Bayero University Kano

Directorate of Academic Planning (DAP)

Quality Assurance Office (QAO)

QUALITY ASSURANCE POLICY

2021

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List of abbreviations
ACEPHAP (Africa Center of Excellence in Public Health Policy)
APO (Academic planning officer)
BUK (Bayero University, Kano)
CAER (Center for African Entrepreneurship Research
CBR (Center for Biotechnology Research)
CDA (Center for Dryland Agriculture)
CESPOR (Center for Economic, Social and Population Research)
CICID (Center for Islamic Civilization and Interfaith Dialogue)
CIT (Center for Information Technology)
CIDR (Center for Infectious Disease Research)
CGS (Center for Gender Studies)
CQS (Center for Qur'anic Studies)
CRNLF (Center for Nigerian Languages and Folklore)
CRER (Center for Renewable Energy)
CQIF (Continuous Quality Improvement Forum)
CQIP (Continuous Quality Improvement Processes)
DAP (Directorate of Academic planning)
DBS (Dangote Business School)
DD (QA) (Deputy Director, Quality Assurance)
IT (Information Technology)
NCRRD (Nigerian Center for Reading Research and Development)
QA (Quality Assurance)
QAC (Quality Assurance Committee)
QAO (Quality Assurance Office)

FOREWARD

The goal of Quality Assurance is to prevent or minimize problems in service delivery. In case of universities, this starts from the quality of students admitted and ensuring that the entry qualifications are adhered to. Service delivery in the university include but not limited to lectures, supervisions, examinations procedures, lecturer/students' interactions, health services and administration delivery. Quality assurance in the university also ensures that the graduates meet the requirements of graduation and represent the university in both character and learning.

The culture of ensuring quality is traceable to the establishment of the university since inception. The Quality Assurance Policy is therefore an encoding of a long-standing tradition, into a document that can be accessible to the university community and others outside the university and can serve as a working document for other upcoming universities to produce their own policy.

Bayero University has been a forerunner in ensuring quality in all of the educational services it provides. It is in this regard that the senate of the university approved a quality assurance scheme for the university, which led to the establishment of the University Quality Assurance Committee (UQAC), the Faculty, Centers, Units and Schools' quality assurance committees and Departmental Quality Assurance Committees (DQAC).

Consequently, the work of the committees as coordinated by the Quality Assurance Office in the Directorate of Academic Planning culminated in a policy document. This document, which is the Bayero University Quality Assurance Policy has undergone several editing to ensure coverage and relevance and ability to meet the needs for which it has been developed.

The policy is expected to guide all the relevant quality assurance committees and it is my hope that all the relevant committees will make use of the document by adhering strictly to the provisions as contained in it.

Finally, I wish to acknowledge the contributions of the members of the Directorate of Academic Planning who have worked to ensure the realization of the policy since 2018.

Professor Sani M. Gumel
Deputy Vice Chancellor (Academics),
Chairman, University Quality Assurance Committee,
Bayero University,
Kano.
June 2021

General Introduction

Bayero University and all its operational unit have continued to set the pace in quality assurance through the Directorate of Academic Planning, ensuring that all hands are on deck by engaging the deputy directors, academic planners and indeed all the staff of the directorate. Everyone is involved in the tasks that require monitoring of quality such as the lecture evaluation, the lecture rooms and classroom assessments, the facilities and environmental safety and sanitation, maintenance and much more.

It is in the above regard and to further institutionalize quality assurance in the university in line with the mission of the university, which targets enhancement of the quality of education and the nurturing of continuous improvement in all academic endeavor that the university senate approved the setting up of a university quality assurance committee to be headed by the Deputy Vice Chancellor (Academics) and domiciled at the Directorate of Academic Planning.

Following from the setting up of the university quality assurance committee, the directorate of academic planning was saddled with the task of drafting a quality assurance policy. The drafting of the policy, which began during the tenure of the immediate past Director of Academic planning in 2018 and was presented and adopted by the senate as contained in the Minutes of the 366th Senate Meeting on 29th August 2018, during the tenure of the current Vice Chancellor, when he was the Deputy Vice Chancellor (Academics) and chair of the University Quality Assurance Committee has undergone several editing, with inputs from all stakeholders.

