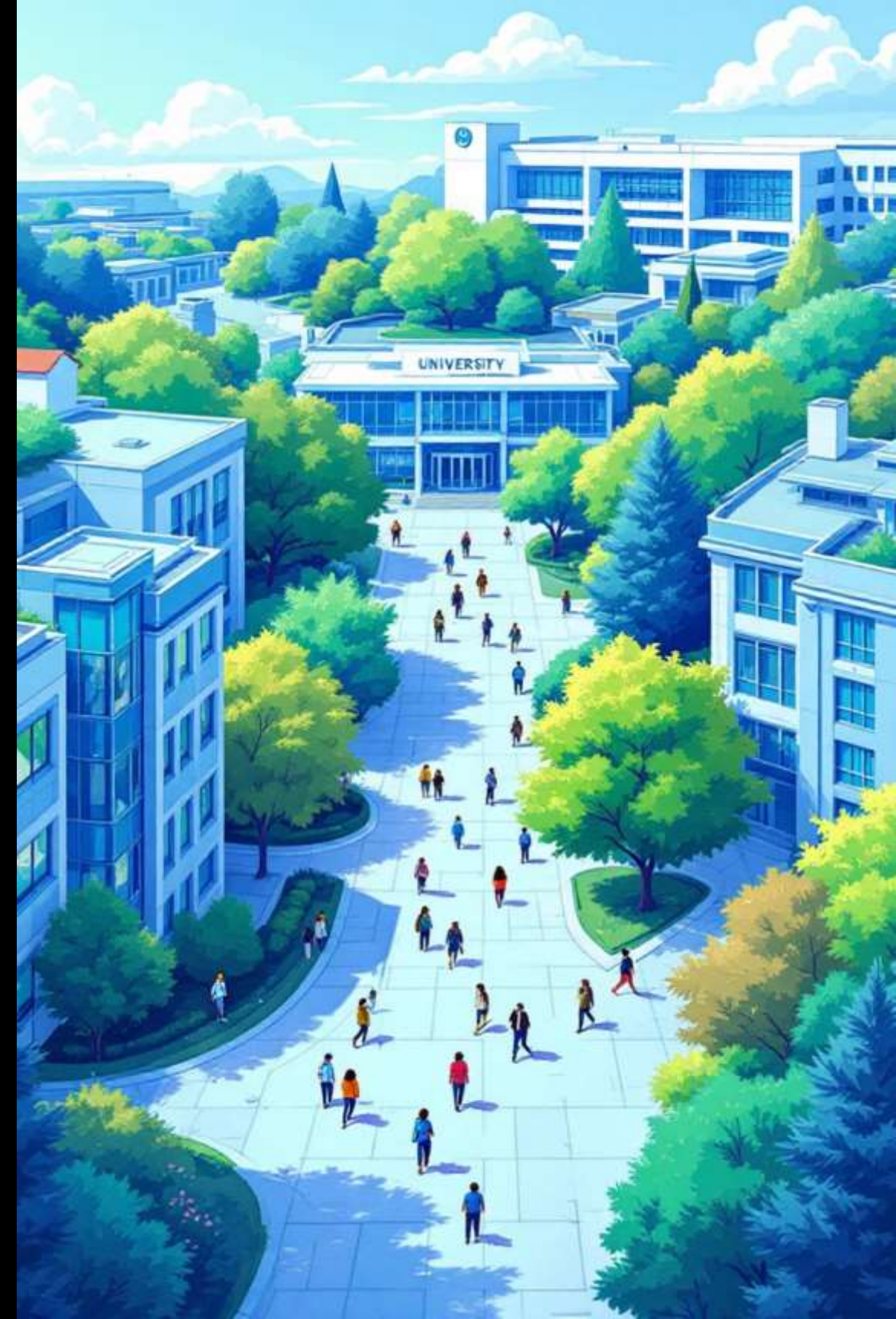


# Quality Assurance in the Department and Faculty Alignment with University Quality Assurance

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# Quality Assurance: what is it?

Quality assurance (QA) is an activity performed to ensure that an institution provides the best possible services or products to its customers (Ryan, 2015). In higher education, this translates to an unwavering commitment to excellence.

