THEQC
ICQAA 2026

2nd INTERNATIONAL CONFERENCE ON QUALITY ASSURANCE AND ACCREDITATION

Conference Abstracts and Full Proceedings Book

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SEPTEMBER 14-15, 2026, İSTANBUL, TÜRKİYE

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ISTANBUL-TURKIYE

FOREWORD

Quality assurance in higher education is one of the fundamental elements of institutional development, sustainable success, and international competitiveness. Today, as digital transformation and artificial intelligence technologies reshape all processes of higher education, developing quality assurance systems with an approach that guides this change, supports innovation, and bases itself on continuous improvement carries strategic importance.

The Turkish Higher Education Quality Council (THEQC) regards the internalisation of a quality culture in the Turkish higher education system, the strengthening of institutional quality assurance mechanisms, and the dissemination of information and experience sharing at the international level as among its key priorities. In line with this, we held the 2nd THEQC International Conference on Quality Assurance and Accreditation (ICQAA'26), hosted by Yıldız Technical University, in İstanbul on 14-15 September 2026, under the theme "Quality Assurance Systems and Artificial Intelligence in the Process of Digital Transformation."

Our conference, which attracted considerable national and international attention, brought together approximately 1,200 participants. A total of 313 paper applications were submitted to our conference, and following scientific evaluations, 247 papers were accepted for oral presentation. The 4 keynote speeches, 9 panels, and scientific sessions conducted simultaneously in 6 different halls within the scope of the conference provided a foundation for addressing the future of quality assurance in higher education, the opportunities offered by digital transformation, and the prospects and responsibilities brought by artificial intelligence in a multidimensional manner.

The international keynote speakers, Prof. Bjørn Stensaker, Prof. Daniela Cristina Ghițulică, Dr Nasser H. Paydar, and Prof. Jamil Salmi, made valuable contributions to the scientific and international quality of our conference with their evaluations on the future of quality assurance, digital transformation, artificial intelligence, and evolving approaches in higher education.

This book of proceedings includes a total of 193 scientific studies, comprising 74 paper abstracts and 119 full-text papers. I believe that this work, which transforms the scientific accumulation generated at our conference into lasting academic value, will make significant contributions to the development of quality assurance policies in higher education, the improvement of institutional practices, and the strengthening of international academic collaborations.

I would like to extend my gratitude to all our stakeholder institutions and organisations, particularly Yıldız Technical University for their valuable contributions to the success of our conference, as well as to our Organizing and Scientific Committees, invited speakers, panellists, researchers, reviewers, and colleagues who served with dedication.

I hope that this book of proceedings contributes to the reinforcement of quality culture in higher education, the advancement of scientific knowledge, and the future of our higher education, and I wish it to be beneficial to the academic community and all stakeholders.

Prof. Ümit KOCABIÇAK
President of the Turkish Higher Education Quality Council

FOREWORD

Universities are not merely institutions where knowledge is produced and transmitted; they are also centres of science where different ideas meet, new concepts develop, and the future is shaped together. International scientific meetings, on the other hand, offer significant opportunities for universities to share their academic experience, benefit from diverse perspectives, and develop lasting collaborations.

Drawing strength from its deep-rooted history exceeding a century, Yıldız Technical University attaches great importance to pioneering in the fields of science, technology, and innovation, and to contributing to the future of higher education through the knowledge we produce and the collaborations we build. With this understanding, we were honoured to host the 2nd THEQC International Conference on Quality Assurance and Accreditation (ICQAA'26), organised by the Turkish Higher Education Quality Council on 14-15 September 2026, on the historic Davutpaşa Campus.

The conference, conducted under the theme “Quality Assurance Systems and Artificial Intelligence in the Process of Digital Transformation,” enabled issues closely concerning the future of higher education to be addressed from an international perspective. Bringing together academics, researchers, and higher education representatives from different universities across Türkiye and various countries around the world in İstanbul was extremely valuable in terms of strengthening scientific interaction and developing a shared understanding.

The speeches, panels, and scientific sessions conducted on our campus over two days laid the groundwork for discussing current developments from different perspectives and establishing the foundations for new institutional collaborations. This book of proceedings is a valuable work that immortalises the academic output of the scientific gathering at Davutpaşa Campus and serves as a reference for future studies.

I would like to express my gratitude to the Presidency of the Turkish Higher Education Quality Council for leading this meaningful organisation, to all academics and researchers who contributed to the scientific program, and to our colleagues involved in the organisation. I also extend my special thanks to our academic and administrative staff who fulfilled our university's hosting responsibility with great dedication.

I wish that the scientific bonds established on the occasion of the conference continue to grow stronger, and I hope that this work contributes to new research, original ideas, and international academic collaborations.

Prof. Eyüp DEBİK
Rector of Yıldız Technical University

PREFACE

Quality assurance in higher education is one of the essential pillars of institutional development, sustainable success, and international cooperation. Today, as digital transformation and artificial intelligence technologies reshape higher education processes, developing quality assurance systems with innovative approaches and sharing best practices are of great importance.

With this understanding, the International Conference on Quality Assurance and Accreditation (ICQAA'26), organised by the Turkish Higher Education Quality Council (THEQC) on 14-15 September 2026 and hosted by Yıldız Technical University under the theme “Quality Assurance Systems and Artificial Intelligence in the Process of Digital Transformation,” hosted an important scientific gathering at both national and international levels.

