

ACHIEIVING ACADEMIC EXCELLENCE THROUGH QUALITY ASSURANCE

BY

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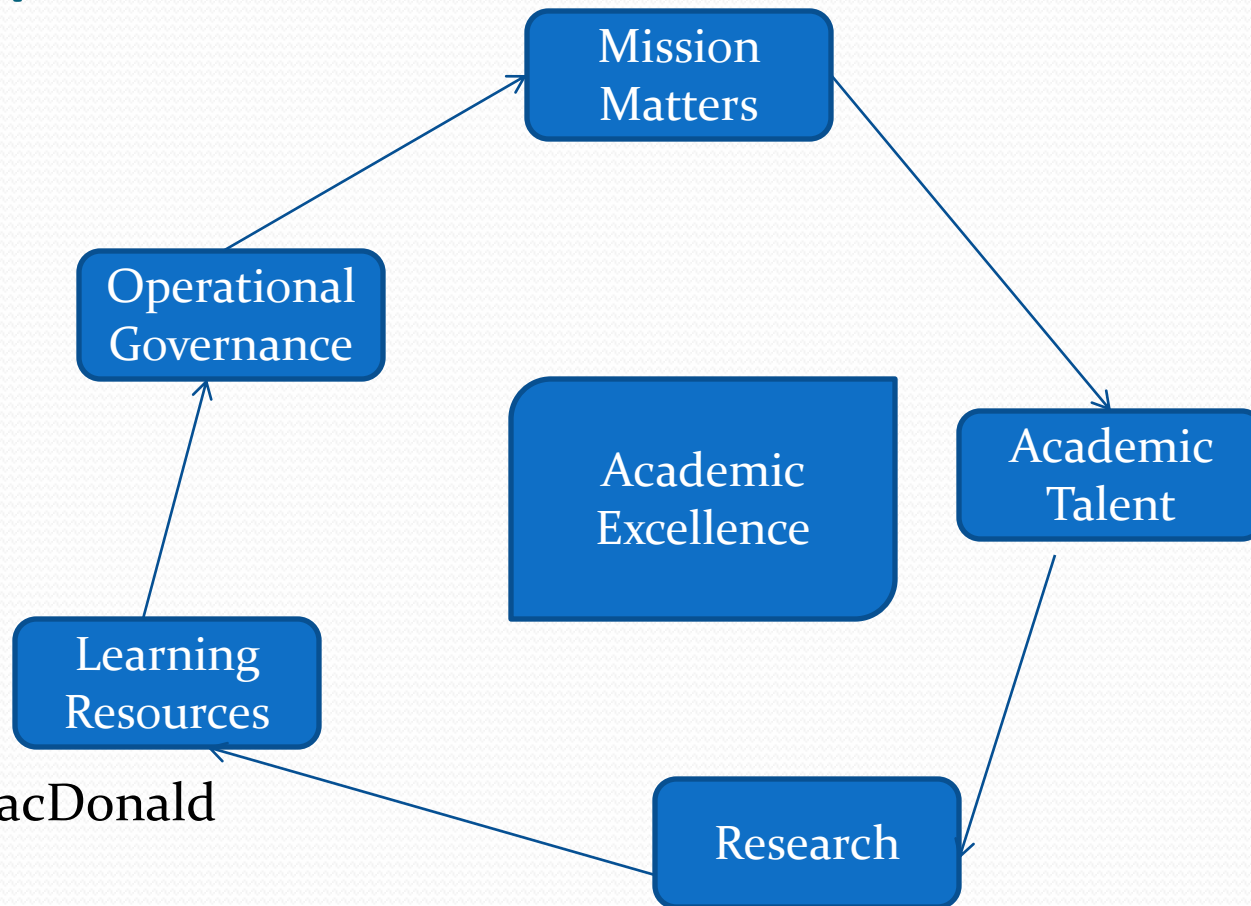
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What is Academic Excellence?

- Definition; difficult, vague
- -subjective; each unit/institution must have its own definition (Michale Lamont -Harvard Professor of African and African/American Studies)
- – Creating an environment whereby students can excel in scholastic activities, demonstrate superior learning, develop intellectual capacities and skills that prepares them for service to their community (Kent MacDonald - President and Vice chancellor of Francis Xavier)

Academic Excellence – Inter-related Components



Kent MacDonald

Product of Academic Excellence

- A student who would:
- Commit to diligent study, pursuing personal scholarship that exceeds the requirements of a professor, course, or curriculum
- Develop in-dept knowledge and expertise in a particular field of study
- Write and speak with clarity and style
- Use quantitative reasoning to solve problems
- Recognize enduring theories, interrogate their validity and willingly come to conclusions that may question standard disciplinary assumption
- Value disciplines other than one's chosen major and embrace those disparate disciplines to deepen and broaden a world view

