



2021  
I-VIII

# MONITORING REPORT

European University

---

[www.eu.edu.ge](http://www.eu.edu.ge)

# Contents

About the university .....	3
Action Plan Monitoring .....	4
Monitoring in accordance with directions.....	5
Development of the brand and raising of social responsibility .....	5
Development of programs of all three levels of Higher Education .....	7
Increasing the quality of planning and implementation of the educational process, widely introducing innovative methods of teaching and learning .....	8
Development of student services and environment .....	10
Promotion and strengthening of scientific research activities .....	12
University organizational management and resource development .....	14

# About the university

European University appeared in the Georgian educational space in 2012 and is one of the fastest growing and international private higher educational institutions in Georgia.

The university is a higher education institution based on European values, focused on sustainable development, the mission of which is:

- To offer student-centered quality higher education;
- To train competitive personnel for the local and international employment market;
- Development of scientific / research and creative activities;
- Active participation and contribution to the formation of economy that is based on the knowledge society and knowledge in Georgia;
- To promote self-realization and creative activities of local and international students and academic staff by developing critical thinking, innovative and academic skills;
- To ensure the academic freedom of students and academic staff;
- To care for the development of society within the framework of social responsibility, to provide lifelong education, to promote tolerance, mutual respect and inter cultural dialog.

European University is the founder of [Kutaisi University](#). The university has dormitory for 250 students according to modern standards.

The university successfully cooperates with leading research and educational institutions in Europe, Asia and North America. In 2021, the university became a member of the European University Association (EUA), GUNi Innovation network and Businet global network. European University is the member of the Association for Medical Education in Europe (AMEE), the European Association of International Education (EAIE), the Association of Medical Schools in Europe (AMSE), Association for Dental Education in Europe (ADEE) and Association for Computing Machinery (ACM).

European University is a winner of Erasmus + Jean Monnet activities and successfully implements projects funded by the European Union.

There are four scientific-research institutes operating in the university: Scientific-research Institute of Law, Scientific-research Institute of Economic and Social Issues of Globalization, Medical Research Institute and Andria Apakidze Institute of Archeology. International refereed journals are published within the institutes.

The university has a historical-archaeological museum, within which expeditions are actively carried out and the scientific journal "Archaeology" is published, these activities provides promoting country's cultural heritage and saving and preserving important artefacts.

2021 was an extremely important year for the European University, as it was actively preparing for reauthorization throughout the year. The reauthorization process coincided with the pandemic, however, despite the existing challenges, it was possible to cope with all the difficulties, and the university was granted unconditional authorization on June 2, 2021 by the decision of the Council for the Authorization

of Higher Education Institutions, namely, 6 standards were evaluated as fully compliant with the authorization requirements, and one standard as largely compliant.

## Action Plan Monitoring

The document presents the report on the performance of the tasks determined by the 2021-2023 action plan of the European University 2019-2025 strategy for the reporting period of 2021 (January-August)<sup>1</sup>.

The strategic development plan of the university was developed in 2019 with the stakeholder involvement and in full harmony with the mission and vision of the university, it defines the main priorities for the development of the university, at the organizational level, and its individual structural units.

In accordance with its mission, declared vision and values, the European University has defined the following directions as strategic priorities:

- Development of the university's brand and raising its social responsibility;
- Development of programs of all three cycles of the higher education;
- Increasing the quality of planning and implementing the learning /teaching process and wider establishment of innovative methods of evaluation;
- Supporting and strengthening the scientific-research activities;
- Development of the student services and environment;
- Organizational management of the University and resource development.

The action plan of the university for 2021-2025 is based on the strategy document and defines the tasks of the reporting period and the measures designed to achieve them. The purpose of monitoring is to assess the quality of performance of the tasks defined by the action plan by the structural units, to identify strengths and areas for improvement, to reflect them in the main findings and preparation of relevant recommendations.

