การบริหารจัดการหลักสูตร ตามเกณฑ์ AUN-QA

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A coffee a day keeps the Grumpy away

Ensure Inclusive and Equitable Quality Education and Promote Lifelong Learning Opportunities for All

Quality Assurance-QA

"Assessment —embraces all methods used to judge the performance of quality assurance practices and activities at institutional, system or programme level."
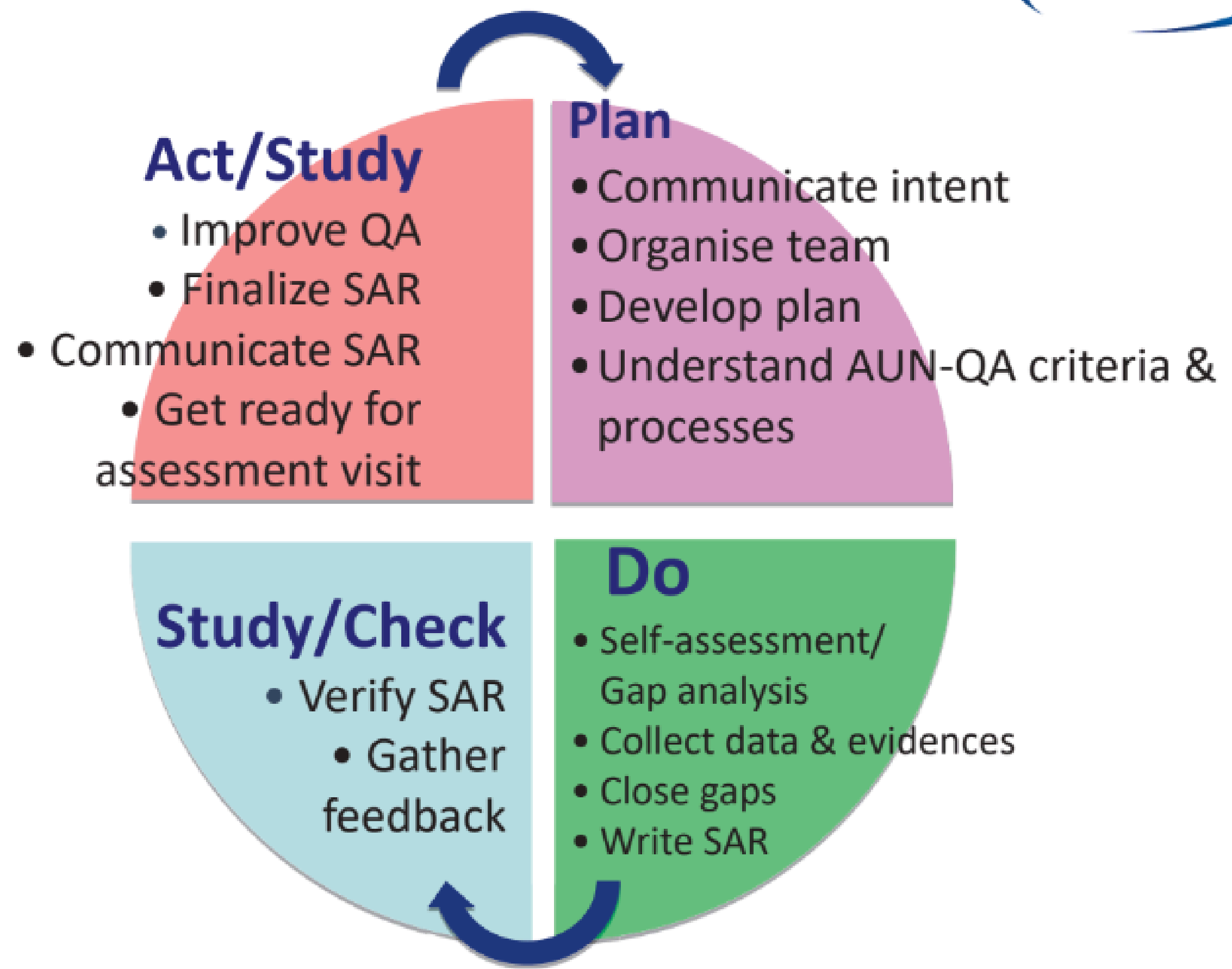(15th AUN-QA Tier 2 Trainning Booklet)