Product of Academic Excellence

Cont'd

- Recognize the role that methodology plays in the development of a certain line of reasoning, and how methodologies vary from one discipline to another as well as within disciplines.
- Identify a thesis in all its complexity and the manner in which the author developed it, and demonstrate the ability to reconstruct that argument
- Evaluate an established opinion/analysis by introducing new evidence or reinterpreting the given evidence
- Develop a well-constructed argument using primary sources or data and present the argument persuasively and articulately
- Apply one's skills and knowledge beyond the classroom to contribute to the campus and world community in an enlightened manner (Skidmore College, U.K)

What is Quality

- Quality is ...general standard or grade
- It is conceptualised as:
 - Degree of excellence, level of value in a product/service
 - A grade of achievement, a standard against which to judge others- *Robin Middlehurst (1992)*
 - Degree of worth – *Chambers Super Mini Dictionary*
 - Being multidimensional, and embracing all functions, resources and activities of a university including teaching academic Programmes, research and scholarship, staffing, students, building facilities, equipment, and services to the community and the academic environment - *UNESCO*



- **Assurance:** The act of giving confidence, the state of being certain or the act of making certain



Quality Assurance in Education

- A set of planned and systematic activities implemented to maximise the probability that minimum standards of quality in education are being attained.



Quality Assurance Cont'd

Quality of a university may be measured by:

- How well the graduates are being prepared for life and for services to society in various capacities.
- How well prepared learners are for university education.
- How good and effective the teachers are at teaching them.
- How adequate and accessible are the resources needed for effective teaching and learning.
- How good the products of research are: among others

Purpose of Quality Assurance

- ❖ Provision of information to the public and other interested parties about quality and standards
- ❖ Giving credibility to awards (and hence to award holders).
- ❖ Engendering of confidence in purchasers that they will be making a worthwhile investment when they enroll in a programme
- ❖ Ensuring accountability in respect of the investment of public money
- ❖ Providing clarity regarding the purpose of programmes, and
- ❖ Enhancing quality and standards



Elements of Quality Assurance

- External examiner system
- Internal Quality Assurance
- Institutional audit/visitations
- Routine monitoring
- Accreditation
- Ranking
- Post-UTME



Q.A

External

Internal



Internal Quality Assurance

...is the processes of evaluation, maintenance and promotion of quality within the university by the university

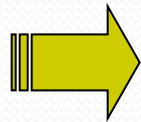


Input-Process-Output Theoretical Model

COMPONENTS OF THE EDUCATIONAL SYSTEM

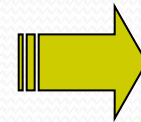
INPUT

- Students
- Teachers
- Non-teaching staff
- Managers
- Facilities
- Finance
- Instructional materials
- Other resources



PROCESS

- Teaching and learning processes
- Research
- Use of time & space
- Student services
- Administration
- Leadership
- Community participation
- Q.A
- Management



OUTPUT

- Skilled and employable graduates
- Responsible citizens
- Economic and social development
- Production of new knowledge

Equity, Efficiency, Effectiveness, Relevance, Quality



Quality Assurance –Interrelated Components



Institutional Governance and Administration

Role of Council

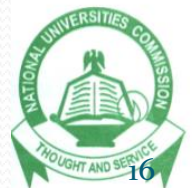
Composed of distinguished persons befitting of a University Council

Lays down sound policies for effective running of the university

Appoints good quality staff at all levels, following due process

Prudent and transparent in the management of university funds

Innovative in attracting funds for the university



Council Contd.....

Performs oversight functions of the activities of Management

Manages staff appellate issues not resolved by the Vice-Chancellor

Promotes and makes provisions for research in the University

Provides for the welfare of all persons employed by the University

Proactive in dealing with academic and managerial matters in the university

Council members use their positions to attract revenue for the university rather than depend on the university to satisfy their financial needs.



Role of Senate

- **Lays down sound policies for effective running of the university**
- **Undertakes the establishment, organisation and control of campuses, colleges, faculties, departments, schools, institutes and other teaching and research units of the University, and the allocation of responsibility for different branches of learning**
- **Takes responsibility for the organisation and control of courses of study at the University and of the examinations held in conjunction with those courses, including the appointment of examiners, both internal and external**
- **Plays active role in the award of Honorary degrees**

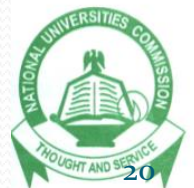


Senate Contd.....

