



**Approved**  
and about. dean

Doctor, associate professor

 **Todorich L.P.**  
Protocol No. 6

# REPORT

about activities quality council

## FACULTY OF ECONOMICS

*(for 2022-2023 SCHOOL YEAR)*

Quality Commissioner  
at the Faculty of Economics

  
\_ /Muska S.F./

Doctor of Economic  
Sciences

In its activities, the Quality Management Council of the Faculty of Economics was guided and carried out its activities in the 2022-2023 academic year in accordance with the Mission, policies and priorities of the university in the field of ensuring the quality of the educational process at KSU, the Work Plan of the Quality Council for the 2022-2023 academic year, orders and orders of the Ministry of Education, Science and Research of the Republic of Moldova, orders, orders and instructions of the rector of the university, vice-rector for academic activities, head of the educational department, decisions of the University Senate, Quality Council, University Quality Commission, decisions of existing standing committees of the Senate and other current legislative acts.

The mission of the Faculty of Economics is to educate and develop socially and professionally minded specialists capable of replenishing and increasing the intellectual potential of the Republic of Moldova based on the optimal combination of fundamental university education with practice-oriented specialized training, taking into account the requirements of the time.

*The policy of the Faculty of Economics of KSU in the field of quality is aimed at:*

- ✓ providing clients with services that meet the requirements of the education and intellectual labor markets;
- ✓ continuous improvement of the quality of services based on effective external feedback from graduates, society and the state, internal feedback from students and employees, adaptation to the personal characteristics of employees and students, inclusion of mechanisms for their self-development and self-realization.

*The priorities of the university are:*

1. consumer satisfaction with high quality educational services;
2. competence of the teaching staff, high quality of educational and support staff;
3. health and safety of university students and staff, creating conditions for their self-development and realization of creative potential.

At the present stage, the system for assessing the quality of the results and process of education is implemented not as regular monitoring of educational authorities, but as a regular self-assessment by the university of the state of the quality of the educational service provided.

Recently, a quality control model has become widespread, the main criteria of which are:

- 1) internal self-assessment and internal audit;
- 2) presence of a quality assurance body (organization for certification of quality systems);
- 3) assessment of external experts and visits to educational institutions (external audit);

The tool for implementing such a model is the quality management system of Comrat State University, one of the constituent units of which is the Quality Management Council of the Faculty of Economics.

In order to improve the quality of education and the efficiency of organizing work on the quality of the educational process, a quality council was created at the Faculty of Economics (Order for the Faculty of Economics dated January 27, 2022).

SCEF employees and quality representatives of the departments: economics - Muska S.F., information technology, mathematics and physics - Lupashku S.I., accounting and finance – Dudoglo T.D. took an active part in conducting internal audits of departments of the Faculty of Economics as internal auditors.

Intra-faculty QMS provides for planning and goal setting at all levels of the Faculty of Economics. The Quality Council works in accordance with the approved annual plan. Planning is carried out for the academic year.

For the 2022-2023 academic year, 40 events were planned, of which 1 was not implemented.

- No survey of teaching staff at the Faculty of Economics has been conducted.

The Council noted that during the audit, the staff demonstrated openness, interest in the objective results of the audit and contributed to ensuring that the purpose of the audit was achieved and the audit was carried out in full.

In accordance with the annual work plan for the period from 09/01/2022. until 07/01/2023 The quality council completed the annual work plan for the 2022-2023 school year. year by 95%, protocol No. 2 approved by the Dean of the Faculty of Economics dated September 23, 2022.

Table 1 presents a list of activities that were implemented by SCEF over 2022-2023 academic year.

