

**DEPARTMENT OF BUSINESS ADMINISTRATION CONTINUOUS IMPROVEMENT PROCESS**

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| <b>Title</b>             | <b>1.1 Students</b>                                                                                                                                               |
| Planning                 | Student quality is monitored and used as input for program quota planning.                                                                                        |
| Implementation           | National and international student admission processes are carried out systematically and at the institutional level in accordance with the relevant regulations. |
| Control                  | Quantitative data based on various variables, including the high school types of registered students, are kept regularly; quota occupancy rates are monitored.    |
| Precaution / Improvement | Learning method arrangements can be made and quota planning can be adjusted according to the student quality trend.                                               |

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| <b>Title</b>             | <b>1.2 Lateral and Vertical Transfer, Double Major and Minor</b>                                                                                                                                              |
| Planning                 | Quota planning in accordance with regulations is supported by directives, and implementation systematics have been developed.                                                                                 |
| Implementation           | All application and placement processes are documented in a transparent and understandable manner.                                                                                                            |
| Control                  | Numerical monitoring is carried out, the number of registered students is checked, and curriculum compatibility is examined. In addition, monitoring is conducted through Double Major/Minor Program surveys. |
| Precaution / Improvement | Quota numbers/curriculum compatibility regarding the relevant student admissions are monitored; improvements are made through Academic Advisory Board meetings.                                               |

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| <b>Title</b>             | <b>1.3 International and National Student Exchange</b>                                                                        |
| Planning                 | Quota planning in accordance with regulations is supported by directives, and implementation systematics have been developed. |
| Implementation           | All application and placement processes are documented in a transparent and understandable manner.                            |
| Control                  | Numerical monitoring and interviews are conducted.                                                                            |
| Precaution / Improvement | Improvements in processes can be made through student feedback and advisor observations.                                      |

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| <b>Title</b>             | <b>1.4 Academic Advising Service (Registration Advising)</b>                               |
| Planning                 | Advisor appointments, job descriptions, and meeting hours are systematically planned.      |
| Implementation           | The process is carried out through presentations, meetings, and forms.                     |
| Control                  | Satisfaction perception is checked through surveys, meeting minutes, and student feedback. |
| Precaution / Improvement | Evaluations are made and suggestions are developed through the Academic Advisory Board.    |

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| <b>Title</b>   | <b>1.5 Career Counseling Service</b>                                                                                          |
| Planning       | The counseling structure has been defined; center-supported and intra-program structures have been determined.                |
| Implementation | Career counseling is provided as a program; individual counseling, club activities, and events are carried out via KAGEM.     |
| Control        | The process is monitored through student interview forms, satisfaction surveys, and reporting.                                |
| Precaution /   | Student interview forms and survey results are evaluated with the Academic Advisors Board and included in the decision-making |

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| Improvement | processes. |
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| <b>Title</b>             | <b>1.6 Measurement and Evaluation of Student Course Achievements</b>                                |
| Planning                 | Measurement and evaluation principles have been determined in accordance with legal regulations.    |
| Implementation           | Exams and grading are carried out within this framework.                                            |
| Control                  | Exam results and graduation audits are systematically monitored..                                   |
| Precaution / Improvement | The system is continuously improved through instructor exam reports and pre-graduation evaluations. |

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| <b>Title</b>             | <b>1.7 System Verifying Graduation Requirements</b>                                                    |
| Planning                 | Graduation criteria are clearly defined, and information mechanisms have been established.             |
| Implementation           | A double-check system is run on transcripts; a graduation commission has been assigned.                |
| Control                  | The process is evaluated at the end of the year and in exceptional cases, and documented with minutes. |
| Precaution / Improvement | Department board decisions are taken for problems in the process.                                      |

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| <b>Title</b>             | <b>2. Program Educational Objectives (PEO)</b>                                                                                                  |
| Planning                 | PEOs are determined according to missions, STAR, and sustainable goals with internal/external stakeholder opinions and announced to the public. |
| Implementation           | PEOs are defined to provide a reference for the curriculum and PLOs; they are supported by extracurricular activities.                          |
| Control                  | They are monitored through survey and employment data, alumni surveys, and exam evaluation reports.                                             |
| Precaution / Improvement | Updates are made in 5-year periods through stakeholder opinions and employment analyses.                                                        |

