exam are held for each semester. The lecturers can also apply methods such as coursework, presentation, research projects (in accordance with the article 20 of the Istanbul University Associate and Undergraduate Education and Training Directive). The types of activities during the semester, and their weighting to the success grade are announced to the students at least one week before the course registration. The Faculty member will grade students accordingly. The weight of exams, assignments, presentations, and projects during the semester cannot exceed 40% of the total grade. The weighting of the final grade on success is 60%.

The process of assessment and evaluation is carried out by the Education Coordinatorship. The Unit Quality Coordinatorship monitors the process in terms of quality and presents its determinations and proposals to the Dean's Office for discussion in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes any necessary improvements.

Table 21: Assessment and Evaluation

Subject:	**Involving Alternative Assessment Methods and Techniques Differentiated According to Students' Learning Levels and Characteristics in Assessment and Evaluation**
Responsible Unit:	Education Coordinatorship, Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021 (revised)
Internal Stakeholders:	Teaching and administrative staff, students
External Stakeholders:	Unit Advisory Board
International Stakeholders:	-
Application Areas:	-All courses

Monitoring Mechanisms:	- Student surveys - Instructor surveys - Focus group interviews
Performance Indicators:	- Data on how many of the course acquisition include assessment and evaluation of students. - Data on how many different assessment and evaluation methods are used (Classical or etc.)
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.3.3. Student Feedback (Surveys on courses, instructors, programs, general satisfaction levels; systems for requests and suggestions)

The Faculty offers various opportunities to students to report their requests, suggestions, complaints, and thoughts. The Dean, Vice Deans and the Faculty members provide the students with the opportunity to meet face to face in order to receive their requests, complaints, and suggestions. The corporate email address of the Faculty, the contact form on the website, and social media platforms are the channels through which requests, suggestions, and complaints can be forwarded. Students can quickly convey their requests and complaints to the Faculty administration through the

WhatsApp group, which includes student representatives, the student affairs office and the Vice Dean who is responsible for student affairs.

Students also have the opportunity to report their complaints and requests to the Faculty members through AKSİS. Via this system, students can directly convey their requests, complaints, and suggestions to the Faculty members without a time restriction.

Students evaluate the performance of the courses and the lecturers during the semester with a survey form that must be filled at the end of the semester via AKSİS. Istanbul University collects and analyzes the results of these surveys; shares the analysis results with the faculties.

Through the Education Coordinatorship, the Faculty also receives student feedback by applying satisfaction surveys about the services of the Dean's Office, the opportunities offered, the activities of the Faculty members, the behavior of the administrative staff, especially student affairs, and some other issues. The results of the surveys and other feedback are evaluated by the Education Coordinatorship, and Quality Coordinatorship.

The Guidance and Counseling Coordinatorship also conducts surveys on different subjects by receiving student feedback from the course contents, Faculty members, and other subjects. In addition to education, it also makes determinations about the economic, psychological, and social conditions of the students.

Apart from these procedures, students can provide face-to-face feedback to the Vice Dean responsible for student affairs and other administrators. The Faculty allows students to have face-to-face contact with the administration.

The Corporate Communication Coordinatorship is another unit that provides a means for students to convey their requests, complaints, and suggestions to the Faculty online or by other means. The Coordination records, evaluates, analyses, and reports student messages to the Dean's Office.

The process regarding student feedback is carried out by the Education Coordinatorship, and the Unit Corporate Communication Coordinatorship. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The Commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the Commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 22: Student Feedback

Subject:	**Processes of Monitoring Student Feedback**
Responsible Unit:	Education Coordinatorship, Corporate Communication Coordinatorship, Vice Dean Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021
Internal Stakeholders:	Students, student representatives, unit student affairs representative, the vice Dean who is responsible for student affairs, Guidance and Counseling Coordinatorship, teaching/academic staff
External Stakeholders:	Unit Advisory Board
International Stakeholders:	

Application Areas:	- Matters that concern all students (Education, accommodation, food and beverage, infrastructure, learning areas: library, cafeteria, canteen, technological infrastructure of the Faculty, the Faculty building, cleaning of the Faculty, social and cultural activities, lessons, tutorials, undergraduate program, service and all satisfaction levels). - Assessment and Evaluation Processes
Monitoring Mechanisms:	- Student satisfaction surveys - Student focus group interview - CIMER -Contact form; social media accounts; opinions and suggestions from WhatsApp group
Performance Indicators:	-Satisfaction level in all matters concerning students -Student participation level -Homogeneous distribution of the sample group in receiving student feedback -Resolution of complaints, rate of fulfillment of requests -Categorical indicators of recommendations/numerical improvement rates etc.

Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.3.4. Academic Advising

Beginning from their registration, the Faculty assigns lecturers as advisors for students to deal with their issues regarding education, training and other problems. In this regard, the Istanbul University Student Advisory Directive is taken as a foundation. The advisor's duty continues until the student leaves the University. If the advisor leaves the University temporarily or permanently, a new advisor is appointed. Unless there are mandatory conditions, the student's advisor is not changed.

Advice is given through the University's AKSİS automation system. In this regard, the Advisory link in AKSİS is used. The academic advisor's approval is required for all online registration, etc., for the validity of the procedures. The advisor evaluates the compliance of the course selection process with the legislation and gives the "Course Selection Approval", approves requests for withdrawals from courses and enrollments in the system via "Excused Course Enrollment" and "Add-Drop Week". The advisor orients students based on their interests regarding what to take from the elective courses.

The advisor guides the students on orientation to university life, professional development, career, and similar issues, and monitors them throughout their education. At the beginning of each semester, the advisor informs the student regarding the course selection process. The advisor evaluates the student's academic status together with the student, and approves the required course(s) to be taken.

The advisor observes the student on psychological, social, and economic issues; when a student has a problem, the advisor directs the student to the Guidance and Counseling Coordinatorship and/or the Social Aid and Support Activities Unit. The advisor helps students learn about exchange programs, internship opportunities, and guides the student in career planning.

The advisor allocates at least two lesson-hours per week and announces it to the students. The advisor remains present at the place he/she has determined for communication during this time period. At the end of each semester, communication between advisor and student- at least once in each semester- is documented by filling the Student Evaluation Form over AKSİS. This form, and the data about the student, is transferred to the new advisor in case the former advisor is replaced.

A double major and minor program coordinator is appointed from among the lecturers to students who have come to the Faculty with the Double Major and Minor Programs, in order to provide academic consultancy for them.

For the students who come within the scope of the exchange program, the institution exchange programs coordinator provides consultancy services.

The Education Coordinatorship is responsible for the skillful execution of the counselling system. The relevant Coordinatorship carries out the necessary studies for consultancy planning and for the healthy conduct of the consultancy. It also ensures communication with international students at the institution, applies the surveys prepared to measure student satisfaction, and presents the results to the Dean’s Office in a report. In addition, it processes the data about students from other boards and groups and offers them to the relevant places.

The Education Coordinatorship carries out the process related to academic counseling. The Unit Quality Coordinatorship monitors the process in terms of quality and presents its determinations and proposals to the Dean’s Office

to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 23: Academic Advising

Subject:	**Processes of Monitoring Academic Advising System**
Responsible Unit:	Education Coordinatorship Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021
Internal Stakeholders:	Teaching/academic and administrative staff, Guidance and Counseling Coordinatorship, Social Aid and Support Activities Unit, double major and minor programs coordinator, institution exchange programs coordinator
External Stakeholders:	The Unit Advisory Board
International Stakeholders:	
Application Areas:	-All Students

Monitoring Mechanisms:	-Student Satisfaction Surveys -Student Focus group discussions -Data in AKSIS Student Evaluation Form -The schedule of the hours that the instructors provide advising during the year -AKSİS Student Evaluation Form; student advisory hours
Performance Indicators:	Percentage of students' satisfaction (by years)
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, teaching staff corporate e-mail addresses

B.4. Teaching Staff

B.4.1. Recruitment, Promotion, and Appointment Criteria

Promotion and appointment of Faculty teaching staff are based on the fourth clause of paragraph (a) of Article 65 of the same Law, duly to Articles 23, 24 and 26 of the Higher Education Law No. 2547. It also acts according to the Istanbul University Academic Promotion and Appointment Criteria, which were determined by Istanbul University and accepted by COHE on 11.01.2021.

Under the provisions of the Regulation on the Determination and Use of Academic Members and Norm Staff in State Higher Education Institutions, the heads of the departments meet and determine the staff needed by the department for the following year. Staff requests are forwarded to the CoHE

with the approval of the department board and the reasoned decisions of the Faculty and University Executive Boards. The Rectorate announces the academic staff positions approved by CoHE. Candidates to apply to the approved Faculty positions must submit the information and documents requested within the scope of Law No. 2547, Regulation on Promotion and Appointment to Faculty Members and Istanbul University Academic Promotion and Appointment Criteria.

Applications for Professorships and Associate Professorships positions are made directly to the Rectorate, whereas applications for Assistant Professorships and Research Assistant positions are made to the Dean's Office. The Preliminary Examining Committee determines whether applications meet the requirements of the staff to be appointed according to the relevant regulations and criteria. Commissions are established to evaluate the files of the candidates. To be appointed or promoted to Professor or Associate Professor positions, a jury of at least five people, of which at least three are from other universities, is formed in the announced field of science or art. The files of the candidates and the issues requested by the University are sent to the juries. Members of the Jury prepare a separate report for each candidate within two months following the date on which the documents are given to them and notify their preferred candidate if there is more than one candidate applying to the position. Incoming reports are evaluated by the University Administrative Board, and the candidate seen as meeting the conditions is appointed for the position. The candidate is invited to the Board of Directors, and his appointment is verbally notified and congratulated. In addition, notification is made in an official letter.

Applications for the position of Doctor Faculty Member are made to the Dean's Office. The Preliminary Examining Committee determines whether the applying candidates meet the requirements of the relevant regulations and criteria to be appointed for the relevant position. In order to examine the status of candidates for the announced positions, the Dean of the

Faculty appoints three professors or associate professors, at least one of whom is from another university, related to the relevant candidate's academic field within fifteen days from the deadline for the announcement. If the head of the department of the unit, where the announced position is located, is a professor or a permanent associate professor, he/she is chosen as one of the members of the jury. For each candidate, the Dean requests these Faculty members to submit their written opinions within one month by sending the files of the candidate regarding the academic publications and studies. The jury members send their reports to the Dean within the specified time. The received reports are evaluated by the Faculty Administrative Board and the candidate who fulfills the conditions is appointed.

Applications for Research Assistant positions are made to the Dean's Office. Applications are ranked according to 60% of ALES; and 40% of Foreign Language scores. Candidates up to 10 times the number of positions take the exam. The list is made up of the highest scoring candidates. The Dean's Office establishes an examination jury consisting of the Faculty members of the department to which the candidate applies. The jury conducts a written exam and announces the result to the Dean's Office with a report. As stated in the Dean's Research Assistant Appointment Criteria, the final evaluation of the candidates is based on 30% of ALES, 30% of GPA, 10% of Foreign Language score, and 30% of Exam score. The first candidate with the highest score is the first choice; the second candidate with the highest score is announced as a substitute. If the winning candidate submits his/her documents in a complete manner within the given time, he/she is assigned to the relevant department by the Rectorate.

In case of need, the selection and invitation of lectures from outside of the Faculty is facilitated in accordance with the 31st article of the Law No. 2547. Accordingly, the sub-departments convey their demands about the instructors to the departments. The appropriate opinion of the department

is conveyed to the Rectorate with the decision of the Faculty Administrative Board. If the Rector's Office deems it appropriate, his assignment to the relevant Department is accomplished.

For the academic staff who are requested for assignment at another institution while working at the Faculty, the request is submitted to the Rectorate with the approval of the relevant Department, Department Head, and the Dean's Office. Finally, he/she is appointed by the Rectorate for a determined time period, provided that it does not create obstacles for the main duties of the Faculty member.

At our Faculty, there are a sufficient number of academic staff in each department to teach the courses of that department. There are defined processes for the distribution of semester courses to the academic staff. Accordingly, before the beginning of the semester, the Dean's Office sends the compulsory courses and elective course pools of the semester to the departments and requests the determination of the elective courses to be opened, and the lecturers who will teach the courses, in coordination with the relevant departments and the coordinatorships. The distribution schedule received from the departments is discussed at the Faculty Administrative Board. The Board decides the distribution of the elective courses according to program and discipline-specific outcomes as well as the distribution of the courses according to the areas of lecturer expertise.

The vice dean responsible for the personnel conducts the process regarding the appointment, promotion and assignment criteria of the teaching staff. The Unit Quality Coordinatorship monitors the process in terms of quality, and presents its determinations and proposals to the Dean's Office for discussion in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the Coordinatorship and reports its evaluations to the Dean's Office. In line with the evaluations of the Commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 24: Recruitment, Promotion, and Appointment Criteria

Subject:	**Processes of Monitoring the Recruitment, Promotion, and Appointment Criteria**
Responsible Unit:	Dean's Office, Vice Dean responsible for the personnel, Academic Publication and Support Unit, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	January 2021(revised) June 2021
Internal Stakeholders:	Teaching/academic and administrative staff, students, Rector, Academic Appointment and Promotion Faculty Unit
External Stakeholders:	Unit Advisory Board, The Council of Higher Education
International Stakeholders:	-
Application Areas:	-All Students -All Departments
Monitoring Mechanisms:	- Instructor satisfaction surveys

	-Student satisfaction surveys -Instructor focus group discussions -Student focus group discussions
Performance Indicators:	- Student satisfaction rates -Instructor satisfaction rates -Number of lecturers attending the course outside the field -Number of students per instructor
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AVESİS, The Faculty Website, Google Drive, Quality Management System e-Mail Address

B.4.2. Teaching Competence (Active learning, distance education, measurement and evaluation, innovative approaches, material developing, competence acquisition and quality assurance system)

The Faculty determines a process in parallel with the education policy for the teaching competence of the academic staff and its development. Accordingly, the institution, which adopts a student-centered education model, aims to ensure that the instructors have professional competence. In addition, it aims to have the competencies appropriate to the requirements of the age, and the competence of lifelong learning skills.

