Regional QA for HE 2007 Conference

(18-20 June, 2007) Bonn, Germany

Development of QA System for HE in Thailand & ASEAN countries

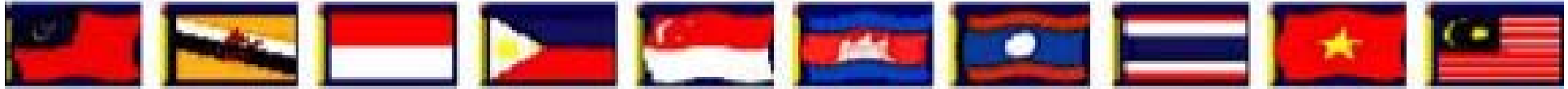By :   Assoc. Prof. Damrong.T.

Chief Quality Officer for AUN-QA

&   Head of Industrial Engineering
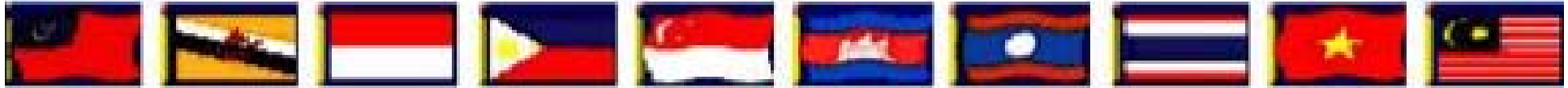
Chulalongkorn University, Thailand.

Acknowledgement

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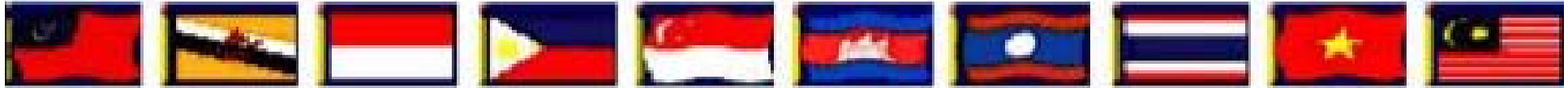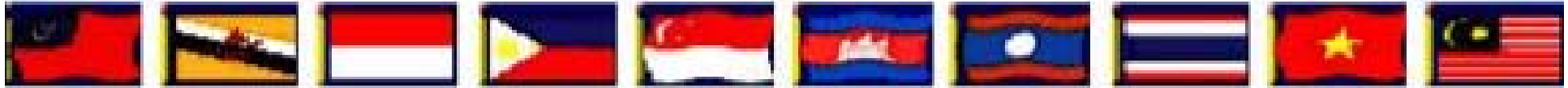# Presentation Agenda (20 min.)

"SWASDI KLAB"

1) QA System of CU-QA 84

2) **AUN-QA**
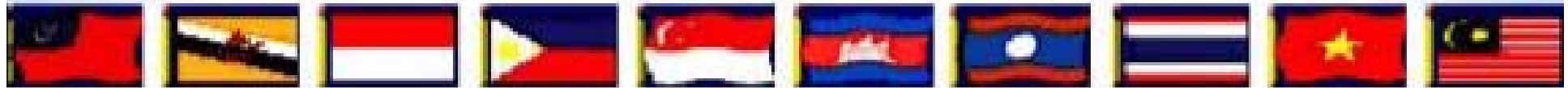
3) EFQM & MBNQA

4) Thai - ONESQA model

Thai - QA System

- **MUA** issued 9 Aspects for HE **(IQA)**

- Voluntary for each University to develop their own **IQA** system such as **CU – QA 84** standard, etc.

- 32 Indicators from 7 standards for **ONESQA**'s assessment on every HE institute **(EQA)**
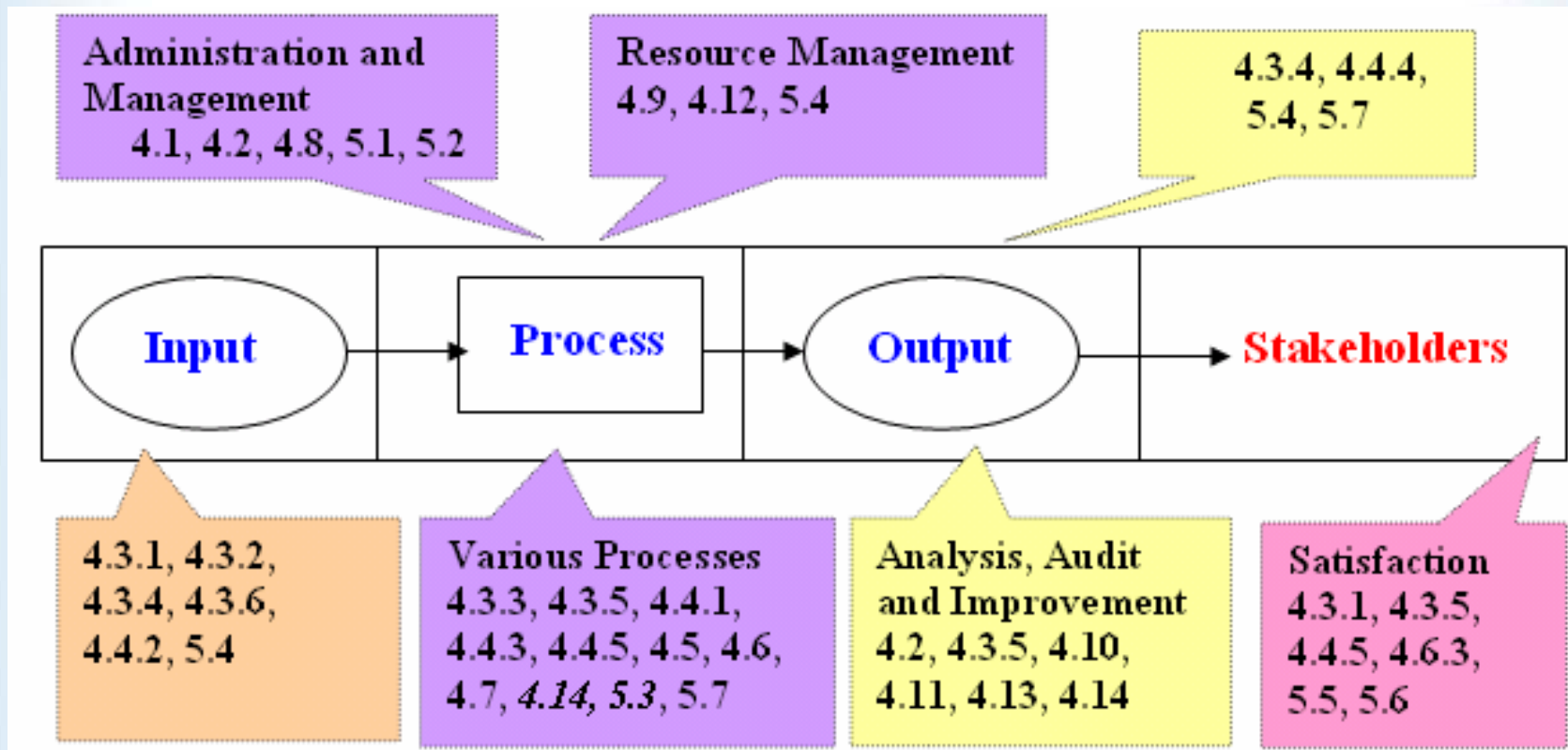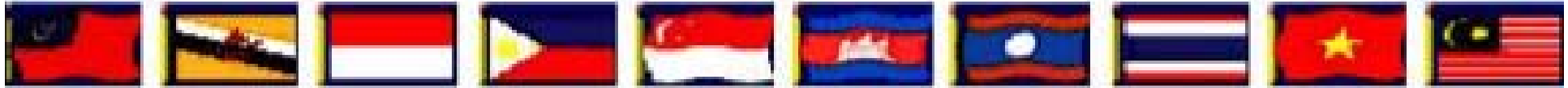
QA System of CU-QA 84

