Internal Quality Assurance Mechanism at IUG

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Abstract

- IUG established its quality assurance unit in 2002.
- Since 2002, IUG developed quality assurance process and mechanism that concentrate on students, academic and administrative staff, student services, and learning environment.
- IUG was successful in creating a quality culture in IUG and its surrounding community and started a quality operational manual.
Academic Activities

• It covers all aspects of the academic process including students, instructors, labs, books, library, and classrooms.
• It evaluates the student performance in the classrooms, volunteer works, extra activities, students clubs and representations, and student support services and learning environment.
• It provides studies for on student’s grades at the department, faculty, and university levels.
• It studies random samples of midterm and final exams and analyzes their contents and draft recommendations and training materials for instructors.
• It also analyzes data on students under probation and design action plans to help this group of students and keep following their progress.
• It also studies student dropouts especially in the first year and contacts them and offers help.
Academic Activities (2)

- Instructors are evaluated by students in all courses.
- Instructors are evaluated based on the following criteria: student 60%, dean 10%, Department head 10%, annual report 10%, instructor website 10%, and external proposals account for an extra 5%-10%.
- Instructors who score above 90% are recognized and the ones score below 70% are disciplined.
- Programs are evaluated internally once every five years.
- A form was developed for curriculum development and upgrading.
- The form encourages: the practical aspects in the curriculum, meeting labor market needs, meeting international standards, establishing program and course specifications and outcomes, and increase stakeholders input (alumni, employers, NGOs…)
- Annually, 15-20 programs are targeted for evaluation. In 2014/2015 12 programs are targeted.
Academic Activities (3)

- Annually, over 100 faculty members benefited from a training program.
- During 2014/2015:
  - six training courses were offered to 84 faculty members.
  - two workshops for new academic staff & one for new department heads.
  - 12 articles on new teaching tools and students learning strategies were distributed.
- New promotion policy was adapted during year 2014/2015.
- It takes into account: teaching evaluation outcomes, community interaction, and research outcomes.
- It becomes a prerequisite for any faculty staff to be promoted to score over 75% in the annual instructor evaluation and more specifically to have a score of more than 75% by the students.
- Research publications were upgraded and emphasized the international aspect and the high impact publication avenues.
Academic Activities (4)

- eLearning was lunch in 2001 at IUG with the establishment of the eLearning Center.
- During the last four years, IUG video recorded over 100 courses.
- All university requirement courses were recorded.
- All recorded courses are posted on IUG YouTube site.
- Annual award was established in 2013 for the best eLearning course at IUG.
- Five blended learning course are created in the spring semester of 2015.
- The Faculty of Engineering established an award for the best blended course.
- Six community-based learning (service learning) courses are run in year 2014/2015.
Administrative activities

- All administrative staff are evaluated annually by their supervisors.
- The evaluation is based on their performance, initiatives, training and development.
- Employees with the best scores are recognized & employees who score below 70% are disciplined and enrolled in a training program.
- The training program includes eTraining mode & over 200 employees benefit from this program annually.
- Each course is awarded points based on the training hours. Employees who score over 100 training points get promoted.
- Staff job rotation program was run during year 2013/2014 & it involved 30 employees.
- Anonymous customer award was conducted over the last five years. The top performer is recognized.
- Distinguished employee award is an award that runs biannually.
Administrative activities(1)

- Each faculty, department, and unit is required to submit annual action plan and annual report.
- Quality unit offers feedback to the concerned party their annual reports and action plan and measure the achievement level.
- Over the last two years, the unit:
  - conducted two training courses to representatives from the Ministry of Higher education and over 30 local institutions.
  - participated in two local conferences on administrative quality assurances, one conference on university governance, and several scientific days.
  - helped graduate students in selecting topics and developing tools to conduct studies relating to quality assurance.
- Documenting all quality assurance mechanism and procedure started with an operational manual.
- The operational manual is based on reengineering all the operations and computerizing all the forms and procedures.
Conclusion

- The internal quality assurance mechanism started officially in 2002 by the establishment of the Quality Assurance Unit.
- The unit succeeded to promote the quality assurance cultures and measures among student, staff and local community.
- IUG was very successful in developing its academic and administrative staff.
- The unit was successful in making every department and unit accounted for their activities and action plans.
- Future work is still huge and reengineering all quality assurance procedures and operation should be a priority in the next year.