

ISSUED FOR USE ON:

QUALITY ASSURANCE

REF: RU/VC/QA/005



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015

QUALITY ASSURANCE PROCEDURE MANUAL

RU/VC/QA/005

AUTHORIZED BY: Prof. Samuel Gudu Vice-Chancellor	Sign: _____	Date: _____
ISSUED BY: Prof. Stanley Shitote Quality Management Representative (QMR)	Sign: _____	Date: _____

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PROCEDURE NUMBER 1: TEACHING EFFECTIVENESS EVALUATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency, effectiveness and efficiency in teaching at Rongo University.

1.2 SCOPE

This procedure applies to QA processes and activities.

1.3 REFERENCES

- a) RU Quality Manual-RU/QMR/QM/002
- b) Universities Act, 2012;
- c) Quality Assurance Policy
- d) Commission for University Education: Universities Standards and Guidelines, 2014.
- e) Any other applicable document

1.4 TERMS, DEFINITIONS AND ABBREVIATIONS

- a) CUE – Commission for University Education
- b) HoD – Head of Department
- c) DQ = Director (Quality Assurance)
- d) QAD –Quality Assurance Directorate
- e) DVC (ASA) – Deputy Vice Chancellor (Academic and Student Affairs)
- f) Quality Assurance: Refers to guaranteeing of the fitness for purpose of a given product.
- g) QMS = Quality Management System
- h) VC = Vice-Chancellor

1.5 RESPONSIBILITY

- a) The VC is responsible for the supervision of this procedure.
- b) The Director, Quality Assurance is responsible for the implementation and adherence to this procedure.

2.0 PROCESS INPUTS

- a) Course allocation
- b) Evaluation forms
- c) Teaching timetables

3.0 METHOD

- 3.1 This procedure shall start with DQ circulating the evaluation schedule to academic departments and a copy to the Deans and DVC (ASA).
- 3.2 The HoDs shall submit courses allocation to DQ.
- 3.3 The DQ shall process the allocation and identify the courses and lecturers to be evaluated.
- 3.4 The DQ shall distribute Evaluation forms for each identified course to the respective HoDs
- 3.5 The DQ shall implement the evaluation process and record in the register book
- 3.6 The DQ shall analyse the dully filled forms and communicate feedback to the staff and a copy to HoD to discuss with the concerned lecturer and inform the Dean accordingly.
- 3.7 A consolidated evaluation report is submitted to Vice-Chancellor for further action

4.0 PROCESS OUTPUTS

- a) Evaluation records
- b) Memos
- c) Reports

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Rev.	Reviewer’s name	Date

RONGO UNIVERSITY - ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM

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QUALITY ASSURANCE

REF: RU/VC/QA/005(1)

OBJECTIVES REGISTER FOR QUALITY ASSURANCE

OBJECTIVES REGISTER FOR QUALITY ASSURANCE										
Department:	Quality Assurance									
Rev. Status										
Issue Date:										
Created By:				Reviewed By:			Approved By:			
S.No	Key Result Area	Strategic Objective	Objective	Strategies	Key Performance Indicator	Resources Required	Timeline	Deliverable	Frequency of M & E	Responsibility
	Academic Excellence	To produce quality and innovative graduates	To develop and implement University Quality Assurance policy by end of June 2019	Develop draft policy, senate approval, council approval, implement the policy	Approved Quality Assurance policy implemented	Budget, stationery, personnel	by end of June 2019	Approved quality assurance policy, minutes of senate approval meeting	Continuous	Director QA
			To assess quality of the university teaching and teaching facilities by end of December 2019	Develop teaching facilities and teaching evaluation tools, approval of the tools, develop QA schedule; implement the tools (conduct the assessment)	Quality assessment conducted	Budget, stationery, equipment, personnel; evaluation tools	by end of December 2019	Assessment tools, assessment schedule; Assessment reports,	Semesterly	Director QA

RONGO UNIVERSITY - ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM

ISSUED FOR USE ON:

QUALITY ASSURANCE

REF: RU/VC/QA/005(1)

RISK REGISTER FOR QUALITY ASSURANCE

Department: DQA											
Rev. Status											
Issue Date:											
Created By:				Reviewed By:		Approved By:					
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency M& E	Opportunity
1	Evaluation of Teaching	Ineffective evaluation	Inadequate staff; Inappropriate evaluation tools;	Evaluation tool, almanac, QA Policy	1	4	4	Low	Review evaluation tool, appropriate training for evaluators	Semesterly	Automation

APPLICABLE FORMS



TEACHING EFFECTIVENESS EVALUATION FORM

To be filled by students

Lecturers' Name _____ Department _____
 Course Code _____ Course Title _____
 Level of study Diploma/Degree/Masters/ PhD _____ Student's gender _____
 Year of study _____ Semester _____ Date _____

In order to continue to improve the quality of our programs, Rongo University would appreciate you (student) taking a few-minutes of your time to complete this evaluation form with the sole purpose of improving our quality standards. Information

- You need not identify yourself
- The information you provide will not be used against you and will be confidential.
- Tick (✓) the score that best represents your opinion on each of the item listed on the table below
- Please make your score confidential

	ITEM	SCORE				
		V. Good 5	Good 4	Fair 3	Poor 2	V. Poor 1
A	Personal Attributes of the Lecturer					
i	Student/class control					
ii	Interaction with students in class					
iii	Availability for consultations					
iv	Regularity of Attendance					
v	Punctuality					
vi	Competence in the presentation of course content					
B	Presentation					
i	Thoroughness of content					
ii	Clarity and audibility of the voice					
iii	Use of relevant examples/illustrations/teaching aids to explain concepts					
iv	Summary of key concepts covered in a lesson					
v	Level of course content coverage					
vi	Involvement of students in class					
C	Subject Matter					
i	Clear course outline provided					
ii	Clear introduction of course objectives					
iii	Demonstrate mastery of subject matter					
iv	Gives adequate and relevant assignments/CATS/Practical					
v	Feedback on Assignment/CATS/Practical is timely					
vi	Level of relevance, accessibility and adequacy of references					
vii	Adequately covers course outline topic within specified time					

D. Please give any additional remarks:

- I. What is the lecturer doing well and need to keep up? _____
- II. What the lecturer is not doing well and needs to improve?

- III. Any further suggestions. _____