For each of the courses offered in the curriculum, the Faculty employs an expert lecturer with academic qualifications in the field. The distribution of the teaching staff is formed according to the intensity of the courses

belonging to the departments. The institution may include individuals that are thought to contribute to the education and training processes by invitation. In order to increase the quality of education, it can employ foreign lecturers whose mother tongues are Arabic and English.

At the institution, the curriculum, course materials, course delivery methods and other issues are prepared on the basis of active learning. Instructors determine the subject and course content accordingly; they set coursework, projects and similar extracurricular activities within the framework of the same principles and update them according to developments in educational technologies.

The institution measures the competency of the teaching staff in the teaching process with the instructor-course satisfaction surveys given to the students. In the surveys, which are applied as a prerequisite for access to the exam results in the automation system, students answer various questions about the instructor giving the course. The institution can see the course and teaching competence of the instructor from the data obtained via these surveys.

Education in the institution is carried out in two ways: face-to-face education and online education. In case of contagious diseases, natural disasters, or if the institution needs, online training is provided with the decision of the University Administration. Exams, assignments, presentations, and other activities can also be done online. The İLİTAM program is based on the distance education system. Lessons in this program are delivered online and live. In all these practices, assuring and increasing the quality of education is taken as the basis.

The Education Coordinatorship carries out the process related to education and training competency. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its decisions and proposals to the Dean’s Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the

reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 25: Teaching Competence

Subject:	**Process of Monitoring Teaching Competence**
Responsible Unit:	Education Coordinatorship Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2021
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board
International Stakeholders:	-
Application Areas:	-All academic staff -Active learning, distance education, assessment and evaluation, innovative approaches, material development, skills to equip students with competencies and quality assurance system
Monitoring Mechanisms:	-Instructor satisfaction surveys -Student satisfaction surveys

	-Instructor focus group discussions -Student focus group discussions -Educational satisfaction surveys
Performance Indicators:	Student satisfaction rates Instructor satisfaction rates Educational satisfaction survey results Teaching staff-course satisfaction survey reports; number of teaching staff participating training seminars
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	İLİTAM, AKSİS, the Faculty Website, Quality Management System e-mail address, AVESİS

B.4.3 Incentives and Reward for Educational Activities

The Faculty encourages academic and administrative staff to carry out exemplary activities in the field of education and rewards those who participate in these activities. Rewards can take the form of a monetary reward, formal congratulation, certificate of appreciation, or certificate of outstanding achievement. In this context, the Faculty encourages the academic staff to develop new techniques in education and to put forward exemplary activities for the society. The Institution formally congratulates and acknowledges the academic staff who encourage their students to work towards social contribution goals and achieve success in this field as well as the students involved. It also gives awards to its personnel who have

won awards given within the university or in the public sector, such as “Scientist of the Year”, “Artist of the Year”, “Young Scientist”, and “Best Researcher”. These awards are given at the Academic General Assembly held at the end of the academic year. In addition, awards are given to those who receive recognition from both academic staff and students for their exemplary practices within the Faculty. However, these activities must be documented.

In addition, a congratulatory message is also published in order to strengthen the bond between employees, and their loyalty to the institution. Those who get married, have children, have their children circumcised or get married; publish books, publish works in internationally recognized publishing houses and journals; gain project acceptance, successfully complete their project, gain appointment to a new position and duties, graduated well, successfully complete their Master’s or doctoral thesis, and similar successes receive a congratulatory message published via the email and WhatsApp group to the staff and students as mentioned above. A message of condolences is also sent to staff and students who have lost a loved one, suffered from a serious illness, or faced an accident or situations of a similar nature.

Incentives and rewards at the Faculty are made by the Incentive and Rewarding Unit, which was established by the decision of the Board of Directors. The Board of Directors determines the working principles, incentive and rewarding principles, and criteria of the Incentive and Reward Unit. Encouragement and Reward may be for academic and administrative staff as well as for students. Applications related to incentives and rewards are the responsibility of the Incentives and Rewards Unit.

The Unit Quality Coordinatorship monitors the process in terms of quality and conveys its findings and recommendations to the Quality Commission in June and November. The commission also convenes in July and December, evaluates the process and presents it to the Dean in the form of

a report. The Dean's Office negotiates with the stakeholders and makes the necessary improvements.

Table 26: Incentives and Reward for Educational Activities

Subject:	**Processes of Monitoring Incentives and Reward for Educational Activities**
Responsible Unit:	Incentive and Rewarding Unit, Unit Quality Coordinatorship (Monitoring and evaluation)
First Planning Date:	June 2021
Internal Stakeholders:	Academic Board
External Stakeholders:	Unit Advisory Board
International Stakeholders:	
Application Areas:	- Academic Staff, All Departments
Monitoring Mechanisms:	-Instructor satisfaction surveys -Student satisfaction surveys -Instructor focus group discussions -Student focus group discussions -Academic incentive commissions

	-Avesis scans
Performance Indicators:	Number of teaching staff received rewards Number of teaching staff received academic incentives Incentive mechanism rates
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, email/WhatsApp/Bip groups, Quality Management System e-mail address

B.5. Learning Resources

B.5.1. Learning Resources

The Faculty's learning resources include classrooms, conference rooms, a library, meeting rooms, a recitation room, and music and computer practice rooms. In distance education, on the other hand, online classes are provided through the ÖYS system, which offers online courses by using the interface provided by AKSİS.

The use of classrooms at our institution is based on a defined process. The weekly syllabuses of the classes are prepared under the supervision of the relevant vice Dean before the semester, and are communicated to all academic staff for control purposes. In line with the received feedback, the final draft is shaped, and the application is implemented. The final version of the weekly syllabus schedule is announced to the knowledge of the students, and the Faculty members, 15 days before the courses start taking place.

A similar process is followed in the arrangement of classrooms for the exams. Opinions of the students regarding the exam schedule are also taken into consideration. The draft program is shared with the Faculty members. The final version is given and announced by also taking the relevant feedback into account.

The Faculty library unit consists of a specialist librarian, and administrative staff. The Faculty provides the library and other resources the students need. It also prepares the library as a convenient place to study and prepare for the exams. The library is open between 08:00 and 19:00. The working hours of the library can be changed during the exam periods, or in case of need, depending on the decision of the Dean's Office. It is the responsibility of the Library Coordinatorship to work on improving the physical conditions of the library and increasing the number of works utilized, and inform the Dean's Office on this matter. There are periodicals, reference sources, theses, lending and advisory units in the library. Academic and administrative staff and researchers from outside, can benefit from the Faculty library. The lending system in the library takes place according to a defined process. Academic staff can borrow a maximum of ten books, graduate students six, undergraduate students four, administrative staff two books for a period of thirty days. Books are not loaned to outside researchers.

Books and other materials that are not in the Faculty library, but are available in other university libraries, are provided by the interlibrary loan method and are loaned to users. The Faculty members, undergraduate and graduate students can benefit from interlibrary loan services.

Desktop computers and Internet facilities are also available at the library.

There are smart boards with internet connection in every classroom at the Faculty. The Faculty members can make effective presentations by opening the files on the internet, and by using external memory disks compatible with smart boards. Presentations and demonstrations can also be displayed with a projector in each classroom.

The Faculty offers a computer and internet laboratory in addition to the computer and internet facility in the library to facilitate the students' research, and to enable them to benefit from course activities when appropriate. In addition to Eduroam within the Faculty campus, Fatih Municipality offers wireless internet access for students.

The Faculty also has internet-connected smart boards and projection devices in its conference halls. All these devices can be used in conferences, symposiums, seminars, joint lectures and some other events.

Intelligent desks, and projectors with internet connection, are offered to students and the Faculty members in two separate rooms in the Faculty members' building (block A) dedicated to postgraduate courses, workshops and working groups.

The religious music laboratory consists of two sections. There is a music performance room where the theoretical Turkish Music lessons, mystic and mosque music practices, and instrument lessons are given. The laboratory also has two small rooms designed as studios. One of these rooms is the recording room equipped with sound isolation materials and the other is the control room. In this section, the recordings of the compilation projects carried out by the Religious Music Sub-Department are recorded.

There are also rooms in the Faculty where calligraphy, illustration, and marbling works are carried out and arranged in accordance with these activities.

The Faculty also provides photography and camera services to its students.

Together with the students, Faculty members and administrative staff can benefit from the facilities mentioned above.

The use of these resources and facilities is at the responsibility of the Education Coordinatorship of the Faculty. The Unit Quality Coordinatorship monitors the process in terms of quality. It presents its determinations and proposals to the Dean's Office for discussion in the Quality Commission in

June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 27: Learning Resources

Subject:	**Processes of Monitoring Learning Resources**
Responsible Unit:	Education Coordinatorship Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022
Internal Stakeholders:	Teaching/academic and administrative staff, all students, Library Coordinatorship
External Stakeholders:	Unit Advisory Board, Fatih Municipality, Istanbul University Library and Documentation Department
International Stakeholders:	-
Application Areas:	-All faculty
Monitoring Mechanisms:	Student satisfaction surveys

	Student focus group discussions Library Satisfaction Survey
Performance Indicators:	Number of requested resources Number of provided resources Library Satisfaction Survey results Staff and Student Satisfaction Rates
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	ÖYS, EDUROAM, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.5.2. Social, Cultural, Sporting Activities

The Social, Cultural and Artistic Activities Unit, the Social Aid and Support Activities Unit, and the Corporate Communication Coordinatorship, do all the planning, preparation, and announcement of social, cultural and sporting activities within the Faculty in line with their obligations and policies. The Corporate Communication Coordinatorship is expected to be consulted regarding announcements. In all activities, the Faculty's social contribution policy, aims and strategy are followed.

In addition to the academic activities concerning the students, the Istanbul Dârülfünun Foundation provides financial support for the organizations in which social and cultural activities are planned.

Students may join the sporting activities held by the Sport Association in the Rectorate both individually and as groups. For sports like swimming, football, basketball, and volleyball, facilities such as an olympic swimming

pool, football field, sport saloon etc. will be provided for the students. For activities such as archery, chess etc., suitable facilities are provided to serve the students. Students can do the sporting activities including wrestling, karate, taekwondo in the provided facilities at the University. All these facilities can be used by the academic staff and administrative staff as well.

Students do the social activities through the clubs founded by them. The clubs are founded within the scope of “Istanbul University Student Clubs Instruction”, under the “Istanbul University Health, Culture and Sport Presidency” (The List of Student Clubs). A club does its activities under the advisory of an academic staff. The club director will consult the Dean’s Office, after having the signed consent of the academic staff, with a request explaining the nature of the activity. The activity is set in the place provided by the Dean’s office, and in terms of the given permission.

The Faculty tries to help students in terms of financial support. The Faculty achieves this by the help of the Social Aid and Support Activities Unit. In addition to investigation of the information in the student Registry Forms, the Unit conducts the planned meetings with students, with the consent of the Dean’s Office. Also, it takes into account the feedback of the academic staff and class representatives. It determines the students who are in need and works as a mediator between the students and the donors on a voluntary basis. Moreover, eligible students are to benefit from the part-time working scholarship provided by the Rectorate, in terms of the “Part-Time Working Student Directive”.

Activities which are held in the Faculty are followed by the Corporate Communication Coordinatorship, put in the news, and broadcasted in the Faculty-based social media channels. The YouTube Channel and other social media channels are kept updated and active. Within these channels, the activities are broadcasted online or recorded to be watched later, together with news about the Faculty.

The Education Coordinatorship is responsible for the execution of all these processes. The Unit Quality Coordinatorship monitors the process in terms of quality, and presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission, in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 28: Social, Cultural, Sporting Activities

Subject:	**Processes of Monitoring Social, Cultural, Sporting Activities**
Responsible Unit:	Education Coordinatorship, Social, Cultural and Artistic Activities Unit Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022
Internal Stakeholders:	All students, all faculty academic staff
External Stakeholders:	The Istanbul University Guidance and Counseling Unit, The Istanbul University Corporate Communication Coordinator, The Istanbul University Sports Association, İstanbul Daru'l-Fünûn İlahiyat Foundation, The Unit Advisory Board

International Stakeholders:	-
Application Areas:	All faculty
Monitoring Mechanisms:	-Satisfaction surveys for students' social, cultural and sports activities -Student focus group discussions
Performance Indicators:	Number of student clubs; Number of students working in student clubs Ratio of satisfaction survey results for social, cultural and sports activities
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, social media accounts, Faculty YouTube channel, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.5.3. Facilities and Infrastructures (Dining hall, dormitory, technology-equipped working areas, medico, etc.)

In addition to the facilities on the campus, the Faculty benefits from the university's infrastructure facilities such as cafeteria, dormitory, halls and sports center.

Students can benefit from the 200-person capacity cafeteria located in the Faculty building. The University's central cafeteria serves diverse dishes whose calorie calculations are presented based on scientific measures twice a day. Academic and administrative staff also benefit from this service. Staff and students eat the same meals. Also, the canteen located in the garden of the Faculty serves students between 08.00-17.00 on the weekdays.

