The reviewer's perspective:
What do reviewers look for in the SER and during the site visit?

Prof R Mudiyanse, Faculty of Medicine, University of Peradeniya

QUALITY ASSURANCE COUNCIL OF THE UGC

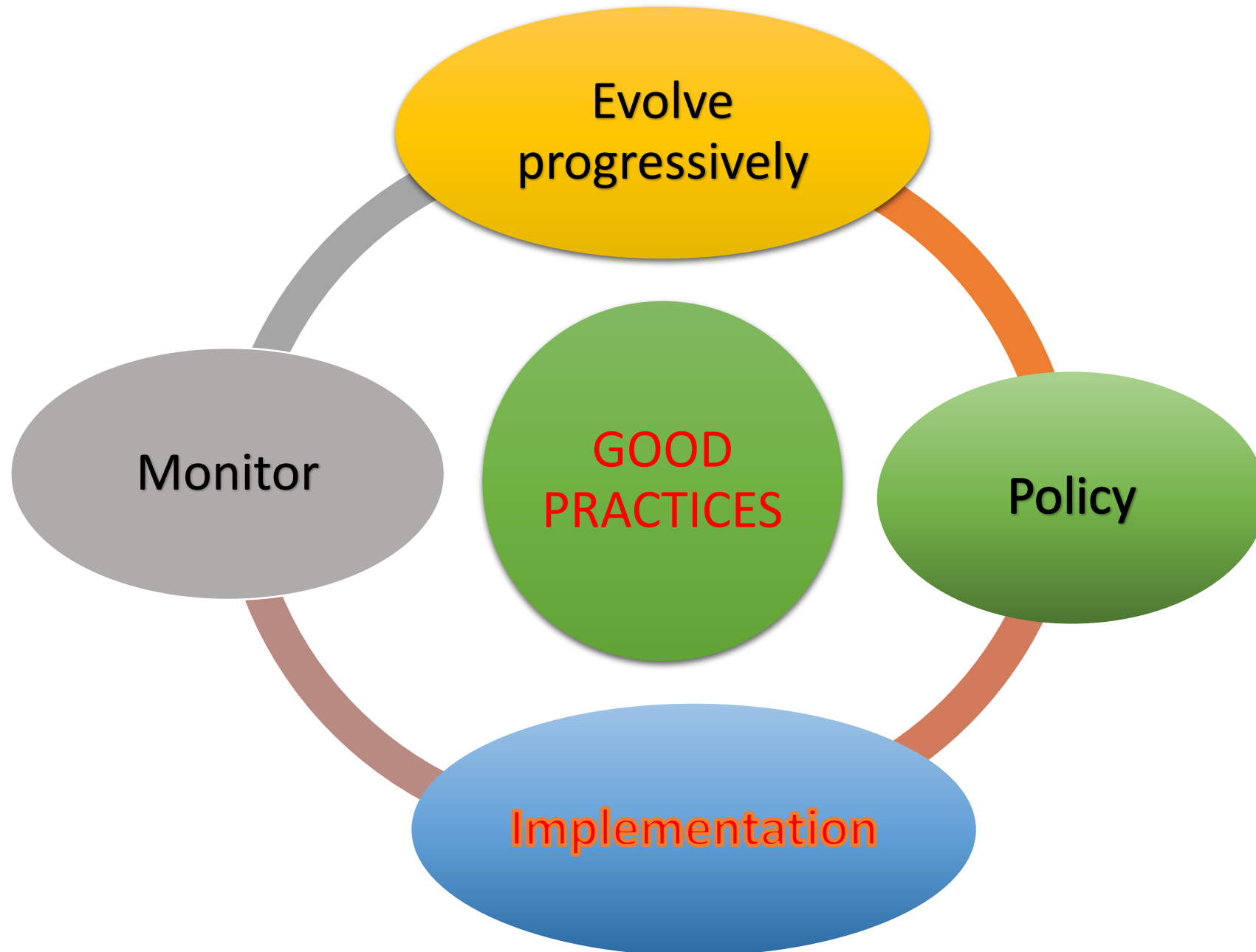**Workshop for Self Evaluation Report Writers for Programme Reviews 26 November 2019**

Why do we apply for a post of "reviewer"

- It is a prestigious job
- Good income (we are paid for this job and get free traveling and accommodation)
- Enjoyable academic exercise (we can copy what other do)
- It is a contribution for the quality improvements of the respective institution
- It contributes for the progress of the National Higher Education system in the country

Causes for deterioration of organizations

1. Aging process affecting human as well as non-human structure
2. Falling behind the progressive development of the world
3. Failure to catch up with evolving consumer expectations
4. Lack of monitoring, feedback, appreciation, motivation and enthusiasm
5. Complacence, decaying attitudes and unhealthy competition
6. Establishment of corrupt practices
7. Not involving all stakeholders and lack of collaborative approaches
8. Not investing on innovations and research for progression

Decaying is inevitable with stagnation (uncontested stability)

What do have in an organization?