**Table 1. Monitoring the implementation of SCEF activities**  
(for 2022-2023 ACADEMIC YEAR)

No.	Event name	Responsible and executors	Notes
<b>September</b>			
1	Approval of the work plan and program of the Quality Council	Muska S.F.	Done
2	Preparation of materials for internal audit at the Faculty of Economics, included in the scope of the quality system	Muska S.F.	Done
3	Checking the availability of curriculum for the 1st semester of the 2022 - 2023 academic year and compliance with the Instructions for preparing curriculum for the discipline/module	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
4	Checking quality documentation at the Departments of Economics (plan and programs) for the 2022-2023 academic year. year.	Muska S.F.	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
<b>October</b>			
1	Checking the availability of individual plans for EF teachers	Muska S.F.	Done
2	Monitoring the attendance of EF students	Muska S.F.	Done
3	Checking the maintenance of QMS documentation at departments. Maintaining documentation in working order.	Muska S.F.	Done
4	Simplify the MODL platform assessment questionnaire (listener monitoring)	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
<b>November</b>			
1.	Checking scorecards and supporting documents to establish bonuses for achievements (creation of an electronic database)	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
2.	Checking the implementation of the schedule of mutual visits of teachers of the Faculty of Economics, auditing the completion of the log of mutual visits of teachers of the Faculty of Economics	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
3.	Conducting a seminar: Features of the formation of the QMS of the Faculty of Economics of the University (for students)	Dudoglo T.D.	Done
4	Conducting a survey of students about satisfaction with the educational process at the Faculty of Economics	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>		Done

No.	Event name	Responsible and executors	Notes
<b>December</b>			
1	Verification of the implementation of corrective actions by teachers based on comments identified during internal audits	Muska S.F.	Done
2	Checking examination materials of departments for the winter examination session	Muska S.F.	Done
3	Analysis of student questionnaires on satisfaction with the educational process	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
4	Attending exams with EF teachers	Muska S.F.	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>		Done
<b>January</b>			
1	Checking compliance with the duty schedule of teachers at the department of the Faculty of Economics and filling out the log	Muska S.F.	Done
2	Analysis of courses on the Moodle platform according to questionnaires submitted by teachers (according to self-assessment of the course) by specialty of the department	Muska S.F.	Done
3	Analysis of the results of general and qualitative academic performance at the end of the semester, academic year (st/z.o)	Lupashka S.I.	Done
4	Attending exams with EF teachers	Muska S.F.	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>		Done
<b>February</b>			
1	Checking the availability of guidelines for writing and formatting a thesis for specialties of the Faculty of Economics	Muska S.F.	Done
2	Checking the availability of guidelines for writing and formatting master's theses for specialties at the Faculty of Economics	Muska S.F.	Done
3	Checking the availability of curriculum for the 1st semester of the 2022 - 2023 academic year and compliance with the Instructions for preparing the curriculum for the discipline/module dated December 24, 2013, protocol No. 3	Muska S.F.	Done
4	Review of scorecards and supporting documents to establish an achievement bonus (electronically)	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>		Done
<b>March</b>			
1	Checking the portfolio of teaching staff EF	Muska S.F.	Done
2	Conducting a survey of teachers about the conditions for the educational process	Muska S.F. Dudoglo T.D. Lupashka S.I.	Not done
3	Checking the completion of academic journals of the Faculty of Economics	Dudoglo T.D.	Done
4	Checking the implementation of the schedule of mutual visits of teachers of the Faculty of Economics, auditing the completion of the log of mutual visits of teachers of the Faculty of Economics	Muska S.F.	Done

No.	Event name	Responsible and executors	Notes
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>		Done
<b>April</b>			
1	Checking the log of internal documents	Muska S.F.	Done
2	Checking the status of practice documentation: - informational; - production; - license; - professional	Muska S.F.	Done
3	Checking compliance with the duty schedule of teachers at the department of the Faculty of Economics and filling out the log	Muska S.F.	Done
4	Conducting a survey of students about satisfaction with the educational process	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>		Done
<b>May</b>			
1	Checking examination materials of departments for conducting the State Examination	Muska S.F.	Done
2	Checking examination materials of departments for the summer examination session	Muska S.F.	Done
3	Analysis of student questionnaires on satisfaction with the educational process	Muska S.F.	Done
4	Attending exams with EF teachers	Muska S.F.	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>		Done
<b>June</b>			
1	Analysis of teachers' questionnaires about the conditions for the educational process	Dudoglo T.D.	Done
2	Attending exams with EF teachers	Muska S.F.	Done
3	Review of scorecards and supporting documents to establish an achievement bonus (electronically)	Muska S.F. Dudoglo T.D. Lupashka S.I.	Done
4	Analysis of the results of general and qualitative academic performance at the end of the semester, academic year (st/z.o)	Lupashka S.I.	Done
5	Preparation of an annual report on the work of the QMS of the Faculty of Economics (checking the reports of quality commissioners)	Muska S F	Done
	<i>Meeting of the quality management council of the EF (drawing up minutes)</i>		Done