All students studying at the Faculty, as well as teaching and administrative staff, can benefit from the health services of the Istanbul Medical Faculty Hospital in Çapa, and the Clinics of the Faculty of Dentistry, the Oncology Institute Services, as well as the Health Services of the Istanbul University Beyazıt Campus Medico Social Unit (MEDIKO) located near the Faculty.

Again, teaching and administrative staff and students can benefit from the University's social facilities such as summer camp, guesthouse, and restaurant under certain conditions. The University offers its members camping and some other social services at the Baltalimanı and Enez Facilities.

Students can benefit from the services of the University's Center for Research and Practice in Lifelong Learning (SEM) under certain conditions. SEM not only provides services to university students, but also provides services for social contribution to academic and administrative staff, and those who want to participate from outside.

The Education Coordinatorship carries out the process for students to benefit from the opportunities provided by the University. The Unit Quality Coordinatorship monitors the process in terms of quality and presents its decisions and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 29: Facilities and Infrastructures

Subject:	**Processes of Monitoring Facilities and Infrastructures**
Responsible Unit:	Dean's Office, Education Coordinatorship Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022
Internal Stakeholders:	- Academic and administrative staff
External Stakeholders:	Unit Advisory Board, NGOs such as İlim Yayma Foundation, Ensar Foundation, İHAM, Darulfünun İlahiyat Foundation, İnsan Foundation. Teaching and administrative staff Istanbul Medical Faculty Hospital, Clinics of the Faculty of Dentistry, Oncology Institute Services, Beyazıt Campus Medico Social Unit (MEDİKO), Baltalimanı Facilities, Enez Facilities, Center for Research and Practice in Lifelong Learning
International Stakeholders:	-
Application Areas:	– Cafeterias, dormitories, study halls equipped with technologies; health, transportation and IT services

Monitoring Mechanisms:	Student satisfaction surveys Student focus group discussions
Performance Indicators:	Numerical data of cafeterias, dormitories, study halls equipped with technologies, health, transportation and information services service areas Data on how much is in active use Students' satisfaction rates in these fields Data on what percentage of students use the dormitories and how many percent can find dormitories Data on what percentage of students benefit from these areas Results of satisfaction survey reports regarding facilities and infrastructures, etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.5.4. Accessible University

The Students with Special Needs Unit was established at the Faculty in order to closely monitor the situation of students with disabilities, and to assist them when necessary. This Unit works hand-in-hand with the Disabled Student Unit of the Istanbul University. The Unit carries out activities to

facilitate the academic and social life of students with special needs to provide equal opportunities in education accordingly. By taking initiatives to solve the problems faced by students with disabilities in the Faculty, the Unit acts as a bridge between the students with disabilities, and the lecturers; and it ensures that the educational needs of the students are met. In addition, the Students with Special Needs Unit organizes events in order to raise social awareness about disability and to draw attention to the problems encountered in social life.

The Students with Special Needs Unit carries out the process on the Faculty without barriers together with the Education Coordinatorship. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The Commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the Commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 30: Accessible University

Subject:	**Implementation Processes for Disabled Students**
Responsible Unit:	The Students with Special Needs Unit Education Coordinatorship Dean's Office The Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022

Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, student relatives
International Stakeholders:	-
Application Areas:	All Faculty and University Campus
Monitoring Mechanisms:	Instructor satisfaction surveys Student satisfaction surveys Instructor focus group discussions Student focus group discussions
Performance Indicators:	Satisfaction rates of the surveys Number of students with disabilities, student satisfaction survey results, etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Google Drive, Quality Management System e-mail address, WhatsApp groups

B.5.5. Guidance, Psychological Counseling and Career Services

The Guidance and Counseling Coordinatorship has been established at the Faculty to assist students in guidance, psychological counseling, and career services. The Coordinatorship communicates with the Faculty students in order to meet their wishes and needs in terms of psycho-social-spiritual well-being, while they carry out their educational and research activities. It works to ensure that students adapt to the Faculty, strengthen their belonging and increase their well-being. In case of need, it directs students to the psychological counseling unit of the university. It performs its coordinating services in coordination with the Guidance, Counseling and Social Support Unit under the Istanbul University Health, Culture and Sports Department.

Faculty students, academic and administrative staff can benefit from the activities of the Career Development Practice and Research Center (KAGEM) established within the University.

The Faculty measures student satisfaction through surveys every semester. Apart from the surveys it organizes as a feedback tool for the services it offers to its students, it receives information requests, other requests, satisfactions, complaints and suggestions via the contact form on the official website. Guidance, psychological counseling and career services at the Faculty are carried out by the Guidance and Counseling Coordinatorship. The Unit Quality Coordinatorship monitors the process in terms of quality and presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 31: Guidance, Psychological Counselling and Career Services

Subject:	**Processes of Monitoring Guidance, Psychological Counselling and Career Services**
Responsible Unit:	Guidance and Counseling Coordinatorship Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022
Internal Stakeholders:	Academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, Guidance, Counseling and Social Support Unit, Career Development Practice and Research Center
International Stakeholders:	-
Application Areas:	-All students -Guidance, psychological counseling and career services
Monitoring Mechanisms:	Student satisfaction surveys Student focus group discussions Contact form
Performance Indicators:	Rates of satisfaction surveys The ratio of students benefiting from these services to all students

	Numerical categorization of requests, needs and suggestions coming to the contact form, etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.6. Monitoring and Updating the Program

B.6.1. Monitoring and Updating Program Outputs

The Faculty determines the processes related to the program objectives, program outputs, program-specific criteria, course achievements, and updates by taking PDCA Principles into account. It gathers the internal stakeholders to discuss program teaching outcomes (face-to-face, online or written) and proposes, and directs them to the Faculty Board, thereby determining the outcomes. It identifies whether the program outputs are realized by surveying lecturers and students who have reached the graduation stage. It monitors them annually through AKSİS. The data obtained is evaluated at the end of the academic year at the internal stakeholders meeting and at the academic board. Measures are taken for outputs that have problems in the process of implementation. The program outputs, which are considered to be incomplete or excessive, are updated and submitted to the Faculty Board. Updates are made according to the deficiencies and dysfunctions detected while observing the programs, as well as whether the targeted results are achieved in the syllabuses. In addition to internal stakeholders, the ideas and suggestions of external stakeholders are also consulted in updating the programs.

The Education Coordinatorship carries out the necessary studies regarding the measures and improvements regarding the program outputs, course outcomes, their relations with each other, and their relations with the IAA outputs. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 32: Monitoring and Updating Program Outputs

Subject:	**Processes of Monitoring and Updating Program Outputs**
Responsible Unit:	Education Coordinatorship, Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022
Internal Stakeholders:	Academic and administrative staff, students, Accreditation Unit
External Stakeholders:	Unit Advisory Board, Presidency of Religious Affairs, Ministry of National Education
International Stakeholders:	-

Application Areas:	- All Faculty Departments
Monitoring Mechanisms:	Graduate Student satisfaction surveys Graduate Student focus group interviews External stakeholder satisfaction surveys External stakeholder focus group discussions Employer stakeholder surveys such as MEB, DIB Employer stakeholder surveys such as MEB, DIB focus group discussions
Performance Indicators:	- Satisfaction rates from all surveys -Percentage of success of each program output -Grades, such as strong and weak, given to the outputs by external stakeholders -Opinions of graduate students on whether the outputs are sufficient for them to find a job and in business life -Opinions of employer institutions on each program output -Data of Self-Evaluation Reports, and comparison of this data by years; matrix on program outcomes, course outcomes, their interrelationships, and their relationship to IAA outcomes

Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AKSİS, Google Drive, Quality Management System e-mail address, WhatsApp groups

B.6.2. Alumni Tracking System

The Faculty communicates with its graduates through the activities of the Corporate Communication Coordinatorship. It also cooperates with the Istanbul University Faculty of Theology Graduates and Members Association, which is one of its external stakeholders. It consults with these associations at events related to graduates and students and receives members' opinions and suggestions. From time to time, it provides graduate meetings with events such as picnics, iftar, and graduate meetings. In this way, graduates' contact with the Faculty is maintained.

The Alumni Unit of the Quality Coordinator carries out the communication with alumni and works in cooperation with the Corporate Communications Coordinator. The Unit Quality Coordinatorship also monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 33: Alumni Tracking System

Subject:	**Processes of Alumni Tracking System**

Responsible Unit:	Dean's Office, The Unit Quality Coordinatorship Corporate Communication Coordinatorship
First Planning Date:	June 2022
Internal Stakeholders:	Academic and administrative staff, senior students
External Stakeholders:	Unit Advisory Board, İLMENDER, alumni, NGOs
International Stakeholders:	
Application Areas:	- All graduate students
Monitoring Mechanisms:	Alumni surveys Alumni focus group interviews Alumni reunions Implementation of satisfaction surveys, Alumni contact form Communication with WhatsApp groups
Performance Indicators:	The percentage of graduate students who were reached? Proportion of graduate students who can find a job? Proportion of graduate students who are actively communicating with the institution?

	Proportion of graduate students contributing to program objectives? Data on graduate employment Graduate satisfaction rate? What are the graduates' master's and doctorate admission rates?
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Google Drive, Quality Management System e-mail address, WhatsApp groups, the Faculty Website

C. RESEARCH AND DEVELOPMENT

C.1. Research Strategy

Istanbul University, to which the th is affiliated, is a research university. The Research and Development (R&D) strategy of the university has been determined as “Objective 3: Developing the Research Infrastructure and Qualified Scientific Studies to an International Competitive Level, and Ensuring Sustainability” in the 2019-2023 Strategic Plan. The Faculty determines its research and development strategy with this vision.

The planning and implementation of the activities carried out within the framework of the research strategy in our institution are carried out by the R&D Coordinator.

C.1.1. Research Policy, Objectives and Strategy of the Institution

The research policy, objectives, and strategy of the institution are updated every five years, by taking the views of the stakeholders into account. During these updates, the Institution’s performance figures, and internal evaluation reports are taken into account. Istanbul University’s Strategic Plan is the main reference on the planning of this process. While updating its research and development policy, strategy, and objectives, the Institution prioritizes their compatibility with the educational activities. In this context, it establishes collaborations with other institutions and centers. The Institution provides all kinds of support with a mutual governance approach to develop the competencies of the research staff and, to increase their research performance in line with these competencies.

The process of updating the research policy, goals and strategies of the faculty is carried out by the Research and Development Coordinatorship. The Coordinatorship uses the stakeholder analysis methodology, which is the most effective tool to ensure the participation of the stakeholders in the process of updating the strategy and objectives. This method is applied by

directing the questions prepared differently for each of them to the internal and external stakeholders and analyzing the collected answers.

The Unit Quality Coordinatorship monitors the process in terms of quality; It presents its findings and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The Commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the Commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 34: Research Policy, Objectives and Strategy of the Institution

Subject:	**Processes of Monitoring Research Policy, Objectives and Strategy of the Institution**
Responsible Unit:	Research and Development Coordinatorship, Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	May 2021
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board
International Stakeholders:	-
	- All academic units

Application Areas:	
Monitoring Mechanisms:	Surveys with academic staff Focus group discussions with academic staff Surveys with external stakeholders Focus group discussions with external stakeholders meetings Implementation of the SWOT-Vision-Mission questionnaire
Performance Indicators:	Some performance indicators over research purposes Satisfaction rates of academic staff Satisfaction rates of external stakeholders SWOT-Vision-Mission survey data etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

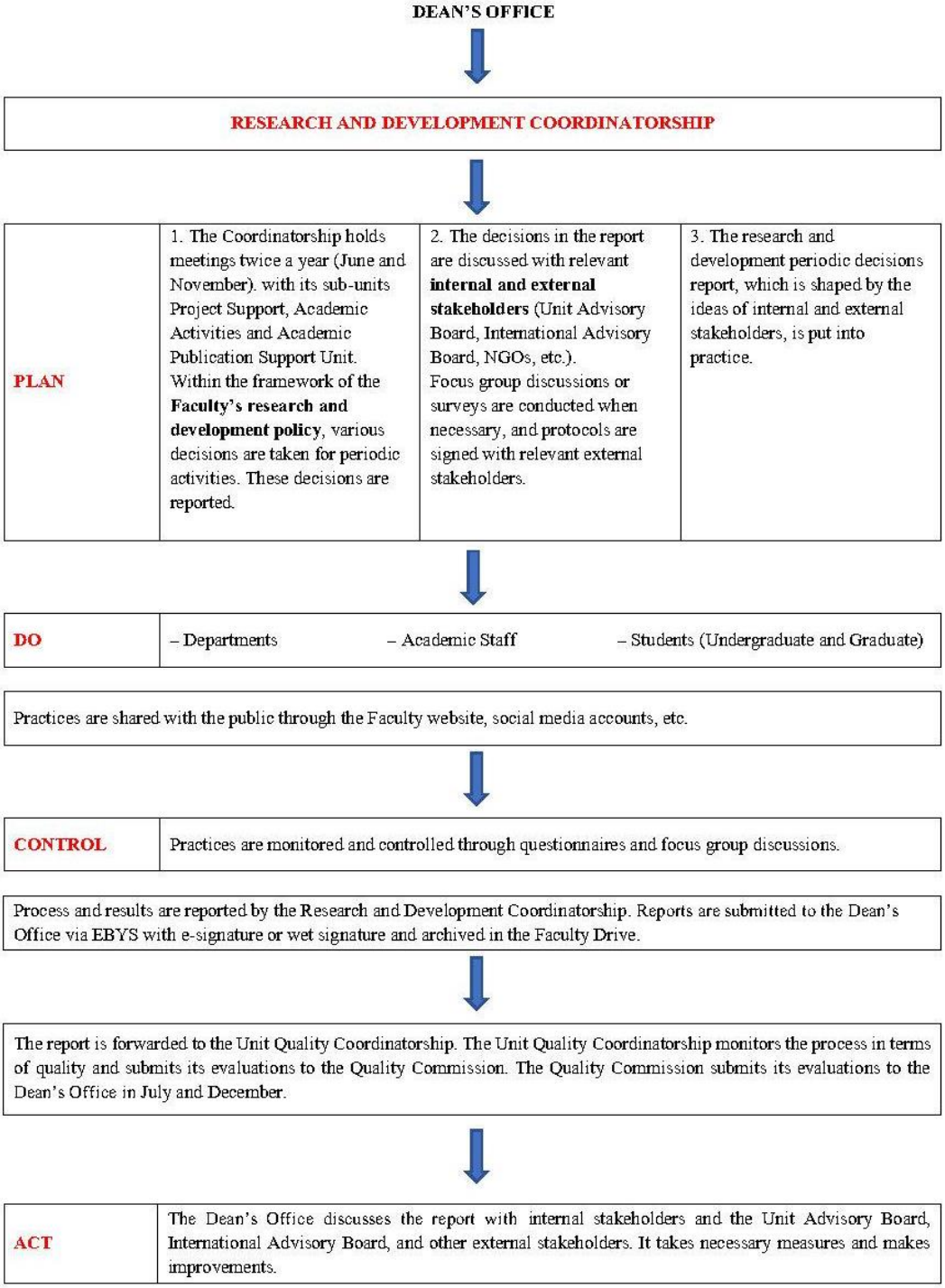
C.1.2 Management of the Research and Development Processes and Its Organizational Structure