As part of the monitoring, the progress of the tasks is monitored and the final annual evaluation is carried out. For this purpose, a monitoring form prepared in accordance with the action plan is sent to each responsible structural unit and person defined by the action plan, where they assess the quality of the tasks to be performed by them, present the verifiers, and in case of non-fulfillment of the task, identify the reasons. After the self-evaluation period, the information presented by individual structural units of the university is verified, the cause-and-effect relationships between variables and indicators are determined and analyzed. The monitoring process is open and takes place with the involvement of each structural unit and the person responsible for the processes, who have the opportunity to receive both final and intermediate information. At the evaluation stage and in the active working mode, to present their views related to the evaluations.

---

<sup>1</sup> Since September 2021, the European University's annual action plan and budget are linked to academic years. The action plan for the 2021 calendar year was completed in August 2021, and the events carried out in the January-August period are included in the report.

Based on the final analysis, all measures are assigned the appropriate performance status: fully performed, partially performed, and failed to perform. Assessments are automatically assigned to the annual tasks of the action plan according to the status of the implementation of events:

- Completed - 90% or more of the planned events are performed;
- Partly Completed - more than 50% of the planned events have been performed;
- Failed to complete - more than 50 of the planned events were not performed.

The final statuses for the measures are assigned by the group responsible for the review/evaluation of the monitoring report of the action plan, which is approved by the rector's legal act and which includes the rector, vice-rectors, heads of the strategic development service, human resources management and legal service. The working group is headed by the rector of the university.

When assigning the status of the events, the monitoring group takes into account the complexity, importance and quality of performance of the events.

The annual monitoring report will be submitted to the University Governing Council for the purpose to be discussed. Based on the annual report, taking into account the recommendations/advice of the group, the management board may make a decision regarding the implementation of changes in the strategic development and/or action plan, as well as the adding the unfulfilled events described in the report to the action plan after the reporting period, whether the need for the implementation of the event still exists.

Within the reporting period, 12 objectives were fully completed and 10 objectives were partially completed in the university. Tasks that were at risk of failure, together with partially completed tasks, were defined as important priorities in the 2021-2022 action plan.

## Monitoring in accordance with directions

### Development of the brand and raising of social responsibility

- *Increasing university trust and popularity*

During 2021, European University was widely represented in online media. University events were systematically covered on the following websites: FrontNews.ge ghn.ge timer.ge kvira.ge interpressnews.ge edu.aris.ge. In addition, television participation was quite high. The events of the university were covered by the public broadcaster, TV Company "Imedi" and "Rustavi 2".

In order to increase the awareness of the university, daily information was updated and important projects were shared on the social network. To promote university programs and exchange programs, banners were created and shared on social networks and online media.

The projects and conferences organized by the faculties were permanently covered in the online space (social networks and the university website). Also, signing of memorandums of mutual cooperation in the appropriate manner and photo-video shooting.

In order to attract entrants, informational triplets of the European University were distributed directly at the examination places. (at all Tbilisi locations, Kutaisi locations, Zugdidi, Batumi and Rustavi). A total of 50,000 triplets were distributed.

In connection with the start of the new academic year, students enrolled in the European University were given gift bags - with branded accessories of the university. Also, gifts were given to the partner higher educational institution - the Ministry of Education and Science of Georgia and other partner organizations.

- *Raising the social responsibility of the university*

In terms of increasing the social responsibility of the European University, a number of important activities were planned and carried out throughout the year. In particular, an essay competition was held in collaboration with the French Embassy, which was attended by ambassadors of European countries and their representatives.

Also, within the framework of continuous education, for the purpose of professional strengthening of teachers of general educational institutions, free trainings were held throughout Georgia fully funded by the European University.

In the period of July - August 2021, the Institute of Archeology named after academician Andria Afakidze of the European University and the Historical Archaeological Museum of the European University conducted archaeological excavations at Okherakhevi necropolis (Mtskheta Municipality). Laboratory-processed items were placed in the exposition of the historical-archaeological museum.

