Internal Quality Assurance

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External Standards

Previously

- 3
- Checklist
- Pre-defined & narrowly specified criteria
- Quantitative indicators

VS

Now

- 7
- Mechanism & Systems
- Criteria defined by the university
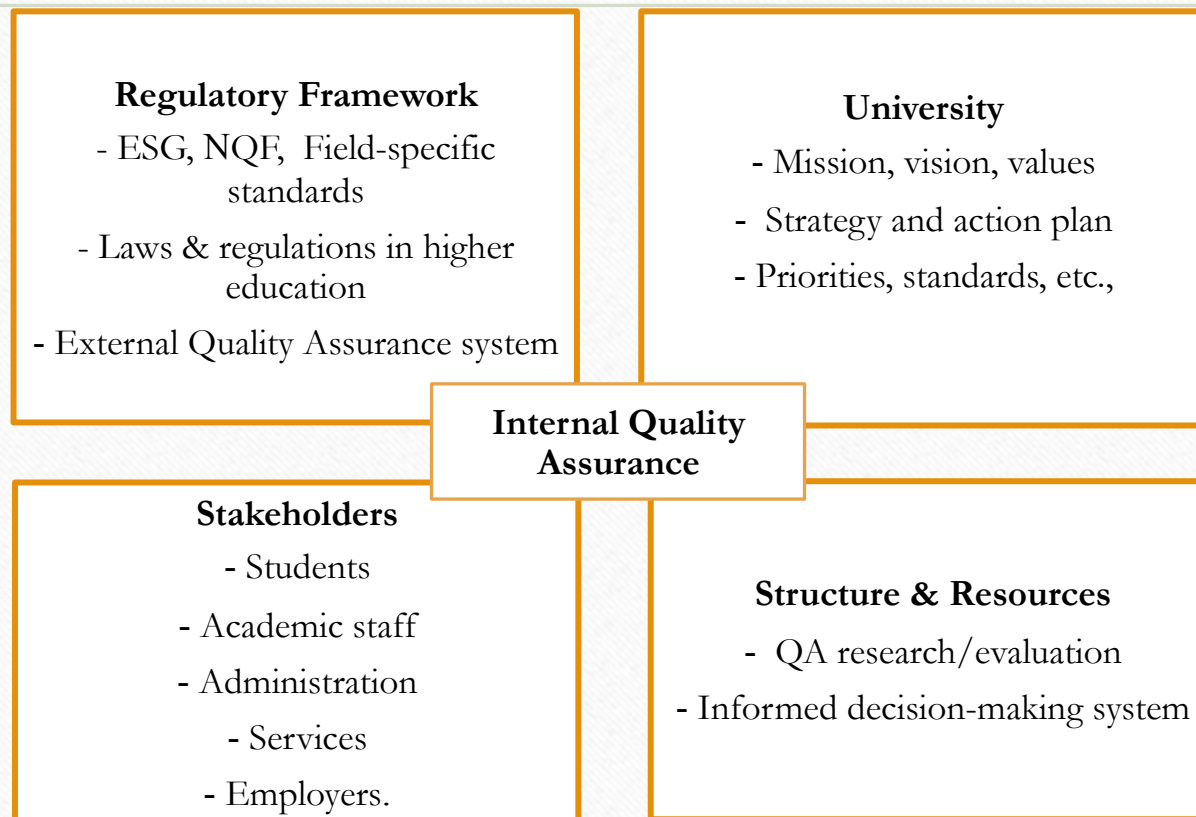- Establishment of quality culture and its assurance

External Standards

Mission and Strategic Development

Organizational Structure and Management

Development of Academic Curriculum and its Improvement

Quality Culture

Personnel

Quality Culture

Students and their Support Services

Research and Development

Teaching and Learning Resources, Information Technology and Financial Resorrses

Internal Quality Assurance Context

Regulatory Framework

- ESG, NQF, Field-specific standards

- Laws & regulations in higher education

- External Quality Assurance system

University

- Mission, vision, values

- Strategy and action plan

- Priorities, standards, etc.,

Internal Quality Assurance

Stakeholders

- Students

- Academic staff

- Administration

- Services

- Employers.

