Azm University Quality Policy

1. Rationale

By providing **quality education**, Azm University (AU) will be able to:

- **Enhance its reputation and ranking**, guarantee its sustainability, distinguish itself and compete among many universities in North Lebanon and in Lebanon in general
- Graduate outstanding students and better citizens, capable from **moving from their local environment to the global market**, either by being accepted in high-ranked universities worldwide, or by being recruited in reputable local and global companies
- Play a key role towards **continuously developing the North-Lebanon society** and flourishing the surrounding areas of the University campus

2. Quality Framework

Our concept of **quality education** caters for the different types of stakeholders that are involved with Azm University as per the below framework:
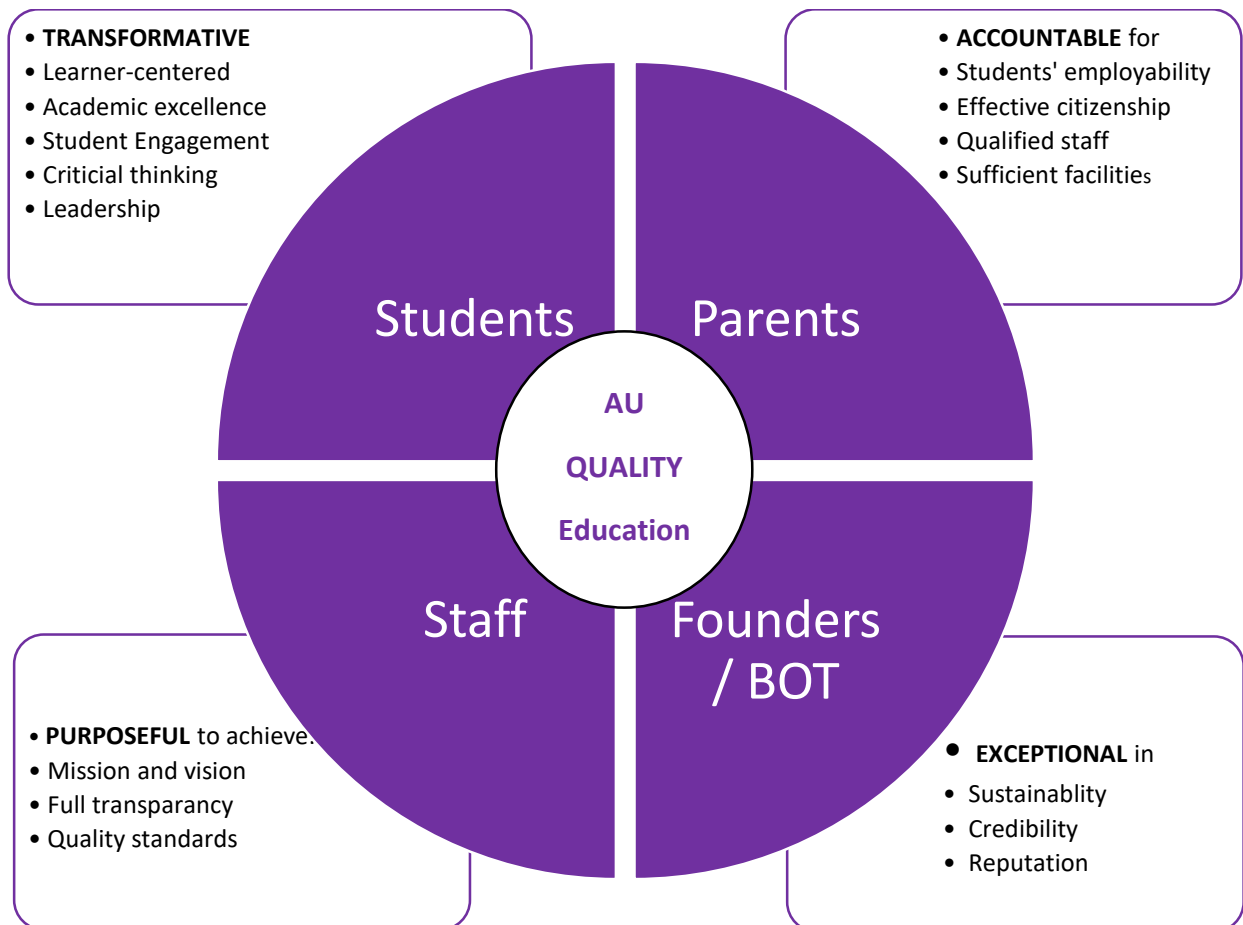
- **TRANSFORMATIVE**
- Learner-centered
- Academic excellence
- Student Engagement
- Criticial thinking
- Leadership