"Calendar 2022" of the European University was prepared and printed in Georgian and English languages, where coins from the numismatic collection of the Historical-Archaeological Museum were presented. The 5th issue of the journal "Archaeology" of the Institute of Archeology named after academician Andria Afakidze was published additionally, where the report of the archaeological expedition conducted in 2020 in remains of old city Okherakhevi and necropolis was printed.

- *Attraction of local entrants/students*

In order to attract local students and entrants, European University representatives organized meetings on the territory of Georgia in existing schools. In the first stage of the event, visits were made to schools of 3 regions - all eight municipalities of Samegrelo, twelve municipalities of Imereti, all eight municipalities of Kakheti. 10, 11, 12 graders attended the presentations. The meeting was held in about 200 schools, attended by about 5,000 students. At the end of the meeting, they were given university branded items.

- *Attraction of international applicants/entrants*

In order to attract international entrants and students, as well as to raise the awareness of the university, the university implemented an active campaign. Within the reporting period, agreements were drawn up with up to 30 agents representing the continents of Asia, Africa and Europe. Conducted online and face-to-face meetings with dozens of agents. Among them, two working visits were made to the Hashemite Kingdom of Jordan in July, during which the president of the university and the head of the strategic development service met with representatives of 14 organizations. It should be noted that for the

reporting period, in the Hashemite Kingdom of Jordan, Georgia was the 2<sup>nd</sup> market after Egypt in terms of market demand.

Information about the university has been uploaded to the Times Higher Education World University Rankings (THE) system.

Educational portals: **KeyStone** academic, **Uniagents** and **agentpartnership** were actively used to promote the faculties and increase the number of students. By 2021, a new platform has been added - studyportals.eu, with the direct participation of which a new website for English-language programs of the European University was created and it is permanently promoted in the Internet space. Also, the university cooperates with uniagents.com.

## Development of programs of all three levels of Higher Education

- *Ensuring the accreditation of programs implemented by the University*

Within 2021, the work processes of updating the programs implemented by the university and preparing them for accreditation were actively underway. In particular, for this period, the master's degree in management, Georgian-language and English-language programs of dentistry received accreditation for a period of 7 years.

In addition, the university ensured continuous development of existing programs.

- *Development and accreditation of new programs*

In order to develop new programs, European University has conducted an analysis of labor market requirements and resources within the framework of integrated programs of Law, Master of Education Administration, Archaeology, Pharmacy English-language Bachelor and Teacher Training.

The integrated (bachelor-master's) educational programs of the master's degree in education administration and basic-secondary mathematics/science teacher training, the integrated veterinary program and the bachelor's program in tourism were submitted for accreditation during the reporting period by European University.

- *Internationalization of existing educational programs, development and implementation of foreign language programs*

Throughout the year, the European University actively worked on maintaining the existing exchange programs for students and finding new locations. In particular, an Erasmus+ international credit mobility agreement was additionally drawn up with Par University College (Croatia). In the months of April, May, June, 7 mutual cooperation memorandums were signed with foreign universities. These are: West Brittany University (France), Ala-Too International University (Kazakhstan), Xinjiang Medical University (China), Par University College (Croatia),

Khmelnyskyi National University (Ukraine), Khortysia National Academy (Ukraine), Yaroslav Mudry National University of Law (Ukraine). In addition to the above, in 2021, 6 students of the European University took advantage of the exchange programs offered by the university to continue their studies at prestigious European universities.

In order to engage students and staff in international programs, European University organized a two-week lecture series led by the academic staff of Sofia Medical University. About 100 students from European universities attended the lecture series.

For the purpose of internationalization of programs, one of the priority tasks was the English-language training courses to be added to educational programs. For this purpose, English-language courses were added to the Georgian-language, management and business administration educational programs of international relations, informatics, law, dentistry and medical doctor.

### **Increasing the quality of planning and implementation of the educational process, widely introducing innovative methods of teaching and learning**

- *Promoting the implementation of innovative teaching-learning and evaluation methods*

In the mentioned direction, the research of the needs of the academic and invited personnel of the university was permanently conducted, based on the results of which, under the auspices of the European University, new training modules were prepared several times. In particular, for the reporting period of 2021, up to 30 trainings on the principles of academic integrity, modern teaching methods, modern evaluation methods and effective use of digital technologies have been conducted.

