



Policy Number and Title: AC.1.10 Internal Quality Assurance Guide

Division	Academics
Policy Section:	AC 1. (Academics)
Applicable to:	Faculty, staff, students, and other stakeholders
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Statement of the Internal Quality Assurance Guide

LCC International University (hereinafter referred to as LCC) takes primary responsibility for the quality of learning and teaching within the institution, including learning environment and appropriate links to research and innovation. LCC has developed a quality culture, where all stakeholders assume responsibility for quality and engage in quality assurance at all operational levels. LCC quality assurance strategy and an internal quality management system are based on high integrity and transparency standards. Internal quality assurance strategy is an integral part of LCC strategic planning.

LCC quality assurance culture supports institutional mission and values, and is coherent with Lithuanian and North American requirements, and the *Standards and Guidelines for Quality Assurance in the European Higher Education Area*.¹

LCC internal policies, procedures, and key performance indicators (hereinafter referred to as KPIs) provide a framework for the quality of institution as a whole, academic program assessment, teaching and research, student support, and institutional research. All LCC policies are publicly available on LCC website, portal, and internal network drives.

Terminology used in the Quality Assurance Guide is aligned with terminology used in LCC statute and internal policies.

LCC Guiding Principles of Quality Assurance

- LCC takes primarily responsibility for the quality of its operations.
- Quality assurance is guided through the development and enforcement of internal policies and procedures in compliance with Lithuanian, European and International standards.
- LCC recognizes quality assurance to be a continuous process.
- Institutional quality assurance is maintained by internal and external stakeholders.
- The alignment of external and internal quality assurance is pursued.
- Quality assurance facilitates the creation of quality culture at LCC.
- All of the procedures of LCC quality assurance are transparent and ethical and comply with the provisions of the LCC Code of Academic Ethics.

Purpose of LCC Quality Assurance Guide

The purpose of Internal Quality Assurance Guide is to develop, maintain and systematically improve quality culture at LCC, engaging all groups of stakeholders- internal and external. The Guide describes the main processes of quality assurance of LCC teaching, research and academic management. This document is publicly available to LCC stakeholders and all other interested parties through LCC website. The Director of Institutional Effectiveness is responsible for the systematic review and revisions of the guide.

Management of LCC Quality Assurance

LCC quality assurance is maintained through the 3 management control levels: strategic, operational, and tactical.

Strategic Management

Strategic long-term quality assurance management is overseen by LCC's Board of Directors and President's Cabinet.

LCC Board of Directors shapes institutional identity, mission and vision, approves strategic plan, thereby providing the framework within which quality assurance is managed.

¹ "The Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)," The European Association for Quality Assurance in Higher Education, 2015, retrieved on 2021-12-06, https://www.google.com/url?sa=t&rct=j&q=&src=s&source=web&cd=&ved=2ahUKewiFrJKdg8_0AhVYAhAIHS2yAl8QFnoECAUQAQ&url=https%3A%2F%2Fwww.enqa.eu%2Fwp-content%2Fuploads%2F2015%2F11%2FESG_2015.pdf&usg=AOvVaw1I2nXeAnQSI-qS6aMIVgYf

President's Cabinet oversees the overall cross-departmental supervision of quality assurance and decision-making. This oversight responsibility covers all the areas of the institution, including curricular, co-curricular, and extra-curriculum programs, faculty and institutional research, human resource management, marketing, and student admissions, financial and learning resource management. President Cabinet's decisions are data-driven and reflect the institutional KPIs, described in more details in the following section. The measures for improvement are based on relevance and are in compliance with institutional mission, market needs and sustainability.

Operational Management

Operational management and preservation of study quality assurance systems is executed by Academic Council, Department Heads and Directors and a Director of Institutional Effectiveness.

Academic Council promotes academic excellence by establishing academic policies and standards, by participating in strategic planning and quality assurance efforts, by promoting professional development of faculty, by recommending pedagogical ranks, as well as managing and coordinating all other academic affairs.

