

WORKSHOP THEME: STRATEGIC PLANNING FOR QUALITY ASSURANCE ISSUES

**PRESENTATION ON:
THE EXPERIENCE FROM THE SELF-ASSESSMENT PROCESS
OF UNIVERSITY SERVICES AND AFRIQ UNITS (EDULINK)
PROJECT/WAY FORWARD BY THE MOI UNIVERSITY TEAM**

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Moi University/Afriq Units (Edulink) Project

Moi University has participated in the Project at different levels:

- At Workshops (in Alicante, Kampala, Mzumbe, Moi and in Zanzibar).
- Represented by members of the University Management, Project Coordinators/Administrator; and the Project Committee/Team members.

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- Workshops served as training and sensitization sessions for quality assurance and sustenance of a culture of quality in higher education.

Note:

For instance, in Alicante, Spain, Workshop participants were able to visit two universities:

- The host, University of Alicante; and
- Miguel Hernandez University (Elche) - as case

Levels of Afriq Units Project Training

Training on quality assurance at different levels:

- University/national level: internal mechanisms of quality **(self-assessment of Service Units (in this case Finance, Examination and Student Welfare)).**
- At regional level brought together: three universities in East Africa, Makerere, Mzumbe and Makerere - **to self-assess and benchmark the above Service Units for quality assurance and strategic planning for quality issues in**

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Besides at regional Level:

- Commissions of Higher Education (in Kenya, Uganda and Tanzania); Ministries of Education; and Inter-University Council of East Africa (IUCEA) were drawn into the Afriq Units Project as regulatory bodies for quality assurance, and stakeholders in higher education.
- **Of importance**, they also served as resource persons where applicable.

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- At continental Level: Association of African Universities (AAU) Representative shared experiences of quality assurance with universities and partners in the Project.
- International level: link with the European Union (Project Sponsors); German Accreditation Agent for Higher Education; DAAD linkage with the Edulink/Afriq Units through the University of Alicante - that made the Project possible.

Experience/Benefits of the Afriq Units Project at Moi University

1. Has contributed to quality assurance:

- Through training and sensitization of University Management, staff and students (among other stakeholders) on quality issues.
- Capacity building (Human Resource/Resource Persons).
- Networking between institutions of higher learning at different levels – regionally and internationally.

Experience/Benefits Continue

2. Equipment:

- The Project purchased ICT equipment for Moi University e.g a server, plus related equipment to strengthen quality assurance.
- The equipment will strengthen the Quality Technical Unit based at the School of Arts and Social Sciences (piloted for Afriq Units Project); and be used by the entire University (e.g in tabulating data from student evaluation forms – to assess quality teaching.

Experience/Benefits Continue

3. Self-Assessment of Service Units:

- Finance, Examination and Student Welfare a “new concept” and an added value to institutional and degree programme assessment.
- As already carried out by regulatory bodies/agents in East Africa with the support of partners e.g Commissions of Higher Education, IUCEA and DAAD.

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Also ISO initiative for quality at Moi and other

Experience/Benefit Continue

4. The Methodology of the Afriq Units Project (using the EFQM Model:

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Challenges

They are captured at different stages:

- Use of Project tools (EFQM Model).
- Administering the Questionnaire: students went on strike, time became of essence; started late than anticipated – worked plus weekends and X-MAS holiday.
- Project team and stakeholders took longer to understand the tools including the software (Excel); first SPSS was used and outcome of the Service Units presented to External

Challenges Continue

- Complains that the Questionnaire was too long, too detailed; and confusing when it came to I'D; and not clear.
- Some did not return the Questionnaires.
- Some returned with unanswered sections.
- Several follow ups made by the Project team for the questionnaires to be returned.

Note: Generally, data collection was a challenging and learning experience to the

Data Analysis and Report Writing

By the Project/Self-Assessment Team:

- Required continuous meetings, besides other University duties.
- Consultations (e.g with Alicante team on EFQM Model); data in-put; analysis and write ups.
- Use of IT became vital - phone/sms and internet – to make progress on the Project.
- Downloading of information; photocopying;

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Significantly

- The whole exercise has been a learning experience, especially in the use of computer applications for methodology/EFQM Model
- For data analysis and write up of the Results/Improvement plans of the Service Units – as a step towards enhancing quality.
- It is a valuable experience – shared at University, national, regional and international level

What the Moi Team Learned from The Project

- Trained staff, resources persons as champions to implement quality.
- Training and implementation of quality services and sustenance of a culture of quality in higher education calls for financial support; it needs to be budget for within the wider University budget.
- It also calls for quality resources; reference materials e.g handbooks, policies and manuals.

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- It needs a motivated staff – rewards must be there: physical/infrastructural, appreciation, financial and where applicable promotions.
- Teamwork is essential: at institutional, national, regional and international level (with government, regulatory agents, and other related organizations).
- Collaborations/partnerships are essential (in this case the Afriq Units Project as an example) – for networking and exposure on

What Team Learned Continue

Significantly:

- It needs an adequately established quality Unit at University level; and Sub Units at

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School/Section/Unit

Way Forward

1. Assessment of Degree Programmes:

- Besides assessment of Service Units, next as part of the Project is self-assessment of two degree programmes.
- At undergraduate level: **Political Science and Public Administration.**
- Post-graduate level: **Gender Studies and Development** (both Programmes based at the School of Arts and Social Sciences at Moi University – Pilot to this Project)

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2. Implementation of results of the Afriq Units Project: on Self-Assessment of Service Units and Degree Programmes

- Action by the Project team at University level and University Management.
- To replicate the results to other Service Units and Degree Programmes within the University.

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3. Sustain Culture of Quality:

- Through sensitization of staff at all cadres -junior, senior and Management) and internalization of quality.
- The University quality system should be functional at all levels: in Service Units, teaching, research, and extension.

Note: At Moi, results from the Project confirmed areas of operation where there is general

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- In search of quality service provision, this is a challenge to University Management and staff to take quick action and improve (with support (e.g financial) from government and partners where applicable).
- Areas of improvement can also serve as a strategy for quality at present and in future at Moi University.
- Through the results of the Project, Moi University is to continue working together

Recap

- The Project was educative.
- It brought together stakeholders of higher education at local, national, regional and international level.
- The challenge is to implement and sustain quality standards for global competitiveness (with contributions to quality from various initiatives – through Afriq Units Project/European Union/DAAD/IUCEA; and government and regulatory agents).

In Sum

- Implementation of quality assurance in higher education is the way forward for Universities in the East Africa region, Africa, and beyond.

“The processes/procedures needed to attain quality standards and sustain a culture of quality assurance in institutions of higher learning is tedious, time consuming, expensive, but, it is worth it.”

THANK YOU