- CU-QA 84 established in year 2000

- 4 standards of CU-QA 84 for 73 units in Chulalongkorn University as the guideline of QA System development

- CU-QA 84 defined on 14 Basic requirements & 7

QA System of CU-QA 84

Input	Process	Output	Stakeholders

-Syllabus
-Learners
-Teachers
-Tools and
  Equipment
-Environment
-Budget
-Documents
-Regulations
-Other
	-Instruction
	-Process and
	Supporting
	-Activities such as
	Research,
	Administration,
	Academic Services
		-Graduates
		-Other
		Accomplishments
			-Institution of
			  Higher
			  Education
			-Labour Market
			- Parents
			-Government
			-Students, etc.

QA System of CU-QA 84

Administration and Management
4.1, 4.2, 4.8, 5.1, 5.2

Resource Management
4.9, 4.12, 5.4

4.3.4, 4.4.4, 5.4, 5.7

Input → Process → Output → Stakeholders

4.3.1, 4.3.2, 4.3.4, 4.3.6, 4.4.2, 5.4

Various Processes
4.3.3, 4.3.5, 4.4.1, 4.4.3, 4.4.5, 4.5, 4.6, 4.7, *4.14, 5.3*, 5.7

Analysis, Audit and Improvement
4.2, 4.3.5, 4.10, 4.11, 4.13, 4.14

Satisfaction
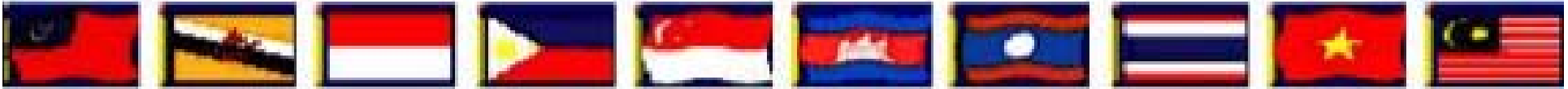4.3.1, 4.3.5, 4.4.5, 4.6.3, 5.5, 5.6

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QA Benchmarking for CU-QA 84
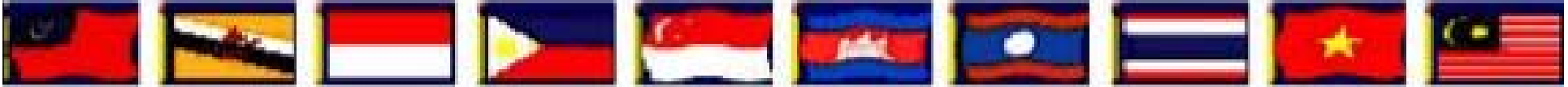
- **3 Phases of CU-QA 84**
- **Phase 1: QA System Development**
- **Phases 2: Internal Benchmarking**
- **Phase 3: External Benchmarking**

QA System Development

- 4 Steps of CU-QA System development

E :

Evaluation

D :

Development

I .

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Internal Benchmarking

CU-QA Index

34 indicators and 7 levels evaluation

OQI : Organization Quality Index

UQI : University Quality Index

Internal Benchmarking

7 levels of Evaluation

Level 1, 2, 3, 4   :
P, D, C, A

Level 5 : result is **National** recognition

Level 6 : result is **ASEAN** recognition

Internal Benchmarking

- 1) CU-Pink Diamond Program with 9 Quality Awards
- 2) CQA (Curriculum Quality Assurance) Program Accreditation
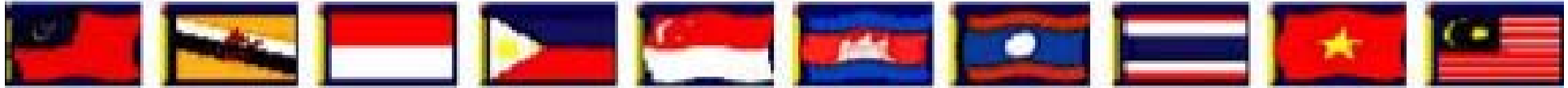- 3) QA Enhancement (Kaizen, Innovation

External Benchmarking

Certification with External Body
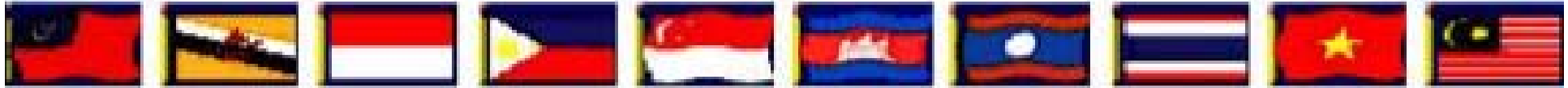
Accreditation with External Body