Department Heads and Directors oversee the recruitment, performance, and annual reviews of their faculty and staff, maintain, review, and improve academic program quality and departmental operations, review course syllabi, coordinate student advising process, and review student course evaluations.

Director of Institutional Effectiveness oversees statistical and other external reporting, facilitates study area and institutional accreditation processes, acts as an institutional liaison to the Ministry of Education, Science and Sports, as well as to other academic-related institutions in Lithuania.

Both Strategic and Operational Management decisions are data and fact-driven and reflect both internal academic key performance indicators (KPIs) and external quality assurance metrics such as Lithuania's official education management information system SVIS reports, as well as the Study Quality Evaluation Center's (SKVC) methodology for self-evaluation report writing.

Tactical Management

Tactical quality assurance management is conducted by individual faculty and staff members through their day-to-day activities. Faculty members are responsible for creation of their course syllabi, maintenance of relevance of course materials through integration of most up-to-date research, materials, pursuit of professional development opportunities. As well as individual research and teaching agendas.

Their decisions are fact-driven, based on institutional and course student learning goals and objectives, reflect recommendations from department heads, as well as course evaluations by students.

Students, alumni, social partners and employers are also involved in decision-making processes. Students, represented through LCC Student Council, participate at Board Meetings, President's Cabinet, Academic Council meetings, as well as in activities of the Committee of Academic Standing and Academic Dispute Committee. Additionally, students participate in numerous *ad hoc* advisory task forces. The engagement of other groups of stakeholders is conducted through their systematic membership in Academic Program Committees (as described in the following section), and participation in study area accreditation processes.

1. Design and Approval of Programs

New academic programs may be proposed, developed, and implemented at LCC when there is strong evidence of the need for it. New programs must be consistent with LCC's mission, vision, strategic plan, and institutional learning outcomes. Additionally, the following five circumstances should be considered before a new program is initiated: market needs, research potential, professional capacity and evidence of sufficient resources. Proposals for new programs must be evaluated and approved through the established internal procedures, involving various groups of stakeholders in the process. New, as well as existing study programs must have clearly defined program goals and articulated learning outcomes, which reflect the four purposes of higher education, defined by the Council of Europe: preparation for the labor market, preparation for life as active citizens in democratic societies, personal development, the development of a broad and advanced knowledge base.² The obtained

² "Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the regions," Commission of the European Communities, 2007, retrieved on 2023-06-07, <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKewiMwfir->

degrees, upon the completion of study programs are in line with Lithuanian and European higher education qualification framework.

2. Ongoing Monitoring and Periodic Review of Academic Programs

To maintain high internal and external quality standards, LCC systematically engages in academic program review and monitoring processes. These processes engage all levels of LCC management, as well as other stakeholders, and are based on key performance indicators.

Academic decision-making processes are conducted through the chain of command, as shown in table 1.

Table 1: Academic Decision-Making Process

Decision-Maker:	Program Development/ Review	Concentration Development/ Review	Course Development/ Review	Syllabus Development/ Review	Academic Policy Development/ Review	Budget Allocation
Individual Instructor	X	X	Can initiate	Can initiate (or maybe asked to initiate)	X	X
Academic Department	X	Designs as a team	Provides feedback and consent	Provides input and feedback	May propose revision or creation of a policy to the Department Chair.	May provide recommendations
Department Head	X	Facilitates the discussion with its department	Provides an initial approval and sends for final approval to the Academic Leadership Team	Provides final approval	May propose a revision or creation of a policy to Academic Leadership Team	Takes part in budget allocation as a member of Academic Leadership Team
Academic Leadership Team	May recommend a development of a new academic program	Provides recommendations to the Academic Council	Approves and sends to Academic Vice President	X	Provides cross-departmental feedback and sends to Academic Council	Provides recommendations to Academic Vice President
Academic Council	Approves the academic program and sends its decision to an Academic Vice President	Approves and sends information to Academic Vice President	X	X	Approves	Takes part in the approval via its Chair, who is present at President's Cabinet and Board of Directors meetings.
Academic Vice President	Informs President Cabinet about the approved program	Provides final approval	Provides final approval	X	Informs President Cabinet about the approved policy	Provides recommendations of budget allocation to the President's Cabinet
President's Cabinet	Sends the information about a new program to the Board of Directors for final approval	X	X	X	Gets informed about the policy- if a policy affects one department only Provides final approval- if a policy affects multiple departments	Recommends annual budget allocations to the Board of Directors
Board of Directors	Provides Final approval of a new program	X	X	X	Sets mission and vision, and hiring expectations	Provides final approval of overall annual budget