Structure & Resources

- QA research/evaluation

- Informed decision-making system
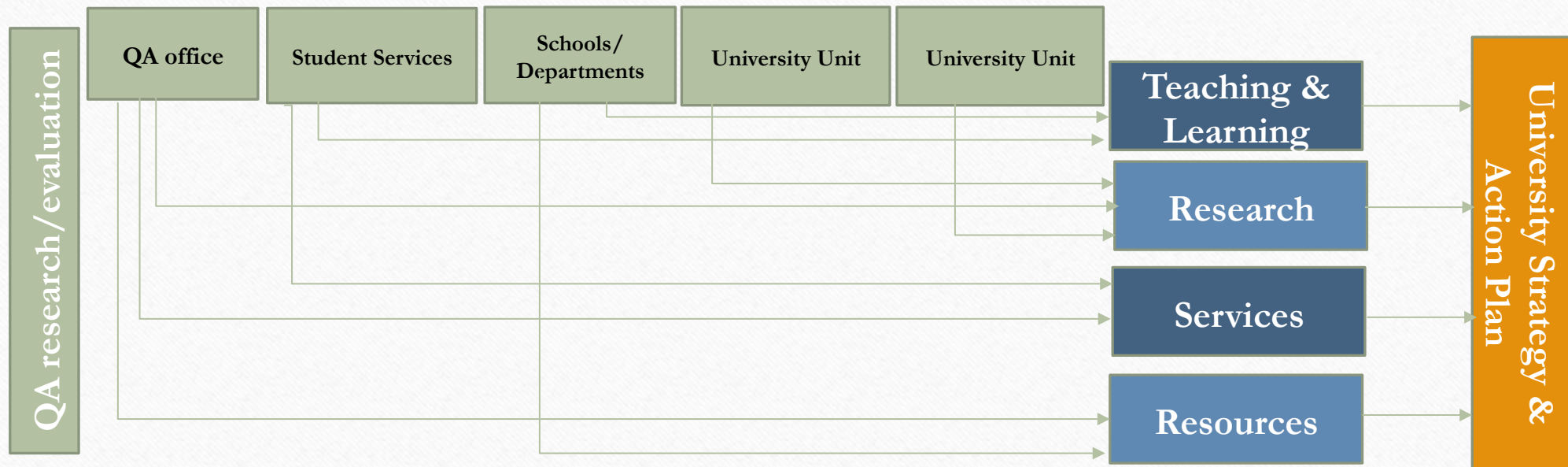
Internal Quality Assurance

- Is focused on the continuous improvement of academic courses/curricula, research output, available resources and services

- Is based on the systematic research/evaluation mechanisms

- Contributes towards information-based decision making

| Teaching and learning | Research | Resources | Services |

Internal Quality Assurance

QA research/evaluation

Approaches

- Utility - the extent to which the stakeholders find the evaluation process and outcomes useful and meeting their needs (e.g. credibility, timing, meaningfulness);

- Feasibility – the evaluation's effectiveness and efficiency; (e.g. project management, use of resources)

- Propriety – the protection of rights of everyone included in and affected by the (confidentiality, transparency)

- Accuracy – accuracy of information and interpretation (e.g. reliability, validity, adequate designs & tools, etc.,).

- Evaluation accountability – meta-evaluative perspective on internal evaluation (e.g. documentation and assessment of evaluation, external assessment)

(Source: IQM-EM handbook, 2016)

QA Research/Evaluation

Type of Research/Evaluation

- **Systematic** – research/evaluation delivered consistently and repeatedly. Systematic QA research/evaluation allows the collection of longitudinal data, identification of development patterns and trends concerning teaching and learning, research, services and resources;