The management of the research and development processes in the Institution is carried out by the Research and Development (R&D) Coordinatorship. It consists of three sub-units: Academic Activities Unit, Project Support Unit, and Academic Publication and Support Unit. The Coordinatorship meets in June and November; it can hold additional meetings if needed. A representative from the members of the Unit of Advisory Board, which consists of stakeholders, is invited to the R&D Coordinatorship meetings. At the meeting, the research and development activities that are carried out during the six-month periods are evaluated, the reasons for the unfulfilled goals are examined; and finally, the necessary improvement suggestions are prepared by taking into account the proposals from other committees and working groups. The improvement suggestions of the R&D Coordinatorship are submitted to the Dean's Office by the Unit Quality Coordinatorship. Necessary actions are taken to implement the improvement suggestions seen appropriate by the Dean's Office.

National and international research and development projects and symposiums, workshops, conferences, etc. to be held within the institution. Project Support Unit and Academic Activities Unit, which are sub-units of the R&D Coordinatorship related to academic activities, work in cooperation. For the development of research and development activities, Library Coordinatorship cooperates with the Academic Publication and Support Unit to increase the quantity and quality of publications.

The activities of the R&D Coordinatorship are monitored by the Unit Quality Coordinatorship . The Coordinatorship submits its findings and proposals to the Dean's Office to be discussed at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's

Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders, and makes the necessary improvements.



Schema 3: Management of the Research and Development Processes and Its Organizational Structure

Table 35: Management of the Research and Development Processes and its Organizational Structure

Subject:	**Processes for Management of the Research and Development**
Responsible Unit:	Research and Development Coordinatorship and sub-units Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	July 2020 May 2022
Internal Stakeholders:	Administrative staff, academic staff, students, Library Coordinatorship
External Stakeholders:	Unit Advisory Board
International Stakeholders:	Unit International Advisory Board
Application Areas:	-The position in the non-interventional/interventional spectrum, the way of designing the motivation and guidance function, how short- and long-term goals are

	clearly defined, research management team and the definition of their tasks
Monitoring Mechanisms:	Research conducted with academic staff (questionnaires for their satisfaction with their organizational structure) Academic staff focus group meeting (for their satisfaction with the organizational structure of the research) Surveys with external stakeholders External stakeholder focus group discussions
Performance Indicators:	Satisfaction rates of academic staff Satisfaction rates of external stakeholders Dean's satisfaction opinion National and international research and development projects; academic activities held in the institution such as symposium, workshop, and conference; all data on the quantity and quality of the publications.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.1.3. Relation of Research to Local/Regional/National Needs and Demands

As an institutional R&D policy, the institution adopts the consideration of regional, national, and international needs and priorities in research and development studies. It emphasizes the importance of meeting the local/regional/national, and international needs and demands of its research activities, and hence prioritizes activities within this framework. In this sense, the institution looks out for the social contribution policy in its research and development studies. It takes into account the existence of disadvantaged groups and aims to take initiatives to raise awareness.

Since the Faculty is located in Istanbul, it considers the city's religious, national, historical, and cultural values among its local priorities. These priorities are decided according to the Faculty's R&D policies. Especially, the PhD theses written in our Faculty respond to the local/regional/national needs. Moreover, the list of local/regional/national needs is created in consultation with the internal and external stakeholders.

The Academic Activities Unit, a sub-unit of the R&D Coordinatorship , is responsible for the relationship between research and local/regional/national needs and demands. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 36: Relation of Research to Local/Regional/National Needs and Demands

Subject:	**Processes of Monitoring Relation of Research to Local/Regional/National Needs and Demands**
Responsible Unit:	R&D Coordinatorship, Academic Activities Unit, Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	May 2022
Internal Stakeholders:	Academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, Offices of Muftis, Directorates of National Education, municipalities, district governors and governors
International Stakeholders:	Unit International Advisory Board
Application Areas:	Planning, execution and management of research activities in all relevant areas.
Monitoring Mechanisms:	Related to the Criterion Surveys with local stakeholders Surveys with regional stakeholders Surveys with national stakeholders Surveys with international stakeholders and focus group discussions

Performance Indicators:	Satisfaction rates in surveys with local stakeholders Satisfaction rates in surveys with regional stakeholders Satisfaction rates in surveys with national stakeholders Satisfaction rates in surveys with international stakeholders Indicative data of local/regional/national/international targets
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.2 Research Resources

C.2.1. Research Resources: Physical, Technical, Financial

The Faculty provides physical, technical and financial means to its personnel to facilitate research. The use and principles of allocation of offices as physical facilities, are determined by the Dean's Office. In addition, personal computers and shared-printers are provided to the academic and the administrative staff, for them to carry out their research and activities. Apart from the central budget, the institution negotiates with external stakeholders to support the research of academic staff. It is ensured that

external stakeholders support activities such as symposiums, workshops and seminars. For their projects, the lecturers are encouraged to receive grants from public institutions such as TUBITAK and BAP together with CSOs. For this, assistance is received from the Center for Research and Practice in Technology Transfer (TTM), BAP Unit, and similar support units.

The Dean's Office is responsible for the process of physical, technical and financial research resources. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 37: Research Resources: Physical, Technical, Financial

Subject:	**Processes of Monitoring Research Resources**
Responsible Unit:	Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	May 2022
Internal Stakeholders:	- Academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, TÜBİTAK, public institutions and organizations, Teaching and administrative staff, BAP, Center for Research

	and Practice in Technology Transfer (TTM) and such units, students, NGOs
International Stakeholders:	-
Application Areas:	- Physical, technical and financial resources
Monitoring Mechanisms:	Surveys Academic staff Focus group interview
Performance Indicators:	-Satisfaction rate of academic staff with regard to physical, technical and financial resources -Relevant trends by year -Research resources budget data, research resource demand numerical data, met demand indicators, etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Istanbul University Library Automation Software (SirsiDynix), The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.2.2. Intra-University Resources

The Faculty encourages teaching staff and undergraduate/graduate students to use intra-university resources effectively. It supports the use of university resources, especially the Scientific Research Projects (BAP) unit, in order to contribute to the scientific studies of the teaching staff. The Faculty shares the BAP-related project calls with the academic staff through electronic communication channels through the Project Support Unit affiliated to the R&D Coordinatorship. The Project Support Unit is responsible for the process related to in-university resources. The Project Support Unit organizes seminars for the project type and conducts surveys to contribute to the project development of the academic staff.

The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 38: Intra-University Resources

Subject:	**Processes of Monitoring Intra-University Resources**
Responsible Unit:	Project Support Unit, Dean's Office, Unit Quality Coordinatorship
First Planning Date:	The Beginning of the Academic Term May 2022 (revised)

Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, BAP Unit
International Stakeholders:	-
Application Areas:	- All Academic Departments
Monitoring Mechanisms:	Academic staff surveys Academic staff focus group discussions Surveys of Master's Doctorate students Focus group discussions with MA PhD students
Performance Indicators:	-Trends of university research resources by years -Satisfaction rates with the adequacy of academic staff in-university resources -The rate at which faculty lecturers benefit from BAP resources -Number of project applications; researcher list; amount of support and topics; number of "religious, social and cultural" studies; number of intra-university projects whose subjects are compatible with the institution's objectives
Date of Evaluation and Improvement:	June, November July, December

Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System email address, WhatsApp groups, email group addresses

C.2.3. Access to Resources Outside the University (Support units, methods)

Apart from outsourced projects, the Faculty also makes use of resources outside the university by undertaking national and international collaborative efforts in its activities. It follows the Outsourced Project Processes Management System, determined by Istanbul University Technology Transfer Application and Research Center through the Project Support Unit. In terms of directing the lecturers to the external resources, it announces the project announcements and research programs, carried out by reliable institutions through the various electronic communication channels, and encourages applications.

The Project Support Unit is responsible for the follow-up of non-university resources. The Project Support Unit holds regular informative meetings for academic staff. The Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 39: Access to Resources Outside the University (Support units, methods)

Subject:	**Processes of Monitoring Resources Outside the University**

Responsible Unit:	Project Support Unit, Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	The Beginning of the Academic Year May 2022
Internal Stakeholders:	Teaching/academic and administrative staff, students,
External Stakeholders:	Unit Advisory Board, Istanbul Provincial Office of Mufti, Center for Research and Practice in Technology Transfer (TTM)
International Stakeholders:	-
Application Areas:	- All Academic Departments
Monitoring Mechanisms:	Academic staff surveys Academic staff focus group discussions Surveys of Master's Doctorate students Focus group discussions with MA PhD students
Performance Indicators:	Trends of non-university research resources by year

	Satisfaction rates with the adequacy of academic staff and non-university resources The diversity of faculty members to benefit from non-university resources Number of applications to external resources, numerical data of outsourcing supports Number of applications to external resources; data of outsourced supports
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Outsourced Project Process Management, The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.2.4. Graduate Programs Compatible with the Institution's Research Policy, Objectives, and Strategy

The Faculty takes necessary steps regarding the processes of opening new graduate programs, in the branches of science operating in the field of theology, within the body of IU Social Sciences Institute, which has the status of a research university.

The Faculty supports the necessary studies regarding the opening of new interdisciplinary graduate programs beside the theology programs, in terms of its research policy, objectives, and strategy.

It encourages and informs the instructors so that postgraduate studies are carried out within the framework of a specific project and are compatible with the mission of the Faculty.

The heads of the departments and programs are responsible for the graduate programs that are compatible with the research policy, objectives and strategy of the institution. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission, in June and November. The Commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 40: Graduate Programs Compatible with the Institution's Research Policy, Objectives, and Strategy

Subject:	**Processes of Monitoring Institution's Graduate Programs**
Responsible Unit:	All Departments and Programs, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	May 2022
Internal Stakeholders:	Teaching/academic and administrative staff, students,
External Stakeholders:	Unit Advisory Board, Presidency of Religious Affairs, Institute of Social Sciences, Center for Research and Practice in Islamic Economy and Finance (İSİFAM)

International Stakeholders:	-
Application Areas:	- All academic departments and units
Monitoring Mechanisms:	-Academic staff surveys -Academic staff focus group discussions -Satisfaction survey application for graduate preferences, -Through specialized courses of students' work is one of the monitoring mechanisms. -Conducting satisfaction survey regarding graduate education preferences; listing deficiencies through WhatsApp groups; monitoring students' work through specialized courses
Performance Indicators:	Number of studies compatible with research policies in graduate programs Number of local, regional and national distributions of studies in graduate programs Number of studies in graduate programs by years Number of graduate programs of the institution, survey data on graduate preferences and satisfaction with these preferences

	Number of graduate programs of the Institution; data obtained from surveys of graduate education preferences, and satisfaction from these preferences
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.3. Research Competence

C.3.1. The Improvement of the Research Competencies of the Teaching Staff

The Academic Publication and Support Unit is working on increasing the research competence of the faculty members of the institution. This Academic Publication and Support Unit operates in collaboration with the Academic Activities Unit, and the Library Coordinatorship. These operations are based on the relationship between the institutional goals, and the individual goals of the faculties. The individual performances and the success level of achieving the institutional goals are monitored by the Dean's Office via AVESİS. With the support and participation of internal and external stakeholders, activities such as seminars and courses are organized by the Academic Activities Unit. Regarding the improvement process of research competency, the Library Coordinatorship supports the academic staff by means of research-oriented training.

The Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The

commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 41: The Improvement of the Research Competencies of the Teaching Staff

Subject:	**Processes of Monitoring the Improvement of the Research Competencies of the Teaching Staff**
Responsible Unit:	Dean's Office Academic Publication and Support Unit, Academic Activities Unit, Library Coordinatorship Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	April 2021 May 2022
Internal Stakeholders:	Teaching/academic staff
External Stakeholders:	Unit Advisory Board, İSAMER, Rectorate, Non-Governmental Organizations, Presidency of Religious Affairs
International Stakeholders:	-

Application Areas:	Evaluation and improvement of all the teaching staff's research competencies (specialties, background, numbers and distribution
Monitoring Mechanisms:	Academic staff survey Academic staff focus group interview External stakeholder survey External stakeholder focus group meeting AVESİS, information and evaluation meetings, WhatsApp groups, training of the trainer seminars
Performance Indicators:	-Academic staff satisfaction rate -Internal and external stakeholder satisfaction rate -Satisfaction rate of the Dean's Office and department heads about the academic competencies of the academic staff -The number of activities carried out to develop the research competencies of the academic staff by years -Number of articles, projects, income generating activities -Data obtained from AVESİS; number of conducted activities such as seminars, courses; number of researcher staff; doctorate rate; aggregation

Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AVESİS, the Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.3.2. Joint Programs with National and International Research Units

In its research and development activities, the institution works towards strengthening its partnership with the external stakeholders by considering regional, national, and international needs and priorities. Based on these; and in order to implement research and development policies, it gives priority to strengthening cooperation with various national and international institutions and organizations, and hence supports joint research. The execution of joint programs with national and international research units, is under the authority of the Dean's Office. The relevant heads of departments are responsible for the execution of joint graduate programs, affiliated to the Institute of Social Sciences. The Academic Activities Unit offers suggestions for improvement.

The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 42: Joint Programs with National and International Research Units

Subject:	**Processes of Monitoring Joint Programs with National and International Research Units**
Responsible Unit:	Dean's Office, The heads of the departments, Academic Activities Unit Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	May 2022
Internal Stakeholders:	Teaching and administrative staff
External Stakeholders:	Unit Advisory Board, National Research Units, IU Institute of Social Sciences
International Stakeholders:	International Research Units
Application Areas:	All academic departments/fields
Monitoring Mechanisms:	Academic staff satisfaction survey Academic staff focus group interview Internal and External stakeholder survey Internal and external stakeholders focus group meeting International stakeholder survey International stakeholder focus group meeting

	Information requests regarding the joint programs carried out with the National and International Research Units are followed up with meetings from the relevant disciplines, and outputs as reports are requested.
Performance Indicators:	-Satisfaction rate of academic staff, internal, external and international stakeholders -Number of national and international joint network programs and units -Numerical data on joint programs carried out with National and International Research Units, etc.
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.4. Research Performance

There are three units under the R&D Coordinatorship, which is effective in increasing the research performance of the institution: The Project Support Unit supports the conduct of research within the framework of a project. It makes efforts to increase the project performance of academicians and students through various project trainings. The Academic Activities Unit coordinates the transformation of research into academic activity. Provides directions in order to increase the activities to be done according to the needs of the academic level. The Academic Publication and Support Unit, on

the other hand, carries out studies on converting research into publications and increasing the quality of publications. It demonstrates standard practices that specify which studies can be screened in WOS indexes. The Unit Quality Coordinatorship monitors the process in terms of quality. The Dean's Office monitors the research performance of the academic staff through AVESİS.

C.4.1. The Review of the Academic Publication Performance of the Teaching Staff

The institution evaluates the academic publication performance of the academic/teaching staff through the Academic Publication and Support Unit. The Academic Publication and Support Unit provides the academic publication performance evaluation of the academic staff with the books, articles, papers, letters to the editor, abstracts, technical notes, etc. that the relevant personnel individually upload to the system (AVESİS). Academic publications and activities and current data are drawn from databases at regular intervals. In addition, while evaluating the research and academic publication performance of the teaching staff, the Academic Publication and Support Unit also takes the scoring, and evaluation criteria -to be taken into account in the appointment and promotion of teaching staff- and the University Ranking by Academic Performance (URAP) Evaluation System, which carries out the ranking activities of universities in Turkey, into account.

The institution directs the faculty members to benefit from academic incentives. In addition, the institution gives a certificate of appreciation at the academic committees to the Faculty members who have the highest academic incentive score on a departmental basis, and who receive external project support with Web of Science. The Encouragement and Rewarding Unit is responsible for the follow-up and arrangement of these documents. The Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The

commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders, and makes the necessary improvements.

Table 43: The Review of the Academic Publication Performance of the Teaching Staff

Subject:	**The Review of the Performance of the Teaching Staff**
Responsible Unit:	Dean's Office Academic Publication and Support Unit The Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	January 2020 May 2022
Internal Stakeholders:	Teaching/academic and administrative staff, Encouragement and Rewarding Unit
External Stakeholders:	Unit Advisory Board
International Stakeholders:	Unit International Advisory Board
Application Areas:	– The review of the academic publication performance of the academic staff is made in light of the academic publications, and activities uploaded to the system (AVESİS) by

	individual, besides the updated data which is periodically drawn from the databases. – Informing is done about incentives. – To evaluate the research and development performance of the teaching staff, practices covering all fields are regularly monitored, and improvements are made that determined together with the stakeholders.
Monitoring Mechanisms:	AVESIS Academic Incentive Commissions Databases, sorting systems University Ranking by Academic Performance (URAP)
Performance Indicators:	Realization rates of research goals by year Publications by Years (Numerical data on academic publications and activities such as books, articles, papers, letters to the editor, abstracts, technical notes, etc.)
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AVESİS, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.4.2. Review and Outcome-Based Improvement of Research Performance

The Faculty requests that the information regarding the research publications and projects of teaching staff, be updated through AVESİS on a three-month period. The Academic Publication and Support Unit is responsible for the evaluation of research performance and improvement based on results. The Unit conveys its determinations and proposals regarding the process to the Unit Quality Coordinatorship and presents the Coordinatorship report to the Dean's Office for discussion at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 44: Review and Outcome-Based Improvement of Research Performance

Subject:	**Processes of Review and Improvement of Research Performance**
Responsible Unit:	Academic Publication and Support Unit Dean's Office Unit Quality Coordinatorship
First Planning Date:	May 2021 May 2022
Internal Stakeholders:	Teaching and administrative staff
External Stakeholders:	Unit Advisory Board

International Stakeholders:	-
Application Areas:	- All academic staff and departments
Monitoring Mechanisms:	Activities are monitored through AVESİS Academic Incentive Commissions Databases, sorting systems University Ranking by Academic Academic Performance (URAP)
Performance Indicators:	-Improvement rates of research goals by year -Increase numbers of publications over the years (Numerical data on academic publications and activities such as books, articles, papers, letters to the editor, abstracts, technical notes, etc.) -Research-related improvement numbers
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	AVESİS, Google Drive, Quality Management System e-mail address, WhatsApp groups

C.4.3. Research Budget Performance

The institution makes a budget increase proposal in the budget planning made every year for travel allowances, service purchases, consumer goods and material purchases, and maintenance and repair expenses. The Faculty cooperates with various research centers, public institutions, and civil society organizations to provide resources for research activities outside the central budget.

It is the Dean's responsibility to monitor and control all processes related to the Research and Development strategy, resources, competence and performance. The Unit Quality Coordinatorship presents its findings and proposals regarding the process to the Dean's Office in June and November to be discussed at the Quality Commission. The Commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 45: Research Budget Performance

Subject:	**Processes of Monitoring Research Budget Performance**
Responsible Unit:	Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	2019 May 2022
Internal Stakeholders:	Teaching and administrative staff

External Stakeholders:	Unit Advisory Board, Research Centers, Public institutions, NGOs Rectorate
International Stakeholders:	-
Application Areas:	-Central budget -Internal and external budget
Monitoring Mechanisms:	Academic staff satisfaction survey Academic staff focus group interview Internal and external stakeholder satisfaction survey Internal and external stakeholder focus group meeting
Performance Indicators:	Ratio of budget distribution types The rate of increase in the research budget by years The rate of increase from the central budget The rate of increase in the budget provided from external denominators

Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Google Drive, Quality Management System e-mail address, WhatsApp groups

D. SOCIAL CONTRIBUTION

The Faculty always considers the importance of social contribution regarding education and research. While determining its social contribution policies, it aims to be beneficial to mainstream society within the framework of its own mission and vision. The institution attaches importance to consultation with the Unit Advisory Board on this issue.

D.1. Social Contribution Strategy

The Faculty determines its social contribution strategy within the framework of its corporate objectives and strategy, according to its current resources, academic performance, organizational structure and management policy.

D.1.1. Social Contribution Policy, Objectives and Strategy

While determining its education, research, and development policies, the institution adopts the social contribution policy as a strategy. The Faculty aims to meet the academic expectations of society, it does this by transmitting authentic religious knowledge to the public through influencing the religious life of society. The processes related to the social contribution policy, objectives and strategy belong to the Social Contribution Coordinatorship. It works in cooperation with the Social, Cultural and Artistic Activities Unit, the Vocational Education and Practice Unit and the Social Aid and Support Activities Unit, which are the sub-units of the Coordinatorship. The institution's Social Contribution policy operates through two channels. First of all, students' awareness of social contribution is provided through elective courses. At this stage, the course contents are discussed in consultation with the external stakeholders such as the Alumni or content support is received from NGOs.

Professional activities such as those of the imam, muezzin, or sermons, sermons in mosques in line with the demands of institutions, students,

teaching staff and muftis are supported by non-formal education activities in Qur'an Courses. It also organizes religious programs open to the public on religiously blessed days and nights with its staff and students. The Vocational Education and Practice Unit takes part in the consultation mechanism.

Secondly, all kinds of workshops, conferences, symposiums, seminars for Social Contribution are carried out by departments, and lecturers. It supports the teaching/academic staff to take place in written, audio and visual media in order to give authentic religious information to the society. The process is made efficient with the support of the Social, Cultural and Artistic Activities Unit. It aims to involve the faculty, students and lecturers in social responsibility projects. In this context, the institution encourages staff and students to support aid activities organized by official institutions, organizations and NGOs in extraordinary situations such as earthquakes, floods, and fires. It researches the economic deprivation levels of students who are its internal stakeholders and supports them financially through various foundations. Social Assistance and Support Unit carries out sensitive studies on this issue.

The institution takes into account the criticism, suggestions and demands of the stakeholders in order to increase the quality of its scientific, religious, social and cultural activities. The processes are opened to the public on the faculty website and social media accounts.

Within the framework of cooperation protocols with official institutions and organizations, the Faculty adopts as a strategy the activities and activities of academic staff and students within the scope of religious knowledge, spiritual counseling and guidance in institutions such as prisons, nursing homes, hospitals, orphanages and dormitories. It also encourages lecturers to take part in activities organized by NGOs.

The Unit Quality Coordinatorship monitors and evaluates the reports of the Social Contribution Coordinatorship. The Unit Quality Coordinatorship

presents its findings and proposals regarding the process to the Dean's Office to be discussed at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 46: Social Contribution Policy, Objectives and Strategy

Subject:	**Processes of Monitoring Social Contribution Policy, Objectives and Strategy**
Responsible Unit:	The Social Contribution Coordinatorship and its sub-units such as Social, Cultural and Artistic Activities Unit, Social Assistance and Support Unit, Vocational Education and Practice Unit All Departments The Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, official institutions and organizations, NGOs, student relatives
International Stakeholders:	Unit International Advisory Board
Application Areas:	-All Faculty

	-National Areas concerning the policy, objectives and strategy of contribution to society
Monitoring Mechanisms:	Surveys Focus group discussions Meeting Reports
Performance Indicators:	Numerical data of activities carried out for social contribution, etc
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

D.1.2. Management and Organizational Structure of Social Contribution Processes

The social contribution processes in the Faculty are under the responsibility of the Social Contribution Coordinatorship. The Social, Cultural and Artistic Activities Unit, Vocational Education and Practice Unit, and Social Aid and the Support Activities Unit, which are the three sub-units of the Coordinatorship, are the essential elements of the organizational structure. There are two main topics that the Coordinatorship is mainly concerned with. The first is elective courses for social contribution, the second is activities for social contribution. The sub-units of the Coordinatorship hold meetings at least twice a year (November and June) in order to discuss these themes and to open up the framework of the Faculty's social policy. They

talk about the meeting decisions with the relevant internal (such as the Education Coordinatorship) and external stakeholders, and sign protocols where necessary. Finally, periodic social contribution decisions are planned and implemented.

Social contribution activities realized with the participation of students and academic staff are made available to the public on the Faculty website and social media accounts. After the implementations are completed, Activity Questionnaires are applied to internal and external stakeholders as a monitoring mechanism in order to receive feedback, and the progress is checked by conducting focus group discussions with stakeholders when necessary. The Social Contribution Coordinatorship reports the whole process and conveys it to the Unit Quality Coordinatorship. The Unit Quality Coordinatorship monitors and evaluates the process in terms of quality, and submits its report containing its determinations and proposals to the Quality Commission. After the quality commission makes its evaluations, the Dean's Office is informed. Dean's Unit Advisory Board takes precautions or makes necessary improvements by consulting with stakeholders such as NGOs.

DEAN'S OFFICE

SOCIAL CONTRIBUTION COORDINATORSHIP

PLAN	1. Social Contribution Coordinatorship meets with its sub-units, namely the Social, Cultural and Artistic Activities Unit, the Vocational Training and Implementation Unit and the Social Assistance and Support Activities Unit twice a year (June and November). General objectives **in line with social contribution policies** are discussed under two headings: 1. Elective Courses, 2. Activities. The Groups takes various decisions for periodic activities within the framework of the relevant policy. These decisions are reported.	2. Decisions in the report are discussed with relevant internal and external stakeholders. Focus group discussions or surveys are conducted when necessary and protocols are signed with relevant external stakeholders.	3. The final decision report, shaped by the opinions of internal and external stakeholders, is implemented.