In addition to the decision-making bodies, LCC has a few advisory and oversight committees that greatly contribute to the overall program review and monitoring processes:

bd_AhX48LsIHbE9DIEQFnoECA4QAQ&url=https%3A%2F%2Feur-lex.europa.eu%2FLEXUriServ%2FLEXUriServ.do%3Furi%3DCOM%3A2007%3A0498%3AFIN%3AEN%3APDF&usg=AOvVaw3vTU4YBm3j4XMms-UYt82M

Program Committees is an advisory board that brings all of the stakeholders together, and whose role is to assess the curriculum offered in a program and provide recommendations for improvement.

Research Council is an entity that brings representatives from various academic departments, promotes and supports research activity at LCC, which are crucial for program development and flourishing.

Institutional Review Board is a board that ensures the conduction of ethical, done by LCC students, staff and faculty, as well as external researchers.

Academic Ethics Committee is a committee that solves disputes related to academic ethics.

Academic Appeals Committee is a committee that solves disputes related to grade appeal and other academic-related issues.

3. Student-centered learning, teaching and assessment

LCC follows a study-centered learning approach. One distinctive feature of LCC’s educational model is formative interaction between faculty members and students within relatively small classes, which encourage students to take an active role in their study process through independent problem solving, critical thinking and emphasis on the life-long learning. University provides students with the opportunity to individualize their study path through a range of elective courses. Students are also given appropriate academic and other support, such as psychological or career counseling.

LCC strongly believes in reliable and transparent assessment of students, which indicates students’ movement toward the established learning outcomes of each course and each program and ensures a successful completion of the requirements for graduation.

LCC strongly believes in the value of multiple assessments as a means of measuring academic progress as well as successful course completion. Thus, LCC uses a variety of assessment methods. No single grade within a course may be worth more than 30% (out of 100%) of the final course grade. After each assignment a student is provided with feedback from the instructor.

University utilizes four assessment methods categories, as presented in Table 2:

Table 2: LCC Assessment methods

Diagnostic Assessment	Summative Course Assessment
<ul style="list-style-type: none"> • TOEFL (as part of the Admissions process) • LCC Skills and Knowledge test (as part of the Admissions process) • Placement test within the Prerequisite Intensive Module in English (PRIME) • Placement test for Lithuanian language abilities • Placement test for Algebra abilities • Prior Learning Assessment and Recognition 	<ul style="list-style-type: none"> • Final examination in every class • Portfolios in practicum courses
Formative Assessment	Summative Program Assessment
<ul style="list-style-type: none"> • In-class oral presentations • Response papers • Article summaries • Annotated bibliographies • Regular tests and quizzes throughout the course • Research papers • Group projects 	<ul style="list-style-type: none"> • Thesis • Business Plan • Client-linked Final Project <p>The summative program assessments are conducted by multiple examiners.</p>

Students are informed about the assessment procedures, grading rubrics for assignments through their course syllabi, and through the institutional grading system that is easily accessible through academic catalogs.

Additional policies related to student assessment can also be found in publicly available LCC Catalogs.

- Incomplete grades
- Grade point average (GPA) calculation
- Mid-semester grade report
- Grading rubric
- Academic good standing
- Final course examinations
- Grade appeal process

Academic Integrity Standards

LCC strongly supports academic integrity throughout the entire learning process. The standards can be found in the Code of Academic Ethics, LCC academic Catalog, and the Faculty Handbook.