**Table 2. Monitoring the implementation of key SCEF activities**  
(for 2022-2023 ACADEMIC YEAR)

No.	Key events	Responsible and performers	Notes, progress mark
1	Development and approval of the work plan of the quality council at the faculty	Muska S. F.	Done protocol No. 1 from 09/19/2022 <a href="https://kdu.md/images/Files/plan-raboty-soveta-kachestva-s-1-02-2023g.pdf">https://kdu.md/images/Files/plan-raboty-soveta-kachestva-s-1-02-2023g.pdf</a>

No.	Key events	Responsible and performers	Notes, progress mark
2	Development and approval of a program (plan) for conducting an audit at the faculty	Muska S.F..	Done <a href="https://kdu.md/images/Files/programma-vnutr-aud-ehf-2022-2023-uch-god.pdf">https://kdu.md/images/Files/programma-vnutr-aud-ehf-2022-2023-uch-god.pdf</a> protocol No. 1 from 09/19/2022
3	Preparation of the folder "Regulatory and legal documentation" for quality at the faculty	Muska S.F.	Done (in the EF dean's office) protocol No. 1
4	Preparation of documentation for conducting audits at the faculty	Muska S.F.	Done
5	Systematically conducting and analyzing the results of internal audits of the QMS in order to assess its effectiveness and identify opportunities for improvement.	Muska S. F. Dudoglo T.D. Lupashka S.I.	Done Protocol No. 2 from October 6, 2022
6	Checking quality documentation at the Departments of Economics for the 2022-2023 academic year. year.	Muska S.F.	Done Protocol No. 2 from November 2, 2022
7	Checking examination materials of departments for the summer examination session	Muska S. F.	Done Protocol No. 5 June 3, 2022
8	Monitoring results student attendance at the Faculty of Economics of Comrat State University	Lupashka S.	Done Protocol No. 2 from November 2, 2022
9	Reviewing scorecards and supporting documents to establish performance bonuses	Muska S. F.	Done Protocol No. 4 from November 30, 2022
10	Checking the implementation of the schedule of mutual visits of teachers of the Faculty of Economics, auditing the completion of the journal of mutual visits of teachers of the Faculty of Economics of KSU	Muska S. F.	Done Protocol No. 4 from November 30, 2022 protocol No. 7 from 04/28/2023
eleven	Checking compliance with the duty schedule of teachers at the departments of the Faculty of Economics and filling out the log		Done protocol No. 7 from 04/28/2023
12	Results of checking the implementation of corrective actions by teachers based on comments identified during internal audits	Muska S.F.	Done Protocol No. 4 from 12/26/2022
13	Checking examination materials of departments for conducting the State Examination	Muska S. F.	Done Protocol No. 4 from 12/26/2022 Protocol No. 7 from 04/28/2023 Protocol No. 8 From 05/22/2023
14	Checking the completion of academic journals of the Faculty of Economics	Muska S. F.	Done

No.	Key events	Responsible and performers	Notes, progress mark
15	Checking the completion and maintenance of logs of curriculum implementation, attendance and progress	Muska S. F.	Done
16	Verification of the implementation of corrective actions by teachers based on comments identified during internal audits	Muska S. F.	Done Protocol No. 4 from 12/26/2022 Protocol No. 8 From 05/22/2023
17	Checking the attendance of exams by teachers of the Faculty of Economics of KSU	Muska S. F. Dudoglo T.D. Lupashka S.I.	Done Protocol No. 5 from 12/26/2022
18	Monitoring the occupancy of courses on the MOODL electronic platform	Muska S. F	Done Protocol No. 6 from 02/20/2023
19	Checking compliance with the schedule during the 2022-2023 school year. of the year	Dudogdo T.D.	Done
20	Attending exams with EF teachers, the process of defending coursework and defending practice reports	Muska S. F.	Done Protocol No. 8 From 05/22/2023
21	Posting information on the KSU website	Muska S. F.	Done <a href="https://kdu.md/ru/plany-raboty-fakulteta">https://kdu.md/ru/plany-raboty-fakulteta</a>
22	A questionnaire was developed for students about satisfaction with the educational process	Lupashka S.I.	Done <sup>1</sup> (access link below) Protocol No. 4 From 05/03/2022
23	Questioning of students studying at the Faculty of Economics in the study programs of the following specialties: "Accounting", "Finance and Banking", "Corporate Finance", "Accounting and Auditing in Economic Sectors", "Business and Management", "Marketing Activities Management", "Hotel services, tourism and leisure", "Informatics and mathematics" to assess the quality of the organization of the educational process (reporting period: November – February 2022/2023 academic year)	Muska S. Dudoglo T.	Done Protocol No. 7 from 04/28/2023
24	Availability check -compliance with the CV teaching staff of the Faculty of Economics on the KSU website.	Muska S. F	Protocol No. 8 From 05/22/2023
25	Checking the availability and compliance of the teaching staff portfolio with EF.	Muska S. F	Protocol No. 8 From 05/22/2023