- *Establishment of practical training centers and laboratories and development of existing ones*

Within the framework of this activity, it is worth mentioning the expansion of the activity area of the legal assistance center. In particular, more than 100 legal consultations were provided, 20 legal documents were created, and a draft law was prepared. The center was working on the Strasbourg lawsuit, and two events were held, attended by more than 100 people. It should be mentioned that in 2021, a criminal case was registered for the first time in the center's practice.

In addition, the license of Body Interact was renewed at the Faculty of Medicine. The agreement was drawn up for the next year, 3 dental study rooms were added and fully equipped, and an electronic system for managing the examination process was installed in the simulation center.

A physics laboratory has been arranged and equipped according to standards, and a tourism center has been established.

- *Strengthening of external practice*

A number of effective steps have been taken by the European University in the direction of strengthening external practice and increasing the number of clinical bases. In particular, Within 2021, agreements were drawn up with the following new clinics – Zodelava Blood Bank; Georgian-American Orthopedic Center



Brain House; PM Dental; Keep Smiley; Curatio, Rayman. In addition, a general memorandum was signed with 2 additional clinics, 28 agreements were re-signed.

In May, the Faculty of Medicine signed a memorandum with the Union of Medical Associations of Georgia, at the Faculty of Law, a total of 80 new memorandums were signed by the end of the reporting period, at the Faculty of Business and Technology, 20 new memorandums were signed with schools, higher educational institutions and vocational schools on the education administration program. One new memorandum was signed with “Radisson Blue Iveria” Hotel and “Spectrum” for the bachelor’s programs of tourism and psychology. In addition, 17 memorandums were signed within the framework of the integrated educational programs for basic/secondary level physics, chemistry, biology teacher training and integrated educational programs for basic/secondary mathematics teacher training, and 21 memorandums within the Master's Program of Education Administration.

- *Raising awareness on academic integrity and plagiarism, detecting the violations and establishing preventive mechanisms*

As of 2021, trainings on plagiarism (program usage rules, etc.) have been organized for university staff. The number of those retrained ones within the mentioned trainings is 66% of the personnel who use this program within the training courses.

In addition to academic staff, academic integrity information sessions are also organized for students. In particular, a working meeting was held with more than 100 students at the Faculty of Business, Law and Medicine.

In order to ensure the widespread use of the plagiarism detection program in the teaching and evaluation process and to implement the university campaign on academic integrity, the plagiarism detection program was widely used in the process of checking relevant written assignments (abstracts, analytical essays/bachelor’s/master's theses, etc.) in almost all faculties of the university. According to the reports presented at each faculty, 100% of bachelor's and master's theses are checked within the mentioned program, which is an important step forward in terms of academic integrity protection.

- *Enhancement of teaching process quality*

For the reporting period of 2021, in accordance with the quality assurance mechanisms approved by the University, the evaluation of the personnel implementing the program has been carried out. The said staff is fully evaluated.

In the 2020-2021 academic year, all new lecturers were fully attended and evaluated. A summary report was developed and sent to the faculties for feedback. Appropriate response reports have been received from them.

The examination process carried out in the 2020-2021 academic year is fully evaluated. An appropriate analysis is prepared and shared with the examination center. The results response reports are presented by the center. 100% of the surveyed students in the Faculties of Business and Technology and Law, Humanities and Social Sciences are satisfied or very satisfied with the organization of examination processes. The picture is different at the Faculty of Medicine, where the level of satisfaction among surveyed students (in foreign language students) is slightly below 80%. In general, 70% of the interviewed

students are satisfied, very satisfied or more or less satisfied with the organization of the examination process.

In addition, the quality of implementation of clinical training courses in clinics has been evaluated. As a result of the survey, no noteworthy issues were revealed.