DO	– Departments	– Academic Staff	– Students	– Local/Regional/National Areas

Practices are shared with the public through the Faculty website and social media accounts.

CONTROL	Practices are monitored and controlled through surveys and focus group meetings.

The process and results are reported by the Social Contribution Coordinatorship. Reports are submitted to the Dean's Office via EBYS with e-signature or wet signature and archived in the Faculty Drive.

The report is forwarded to the Unit Quality Coordinatorship. The Unit Quality Coordinatorship monitors the process in terms of quality and submits its evaluations to the Quality Commission. The Quality Commission submits its evaluations to the Dean's Office in July and December.

ACT	The Dean's Office discusses the relevant report with internal stakeholders and the Unit Advisory Board, International Advisory Board, and/or other external stakeholders. It takes necessary measures and makes improvements.

Schema 4: Management and Organizational Structure of Social Contribution Processes

Table 47: Management and Organizational Structure of Social Contribution Processes

Subject:	**Processes of Monitoring Management and Organizational Structure of Social Contribution Processes**
Responsible Unit:	Social Contribution Coordinatorship alt sub-units Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, İstanbul Daru'l-Fünun İlahiyat Foundation, İstanbul Provincial Mufti, NGOs
International Stakeholders:	Unit International Advisory Board
Application Areas:	All Faculty
Monitoring Mechanisms:	Academic staff surveys External Stakeholder surveys Focus group discussions

Performance Indicators:	-Satisfaction rates of academic staff regarding the social contribution organizational structure -Satisfaction rates of all stakeholders regarding the social contribution organizational structure -Number of meetings of the relevant organizational structure by years -Realization rates of social contribution targets -Number of activities organized, numerical data of demands met
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

D.2. Social Contribution Resources

D.2.1. Resources

The Faculty uses its physical, technical, and financial opportunities for projects which are carried out in order to increase the quality of social service activities, and social responsibility awareness. In case of a need, it receives support in terms of organization and finance by making protocols with the external stakeholders for the actualization of these activities.

The Social Contribution Coordinatorship is responsible for all processes related to social contribution resources. The Coordinatorship presents its findings and proposals regarding the process to the Dean's Office to be discussed at the Quality Commission in June and November. The

commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 48: Resources

Subject:	**Processes of Monitoring Social Contribution Resources**
Responsible Unit:	Social Contribution Coordinatorship Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022
Internal Stakeholders:	Teaching and administrative staff, students, Istanbul University
External Stakeholders:	Unit Advisory Board, CSOs, İstanbul Daru'l-Fünun İlahiyat Foundation, Istanbul University
International Stakeholders:	-
Application Areas:	-University, Faculty, society, non-governmental organizations, resources of public institutions, etc. Social contribution resources (Physical, financial and technical)

Monitoring Mechanisms:	Satisfaction survey of academic staff (Questions about social contribution resources -Physical, financial and technical-) External stakeholder satisfaction survey (Social contribution resources -Physical, financial and technical- related questions) Distribution of resources (physical, financial and technical) over the years
Performance Indicators:	Satisfaction rate of academic staff (Social contribution resources -Physical, financial and technical-related questions) External stakeholder satisfaction rates (Social contribution resources -Physical, financial and technical-related questions) Increase rate of resources -physical, financial and technical- over the years
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

D.3. Social Contribution Performance

D.3.1. Monitoring and Improvement of Social Contribution Performance

Performance indicators, determined within the scope of the objectives and strategies of the institution for social contribution, are periodically

monitored through the Istanbul University Strategic Management Information System (SYBS) and it is reported whether the social contribution objectives have been achieved or not. In terms of monitoring performance indicators, it periodically requests information about the activities of the Faculty members for social contribution and takes the necessary steps to improve it.

The processes related to social contribution performance are under the responsibility of the Social Contribution Coordinatorship and its sub-units. The Unit Quality Coordinatorship monitors and controls the process in terms of quality. The Coordinatorship presents its findings and proposals regarding the process to the Dean's Office, to be discussed at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 49: Monitoring and Improvement of Social Contribution Performance

Subject:	**Processes of Monitoring and Improvement of Social Contribution Performance**
Responsible Unit:	Social Contribution Coordinatorship Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	June 2022

Internal Stakeholders:	Teaching and administrative staff, students
External Stakeholders:	Unit Advisory Board, İLMENDER, Student relatives
International Stakeholders:	-
Application Areas:	Entire Faculty and Society
Monitoring Mechanisms:	Academic staff surveys External stakeholder surveys Academic staff focus group discussions External stakeholder focus group discussions
Performance Indicators:	Academic staff and External stakeholder satisfaction rate Realization rates of social contribution targets Numerical data of activities for social contribution processes, numerical data of stakeholder participation information
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	IU Strategic Management Information System (SYBS), The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

E. GOVERNANCE SYSTEM

E.1. Structure of Governance and Administrative Units

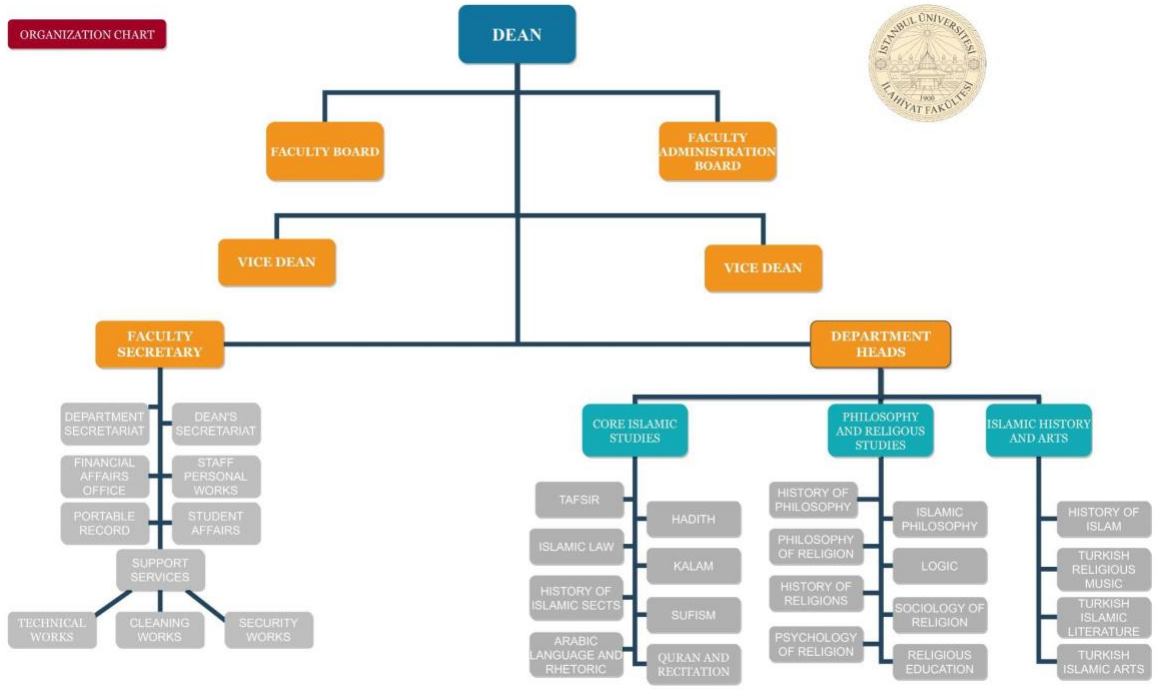
E.1.1. Governance Model and Administrative Structure

In accordance with the Higher Education Law No. 2547 and the Decree Law No. 124 on the Establishment and Duties of Higher Education Upper Institutions, and the Administrative Organization of Higher Education Institutions, the Faculty establishes new Coordination Groups, commissions, boards and working groups with a participatory approach and in line with its mission, vision, and strategic objectives in terms of management. The Faculty announces these assignments on its website.

The Faculty establishes the Board of Advisory Unit to consult with civil society organizations, public institutions and other external stakeholders with the purpose of increasing the efficiency and quality of education, research-development, social and cultural activities. The Board, which comes together under the chairmanship of the Dean, consists of the faculty secretary, other officials, the representatives of public and civil institutions, and organizations that are close stakeholders of the Faculty. In addition, the Faculty has signed protocols with civil society organizations and public institutions in order to increase cooperation in various fields.

The Dean's Office is responsible for the process related to the management model and administrative structure. The Unit Quality Coordinatorship monitors and evaluates the process of realization of governance in terms of quality. The Coordinatorship presents its findings and proposals regarding the process to the Dean's Office for discussion at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's

Office takes the opinions of the stakeholders and makes the necessary improvements.



Schema 5: Governance Model and Administrative Structure

Table 50: Governance Model and Administrative Structure

Subject:	**Processes of Governance Model and Administrative Structure**
Responsible Unit:	Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	May 2021 (revised)

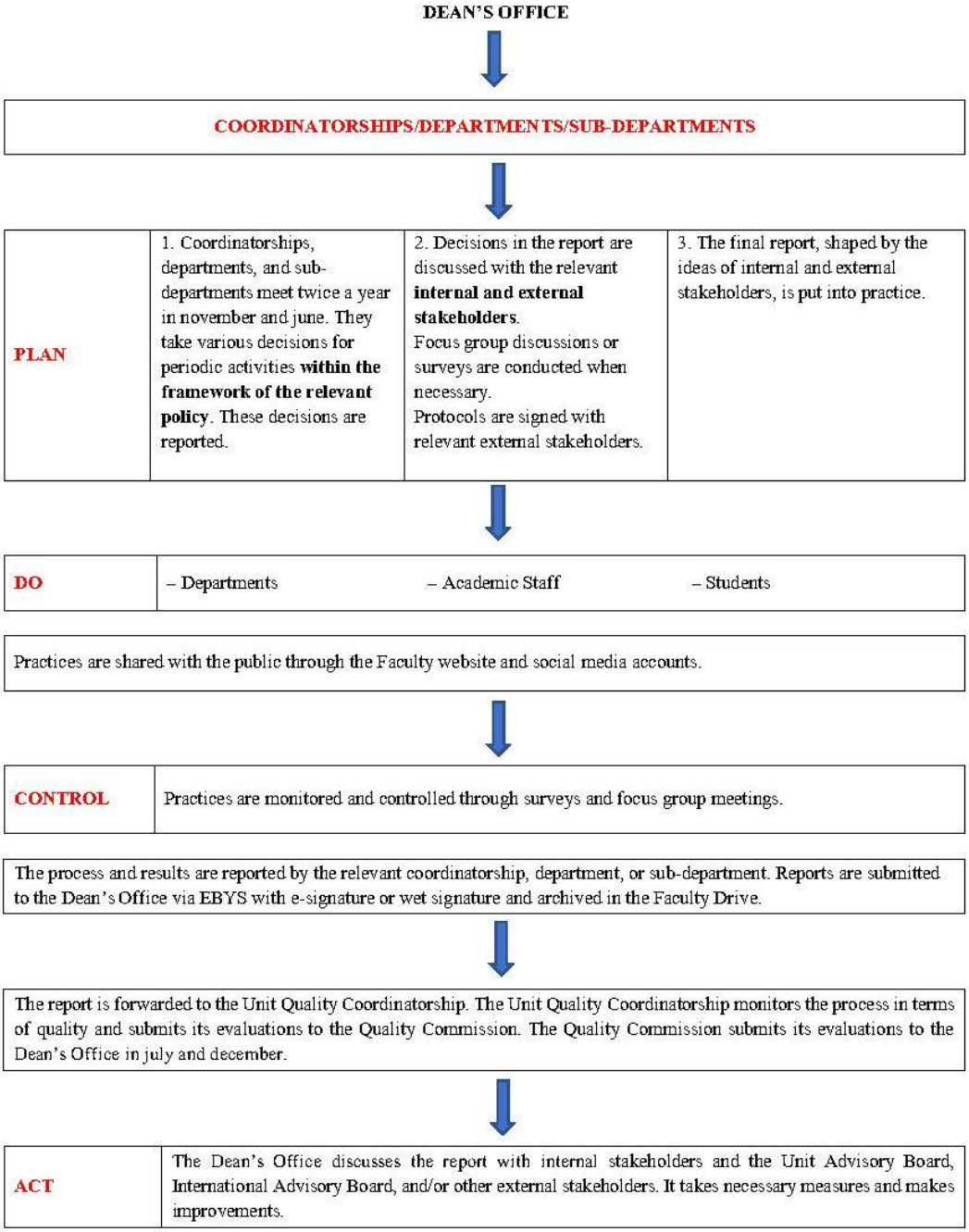
Internal Stakeholders:	Teaching/academic and administrative staff, students
External Stakeholders:	Unit Advisory Board, public institutions and organization, NGOs
International Stakeholders:	
Application Areas:	- All faculty - Rubric Criteria
Monitoring Mechanisms:	-Internal stakeholder surveys (Questions about management structure and model) --External stakeholder surveys (Questions about management structure and model) -Internal stakeholder staff focus group discussions (Evaluations on management structure and model) -External stakeholder focus group discussions (Evaluations on management structure and model)
Performance Indicators:	Satisfaction rate of internal stakeholders regarding the management structure and model Satisfaction rate of external stakeholders regarding the management structure and model

	Realization rate of strategic goals and objectives
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

E.1.2. Process Management

All operations in the Faculty have defined processes. All management approaches applied institutionally at Istanbul University are carried out in accordance with the internal control standards. The action plans of the Faculty, monitoring and evaluation of those plans are conducted within this framework. In addition, the internal control self-evaluation survey allows for annual status evaluation. The relevant action plans are prepared on a per-unit basis.