	Policies	implementations	Monitoring	Innovations	Proregression towards excellence
Physical Structure (2)					
Human structure (2)					
Process					
Outcomes					

FINAL SCORE ON 8 CRITERIA

Criterion No.	Assessment Criteria	Weight	Number of standards
1	Programme Management	150	27
2	Human and Physical Resources	100	12
3	Programme Design and Development	150	24
4	Course/ Module Design and Development	150	19
5	Teaching and Learning	150	19
6	Learning Environment, Student Support and Progression	100	24
7	Student Assessment and Awards	150	17
8	Innovative and Healthy Practices	50	14
	Total Score	1000	**156**
	Total Score (%)	100%	

What are the reviewers expected to do?

- Desk review – Give individual opinion (SER)

- Joint discussion – in UGC, share ideas/opinion and plan what to observe during site visit (SER)

- Site visit joint evaluation supplemented with support by SER team (SER)

- Debriefing session

- Submission of preliminary report – in 2 weeks

- Submission of the final report – in 6 weeks (500 words about SER)

What do we do during the site visit? (4 days)

- Meeting with stake holders (12 out of 28 hrs)
  - Administrators
  - Academic and non academic staff
  - Students
  - Alumni
- Visiting important units, departments and hostels (4/28 hrs)
- Observe teaching sessions (2/28 hrs)
- **Perusal of evidence stated in SER** (12 hrs for 156 standards)

What do we expect in all 156 standards

- Adopted as a policy of the faculty

- Evidence of Implementation

- Evidence of monitoring

- Evidence of sustainability and progressive development

Mudi

What do we expect in all 156 standards

- Adopted as a policy of the faculty; Fb minutes/prospectus/ student hand book/

- Evidence of Implementation – time table, examination calendar, pictures, reports

- Evidence of monitoring – feedback/surveys → evaluation and implementation

- Evidence of sustainability and progress – evidence of progressive change

Mudi

Criteria and standards marking scheme (Mudi)

Criterion No.	Assessment Criteria	Documented Policy	Implementation	Evaluation	Progressive development
1	Programme Management				
2	Human and Physical Resources				
3	Programme Design & Development				
4	Course/ Module Design and Development				
5	Teaching and Learning				
6	Learning Environment, Student Support and Progression				
7	Student Assessment and Awards				
8	Innovative and Healthy Practices				