Committee on Academic Standing (CAS) CAS brings Academic and Student Life discipline and student support procedures together. The committee is comprised of the Director of Housing and Residence Life, two instructional faculty members, Director of Student Success and Wellness, one member of the Student Council, and Registrar (chair).

The role of the Committee on Academic Standing (CAS) is to develop, monitor and act on policy related to student academic good standing at LCC. CAS regularly reviews the academic progress of students and identifies students that are not performing well enough to meet graduation requirements. CAS also reviews cases where students have not met the university's academic integrity policies. CAS takes actions according to the policies, including probation, suspension or dismissal.

4. Quality Assurance of Teaching Staff

Hiring

LCC teaching staff is hired in accordance with the legal requirements of the Lithuanian higher education field, and in keeping with the mission and vision of LCC.

- All vacant positions are posted on the LCC website and are advertised through various appropriate publications.
- Degree, skills requirements, and preferred experience are indicated in each vacancy description.
- English language level is being verified during the interview by a native speaker on the hiring panel.
- The hiring process is led by the Human Resources Department, in coordination with Academic Vice President, and with final approval of all new employment by the President.

Expectations

The expectations for teaching staff are clearly outlined in Job Descriptions, LCC Faculty Handbook, and are reviewed with each new employee upon arrival.

Professional Development

LCC faculty are encouraged to continue developing both as researchers and educators. Ample opportunities exist for faculty to continue their professional development, including faculty mobility programs and funding for funding for faculty training. Funding priorities for professional development are determined at the department level. The overall strategy for professional development is overseen by the Office of Academic Vice President.

Research Development Funding support priorities for research activities are determined by the professional development committee and Academic Vice President. Teaching staff and research fellows are encouraged to apply for funding to support their research-related activities, such as participation in academic conferences, publishing, etc. Additionally, there are numerous other opportunities for research development, such as research clusters, sabbatical leaves, and course releases for research.

Performance Review Evaluation of the LCC teaching staff is coordinated through the Human Resources and Academic Vice President offices. Evaluation includes semester course evaluations by students, annual self-evaluation, peer review and department chair review.

Innovation in Teaching Methods and Usage of Technology Faculty members are encouraged to maintain up-to-date course materials, as well as to use modern technologies. Department heads and faculty ensure that they use current, relevant materials for teaching and designing courses. Faculty order new books and textbooks regularly to access current research. New technologies, such as statistical or other software are being constantly used in classrooms.

The procedures for employment, evaluation, and termination are described in the Faculty Handbook, and the Department Chair's Handbook.

5. Student admission, progression, recognition and certification

All stages of LCC student life cycle are predefined by a set of institutional policies and procedures. These policies are available to stakeholders through academic catalogs, LCC websites and internal networks. The policies and procedures are administered by Admissions, Registrar, and other related offices.

As of 2018 LCC has legal permission by the Ministry of Education and Science to process academic recognition of foreign qualifications for students who apply for admission. The procedures for academic recognition are carried out in accordance with the Lisbon Recognition Convention and its subsidiary documents as well as recommendations from Lithuanian Study Quality Assurance Center.

6. Learning Resources/Student Support

LCC is committed to providing appropriate resources for studies. The academic space is equipped with current technology including classrooms, library, faculty offices, residential facilities and open spaces for learning. All the resources are designed upon the needs of users and easily accessible for all students, including part-time students, students studying remotely or by individual study plans, and students with disabilities. All the details are described in internal policies. LCC constantly pursues development and acquisition of new resources, to support studies and other activities.

The University provides both academic and non-academic support services for students. Academic support services include academic advising, library and research resources, coordination of student mobility programs, tutoring services, freshmen orientation and other academic support. An academic advising system is established for all students for the purpose of developing their study plan and helping shape their future career options. Faculty load includes regular office hours for the purpose of regular individual consultation with students.