- **Does not allow its statutory role to be hijacked by the Vice-Chancellor**
- **Approved admissions list before transmission to JAMB.**
- **Enforces carrying capacity provisions for enrolment**
- **Undertakes discipline of students**
- **Performs oversight functions of the activities of Departments and Faculties**
- **Carries out the full functions of Senate as provided by the University Law**

Role of the Vice-Chancellor

- **Leadership in promoting academic programme development of the university as Chairman of Senate**
- **Leadership in promoting physical development of the university**
- **Financial prudence**
- **Fairness in attending to staff disputes**
- **Implementation of the Committee System**
- **Quick (48-hour) turnaround of mails**



Vice-Chancellor Contd

- **Maintenance of security of lives and property on Campus**
- **Ability to listen and tolerate divergent views**
- **Trustworthiness as head of the university**
- **Proactive in dealing with academic and managerial matters in the university**
- **Passionate about taking the University to great heights**
- **Attracts funds for the university**



Role of the Registrar

- **Quality leadership of the secretariat of Senate**
- **Responsiveness to staff needs relating to the Registry**
- **Accurate record keeping in the registry, including staff and student records**
- **Creative in solving problems in the Registry**



Registrars Contd..

- **Quick (48-hour) turnaround of mails**
- **Provides sound advice to the Vice-Chancellor on administrative matters**
- **Applies modern methods in Registry operations**
- **Provides good examples to be followed by subordinates in the Registry**

Role of the Bursar

- **Provides sound financial advice to the Vice-Chancellor**
- **Applies modern methods in bursary operations**
- **Institutes effective financial control**
- **Effective in record keeping in the Bursary**
- **Provides good examples to be followed by subordinates in the Bursary**



Bursar Contd...

- **Quick (48-hour) turnaround of mails**
- **Creative in solving problems in the Bursary**
- **Responsive to staff needs relating to the Bursary**
- **Keeps accurate records in the Bursary, including staff and student records**



Role of the University Librarian

- **Applies modern methods in library operations**
- **Provides good examples to be followed by subordinates in the Library**
- **Creative in solving problems in the Library**
- **Ensures stocking of the library with current and relevant holdings of books and journals**

Librarian Contd....

- **Liaison with departments to ensure that their specific needs for books and journals are addressed**
- **Provides sound advice to the Vice-Chancellor on the running of the library**
- **Leadership in establishing and operating a library policy for the university**
- **Quick (48-hour) turnaround of mails**
- **Gives academic leadership through research and publications**
- **Effective in record keeping in the Library**



Role of Faculty Boards/Departments and Other Statutory Bodies

- **Provide sound advice to Senate on academic matters**
- **Meets regularly (at least quarterly)**
- **Promote and make provision for research**
- **Undertake evaluation of teaching and learning**
- **Implement directives of Senate, Council and Vice-Chancellor**
- **Meet the provisions of the terms of reference as provided in the instrument setting them up.**



Institutional Resources

Each College/Faculty has a commodious, visibly impressive building.

All Departments have ample space for staff offices, classrooms, laboratories, workshops and library in line with the minimum standards for programme(s) offered.

There is a health centre with in-patient and out-patient facilities. Staffing includes full-time medical officer(s), pharmacists, technologists and nurses. The Pharmacy department is well stocked for the population of staff and students. Service in the health centre is professional and prompt.

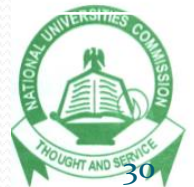


Institutional Resources Cond...

Academic buildings, on-campus hostels and staff quarters are supplied with at least 12 hours of electricity daily and 24-hour supply of water.

Network of roads feeding main university buildings are tarred and well drained; communication (intercom) facilities are functional;

All academic buildings and hostels have functioning and clean toilet facilities in appropriate ratios to users (Note: Ratio is 1 toilet to 10 users)



Institutional Resources Cond...

Clean campus environment (not bushy, walls not defaced with posters); aesthetically-appealing landscaping

IT infrastructure in place and functioning. 24-hour Internet access for staff and students (Note: all or none)

Clean and well-maintained on-campus student hostels with adequate bed space per student (Note: Assess university- maintained hostels only)

Availability of efficient guidance and counselling services and student support services including transportation



Institutional Resources Cond...

Recreational facilities such as games and sports are well developed, in use and maintained (Note: all or none)

At least 70% of the buildings have fire-fighting and safety facilities. (Note: all or none)

At least 70% of buildings have facilities to accommodate students with special needs. (Note: all or none)

Specific: Minimum standards for academic infrastructure are met for all programmes offered in the university.