Rating & Ranking by Independent Body
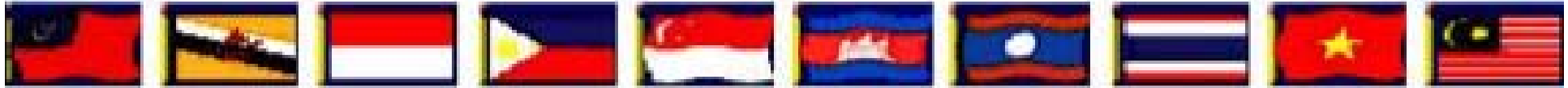
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AUN - Background

◆ Establishment in Nov. 1995

◆ 17 member universities in **10 countries of ASEAN**

Brunei	Myanmar
Cambodia	Philippines
Indonesia	Singapore
Laos	Thailand
Malaysia	Vietnam

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AUN Activities within ASEAN

- **ASEAN Studies Program**
- **Student and Faculty Exchange program**
- **Scholarships Program**
- **Information Networking**
- **Collaborative Research**
- **AUN-QA**
- **ASEAN Executive Development Program**
- **ASEAN Graduate Business /Economics Program**

AUN with Dialogue Partners

- ◆ **ASEAN - Korea**
- ◆ **ASEAN - EU (European union)**
- ◆ **ASEAN - Japan**
- ◆ **ASEAN - India**
- ◆ **ASEAN - China**
- ◆ **ASEAN - Russia**

AUN - QA

◆ Initiative in Nov. 2000 at Chulalongkorn University, (Bangkok Accord)

1) Appoint CQO(Chief Quality Officer) from each member universities

2) Establish the QA - Common criteria

3) Encourage the Good Practices for QA

4) Mutual collaboration and in formation exchange

5) Facilitate auditing, assessment

6) Mutual consultation on any differences or disputes

7) Seek further and deeper engagement with ASEAN Dialogue Partners

Road Map for AUN-QA

Workshop 1: at Malaysia (4/2001)

- AUN-QA Policy & Common Criteria

Workshop 2: at Thailand (10/2001)

- Benchmarking Procedures :QA System

Workshop 3: at Myanmar (3/2002)

- QA Practice for Teaching Best, Learning Best

Workshop 4: at Indonesia (10/2002)
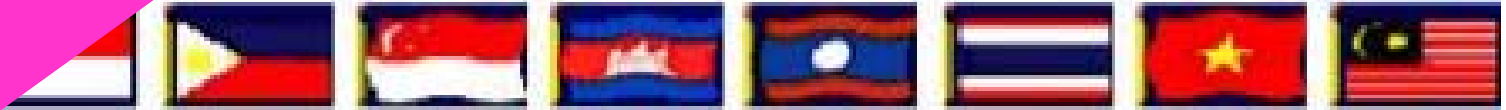
- QA Practice for Research, Service, Ethics and HRD

Workshop 5: at Brunei (3/2003)

- AUN-QA Assessment Procedure & AUN-QA Guideline

Workshop 6: at Singapore (3/2004)

- Program & Research

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Road Map for AUN-QA

Year 2005-2006
Review AUN-QA Guideline

Workshop 7: at Thailand (5/2007)

- AUN-QA Guideline Assessment on Institution
& Engineering program

WS 8 **WS 9** **WS 10** **WS 11**

Workshop 1 (at Malaysia)
AUN-QA Policy

1. AUN member universities shall continuously strive to improve the implementation of a Quality Assurance System.

2. AUN member universities shall institute a Quality Assurance exchange and training program, of which the framework and implementation be collectively agreed upon by the respective CQOs of member universities.

3. The CQOs of member universities shall formulate a plan by which the Quality Assurance System of member universities could be enhanced and commonly recognized by AUN.

4. AUN member universities shall welcome cross-external audits using commonly agreed upon auditing instruments to facilitate global recognition and benchmarking of member universities.

5. The quality criteria of the core activities of AUN member universities (teaching/ learning, research and services) shall be the foundation of any audit instruments formulated by AUN.

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AUN QA Common Criteria
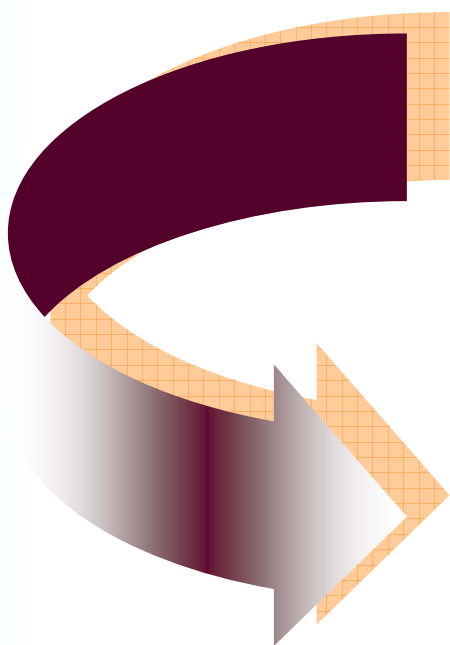
Criteria 1 on QA System
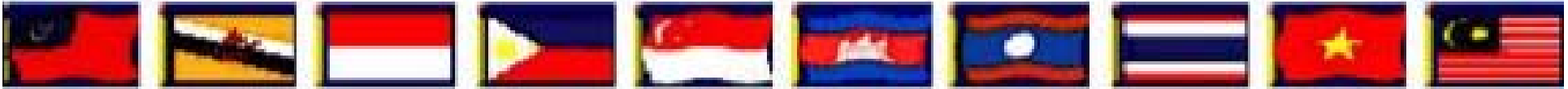
Criteria 2 on Teaching/Learning