Non-academic support includes financial advising and aid, counseling services, employment assistance, career planning. Students have opportunities to apply for financial aid or other financial support if the tuition cost is an obstacle. In addition, counseling services are available for students to assist to resolve personal issues, traumas and crises that may be interfering with their academic success and impact personal well-being. When the concerns are of a severe nature, the counselor connects with the appropriate professionals. In addition, regular resiliency strategy building programs, run by the Center of Dialogue and Conflict Transformation, are offered to socially vulnerable students (ex. students from war affected countries). These programs include listening circles that respond to the needs of students on campus and provide opportunities for skill building and supporting the resiliency of vulnerable students. Students are also encouraged to attend career planning workshops or individual career counseling meetings, which help develop career planning skills. Finally, students are provided with assistance and resources to find employment, which would help them pay their tuition fees and get work experience. More information about student support can be found on LCC's website.

LCC ensures a comfortable environment for learning and living for all students. LCC is gradually adapting its facilities for students with disabilities, based on state requirements and current and potential student needs.

LCC recognizes that students from vulnerable social groups and students with special needs may have academic struggles. Thus, LCC strives to create equal access to higher education for all individuals by establishing favorable conditions of equal opportunity for students with special needs. To assist these students, LCC encourages them to acknowledge those needs and request support. The process of reaching out to special-needs students begins during the admissions process, when the individuals' needs are evaluated. Upon documented verification of special needs, LCC offers individualized academic support, technical support, and other services, based on those

needs. This support is coordinated and managed by the Registrar and the Student Success Center. LCC students are provided with information about governmental stipends for students with special needs.

7. Information Management

Internal Data Analysis

The University engages in ongoing institutional research which is based on feedback from its stakeholders and its analysis. Additionally, there is a set of KPIs upon which the University evaluates its programs and goals, and upon which data-driven decisions are made.

Feedback from stakeholders LCC collects feedback from its stakeholders through two channels- numerous surveys sent out to stakeholders, and through conversations held in Program Committees. A detailed list of surveys is presented in table 3. Feedback received through surveys and program committees is being carefully evaluated by corresponding LCC departments and used for improvement and further developments.

Table 3: Institutional surveys

DATE	NAME OF SURVEY	OWNER
AUGUST	MA Graduate Survey	Graduate Program Coordinator
	LCC Prospective Student Survey	Admissions office
SEPTEMBER	Summer Activity Survey- for returning students	Career Development Center
	LCC Board Evaluation Survey	Executive Assistant/Board of Directors
	Freshmen Survey	First Year Seminar/ Career Development Center
	Net Promoter Score-Employees	Human Resources
OCTOBER	-	
NOVEMBER	Study Abroad Trip Survey	Center for International Education
	Recent Graduate Survey- 7 month after graduation	Career Development Center/ Alumni Office
DECEMBER	Study Abroad Evaluation Survey	Center for International Education
	Net Promoter Score-Employees	Human Resources
JANUARY	Employee Engagement Survey	Human Resources
	Alumni Survey (every 5 years)	Alumni Office
FEBRUARY	Net Promoter Score-Students	Academics
MARCH	Study Abroad Trip Survey	Center for International Education
	Net Promoter Score- Employee	Human Resources
APRIL	Erasmus+ and International Exchange Program Evaluation Survey	Center for International Education
	Study Abroad Program Evaluation Form	Center for International Education
	First-Year Experience Survey	Student Success Center
MAY	Senior Survey	Academics
	English Language Institute Participant Survey	LCCx
JUNE	Kids English Language Summer Day Camp Survey	LCCx
	Net Promoter Score-Employee	Human Resources
JULY	Teens English Language Summer Day Camp Survey	LCCx
	Summer Language Institute Students Evaluation Survey	LCCx
	Summer Language Institute Staff Evaluation Survey	LCCx

Key Performance Indicators (KPIs) LCC KPIs are driven by the goals of the strategic plan and are monitored as part of the self-evaluation process. Currently, LCC monitors the following KPI categories:

- Student Body (headcount, student FTEs, retention rates, graduation rates, etc.)
- Admissions (application pool, selectivity, yield);
- Financial Aid (Number of students applying for and receiving financial aid, etc.)
- Staff and Faculty (Student-faculty ratio, faculty headcount, FTEs, Research Faculty FTEs, research fellows', etc.)
- Operational Stability (tuition percentage as a total revenue, etc.)