The Dean's Office is responsible for the process management. The Unit Quality Coordinatorship monitors the process in terms of quality. The Coordinatorship presents its findings and proposals regarding the process to the Dean's Office for discussion at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.



Schema 6: Process Management of Coordinatorships, Departments, and Sub-Departments

Table 51: Process Management

Subject:	**Monitoring and Evaluation of Process Management**
Responsible Unit:	Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	November 2016
Internal Stakeholders:	Teaching and administrative staff, students
External Stakeholders:	Unit Advisory Board
International Stakeholders:	-
Application Areas:	-All sub-criteria -All units and areas
Monitoring Mechanisms:	Academic staff surveys (questions about whether there is process management in the faculty) Administrative staff surveys (questions about whether there is process management in the faculty) Student surveys (questions about whether there is process management in the faculty) External stakeholder surveys (questions about whether there is process management in the faculty)

	Internal and external stakeholder focus group discussions self-assessment report Accreditation evaluation, processes
Performance Indicators:	Internal and external stakeholder satisfaction rates Focus group interview satisfaction rates Maturity levels given by IAA in accreditation processes (for each sub-criteria) The level of maturity that the program gives for each sub-criterion of the Rubric Internal control self-assessment survey data, process management manual compliance comparison data
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

E.2. Resource Management

E.2.1. Management of Human Resources

The Faculty has a detailed and defined process for human resource management. The university determines the Human Resources Policy and Objectives in the process defined by The Human Resources Directive, which is periodically updated, and improved. The directive includes regulations on

staffing (work analysis, human resources planning, recruitment, appointment), personnel development, and evaluation (training and development of the personnel, and career development). This directive covers administrative and contracted personnel in the faculty administrative units and permanent workers.

The Faculty employs well-equipped and competent personnel who meet the education requirements to realize its human resources management goals. In this respect, it acts in line with the legal regulations regarding matters such as employment of administrative personnel, appointment of the personnel to higher positions, and personal rights.

Every year, the Faculty determines the needs of administrative personnel in terms of quality and quantity, together with their justifications, and reports them to the Directorate of Personnel of the university by the end of December. Personnel recruitment of the Faculty is made by the Rectorate for vacancies determined according to its needs as much as the number of appointment permits given by the Presidency in line with human resource planning within the framework of the Public Personnel Selection Examination (KPSS), Anti-Terror Law, Social Services Law, Regulation on Exams for First-Time Appointments for the Vacant Positions, Article 74 of the Civil Servants Law No. 657, Labor Law No. 4857 and other relevant regulations.

The recruitment process of administrative personnel can be in the form of a change of title, promotion, and inter-institutional appointment as well as extramural appointment and appointment by transfer. Moreover, contracted personnel and permanent workers are recruited.

The process of the distribution of the available personnel and their deployment according to their education and professional experience is carried out by the joint opinion of the Directorate of Personnel and relevant units. In case of relocation and promotion, the education requirements

defined in the duties, authorities, responsibilities and the performance of the person are taken into account.

The title of the academic staff to be employed in the institution and their distribution on the basis of departments are determined by the Rectorate within the framework of our university's Norm Staff Planning, and extramural appointment permission for the faculty members. Academic personnel transactions are carried out within the framework of the relevant legal regulations. The process concerning the appointment and promotion of Teaching Staff is included in Quality Manual B.4.1.

All processes related to the administrative or teaching personnel appointed to the Faculty are carried out by the Chief Office of Personnel Affairs. This office plans, implements and monitors the process and takes necessary measures.

The Faculty adopts an integrated, transparent management policy that is focused on efficiency and productivity, and cares about stakeholder satisfaction. Thus, it organizes a personnel satisfaction survey every June in order to measure and monitor the leadership characteristics and competencies of managers and determines the measures that are to be taken by evaluating the results.

The goal of human resource management is to increase productivity, job satisfaction and motivation of the personnel by creating a consistent and fair structure, and it ensures that personnel are individuals with high organizational commitment and self-development. To this end, it ensures the effectiveness and efficiency of the administrative personnel with in-service training within the framework of the In-Service Education Directive regarding their duties.

The Dean's Office holds a meeting with the administrative staff at the beginning of each semester to evaluate the current situation.

Auditing the compliance of all the works and transactions in our academic and administrative units with the regulations, is carried out by the Turkish Court of Accounts and the Internal Audit Unit.

The policies of Human Resources management can be summarized as follows:

1 – To adopt the approach of governance,

2 - To support social, cultural and artistic activities that will increase the motivation of employees in order to increase organizational commitment and strengthen internal communication,

3 - To establish and develop a system that will ensure that the right person is employed in the right place, in line with the mission and vision of the Faculty, by making medium-term and long-term human resource planning,

4 - To make training plans in line with the training needs analysis and equal opportunity of the employees and to contribute to the realization of individual career plans,

5 - To create a work environment where all personnel will feel safe within the scope of occupational health and safety.

Human resources management is done by the Dean's Office. The Unit Quality Coordinatorship monitors the operability of the mechanism related to the process in terms of quality. The Coordinatorship presents its findings and proposals regarding the process to the Dean's Office for discussion at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 52: Management of Human Resources

Subject:	**Processes for Management of Human Resources**
Responsible Unit:	Dean's Office Directorate of Personnel of the University Chief Office of Personnel Affairs Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	November 2021 (revised)
Internal Stakeholders:	Teaching and administrative staff
External Stakeholders:	Internal Audit Unit, Rectorate, Unit Advisory Board, Turkish Court of Accounts
International Stakeholders:	-
Application Areas:	All academic and administrative staff
Monitoring Mechanisms:	Academic and administrative staff satisfaction surveys Academic and administrative staff focus group discussions Student satisfaction surveys

Performance Indicators:	Satisfaction rates of academic and administrative staff regarding human resources management Student satisfaction rates Training of academic and administrative personnel who receive in-service training Analysis of employee (academic and administrative) satisfaction survey results and interviews, realization rate of sharing numerical data according to targets
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

E.2.2. Management of Financial Resources

Expenses incurred in the Faculty are covered from the added budget. The chapters from the added budget are organized by the Ministry of Finance a year in advance by taking into account the recommendations from universities, and hence are allocated to universities at the beginning of the year. The use of this resource is under the responsibility of the Rectorate, and they are distributed to the relevant departments.

Expenses such as heating, electricity, water, maintenance-repair, telephone, etc., and general expenses are covered from the faculty budget. The financial officer of the Faculty transmits the data of previous years to the Dean's Office. At the end of the year, the institution evaluates the expenditures of

the year in which it occurred, and prepares its estimated budget with the necessary improvements, and submits it to the Rectorate.

The process of calculating and paying the salaries of administrative and academic staff -serving at the Faculty- is planned by the Salary Affairs Office. After receiving a member's commencement letter into the Personnel Affairs Office, the Salary Affairs Office plans the steps that are to be taken regarding the salary of that staff member and acts accordingly.

The process in October regarding additional tuition fees, overtime fees, travel allowances, bonuses and other accruals of academic and administrative staff, is carried out by the Accrual Unit. The unit makes plans for this and acts within this framework.

The internal audit of the Faculty's financial resources is carried out in accordance with the Public Financial Management and Control Law No. 5018, and the Procedures and Principles on Internal Control and Preliminary Financial Control issued on the basis of this law. In accordance with the provisions contained herein, the Preliminary Financial Control performed in the expenditure units is carried out by the Internal Control and Preliminary Financial Control Unit, which is located under the Strategy Development Department. Accordingly, the internal audit of the Faculty's financial resources is carried out in accordance with the principles of regulatory compliance, effectiveness, and efficiency by undergoing preliminary financial control procedures.

Management of movable and immovable resources is carried out by the Expenditure Officer, Executive Officer, Movable Registration Authority, and Movable Control Officer in line with the Law No: 5018, by using Movable Registration and Management System (TKYS) module which is integrated in the Public Expenditure and Accounting Information System (KBS) of the Ministry of Treasury. Together with the Expenditure Unit Movable Property Management Account Chart, Movable Census Breakdown Chart, Penny Differences Chart, Census Minute and the last Movable Transaction Receipt

Number Minute created in TKYS movable inventories are sent from TKYS to Istanbul University Strategy Development Department to be accounted for.

For this purpose, the Movable Registration Unit located in the faculty, follows the process related to all movable resources from the arrival of any movable resource to the Faculty, and makes plans for this, performs registration and related registration works. The debit of the movables to the personnel, and removal of it etc. is carried out by the Movable Registration Unit following up the relevant directive.

The management of financial resources is the responsibility of the Dean's Office. The Unit Quality Coordinatorship monitors the process in terms of quality.The Coordinatorship presents its findings, and proposals regarding the process to the Dean's Office to be discussed at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 53: Management of Financial Resources

Subject:	**Processes of Management of Financial Resources**
Responsible Unit:	Dean's Office, Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	July 2021
Internal Stakeholders:	Academic and administrative staff, students,

	Salary Affairs Office, Accrual Unit, Registration Unit Expenditure Officer, Realization Officer, Movable Registrar and Movable Control Officer
External Stakeholders:	Rectorate, Istanbul University Strategy Development Department, The Unit Advisory Board, Republic of Türkiye Ministry of Treasury and Finance
International Stakeholders:	-
Application Areas:	- All Faculty Budget
Monitoring Mechanisms:	Budget-related satisfaction survey with questions for academic and administrative staff Student satisfaction with the budget survey Survey measuring the dean's satisfaction with the budget
Performance Indicators:	Satisfaction rates of academic and administrative staff with the budget Students' satisfaction with the budget Satisfaction rates of the Dean's Office with the budget Realization rate of official and informal budget

	The ratio of the faculty's share from the central budget by years Targeted central and decentralized budget ratio and target achievement ratio (by years)
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Movable Registration and Management System (TKYS) in Public Expenditure and Accounting Information System (KBS) of the Ministry of Treasury, Google Drive, Quality Management System e-mail address

E.3. Information Management System

The collection, analysis and reporting of data related to all kinds of activities and processes of the Faculty of Theology of Istanbul University, is provided in electronic/printed forms on the basis of units, and there is an integrated information management system covering all of these processes.

E.3.1. Integrated Information Management System

The Faculty provides information management and its integration through the Istanbul University Information System software developed by the Center for Research and Practice in Computer Sciences (BUYAMER) All information transfers related to the University, such as correspondence, announcement of grades, exam schedule, Student Information System, Electronic Document Management System, Integrated Information System, Academic Information System, Academic Advisory System, are carried out by this software. The İLİTAM program of the Faculty is also provided through the Istanbul University Information System by AUZEF. In the event of a

global pandemic, and if deemed necessary, formal education is provided online through the Learning Management System (ÖYS) module entered through the Academic Registration System (AKSİS).

The data processed through the Istanbul University Information System, is automatically backed up. In order to ensure the sustainability of the software; necessary updates are made in accordance with the changing legislation. The server on which the automation systems works, the backup unit, and the equipment of that sort etc. are renewed, and the capacity is increased according to technological innovations and needs.

The processes and practices defined in the acquisition, recording, updating, and sharing of institutional information (performance indicators, regulations, directives, evaluation reports, etc.) can be found on the University's Quality Management Unit website.

The systems used to ensure the management and monitoring of the processes related to the administrative and academic activities of Istanbul University Faculty of Theology are listed below.

- The Faculty website (design, coding, database)
- Email Password Management
- Academic Units Add/Delete Content and Announcements/Events/Update Panel Web Service Software
- (OSYM Web Service, Civil Registration and Citizenship Services (Identity Sharing System) Web Service, CoHE Web Service)

Systems Made Available by Institutions and Organizations:

- Electronic Public Procurement Platform (EKAP)
- Revolving Fund Financial Management System (DMIS)
- Public Expenditure and Accounting Management System (KBS)
- Public Expenditure Management Information System (MYS)

- Movable Registration and Management System (TKYS)
- Budget Management and Information System (e-Budget)
- Higher Education Information System (YÖKSİS)
- Service Tracking Program (HİTAP)

Systems Acquired and Used Through Purchase:

- Student Information System (ÖBS)
- Library Automation (LIBRA)
- Personnel Personal Automation System
- Electronic Document Management System (Envision)
- Internal Control Management System (KIOSK)
- Tender, Entitlement, Price Difference Program (OSKA)
- Scientific Research Projects Program (E-BAP)

The Dean's Office is responsible for the process related to the integrated information management system. The Unit Quality Coordinatorship monitors the process in terms of quality The Coordinatorship presents its findings and proposals regarding the process to the Dean's Office to be discussed at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 54: Integrated Information Management System

Subject:	**Processes of Integrated Information Management System**

Responsible Unit:	Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	September 2027 (revised) July 2016
Internal Stakeholders:	Teaching and administrative staff, students,
External Stakeholders:	Unit Advisory Board BUYAMER Rectorate Units
International Stakeholders:	-
Application Areas:	-All processes (learning and teaching, research and development, social contribution, quality assurance)
Monitoring Mechanisms:	-Academic, administrative staff and student surveys In surveys: -Questions about whether there is an integrated information system -Questions asked about whether some management processes are on paper or on the internet

Performance Indicators:	Proportion of survey data obtained from students, administrative and academic staff
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Istanbul Universitesi Information System, Student Information System, Electronic Document Management System, Integrated Information System, Academic Information System, Academic Advisory System, Academic Registration System (AKSİS), Learning Management System (ÖYS), The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

E.3.2. Information Security and Reliability

Requests from stakeholders regarding information security are forwarded to the Department of Information Technologies (BİDB) by the Dean's Office, to be resolved. Issues conveyed to the Dean's Office by internal stakeholders regarding the problems experienced in the system, and their suggestions and requests, are resolved by the Dean's Office by forwarding them to the Center for Research and Practice in Computer Sciences (BUYAMER) or AUZEF. In addition, the members of the boards and coordinators of our Faculty, as well as other academic and administrative personnel, can inform BUYAMER both in terms of errors and deficiencies that they have noticed regarding the security and reliability of the Istanbul University Information System and improvement suggestions, and ensure that the necessary measures are taken.

