**REPORT
OF THE EXTERNAL EXPERT COMMISSION
ON THE RESULTS OF THE ASSESSMENT
OF THE PRODUCTION COOPERATIVE "PROGRESS-UNIVERSITY"
FOR COMPLIANCE WITH THE STANDARDS FOR INSTITUTIONAL
ACCREDITATION OF EDUCATIONAL INSTITUTIONS OF HIGHER AND
POSTGRADUATE EDUCATION OF THE ECAQA**

**period of external expert assessment:
May 29 - 31, 2025**

Gyumri, 2025

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LIST OF SYMBOLS AND ABBREVIATIONS

Abbreviation	Explanation
BD	Basic disciplines
WHO	World Health Organization
VC	Videoconferencing
EEC	External Expert Commission
WFME	World Federation for Medical Education
SAC	State Attestation Commission
SCES	State Compulsory Education Standard
STC	State Testing Center
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Education and Health Care
ICT	Information and Communication Technologies
IRC	Information Resource Center
IT	Information Technologies
SFC	State Final Certification and Primary Accreditation of Graduates
IC	Individual Curriculum
CED	Catalog of Elective Disciplines
MPI	Medical and Preventive Institution
MES RA	Ministry of Education and Science of the Republic of Armenia
MH RA	Ministry of Healthcare of the Republic of Armenia
RW	Research Work
RWS	Research Work of students
GED	General Education Disciplines
EP	Educational Programmemes
OSCE	Objectively Structured Clinical Examination
OSE	Objectively Systematized Examination
MS	Midterm Survey
TS	Teaching staff
WC	Working curricula
RF	Russian Federation
CIS	Commonwealth of Independent States
SSS	Student Scientific Society
IWS	Independent work of students
SC	Simulation center
SC	Standard curricula
EMC	Educational and Methodological Council
Cm	Curriculum
EII	Educational and industrial internship
TM	Teaching materials
ANQA	National Agency for Quality Assurance in Professional Education and Accreditation (Armenian National Quality Assurance Agency)
ECTS	European Credit Transfer System
KPI	Key performance indicators
ESG	Standards and guidelines for quality assurance in the European Higher Education Area
BS	Basic accreditation standard
IS	Quality improvement standard

1. Composition of the External Expert Commission

In accordance with the order of the ECAQA under No.12 dated May 2, 2025, the External Expert Commission (hereinafter referred to as the EEC) was formed to conduct an external institutional assessment of the Production Cooperative "Progress-University" in the period from May 29 to 31, 2025, consisting of the following members:

No.	Status in the EEC	Full name	Academic degree/title, position, place of work/place of study, year, specialty
1	Chairman	Yusupov Rustam Rakhimovich	Candidate of Medical Sciences, Associate Professor of the Department of Microbiology and Virology of the NJSC "Kazakh National Medical University named after S.D. Asfendiyarov", Member of the Kazakhstan Association of Medical Laboratory Diagnostics
2	International Expert	Urmanbetov Kubatbek Samyibekovich	Doctor of Medical Sciences, Head of Department, Deputy Director for Science, Chief Physician, Senior Researcher of the Research Institute of Cardiac Surgery and Organ Transplantation of the Ministry of Healthcare of the Kyrgyz Republic (MoH KR), Acting Professor of the Kyrgyz State Medical Institute for Advanced and Retraining of Personnel of the Ministry of Healthcare of the Kyrgyz Republic
3	Academic Expert	Arenova Assyl Khadyrzhanovna	Doctor of Pedagogical Sciences, Professor of the Department of "Primary Education" of the NJSC "Abai Kazakh National Pedagogical University", Honorary Professor of the International Institute of Differential Psychology
4	Academic Expert	Kurmanova Almagul Medeubayevna	Doctor of Medical Sciences, Professor of the Department of Clinical Disciplines of the Faculty of Medicine and Healthcare of the Kazakh National University named after Al-Farabi, Leading Researcher of the Scientific Center for Obstetrics, Gynecology and Perinatology of the Ministry of Healthcare of the Republic of Kazakhstan
5	Academic Expert	Shamsutdinova Alfiya Gumarovna	Head of the Department of Science, Deputy Director of the Research Institute of Fundamental and Applied Medicine named after B. Atchabarov of the Kazakh National Medical University named after S.D. Asfendiyarov, President of the Association of Bioethics and Medical Law, doctor of the highest category in public healthcare.
6	Employer Expert	Khachik Galstyan	Director of Polyclinic No.1, Surgeon of the Department of General and Laparoscopic Surgery, Gyumri, Republic of Armenia
6	Student Expert	Yakubov Denis Sergeyevich	6th year student in the specialty "General Medicine" NEI "Kazakh-Russian Medical University", Almaty, Republic of Kazakhstan
7	Student Expert	Artiom Genrikovich Sarukhanyan	4th year student in the specialty "History" of Shirak State University, Gyumri, Republic of Armenia

The EEC report includes a description of the results and the conclusion of the external assessment of the educational organization for compliance with the Standards for Institutional Accreditation of

Educational Institutions of Higher and Postgraduate Education, the EEC recommendations for further improvement of the university and recommendations to the ECAQA Accreditation Council for accreditation.

2. General part of the final report
2.1 Presentation of the Production Cooperative "Progress-University"

Name of the organization, legal form of ownership, BIN	*Production cooperative "Progress-University", 05501843*
Date of establishment	*1990*
Location and contact details	*3101, Republic of Armenia, Gyumri, Tehran Mets Street 1, Tel: (+374) 777099222* *E-mail: progress_am@rambler.ru*
Managing body	*Rectorate*
State license for educational activities in residency (date, number)	*Certificate of state accreditation BNo.0005, dated July 06, 2022, order No.1238-A/2*
Information on state accreditation	*No*
Full name of the first head, position	*Khachatryan Rafik Zarzandovich, rector*
Presence of a supervisory board (date of establishment, chairperson)	*No*
Information on branches, subsidiaries (if any, indicate the address, date of establishment, what levels of education and programmes are implemented)	*No*
Information on the strategic plan (programme) for development (year, date of approval)	*Strategic development programme of the production cooperative "Progress-University" for 2023-2030, date of approval June 9, 2023*
Presence of an approved Quality Assurance Policy	*Regulations on quality assurance*
Levels of educational activity/number of programmes for the current year/programmes without a contingent of students	*Bachelor's degree in 8 specialties, without a contingent of students - 2 specialties (journalism, biochemistry).* *Master's degree in 3 specialties, without a contingent of students - no* *Doctoral studies PhD no*
Quality indicators of students	Quality indicators of academic performance in percentages on average over the past 5 years is 85%
Number of distance learning programmes	no
Number of contracts with practice, business and production bases in the current year	*8*
Presence of own practice base	*2*
Human resources	Total number of teachers - 58, including full-time - 25, part-time - 33. Academic degree holders rate of full-time teachers, % - 30
Presence of a division responsible for the educational process	Academic department Year of establishment 1990 Head – Abadezhyan Naira Karushevna

Number of scientific projects over 5 years	1
Information on accreditation of scientific activity	no
Number of international agreements for 5 years	4
Position in the republican rating of educational organizations	*no*
Participation in the international rating and position	*no*
Website Instagram Facebook with active pages	https://progressuniversity.net/ https://www.facebook.com/profile.php?id=100063489191191

Strengths of the educational institution and achievements over 5 years:

I.   Educational and methodological direction

Over the past 5 years, the following equipment has been purchased to improve the quality of the educational process.

- Dormitory for students 2023-2024. - Bed with its own bedding, pillows, mattresses, bedside tables, chairs, tables, curtains, blinds, refrigerators, washing machines.

- Laboratory rooms 2023-2024. - Microscopes, herbariums, dummies of human organs, test tubes, flasks, skeletons, operating table, operating lamp, dental-mechanical and dental devices and instruments, surgical instruments, anesthesia machine, dryer, autoclaves, collection of chemicals, chemical reagents, scales, intubation device, etc.

- Modern equipment 2023-2025. - Electronic boards - 2024, simulation table - 2025, gasification of the second building - 2024.

Graduates

- Gagik Hakobyan - Lawyer/Judge - Shirak Regional Court of First Instance

- Ani Hovhannisyan - Assistant Lawyer/Judge - Shirak Regional Court of First Instance

- Panosyan Agunik - Assistant Lawyer/Judge - Shirak Regional Court of First Instance

- Harutyunyan Gohar - Philologist/Teacher - ARAGATSAVAN SECONDARY SCHOOL NUMBER 1 State Non-Commercial Organization (SNCO)

- Prazyan Lina - Philologist/Teacher – Brooklyn, Touro University

- Ghazaryan Armen - Finance/Teacher - YEREVAN BASIC SCHOOL No. 61 AFTER KING ARGISHTI THE FIRST

- Nush Nalbandyan - Psychology (Master's Degree)/Psychologist - YEREVAN BASIC SCHOOL No. 61 AFTER KING ARGISHTI THE FIRST

- Gasparyan Nazik - Primary Pedagogy and Methodology/Teacher: - ERNJATAP SECONDARY SCHOOL NAMED AFTER YEGHISHE CHARENTS State Non-Commercial Organization (SNCO)

- Zohrabyan Susanna - Primary Pedagogy and Methodology/Teacher - GYUMRI MUSIC SCHOOL No.4 NAMED AFTER ARSHAK BRUTYAN

- Hrayr Sirekanyan - Head of Gyumri Department of the Ministry of Defense of the Republic of Armenia, Head of Civil Defense

- Anahit Nalbandyan - Leading Financial Specialist

- Ninel Manukyan - Chief Accountant of the RA Police Department

- Haykanush Avalyan - Prosecutor of the Avan and Nor-Nork Administrative Districts of Yerevan

- Tigran Voskanyan - Judge of the Yerevan City Criminal Court of First Instance of General Jurisdiction

- Gegham Baghdasaryan - Head of the Legal Department of the Gyumri Regional Administration

- Khnkoyan Shushan - Lawyer

II. Scientific direction

Over the past 5 years, the university's teachers has published 15 articles.

III. International direction

Over the past 5 years, the university has signed 4 agreements on scientific cooperation:

1. Cooperation Agreement Between EMU University, Uzbekistan and "Progress" University, Republic of Armenia   April 09, 2024

2. Memorandum of Understanding for Collaboration Between British American University, Florida USA & "Progress" University, Republic of Armenia   September 25, 2024

3. Agreement on scientific cooperation, non-governmental autonomous non-profit Private educational institution of higher education "Academy of Marketing and Social-Information Technologies - IMSIT" Krasnodar and Gyumri University "Progress" September 16, 2021

4. Memorandum of Understanding, Macau Digital Library Association /MDLA/ & "Progress" University of Gyumri   02.02.2024

IV. Social direction

Discount on tuition fees for 20 students, bonus for 10 employees for professional approach to work, organization of student excursions and organization of recreation in recreation areas, holding of student events, dormitory is provided.