The final draft of the Quality Assurance Policy is now ready. The Quality Assurance Policy has been drafted to take into consideration all aspects of quality assurance that will ensure quality of delivery in both academic and administrative management at departmental, faculty, centers, units, institutes and directorates of Bayero University.

The policy provides the vision and mission of the university as regards quality assurance. It describes the operational objectives of the quality assurance committees at all the tier of the university community and gives guidelines on the interactions required for quality between Bayero University and the wider surrounding community. It specifies the areas of internal and external quality assurance that will ensure adherence and compliance with quality in the university. The roles of students, academic staff, administrative staff, university management, deans and directors have also been defined in the policy document.

It is my hope that the entire university community will utilize this policy as expected as this will lead to enhanced quality assurance culture within our university and lead to greater good reputation of our esteemed institution.

Professor Haruna Musa
Director,
Directorate of Academic Planning,
Bayero University, Kano
June 2021

Acknowledgements

This work has been greatly cut out for me and made easy for editing and updating. The fact that the draft of the document started sometime around 2017 and was presented to senate in 2018 but not ratified and published, meant that a lot needed to be updated between then and now. New faculties, centers, units, renaming and merging and splitting came on board. In fact, this time duration between initial document and the final document, provided us with an insight, which enabled us to include a monitoring and evaluation scheme, which included time of review of the policy. The university environment is very dynamic, and a lot of changes could emerge within the span of two to four years.

The bulk of the work was carried out during the tenure of Professor B.S. Aliyu, the then Director, Academic Planning and Professor, T.I. Oyeyi, the then Deputy Director, Quality Assurance.

I would therefore like to acknowledge their immense contributions, which form the basis of the now drafted Quality Assurance Policy. When I was appointed as the Deputy Director, Quality Assurance, the major outstanding task as handed over by the outgoing Deputy Director, was the updating of the draft policy document and commitment to its complete editing and publishing. I therefore set out to put all energy to see that this task is accomplished. However, my procrastination persona would have kept me tarrying, but for the push and encouragement of the Director, Academic Planning, Professor Musa Haruna, I therefore acknowledge him in this regard.

I would like to acknowledge the contributions of my two other Deputy Directors, Prof. M.S. Abubakar (DD, Academic Support), Dr. Yusuf Garba (DD, Strategy Planning); their useful and meaningful suggestions contributed to the coherent document that finally came out. Finally, I would like to acknowledge the contributions of the Academic Planners for their untiring support, which saw to the completing of the task.

Professor, Rabia S. Sa'id,
Deputy Director (Quality Assurance),
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June 2021

1.0 PREAMBLE
Whereas the Bayero University, Kano (BUK) and its various operational units shall continue to strive to meet set quality standards in carrying out their day-to-day activities, there shall be a University Quality Assurance Committee (UQAC) or Central Quality Assurance Committee (CQAC), whose task will be to constantly monitor and evaluate Quality Assurance processes at BUK. The pivotal role of this organ is to determine whether quality standards set internally for measuring performance in all core operational areas of the university, are constantly met and updated. The UQAC shall spearhead the Bayero University Quality Assurance (BUK QA) system, which includes all implementation units and all measures they take to maintain high performance standards.

This document outlines the function of the UQAC whose operation shall be coordinated by the Quality Assurance Office (QAO) and shall be known as the **Bayero University Quality Assurance Policy**

1.1 Vision
The University Quality Assurance Committee (UQAC), through its operations at the Quality Assurance Office (QAO) in the Directorate of Academic Planning, shall have the following as its vision:

'*To institutionalize and spread a culture of continuous, measurable quality improvement in all academic activities at Bayero University, as expected of a world-class university*'.