<sup>1</sup>Access to the link <https://docs.google.com/forms/d/e/1FAIpQLSfh3CvFBnkxnQwpWaEizXdnwXyU1WnyM89yupr7G3azqTegqA/viewform>

No.	Key events	Responsible and performers	Notes, progress mark
26	Checking the annual reports of quality commissioners at the Departments of Economics	Muska S. F	Done
27	Preparation of the annual report on the internal audit of the Faculty of Economics	Muska S. F.	Done

It should be noted that almost all the activities provided for in the Plan have been completed.

## 2. Internal audits of structural divisions of the Faculty of Economics of KSU

In accordance with the Internal Audit Plan (approved by the Dean of the Faculty of Economics on September 23, 2022) as of July 1, 2023. 5 units were inspected.

**Table 2. Audited departments of the Faculty of Economics**

Audit No.	date	Subdivision
1	5.10.2022	Dean's office of the Faculty of Economics (correspondence/full-time department)
2	5.10.2022	Department of Information Technologies, Mathematics and Physics
3	6.10. 2022	Department of Economics
4	6.10.2022	Department of Accounting and Finance
5	31.10. 2022	Department of Information Technologies, Mathematics and Physics
6	31.10. 2022	Department of Economics
7	31.10. 2022	Department of Accounting and Finance
8	28.11.2022-30.11.2022	Department of Information Technologies, Mathematics and Physics
		Department of Economics
		Department of Accounting and Finance
9	1.12.2022-30.12.2023	Department of Information Technologies, Mathematics and Physics
		Department of Economics
		Department of Accounting and Finance
10	6.06.2023-16.06.2023	Department of Information Technologies, Mathematics and Physics
		Department of Economics
		Department of Accounting and Finance

The internal audit of the quality council of the Faculty of Economics of KSU was carried out strictly according to the schedule approved by the dean of the Faculty of Economics. This schedule includes the following information:

1. Purpose and criteria of the audit.
2. Audit scope.
3. Audit period.
4. Composition of the audit team.
5. Responsible for organizing the audit on the part of the audited unit.

Based on the results of each audit, a protocol was formed.

The teaching staff of the Faculty of Economics filled out the required plans in a timely manner and provided the department with individual plans for the 2022-2023 academic year. The events planned by the teachers, which were planned to be carried out at the Faculty of Economics, as well as research work on various topics, were completed in full.

The issue of student attendance is a sensitive issue for the Faculty of Economics. However, the EF constantly monitors and controls this situation and works not only with students, but also with parents. During monitoring of student attendance at the Faculty of Economics of Comrat State University, the average percentage of student attendance was identified and it was 90%. Compared to last year, this percentage has increased.

Monitoring the organization and conduct of training sessions, winter/summer examination sessions showed that, basically, all teachers fill out educational journals, statements, student record books on time, examination material is compiled and approved at department meetings, on time, corresponds to the volume of material provided curriculum for the discipline, written certification and examination papers are checked and submitted by teachers to the departments on time. Teachers of the Faculty of Economics submitted to the departments on time updated Curriculums and Phishes of academic disciplines (in Romanian and Russian languages). Curriculums and Phishes of academic disciplines are posted on the MOODL platform.

Examination and certification materials are submitted to the departments on time. Examinations are mainly conducted according to the Schedules for organizing and conducting examination sessions. The procedure for admitting students to the examination session by the university departments is fully observed.