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| <b>Title</b>             | <b>3. Program Learning Outcomes (PLO)</b>                                                                         |
| Planning                 | It is planned in compliance with the National Qualifications Framework for Higher Education in Turkey (NQF-HETR). |
| Implementation           | It is implemented by directly associating it with the curriculum (Course-PLO matches).                            |
| Control                  | It is monitored through pre-graduation evaluations, exam analyses, and surveys.                                   |
| Precaution / Improvement | It is updated in 5-year periods; contents and the measurement system are reviewed.                                |

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| <b>Title</b>             | <b>4. Program Curriculum</b>                                                                         |
| Planning                 | A stakeholder-participated curriculum supporting PLOs and PEOs is classified and structured.         |
| Implementation           | The curriculum is implemented according to the knowledge-skill-competence balance.                   |
| Control                  | Course evaluation file analysis, CLO-PLO contribution analyses, and instructor surveys are reported. |
| Precaution / Improvement | Educational methods and improvement suggestions are revised; it is revised with PEOs every 5 years.  |

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| <b>Title</b>             | <b>4.5 Internship Practice</b>                                                                                                |
| Planning                 | A functioning system for voluntary internships has been defined, and responsible persons and structures have been determined. |
| Implementation           | Application, advising, and information are carried out through Kariyer Kapısı (Career Gate).                                  |
| Control                  | Academic advisor and student feedback are monitored.                                                                          |
| Precaution / Improvement | The visibility of voluntary internships has been increased, and a communication system with alumni has been established.      |

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| <b>Title</b>             | <b>5. Academic Staff</b>                                                                                      |
| Planning                 | The number, distribution, and job descriptions of the staff have been planned.                                |
| Implementation           | Task distribution is made according to areas of expertise; research and teaching are carried out effectively. |
| Control                  | Monitored through annual reports, task schedules, and surveys.                                                |
| Precaution / Improvement | Efforts are carried out to develop the staff and increase scientific production.                              |

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| <b>Title</b>             | <b>6. Infrastructure</b>                                                   |
| Planning                 | Capacity and space planning have been made.                                |
| Implementation           | Technological infrastructure is actively used; student access is provided. |
| Control                  | Student services and campus life are tracked through surveys.              |
| Precaution / Improvement | Demands are forwarded to the relevant units based on feedback.             |

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| <b>Title</b>             | <b>8. Organizational Structure</b>                                                             |
| Planning                 | The organizational structure, commission duties, and decision mechanisms have been structured. |
| Implementation           | Processes are carried out through systematic meetings and official decision documents.         |
| Control                  | The impact of decisions aimed at program educational objectives is monitored.                  |
| Precaution / Improvement | The process is updated through commission reports and periodic evaluations.                    |

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| <b>Title</b>             | <b>9. Distance Education Services</b>                                                                                  |
| Planning                 | Capacity/space planning has been made; a synchronous-asynchronous structure has been planned for uninterrupted access. |
| Implementation           | Technological infrastructure is actively used; access is provided.                                                     |
| Control                  | Deficiencies are reported through surveys and follow-ups.                                                              |
| Precaution / Improvement | User manuals have been developed and access has been supported through feedback.                                       |

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| <b>Title</b>                | <b>10. Program-Specific Criteria (PSC)</b>                                    |
| Planning                    | Criteria have been planned in line with NQF-HETR, STAR, and PEOs.             |
| Implementation              | It is implemented by associating it with the curriculum (Course-PSC matches). |
| Control                     | It is monitored through pre-graduation evaluations and analyses.              |
| Precaution /<br>Improvement | It is updated in 5-year periods.                                              |

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| <b>Title</b>                | <b>11. Continuous Improvement</b>                                                                      |
| Planning                    | Planning is made based on the annual accreditation/improvement calendar and student satisfaction data. |
| Implementation              | It is implemented through student satisfaction surveys, advising interviews, and board decisions.      |
| Control                     | Implementations are monitored through the relationship tracking system and commission evaluations.     |
| Precaution /<br>Improvement | Periodic solution decisions are taken for identified problems, and improvements are carried out.       |