@ Faculty level

B

A

@ Program level

3 running rivers

Administrative Team

Academic Staff

Support Staff

B.S. Political Science Case

U nderstanding

C ommunication

O rganizing

M onitoring

Planning an Assessment

	Activity/Month	1	2	3	4	5	6	7	8	9	10	11	12	Deadline	Assigned to	Status
P L A N	Communicate Intent	■														
	Organise Team	■														
	Develop Plan		■													
	Understand AUN QA criteria and process		■	■												
D O	Self-assessment			■												
	Collect data & evidences				■	■	■	■	■	■						
	Close gaps						■	■	■							
	Write SAR						■	■	■							
	Review SAR							■	■							
C H E C K	Verify SAR									■	■					
	Gather Feedback										■					
A C T	Improve QA											■	■			
	Finalise SAR											■	■			
	Communicate SAR												■			
	Get Ready												■			
	Change Management	■	■	■	■	■	■	■	■	■	■	■	■			

AUN-QA Assessment

1 Academic (Programm) Criteria 1-4

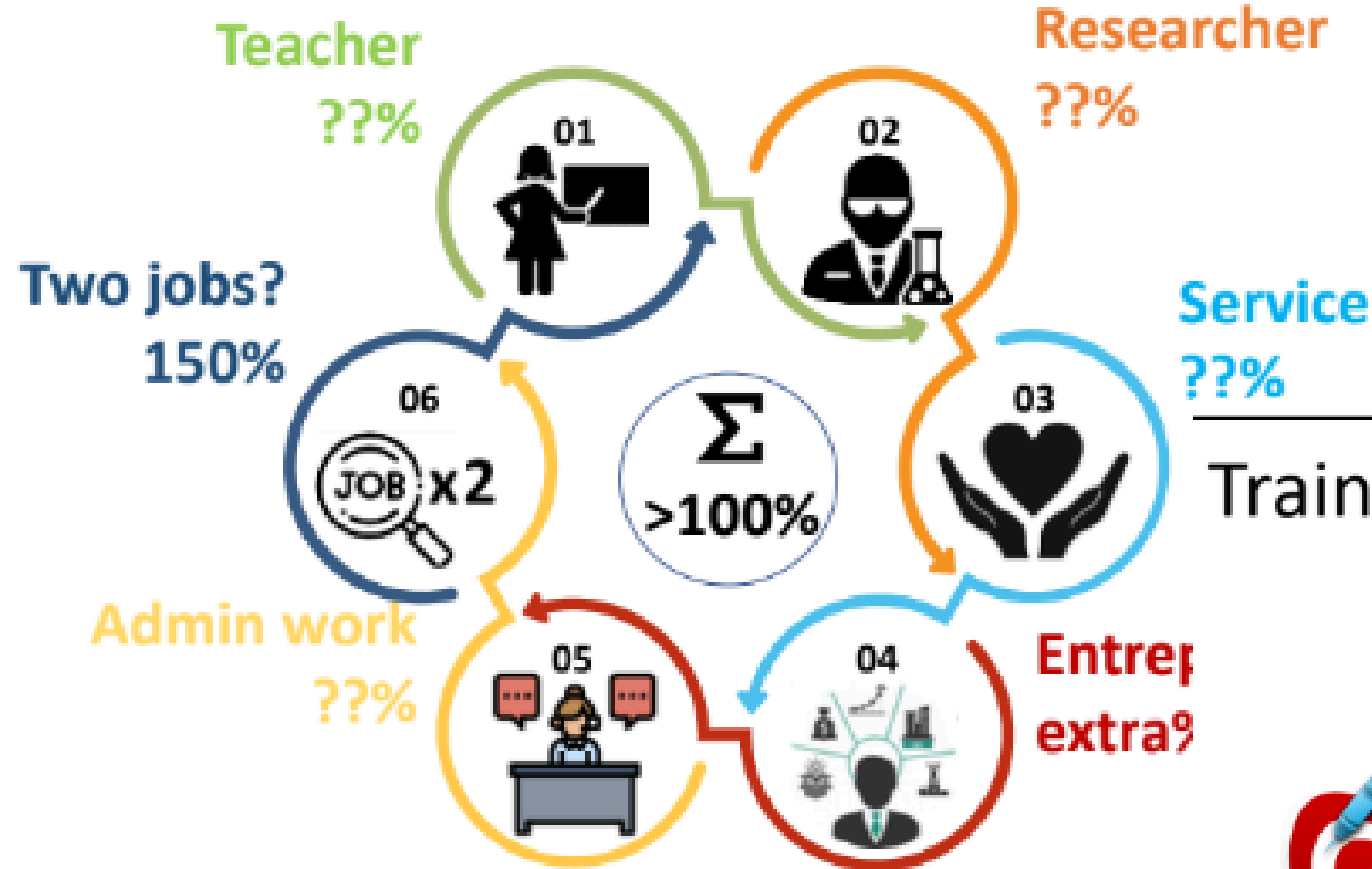**2** Resources Criteria 5-7

3 Result Criteria 8

2

Resources
Criteria 5-7

- **Academic Staff**
- **Student Support Services**
- **Facility and Infrastructure**

Teach, Res, Svc, Admin,...