The results of the inspections also revealed violations in the organization and conduct of exams: rescheduling and holding exams without agreement with the vice-rector for educational activities and execution of the relevant permitting documents, the absence of Curricula for the examined disciplines at the time of taking the exam, the absence of assistants, and the lateness of examiners. Conversations were held with teachers who committed violations during the organization and conduct of the examination session, and they undertook to eliminate all violations before the start of the new academic year.

Mutual attendance of lectures and practical classes is carried out in accordance with the schedule of mutual visits. All teachers visit couples according to the schedule of mutual visits. The teaching staff present at a lecture or practical lesson provides an assessment of the effectiveness of the technologies and methods used, an analysis of the teaching aids used, a generalization of techniques and scientific organization and quality control of the educational process.

Any type of training session is used to conduct a lecture or practical session of mutual visitation. For any form of training. The topic and form of the lesson is determined by the teacher independently. The mutual visiting session is conducted in a business setting.

In the process of observation, the teacher (who attends the lesson) monitors how the teacher leading the lesson achieves the goal; with the help of what methodological techniques and teaching aids he implements the requirements of the curriculum; what are the results of his activities. The results of observations are reflected in the journal of mutual visits to the teaching staff.

The main goals and objectives of mutual visits are:

1. Exchange of work experience between teaching staff of the Faculty of Economics;
2. Improving the quality of teaching at KSU;
3. Testing and introducing new forms and methods of teaching;
4. Improving the professional skills of teaching staff through the preparation, organization and conduct of lectures and practical classes and mutual visits.

At the Faculty of Economics, a survey was conducted among students of all specialties of the faculty. During the survey process, students were asked to answer a number of questions regarding their first impressions of studying and social life at KSU, the motivation for choosing this educational institution, the level of satisfaction with the quality of the educational process and a number of other questions. The online questionnaire form was created using Google Forms and distributed via the Internet as a link to the questionnaire. Information about the survey was carried

out with the assistance of the Dean and the Council of the Faculty of Economics of KSU, responsible commissions on the quality of departments, curators and heads of academic groups. Participation in the survey was voluntary and anonymous. The purpose of the study is to identify and analyze the opinions of students and undergraduates on the quality of educational services, improving the educational process. At the same time, it should be noted that there was a sufficient coverage of participating respondents - a total of 352 respondents.

**Analysis of the data presented in the questionnaires allows us to draw the following conclusions:**

- 1) **The main motives for choosing to study at KSU are:** established the following weight range of motives for choosing Comrat State University upon admission: "They provide a good education here" - 43.8%; "It is located closest to home than others" - 34.0%; "I heard a lot of good things about him" - 10.7%; "Acquaintances and relatives are studying" - 3.7% and for other reasons - 3.7%.
- 2) **Assessment of existing conditions at KSU.** An analysis of the satisfaction of students at the Faculty of Economics of KSU with the organization of the educational process showed that some areas in this area need optimization. First of all, this relates to the quality and conditions of physical education classes, conditions for leisure, and the development of creative abilities.
- 3) **Level of adaptation of students** -Most respondents adapted to student life very quickly and easily, without any difficulties. A large number of students understand that, for the most part, success in learning depends on themselves - on their attitude towards learning and on the amount of effort they put in. Of course, this is also facilitated by the fact that most students regularly attend classes and also live in the city of Comrat or in nearby settlements. More than 37% of respondents noted that they experienced some problems when adapting to a university, indicating the corresponding reasons.
- 4) **Students' satisfaction with the knowledge acquired for effective professional activities.** The positive answers of 89.1% of survey participants to the question about the sufficient level of knowledge acquired for effective professional activity can be considered as a positive result.
- 5) **Difficulties faced by students during internship** -66.2% do not experience any difficulties during internship. The data indicate that the experience gained at the university in organizing student internships is resolved in a high-quality manner, since close ties have been established between the university and the practice bases. Such connections are established on the basis of contracts. It is alarming that 20 people, which amounted to more than 10%, said that there is no help or assistance from practice managers from the educational institution, in particular KSU. This is not a small percentage, but such a situation should not exist at a university. Analysis of the remaining questions shows that students, in accordance with the specialty they receive, having certain skills acquired at the university, strive, with the help of enterprise employees, to independently develop and increase professional knowledge, but more than 23% of respondents believe that
- 6) **Students' satisfaction with the obtained theoretical knowledge necessary during internship** -confirm the importance of a high-quality level of theoretical knowledge during internship, we can draw the following conclusion that one of the key moments in the training of economists at a university is the on-the-job training of students, the purpose of which is to consolidate the theoretical knowledge acquired in the classroom and acquire practical skills in their chosen specialty. The positive point is that more than 91% of the respondents who completed the internship are satisfied with the level of theoretical knowledge obtained, necessary for acquiring practical skills during internship. But there is also a small percentage, about 6.5%, who find it difficult to answer this question, 1.5% do not agree with the level of theoretical knowledge obtained.
- 7) **Student satisfaction with the conditions for creative personal development** -The overwhelming number of respondents are satisfied with the conditions for the development of