Social assistance in registration of documents: Simplified procedure for obtaining necessary certificates and documents for social support.

A discount on tuition fees can be provided to students in need regardless of academic performance.

The University has an academic building and a dormitory, with new furniture, renovation, with sufficient living space ≥ 6 m² per person, shower, kitchens, sanitary facilities, rooms for washing and drying clothes.

2.2 Information about previous accreditation

Until now, the accreditation of the Production Cooperative "Progress-University" has not been carried out.

2.3 Brief description of the self-assessment report of the Production Cooperative "Progress-University" and conclusions on completion

The institutional self-assessment report of the "Production Cooperative "Progress-University"" (hereinafter referred to as the report) is presented on 117 pages of the main text, annexes on 21 pages, copies or electronic versions of 78 documents located at the link https://drive.google.com/file/d/19s7c90XeCfQ3aXIenf5QTDW1KUrSrwiR/view.

The report is characterized by a complete analysis of the degree of achievement of goals, compliance with regulations and standards, the effectiveness of internal processes, reflects not only achievements, but also problems, risks, ways to overcome them, provides links to internal documents confirming the conclusions, touches upon all the main areas of the organization's activities: management, educational activities, human resources, material and technical conditions, educational work, we note the collective nature of the self-assessment - different categories of employees participate in it. Answers are given to all 10 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for conducting institutional self-assessment of educational institutions of the ECAQA, provided (hereinafter referred to as the educational institution) by the accreditation center - ECAQA, as well as internal unity of information. A cover letter is attached to the report signed by Rector Khachatryan Rafik Zarzandovich, which confirms the reliability of the quantitative information and data included in the institutional self-assessment report.

The report contains a list of 15 members of the internal self-assessment commission indicating the responsibility of each employee, information about the representative of the organization responsible for conducting the institutional self-assessment.

The institutional self-assessment was conducted on the basis of the Rector's Order under No.101 dated October "22", 2024 "On the establishment of a working group to conduct institutional self-assessment and write a report" (Order of the Rector of "Progress" University No.101 and in accordance with Agreement No.25 dated October "22", 2024 between the ECAQA (Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care) and the Production Cooperative "Progress University").

The description in the self-assessment report is quite complete and updated in terms of the number of students, teachers, administration, information on selection and admission, learning outcomes and knowledge and skills assessment results. It includes information about its own physical facilities with a total area of 6,312.5 m^2, there is also an adjacent closed courtyard, a recreation area and a sports ground with a total area of 4,900 m^2, a total of 11,212.5 m^2 and a number of beds - 300, of which 160 are female and 140 are male, as well as third-party practice bases (10 in total), contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement, etc.

The report reflects the institution's ability to self-reflect - to recognize its own strengths and weaknesses, the report traces the connection between current activities and the strategic goals of the institution, all sections are interconnected. The report contains tables and figures and diagrams contain links in the text and are sequentially numbered.

3. Description of the external expert assessment

The external expert work within the framework of the institutional assessment of the Production Cooperative "Progress-University" was organized in accordance with the Guidelines for the external assessment of educational institutions of higher and postgraduate education and educational programmes of the ECAQA. Dates of the visit to the organization: May 29 - 31, 2025.

The sequence of the visit over 3 days is presented in detail in the Visit Programme (hereinafter referred to as the programme), which is in the documentation of the accreditation center.

To obtain objective information, the EEC members used the following methods and their results:
- conversation with management and administrative staff - 15 people;
- interviews with students - 15 people, graduates - 9 people, including foreigners - 9 (*from India*);
- study of the website https://progress-hamalsaran.am/ https://progressuniversity.net/
- interviews with 12 employees, 20 teachers.
- questionnaires of teachers and students - 18 and 124, respectively;
- At the time of the visit, the educational process had ended.
- review of resources in the context of fulfilling accreditation standards: 4 practice bases were visited, including the Gyumri Medical Center, the Gyumri Dermatovenereology and Cosmetology Center, the obstetrics and gynecology unit of the "Gyumri Medical Center", the pathoanatomical unit of the "Gyumri Medical Center", where training is conducted under one educational programme with the participation of 5 full-time teachers and 5 part-time workers;
- study of educational and methodological documents in the amount of ____ units both before the visit to the organization and during the visit to the divisions (the list of documents studied is in **Annex 2**).

The staff of the accredited organization ensured the presence of all persons specified in the visit programme and in the lists of interview and conversations sites (Table 1).

Table 1 - **Information on the number and category of participants in meetings, interviews and conversations with the EEC members**

No.	Position	Quantity
1	Rector	1
2	Vice-rectors	3
3	Head of the Academic and Methodological Administration	1
4	Chief accountant	1

5	Head of the HR Department	1
6	Deans	5
7	Director of the Internal Quality Control and International Cooperation Department	1
8	Heads of Departments	11
9	Teachers	20
10	Library Director	1
11	Director and specialist of the career center	2
12	Director and specialist of the information technology center	2
13	Leading specialist of the credit center	1
14	Students	15
15	Graduates	7
16	Employers	7
17	Members of examination committees	15
18	Head of the credit center	1

On the last day of the visit to the organization, a meeting of the EEC members was held on the results of the external assessment. The EEC members began drafting the final report of the EEC. Generalizations of the external assessment results were made. The experts individually filled out the "Institutional quality profile and external assessment criteria for compliance with the ECAQA Accreditation Standards". The EEC members did not make any comments. Recommendations for improvement for the educational institution were discussed and the Chairman, R.R. Yusupov, held a final open vote on the recommendations for the ECAQA Accreditation Council for the accreditation period.

Comfortable conditions were created for the work of the EEC, access to all necessary information and material resources was organized. The Commission notes the high level of corporate culture of the team, prompt provision of information to the EEC members, organizational support, technical equipment of workplaces - separate rooms with a reliable Internet connection, office equipment (laptops, printers, scanners), prompt communication with stakeholders have been allocated for the work of the EEC.

When conducting a survey of students, 100% rated the work of the External Expert Commission for accreditation as positive. All respondents (100%) believe that it is necessary to accredit the educational institution.

According to 100% of teachers, the survey conducted by the ECAQA is useful for developing recommendations for improving the key areas of activity of the accredited educational institution.

At the end of the visit programme, the Chairperson of the EEC announced recommendations for the management and staff of the educational institution based on the results of the external assessment as part of the institutional accreditation.

4. Analysis of compliance with accreditation standards based on the results of the external assessment

STANDARD 1. MISSION AND POLICY OF THE EDUCATIONAL ORGANIZATION FOR QUALITY ASSURANCE

The University mission was developed by the Director of the Department of Internal Quality Control and International Cooperation.

The mission was approved in 2023 as part of the strategic development programme for 2023-2030.

The University involved a wide range of stakeholders in the process of developing and approving the mission, including the rector, vice-rectors, deans, department heads, teaching staff, students, university departments and stakeholders.

During interviews with teachers (20 people), experts asked the following questions about the mission: How would you formulate the mission of our university in one or two sentences? How does the mission influence what and how you teach? To what extent does the current mission inspire you? The following answers were received: "The University trains in-demand professionals for the regional economy and conducts applied research that improves the quality of life in society", "I built a project-based research module into the course because the mission emphasizes "research that changes society". Students work on real cases of city services", "If I were to judge on a scale of 1-5, I would give it 4 out of 5. The wording is clear and ambitious, but I would like to see a more pronounced emphasis on internationality." The same question was asked to the surveyed students (15 people) and they, in turn, answered that "This is a place where we are not just taught subjects, but taught to solve real problems of society and build a career", "To make the "mission in action" more noticeable: stands with stories of graduates".

Having analyzed the mission of the university, the experts came to the conclusion that it reflects the central value - concern for the well-being of a person and society, a focus on the highest quality standards in education, science and clinical care, the priority of humanistic values and professional responsibility. The mission takes into account the educational strategy aimed at developing clinical skills, scientific thinking and ethical consciousness in students, creating an educational environment that develops critical thinking and leadership qualities. Thus, the mission reflects the values of quality, humanism and innovation, and is aimed at a comprehensive improvement in human health through the training of professionals, the creation of knowledge and its practical application for the benefit of both the local and global community. The mission is drawn up in accordance with the requirements of state educational standards, namely, the validity of high-quality training of competent professionals. When asked, "How do your discipline and teaching methods help to realize the mission of the university?" faculty responded that courses use simulation scenarios, which develop empathy and ethical thinking. When asked to employers, "What benefits do you see for your institution and patients when you hire graduates prepared in line with this mission?" they responded that they value the combination of a strong clinical foundation and research skills. With an emphasis on compassion and ethics, they build trusting relationships with patients and improve the overall quality and safety of medical care.". The university provides the opportunity to engage in continuing professional development by participating in advanced training courses. For this purpose, the Department of Internal Quality Control and International Cooperation operates.

The Quality Assurance Policy (hereinafter referred to as the Policy), reflecting the institutional vision, strategic goal and development strategy, was developed in 2023 and communicated to all employees through information stands, as well as at department meetings.

The Policy is based on the Law "On Higher and Scientific Education" (project 2023), the state authorized agency ANQA conducts institutional and programme accreditation, guided by criteria No. 959-N and regulations linked to ESG-2015. The Policy includes: principles and goals, responsibility and structure, description of processes, control and improvement tools, which ensures the link between scientific research, teaching and learning and takes into account such national requirements as laws, state programmes, government regulations, qualification frameworks and ANQA criteria.

The principles of strategic management are traced in all internal regulatory documents. The experts visited the Department of Internal Quality Control and International Cooperation, where they were convinced that this department is responsible for managing the key areas of the university's activities: creating university regulations, publishing an annual quality report, developing an annual department plan, monitoring and reporting.

The University's Strategic Development Plan for 2023-2030 was developed in 2023 and approved at a meeting of the Academic Board, No.142, dated June 9, 2023.

The development of the Policy and Strategic Plan involved such stakeholders as the rector, vice-rectors, deans, heads of departments and student community representatives. Important issues have been taken into account, including mission and value uniqueness, environmental analysis and compliance with regulations, academic programmes and digital transformation. The uniqueness of the Strategic Plan lies in its reliance on both clearly formulated values of the university and regular

analytics - labor market monitoring, demographic forecasts, benchmarking results, mechanisms for continuous self-updating, which allows achieving success in UniRank (Armenian University Ranking) and others.

The collection and analysis of information on the main areas of the University's activities is carried out by the credit center (Artur Stepanyan) and is issued in the form of a summary statement with quantitative results, which is stored in the dean's office. The experts familiarized themselves with the report for 2020-2025 and SWOT analysis, which presents: educational activities, research and innovation activities, external partnerships and international cooperation, social mission and interaction with society.

