



Assumption University

External Quality Assessment (EQA) Epilogue



Structure

- QT 4: **University**
- QT 3: **Academic Affairs**
- QT 2: **Faculty**
- QT 1: **Department**



Process

- Create an awareness
- Try to understand the technology together
- Provide with the “law” of things
- Give support and encouragement

AuQS 2000

❖ Concept

- Contexts
- Inputs
- Processes
- Outputs
- Outcomes



Quality Cycle

- **Plan**
- **Do**
- **Check**
- **Action**



Key Performance Indicators (KPIs)

- **Model 1:** **For 10 undergraduate schools...9 KPIs**
- **Model 2:** **For graduate School...5 KPIs**
- **Model 3:** **For Supporting units...4 KPIs**



SAR

- **Individual SAR**
- **Department SAR**
- **Faculty SAR**
- **University SAR**



Strategies

- Top management involvement
- Self management of each team
 - time
 - pace
 - methodology
- Consultation
- Concentrate on the KPIs that are critical to quality.



Strategies

- **Provide information**
 - internet
 - Notice Board
 - Regular IQA
- **Reduce the burden of paper work**
- **Create quality network**
- **Integrate different aspects of university life into one.**



Two Approaches to Quality Improvement

1. Top-down approach

2. Bottom-up approach

Future Plan

1. Set a new pace for IQA, to avoid QA fatigue
2. For IQA, emphasize on particular KPIs
3. Shift emphasis to the outcomes
 - The question to ask is:
What are students' learning and
what will they be able to do when they
graduate from the university?
4. Establish and ensure a process of IQM
(internal quality monitoring).

Observation

- The best quality assurance process in the world do not guarantee good outcomes.
- Two main purpose of QA:
 - Accountability
 - Improvement / Enhancement
- The quality audit and assessment exercises must be able to influence institutional practices.
- The “Quality Report” would be the sum total of quality documentation produced by the institution on an annual basis.



Paradigm Shift

- Simplifying
- Focusing
- Discipline peer review