At our conference, which gathered approximately 1,200 participants, the future of quality assurance in higher education, digital transformation, artificial intelligence, micro-credentials, and international accreditation approaches were addressed in various dimensions through 4 keynote speeches and 9 panels. The contributions of representatives from international quality assurance agencies strengthened the scientific quality and international interaction of our conference.

A total of 313 paper applications were submitted to our conference, and following scientific evaluations, 247 papers were accepted for oral presentation. The book of conference proceedings includes 193 scientific studies, consisting of 74 paper abstracts and 119 full-text papers. I believe these studies will provide significant contributions to the scientific knowledge and future research in the field of quality assurance in higher education.

I sincerely thank the THEQC President for leading the successful organisation of our conference, the Rector of Yıldız Technical University for hosting the event and their support, our keynote speakers, panellists, Scientific and Organizing Committees, reviewers, all participants, and our dedicated organisation team for their valuable contributions.

I hope that ICQAA'26 reinforces international collaborations, contributes to the dissemination of a quality culture, and that this book of proceedings sheds light on future scientific endeavours.

Prof. Ramazan BAYINDIR
Chair of the ICQAA'26 Conference Organizing Committee

THE 2ND THEQC INTERNATIONAL CONFERENCE ON QUALITY ASSURANCE AND ACCREDITATION

"Quality Assurance Systems and Artificial Intelligence in the Digital Transformation Process"

THE BOOK OF FULL-TEXT PAPERS AND ABSTRACTS

September 14–15, 2026, Istanbul, Türkiye

EDITORS

Levent ALTINTAŞ (Ankara University)

Hüsamettin EKİCİ (Kırıkkale University)

B. Ruhsar KAVASOĞLU (Ankara Hacı Bayram Veli University)

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CONTENTS

Contents I

Committees II

Honorary Committee II

Organizing Committee Chairs II

Advisory Board II

Organizing Committee II

Scientific Committee III

Abstracts Book 1

Full-Text Book 77

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Ders Memnuniyet Anketi Uygulamasının Dönem Bazlı Ölçümden YZ Desteği ile PUKÖ Çevrimini Tamamlamaya Yönelik Dönüşümü: Süreç ve Yazılım Geliştirme Örneği

Atilla Arkan, Özcan Erkan Akgün, Eyüp Çevik, Sümeyye Taşan, Sevanur Caner, Mehmet Akın Bulut, Feyza Gülsüm Alakuş

İbn Haldun Üniversitesi

Özet

Ders memnuniyet anketleri yükseköğretimdeki eğitim-öğretim süreçlerinin değerlendirilmesinde yer alan önemli unsurlardan biridir. Bu anketler Kirkpatrick'in geliştirdiği eğitimin etkililiğinin belirlenmesi modeline göre birinci düzey değerlendirmeye karşılık gelmektedir. Bununla birlikte bu anketler eğitim-öğretim süreçlerinin izlenmesi açısından yükseköğretimde yaygın olarak kullanılmakta, bu anketlerin sonuçları kalite değerlendirme süreçlerinde, stratejik planlarda ve hatta akademik performans değerlendirme sistemlerinde KPI olarak göze çarpmaktadır. Bu kadar önemli bir role sahip olmakla birlikte bu anketlerin sadece uygulandığı dönem bazlı sonuçlarının dikkate alınması yani sonuçların kesitsel olarak değerlendirilmesi de zamana bağlı değişimi göstermemesi, anketlere yönelik yapılacak değerlendirmelerin kalite süreçlerinin kurumdan kuruma ve hatta kurum içinde farklılaşması, bu sonuçlara yönelik izleme ve iyileştirmelerin bir süreç ve kalite yönetimi bakış açısıyla dinamik ve çevik olarak yönetilmesine yönelik otomasyon sistemlerinin olmayışı sahadaki önemli gereksinimler olarak karşımıza çıkmaktadır. Bu gereksinimlere yönelik olarak anket sonuçlarını öğretim üyesi yeterlilikleri olarak ele alan ve boylamsal olarak izlenmesini sağlayan, öğretim üyesinin özdeğerlendirmesini yazdığı ve dönemsel olarak karşılaştırarak değişimini gözlemleyebildiği, bölüm başkanı ve dekanların öğretim üyelerinin bu değişkenlerini izleyebildiği ve öğretim üyelerine geri bildirim verebildiği, öğretim üyelerinin belirlenen geliştirilebilir yönlerine yönelik eğitim davetlerinin system üzerinden yapılabildiği bir web tabanlı yazılım geliştirilmiştir ve 3 dönemdir uygulanmaktadır. Geliştirilen yazılım YZ desteği ile öğretim üyelerinin hem yeterlik bazlı nicel bulgularını hem de öğrenci yorumlarına dayalı nitel bulguları birlikte dikkate alarak izleme ve değerlendirme sürecini desteklemeketdir. Bu bildiri kapsamında ders memnuniyet anketinin bu dönüşüm süreci, yazılımın özellikleri, gerçek uygulama örnekleri ve yapılacak yeni çalışmalar paylaşılmaktadır.

Anahtar Kelimeler: Ders memnuniyet anketi, Eğitim ve öğretim süreci, Kalite, Yapay zekâ.