The strategic plan is approved at a meeting of the Academic Board of the University.

The adequacy of resources to ensure all the main activities of the university (the above-mentioned key areas) and the need for their expansion (change) are analyzed by the Department of Internal Quality Control and International Cooperation. The latest changes to the plan took place in 2023 and were related to the university infrastructure. The experts interviewed teachers about their participation in the formation of the goals and objectives of the University's Strategic Plan for 2025 and received the answer that they are involved, since they see every day what works in the curricula and what hinders students; they also provide research projects and publications.

The institutional autonomy of the university is carried out on the basis of the Constitution of the Republic and the Law of the Republic of Armenia "On Higher and Postgraduate Professional Education" and includes such areas as academic, organizational, financial and economic, personnel. Institutional autonomy allows the university to independently manage internal academic issues, such as curriculum development, education quality assessment and student enrollment, as well as make decisions on strategic issues, including the charter and budget.

The University has an Internal Quality Assurance System, which was implemented in 2023. The organizational structure developed in 2023 includes 13 divisions. The experts reviewed the documents confirming the implementation of Standard 1, including: Seven areas for quality assessment and recognition, Internal quality assurance system, Guidelines for developing an internal quality assurance system, Quality assurance framework and quality assurance guidelines. According to the interviewed teachers, for them, ensuring the quality of education consists of clearly formulated and transparent criteria for assessing learning outcomes that are equally applicable to all students, regular internal and external monitoring of curricula with subsequent revision of content and methods, systematic collection of feedback from students and graduates and taking this information into account when updating courses and continuing professional development of teachers.

Thus, the experts found that the university has a mission, vision and strategic goal. The sustainability of the university is evidenced by its physical facilities, student enrollment, transparent management structure and internal quality control system.

Conclusion on compliance with standard 1:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
1.1	BS	Fully complies
1.2	BS	Fully complies
1.3	BS	Fully complies
1.4	IS	Fully complies
1.5	BS	Fully complies
1.6	BS	Fully complies
1.7	BS	Fully complies
1.8	BS	Partially complies
1.9	BS	Fully complies
1.10	BS	Partially complies
1.11	IS	Fully complies
Conclusions of the EEC by		Comply with 11 standards: fully - 9, partially - 2, do not comply - 0

the criteria	
Recommendations for improvement:	1) To support the principles and requirements of the QMS, including the collection, analysis and presentation of information (BS 1.8) 2) Active use of institutional autonomy opportunities in developing the EP (BS 1.10)

Standard 2. EDUCATIONAL PROGRAMMES

The University has developed educational programmes based on the following regulatory acts and laws: "On Education" NO-297 (14.04.1999), No.332-N (24.03.2011) and updated No.714-N (28.07.2016) "On Approval of the National Qualifications Framework (NQF)" - eight levels, 6-8 - higher education, ANQA_manual_ARM, ANQA-Pilot-Final_Report-ARM. In other words, the EP is developed based on the NQF (qualification level) and the state standard of its specialty. Educational programmes are consistent with the mission of the university (see standard 1) and include goals that are based on an understanding of what the university wants to achieve as an organization, the goal of the EP should "reveal" part of the overall mission of the university. The expected learning outcomes are included in the educational programmes, since all regulatory and accreditation requirements for the design and assessment of the quality of higher education in Armenia are focused on them. At the same time, the requests of employers are taken into account, including possession of professional competencies (specific processes), teamwork, flexibility, the ability to quickly learn for new tasks.

During a meeting with teachers and students, experts received evidence of the fulfillment of the stated learning outcomes: they familiarized themselves with the portfolio of graduation projects, selectively analyzed examination papers and interviewed students about the development of competencies specified in the EP. The structure of the bachelor's degree programmes and curriculum includes the total volume, credit, semester, content, the share of electives and compulsory courses in the programme, educational modules. Elective components are developed based on the National Qualifications Framework (NQF, Resolutions No.332-N / 714-N), ANQA Criteria (Resolution of the Cabinet of Ministers No.959-N), the Law "On Higher and Postgraduate Professional Education" (NO-62-N, 2004), professional standards and take into account the opinion of employers. Requirements for independent student work are described in the EP, curricula.

During interviews with students (non-medical programmes): law, economics, humanities and students of the continuing integrated educational programme "General Medicine", experts received the following information: that students understand the goals of the programme and expected learning outcomes, transparency of criteria on the exam, there is access to the library, e-resources, student surveys on the quality of the educational process.

The experts analyzed the procedures for assessing, reviewing and approving educational programmes, which include internal — the university procedure of development → review → approval and external — state license + state/programme accreditation ANQA.

Approval of educational programmes is carried out at a meeting of the Academic Board and is recorded. The experts familiarized themselves with the minutes of the meeting of the Academic Board.

The qualification obtained as a result of mastering educational programmes is clearly defined and complies with the National Qualifications Framework in Higher Education, the State Educational Standard and the typical profile of the direction, the Law "On Higher and Postgraduate Professional Education" (NO-62-N, 14.12.2004) and, therefore, complies with the European Qualifications Framework.

The University conducts training of 4 years in non-medical and 5, 6 years in medical EP in the state/Armenian and English languages. Total number of graduates since the beginning of the implementation of the EP of Bachelors - 79, first graduation is in 2024.

A total of 13 educational programmes have been developed and implemented: jurisprudence, finance, Armenian language and literature, foreign language and literature, elementary pedagogy and methodology, psychology, journalism, biochemistry, general medicine, dentistry specialties.

The principles of equality in the organization and conduct of training are implemented through

compliance with the legislation, namely, the Constitution of the Republic of Armenia, the Law "On Education", the Law "On Higher and Postgraduate Professional Education", the Law "On the Rights of Persons with Disabilities", EU-On Inclusive Education, as well as internal documents On Inclusive Education. Mechanisms for preventing violations include adherence to the Convention against Corruption, regular monitoring and publicity.

When analyzing the documentation (EP, curriculum), surveying 3rd and 4th year students and questioning 15 students, experts found that students are provided not only with academic knowledge, but also with the necessary skills and abilities that can have an impact on their personal development. The university holds such events for personal development as interactive trainings, master classes on time management (Pomodoro, GTD, Kanban), individual coaching sessions with tutors, a school of mentors.

Students participate in the development of educational programmes by means of questionnaires and participation in discussions and decision-making.

During meetings with senior staff, teachers and students, experts established that the outcomes of external examinations, such as employers, were taken into account when developing educational programmes. Intra-departmental control is carried out, based on the activities of a working group together with an invited external expert. The educational and methodological department, the department of internal quality control and international cooperation, the information technology center, the credit center, with whom the meeting with the experts took place, are responsible for these processes.

The students' academic workload is taken into account in ECTS credits and is 60 ECTS per academic year ($\approx$ 1,800 academic hours, based on 30 hours per 1 credit).

The implementation of work experience internship is organized and controlled by the department and the educational and methodological administration. In total, there are 9 practice bases in medical and non-medical areas. When talking to students, they rated their satisfaction with practical training (90%) and the place of practice (92%). The experts studied 8 documents on practice, including the curriculum of the practice, the rector's order, the university-base agreement, the letter of referral to the organization-base, the individual assignment.

The structural divisions responsible for educational programmes are the educational and methodological administration and departments. The educational and methodological administration operates on the basis of the Regulation and includes 3 people. The experts familiarized themselves with the documents: the schedule of the educational process (academic calendar), working curricula for each EP, the plan of methodological work of the departments (seminars, publications, review), the schedule of advanced training of the teaching staff, reports. The documents reflect the results of the design of the educational programme, internal quality assessment. The activities of this division are monitored by the Vice-Rector for Academic Affairs.

Periodic modification (update) of educational programmes is carried out based on feedback from employers. 3 questionnaires have been developed and are used, indicating the necessary inclusion of certain disciplines. According to the results of a survey of 65 students, which the university conducted in 2022, it was found that students want more active formats of the educational process in class, few project assignments. According to the results of a survey of 12 teachers, it was found that new disciplines (AI, ESG, data-skills) should be included and fundamental training should be improved.

During a meeting with the head of the educational and methodological administration, the experts clarified the following: plans include forming a working group for the "quick adjustment" of the curriculum, internal audit work, departments responsible for updating the EP have been appointed, a "stakeholder council" will be created (5 students + 5 teachers + 2 employers) as a permanent feedback channel.

At the time of the experts' visit, the accounting classes were over.

Academic freedom of employees and students is implemented in relation to updating the educational programme. Thus, it is possible to note the freedom of methods and assessment tools, the voice of students carries weight at all stages, the faculty emphasizes that it "constantly reviews the proposed programmes".

Thus, experts in the process of studying the institutional self-assessment report, reviewing 78 documents, meetings with the rector, vice-rector for academic affairs, head of the educational and methodological administration, deans, heads of departments, teachers, students, interviews with students and teachers, established that there is a strategic alignment with the university mission, a low proportion of active forms of learning, overall satisfaction of students and teaching staff with the implementation of the EP, a need for a targeted programme for advanced training of teaching staff in the disciplines taught, a sufficient proportion of foreign students, academic exchanges, English-language courses, a good indicator of the results of student/teacher surveys.

The assessment of the standards implementation showed that the strongest side is demonstrated by the fact that the educational programmes are formed from the mission and NQF, contain clear ILO, ECTS credits, specialized and electives, there is an honesty policy, annual monitoring, department report, there is an external expert/employer, logical connection "university mission - courses". At the same time, it was found that the university does not fully achieve the implementation of the labor market analysis when revising the content, the formal choice of methods, the assessment scales differ between disciplines, the appeal mechanisms work fragmentarily. The experts found that there is a low variability of electives, the formal nature of annual reports: the conclusions do not always transfer into specific corrective actions and improvement is required in matters of strengthening internal regulations, updating the content of the EP, because rapidly changing industry and technology standards make parts of courses obsolete in 2-3 years, introduction of active teaching methods, now this is ≥ 40%, formative feedback every/every other week, agreements with the industry for project-based practices, mentoring "experienced-young" teacher, Individual student trajectories, Not implemented: electronic bank of assessment tools, cloud laboratories, services for student support, including technical, student mobility and staff-weeks of teachers, international online guest lectures, KPI.