creative abilities (76.9%), 16.1% believe that there are conditions, but would like to expand them, and only 4.6% are not satisfied.

- 8) **The results of the answer to the question “What do you get the most pleasure from while studying at KSU?”**respondents see meaning in the educational process, highly evaluate the significance and quality of the educational process (45.6%), this confirms that the curricula and the quality of the taught disciplines meet the basic requirements, their expectations from studying at KSU, in particular, at the Faculty of Economics and requirements labor market. It is also worth noting that they are quite satisfied with the atmosphere in the group (21.4%), relationships with peers (8.3%), which is a positive point for qualitatively obtaining knowledge. And in conclusion, as a confirming fact, this is the level of satisfaction with one’s own results (17.4%) and with the opportunities to express oneself and one’s capabilities (7.4%).
- 9) **The results of the answer to the question “Do you use the KSU website?”**The level of awareness of applicants largely depends on the content and relevance of the information posted on the KSU website. According to the study, 81.1% of the majority of respondents repeatedly used information posted on the KSU website ([www.kdu.md](http://www.kdu.md)), as generally meeting their needs, 10.7% have not used it more than once, but know about the existence of the site, 3.7% learned for the first time from our questionnaire and 1.4% believe that the available information does not meet their needs
- 10) **The results of the answer to the question “Are you going to work in your specialty after graduating from KSU?”** -more than the majority of respondents, 61.3%, have an idea about the specifics of their future profession. This suggests that the specialty was not chosen by chance, but deliberately, carefully, with a focus on further employment. 33% of respondents have not yet decided, but one of the possible explanations, which nevertheless requires more detailed study, is that first-year students took part in the survey, and they have clearer ideas about their future specialty after completing an internship. It is noteworthy that 5.7% do not want to work in their specialty.
- 11) **Satisfaction with students, living conditions in the hostel** -In total, 107 people out of those surveyed live in the hostel, which is just over 30%. The largest number of respondents 51 people (48%) consider the living conditions in the hostel to be the most comfortable, 17% believe that the living conditions are acceptable, 26% of respondents do not satisfy the existing living conditions, and 10 students, which amounted to 9%, have an answer to this question caused difficulties. Analyzing the results, it is obvious that more than half of the respondents are completely satisfied with the living conditions in the hostel according to all the proposed criteria. However, according to a number of criteria, there is partial satisfaction or no satisfaction at all. As the survey shows, the least satisfaction of all criteria is caused by the material resources of the hostel, which amounts to 15.8%.

**CONCLUSION:***The results of the survey “The level of quality of the educational process at the Faculty of Economics of Comrat State University (KSU) is considered satisfactory.*

On February 16-17, 2023, the quality council monitored the occupancy of courses on the Moodle electronic platform at the Faculty of Economics:

In its work, the quality council was guided by the following documents:

1. Regulations on monitoring the quality of education of KSU (approved by the decision of the Senate of KSU dated November 3, 2016.
2. Regulations on the internal system of quality assessment in education at KSU (approved by the decision of the KSU Senate)
3. Regulations on the use of the Moodle system at KSU (approved by the decision of the KSU Senate dated March 23, 2017)
3. Action plan for the implementation of the KSU education quality assurance strategy.

4. Work plan of the quality council at the Faculty of Economics of KSU for the 2022-2023 academic year.

In the educational process of KSU, in order to improve the quality of learning through the use of modern tools, it is recommended to use the Moodle distance learning platform, developed within the framework of the Tempus CRUNT project and available at: <http://elearning.kdu.md/moodle/login/index.php>.