Criteria 3 on Research

Criteria 4 on Services

Criteria 5 on Ethics
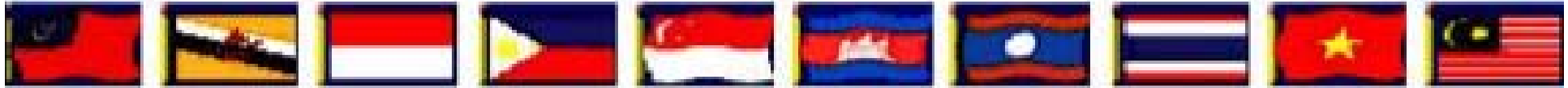
Criteria 6 on HRD

Workshop 2 (at Thailand)

Agreement on

◆ AUN-QA Benchmarking (or **QA-system**) Each member university will provide QA system Documentation
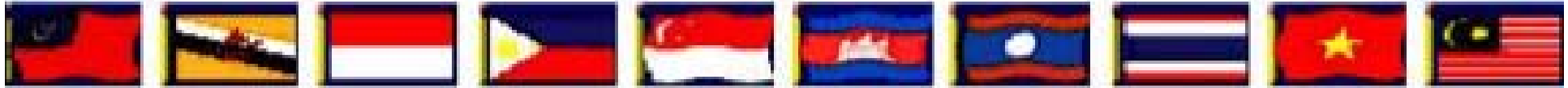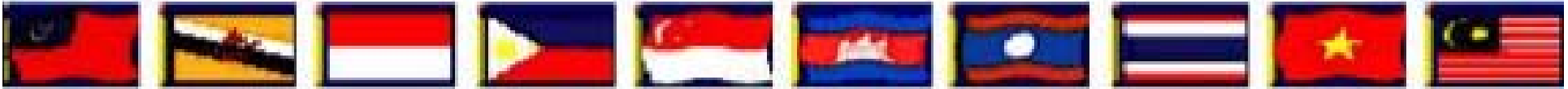
Workshop 3 (at Myanmar)

Agreement on

◆ **AUN-QA list of courses and programs for credit transfer in Teaching-Learning**

◆ **AUN Basket with ACTS (ASEAN Credit Transfer System)**

◆ **AUN-QA Glossary (46 terms listed)**

Workshop 4 (at Indonesia)

◆ Agreement on Research, Services, Ethics and HRD for AUN-QA Practices

◆ Follow-up 3 reminders from the 3rd Workshop on AUN-QA for CQOs

    1.1) List of QA Documentation

    1.2) AUN-QA Glossary (list of terms/definition)

    1.3) List of Courses and Programs on
       Teaching-Learning for AUN members
       (credit transfer)

Workshop 5 (at Brunei)

Agreement on

◆ **AUN – QA Guideline**

◆ Internal and External Assessment

Workshop 6 (at Singapore)

The 6th Workshop on AUN – QA at Singapore in March 2004

◆ Program Assessment Practice for Teaching & Learning
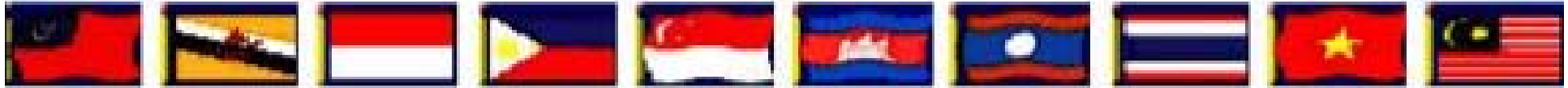
◆ Research & Service Assessment Practice

Workshop 7 (at Thailand)

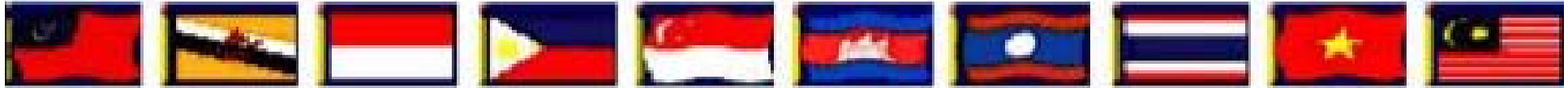The 7th Workshop on AUN – QA Guideline (new revision) in May 2007

◆ Engineering Program Assessment Practice by AUN-QA Checklist (Appendix 5)

◆ Institution Assessment Practice by AUN-QA Checklist (Appendix 6)

◆ IQA System Assessment Practice by AUN-QA Checklist (Appendix 4)
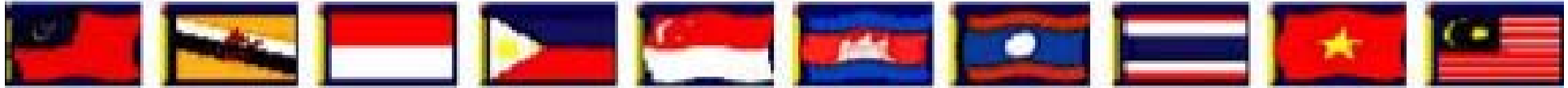
Roadmap for AUN – QA

The 8th, 9th, 10th.workshop will be held in ASEAN for assessment practice and improvement to strengthen our QA in HE harmonizely.
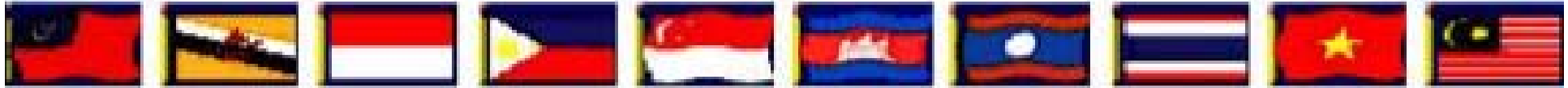
AUN – QA Guidelines

1) AUN - QA Policy & Common Criteria

2) Teaching & Learning

3) Research & Service

4) HRD & Ethics

5) QA System & Assessment

6) Glossary

Assessment Purposes
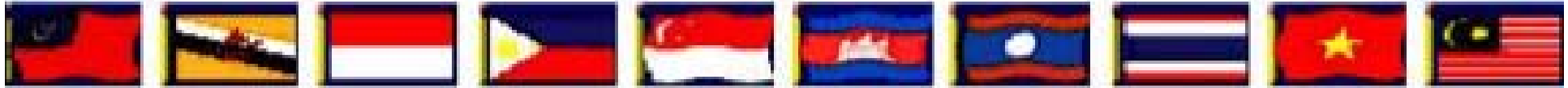
◆ for improvement and assurance of academic quality

