

Training Workshop for Reviewers Undergraduate Study Programs Sri Lankan Universities & HEIs

Prof. Deepthi C. Bandara
Director - QAAC



External Quality Assurance

- This is to be achieved by inculcating a quality culture within the institutions and promoting continuous quality improvement in all spheres of higher education, facilitated through periodic review and feedback



Distinction between Institutional Review, Program Review and Subject Review

- **Institutional review** - analyses the effectiveness of an institution's processes for managing and assuring the quality of academic activities undertaken by the institution
- **Program review**- evaluates the effectiveness of Faculty's or Institute's processes for managing and assuring quality of study programs, student learning experience and standards of awards within a program of study
- **Subject Review** - evaluates the management and assurance of quality at subject/ departmental level, rather than program of study as a whole



Program Review

Purpose

- to achieve accountability for quality and standards
- using a peer review process to promote adopting and internalizing good practices
- inculcating quality culture and facilitating continuous improvement of the study program
- It is also meant to instill confidence, achieve accountability, provide information, promote improvement and showcase innovation in respect of the program of study



Scope



- The criteria prescribed for scrutiny of programs of study in the manual have been selected by giving due consideration to the feedback received from the academia based on their experience from the first cycle of external review



Eight criteria...

- Program Management
- Program Design and Development
- Human and Physical Resources
- Course/Module Design and Development
- Teaching and Learning
- Learning Environment, Student Support and Progression
- Student Assessment and Awards
- Innovative and Healthy Practices



Requirements



- Program review is offered to all undergraduate (Bachelors/Bachelors Honours) degree programs which have completed at least one cycle or graduated at least one batch of students.
- programs need to be aligned to Level 5 or 6 of the Sri Lanka Qualification Framework (SLQF)
- there has to be willingness by program staff to critically self-evaluate their program under the given criteria and gather evidence of achieving the required standards

Internal Quality Assurance Units (IQAU) and the Internal Quality Assurance Cell (IQAC) have a major role to play in facilitating the process



Preparation for Program Review

► Preparation by the Faculty/Institute

Three to six months before the intended Program Review, the Faculty/Institute responsible for delivering the program of study should begin to compile the Self-Evaluation Report (SER) in liaison with the IQAC of the Faculty/ Institute



Preparation by the QAAC, IQAU and the Review Team

- ✓ The Faculty/ Institute which offers the study program/s has to intimate to the QAAC through the IQAU regarding their intention and readiness for programme Review.
- ✓ This request should preferably accompany the Self-Evaluation Report (SER).
- ✓ The QAAC will select the review team from the pool of accredited reviewers and identify one of them as the Review Chair
- ✓ Upon receipt of the SER, individual members of the review panel have to peruse the document to make a preliminary assessment/ observation and make notes on any further information that may be required prior to/during the review visit
- ✓ A pre-review meeting among the review panel, IQAC Chair, and the QAAC representative



The Review Visit

- The IQAC in liaison with the IQAU and the QAAC should make necessary arrangements to receive the review team and facilitate the review process

The Review Team upon completion of the preliminaries during the visit, will

- examine and verify (as far as possible) the claims in the program's SER with the Faculty/ Institute of any specific concerns arising from previously conducted program/subject reviews and/or reviews conducted by professional bodies.
- gather any further evidence necessary to enable them to form a view on the quality of educational provision, experience of the students, and the degree of achievement of the intended learning outcomes; and
- assess to what extent the recommendations and criticisms made by the previous subject and program reviews have been addressed.



All reviews will draw upon the following principal sources of evidence

- The SER prepared for the review
- Evidence referenced in the SER
- Degree of internalization of best practices as prescribed in the Program Review Manual which had been developed by incorporating relevant rules, regulations, codes of practices and other national benchmarks and guidelines in higher education
- Information gathered by the review team during the review visit



The Review Report and Process Prior to Publication

- the outcome of program review is a published report
- the report will give an overall judgment on the reviewers' assessment of the quality of educational provision and student experience within the program and the standard of the award supported by a commentary on its strengths and weaknesses
- there will be a statement on the level performance of the programme under the Grading of A, B, C or D, based on the Study Program Score expressed as a percentage
- the draft report will be submitted to the QAAC by the review team
- the QAAC will send a copy of the draft report to the Faculty/ Institute for their perusal
- this will provide an opportunity to Faculty/ Institute to peruse the draft report and if there are concerns to make it known to the QAAC
- QAAC will facilitate a meeting between the review team and the Faculty/ Institute to resolve the concerns by discussion before finalizing the report



PROGRAMME REVIEW
REPORT

Outcome of Program Review

- After the Faculty/ Institute accepts the program review report, it will enter the public domain through the QAAC website so that all stakeholders have access to it
- Upon receipt of the Program Review Report (PRR), it should be discussed in depth at the Faculty Board and relevant standing committees including IQAC and the Curriculum Development & Evaluation committee
- The PRR should also be sent to the Senate and Council for perusal along with the outcome of these discussions
- Internal quality enhancement activities should take place on a continuous basis until the next cycle of EQA

