

# 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	<b>Roadmap:</b> Information Gathering for Quality	Dr Habeebuddin Shaji
09.20-09.35 AM	<b>Roadmap:</b> Dissemination of Information	Dr Mohammed Bastawesy
09.35-09.45 AM	<b>Roadmap:</b> 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.

**Underlying Assumptions**



**Goals,  
Values  
& Strategies**



**Results**

**Double-Loop Learning**  
Expanding the analytical frame to explicitly identify and then challenge underlying assumptions.