1.2 Mission
The mission of the Quality Assurance Committee through its operations at the Quality Assurance Office (QAO) in the Directorate of Academic Planning shall be:

'*To enhance quality of educational activities and to nurture a culture of continuous improvement in all academic undertakings within Bayero University*'.

1.3 Operational Objectives
To achieve its mission, the QAC, shall pursue the following objectives:
   • Spread a culture of academic quality improvement among staff and students, of the university.
   • Safeguard and improve the academic standards and quality of education in the university
   • Ensure the integrity of the academic awards of the institution.
   • Ensure that all programs are of high standard and of continued relevance to graduate for the labour markets and the needs of the workforce in the country.
   • Develop and refine internal quality assurance and enhancement mechanisms that are appropriate and to apply such mechanisms systematically across all programs offered by the university.

1.4 Responsibilities
Through its operation in the QAO, the QAC shall achieve its objectives by performing the following responsibilities:
  i.   Lead the development and implementation of continuous quality improvement structures and processes for Bayero University departments, faculties, schools, colleges, institutes, and centers.
  ii.   Undertake audit, review, benchmarking, and other quality assurance procedures.
  iii. Promote and develop a system of recognition of excellence and quality performance among staff and suggest disciplinary measures against erring staff.
  iv.   Provide advice and guidance to implementation units on the execution of QA activities.
  v.   Ensure the establishment of QAC in faculties, departments, and all academic units of the university.
  vi.   Coordinate internal self-evaluation of quality assurance systems, for example, mock accreditation, lectures, and lecturer evaluation.
  vii. Analyze all QA reports (students' course evaluation, external examiners' reports, external audit reports and other relevant academic reports) and identify issues arising from them for the attention of the management at departmental, faculty/school, colleges, and university levels.
  viii. Facilitate external evaluation of BUK and its academic programs.
  ix.   Enhance the visibility of the university on the web.
  x.   Advise Bayero University Management on all matters related to academic standards and quality control, or any other issue incidental to any of the responsibilities above.

2.0 The University Quality Assurance Committee (UQAC)

The University Quality Assurance Committee (UQAC) is the authority responsible for developing and overseeing the implementation of Bayero University policy on quality assurance. The committee shall be headed by the *Deputy Vice-Chancellor Academics* (DVC Academics) as its chairman and with the following membership:

1.	Provost, College of Health Sciences	Member
2.	Provost, College of Nat & Pharm Sciences	Member
3.	Director, D.R.I.P	Member
4.	Director, Directorate of Academic Planning	Member
5.	University Librarian	Member
6.	Director, Center for Biotechnology Research (CBR)	Member
7.	Director, S.C.E	Member
8.	Director, CDA	Member
9.	Director, Center for Renewable Energy Research	Member
10.	Director, CIT	Member
11.	Director, Laboratory Management	Member

12. Director, CRNLF	Member
13. Director, NCRRD	Member
14. Director, CESPOR	Member
15. Director, CIDR	Member
16. Director, I.I.l.B.F	Member
17. Director, CDRT, Mambayya	Member
18. Director, CQS	Member
19. Director, CICID	Member
20. Director, ACEHAP	Member
21. Director, Center for Gender Studies	Member
22. Director, D.E.A.R.	Member
23. Director, D.B.S.	Member
24. Director, CAER	Member
25. Dean S.G.E.S.	Member
26. Dean, P.G School	Member
27. Dean, Students Affairs	Member
28. Dean, Faculty of Agriculture	Member
29. Dean, Faculty of Basic Medical Science	Member
30. Dean, Faculty of Earth, and Environmental Science	Member
31. Dean, Faculty of Education	Member
32. Dean, Faculty of Engineering	Member
33. Dean, Faculty of Allied Health Sciences	Member
34. Dean, Faculty of Clinical Sciences	Member
35. Dean, Faculty of Arts, and Islamic Studies	Member
36. Dean, Faculty of Law	Member
37. Dean, Faculty of Dentistry	Member
38. Dean, Faculty of Computing Science, and IT	Member
39. Dean, Faculty of Life Sciences.	Member
40. Dean Faculty of Physical Sciences	Member
41. Dean, Faculty of Management Sciences	Member
42. Dean, Faculty of Communication	Member
43. Dean, Faculty of Social Sciences	Member
44. Dean, Faculty of Pharmaceutical Sciences	Member
45. Dean, Faculty of Veterinary Medicine	Member
46. Deputy Director (QA)	**Member/Secretary**

