



❖ **Academic performance**

The academic performance includes all Quality Assurance scores (SF, TP and CAD) and is referred to as Quality Assurance Academic Performance (QAAP). The QAAP provides an exclusive platform for TIU instructors' overall performance upon which an appreciation letter or warning letter is issued by the QA unit. For more details, please visit the QAAP page through <https://www.ishik.edu.iq/qa/academic-performance/>

❖ **Academic profile**

Academic profile refers to the staff's introductory page at the University, and it presents staff's educational background, publications, research interests and courses taught. TIU's academic profiles can be accessed here <https://ishik.edu.iq/staff/>

❖ **Benchmarking**

It is the process of continuously measuring and comparing an organization against business leaders anywhere in the world to get information that will help the organization take action to improve its performance (APQC 1993).

❖ **Conference**

An academic event (e.g. 1-3 days) that has a general theme and includes a number of presentations and sessions. It is a venue where academics present their recent scientific contribution and work as a talk or as a poster.

❖ **Continuous Academic Development**

CAD is the programme whereby faculty members are encouraged to continue knowledge upgrading and building and seek improvement in their subjects and fields of academic specialty. These can be achieved with teachers' participation in a variety of scientific activities, such as seminars, workshops, training courses and conferences (presenting or attending), educational publications, reviewing articles, postgraduate supervision and evaluation, etc. For more details, see <https://www.ishik.edu.iq/qa/continuous-academic-development/>

❖ **External assessment**

It is an assessment of the content of the courses taught at the University on an external basis using and inviting external academics and experts in the fields. The external assessors are brought in from outside the University to assess the work of the instructors including the syllabus, references, grading, and the students' performance. For more details, see <https://www.ishik.edu.iq/qa/external-assessor/>



❖ **Program assessment**

The systematic collection, review and use of information about educational programs undertaken for the purpose of improving student learning and development (Palomba & Banta, 1999).

❖ **Quality Assurance**

The process of Quality Assurance is one sphere of quality management, and in higher education, the process of QA helps to enhance the development of education system in relation to teaching, learning and research. This is performed through consistent monitoring and assessment procedures and through apposite tools that are purpose-designed. At Tishk International University, under the process of Quality Assurance several programs are functioning. These include Teaching Quality Assurance (TQA), program and curriculum development, accreditation, benchmarking and program assessment; processes that uphold the core values of Tishk International University.

❖ **Ranking**

Ranking is a way to locate an institution (e.g. a university) among others on the basis of a set of criteria and indicators, such as research productivity, student-teacher ratio and number of international staff and students. At TIU, two ranking are monitored: Webometrics and the National Universities Ranking (NUR) in the Kurdistan Region.

❖ **Seminar**

An academic event where a small group of academics come together to present and discuss a specific issue or topic in their fields. At TIU, internal seminars are held within faculties and departments and are 30 minutes long (minimum).

❖ **Student feedback**

It is an assessment tool used to gain students' views and evaluative opinions in term of the sufficiency and appropriateness of the programs offered, the teachers' teaching practice and their learning experience. For details, see <https://www.ishik.edu.iq/qa/students-feedback/>

❖ **Symposium**

An academic event which focuses on a specific topic and a very specific theme within a general one. In other words, a symposium is taken as a smaller conference.



❖ **Teacher Portfolio**

The teacher portfolio functions as a way to accumulate all necessary documents relevant to the teacher's background, teaching career, allocated modules, conferences, publications history, documentary evidence and certificates and extra non-academic activities. To evaluate the teacher portfolio a committee is assigned for this purpose and it comprises of the dean of faculty, head of department, faculty TQA officer and a senior assistant/ full professor from inside or outside the department. For more details, see <https://www.ishik.edu.iq/qa/teachers-portfolio/>

❖ **Workshop**

An academic event (usually one or two days) that is dedicated to discussing a specific topic. Workshops should include practical sessions (such as exercises) where participants are given the opportunity to practice materials presented. At TIU, national workshops include two sessions (each one hour) minimum.

References

- American Productivity & Quality Center. 1993. *Basics of Benchmarking (Course Material)*. Houston, TX: APQC.
- Palomba, C. A. and Banta, T. W. 1999. *Assessment Essentials: Planning, Implementing and Improving Assessment in Higher Education*. San Francisco: Jossey-Bass Publishers.
- QA policy at TIU <https://ishik.edu.iq/qa/quality-assurance-policy-at-ishik-university/>