The analysis of KPIs is conducted annually and is used by the Board of Directors and President's Cabinet to inform and support ongoing decision-making.

External data analysis LCC participates in reporting to external institutions. This reporting substantially contributes to the internal quality assurance through feedback from external institutions. The below table overviews LCC's external reporting schedule.

Table 4: LCC External Reporting Schedule

MONTH	AUTHORITY THAT ASKS FOR INFORMATION	NAME OF THE REPORT	REPORTING PERIOD	RESPONSIBLE FOR REPORT SUBMISSION	CONTRIBUTORS TO THE REPORT
MONTHLY REPORTS	SODRA	SAM	for the past month	Finance Office	
	Tax Inspection	GPM313	for the past month	Finance Office	
	Tax Inspection	iSAF	for the past month	Finance Office	
	Tax Inspection	FR0600	for the past month	Finance Office	
	Klaipėda municipality	Išbrauktų asmenų iš studentų sąrašų, sąrašas	previous month	Registrar	
QUARTERLY REPORTS	Ministry of Education, Science and Sport	Lėšų panaudojimo ataskaita	for the past quarter	Director of Institutional Effectiveness	Finance Office
	Lithuanian Department of Statistics	DA-01 Darbo apmokėjimo statistinė ataskaita	for the past quarter	Finance Office	
	Lithuanian Department of Statistics	PS-121 Socialinių ir kultūrinių paslaugų įmonės veiklos statistinė ataskaita	for the past quarter	Finance Office	
	Lithuanian Department of Statistics	KS-02 Investicijų statistinė ataskaita	for the past quarter	Finance Office	
	Education Exchanges Support Foundation	European Structural Funding report on student mobility	for the past quarter	CIE	
BY SEMESTER	State Studies Foundation	Social stipends report	For that semester	Registrar	
		Special needs stipends report		Registrar	
		Study stipends report		SFS	
		Diaspora stipends report		SFS	
		Government loans report		SFS	
	Student Registry	Academic and financial student data		Registrar and SFS	
SEMI-ANNUAL REPORTS	Education Exchanges Support Foundation	Erasmus+ KA103 project for student and staff mobility interim report	for the last six months	CIE	
	Pedagogų registras	Updating the register	semester	HR	Director of Institutional Effectiveness
ANNUAL REPORTS	Education Exchanges	Erasmus+ KA107 project for student	for the last year	CIE	

	Support Foundation	and staff mobility interim report			
	Education Exchanges Support Foundation	Erasmus+ KA107 project for student and staff mobility final report	for the whole project	CIE	
AUGUST					
SEPTEMBER	Education Exchanges Support Foundation	Lithuanian Language and Culture Summer courses	for the course duration	CIE	
OCTOBER	State Studies Foundation	Sumokėtos studijų kainos kompensacija	Previous academic year	Registrar, SFS	
NOVEMBER	Education Exchanges Support Foundation	Erasmus+ KA103 project for student and staff mobility final report	for the whole project	CIE	
DECEMBER	Registų centras	LT financial reports	Previous fiscal year	Finance Office	
JANUARY	Tax Inspection	PLN204	Previous fiscal year	Finance Office	
	SKVC	Priimtų akademinio pripažinimo sprendimų ataskaita	For each calendar year	Admissions	
	Ministry of Education, Science and Sport	Pavedimo įvykdymo ataskaita	Previous calendar year	Director of Institutional Effectiveness	Finance Office
FEBRUARY	Lithuanian National Library	Library Annual Report Bibliotekos XXXX metų ataskaita	Previous calendar year	Library staff	Registrar, HR, Finance Office
	Magazine "Reitingai"			Corporate Communication Office	HR, Registrar
	SVIS - Education Management Information System	ŠVIS-01	As of October 1, of previous year, for the past year	Registrar, Director of Institutional Effectiveness	Student Life, HR, Finance Office, IT
	State Tax Inspection	Juridinių asmenų duomenys apie nuolatinių Lietuvos gyventojų už studijas ir/ar profesinį mokymą sumokėtas įmokas (FR0613)	Previous calendar year	SFS	
	Klaipėda municipality			Director of Institutional Effectiveness	
APRIL	Lithuanian Department of Statistics	MDV01 MTEP aukštojo mokslo ir valdžios sektoriaus statistinė ataskaita	Previous calendar year	Director of Institutional Effectiveness, Finance Office	HR
	Tax Inspection	FR0711	Previous calendar year	Finance Office	
	Lithuanian Department of Statistics	ŠVF-01 Mokyklos lėšų, pajamų ir išlaidų statistinė ataskaita		Finance Office	
MAY	LMT- Lithuanian Research Council	Kasmetinis mokslo(meno) veiklos vertinimas	For VDDA data is used as of Dec 31 of the previous year. Research productivity is reported for the whole previous year.	Director of Institutional Effectiveness	HR
	Tax Inspection	FR0478	Previous calendar year	Finance Office	
JUNE					
JULY					