◆ for promoting the recognition and acceptance of AUN programs

◆ for providing opportunities of accessing to funding for research & instruction
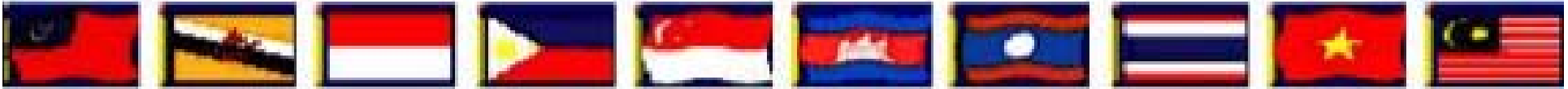
Assessors

- Professional and ethical responsibility
- Knowledge of standards and accepted practices
- Objectivity and transparency
- Volunteers to devote time and effort to conduct AUN – QA program assessment
- Attending the assessors training program

Assessment Process

- ◆ Self – assessment (Internal assessment)
- ◆ Peer assessment (by experts)
- ◆ Action & Feedback (Assessment team's report)
- ◆ Monitoring and Oversight (periodic assessment)

Criteria for Assessment

- Criteria 1 : Existence of QA System (Documentation + records)

- Criteria 2 : Teaching and Learning s (Course Curriculum, Academic Staff, Student Assessment, Learning Process, Environmental Health & Safety, Learning Resources)

Criteria (Cont.)
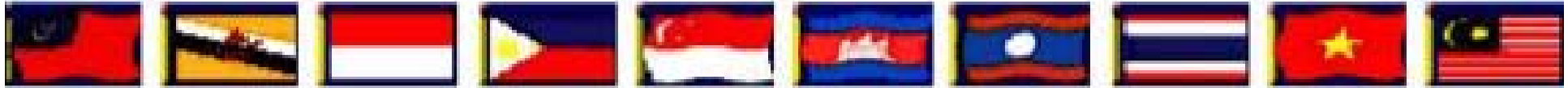
◆ Criteria 3 : Research (Funding& Facilities, Research Outputs)

◆ Criteria 4 : Services (to the Community Nationally & Internationally

◆ Criteria 5 : Ethics (Code of Ethic)

◆ Criteria 6 : HRD (Human Resources Development)
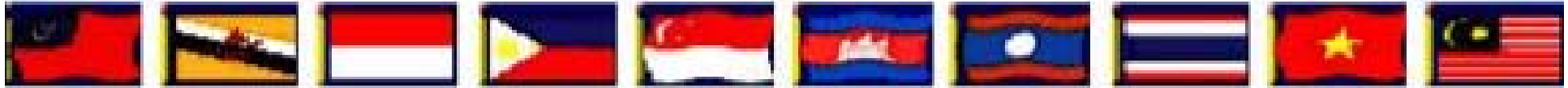
Benchmarking of AUN-QA
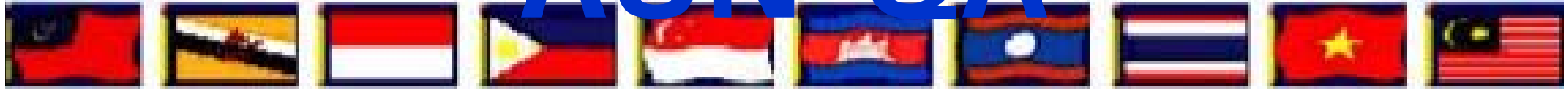
    AUN-QA will help each others (members) by training QA System development and assessment according to **AUN-QA Guideline.**
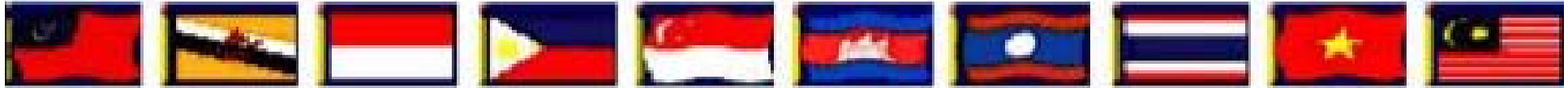
    AUN office will prepare

AUN – QA Label

3 Levels of Label (Probably)   Totally 7 pt.

1) Good Starting :   Average Value   1.5 - 3.4

2) Partly Successful :   "   "   3.5 - 5.4

3) Full Achievement :   "   "   5.5 - 7.0

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AUN – QA Label
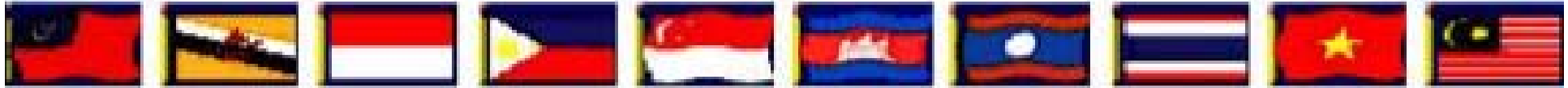
◆ Voluntary encouraging our AUN – members