As for the student satisfaction survey, the European University conducted a general satisfaction survey of students and staff. 86% of surveyed students are satisfied or very satisfied with the environment at the university, and when evaluating the practice component, 83% of students positively assessed the performance of specific practices.

## Development of student services and environment

- *Promoting the raising of students' civic awareness*

European University organizes public lectures, workshops and discussions with the participation of leading experts, civil activists and representatives of partner organizations working in this direction. In particular, several public lectures were held during 2021, the main topics of which were gender issues, an independent and impartial judicial system, and medical direction with a focus on dentistry. In addition, a public lecture was held, where the main emphasis was placed on vaccination and human rights.

- *Development of electronic services for students and graduates*

For the reporting period, the **eflow** module was built into the educational process management electronic base, and the new Moodle system was built and launched.

A new module has been built into the database for students of the medical doctor, which provides the possibility of partial recognition of integrated subjects.

In order to train students and graduates, about 10 meetings were held with students about the rules for using electronic services, and a guide on the rules for using the database was shared by e-mail.

- *Support for career development of students and graduates*

In this direction, the European University held a master class for international students on the topic: "The importance of the LinkedIn platform for career development" and a public lecture on the topic "Effective resume format". Also, a career master class was held on the topic: "Sales of own skills and organizational culture".

Students and graduates were provided with information on more than 50 profile and exclusive vacancies for employment and internships. In addition, European University shared information about three employment forums within the year.

The university has a center where students can use individual career counseling services. The mentioned center provided career services to more than 30 students within the reporting period.

- *Facilitating the implementation of extracurricular projects and activities*

One of the priority directions for the European University is to offer not only theoretical but also practical experience to its students. In this regard, a competition was announced at the Faculty of Medicine for the students of the 5th - 10th semesters of the English-language and Georgian-language educational programs of dentistry, the winners of which three students went through practice at the "Albius" clinic and the "Happy Dent" clinic. In addition, another competition was announced at the Faculty of Medicine. As a result, 16 students of the European University completed internships in different departments of the Georgian-Dutch Hospital.

In the same year, the Faculty of Medicine became an institutional member of the European Dental Education Association, as a result of which students were given the opportunity to be involved in various activities offered by the association.

In order to increase awareness of the idea of social entrepreneurship, a training series has been developed together with the Faculty of Business and Technology and is offered to students. Within the framework of the mentioned cycle, a public lecture was held in May 2021, where, within the framework of the meeting, attention was focused on such issues as: the essence of social enterprise, its importance, its legal regulation, the main challenges related to the field of social entrepreneurship. Also, practical examples from the experience of Georgia, European countries and the USA were discussed.

- *Increasing student and graduate satisfaction and loyalty*

Monthly meetings with students were held by European University throughout the year, where the plan of student activities for the coming month was discussed. Feedback from students was presented related to the current events. Considering the severe pandemic background, the given meetings were held through the Zoom platform in some cases.

In addition, for the greater involvement and loyalty of students, relevant studies were conducted for 2021 and important and interesting issues for the interested parties were identified. Throughout the year, trainings, webinars, public lectures and workshops were offered to students according to their needs.

A Newsletter was actively shared with students and graduates, summarizing the university-wide activities of the past month and informing the relevant audience of the upcoming month's plans.

- *Promoting the development of student teams and supporting student initiatives*

With the support of European University, volleyball and futsal teams were recruited and fully equipped. These teams trained intensively throughout the year. Each of them successfully competed in the championships of Georgia.

In addition, for the purpose of organizing the European University and stimulating students' physical and mental activities, in 2021 it was planned to finance projects presented by student initiative groups, although none of the projects prepared by students could overcome the 7-point threshold established by the special commission.

## Promotion and strengthening of scientific research activities

- *Periodical revision of the University's research priorities*

In order to update the research priorities of the European University, based on the information presented in the annual reports of scientific and research activities submitted by the academic staff, the data was updated on HR SOFT.

In addition, a descriptive analysis of the priority areas of local and international scientific funds was shared with deans and heads of research institutes.