Conclusion on compliance with standard 2:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
2.1	BS	Fully complies
2.2	BS	Fully complies
2.3	BS	Partially complies
2.4	BS	Fully complies
2.5	BS	Fully complies
2.6	BS	Fully complies
2.7	IS	Fully complies
2.8	IS	Partially complies
2.9	BS	Partially complies
2.10	BS	Fully complies
2.11	IS	Partially complies
2.12	IS	Partially complies
Conclusions of the EEC by the criteria		Comply with 12 standards: fully - 7, partially - 5, do not comply - 0
Recommendations for improvement:		1) Involve more stakeholders in the development of the EP (BS2.3) 2) Involve highly motivated and successful graduates, active students in the development of the EP (IS2.8) 3) Use the resources of the created divisions, including the Credit Center for recording the fulfillment of the department's academic load, students' academic achievements, as well as systematically recording the results of all external and internal examinations and control checks (IS2.9) 4) Implementation and maintenance of a system of documented procedures, documentation management, including based on the

	results of communication with stakeholders, the frequency of EP revision (IS2.11) 5) Active use of the academic freedom of the teaching staff and students to make additions and changes to the Curriculum and Programmes of disciplines and improve the Standard curriculum (IS2.12)

Standard 3. STUDENT-CENTERED LEARNING AND STUDENT'S EVALUATION

Student-centered learning and teaching are focused on students achieving the stated learning outcomes, actively involving them in project-based research activities, creating individual trajectories, providing a choice of elective modules and forms of assessment, as well as regular formative feedback between the teacher and the student. This process is documented in the University's Strategic Development Programme for 2023-2030. When surveying students, experts obtained evidence that 83% of respondents confirmed the ability to choose elective courses and/or the format of test assignments; 76% indicated that they receive constructive feedback from teachers, 71% noted that project assignments are related to their professional interests and contribute to the development of practical skills.

Motivational approaches to active student engagement in the educational process include gamification of educational modules, "student-to-student" mentoring and feedback sessions with subsequent course adjustments. The experts reviewed the following documents: analytical report on student feedback: survey results for the 2024/25 academic year. They reflect the student-centered nature of learning, including the student's right to choose an individual educational trajectory and electives and the use of student survey data to promptly improve the content and methods of disciplines.

At the time of the visit, the educational process had ended.

The university uses various teaching and learning methods, including: overview and interactive lectures, dialogue seminars, case method, project method and role-playing games.

The experts obtained this information both from the institutional self-assessment report and during interviews with teachers and students. The choice of a teaching method for a specific discipline or class is determined by the expected learning outcomes, the content of the discipline, the characteristics of the students, the format and requirements of assessment and depends on the topic, goals and objectives, resources.

Independent work of students (IWS) is carried out in the form of essays, calculation and graphic tasks, analytical reviews, online quizzes and mini-projects. Approaches to organizing IWS are documented in the "Regulations on independent work of students". IWS at different levels of education differs, for example, when studying in a bachelor's degree, typical calculation tasks, interactive simulators and team mini-projects are more often used, and in a master's degree - research projects, case studies with real data and preparation of publications.

Feedback from students and teachers on the issue of satisfaction with teaching and learning methods is carried out twice a year by the credit center. The results of the 2024 survey conducted by the university showed that 78% of students and 84% of teachers consider the methods used to be "effective" or "rather effective", while 68% of master's students noted an increase in research competencies.

The experts familiarized themselves with the questionnaires and results of a survey of 25 teachers and 68 students, which the university conducted in 2024.

Analytical and critical thinking is formed and developed in students through regular case studies, debates, analysis of scientific articles, project-research assignments. Evidence of this was obtained by experts when studying the syllabi of the 2024-2025 academic year, student portfolios.

To date, the university does not have any functioning scientific clubs. The Student Scientific Society (SSS) is mentioned in the self-report, but in general terms and no materials were presented during the visit. The activities of the SSS are supervised by the Vice-Rector for Research and the Research Center. Students do not participate in research projects or R&D work in general. During

interviews with students, only 2 students spoke about their research activities and competitions in which they took part with confirmation.

Today, the university has a total of 734 students, of which 605 are undergraduates, 129 are graduates in 13 educational programmes, of which 93 are foreign students from India. Among them, there are no socially vulnerable groups of the population and people with special needs (disabled people).

The university has not presented such a document as the Code of Ethics.

The principles, methods and practices used for student assessment are included in the document - Internal Quality Assurance System, which was developed by the Department of Internal Quality Control and International Cooperation by distributing assessment procedures in the ratio of 60% current (formative) and 40% final (summative) assessment and its compliance is monitored by the Educational and Methodological Department together with the deans' offices. The experts familiarized themselves with the documents on student assessment, including Higher Education in Armenia. There are comments on the design of documents: non-uniform format of criteria numbering, lack of unified stamps and signatures of commission chairpersons, inconsistency of fonts in annexes. The student's academic progress is reflected in the individual curricula. The experts studied 48 examination reports of students of 1-6 courses in the specialties of jurisprudence, finance, Armenian language and literature, foreign language and literature, elementary pedagogy and methodology, psychology, journalism, general medicine, dentistry specialties. The criteria for establishing passing scores, grades and the number of permitted retakes are determined on the basis of the Rules for the organization of the educational process, taking into account the requirements of ECTS and are included in the document - "Guidelines, criteria and standards".

The interviewed students said that they are satisfied with the assessment methods, at the same time, some students believe that the scoring criteria are not always explained in sufficient detail before the start of the course. Students rated the objectivity of the assessment of their knowledge and skills at 8 points out of 10.

Experts determined that the assessment process for students at all levels of education is consistent, objective in relation to all students and open and accessible to students and external experts. Evidence of this is reflected in the minutes of the meetings of the examination committees and the statements.

External examiners are involved in the final assessment process. This is done on the basis of the "Guidelines, Criteria and Standards" and to ensure the objectivity of the results. Avoiding a conflict of interest of the invited examiners is ensured by preliminary checking the absence of family, business or employment ties with students and signing a declaration of independence. In 2023, 5 independent examiners were invited from among specialized teachers of partner universities and representatives of practicing employers. The University conducted a survey of the invited examiners on the issue of transparency and fairness of the assessment procedures and found that 95% of respondents were completely satisfied with the organization of the process, and the remaining 5% noted only minor technical shortcomings. Examiners participate in writing the report; their participation is formalized by an order. The experts reviewed 24 orders for 2022-2023.

The procedure for responding to student complaints is documented in the "Quality Assurance Framework". In 2022, 6 complaints were received and in 2023 - 8. A commission is formed to consider complaints from representatives of the Student Affairs Office and professionals of the internal quality control service. The results of the commission's work are formalized in the form of a meeting protocol and an order from the rector on the measures taken. The experts reviewed 9 student applications and 9 reports on the results of the complaint review. Most often, students complained about delays in assigning grades and teachers' failure to comply with the schedule.

The system for appealing assessment results is documented in the form of the "Quality Assurance Framework". In 2022, 15 applications for appeal were received, and in 2023 - 10.

To consider appeals, a commission is formed from a representative of the examination committee, a specialized expert teacher and an employee of the EMC. The results of the commission's work are drawn up in the form of an act-minutes of the appeal committee with the

annex of adjusted statements. The experts familiarized themselves with 13 student applications for appeal and 13 reports on the results of considering appeals.

An assessment of the reliability and validity of assessment methods is carried out by analyzing examination tasks and comparing scores of different examiners. For this purpose, the University has created an Information Technology Center. Assessment is carried out twice a year. This process is documented in the form of a report.

A survey of students and teachers about assessment methods is carried out every semester using a paper questionnaire. For example, the results of a survey of students in 2024 showed that 87% consider the assessment criteria understandable, but 24% would like to receive more detailed feedback after the exam. The results of a survey of 56 teachers showed that 90% were satisfied with the procedure, but 28% had difficulties developing rubrics for practice-oriented assignments.

The results of the survey on the quality and satisfaction of student assessment methods are announced at meetings of the Academic Board and published in the Annual Report.

Implementation of new assessment methods, such as assessment using criteria rubrics. The responsibility for this lies with the division — the Information Technology Center.

Thus, the university demonstrates certain successes in defining and applying student assessment methods, namely, the presence of a regulatory framework, regular psychometric analysis of assessment materials, the involvement of independent external examiners and the public disclosure of survey results and final assessment. At the same time, experts identified a number of problems, including insufficiently detailed information to students about the scoring criteria before the start of the course, limited depth of feedback on exam results, and a lack of methodological support for teachers in developing rubrics for practice-oriented assignments.

Conclusion on compliance with standard 3:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
3.1	BS	Fully complies
3.2	BS	Fully complies
3.3	BS	Fully complies
3.4	BS	Fully complies
3.5	BS	Fully complies
3.6	BS	Fully complies
3.7	BS	Fully complies
3.8	IS	Fully complies
3.9	IS	Fully complies
3.10	IS	Fully complies
3.11	IS	Fully complies
3.12	IS	Fully complies
Conclusions of the EEC on the criteria		Comply with 12 standards: fully - 12, partially - 0, do not comply - 0
Recommendations for improvement:		no

Standard 4. STUDENTS, ADMISSION AND SELECTION POLICY, QUALIFICATIONS

Regulations on the admission of foreign students and the Armenian Diaspora (approved on 06.06.2022) and includes a clearly defined provision on the student selection process.

When enrolling students, such criteria as the average score in entrance exams are taken into account.

A total of 734 students are studying in 13 educational programmes.

In 2022, 20 people were accepted for study, including 18 students for the bachelor's degree programmes, 2 - for the master's degree, and none for the doctoral programme.

There was no competition.

All on a fee-paying basis.

When enrolling foreign students, the following requirements are taken into account: completed previous education - bachelor's degree - complete secondary or secondary vocational education, passing specialized exams, language competence of the programme in Armenian - level not lower than B1 according to CEFR, training agreement, admission dates.

The practice of admitting students with disabilities is carried out in accordance with the RA Law on the "Rights of persons with disabilities" (NO-300-N, adopted on May 5, 2021), the RA Law "on Higher Education and Science" (NO-194-N, 2021), the UN Convention on the Rights of persons with disabilities (CRPD), ratified by Armenia on September 22, 2010, and the Law "on Social protection of persons with disabilities" (1993), which together form the basic guarantees of the right to education. There are no students with disabilities at the university.

To transfer to 'Progress' University, a student must provide an academic transcript from another educational institution, a list of subjects and the number of credits, as well as a copy of the secondary education diploma.

The ministry commission reviews the documents and decides on the possibility of transferring the student. In the 2023-2024 academic year, 185 foreign students studied at the university in the educational programme "General Medicine", with the exception of first-year students, all other students were enrolled in the above-mentioned higher education institutions in accordance with the provisions of the regulation on academic mobility of students.

Expelled for 2021-2024 - 21 people, which is 8.1% of the total number of students. The reasons for expulsion were: did not participate in the laboratory knowledge test period and in the exam period and at their own request.

Experts studied the approaches to appealing decisions on the admission of students, which are documented in the "Regulations on the procedure for appealing decisions of the Admissions Committee". The effectiveness of the appeal process lies in a transparent three-stage procedure, online tracking of the status of applications and a review period of no more than five working days. A total of 14 appeals were received in 2022-2024, 6 of which were satisfied.