Quality of Teaching, Learning and Research

Quality of Teaching

Class is participatory, non-threatening and eagerness to learn pervades the faces of students

Lectures are based on the latest developments in the discipline as obtained from the most recent literature

Course materials are of good quality regarding academic content and are made available to every student

Lecturers and students are prompt to class



Quality of Teaching Cont'd

Class size and organisation are conducive to effective teaching and learning

Voice of teacher projects well or is aided by a functioning public address

Laboratory/workshop practicals are hands-on and investigatory

There is evidence of ample prelab/workshop preparations

Safety rules are obeyed throughout the duration of the practical work

Good use of instructional aids especially new technologies



Quality of Research

Minimum of 70% of staff in the university have published at least two articles in reputable local journals in the last 12 calendar months

Minimum of 20% of staff in the university have published at least two articles in reputable international journals and registered patents and inventions that are indexed in global databases within the last 12 calendar months

Minimum of 10% of staff in the university have won at least N1 million research grant each within the last 12 calendar months

Minimum of 5% of staff in the university have won international academic prizes



Quality of Research Contd...

At least 10% of the research output from the university is from collaborative/transdisciplinary research

Application of research ethics, code of conduct, regulations on plagiarism and intellectual property rights

Institutional Efficiency and Effectiveness

Admission process is conducted within acceptable timeframes and in season. (Note: all or none)

Quantity and quality of student intake match minimum standards for the courses to which admission is made. (Note: all or none)

Registration process is devoid of stress to students and executed in a timely manner. (Note: all or none)

All staff are recruited through due process and in the correct category mix

Welfare of staff and students not below generally acceptable standards



Institutional Efficiency and Effectiveness Contd....

At least 95% of students progress to the next level of degree programme annually

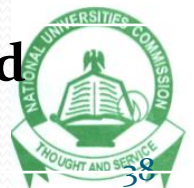
Not more than 1% of students drop out (internally or externally) from degree programmes

At least 95% of a cohort of students graduate within the duration of their course of study

Pervasive culture of recycle and reuse of material resources e.g. paper

Pervasive culture of conservation of water and electricity

Timeliness (sessional) in the release of results to students and sponsors



Extension, Relationships with internal and external constituencies and Consultancy

Minimum of 20% of staff engage annually in approved extension services to the community e.g. public lectures and consultancies

Minimum of 1% of staff are engaged in approved membership of national and international boards

Minimum of 1% of staff have patents, inventions and commercialised products

Virility of linkages with national and international organisations

Transparency, Funds Generation, Financial Management and Stability

Awareness of the university community of funds intake and disbursements by Management

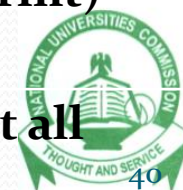
Cash advances are retired within timeframe specified in the University's Accounting Manual

Minimum of 20% of total income is from internally-generated revenue

Publication of the annual reports of the university on the university's web site and in print

Auditors' reports published and widely circulated (web site and in print)

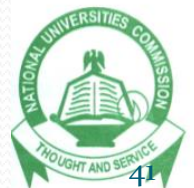
University is financially solvent and stable; university is able to meet all financial obligations; accounts not in the red



General Ethos

Discipline culture pervades staff and student life in the university (promptness to work/class; prompt attendance to request for goods and services; maintenance of serene atmosphere; courtesy in dealing with people; respect for queues; and religious/cultural tolerance and harmony)

Non-manifestation of social vices e.g. examination malpractice and sale of handouts



Benefits of Strong Internal Q.A

- ☐ Timely, efficient and progressive performance of academic, administrative and financial tasks.
- ☐ The relevance and quality of academic and research programmes.
- ☐ Equitable access to and affordability of academic programmes for various sections of society.
- ☐ Optimization and integration of modern methods of teaching and learning.



Benefits of Strong Internal Q.A. Cont'd.

- ☐ The credibility of evaluation procedures.
- ☐ The adequacy, maintenance and proper allocation of support structure and services.
- ☐ Research sharing and networking with other institutions within and abroad.
- ☐ Monitor the implementation of the University strategic plan.
- ☐ Developing the University's Quality Assurance policy.



Benefits of Strong Internal Q.A. Cont'd.

- ❑ Coordinating Students' Evaluation of staff and programmes.
- ❑ Encouraging self-assessment of teaching staff.
- ❑ Coordinating internal and external assessment of programmes and institution as a whole.
- ❑ Organizing seminars, workshops and conferences on quality assurance to create the culture of quality assurance in the system.



Conclusion

Effective Quality Assurance

guarantees

Academic Excellence