At the Faculty of Law, a meeting was organized with the head of the research center and the director of the Law Research Center, after which new priority areas were identified, from which attention was stopped on the research of the use of artificial intelligence technologies.

- *Development and internationalization of the Scientific Research Institute of Law*

By 2021, 2 important projects were prepared by the Law Research Institute, one of which was submitted to the grant program organized by the Ministry of Justice "Strengthening human rights, introducing innovative services, rehabilitation of convicts and ex-prisoners - promotion of re-socialization and effective crime prevention", and the second project was submitted to the Embassy of Bulgaria - "The Legal Literacy of Secondary Schools Pupils Through the Creation of an Online Information Platform Related to Cybersecurity, Prevention of Antisocial Habits, and Criminal Behavior of Juveniles".

Organized by the Institute, several public lectures and webinars were held on the following topics - personal data protection and the decision made by Strasbourg on the case of Russia-Georgia war. Also, a discussion was held on the topic - private sector and labor regulations.

An international scientific conference was held on the topic "Actual problems of justice: Juvenile justice" was Organized by the European University and the Embassy of France in Georgia. For the same period, a manual was created and published - "Concentration control in Georgia".

- *Development and internationalization of the medical research institute*

In the mentioned direction, one of the main challenges for the European University was the development of an international scientific refereed journal on the basis of the Scientific Research Institute of Medicine. For the reporting period, a printed version of the journal "BIOMEDICAL AND MEDICAL SCIENCES" was published, and its data was submitted to the international scientific database "ERIKH+", which is recommended and recognized by the Rustaveli National Science Foundation as an electronic library hosting highly rated journals. By 2021, three issues of the journal were prepared, the citation index kept growing.

The Research Institute of Medicine won the funding of the Rustaveli Foundation in the project "Targeted grant competition for the promotion of science".

In addition, the project: "Observation on Tuberculosis Preventive Treatment Georgia" was ongoing until 2021 with the funding of the European University, in which 605 subjects were involved.

2-week online lecture series led by professors from Sofia Medical University (Sofia, Bulgaria) was held for students of the European University of Faculty of Medicine of the Program of Medical Doctor in Medical Genetics. The lecture course included such important topics as: urological anatomy for medical students, alcohol and sleep, heart failure, a successful model of hepatitis C elimination, etc. It should be noted that the series of lectures was carried out within the framework of the existing bilateral agreement between the European University and Sofia Medical University.

a public webinar was held organized by the international relations services of the European University and ALA-TOO International University (Bishkek, Kyrgyzstan), on the topic as follows: "Treatment of Covid-19". Within the framework of the webinar, Ekaterine Jabua, co-head of the Program of Medical Doctor of the European University, presented a report on the topic - "Post-Covid-19 symptoms".

- *Development and internationalization of the Research Institute of Globalization, Economic and Social Problems*

For the reporting period of 2021, 3 applications were prepared for obtaining the funding by the European University:

1. Application for the publishing grant competition of Shota Rustaveli's National Science Foundation of Georgia for the preparation of a monograph: "Economic Research Methodology",
2. Application for the 2021 competition of state scientific grants for fundamental research of Shota Rustaveli's National Science Foundation of Georgia: "Investment attractiveness of Georgia and Contemporary challenges of investment policy",
3. Application for the 2021 competition of state scientific grants for fundamental research of Shota Rustaveli's National Science Foundation of Georgia: "In the post-pandemic period, EU Sociocultural determinants of the business environment and problems of legal regulation".

An international collective monograph organized by the Research Institute of Economic and Social Problems of Globalization of the European University and the Kherson State Agrarian and Economic University (Ukraine), was prepared under the title "Strategies of Socio-Economic Development and Mechanisms of Their Implementation in Economic Vulnerability and Globalization Under the conditions of changes". The international collective monograph was based on the joint scientific-research activity of two institutions in the field of scientific research.

By financing of Daugavpils University, a joint scientific project on the research of the entrepreneurial potential of Latvian and Georgian students under the pandemic conditions was implemented. The study was completed and the first Collaborative article was published in a peer-reviewed journal.