◆ And for non members as well

International QA
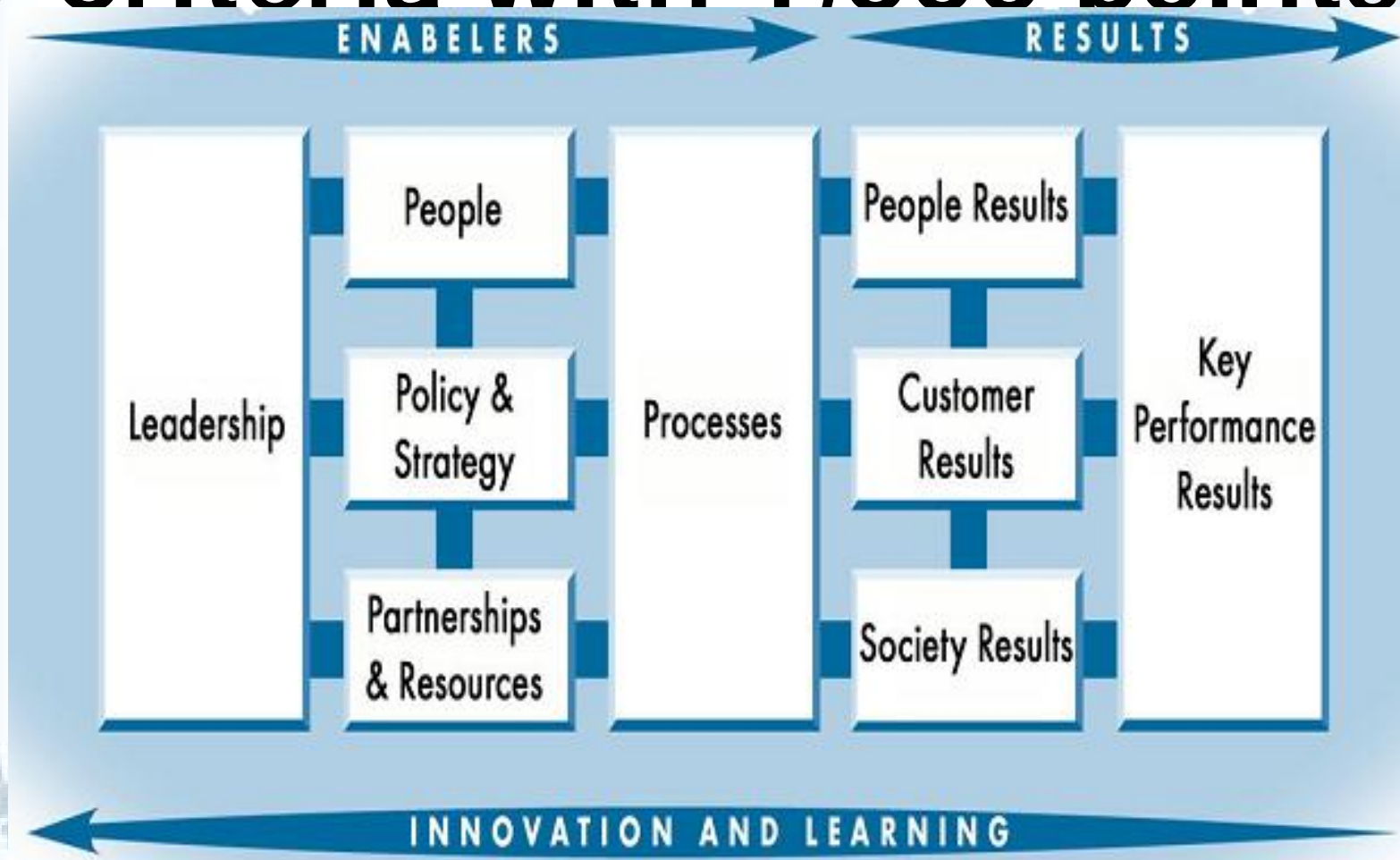
- ◆ AUN – QA has been initiated in 2000.
- ◆ Visiting the oversea QA such as **Australia, Germany, UK**, etc.
- ◆ Joining the international conference such as **UNESCO-QA Forum** yr.2004, etc.
- ◆ Joining Regional QA Forum, **INQAAHE 2005**
- ◆ Adapting MBNQA of **USA** to TQA (Thailand Quality Award)

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EFQM (European Model)

9 Criteria with 1,000 points

MBNQA (US. Model)

7 Criteria with 1,000 points

Baldrige Education Criteria for Performance Excellence Framework: A Systems Perspective

Organizational Profile:
Environment, Relationships, and Challenges

2 Strategic Planning

5 Faculty and Staff Focus

1 Leadership

7 Organizational Performance Results

3 Student, Stakeholder, and Market Focus

6 Process Management
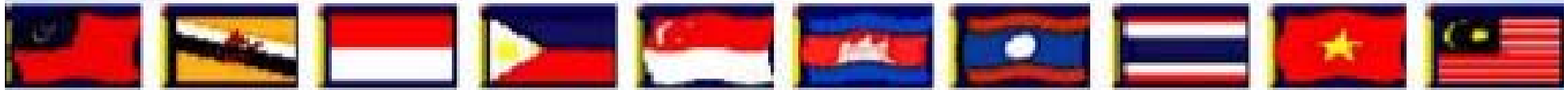
4 Information and Analysis
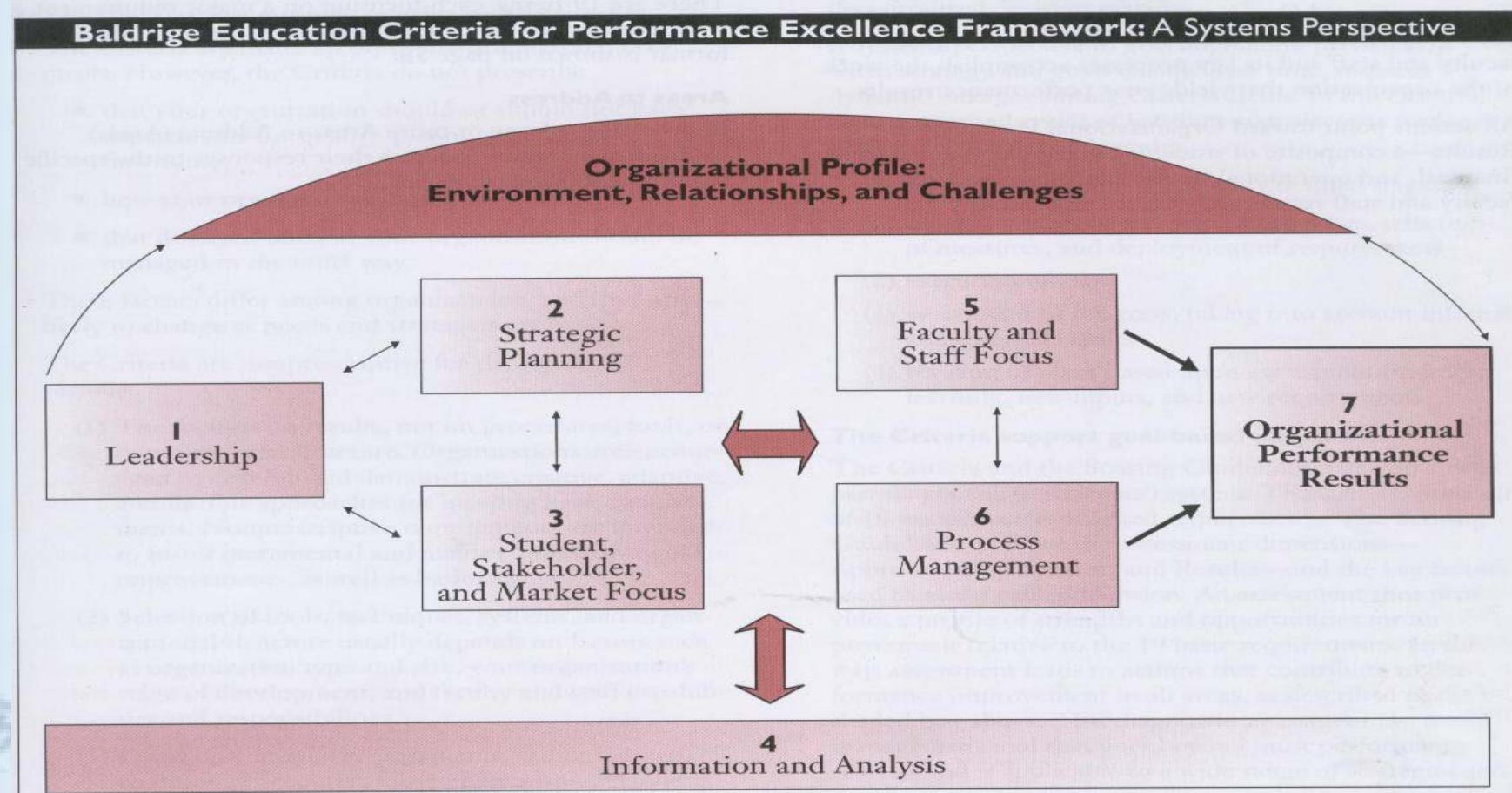
Thai-ONESQA (Undergrad. Model)