Academic counseling of students is carried out in the form of individual face-to-face/online interviews, group workshops and consultations via LMS. The experts reviewed 27 documents demonstrating evidence of the advisory work carried out.

The admissions policy is reviewed every 3 years based on the annual report of the Admissions Committee, the results of the internal quality audit and changes in the regulatory acts of the MESCS of RA.

The experts studied the approaches to appealing decisions on student admission, which are documented in "On appealing student assessments". The effectiveness of the appeal process lies in a transparent procedure, a review period of no more than five working days. A total of 5 appeals were received in 2022-2024, 3 of which were satisfied.

Academic counseling of students is carried out in the form of individual face-to-face/online interviews, group workshops and consultations. It is based on monitoring the student's progress based on the results of examinations. Counseling includes issues related to the choice of electives, preparation for admission to postgraduate education programmes, career planning, appointment of tutors, academic mentors for individual students or small groups of students. The experts reviewed 13 documents demonstrating evidence of the implementation of counseling work.

Student support is provided through comprehensive counseling (academic, psychological and career), provision of financial assistance and implementation of mentoring programmes. It is aimed at the social, financial and personal needs of students. It is reflected in the document - "Regulations on the student support system", developed in 2023. The document was developed by the division - Career Center.

The 128 students surveyed from the 1st to 6th years testified that the university carries out work to support students, which includes issuing one-time grants and psychological consultations.

Confidentiality regarding student counseling and support is guaranteed by a non-disclosure

agreement signed by consultants and maintaining individual access cards, which only the Career Center employees have access to.

The procedure for initiating students, which includes familiarization with the university and the educational programme, is described in the "Internal Quality Assurance System".

The students surveyed said that in their first year they received detailed instructions and met with their curators.

Student representation and their participation in the discussion of issues related to students is carried out through the inclusion of students in the work of collegial governing bodies - the Academic Board, the Commission on the Quality of Education and the Development of Educational Programmes. The experts familiarized themselves with the composition of the University Academic Board, the Faculty Councils and the Quality Commission, which include undergraduate and graduate students (two representatives from each level).

The experts met with the student body — the Student Council. The students were asked the following questions: *"What channels do you use to submit proposals to the management? How often do you meet with the administration? Are there any examples of issues you have resolved?"*. The experts received answers to them: proposals are submitted in writing and discussed at monthly meetings with department heads; in 2024, at the initiative of the Student Council, the library's working hours were extended.

The interaction of the student self-government body with the university management includes monthly meetings with deans and department heads, participation of the student council chairperson in meetings of the Rectorate with an advisory vote and joint preparation of draft of regulations concerning student life.

There was no academic mobility of students.

The procedure for assigning an academic degree and qualification is documented in the "Regulations for state final certification and graduation", approved in 2022 at a meeting of the University Academic Board.

The University issues a State Diploma with an Annex to Bachelor's degree graduates, which specifies the EQF level, ECTS credits earned and the list of subjects studied. Master's degree graduates are issued a "Master's Diploma" with an Annex.

The Career Center is responsible for this procedure, and the experts met and interviewed its employees. They were asked the following questions: how is the register of issued diplomas formed; what protection measures exist against counterfeiting; how is data submitted to the national electronic register; how long does it take to issue documents after certification is complete.

Students are provided with documents confirming the qualifications they have received, including the learning outcomes (transcript), the status of the education they have received and certificates of completion. The document is issued no later than 30 calendar days after the meeting of the State Attestation Commission. All data is recorded in the students' personal files.

The experts reviewed 64 documents, including samples of bachelor's and master's degrees diplomas, extracts from the State Attestation Commission minutes, an electronic register of diplomas and graduation orders.

The university has been cooperating with other educational organizations (partner universities, employer associations) and national ENIC/NARIC centers since 2019 and ensures comparable recognition of qualifications in the country.

In total, the university has 1 student organization - the Student Council, whose activities include issues of scientific direction, cultural, educational and sports. 50 students participate in the work of student organizations, which is 8% of the total number of students.

The university allocates financial resources to support students. According to students, the organization of extracurricular activities is at a good level and they are satisfied with student life. More than 15 events are held during the academic year.

Students' participation in preparing for the university accreditation consisted of developing the "Student Life" section in the self-report.

Thus, the analysis of the fulfillment of the criteria of standard 4 showed that the university

selects and admits students in compliance with the requirements of the country's legislation, and also has a system of consulting and supporting students, including their extracurricular life. At the same time, experts found shortcomings in the systematic monitoring of the effectiveness of extracurricular programmes and the transparency of the distribution of financial support for students and the active creation of student organizations.

Conclusion on compliance with standard 4:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
4.1	BS	Partially complies
4.2	BS	Fully complies
4.3	BS	Fully complies
4.4	BS	Partially complies
4.5	BS	Fully complies
4.6	BS	Fully complies
4.7	BS	Fully complies
4.8	BS	Fully complies
4.9	BS	Fully complies
4.10	BS	Fully complies
4.11	BS	Fully complies
4.12	IS	Fully complies
4.13	IS	Fully complies
Conclusions of the EEC by the criteria	Comply with 13 standards: fully - 11, partially - 2, do not comply - 0	
Recommendations for improvement:	1) Within the framework of the implementation of the principles of academic freedom, more widely use and implement own criteria for the selection and admission of students with the development of own policy based on data from the public and professionals (BS4.1) 2) Periodically review the Admission Policy based on the results of feedback (BS4.4)	

Standard 5. ACADEMIC STAFF/FACULTY

The experts studied the policy of selection and admission of employees, which is carried out in accordance with the legislation of the country and is transparent and objective. The organizational structure of the university has a human resources department headed by Varduhi Suvaryan.

The experts met with the management and staff of the department and asked them the following questions: "What is the average staff turnover over the past three years and what measures are being taken to reduce it?"; "What qualification requirements are imposed on faculty upon hiring?"; "How do you organize advanced training for the teaching staff and administrative staff?"; "What digital HR systems are used to record personal data and monitor HR performance?"; "How is equal opportunity ensured in the hiring and promotion of employees?"; "How is annual performance assessment carried out and how do the results have an impact on career development?" The experts received the following answers: staff turnover for 2022-2024 amounted to 6.4% on average; the following requirements are imposed on faculty: a master's degree or higher, at least three years of relevant experience, proficiency in the language of instruction at level C1; advanced training is provided through individual development plans (at least 72 hours per year); digital HR systems are not used; when hiring, everyone has equal opportunities; annual performance evaluation is conducted according to the achievement portfolio model.

In total, the university employs 30 people, including 20 full-time teachers, which is 67%. Part-time workers - 10 people. In 2024, the academic degree holders rate is 40%.

The surveyed teachers (20 people) said that when applying for a job, they provide an application, notarized copies of their passport and translation, work record book, list of publications, portfolio. Faculty are generally satisfied with their work at the university.

The university determines and monitors the responsibility of faculty through regular certification and assessment of professional activities.

When selecting faculty, their attitude to the mission of the university is taken into account.

Financing of employees and faculty is regulated by the Collective Agreement and the increase in wages in the period 2022-2024 amounted to - 12%. Financial support for faculty includes not only monthly salaries, but also material stimulation of scientific activity through bonuses for publications in top-rated scientific journals.

The administrative staff consists of 20 people, which is 50% of the total number of university employees. Evaluation of faculty for KPI performance is not implemented at the university.

The interviewed faculty said that the university has a system of material stimulation, including bonuses. And also, a system of non-material stimulation, including public posting of achievements.

Faculty have an individual plan, which is filled out annually before September 1 and checked by the head of the department with subsequent approval in the dean's office. The experts familiarized themselves with the reports of faculty in the departments. The observance of the balance between teaching, research and service functions by faculty was analyzed, which include classroom and extracurricular teaching load, publication activity, grants and R&D, consulting students, managing clubs and participation in university commissions.

The university takes into account the 'teacher-student' ratio depending on the different levels of education, which is enshrined in the document "Regulations on the standards of the "teacher-student" ratio".

When reviewing the schedule of classes for 2nd-3rd year students, experts saw that there are 15 people in a group.

Faculty independently participate in advanced training programmes and receive the corresponding certificates

Approaches to employee promotion are enshrined in the document "Career Management".

For 2022-2024, there are no teaching staff who have completed international internships, did not participate in academic mobility and there were no career advancements.

Faculty have not completed professional training (under advanced training programmes), as well as pedagogical skills courses for beginners.

Faculty are assessed through certification: report + student questionnaires. The assessment frequency is once every 3 years.

Approaches to improving the pedagogical skills of young faculty include a mentoring programme with feedback. In the last 3 years there have been no young faculty (with up to 3 years of experience).

Thus, the university's personnel policy is characterized by clarity, transparency and fairness. The university employs a sufficient number of faculty to teach students at all levels of education. Faculty independently take advanced training courses, allowing them to regularly improve their professional and pedagogical skills. There is a system of material (bonuses) and non-material (letters of thanks, letters of recognition) incentives.

At the same time, experts identified shortcomings in the systematic monitoring of the effectiveness of the courses conducted (no KPI), there is no systematic plan for advanced training, it is fragmented, the proportion of PhDs/doctors of science in individual departments is less than 50%, the teaching staff has not participated in academic mobility programmes over the past three years, there are not enough joint publications with foreign partners, insufficient digital competence.

Conclusion on compliance with standard 5:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
5.1	BS	Fully complies

5.2	BS	Fully complies
5.3	BS	Fully complies
5.4	BS	Fully complies
5.5	IS	Fully complies
5.6	BS	Fully complies
5.7	IS	Partially complies
5.8	BS	Fully complies
Conclusions of the EEC by the criteria	Compliant out of 8 standards: fully - 7, partially - 1, do not comply - 0
Recommendations for improvement:	To develop a systemic principle for advanced training of teaching staff based on Long-Term and Annual Plans (IS5.7)

Standard 6. EDUCATIONAL RESOURCES AND SUPPORT OF STUDENTS

The survey of the physical facilities showed that the main academic buildings are equipped with multimedia classrooms and the laboratories are equipped with equipment manufactured in the last 3-5 years. The experts came to the conclusion that the classroom fund, educational equipment, library resources, the number of practice bases and IT resources allow for the adequate implementation of 13 educational programmes.

The programme of the experts' visit included a visit to 12 structural divisions, 4 departments, a dormitory, a medical center, a canteen, a cafeteria, a recreation area and 3 practical training bases. The experts were convinced that the information in the self-assessment report (Standard 6) was confirmed during the visit to the university.

The experts also visited places for recreation and meals for students and staff, including a student canteen with 15 seats.

The students interviewed confirmed that the classrooms are spacious, have stable Wi-Fi and projection systems, and the library provides access to international electronic databases.