MORE RARE REPORTS	Lithuanian Research Council	Comparative analysis report- palyginamasis (ekspertinis) vertinimas	Every few years	Director of Institutional Effectiveness	
	SKVC	Institutional Evaluation report	Every five years	Director of Institutional Effectiveness	All departments, as assigned
	SKVC	Program Group report - studijų programų grupių vertinimai	Every 3-6 years	Director of Institutional Effectiveness	Department Head, other departments as assigned
	Tax Inspection	FR0521	Previous calendar year	Finance office	
	Tax Inspection	GPM312	for the past year	Finance office	

In addition, LCC academic programs also rely on KPIs by Lithuania's official education management information system (SVIS). SVIS KPIs for individual academic programs are as following:

1. change in the student number,
2. change in minimal admission scores,
3. change in the number of student withdrawals,
4. change in the number of students graduating on time,
5. change in the number of students, who went by mobility programs,
6. change in the number of alumni, who got employed in the "LPK"- Lithuanian professional classification main groups, or who have started working independently within the past 12 month after graduation.

These KPIs provide important insight for program quality assurance, as they help track changes in the academic programs within given periods of time.

8. Public Information

LCC is committed to present accurate and transparent information to the general public. All of the public information about LCC and its operations is available through LCC website and portal. These two sources provide the following information:

- LCC's legal documents- Statue, link to accreditation documents, License
- LCC's most important internal documents- Academic Code of Ethics, Internal Quality Assurance System, Strategic Plan.
- Academic Catalogs
- Admission information
- Program Information
- Research Information
- Free Vacancies
- Registrar's office information
- Academic Calendar
- Course Schedule
- Academic catalogs by circle of study and academic year

LCC internal policies and procedures are publicized through internal shared network drives, MS Teams platform and through internal handbooks, accessible for the entire campus community.

Additionally, information about LCC's status is available on the website of the Ministry of Education, Science and Sports of the Republic of Lithuania.³

The below table provides a quick reference to the various institutional documents that contribute to LCC's quality assurance.

³ "Viešoji Įstaiga LCC taprtautinis universitetas," AIKOS, retrieved on 2021-12-06, https://www.aikos.smm.lt/Registrai/Svietimo-ir-mokslo-institucijos/_layouts/15/Asw.Aikos.RegisterSearch/ObjectFormResult.aspx?o=INST&f=Inst&key=88603090103&pt=of&ctx_sr=Flcdt9LmT MGXtMdFOqzJlQNyt0%3d