6 units with 1,000 points

Fig.1. QA System Model for Undergraduate Education

-
-
-
-
-
-
-
-
-

2. Faculty & Staff

(150)

5.Administration system

(140)

1. Graduates

Research

Service for Society

(130)

3.Students & Alumni

(100)

4.Learning&research process

(400)

6.Knowledge Supporting System

(80)
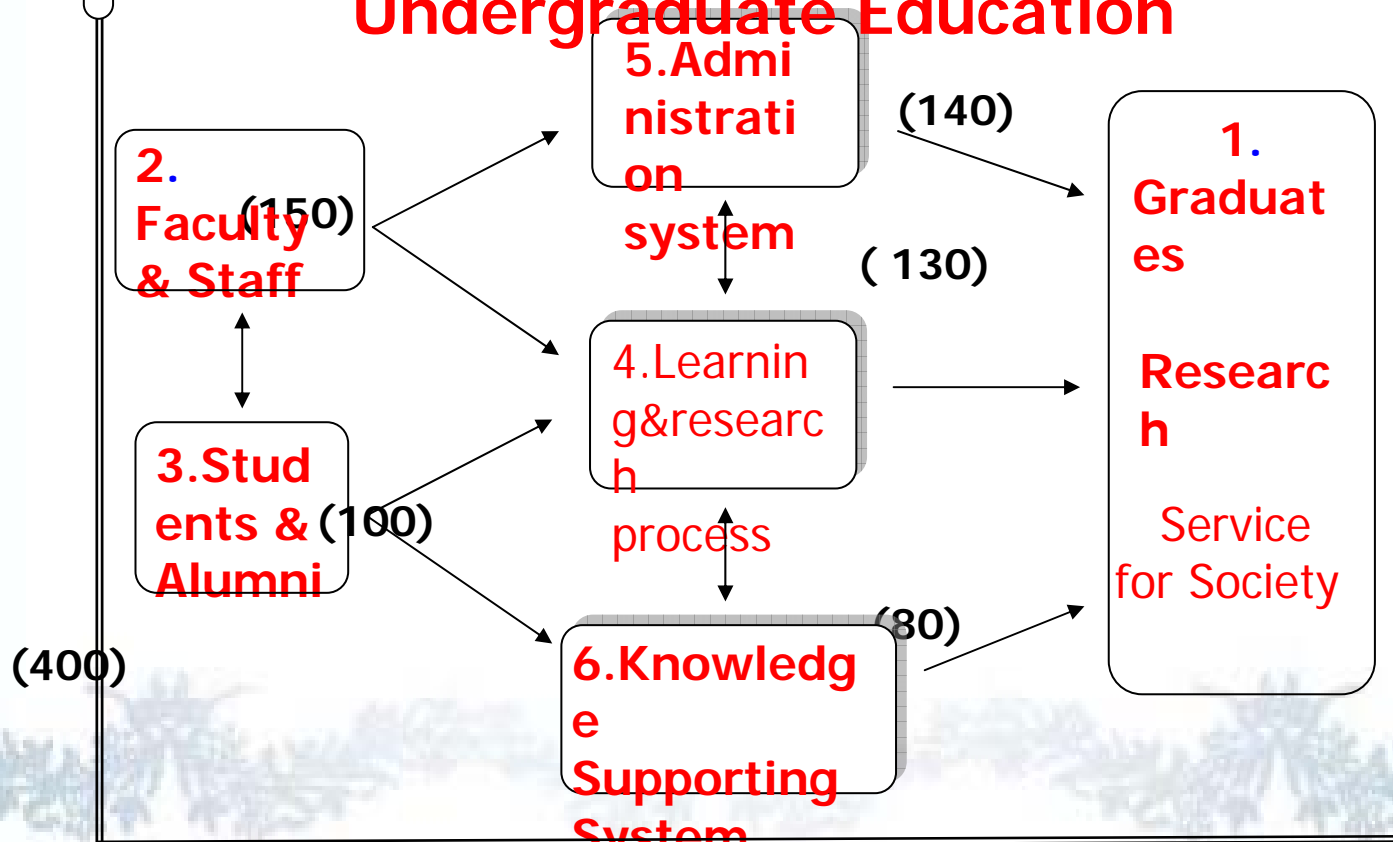
Thai-ONESQA (Post-grad. Model)
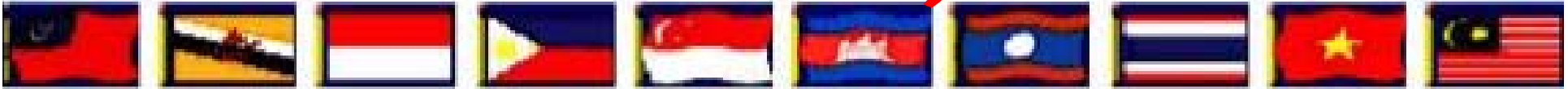
9 Criteria with 100 points