In accordance with the approved work program by the quality council, monitoring of electronic courses on the Moodle platform was carried out. The purpose of this monitoring is to identify the degree of use of the Moodle platform by teaching staff and students; equipped with the necessary educational material for each discipline; level of student activity on the Moodle platform.

As shown by the analysis of the results of monitoring electronic courses, the teaching staff of the Faculty of Economics actively uses the Moodle platform when conducting lectures, practical work, certification work and other forms of classes. Teachers who have electronic courses on the Moodle platform organize monitoring of the learning results of each group enrolled in the course and individual students.

Among the active courses used by students hosted on the Moodle platform, we can highlight courses in the following disciplines:

1. Project management
2. Commodity research
3. Purchasing and sales management
4. Consumer Behavior
5. Marketing in industries and areas of activity
6. Fundamentals of Management
7. Comparative management
8. European integration
9. Ethics
10. Motivational management
11. Enterprise management and planning
12. Personnel Management
13. Fundamentals of Finance 1.2
14. Taxation
15. Accounting Basics
16. Public finance
17. Financial Accounting
18. Management Accounting
19. Basics of Economic Analysis
20. Accounting Basics
21. Taxation
22. International monetary and financial relations

You can also highlight teachers who actively use this platform, and are also leaders in the number of courses posted on the Moodle platform: Arikova L.N. (5), Arikova Z.N. (5), Muska S.F. (5), Todorich L.P. (4).

During the monitoring, it was also revealed that in a number of disciplines there were 2 courses open on the platform, that is, one lecture course and the other practical. This situation occurred in cases where one course was assigned to two teachers: a lecturer and an assistant.

In addition, during the monitoring of the Moodle electronic platform, a number of inconsistencies were identified, namely:

- ✓ Not all course information is posted in accordance with the discipline curriculum;

- ✓ Not all disciplines have a breakdown of e-course topics by topic according to the curriculum;
- ✓ Not all courses contain guidelines for studying the course (module) and preparing for various types of classes; didactic materials for self-control, ongoing control and certification, etc.

In accordance with the approved work program by the quality council, the availability of the EF teaching staff portfolio was checked. It should be noted that the teaching staff of the Department of Economics have a portfolio according to the structure and content, however, a number of teachers need to be updated and refined. Teaching staff of the Department of Accounting and Finance have a portfolio according to the structure and content, but a number of teachers need to update and refine. However, there is a teacher who does not have a portfolio. Teaching staff of the department "Information technology, mathematics and physics» this information was not provided on this issue at the time of the inspection according to the approved schedule

During the availability check -compliance of CV teaching staff, it was revealed that 90% of CVs

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1. Row CV Teaching staff EF - posted on the KSU website without photos;
2. A number of CVs are inconsistent in structure and design;
3. One of the teachers does not have a CV on the KSU website.

In the 2022-2023 academic year, students of the following specialties took final exams for a licentiate/master's degree:

#### **Department of Economics:**

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1. "Business and Management" (I cycle);
2. "Business Administration" (II cycle);
3. "Management of marketing activities" (II cycle).

#### **Department of Accounting and Finance:**

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1. "Finance and Banks" (I cycle);
2. "Accounting" (I cycle);
3. "Corporate Finance" (II cycle);
4. "Accounting in economic sectors" (II cycle);

Preparation and passing of final exams for the degree of licentiate/master - 2023 were held at a high level. The examination material was prepared, discussed and approved by the departments in a timely manner and corresponds to the volume of material provided for by the Curricula of the relevant disciplines for these educational programs. Questions for the exams were presented to graduates on time.

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Teachers held consultations with graduating students. The chairmen of state commissions noted the high level of training of graduate students.

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This academic year, together with the rector, vice-rector for academic activities, heads of departments and the head of the educational department, visits to the defense of diploma projects and master's theses of graduates of 2023 were also held.

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It should be noted that there are certain omissions in the preparation of coursework and theses, master's theses, namely: the methodological requirements for writing and formatting coursework/thesis approved by the departments are not observed (formulation of references, order and volume of presented material, formatting of citations, bibliographies, etc. ). Students and supervisors of coursework / diploma projects / master's theses were informed of the identified violations. Unfortunately, not all works were brought into compliance with the Methodological requirements for writing and formatting coursework/thesis/master's theses.