- **Needs-based** - research/evaluation delivered to target specific needs. Needs-based QA research/evaluation allows the system to be flexible to emerging needs of teaching & learning as well as research processes.
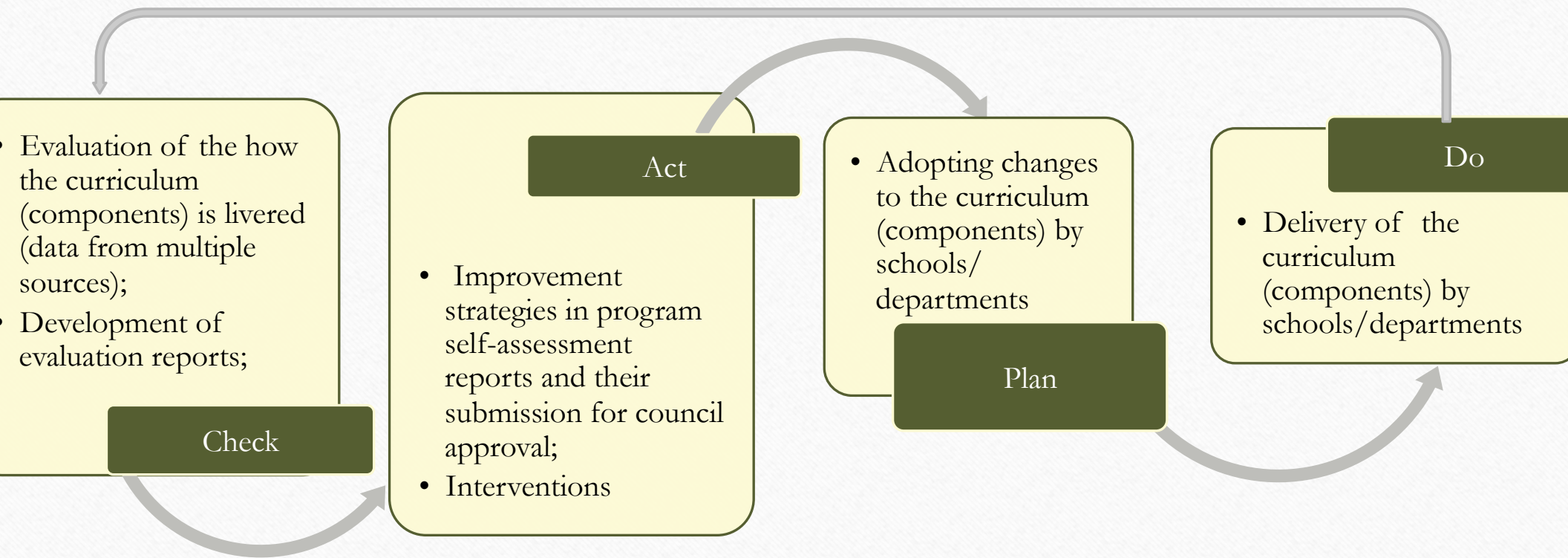
QA research/evaluation

QA research/evaluation methods

- Methods and designs applied in social sciences (e.g. qualitative & quantitative, surveys, focus groups, observations, interview., etc.,)

- Tools - questionnaires, protocols, self-assessments etc..,

- Sampling (academic, administrative staff, students, employers)

- Limitations (e.g. sampling, tools, designs etc.,)

QA research/evaluation	1	2	3	4	5	6	7	8	9	10	11	12	Responsible unit & used resourc...
...t satisfaction survey													QA (quantitative, Argus, online survey question...
...mic staff satisfaction survey													QA (quantitative, Argus, online survey, questio...
...aculty performance evaluation													HR (self-assessment, Argus)
...h institute output evaluation													Research support office (self-assessment)
...ions evaluation													QA (NAEC database, quantitative)
...t exit survey													QA (quantitative, Argus, online survey, questio...
...t academic achievement ...on													Departments/Schools (Argus, student academ... performance data, quantitative)
...y evaluation													QA (internal - qualitative, Argus, online survey... questionnaires; external – quantitative, phone s... questionnaires)
...evaluation by students													QA (quantitative & qualitative, Argus, online questionnaires)
...t career survey													Career Service & QA (quantitative, Argus, surv... questionnaires)
...career survey													Career Service & QA (quantitative, phone surv... questionnaires)
...vers evaluation													Department/Schools (qualitative, focus groups... interviews, ad-hoc tools)

PDCA Cycle for QA

Check
- Evaluation of the how the curriculum (components) is livered (data from multiple sources);
- Development of evaluation reports;

Act
- Improvement strategies in program self-assessment reports and their submission for council approval;
- Interventions

Plan
- Adopting changes to the curriculum (components) by schools/departments

Do
- Delivery of the curriculum (components) by schools/departments

Thank you ☺