- 7.4 Faculty & Staff (15)

- 7.5 Student Admission & Monitoring (10)

- 7.6 Course Programs

- 7.7 Learning and Research

- 7.8 Knowledge Supporting System (10)

- 7.9 Administration (10)

- 7.1 Post-graduates

- 7.2 International Research (15)
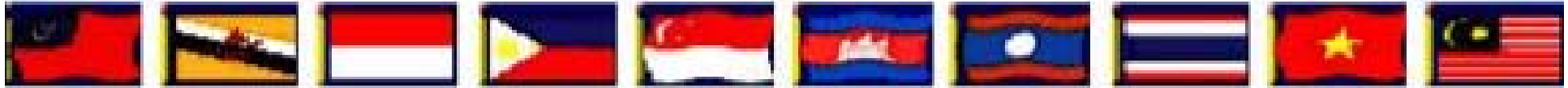
- 7.3 Research Unit (RU) (10)

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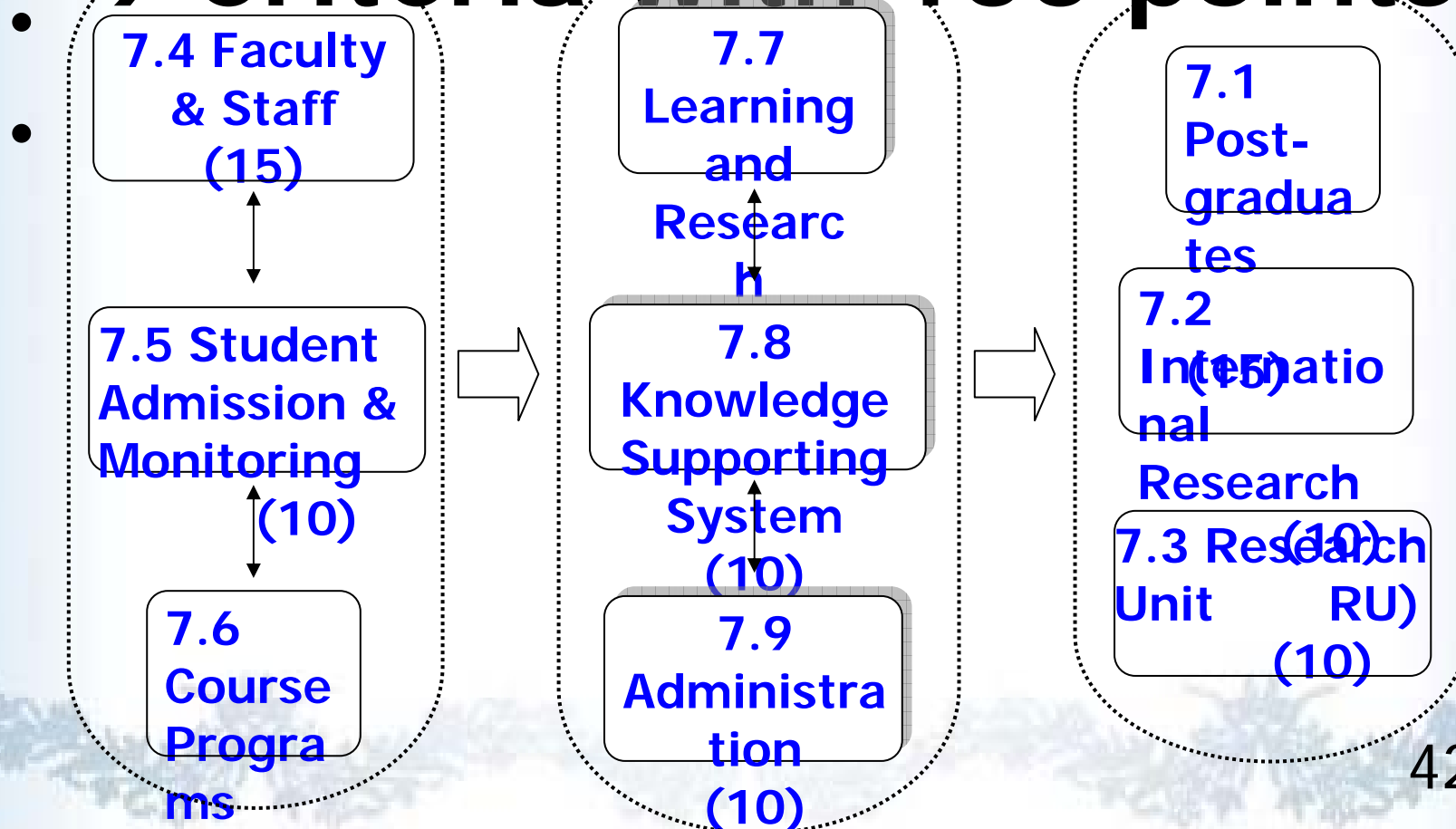
Thai-ONESQA Model on Assessment

6 levels of 100 %

- *Level 1. (P)* **0 – 10% no evidence of systematic operation be found**
- *Level 2. (D)* **10 –30% starting the operation as documented procedures be found**
- *Level 3.(C)* **30 -50% some operation be checked and controlled as specified**
- *Level 4. (A)* **50 – 70% effective results are met with the overall target**
- *Level 5. (NR)* **70 – 90% effective results are met with national**

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Open Discussions

Please Comment

Thank You for your kind attention

"KOB KHUN KLAB"