Quality Assurance Roadmap - GMCA 2012

Quality in HEI?



Harvey, L. & Green, D. (1993). Defining quality. *Assessment & Evaluation in Higher Education*, 18(1), 9-29.

Management & Measurement

Who measures quality-Internal or external stakeholder.

What measured- System components: input, process & output.

What measured- Concepts as forwarded by Harvey & Green.

How measured- Quantitative or qualitative.

Why measured- Snapshot or longitudinal.

Why measured- Assurance or Enhancement.

Becket, N., & Brookes, M. (2006). Evaluating quality management in university departments. *Quality Assurance in Education*, 14(2), 123-42.

Current Analysis

- 1. Limited Internal stakeholders are involved in fragmented fashion.
- 2. Process is mainly measured.
- 3. Focused on Concepts of perfection.
- **4.** Quantitative data is predominant.
- **5.** Predominantly snapshot with some elements of longitudinal quality.
- 6. Mainly for assurance with enhancement component is in improvement plan.

Goals / Objectives

- 1. Involvement of all KEY STAKEHOLDERS.
- 2. Measuring all System Components.
- 3. Focused more on FITNESS OF PURPOSE & TRANSFORMATION.
- 4. Gathering both Quantitative & Qualitative data.
- 5. Predominantly longitudinal by serial snapshots.
- **6.** Emphasizing Improvement leading to assurance.

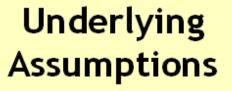
Roadmap: Semester II [2013-14]

Date: January 9, 2014 **Time:** 09.00AM to 10.00 AM **Venue:** Lecture Hall G-37

Time	Task	Speaker
09.00-09.05 AM	Welcome	Dr Waseem Suleman
09.05-09.20 AM	Roadmap: Information Gathering for Quality	Dr Habeebuddin Shaji
09.20-09.35 AM	Roadmap: Dissemination of Information	Dr Mohammed Bastawesy
09.35-09.45 AM	Roadmap: Information Access/Feedback	Dr Imran Sabri
09.45-09.50 AM	Address by the dean	Dr Waleed Hamed Albuali
09.50-09.55 AM	Vote of thanks	Dr Waseem Suleman

Most Learning (Single-Loop)

Improvement within an existing system that rests on unchallenged assumptions that are implicit and unchallenged.





Goals, Values & Strategies



Results

Double-Loop Learning

Expanding the analytical frame to explicitly identify and then challenge underlying assumptions.