The University maintains the confidentiality, announcement and preservation of the teaching results through the Istanbul University Information System. Each faculty member and academic staff in the institution have their own unique usernames and passwords that they use to log into the system. Exits from the system are done safely by clicking the "Log Out" button. However, even when the system is turned off in any way, the system asks for a password for re-login. The system, which is left open for a long time without operation, automatically shuts down. Between certain dates, academic members log in with their unique usernames and passwords, and register the exam grades in the Academic Registration System (AKSİS). It is not possible to enter grades by anyone but the lecturer. Students can access the Student Information System (ÖBS) module in the AKSİS automation system with their username and password, and see the grades they received during the semester. No one can see the grades save the student, the lecturer and authorized personnel.

Information security is provided by the Department of Information Technologies (BİDB). There are defined processes and policies regarding information security. These are as follows:

The e-mail addresses created by Istanbul University Department of Information Technologies are not given to any person, unit or institution in bulk, except for the Istanbul University Communication Coordination Group. The authority and responsibility of sending mass emails to all users, is only given to Istanbul University Communication Coordination Group. In our servers that provide service within the IT Department, the backup process is carried out regularly according to the determined backup policy.

The confidential data collected within the scope of all the activities of the institution cannot be shared or published with third parties other than authorized personnel. The data that our faculty needs to share with people, institutions, and organizations outside the institution are evaluated and shared within the scope of the Law on Protection of Personal Data No. 6698.

Backup processes are carried out within a certain program by taking into account the detection issues such as: which data will be backed up according to the service provided by the server, the size of the data to be backed up from the server, the number of media to be backed up according to the total data size, determining the backup times in a way that will not disrupt the services, in which environment and for which time the backups will be stored, and when necessary the fastest way to open the backups.

There are differences in the data to be backed up on the servers where various services are provided within the Istanbul University Department of Information Technologies (BİDB). For this reason, it is determined by the relevant branch offices which data will be backed up on which server. In the current system, backup processes are done every 24 hours. If needed, backup operations are performed in the spare time slots left over from standard backup and copying operations.

Daily backup operations are taken to the daily tapes in the backup unit. Backups taken on these tapes are copied and duplicated to weekly backup tapes that change once a week. One of these copies is kept in the data storage safe in the system room and the other is kept in the System Management Branch Service of the Department of Information Technologies (BİDB).

The System Management Branch Office server backups are stored on a daily basis for a month; and are stored as to be returned to the first day of every month on an annual basis.

Server backups are reopened either due to an internal problem that may arise from the system itself; or because of a problem- following up a demand submitted to the BİDB Management Branch Offices- that emerges due to the legal conditions and requires the servers' backups to reopen. Requests for the re-opening of the backups other than the above-mentioned conditions, are dependent upon approval of the BİDB.

Necessary security measures are implemented by protecting the network infrastructure of the institution against external accesses with the Network Firewall and manageable switches. The e-mail server is protected by e-mail firewall software and necessary security measures are applied. All servers and devices on the network are protected against virus attacks by installing anti-virus software. Access (log) records of all users are recorded in accordance with the Law No. 5651: Regulation of Broadcasts on the Internet and Fighting Against Crimes Committed Through These Broadcasts. The security of the institution's web applications is ensured by SSL Certificate

Procurement of software, hardware, and service procurement is carried out within the framework of the Public Procurement Law No. 4734, and the Public Procurement Contract Law No. 4735, the Public Financial Management and Control Law No. 5018 and other legislation. In the technical specifications prepared for the procurement of software, hardware and service, there are articles related to ensuring the security and confidentiality of data. However, these issues are specified in the contracts signed with both software developer companies, and with maintenance-support companies. The reliability of the data collected within the scope of all the activities of the institution is ensured by obtaining the data from the source.

The Dean's Office is responsible for the process related to information security and reliability. The Unit Quality Coordinatorship presents its findings and proposals, regarding the process, to the Dean's Office to be discussed at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 55: Information Security and Reliability

Subject:	**Processes of Monitoring Information Security and Reliability**
Responsible Unit:	Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	2012 2021 Revised
Internal Stakeholders:	Teaching and administrative staff, students
External Stakeholders:	Unit Advisory Board Department of Information Technologies, Center for Research and Practice in Computer Sciences Istanbul University Communication Coordination Group, AUZEF
International Stakeholders:	-
Application Areas:	All Data Sources
Monitoring Mechanisms:	Student satisfaction surveys (related questions) Academic staff satisfaction surveys (Questions on the subject) Administrative staff (Questions on the subject) Student, academic and administrative staff focus group discussions

	Information and data tools
Performance Indicators:	Student, academic and administrative staff satisfaction rates Survey data on information security and reliability
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	University Information Systems, The Faculty Website, Google Drive, Quality Management System e-mail address, WhatsApp groups

E.4. Support Services

E.4.1. Suitability, Quality and Continuity of Goods and Services

Purchases needed by the units are reported to the Expenditure Officer (Dean of the Faculty). Purchase requests from units are evaluated in terms of approximate cost. The Expenditure Officer (Dean of the Faculty) may decide on the purchases in line with the figure determined in the new budget each year. Offers are received from suppliers (approved and/or new suppliers). Samples are requested from the required products. The collected proposals and approved samples are evaluated by the Inspection Commission and presented to the Expenditure Officer. This is the process of deciding a supplier. The product/service chosen by the expenditure authority is requested from the supplier.

Service procurement and leasing transactions for food and canteen services maintained in the faculty, are carried out by the Rectorate according to the Public Procurement Law No. 4734, and the State Tender Law No. 2886. Food and canteen services maintained in the faculty are carried out by inspection

and control commissions in accordance with the provisions of the legal legislation, and in accordance with the prepared specifications, ensuring the continuity of quality and providing it in a healthy environment.

Support services are carried out within the framework of the Public Procurement Law No. 4734, the Public Procurement Contract Law No. 4735, the Public Financial Management and Control Law No. 5018 and other relevant legislation. Legal obligations in the procurement of goods and services and the criteria for the standard of the service are specified in the tender contracts. In order to plan, evaluate and improve the quality levels expected from all goods and support services outsourced by the institution within the scope of the internal quality assurance system, training on purchasing methods, and supply processes were organized in the faculty.

In the faculty, the Dean's Office is responsible for the management of the suitability, quality and continuity of services and goods. The Unit Quality Coordinatorship conducts studies to measure the quality of the services provided and to make the necessary improvements by organizing a Satisfaction Questionnaire for the staff and students. The Coordinatorship presents its findings and proposals regarding the process to the Dean's Office to be discussed at the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders, and makes the necessary improvements.

Table 56: Suitability, Quality and Continuity of Goods and Services

Subject:	**Processes of Monitoring Suitability, Quality and Continuity of Goods and Services**
Responsible Unit:	Dean's Office,

	Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	December 2016 (revised)
Internal Stakeholders:	Teaching and administrative staff, students
External Stakeholders:	Unit Advisory Board, Suppliers
International Stakeholders:	-
Application Areas:	All goods and services outsourced
Monitoring Mechanisms:	Student, academic and administrative staff surveys Student, academic and administrative staff focus group discussions Goods and service supplier surveys
Performance Indicators:	Student satisfaction rates Satisfaction rate of academic and administrative personnel with goods and services purchased Satisfaction rates of suppliers with the service and goods supply system Satisfaction Survey data for staff and students, numerical distribution of the trainings organized
Date of Evaluation and Improvement:	June, November

	July, December
Place of Sub-criteria in the Information Management System:	Google Drive, Quality Management System e-mail address, WhatsApp groups

E.5. Public Disclosure and Accountability

The Faculty publishes information about all its activities in an open, accurate, up-to-date and easily accessible manner, including educational programs and research and development activities, and hence informs the public. The Faculty has approaches that can measure and evaluate the efficiency of management and administrative staff, and ensure their accountability.

E.5.1. Public Disclosure

The Faculty has prioritized presenting information about both educational programs, and academic, social, and cultural activities in a transparent, accurate and easily accessible way. In this context, the Faculty informs the public through its official website and social media accounts, within the framework of Istanbul University's Corporate Communication Coordinator Directive. The Faculty has units that constantly update and monitor the presented-information to the public.

The institution has units that constantly update and monitor the information presented to the public. In this context, the Unit Corporate Communication Coordinatorship, which is created within this framework, promotes the activities of the institution by providing bulletins, brochures, digital, etc.; and by creating materials. It updates the official website and translates the relevant sections both into English and Arabic. In addition, it announces events and news about the institution on the Istanbul University News Portal and the Faculty Website; Provides coverage in local and national media if seen necessary.

The Faculty uses social media effectively. It announces its activities to its followers on this platform, and considers and evaluates the feedback of the followers. The Faculty follows Social Media statistics.

In addition, the Faculty forms stakeholder groups via its corporate email address (ilahiyat@istanbul.edu.tr). Thus, academic and social activities are announced to the stakeholders via email.

Announcement and results of exams held within the scope of educational activities; announcements and results regarding the mobility of students, instructors and administrative personnel benefiting from the Erasmus, Mevlana, Farabi exchange programs are announced on the website of the institution.

Current data on the number of students, lecturers and administrative staff of the faculty, and administrative-financial and other services of the faculty are shared with the public on the institution's website.

The Unit Quality Coordinatorship organizes Personnel Satisfaction Surveys in June and December in order to measure the efficiency of management and administrative staff within the scope of Quality Assurance System studies.

The Corporate Communications Coordinatorship is responsible for public disclosure activities. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the reports from the coordinators and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 57: Public Disclosure

Subject:	**Processes for Public Disclosure**
Responsible Unit:	Corporate Communication Coordinatorship Dean's Office Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	November 2020 (revised)
Internal Stakeholders:	Students, teaching and administrative staff
External Stakeholders:	Unit Advisory Board, student relatives
International Stakeholders:	-
Application Areas:	- All communication and information tools
Monitoring Mechanisms:	-External stakeholder satisfaction surveys -Academic, administrative staff and student surveys -Academic, administrative staff and student focus group discussions
Performance Indicators:	External stakeholder satisfaction rates Academic and administrative staff satisfaction rates

	Analysis of current/monthly/yearly data on corporate website, number of social media followers, analysis of reports
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	IU News Portal, the Faculty Website, social media accounts, email.

E.5.2. Accountability Methods

The management and the control structures of the institution, and the risk management of financial transactions are carried out by the IU Internal Audit Unit in accordance with the standards with a systematic, continuous, and disciplined approach to evaluate and improve the effectiveness of the management and control processes. In addition, all matters that require an announcement regarding the Faculty's education-training, research-development, social contribution, and management system are announced on the institution's website. Suggestions, requests and complaints received from the Contact Form on the website or from other channels are taken into consideration and evaluated.

The Dean's Office is responsible for the structure of management and administrative units, management of resources, information management system, support services and public disclosure and accountability processes. The Corporate Communications Coordinatorship is responsible for the execution of communication. The Unit Quality Coordinatorship monitors the process in terms of quality; it presents its determinations and proposals to the Dean's Office to be discussed in the Quality Commission in June and November. The commission gathers in July and December, examines the

reports from the coordinators, and reports its evaluations to the Dean's Office. In line with the evaluations of the commission, the Dean's Office takes the opinions of the stakeholders and makes the necessary improvements.

Table 58: Accountability Methods

Subject:	**Processes of Monitoring Accountability Methods**
Responsible Unit:	Dean's Office The Corporate Communications Coordinatorship Unit Quality Coordinatorship (Monitoring and Evaluation)
First Planning Date:	January 2017 (revised) August 2019
Internal Stakeholders:	Teaching and administrative staff, students, Istanbul University Internal Control Unit
External Stakeholders:	Unit Advisory Board, student relatives
International Stakeholders:	-
Application Areas:	– All matters that require an announcement regarding the Faculty's education-training, research-development, social contribution, and management system are announced at the Faculty Website. – Suggestions, requests, and complaints coming from the Contact Form on the

	website or from other channels are taken into consideration and evaluated. – All the programs to be made will be within the framework of the announced calendars. – All kinds of activities with external stakeholders are notified to internal stakeholders. – Feedback is received via surveys.
Monitoring Mechanisms:	Monitoring and reporting of received suggestions, requests and complaints via Faculty Website and surveys, and uploading them to Google Drive; monitoring the contact form; preparation of evaluation reports through meetings
Performance Indicators:	Analysis of survey results; grouping and analyzing the received suggestions, requests, and complaints; comparative analysis of evaluation reports by month
Date of Evaluation and Improvement:	June, November July, December
Place of Sub-criteria in the Information Management System:	Contact Form, the Faculty Website, Google Drive, Quality Management System e-mail address