Teacher ??%

Researcher ??%

Service ??%

Two jobs? 150%

01

02

03

04

05

06

JOB x2

Σ >100%

Admin work ??%

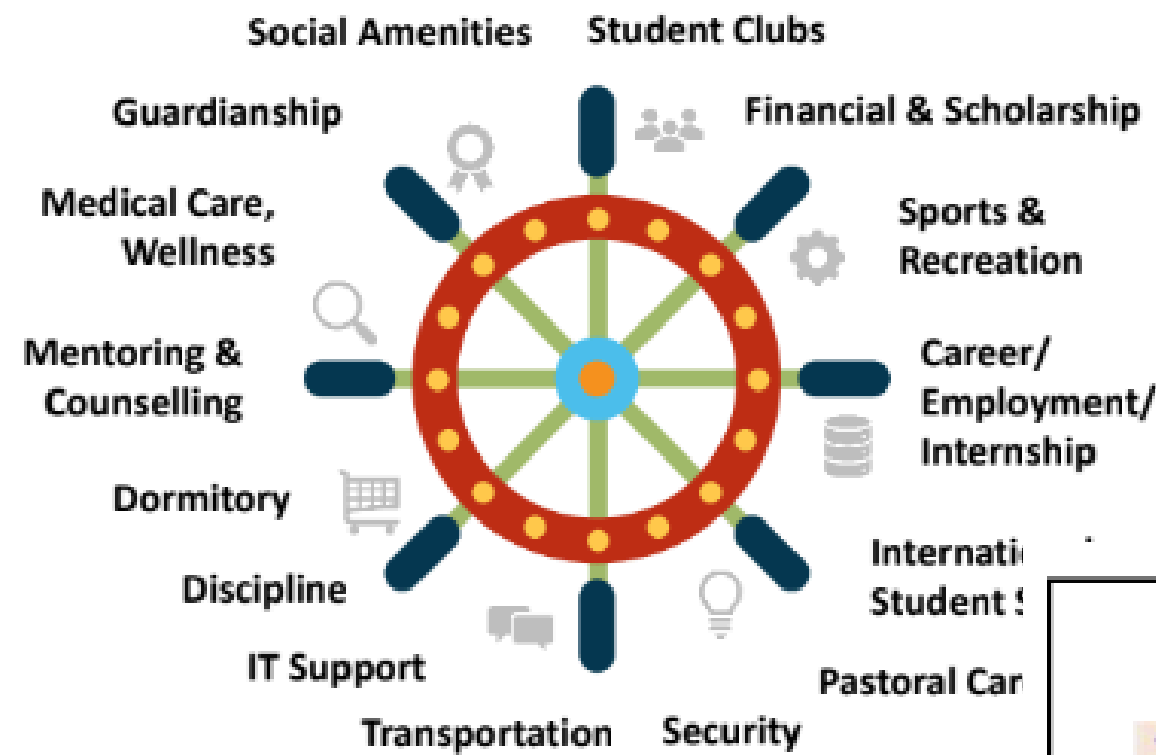**Entrep extra%**

Training Needs Analysis

Training needs analysis is the process of determining the training that needs to be completed in a certain period to allow staff to perform their jobs as effectively as possible, as well as to progress and grow[1]
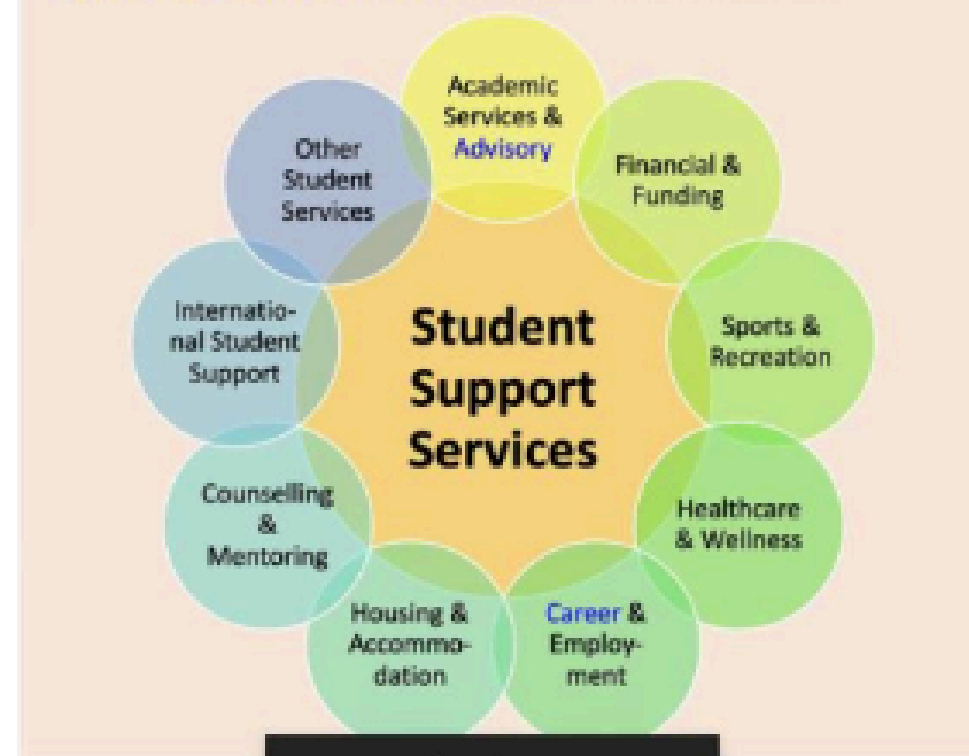
Evaluate training outcome