The UQAC reports directly to the University Senate through the DVC Academics.

i. The operational secretariat for the QAC shall be the QAO in the Directorate of Academic Planning. The secretariat shall be headed by the DD (QA). In addition to the day-to-day interactions within the DAP, the DD (QA) should report activities of the QAO to the DVC

Academics, who chairs the Quality Assurance Committee (QAC) of the University. **The UQAC shall meet** *at least twice a year* to discuss reports from the QAO and endorse its recommendations for continuous improvement. The committee shall also suggest and plan training courses for academic staff.

ii.   The University QAC shall have the mandate to authorize a university-wide self-review or audit of selected units, faculties, departments, centers, institutes, etc. when deemed necessary. This audit process shall be carried out by the QAO.

iii. The DD (QA) shall meet at least once a month with the DAP and other Deputy Directors to discuss, plan and follow up on issues related to the overall BUK Quality Assurance effort.

iv.   It is envisaged that every single unit (faculties, centers, etc.) at BUK shall have its own Quality Assurance (QA) Committee. This QA Committee shall *act as the point of contact* with the university QA secretariat.

v.   The terms of reference and functions of the faculty/center/institute QA committee shall agree to those of the main University committee. This, however, does not exclude the addition of other discipline-specific terms of reference that the Faculty/Centre/Institute committee may consider necessary.

2.1 Ad-hoc Academic Committee on Quality Assurance

The DD (QA) shall chair an ad-hoc academic Quality Assurance Committee which is made up of one member from each faculty. The ad-hoc committee shall be made up of:

i.   One representative from each faculty, academic unit, center, and the library
ii.   Academic Planning Officers for QA in DAP

The members from the faculty, academic unit or library shall be nominated from the membership of the faculty, academic unit, or library quality assurance committee.
The representative nominated into the ad-hoc committee, shall report to the ad-hoc committee the activities of the FQAC or UQAC or LQAC, arising from the meetings in which DQAC presented their reports.
The ad-hoc committee shall convene a meeting once in a semester prior to the UQAC meeting.

During the meeting, the committee shall exchange information (on good practices) and discuss and follow up on issues related to continuous quality improvement processes and activities.

2.2 Faculty/Centers/Schools' Quality Assurance Committees

Faculties have a departmental structure, in which heads of departments have defined responsibilities that include the management and monitoring of the quality of the courses offered by the department. The FQAC shall coordinate the activities of the Departmental Quality Assurance Committee (DQAC).

2.2.1 Membership of the Faculty/Centre/School Quality Assurance Committees:

- Chairperson, Dean/Director
- One representative from each Department
- One representative from support staff
- One representative from Technical staff.
- Faculty officer (who shall double as Quality Assurance Secretary

2.2.2   Terms of Reference of FQAC

- To promote the University quality culture within the college/faculty/school/center
- To establish and monitor quality standards and practices.
- Review and evaluate Quality Assurance Systems and procedures
- Attend to specific recommendations from UQAC on Quality Assurance issues
- To handle irregularities issues of staff and students

2.3 Departmental Quality Assurance Committee (DQAC)

In line with sections 1.4(v) and 2.0 (iv), there shall be a Departmental Quality Assurance Committee (DQAC), that reports to the FQAC. The departments may wish to determine the composition of the membership of the committee based on its needs.
The DAP, however, suggest a composition that includes:

- One representative from professorial cadre
- One representative from senior lecturer cadre
- One representative from lower rank cadre
- One representative from technical staff (where applicable)

2.3.1 Terms of Reference of DQAC

The TOR of the DQAC shall align with that of the UQAC and FQAC as contained in 2.0(v) and may include, where applicable:

•   Ensuring the quality and appropriateness of laboratory practical manuals and lecture notes
•   Ensuring the external moderation of examinations questions and monitoring external examiners' reports
•   Moderation of lower-level examinations question papers that are not subject to external moderation.
•   Administration of students' lecturer evaluation forms

3.0 Quality Assurance Organizational Hierarchy
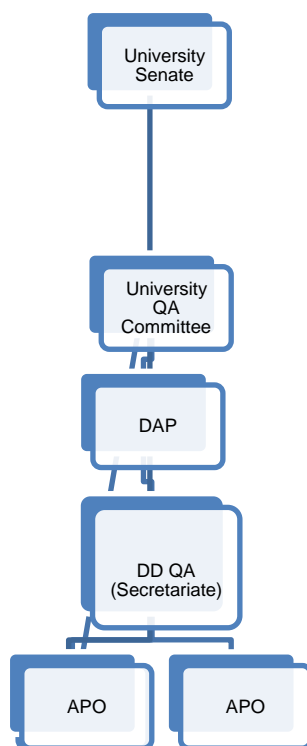
Organizational hierarchy of the QA in BUK

The QAO shall be under the Directorate of Academic Planning. The deputy director (QA) reports to the DAP. There shall be dedicated Academic Planning Officers (APO) for quality assurance

activities within the directorate. These officers shall report to the DAP through the deputy director (QA).

3.1 Scope of the Operations of QAC

a. All Faculties, Academic Departments and other institutional structures operating under the umbrella of Bayero University Kano
b. All staff, temporary and permanent, who are active in teaching, research and providing any form of support service to the core functions of the university.
c. All students registered with the Bayero University Kano
d. All infrastructure, learning resources, governance/institutional set up, information dissemination structures and social amenities belonging to Bayero University Kano

Ultimately attention to quality must become an embedded feature of the university culture. The entire university must view quality as an overarching principle of all its operations.

3.2 Quality Assurance Mechanism

The mechanism adopted shall reflect Bayero University's due process as a mechanism for accountability.
The operations of the QAC shall apply to all Directorates, Faculties, Departments, Units and both academic and support staff at BUK through:

i. Internal Quality Assurance Mechanisms
ii. External Quality Assurance Mechanisms

3.3 Areas of Internal Quality Assurance

Internal quality assurance mechanisms are departmentally generated and are continuous. The mechanisms shall be in line with the quality assurance framework set forth in this document as approved by senate and shall include mechanisms to assess the following areas:

i. Quality of programs, and courses
ii. Quality of academic staff
iii. Quality of teaching and learning experience.
iv. Quality in students' assessment (internal moderation)
v. Quality in support services
vi. Quality of resources and facilities
vii. Quality of research
viii. Quality of programs review process.

3.4 Areas of External Quality Assurance

Quality of educational programs shall be assured through External Academic Review by any of the following bodies:

i. External Examiners
ii. External Professional bodies
iii. External Accreditation bodies
iv. Employers
v. Former students
vi. Other universities

4.0 Roles and Responsibilities in the Quality Assurance Process

All members of the University community and its organs should be sensitized to strive for high quality in their activities. All members of the University, including teaching staff, researchers, support staff and students themselves contribute directly or indirectly to the quality of the teaching, research and outreach services. This summary relates principally to the stakeholders most directly concerned with the quality of the academic provision.

Roles of Students
- Students can make a significant contribution to the quality of their own learning and that of their fellow students. They can also contribute to the improvement of the learning opportunities of future students on similar programs.
- Some students' responsibilities are defined in the Academic Regulations. To maintain and enhance the quality of their own learning and that of others, students also have a responsibility to:
- Attend lectures regularly,
- Prepare for taught sessions, especially seminar and workshop sessions,
- Spend the recommended time in student managed learning,
- Use the information and guidance provided,
- Thoughtfully complete course questionnaires and other surveys and consultations,
- Use the system of academic boards, course representatives, and representations through the students' union to raise issues for improvement.