Assigning Scores Objectively

When scoring a standard, the Panel should determine

1. Degree of internalization of best practices and level of achievement of Standards, as stated in SER

2. Degree to which the claims are supported by documented evidence, as indicated in SER

3. Accuracy of the data and statements made in the SER, as observed during site visit

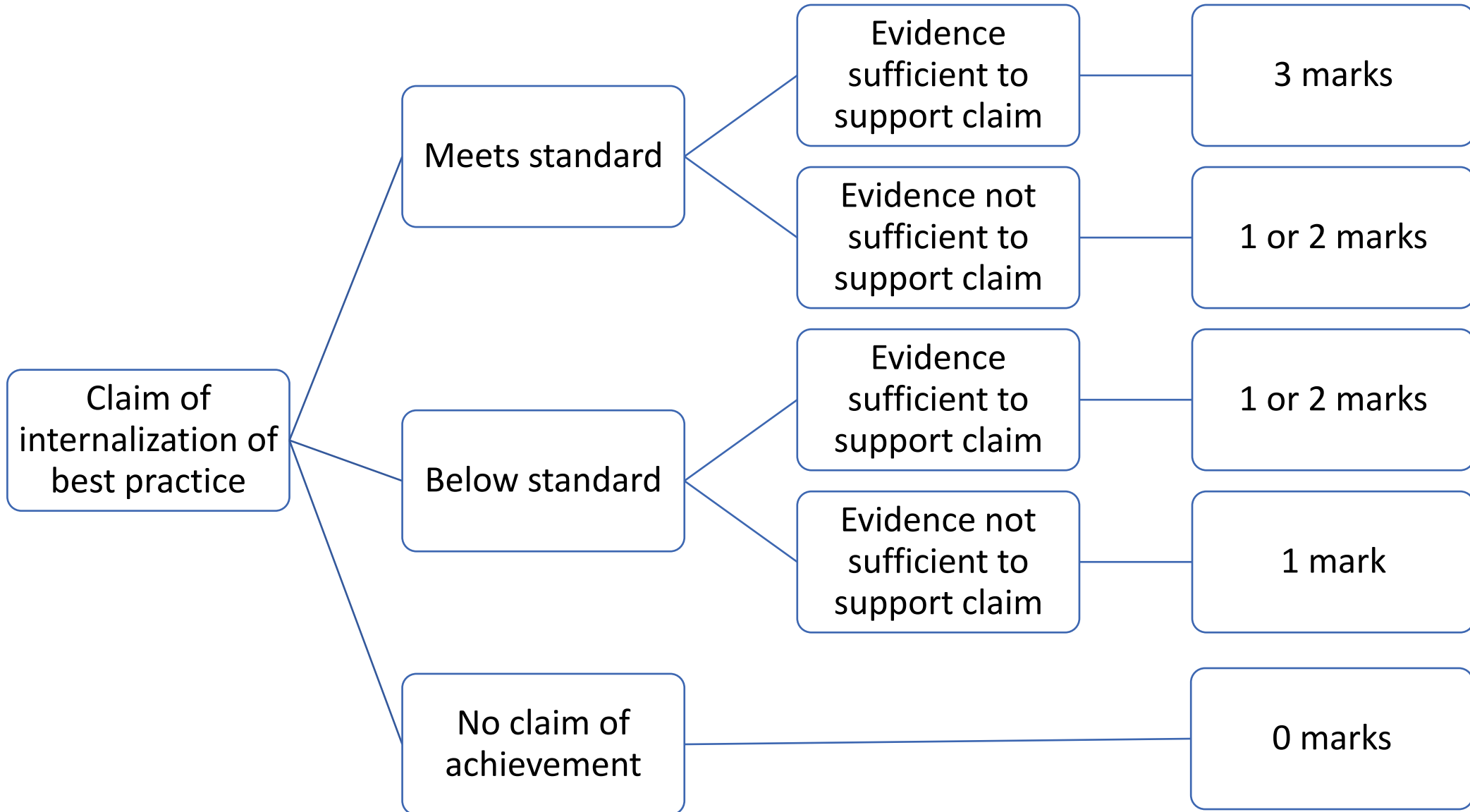# Guidance in Program Review Manual

No.	Standards	Examples of Sources of Evidence	Score Guide
			0 - Inadequate 1 - Barely Adequate 2 - Adequate 3 - Good
1.4	The Faculty/Institute adopts a participatory approach in its governance and manage accommodates st representa con a student welfare ees. **Participatory approach**	1. Is it the Policy 2. Have you implemented 3. Have monitor 4. Have you progress	0 1 2 3 ○ ○ ○ ○

CLAIM IN SER

Standard	Claim of the degree of internalization of Best Practices and level of achievement of Standards	Documentary Evidence to Support the Claim	Code No. of the Document
1.4. The Faculty/... ad...	Regular communication **Participatory approach** 1. Is it the Policy 2. Have you implemented 3. Have monitor 4. Have you progress	1. Minutes of FB 2. Evidence of participation 3. Feedback 4. Progressive development	3. FB/Hum/2013/3 4. FB/Hum/2013/4 8. FB/Hum/2013/8 11. SHB/2014 12. SHB/2015 26. Notice/14/9 26. Notice/15/3 15. Web/March/3 23. Paper Advert/ Daily News 2014/4/18 27. TV/ITN/News/ 2013/6/

Guidance for decision-making

- Question 1. What is the recommended best practice for this standard (1/156) as stated in Program Review Manual?

- Question 2. What is the claim made by the program regarding their own practice(s) as stated in SER?

- Question 3. What evidence does the program provide to support this claim, as stated in the SER?

- Question 4. Do the Panel's observations during the site visit support the claim?

Assigning Scores for Standards

Score	Descriptor	Explanation of the Descriptor
3	Good	No issues/concerns about the strengths and quality of the evidence provided
2	Adequate	Few issues/concerns about the strengths and quality of the evidence provided
1	Barely Adequate	Major issues/concerns about the strengths and quality of the evidence provided
0	Inadequate	No relevant evidence provided

Problems for reviewers

- No claim – no marks
- NO Evidence - Policy/implementation/monitoring/progress
- Evidence not clear or not relevant
  - PRODUCE A BOOK AND ASK REVIEWERS TO "FIND IT IF YOU CAN"
  - TOO MANY DOCUMENTS
  - IRRELAVENT DOCUMENTS
  - NO EVIDANCE OF SUSTAINABILITY
  - NO EVIDENCE OF PROGRESSIVE EVOLUTION
- SER team demand considering new evidence

Grading of overall performance

- A - HIGH LEVEL OF ACCOMPLISHMENT OF QUALITY EXPECTED OF PROGRAMME OF STUDY SHOULD MOVE TOWARD EXCELLENCE

- B – SATISFACTORY LEVEL OF ACCOMPLISHMENT OF QUALITY EXPECTED OF PROGRAMME OF STUDY REQUIRE IMPROVEMENT IN FEW ASPECTS

- C – MINIMAL LEVEL OF ACCOMPLISHMENT OF QUALITY EXPECTED OF PROGRAMME OF STUDY REQUIRE IMPROVEMENTS IN SEVERAL ASPECTS

- D – INADEQUATE LEVEL OF ACCOMPLISHMENT OF QUALITY EXPECTED OF PROGRAMME OF STUDY REQUIRE IMPROVEMENT IN ALL ASPECTS

AI	Traditional
Strengths	**S**trengths
Opportunities	**W**eaknesses
Aspirations	**O**pportunities
Results	**T**hreats

THANK YOU