Organize the training, delivery it

Determie the training objectives

Determine the training needs

[1]https://elearningindustry.com/training-needs-analysis-benefit-organization

Fac and Infra – Overall Concept
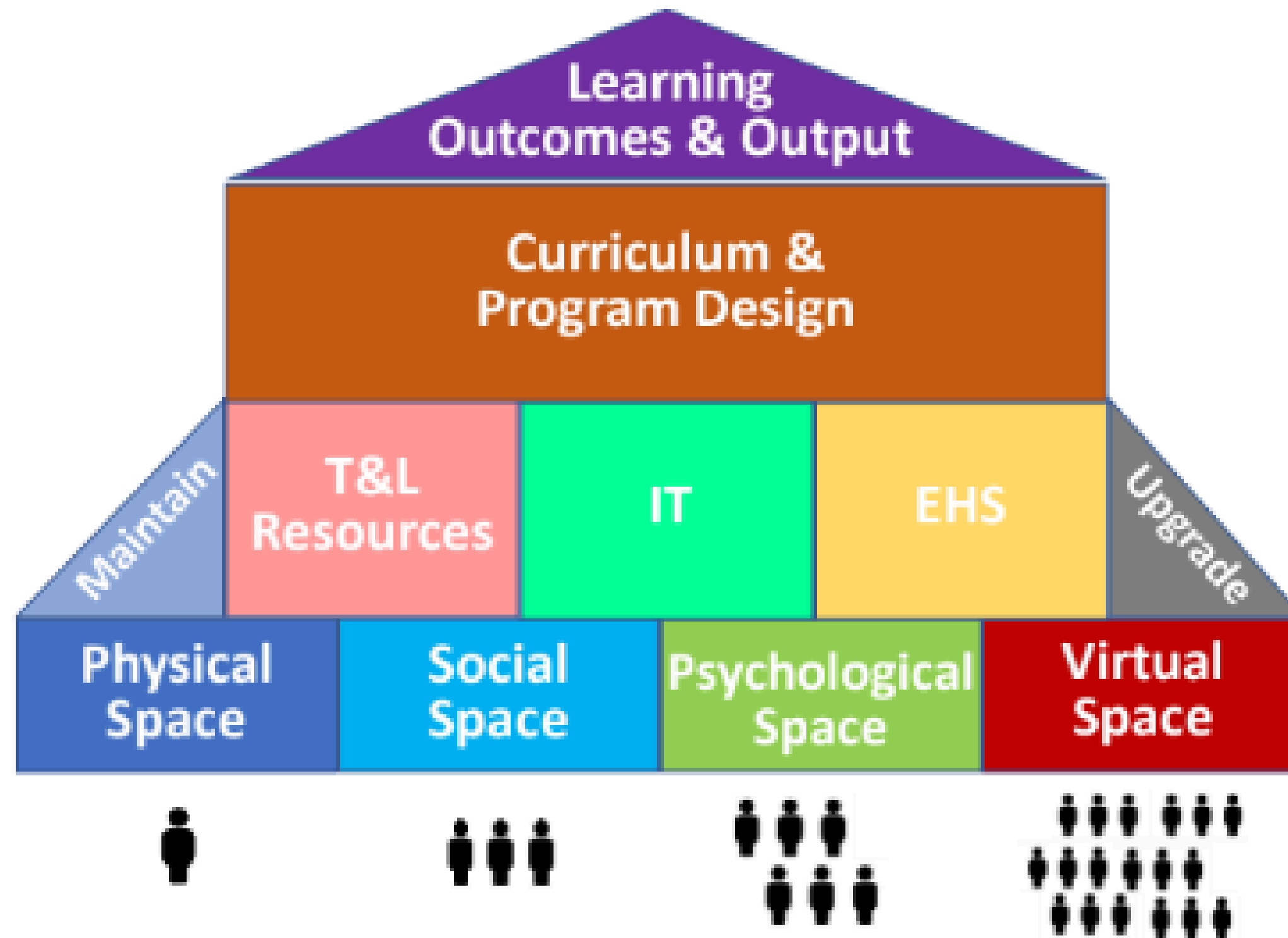
Adapted from Johnson Ong, Education Quality International

SAR(s) Validation

Assessor team to decide whether to accept or reject the SAR(s) within 2 weeks after receiving

1. SAR(s)

- Max. 50 pages excluding appendices

2. Appendix 9a-9m

- List of Appendix 9a - 9m are in the SAR Checklist file.
- Appendices should be categorized according to 9a - 9m.
- All appendices must be in English.

3. SAR Checklist

- SAR Checklist must be signed by the Head of QA and Head of SAR team.

Checklist for the Submission of Self-Assessment Report (SAR)

Name of Study Programme: _____

S/N	Items to be verified by AUN-QA Secretariat and University being assessed	Yes	No	Remarks
1	SAR is submitted to AUN-QA Secretariat and assessors 1.5 - 2 months before the site visit			
2	SAR is written in English and local terminologies in the SAR are consistently translated into English			
3	SAR is typed in 12-point font size consistently throughout the SAR			
4	SAR is 50-70 pages, excluding appendices, and page number is printed on each page			
5	SAR is structured into 4 parts: Part 1 - Introduction Part 2 - AUN-QA Criteria Part 3 - Strengths and Weaknesses Analysis Part 4 - Appendices			
6	Appendices are enclosed/available online			
7	Access rights and passwords are given to AUN Secretariat and assessors for online access			