Roles of Academic Staff
- It is the responsibility of individual academic staff to:
- undertake scholarly activities which underpin teaching and research,
- be well prepared for teaching,

- Provide students with clear information and academic guidance in accordance with University regulations, both through written information and by making themselves accessible to students,
- where relevant, maintain contact with professional practitioners, professional and subject associations and wider academic community,
- Pursue professional development whether in the subject area or in pedagogic techniques which supports teaching.
- It is the responsibility of subject groups to develop systems which ensure that:
- The scope, content, learning outcomes and recommended reading and other sources for units in the subject remain current.
- courses are developed and enhanced to serve the needs of all programs to which they contribute.
- Programs and course content and learning strategies are appropriately matched to students' knowledge and skills at entry.
- units are monitored
- course guides accord with University guidelines and are fit for purpose
- subject area external examiner comments are considered, appropriate action initiated, and response made
- Additionally, teams of staff contributing to a program (who may come from different subject groups or departments) have a responsibility to:
- liaise with each other to ensure the coherence of the program and the consistency and quality of support for students enrolled on the program,
- attend Academic boards and engage in discussions with academic colleagues and student representative, with a view to improve,
- specify, implement, and review the appropriateness of program entry requirements,
- Use evidence to contribute to an annual report on the monitoring of the program.

Roles of Deans/Directors of Faculties/Centers/Schools and Heads of Departments
- allocating individual roles and ensuring that staff are prepared for those roles,
- developing the program portfolio to optimize academic and. Vocational opportunities and student appeal and collaborating with other Faculties/Departments to achieve this where relevant,
- Ensuring that the teaching and learning environment" meets students and staff needs as fully as possible,
- promoting contact with employers and with the wider academic community,
- supervision and monitoring procedures for selecting students and for assessing prior learning,
- identifying and disseminating good practice within and from outside the Faculty Centre/School or Department,

- ensuring that course planning committees and review teams are adequately supported by senior staff experienced in evaluation and program development, and that new and revised programs receive thorough internal scrutiny before progressing to validation or review.
- Attend to specific directives from UQAC on Quality Assurance issues

Role of the Quality Assurance Office in Best Practice.
- The Quality Assurance office shall share best practice with key stakeholders in quality assurance implementation at Bayero University. This shall be done by organizing workshops to disseminate lessons learned, successful innovations, and difficulties encountered in implementing quality assurance system.
- The office shall liaise with the center of information technology to create a link on the university website to provide information to students, staff and employers about quality teaching and research and other key performance indicators expected of Bayero University.

Support Services Units
Support services unit equally have responsibility to maintain professional standards appropriate to the service function, and to plan, manage and review the services they provide to ensure that those services align with institutional priorities, support academic developments and add to the quality of the student experience. Support units which provide services directly to students have an additional responsibility to:
- Gather information on students' needs and priorities to inform the planning of the Service,
- Consider students' feedback, through local surveys or through the student satisfaction survey.
- Develop the spirit of customer service.

Role of University Management
Commitment from the top management is an essential pre-requisite for an effective quality assurance system. Members of top management are the bedrock, the anchors of Quality Assurance. The Leadership/Management roles will be as follows: -
- Guide the University in reviewing the organizational performance for quality assurance.
- Establish a clear mission, articulate core values, and communicate high expectations of performance at all levels.
- Create and sustain an educational environment that promotes ethical values and equity for all stakeholders at Bayero University.
- Encourage research, innovations and pursue current and future opportunities for improvement.
- Establish priorities for quality improvement to ensure that Bayero University's mission is successfully achieved.

Implementation Strategies

The Bayero University Quality Assurance Committee shall utilize a variety of strategies and instruments to evaluate the implementation of its core mission activities. The main strategies include surveys of Students', alumni, employer, and community satisfaction, as well as audits and program reviews, both external and internal.