The faculty interviewed said that they are satisfied with the access to electronic resources, technical support and equipment upgrade schedule, but there are shortcomings in terms of the equipment of individual laboratories.

The experts found that the safety of the environment for faculty and students is ensured by 24-hour physical security of the campus, video surveillance, automatic fire alarms and regular safety briefings. There is a document - "Occupational Health and Safety".

The safety regulations approved in 2023 regulate compliance with the standards for the use of equipment in educational and scientific laboratories, computer labs and gyms in accordance with the country's legislation - the Law of the Republic of Armenia "On Occupational Safety and Health" No.155-N dated October 10, 2020.

The students interviewed said that they feel protected thanks to CCTV cameras and mandatory introductory briefings at the beginning of the semester. Experts visited classrooms, lecture rooms and the library reading room and found that they comply with the sanitary and hygienic standards of sanitary rules and regulations of RA 2.2.4-2019 and Construction Standards and Regulations 23-05-95. The "Security Service" division monitors compliance with the standards.

The experts visited the library located in the main academic building (Building 2, Room 3), the total area of the library premises is 118 sq.m and includes 2 reading rooms., Storage space for books is 60 sq.m, the number of pick-up points is 1.

The library stock is approximately 41,860 printed copies, of which 31,363 are textbooks, 4,768 are scientific literature and 2,269 are periodicals.

The library has 2 reading rooms where students can prepare for classes, conduct online consultations, and complete team assignments.

The students interviewed said that they were satisfied with the library and its convenient schedule, high-speed Wi-Fi, catalog, and the responsiveness of the staff.

At the same time, students would like the library to organize 24-hour "quiet zones" during the

session and regular master classes on information literacy and working with bibliographic managers.

The university has a barrier-free environment that is favorable for people with disabilities. It includes ramps at all entrances, wide doorways, adapted toilets and designated parking spaces.

The functions of student support and counseling are performed by the "Credit Center" division, consisting of 3 employees.

Support for students includes the following: individual educational trajectories, assistant-tutor services, extended time for exams, provision of technical equipment, psychological, pedagogical and legal counseling.

The experts studied documents evidencing the implementation of student support: a log of requests to the Center, individual support plans, reports on implementation, orders on the appointment of assistants.

Advisory work is organized through the curatorial and tutoring system of the dean's office and is held regularly in the format of "live hours" (daily 2:00 p.m. - 5:00 p.m.).

During the interview, students said that they receive consultations on the choice of electives, academic debts and career planning issues.

During the meeting with faculty, the experts asked questions dedicated to advisory work with students and received the following answers: each teacher is required to hold at least two "consulting reception hours" per week; consultations cover academic, research and personal-professional requests.

The experts visited the canteen with an area of 30 square meters for 30 people, a medical office with an area of 22 square meters and dormitories of 1162.6 square meters. The experts came to the conclusion that the social and living infrastructure is sufficient in area, meets sanitary standards and is available to students daily until 10:00 p.m.

There is no academic mobility programme for students.

Currently, memorandums of international cooperation with Russia and Uzbekistan are being discussed

In 2022-2024, there were no international internships.

The faculty noted that they wanted to carry out international internships.

The experts familiarized themselves with the projects of international agreements and annual reports of the Department of Internal Quality Control and International Cooperation.

The university's research base consists of publications of articles by the university's teaching staff.

The vice-rector for research supervises scientific activities.

There are no priority research areas.

There are no completed research projects.

There is also no commercialization of R&D.

The experts familiarized themselves with the documents on R&D: work plans for R&D.

The university's financing system consists of funds from educational services.

The receipt of funds comes from tuition fees.

The financial stability of the university is confirmed by a positive operating balance for the last five years, a reserve fund covering two months of mandatory expenses and the absence of overdue accounts payable.

The meeting with the chief accountant showed that the plan-fact-analysis is conducted quarterly and undergoes an annual external audit.

During the meeting with the rector, the experts asked questions about the risks of underfunding, capital investment plans and Research & Advanced Development support mechanisms. The rector reported that an investment plan for the modernization of the laboratory base has been approved.

Financing of the educational process is normatively sufficient and is regulated by the Budget Code of the Republic of Armenia. The experts familiarized themselves with the documents: annual budget for 2024, audit report, report on target expenses.

Regular updating, expansion and strengthening of the physical facilities of the university is carried out in connection with the Strategic Development Programme for 2023-2030 and includes the acquisition of high-precision equipment for the biomedical center, updating computer classes.

The educational institution should encourage the introduction of distance learning technologies in the educational process.

Conclusion on compliance with standard 6:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
6.1	BS	Fully complies
6.2	BS	Fully complies
6.3	BS	Fully complies
6.4	BS	Fully complies
6.5	BS	Partially complies
6.6	IS	Fully complies
6.7	BS	Fully complies
6.8	BS	Fully complies
6.9	BS	Fully complies
6.10	BS	Fully complies
6.11	IS	Fully complies
6.12	IS	Fully complies
6.13	IS	Fully complies
Conclusions of the EEC by the criteria		Compliant out of 13 standards: fully - 12, partially - 1, do not comply - 0
Recommendations for improvement:		The university has sufficient physical facilities, classrooms, multimedia equipment and technology, educational literature, in connection with which the university should implement academic mobility within the country and abroad (BS6.5)

Standard 7. INFORMATION AND ACTIVITY MANAGEMENT

Information management is the responsibility of the division - the information technology center, which operates on the basis of the Regulation. Information that is published by the university in the public domain includes general information, admission, announcements, honorary doctorates, useful links, school, college.

Key performance indicators of the university are collected by the division - the information technology center and are drawn up in the form of a summary statement. The experts familiarized themselves with the documents: Fundamentals of office work, Guidelines, criteria and standards, Collection of documents regulating distance learning, Cybersecurity rules, Fundamentals of communication: opening electronic accounts.

Closed information (only for university employees) is posted on electronic media.

Information about the contingent of students, their academic performance, student achievement and expelled students is collected in a summary statement, in the career center.

Information on special components of educational programmes (description of disciplines and methods of teaching and learning, rotations), assessment methods, general learning outcomes (results of national licensing exams, benchmarking procedure, international exams) are collected in the educational and methodological administration.

Information on graduates' career choices is collected in the career center.

The university has defined its social responsibility, which includes reputation and trust - transparent and useful actions for society increase the rating and attractiveness for applicants and partners, employment of graduates, involve stakeholders. The results of this work were the following indicators: increased satisfaction with education, students enter the market as professionals with social and ethical thinking, transparency and benefit to society increase the attractiveness of the university for students, partners, donors.

Experts have defined information management at the university as an effective process, since there are documents, reports, a schedule, corporate mail, instant messengers, social networks, e-books, subscriptions, transparency of information for students and faculty.

Analysis of the implementation of key performance indicators of the university is used in the work of the internal quality assurance system. The department of internal quality control and international cooperation is responsible for implementation.

The university division "Career Center" is responsible for analyzing the academic achievements of students and uses the results to improve programmes and courses, support students, improve the qualifications of faculty and reward students.

Employment of graduates is regulated by the "Career Center" division. Note: The university does not keep statistics on employment, but information received from graduates and their parents indicates that about 90 percent of them are employed in their specialty.

The University uses the analysis of students' academic achievements to provide feedback, including for developing questionnaires, informing the Admissions Committee, deans' offices, advisory bodies (implementing improvements in curricula, teaching methods and student support systems) so that they can make suggestions for improving the educational process. For example, the analysis of the academic performance of 1- and 2-year students at the University is 90%, senior students 70% showed that it is necessary to organize academic support, early warning algorithms identify students with a probability of expulsion.

The organizational structure of the University includes management structures, including: vice-rectors, educational and methodological department, accounting, human resources department, deans' offices, internal quality control and international cooperation department, heads of departments, library, career center, information technology center.

Leading specialist of the credit center - Artur Stepanyan. Their functions are defined in the Regulation on the activities of the credit center and are ensured by compliance with job descriptions, with which the experts are familiar.

The interaction of the university divisions is based on a common mission and strategy, as well as on internal regulatory documents, principles of collegiality and a quality management system. There is no quality management system at the university.

The transparency of the management system and decisions taken is confirmed by the regular public posting of strategic, financial and annual reports, the availability of the minutes of the meetings of the Academic Board, as well as the publication of the minutes of the meeting and the posting of part of the information about the announcements on the website at the link https://progress-hamalsaran.am/ru.

The experts interviewed the staff: deans, heads of departments, faculty about the availability and transparency of information related to all areas of the university's activities, who confirmed the availability of the regulatory framework, prompt communication and real involvement. During the interview with the faculty, the experts found out that, nevertheless, there are responses from faculty, for example, who noted that complete and accurate information is not always provided. For example. "It would be nice to see the transcript of the article "other expenses"", there is information that is not on the website. Visiting the divisions, including departments, the experts generally made sure that the information is available and transparent.

The university has a division "department of internal quality control and international cooperation" responsible for research and development work (R&D). This area is supervised by the vice-rector for research. The division employs 3 people. Over the past 5 years, there have been no completed research projects. The analysis of the effectiveness of R&D is carried out once a year and is issued in the form of a report.

Thus, the experts determined that the university has an information management system that ensures the full life cycle of academic and management data. At the same time, a number of areas requiring improvement were found, namely, data quality, duplication of information, omissions, discrepancies between different modules, reports are generated "by hand", employees fill out forms "for the report", "homemade" Excel charts, there are no forecasts for enrollment, occupancy of

classrooms, risks of expulsion, some internal regulations are outdated, to draw up a roadmap for the standard "Information and Activity Management".

Conclusion on compliance with standard 7:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
7.1	BS	Partially complies
7.2	BS	Fully complies
7.3	IS	Fully complies
7.4	BS	Fully complies
7.5	BS	Fully complies
7.6	IS	Fully complies
7.7	IS	Fully complies
7.8	IS	Fully complies
Conclusions of the EEC by the criteria		Compliant out of 8 standards: fully - 7, partially - 1, do not comply - 0
Recommendations for improvement:		The university has sufficient physical facilities, classrooms, multimedia equipment and technology, educational literature, in connection with which the university should implement academic mobility within the country and abroad (BS6.5)

Standard 8. PUBLIC INFORMATION

Information on the University's activities is published in reports and updated once a year. The Information Technology Center, operating on the basis of the Regulation, is responsible for this. Experts have studied documents confirming the implementation of Standard 8: Personal data protection Guidelines, Collection of documents regulating distance learning, Internal quality assurance system, Cybersecurity rules, as well as the University website. Informing is also carried out through public meetings, round tables with employers, other educational organizations and interested parties and sending letters via e-mail. The Rector of the University reports to the Academic Board annually. This was established during the study of the website (https://progress-hamalsaran.am/ru) and conversations with the teaching staff, students, graduates and employers. When interviewing 20 teachers, they confirmed that key documents are publicly available, there is regular news and announcements, and in general, information about the university is available to all interested parties. The annual report on the activities of the University is available on paper. There are also pages on social networks at the links https://www.facebook.com/people/Progress-Hamalsaran/100063489191191/, where news, announcements, etc. are published for the general public. The experts reviewed the annual reports of the University for the past 5 years. The structure of the report includes sections such as educational activities, research and innovation activities, international cooperation and partnerships, social work, finance and resources, development plans.