8	Part 2 of the SAR is written according to the AUN-QA criteria checklist as listed in "Appendix A – Checklist for AUN-QA Assessment at Programme Level"			
9	The following information and documents are translated into English if they are in local language:			
a	Expected learning outcomes			
b	Brief outline of all courses in the programme			
c	Programme specification			
d	Samples of course specification			
e	Educational philosophy			
f	Sample of examination papers			
g	Sample of marking guides			
h	Sample of rubrics especially for internships, projects and thesis writing			
i	Sample of academic and support staff appraisal forms			
j	Sample of student evaluation			
k	1-page brief of each survey, tracer study report or minutes of meeting			
l	Executive summary of academic and support manpower plan			
m	Executive summary of training and development plan for academic and support staff			

We hereby confirm that the name of the study programme and SAR submitted have been **read, checked, and reviewed** by the Head of SAR Writing Team, and the Head of QA Unit of the university. This SAR is the final version and is authorized for the release to AUN-QA Secretariat

_____   _____
(   )   (   )
Head of SAR Writing Team   Head of QA Unit (Chief Quality Officer)

*The AUN-QA Secretariat and the assessor team reserve the right to postpone the assessment due to the late SAR submission (less than 1.5 months) or if they find the SAR and its contents (including appendices) not in order or incomplete after verification.