Quality assurance in the university system refers to the process and procedures put in place to ensure that the education provided meets certain standards of quality.



# The Goals of Quality Assurance in Higher Education



## Competent Graduates

To ensure universities produce graduates who are competent, skilled, and equipped to meet the needs of society and the global workforce.



## Research Integrity

To ensure university lecturers are researchers with integrity, projecting the institution in a positive light



## Sensitivity

Quality assurance is a sensitive assignment. It should be used for constructive improvement, not for targeting or "witch-hunting" colleagues. Transparency and fairness are paramount.

*Note that it is a sensitive assignment and should not used to witchhunt colleagues*



## How do we achieve these goals?

Ensuring quality is a joint effort involving all strata of the university—from the departmental level to the faculty and the university. Each level plays a vital role in upholding academic excellence.

# Departmental Duties: Expectations

Regularly follow up on teaching activities within the department to ensure consistent delivery and adherence to pedagogical best practices.

Verify that all teaching content and methods align with the established departmental curriculum and learning objectives.

Ensure attendance records are diligently maintained as evidence of consistent teaching and student engagement.

Actively monitor and maintain the overall departmental environment, ensuring it is conducive to learning and well-being.

# Departmental Duties: Operational Integrity

Identify and report faulty departmental gadgets and electrical appliances promptly to prevent hazards and ensure operational efficiency.

Ensure the departmental restrooms are consistently hygienic and alert the departmental welfare committee to address any concerns.

Routinely check and ensure that lecturers are diligently submitting course outlines, marking guides, and results, maintaining robust record-keeping practices.



# Faculty Level: Expectations

1

## **Committee Structure**

The chairman of each departmental QA committee is an automatic member of the Faculty Quality Assurance Committee,

2

## **Monitoring Activities**

Committee members are assigned to monitor teaching activities across the Faculty, ensuring adherence to standards and reporting findings to the Faculty Chairman.

3

## **Integrity in Leadership**

The Faculty Chairman verifies information, emphasizing the critical importance of integrity in selecting committee members to ensure accurate reporting.

# Faculty Level: Expectations

01

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## Daily Reports

Reports from the committee must be submitted daily on the committee platform, ensuring real-time feedback and swift action.

03

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## Specific Reporting

Vague reports are unacceptable. Specific, data-driven observations are crucial for effective problem-solving and improvement.

02

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## Identify Deficiencies

During monitoring, members are expected to identify specific areas of deficiency, providing detailed and actionable insights.

04

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## Engaging Events

Organize relaxing and engaging events that address quality assurance concerns in an interesting and accessible manner, fostering a collaborative spirit.

# Faculty Level: Sustaining Academic Vitality

## Academic Culture

Oversee the retention of a vibrant academic culture through consistent follow-up and reminders to the research committee to keep faculty seminar series active and engaging.

## Student Advocacy

Actively encourage students to voice their concerns and opinions on issues that affect their academic well-being, ensuring their perspectives are heard and addressed.



# Holistic Alignment: Department, Faculty, and University QA

The Faculty's quality assurance efforts are not isolated but are carefully integrated with broader university goals.



to assure high-quality teaching and academic standards across all faculties within the university system.

The university Director of Quality Assurance requests monthly reports from each faculty chairperson, ensuring continuous alignment and accountability.

# HOW DO ALL OF THESE ALIGN WITH THE UNIVERSITY QA

01

Meet with the chairpersons at least twice in a semester beginning and before the commencement of examination

02

Take action on emergency situations reported and ensure they are adequately addressed

# Faculty Level: Expectations

01

Report abnormalities to the vice chancellor

02

Ensure quality of research : publication in good journals

03

Employability: consistently follow up with employment rating of past students

# HOW DO ALL OF THESE ALIGN WITH THE UNIVERSITY QA

- Quality assured even in dress code
- Quality of facilities and learning resources
- Ensuring compliance with accreditation standards and regulatory requirements
- Provide support to faculties
- Promoting a culture of continuous improvement and innovation in academic programs

# CONCLUDING REMARKS

- Quality is never an accident, it is always a result of intelligent effort... John Ruskin
- Therefore, let us do it right when no one is looking

THANK

YOU

FOR

YOUR

ATTENTION