Table 5: Summary of Quality Assurance Documentation

DOCUMENT	QUALITY ASSESSMENT CATEGORIES	AVAILABILITY/OWNER	UPDATES
LCC legal documents	LCC Statute	LCC website: https://lcc.lt/about-lcc	As needed
	LCC License	Located on hard drives of individual staff members	
	Institutional Accreditation Documents		
	Program Accreditation Documents	<u>Owner:</u> President's and Vice President's Office	
Board of Directors Meeting Minutes	Approval of institutional identity, mission and vision, and the strategic plan, thereby providing the framework within which quality assurance is managed.	LCC Network Drive: Official/ Board of Directors	Every semester
Institutional Policies	Academic Policies	LCC Network Drive: Official/ Institutional Policies	As needed
	Human Resources Policies		
	Marketing and Admissions Policies	<u>Owner:</u> President and Vice President offices	
	Finance and Facilities Policies		
	Student Life Policies		
	Advancement Policies		
President's Cabinet Minutes	Monitoring of everyday management	LCC Network Drive: Official/President's Cabinet/Minutes	Weekly
	Annual budget development		
	Strategic Planning Implementation	<u>Owner:</u> President's Office	
	Policy approval and regular review		
Undergraduate and Graduate Catalogs	Admissions	LCC website: https://lcc.lt/assets/ba-catalog-21-22.pdf ; https://lcc.lt/assets/ma-catalog-21-22.pdf	By September 1 each year
	Tuition/Financial Aid		
	Program/Course Descriptions	<u>Owner:</u> Registrar's Office	
	Student-related Policies		
	· Assessment		
	· Attendance		
	· Academic Integrity		
	· Graduation requirements		
Faculty Handbook	Faculty Governance	LCC Network Drive: Official/Dept. Academics	By August 15 each year
	Organizational Chart	Faculty Professional Moodle Page	
	Workload	Faculty MS Teams Page	
	Evaluation		
	Professional expectations	<u>Owner:</u> Academic Vice President's Office	
	Syllabus template		
Academic Council Minutes	Review and approval of academic programs, modules, and courses	LCC Network Drive: Faculty/Academic Council/ Minutes	As needed
	Quality assessment of current programs		
	Assessment	<u>Owner:</u> Academic Council	
Department Chair Handbook	Responsibilities	LCC Network Drive: Official/Dept. Academics	By August 15 each year
	Budget oversight	Faculty Professional Moodle Page	
	Academic Procedures	Faculty MS Teams Page	
	Graduation Involvement		
	Study Abroad	<u>Owner:</u> Academic Vice President's Office	
	Professional Development Allocation		
Institutional Research	Surveys	LCC Network Drive: Official/Institutional Research	According to the schedule
	External statistical and other reporting		According to the schedule
	KPIs	<u>Owner:</u> President's Cabinet	By September 15, annually
Academic Leadership Team Meeting Minutes	Review and assessment of current academic issues	LCC Network Drive: Official/Dept. Academic/Academic Division Meeting Minutes	Weekly
		MS Teams Academic Leadership Team Group	

		Owner: Academic Vice President's Office	
Research Council Meeting Minutes	Review and assessment of current research questions	LCC Network Drive: Official/Dept.Academic/Research Council	Monthly
Institutional Review Board	To ensure the integrity and accurate procedures of all research involving human subjects	Microsoft Outlook Archive Owner: Academic Vice President's Office	As needed
CAS (committee for academic standing)	Monitoring of academic good standing procedures	Confidential: located on hard drives of individual committee members	As needed

9. Cyclical external quality assurance

LCC engages in three categories of external reviews(reporting): statistical, research productivity and accreditation.

As stated in the above section, LCC is responsible for submitting numerous statistical reports to Lithuanian state organizations. Besides keeping it as a duty, LCC utilizes the reports for its internal quality assurance, to track and identify changes and trends that happen over time. The reports are analyzed by corresponding departments and used for the improvement of LCC services.

In addition to statistical reporting, LCC also is responsible for submitting two types of research productivity reports to the Lithuanian Research Council: Formative Annual Research Assessment and Expert Comparative Research Assessment. The results of these evaluations are widely discussed by LCC Research Council and Academic Leadership Team and are used to enhance LCC's knowledge of Lithuanian research needs and requirements, as well as maintain and develop internal high quality research culture.

By Lithuanian laws, all Lithuanian higher education institutions are obliged to undergo institutional and study area accreditations. These accreditations provide LCC an opportunity for self-reflection about its operations. Recommendations from accreditors are used for program and institutional quality monitoring and improvements.