*The name of the study programme provided above will be in the AUN-QA assessment report and certificate which cannot be **changed** upon submission of this checklist.

SAR Checklist

- **Preparation Duration:** Approximately **2 - 3 months prior** to the assessment
- **Document Submission:**
  - SAR(s), SAR Checklist, Appendices & Evidence
  - List of Facility
  - List of Interviewee
  - Guidebook and pre-departure information package

- **Preparation Meeting**

1

Orientation Meeting

2 months prior

2

Readiness Test

1 month prior

3

Final Preparation Meeting (Online)

2 weeks prior

4

On-site Preparation Meeting (Optional)

1 day prior (On-site)

4 During Assessment

Tentative Itinerary (On-site)

Day 0	
Arrival and Pick-up of Assessors and Staff from AUN Secretariat	
Day 1	
30 mins	Opening Session
90 mins	Briefing by Dean, Meeting Key Faculty Members: Head of Department, Programme Chair and SAR Team
90 mins	Meeting with Academic Staff
90 mins	Site Visit to Campus and Faculty - Laboratories, Lecture Facilities, Libraries, Computer Facilities, etc.
60 mins	Meeting with Support Staff - University Level
40 mins	Meeting with Support Staff - Faculty Level
90 mins	Meeting with Students

Day 2	
90 mins	Meeting with Alumni
90 mins	Meeting with Employers
120 mins	Clarification and/or Preparation of Assessment Findings
Day 3	
120 mins	Presentation of Preliminary Assessment Findings
30 mins	Closing Session

Interview Sessions

- Briefing by Dean, Meeting Key Faculty Members: Head of Department, Programme Chair and SAR Team
- Academic Staff
- Support Staff (University & Programme Level)
- Student
- Alumni
- Employer

Site Visit to Campus and Faculty

1) **University Level**
   - University Library
   - Computer Room/IT Service
   - Academic Service
   - Career Development Center
   - Student Support Center
   - Laboratory/Workshop

2) **Faculty/Programme Level**
   - Classroom
   - Study Room
   - Faculty Library
   - Laboratory

5 Post-Assessment

Final Report

AUN-QA ASSESSMENT FEEDBACK REPORT (PROGRAMME LEVEL)

Appendix F

ASEAN UNIVERSITY NETWORK
PRESENTS THIS CERTIFICATE TO

Bachelor of ▇▇▇▇
of
▇▇▇ University

FOR SUCCESSFULLY COMPLETING THE
AUN-QA PROGRAMME ASSESSMENT

ASEAN UNIVERSITY NETWORK certifies that
Bachelor of ▇▇▇▇ has been assessed and found to
be in accordance with the requirement of the standard details of the
ASEAN UNIVERSITY NETWORK QUALITY ASSURANCE STANDARD

Appendix D

AUN-QA ASSESSMENT REPORT AT PROGRAMME LEVEL

Report Summary

This report is based on information provided in the self-assessment report (SAR), evidences, site tours, and interviews with selected stakeholders including academic staff, support staff, students, alumni, and employers. It should be read together with the preliminary findings presented at the closing ceremony where key strengths and areas for improvement were highlighted.

The AUN-QA assessment at programme level covers eight criteria. Each criterion is assessed based on a seven-point scale. A summary of the assessment results for the xxx programme at xxx university, is as follows:

Criterion	Score
1. Expected Learning Outcomes	
2. Programme Structure and Content	
3. Teaching and Learning Approach	
4. Student Assessment	
5. Academic Staff	
6. Student Support Services	
7. Facilities and Infrastructure	
8. Output and Outcomes	
Overall Verdict	

Based on the assessment results, the XXX programme at xxx university fulfills/ does not fulfill the AUN-QA requirements to be awarded the AUN-QA certificate. The overall quality assurance implemented by the programme is *Absolutely Inadequate/ Inadequate and Improvement is Necessary/ Inadequate but Minor Improvement Will Make It Adequate/ Adequate as Expected/ Better Than Adequate/ Example of Best Practices/ Excellent (Example of World-class or Leading Practices).*