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I believe that, in order to prevent the occurrence of such situations, the person responsible for quality at the Faculty of Economics needs to plan and conduct a training/introduction seminar with students at the beginning of the next academic year to study the Methodological requirements for writing and formatting coursework/thesis/master's theses.

### **Comprehensive plan of activities aimed at improving the quality of educational activities of the Faculty of Economics of KSU for the 2023-2024 academic year**

Based on the results of internal audits at the EF, the Quality Council developed a corrective/preventive action plan to eliminate identified inconsistencies.

**Table 4. Activities aimed at improving the quality of the educational process for the 2023-2024 academic year**

<b>No.</b>	<b>Event name (summary)</b>	<b>Deadlines execution</b>	<b>Expected Result</b>
<b>1</b>	Creation and approval of an action plan to improve the quality of education	September 2023	Improving quality education
<b>2</b>	Development of an internal system for assessing the quality of education, adjustment of work plans to improve the quality of education	September 2023 May 2024	Improving quality education
	Updating information about the JCC of the Faculty of Economics on the KSU website	constantly	Current information on the website
	Electronic distribution of information and materials of the QMS of the Faculty of Economics	constantly	Timely information
	Participation in the work of the Council of the Faculty of Economics (preparation of information, speeches): <ul style="list-style-type: none"> <li>➤ on the results of the analysis of the JCC of the Faculty of Economics;</li> <li>➤ on the results of internal audits of the QCM;</li> </ul>	in accordance with schedule of faculty council meetings	Summary report, minutes, decisions.
<b>3</b>	Conducting annual monitoring surveys at the faculty level aimed at: <ul style="list-style-type: none"> <li>➤ analysis of the dynamics of education quality indicators;</li> <li>➤ analysis of conditions that contribute to improving the quality of education;</li> <li>➤ analysis of human resources to ensure the quality of education;</li> <li>➤ a comprehensive assessment of the operating conditions of teaching staff;</li> <li>➤ analysis of employed graduates.</li> </ul>	At the end of every half year  May 2024	Achieving positive dynamics in the quality of education at the Faculty of Economics
<b>4</b>	Analysis of the results of general and qualitative academic performance at the end of the semester and academic year	2 times per year (January June)	Adoption of management solutions to eliminate negative phenomena
<b>5</b>	Development of methodological recommendations based on the results of monitoring studies of the quality of education at the Faculty of Economics	2 times a year (December, May)	Guidelines
<b>6</b>	Systematic conduct and analysis of the results of internal audits of the QCS in order to assess its effectiveness and identify opportunities for improvement	in accordance with program	Identifying opportunities to improve the quality of education
<b>7</b>	Monitoring the implementation of corrective actions based on audit results	constantly	Improving the quality of education
<b>8</b>	Creation of an expert group to analyze the requirements and satisfaction of internal and external consumers	April 2024	

<b>9</b>	Finalization and placement of questionnaires to analyze the requirements and satisfaction of internal and external consumers	March 2024	Questionnaires, posting on the KSU website
<b>10</b>	Questioning students	December 2023 May 2024	Use the survey results to improve the quality of education
<b>eleven</b>	Employer survey	April 2024	Use the survey results to improve the quality of education
<b>12.</b>	Questioning of teachers	March 2024	Use the survey results to improve the quality of education
<b>13</b>	Preparation of an annual report on the work of the JCC of the Faculty of Economics	June 2024	Adoption of management solutions to improve the quality of education

**Development and submission for approval by the Dean of the Faculty of Economics of the  
Report on  
activities of the quality council for the 2021-2022 academic year**

Traditionally, this report is compiled at the end of the academic year and included in the KSU annual report.

In the current 2022-2023 academic year, the quality council also carried out work to study the experience of other universities in the field of quality assurance and improving the quality of education, etc.

In conclusion, it should be especially noted that in the next, 2023-2024 academic year, the EF Quality Council will direct its activities to ensure the effective implementation of the QMS mission and the mission of the university as a whole, to determine the Strategic Plan of the University QMS, organize and conduct various monitoring activities , familiarizing teaching staff with the standards and requirements of the QMS, updating procedures for self-assessment of the university, as well as conducting, at the department level, an Internal Audit of Education Quality Assurance.