The experts studied the University's website and found that it contains information about the mission, goals, rules for admission of applicants, rules and conditions of study, as well as announcements, honorary doctorates, useful links, school, college, feedback.

At the same time, the expected learning outcomes and the qualifications awarded are only available in the career center and students reported that they receive this information from the head of the department. Information on teaching and learning methods is included in the syllabuses and programmes and students learn about them from their teachers. The survey conducted by the ECAQA observer during the visit to the University demonstrated: 1) areas for improvement in the educational process: library, increasing clinical classes, systematization of the schedule, organization of retakes. 2) advantages of the educational process: safety, library, flexible schedule, clinical experience, laboratories, highly qualified teaching staff. 3) areas for improvement in administration and services: communication, infrastructure, support for student initiatives, simplification of payment procedures.

Information on assessment methods, information on passing scores and educational opportunities provided to students is posted on the stands. The interviewed 3rd and 4th year students reported that this information is available in the form of a brochure. The experts actually saw this information in the form of a collection.

The division responsible for informing about student support services and graduate employment opportunities is the career center, which publishes information in the form of a report. Information about graduate employment can be found in reports. The University holds events (fairs and direct meetings with employers, consultations in the career center), which help students decide on their future place of work.

Thus, experts have established that the public information process existing at the University is characterized by the presence of feedback, transparency, which strengthens the reputation of the University and helps applicants, students, employers and society quickly receive reliable information. However, there are problems related to the site, namely the placement and updating of data, a unified style and the filling of information. One of the areas for improvement, the University has identified the following - to approve the Public Information Policy and the responsibility matrix (who creates, who checks, who updates), introduce KPI: the publication period of news, the share of pages with an up-to-date update date, the response time to requests, the development of social networks and the involvement.

Conclusion on compliance with standard 8:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
8.1	BS	Fully complies
8.2	BS	Partially complies
Conclusions of the EEC by the criteria		Compliant with 2 standards: fully - 1, partially - 1, do not comply - 0
Recommendations for improvement:		The University should expand its sources of information publication about the Mission, admission rules and conditions of study, as well as assessment methods and results (BS8.2)

Standard 9. MONITORING AND EVALUATION OF EDUCATIONAL PROGRAMMES

The system of monitoring and evaluation of educational programmes includes the following processes: *annual self-analysis of programmes; external review;* comparative *analysis* of key indicators (graduation, employment, expulsions, average GPA); *academic audit* of educational and methodological materials and examination funds;

The document confirming the existence of the monitoring system is called "Structure of the programme for training professionals".

During the monitoring in 2024, areas requiring improvement were identified, such as digital didactics, updating learning outcomes in accordance with professional standards-2023.

The monitoring involves divisions such as the Internal Quality Assurance Department, the Educational and Methodological Administration, the Career Center, the Student Council and specialized departments.

The educational process monitoring system also includes feedback, consisting of questionnaires, focus groups once a semester.

The questionnaire is conducted at three levels - departments, deans' offices, the university. Each department has its own student survey system, which consists of 10 basic questions about the quality of teaching, 5 questions about the workload and 1 block of open comments.

The experts familiarized themselves with the results of the survey in the departments of law, economics and humanities.

The surveys are devoted to such topics as the clarity of explanation of the material, the use of active learning methods, the availability of the faculty outside of classes, the objectivity of

assessment, digital resources of the course, as well as academic honesty and inclusiveness of the environment.

At the dean's office level, the survey is conducted twice a year - at the end of each semester and is devoted to the problem of the balance of the academic workload and the organization of the educational process (schedule, availability of electives, availability of faculty). According to the employees of the internal quality assurance department, the effectiveness of the survey lies in the rapid (up to 10 days) formation of summary reports and their transfer to the deans for corrective actions before the beginning of the next semester. The survey results allow you to regulate the distribution of classroom hours, make changes to syllabuses, adjust the schedule and open additional consultation windows.

For example, in 2023, a survey of students was conducted on the availability of Wi-Fi, which stimulated the improvement of processes such as the installation of additional wireless access points.

At the university level, 4 questionnaires were developed in three key areas (quality of teaching, social and living conditions of the campus, engagement and career support). Each questionnaire includes 28 closed and open questions. The survey is conducted once a year, and the Information Technology Center is responsible for organizing it.

The university conducts a survey of faculty on issues of working conditions (workload, equipment of workplaces), opportunities for advanced training and R&D support, digital resources, management communication and academic freedom.

During a meeting with faculty, the experts found out that they participate in surveys conducted by the Internal Quality Assurance Department.

The results of the survey are read out at an extended meeting of the Academic Board. The teachers believe that the survey is useful for the prompt elimination of infrastructural and organizational problems, as well as for adjusting the career and scientific development policy.

Since 2022, a graduate survey has been implemented, which includes 24 questions and allows you to find out employment in the specialty, the level of applicability of the acquired competencies and feedback on the practice-oriented nature of the programmes.

For example, a survey of 2023 graduates in the specialty "Jurisprudence", which was conducted by the Career Center, revealed such problems as the lack of project cases from the industry and poor training in teamwork using agile methodologies.

Based on the survey results, the university carried out the following activities to improve the curricula: analysis of the graduate profile and the labor market (employer survey, monitoring of professional standards), systemic surveys (students, graduates, employers), external examination of programmes.

Since 2019, a survey of employers of university graduates has been conducted on the compliance of professional competencies of graduates with the requirements of the labor market, their adaptability and the level of corporate culture.

The survey results showed high ($\approx 83\%$) satisfaction of employers with the quality of training professionals and revealed the need to strengthen the development of soft skills and project work skills.

At the same time, the results of the survey of 3rd year students did not contain information on unfair practices or inappropriate behavior of faculty.

The university has a division called the "Department of Internal Quality Control and International Cooperation", which collects and analyzes information on unfair practices or inappropriate behavior of faculty.

The experts reviewed the results of a survey of faculty (2024, 20 people), which identified such strengths of teaching as the variability of interactive methods and focus on practice-oriented tasks, as well as weaknesses - no active use of digital educational platforms, insufficient flexibility in assessment, overload of reporting documentation and a limited number of advanced training courses.

The sufficiency and effectiveness of the university's library resources is assessed by the library director. The frequency of such assessments is 2 times a year. In 2023, it was revealed that the library does not have enough relevant English-language monographs and periodicals on Data Science and

EdTech.

The teachers surveyed by the experts wished to expand remote access to Scopus, Web of Science databases and subscription educational video resources.

The 2nd-3rd year students majoring in "Jurisprudence" and "Economics" interviewed by the experts also said that they would like to see a modern area with laptops for group projects in the library.

The assessment of the sufficiency and effectiveness of information and communication technologies in the educational process is carried out by the "Information Technology Center" division. This area is supervised by the Vice-Rector for Academic Affairs.

Information and communication technologies are most actively used in the educational process when giving lectures.

The experts visited multimedia classrooms, where they familiarized themselves with the documentation - "Passports of computer classes".

When interviewing 2nd-4th year students, the experts found that the availability of IT resources is 6.7 points out of 10.

Annual renewal and purchase of office equipment is carried out in accordance with the "Strategic Development Programme for 2023-2030".

The budget allocated for research and scientific activities is 500,000 Armenian drams, the budget allocated for the development and operation of the library is 1,000,000 Armenian drams, with the total budget of the university being 240,000,000 drams (1 US dollar is equal to 385 Armenian drams).

Over the past 4 years, more than 22 units of computer, multimedia and network equipment have been updated within the framework of the IT technology modernization programme.

According to the interviewed teachers, the improvement of IT resources has improved such areas of educational programmes as hybrid (blended) class formats and the implementation of educational projects.

Having visited the classrooms, the experts were convinced of the availability of computers/laptops/netbooks and interactive whiteboards.

At the same time, the experts found such problems as Wi-Fi overload during peak hours, fragmented software updates (different versions of office packages).

Students are involved in the monitoring processes and activities for evaluating educational programmes through the inclusion of their representatives in the councils for the quality of educational programmes. Thus, the head of the Student Council is Stella Mkrtchyan.

Representatives of employers and professional associations are also included in the commission for monitoring the quality of the EP - the Gyumri clinic "Mkhitaryan Dental", the Court of First Instance of the Shirak Region, the Gyumri branch of the "Armenian Business Bank", school No.19.

The experts got acquainted with the lists of working groups for updating the curricula, the composition of the educational and methodological commission and the minutes, which considered such issues as adjusting learning outcomes in accordance with professional standards, redistribution of the labor intensity of disciplines.

Changes made to educational programmes are approved at a meeting of the Academic Board of the University. The latest changes were made in 2024. The experts studied a set of updated curricula and explanatory notes to them.

Thus, the experts found that the university has a system for monitoring and evaluating educational programmes, carried out through annual surveys of students and employers, internal audit of departments and meetings of the commission on the quality of educational programmes. However, there are weaknesses in this process related to the untimely publication of monitoring results, limited participation of partners and insufficient digital automation of the programme update procedure.

Conclusion on compliance with standard 9:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
9.1	BS	Partially complies

9.2	BS	Fully complies
9.3	BS	Fully complies
9.4	BS	Partially complies
9.5	BS	Fully complies
9.6	IS	Partially complies
Conclusions of the EEC by the criteria		Compliant with 6 standards: fully - 3, partially - 3, do not comply - 0
Recommendations for improvement:		1) To systematize the process of monitoring and evaluating the EP, including based on the results of quantitative and qualitative analysis of the results of the session with proposals for improvement measures (BS 9.1) 2) Results of systematic analyses and monitoring with discussion at the Councils and control over the implementation of improvement measures (BS 9.4) 3) To submit justified and approved changes to the EP (IS 9.6)

Standard 10. PROCEDURES OF EXTERNAL QUALITY ASSURANCE AND STEADY IMPROVEMENT

The educational institution shall initiate procedures for regular external evaluation of both individual divisions and structures (department, faculty, programme), and activities as a whole in accordance with European standards and recommendations.