- **ACCOUNTABLE** for
- Students' employability
- Effective citizenship
- Qualified staff
- Sufficient facilities

Students

Parents

AU QUALITY Education

Staff

Founders / BOT

- **PURPOSEFUL** to achieve
- Mission and vision
- Full transparancy
- Quality standards

- **EXCEPTIONAL** in
- Sustainablity
- Credibility
- Reputation

Figure 1: Azm University Quality Framework

For each of the following stakeholder, here is how we see our quality of education

- With respect to our **students**, our quality of education should be **TRANSFORMATIVE**:
  - it is **learner-centered** with high clarity of learning outcomes, providing students a high quality academic and up-to-date professional foundation across all our programs
  - it leads to the development of **students' creativity**, critical thinking, problem-solving, employability and entrepreneurial skills and helps the development of the sense of **leadership** through **students' engagement** in the learning process

- With respect to the students' **parents and the community at large**, the quality of education means for **the university to be ACCOUNTABLE**; this is manifested through:
  - the level of preparedness of our **students** for **employment** (measured through employability indices) and their readiness to become **effective citizens** in the society
  - the procurement of **quality resources** (academic and non-academic)
  - the **sufficiency of facilities** that support both the students' education as well as faculty scholarly activities, and
  - **the application of rigorous quality policies and procedures to ensure continuous improvement**

- With respect to the **staff**, the quality of education needs to be **PURPOSEFUL**:
  - it should fulfill both the **mission and vision** of our university
  - it should achieve **full transparency** in its aims and processes
  - it should formulate and strive **to achieve quality standards** (professional development, promotion as well as financial rewards amongst many) as well as the attainment of institutional goals.

- With respect to **our founders/Board of Trustees**, our university should be **EXCEPTIONAL**:

  - on the level of **sustainability**, credibility, **reputation**, ranking, and prestige

3. Principles/Guidelines

Azm University stakeholders believe in the following principles and guidelines that should be followed to achieve the quality education we are aspiring for:

1. **Benchmarking International Quality Standards**
   To unify the explanation of the term **quality education**, our role is to **benchmark against** international standards (*including the European Standards and Guidelines – ESG-2015*) of quality in all evaluation domains (governance, human resources, learning resources and infrastructure, financial management, student profile and support services, curricular aspects, teaching-learning and evaluation, research and extension programs/centers, quality assurance)

2. **Quality Ownership**
   We believe that quality is everyone's responsibility. All stakeholders (especially faculty, staff, and students) have responsibility to contribute to the "*Quality Culture*" across the University

3. **Equality and Fairness**
   We treat each other with respect and **fairness on all levels** (administration, faculty, students). We provide **equal opportunities** across all aspects of our operations

4. **Teamwork and Transparency**

We **collaborate** and support each other to achieve our common institutional goals. We believe in **transparent communication** to improve team knowledge and performance and allow all stakeholders to have access to crucial information they need to know about the University

5. **Continuous Improvement**

We believe in **constant evaluation of what we do** and how it is done; this includes providing timely, clear and constructive feedback to all constituents with suggestions for development and improvement, taking correcting actions to ensure that what we do is in line of what we had stated in our mission and quality goals as well as to ensure accountability. Some examples of related activities:

- **Regular performance evaluation** of academic and non-academic staff
- **Regular assessment** of programs and courses, taking into consideration market needs
- **Constant monitoring** of student-related operations (teaching, advising, students' performance, internships, registrar and learning support services, etc.)

6. **Student Engagement**

We believe our students should be engaged in various university operations, such as:

- Learning process and extracurricular activities
- Defining and reviewing key quality management policies and procedures

We take our students' feedback seriously and commit to take actions accordingly

7. **Use of Appropriate Technology**

We use appropriate technology **and up-to-date software tools to** improve the efficiency of university operations and **enhance our institutional effectiveness**

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