In addition to the above mentioned one, 2 panel discussions were organized by the institute: "Modern challenges of globalization and development of student entrepreneurial potential" and "Modern

challenges of development of labor market and entrepreneurial activity". Also, an auxiliary manual was prepared in Georgian language - banking marketing.

VI international scientific conference - "Actual economic and social problems in modern conditions of globalization" is organized by the institute.

- *Promotion of initiation of research grant projects*

Information about grant programs, conferences, workshops and seminars with staff and scientists was shared permanently by email throughout the year to academic, invited staff for the purpose of raising awareness among academic and invited staff upon research grants and scholarships.

In order to provide workshops and consultations for invited and academic staff of the European University regarding research grant competitions, more than 5 consultations were held in June with the employees of the scientific research institute and the student and graduate service center regarding the grants programs announced by the Shota Rustaveli National Foundation, the Embassy of the USA and the Embassy of Bulgaria.

Master classes on the topic of project writing and project budgeting, namely "data analysis in SPSS", "research methods and research design" were held for academic and invited staff.

- *Encouraging and support students' involvement in research activities*

In the direction of stimulating the scientific-research activity of students, the 7th student conference was held at the faculty, 3 winners were identified and prizes were awarded.

In addition, the 8th student scientific conference - "Challenges of business management and technological development: peculiarities of the post-pandemic period" was organized by the Faculty of Business and Technology of the European University, in which 8 students of the Faculty of Business and Technology of the European University participated.

At the Faculty of Medicine, two students were actively involved in a 2-year university-sponsored research project. Here, the faculty organized the 10th student conference, where 15 students of the Faculty of Medicine made a report. Within the year, work was carried out on the 3rd issue of the student scientific journal "Biomedical and Core Clinical Research Practice".

## University organizational management and resource development

- *Organizational management*

In the direction of organizational development, organizational culture development events were constantly planned within the year. In particular, the European University congratulated employees on their birthdays and holidays. Also, certificates were sent electronically to staff on professional days.

A staff assessment was conducted with the help of HR Soft, where approximately 80 employees were assessed. It should be noted that the staff turnover rate does not exceed 3%. Related to the mentioned issue, a report was prepared by the university, feedback and appropriate response was made to the staff. The awarding ceremony was organized by the European University, the employees were given certificates and monetary awards.

As for the satisfaction survey, the level of satisfaction of staff cooperation with the university is quite high according to the data of all four quarters of 2021.

- *Attracting human resources (administrative/academic/invited).*

It is important for a European university to attract and hire staff with international experience, for the purpose of carryout out of which the university has repeatedly participated in the employment forum organized by Jobs Support State Agency. In addition, throughout the year, negotiations were held with candidates with international experience to occupy administrative or academic positions.

Two new competitions have been announced for the veterinary medicine and teacher training program by using modern methods.

- *Supporting qualification upgrade for administrative staff*

Based on the evaluation of the administrative staff to identify their professional needs, the 2021 evaluation report and information about the feedback session were sent to the employees. During the individual meeting with them, a professional development plan was defined. Also, within the framework of development activities, Google drive management training was conducted in May, the video recording of which was shared with the administrative staff. In addition, in 2021, employees were trained in the English language.

- *Development of material resources of the university*

As of 2021, a project for a new university campus has been developed and a construction permit has been issued, which will come into power in 2022.

Library and conference space was partially organized.

- *Development of information-technological resources*

In this direction, by 2021, network security and data backups have been created, as well as security cameras have been purchased and installed, and in terms of software updates, work has started for the reporting period, although it is not fully secured.

In addition, some HR Soft fields were modified and improved. In particular, the birthdays panel was added, updated and filled informatively, as well as questionnaires panel was added. Chat and design are in progress.



# EUROPEAN UNIVERSITY

☎ (+995 32) 2 000 171

✉ info@eu.edu.ge

🌐 www.eu.edu.ge