



QUALITY ASSURANCE AND INSTITUTIONAL ACCREDITATION: CHALLENGES AND PROSPECTS

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Introduction

Presentation Outline

- Quality Assurance (QA) in Context
- KNUST Approach to QA
- KNUST Approach to Institutional Evaluation (AQRM)
- Problems and Challenges
- Benefits of Institutional Evaluation
- Recommendations



Quality Assurance in Context

- The need for QA for effectiveness is imperative
- The quest for excellence beyond prior standards has become a global phenomenon
- Oyewole (2012) indicates that, standards are needed due to:
 - ✓ Efficiency and competitiveness



Quality Assurance in Context

- ✓ Increase mobility, globalization and cross-border recognition of qualifications
- ✓ Involvement of private interest in HE
- ✓ The challenge of mode of delivery
- ✓ An expansion in enrolment
- ✓ Market demands for quality and relevance of education

The KNUST Approach to QA

- QAPU is responsible for QA and strategic planning
- Three-stage approach is used: inputs, process and output
- **Inputs:** all activities to admit and recruit staff
 - ✓ Measures to ensure quality students intake and quality staff



The KNUST Approach to QA Cont'd

- **Process:** internal and external process for continuous improvement
 - ✓ Areas: teaching and learning, students' affairs, research, governance, internationalization, accreditation, academic freedom, community engagement etc.

The KNUST Approach to QA Cont'd

- **Output:** evaluation to check expected outcome
 - ✓ Examination audit, satisfaction survey, tracer studies, assessment of teaching, departmental ranking, assessment of HoDs etc.



The KNUST Approach to QA Cont'd

- Policies and guidelines are developed to guide these processes.
- All major stakeholders are involved in all the QA processes. Example:
Accreditation process



KNUST Approach to Institutional Evaluation (AQRM)

- Commitment from top-management was very high
- A committee was set-up with the inclusion of Chairpersons of Quality Assurance Committees from all units/colleges



KNUST Approach to Institutional Evaluation (AQRM) Cont'd

- The committee was maintained for similar activity like Self-evaluation (NAB) for consistency
- QA sub-committee are involved to build their capacity



Challenges with Institutional Accreditation

- Tedious nature of answering the questionnaire
- Difficulty in obtaining needed information from sub-units/departments/colleges

Benefits of Institutional Accreditation

- National and International recognition
- Identification of challenges and appropriate solutions found to fix them
- Serves as inputs for future planning for resources and infrastructure



Benefits of Institutional Accreditation cont'd

- Assist in optimum utilization of institutional resources
- Helps to build capacity of staff involved in the QA process at the sub-units
- Ensures accountability to all stakeholders as a public institution



Recommendations

- Top management commitment is very key
- Team work is essential
- Adequate training and monitoring are needed from time to time

Recommendations cont'd

- The culture of “quality assurance” must be embraced by all stakeholders



THANK YOU



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