The educational institution shall develop and implement an internal quality assurance policy for all key areas of work, including a study of needs for improvement and such activities as:

−Adaptation of the mission statement and outcomes to the scientific, socio-economic and cultural development of society;

−Modification of the learning outcomes of graduates in accordance with the documented needs of the postgraduate training environment;

−Adaptation of the model of educational programmes and methodological approaches in accordance with modern theory in education, methodology of adult learning, principles of active learning;

−Adjustment of elements of the educational process in accordance with scientific achievements, with changes in socio-economic and cultural conditions, with the inclusion of new relevant knowledge, concepts and methods and the exclusion of obsolete ones;

−Modification of assessment methods in accordance with changes in the learning outcomes, teaching and learning methods;

−Adaptation of the student enrollment and selection policy taking into account the needs for human resources, changes in the pre-university education system and the needs of educational programmes;

−Adaptation of the enrollment policy and formation of academic staff in accordance with changing needs;

−Updating educational resources in accordance with changing needs, such as student enrollment, the number and profile of academic staff, expanding the range of educational programmes;

−Improving the process of monitoring and evaluation of educational programmes;

Review of the organizational and staffing structure, updating the strategic plan and objectives taking into account changes in regulatory documents, transformations in society.

The educational institution must ensure the allocation of resources for the continuous improvement of all areas of its activities.

The educational organization should ensure that progress made since the last external quality assessment is taken into account in preparing for the next assessment.

The educational organization should ensure that the quality assurance policy is continuous,

effective, reflects the integration of research, education and practice and supports:

−departments, faculties and other divisions, as well as management, staff and students, in fulfilling their responsibilities for quality assurance;

−processes that ensure academic reputation and freedom;

−processes that prevent intolerance of any kind and discrimination against students and faculty.

The educational organization should ensure that the process of renewal and restructuring results in a review of policies and practices in line with past experience, current activities and future prospects.

Conclusion on compliance with standard 10:

Standard No.	Standard category	Conclusion on compliance with the accreditation standard
10.1	BS	Fully complies
10.2	BS	Fully complies
10.3	BS	Fully complies
10.4	IS	Fully complies
10.5	IS	Fully complies
10.6	IS	Fully complies
Conclusions of the EEC by the criteria		Compliant out of 6 standards: fully - 6, partially - 0, do not comply - 0
Recommendations for improvement:		no

Thus, during the external institutional assessment of 91 standards (64BS, 27 IS), compliance was established for 78 accreditation standards, including 54 basic standards and 22 improvement standards. 10 basic standards and 5 improvement standards are partially fulfilled. Non-compliance with standards was not established.

5. Recommendations for improvement of institutional activities of the educational institution - Production cooperative "Progress-University":
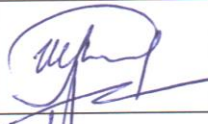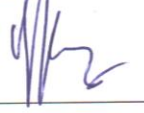
Standard*	Recommendations
BS1.8	Support the principles and requirements of the QMS, including the collection, analysis and presentation of information.
BS1.10	Actively use the possibilities of institutional autonomy in the development of educational programmes.
BS2.3	More widely involve representatives of stakeholders in the development of educational programmes.
IS2.8	Involve highly motivated and successful graduates, active students in the development of educational programmes.
IS2.9	Use the resources of the created divisions, including the Credit Center for registering the fulfillment of the department's academic load, students' academic achievements, as well as the systematic recording of the results of all external and internal examinations and control checks.
IS2.11	Implementation and maintenance of a system of documented procedures, documentation management, including the results of communication with stakeholders, the frequency of revision of educational programmes.
IS2.12	Active use of the academic freedom of faculty and students to make additions and changes to the Curriculum and programmes of disciplines and improve the standard curriculum.
BS4.1	As part of the implementation of the principles of academic freedom, more widely use and implement own criteria for the selection and admission of students with the development of own policy based on data from the public and professionals.
BS4.4	Periodically review the Admissions Policy based on the feedback results.
IS5.7	Develop a systematic principle for advanced training of faculty based on the Long-Term and Annual Plans.
BS6.5	The University has sufficient physical facilities, classrooms, multimedia equipment and technology, educational literature, and therefore the University should implement academic mobility within the country and abroad.
BS6.5	The University has sufficient physical facilities, classrooms, multimedia equipment and technology, educational literature, and therefore the University should implement academic mobility within the country and abroad.
BS8.2	The University should expand its sources of publication of information about the Mission, admission rules and conditions of study, as well as the methods and results of assessment.
BS 9.1	Systematize the process of monitoring and assessing educational programmes, including the results of quantitative and qualitative analysis of the results of the session with the proposal of measures for improvement.
BS 9.4	Results of systematic analyses and monitoring with discussion at the Councils and control over the implementation of measures for improvement.
IS 9.6	Justified and approved changes should be made to educational programmes.

*Note:
BS - basic standards, IS - improvement standards*

6. Recommendation to the ECAQA Accreditation Council

The EEC members established compliance with the Accreditation Standards and came to a unanimous opinion to recommend that the ECAQA Accreditation Council accredit the Production Cooperative "Progress-University", Gyumri, for a period of 5 years.

	ФИО	Подпись
Председатель	Юсупов Рустам Рахимович	/signed/
Международный эксперт	Урманбетов Кубатбек Самыйбекович	/signed/
Академический эксперт	Аренова Асыл Хадыржановна	/signed/
Академический эксперт	Курманова Алмагуль Медеубаевна	/signed/
Академический эксперт	Шамсутдинова Альфия Гумаровна	/signed/
Эксперт-работодатель	Хачик Галстян Арутюнович	/signed/
Эксперт-обучающийся	Якубов Денис Сергеевич	/signed/
Эксперт-обучающийся	Артиом Генрикович Саруханян	/signed/

	Full name	Signature
Chairperson	Yussupov Rustam Rakhimovich	/signed/
International expert	Urmanbetov Kubatbek Samyibekovich	/signed/
Academic expert	Arenova Assyl Khadyrzhanovna	/signed/
Academic expert	Kurmanova Almagul Medeubayevna	/signed/
Academic expert	Shamsutdinova Alfiya Gumarovna	/signed/
Employer-expert	Khachik Galstyan Arutyunovich	/signed/
Student-expert	Yakubov Denis Sergeyevich	/signed/
Student-expert	Artiom Genrikovich Sarukhanyan	/signed/

**Профиль качества и критерии внешней институциональной оценки
Производственного кооператива «Прогресс-университет» (обобщение)**

2	Критерии оценки	Количество стандартов	Оценка		
			Fully complies	Partially complies	Не соответствует
1.	**МИССИЯ И ПОЛИТИКА ОБЕСПЕЧЕНИЯ КАЧЕСТВА ОРГАНИЗАЦИИ ОБРАЗОВАНИЯ**	11	9	2	
2.	**ОБРАЗОВАТЕЛЬНЫЕ ПРОГРАММЫ**	12	7	5	
3.	**СТУДЕНТОЦЕНТРИРОВАННОЕ ОБУЧЕНИЕ И ОЦЕНКА СТУДЕНТОВ**	12	12	0	
4.	**СТУДЕНТЫ, ПОЛИТИКА ПРИЕМА, ОТБОРА И КВАЛИФИКАЦИИ**	13	11	2	
5.	**АКАДЕМИЧЕСКИЙ ШТАТ/ПРЕПОДАВАТЕЛИ**	8	7	1	
6.	**ОБРАЗОВАТЕЛЬНЫЕ РЕСУРСЫ И ПОДДЕРЖКА СТУДЕНТОВ**	13	12	1	
7.	**УПРАВЛЕНИЕ ИНФОРМАЦИЕЙ И ДЕЯТЕЛЬНОСТЬЮ**	8	7	1	
8.	**ИНФОРМИРОВАНИЕ ОБЩЕСТВЕННОСТИ**	2	1	1	
9.	**МОНИТОРИНГ И ОЦЕНКА ОБРАЗОВАТЕЛЬНЫХ ПРОГРАММ**	6	3	3	
10.	**ПРОЦЕДУРЫ ВНЕШНЕГО ОБЕСПЕЧЕНИЯ КАЧЕСТВА И НЕПРЕРЫВНОГО УЛУЧШЕНИЯ**	6	6	0	
	Итого:	91	75	16	
			91		

Спи сок документов, изученных членами ВЭК в рамках проведения внешней оценки образовательного учреждения Производственный кооператив «Прогресс-университет»

№	Наименования документов	Кол-во
1.	Стратегический план Университет «Прогресс» на 2023-2030 гг.	1
2.	Протокол №142 заседания ученого совета по утверждению стратегического плана на 2023-2030г.	1
3.	Структура университета	1
4.	Республиканские НПА	5
5.	Договора с клиническими базами	5
6.	Admission knowledge test programme for foreign applicants of "Progress" University in "Physics"	1
7.	Admission knowledge test programme for foreign applicants of "Progress" University in "Biology"	1
8.	Admission knowledge test programme for foreign applicants of "Progress" University in "Chemistry"	1
9.	Procedure of checking the knowledge of foreign applicants	1
10.	Procedure of admission of foreign applicants and diaspora Armenians	1
11.	Procedure of the knowledge assessment of foreign applicants	1
12.	Procedure of transfer students	1
13.	Procedure on organization, conduct and evaluation of training auditions	1
14.	Procedure on organization of library activities	1
15.	Regulation of management of information and document flow	1
16.	Procedure on organizing and conducting internship at "Medical" faculty	1
17.	Regulation of student survey on the quality and effectiveness of teaching	1
18.	Regulation on Academic integrity and plagiarism prevention	1
19.	Regulation on organizing the educational process with the credit system	1
20.	Regulation of evaluation and rating of annual activity of the academic stuff	1
21.	Regulation of scientific council	1
22.	Regulation of student research activity	1
23.	Report of the last 5 years student graduates	1
24.	Regulation of faculty activity	1
25.	Career center activity regulations	1
26.	Student complaints review procedure	1
27.	Порядок проведения аттестации (экзаменов) в университете, защиты дипломных работ	1
28.	Гюмри «Прогресс университет» приказ центра обеспечения качества	1
29.	Educational Programmeme "General Medicine". Approved by medical council of faculty. Protocol №3	6
30.	Educational Programmeme "General Medicine". Approved by medical council of faculty. Protocol №4	9
31.	Code of Conduct Consistent with Ethical Standards	1
32.	Work Plan	1
33.	Протокол №1 заседания совета факультета медицины об утверждении ОП «General Medicine»	1
34.	Протокол №5 заседания совета факультета медицины об утверждении миссии ОП «General Medicine»	1
35.	Memorandum of Understanding for Collaboration Between British American University, Florida USA & "Progress" University, Republic of Armenia	1
36.	Cooperation Agreement Between EMU University, Uzbekistan and "Progress" University, Republic of Armenia	1
37.	Договор о научном сотрудничестве, НАН ЧОУ ВО "Академия маркетинга и социально-информационных технологий- ИМСИТ" Краснодар и Гюмрийский Университет "Прогресс"	1
38.	Memorandum of Understanding, Macau Digital Library Association /MDLA/ & "Progress" University of Gyumri	1