Student Satisfaction Surveys

The Quality Assurance Office shall regularly and systematically organize student satisfaction surveys. These surveys will aim at giving the students an opportunity to provide feedback on their experience of individual modules courses and teaching programs. In carrying out this task, the QA office shall design appropriate tools for collecting views, coordinating data collection acclivities and analyzing the results. Capturing of student experiences and opinions shall be done by use of a questionnaire. The QA office shall eventually disseminate the survey results through senate to teaching units and staff and shall coordinate the formulation and implementation of strategies to improve on problem areas revealed by the evaluation results.

Employer Satisfaction Surveys

Departments, Faculties, Centers, and Directorates, in collaboration with the QA office shall conduct employer satisfaction surveys on regular basis. The surveys will provide vital information on the relevance of the teaching programs on offer and on ways in which they can be made more responsive to the market needs. The university wide employer satisfaction surveys shall be conducted by the QA office **every five years,** but units may do their own surveys more frequently.

Alumni Satisfaction Surveys

ln addition to the employer satisfaction surveys, the alumni office of the university in conjunction with QA office shall regularly conduct alumni satisfaction surveys on a regular basis. The purpose of such surveys shall be to know from former students the extent to which their studies at BUK have been relevant to their post-graduation needs and challenges. The information from these surveys shall be used in curricula reviews and in improving approaches to teaching. The surveys shall ordinarily focus on recent graduates (2-3 years), but older alumni may be surveyed for specific purposes. Alumni satisfaction surveys shall go hand in hand with employer satisfaction surveys, to be conducted for the entire university once every five years.

Surveys of Academic Staff opinions

The QA office shall also occasionally conduct academic staff opinion surveys, specifically aimed at assessing the level of academic staff satisfaction with the current quality of teaching and learning at the university and collecting suggestions on required interventions and possible improvement measures. The QA office shall communicate the results of such surveys to individual units and the University Management and shall coordinate discussions at both the unit and general university levels, aimed at streamlining the improvement proposals and strategizing on their implementation. The QA office shall also monitor the implementation of improvement strategies and report progress to the DVC Academics and the Vice Chancellor.

Surveys of External Community's Perceptions

The QAO shall periodically run surveys to collect information about the neighboring communities' feelings and attitudes towards the university. The exercise shall aim at assessing the general social acceptability of the university by the broader society as well as identifying specific problem areas in the university local community linkage. The resulting data shall be used to improve the university relationship with the surrounding communities as well as designing activities that involve neighboring communities in a mutually beneficial manner.

Interaction between QAO and the Wider BUK Community

In its effort to obtain information and data that will be of benefit to quality improvement of activities in BUK, the QAO will operate an inclusive policy of receiving feedback from a wide range of interest groups. Therefore, there shall be, from time-to-time, a bidirectional interaction between the QAO and all stakeholders within BUK and beyond such as staff unions in BUK, students' union, parents, industries etc. This interaction has the sole aim of fostering partnerships, and receiving feedback on activities under the mandate of the university with a view to improving quality.

Monitoring and Evaluation Scheme

Since quality matters concern every single staff and student at BUK, it is important to allow all stakeholders to take part in the process by providing feedback and views through a university-wide forum on quality matters. There should therefore be for the purpose of monitoring and evaluation, a forum to be known as Continuous Quality Improvement Forum (CQIF), The forum shall be managed by the DAP Director and Deputy Directors. It will serve as an M&E forum and develop an M&E Mechanism on a sessional basis for the university and all relevant stakeholders. The results of the M&E will be presented to the senate after deliberations at the UQAC by the Deputy Vice Chancellor, Academic.

Review

The DAP will undertake a review of the Quality Assurance Policy in a period of not less than two years.

Conclusion

Academic quality assurance (audit) fulfils both accountability and enhancement function within the university. In fulfilling the accountability function, quality audit provides an independent mechanism for checking and verifying that the arrangements which are in place for maintaining and enhancing the quality and standards of teaching, learning and research are appropriate and effective, and those responsibilities are being properly discharged. A Quality audit also fulfils an enhancement function by helping the University to understand itself better, and to identify the strengths and weaknesses in its policies, practices and procedures.