

EGERTON



UNIVERSITY

ACADEMIC AND RESEARCH QUALITY ASSURANCE POLICY

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- 1.1** Abbreviations and Acronyms
- i. Board of Post Graduate studies (**BPGS**)
 - ii. Board of Quality Assurance **BQA**
 - iii. Board of Undergraduate Studies (**BUGS**)
 - iv. Commission for University Education (**CUE**)
 - v. Departmental Quality Assurance Committee (**DeQAC**)
 - vi. Directorate of Quality Assurance (**DQA**)
 - vii. Faculty Quality Assurance Committee (**FQAC**)
 - viii. Internal Quality Assurance (**IQA**)
 - ix. Inter-University Council for East Africa (**IUCEA**)
 - x. Nakuru Town Campus College (**NTCC**)
 - xi. Quality Assurance (**QA**)
 - xii. Quality Assurance Committee (**QAC**)
 - xiii. Quality Assurance Policy (**QAP**)
 - xiv. Quality Management Systems (**QMS**)
 - xv. Total Quality Management (**TQM**)

1. Preamble

Egerton University is the oldest institution of higher learning in Kenya. Lord Maurice Egerton of Tatton, a British national, founded Egerton as a Farm School in 1939. The School was upgraded to an Agricultural College offering diploma programmes in 1950. The Egerton Agricultural College Ordinance was enacted in 1955. In 1979, the Government of Kenya and the United States Agency for International Development (USAID) funded a major expansion of the institution to enable it increase its student population. In 1986, Egerton College was gazetted as a constituent college of the University of Nairobi in 1986. Thereafter in 1987, Egerton University was established as a fully-fledged public university through an Act of Parliament. The University was chartered in 2013 under the Universities Act of 2012 which repealed the earlier Acts that had established individual Universities.

Egerton University has one campus, Nakuru Town Campus College located at the Central Business District of Nakuru. The campus was established in line with the University Act (Amendment) of 2016, Universities Regulations (2014) and Universities Standards and Guidelines (2014). Egerton University main campus is 185 Km from Nairobi City located in Njoro and houses most of the functional units of the university namely: Faculties, Directorates, and Institutes. Similarly, these units assist in the management of academic, research and other programmes. The units derive their functions from the Egerton University Statutes (2013) and the Strategic Plan (2018-2023). The University offers a wide range of programmes at certificate, diploma, bachelor and postgraduate levels as provided in the University Catalogue (2016-2020). All the programmes are open to both Government and self-sponsored students.

2. Egerton University Vision and Mission

Vision: A World class University for the advancement of humanity.

Mission: To offer Exemplary Education to Society and Generate Knowledge for National and Global Development.

Philosophy: Egerton University innovatively influences human development through generation, acquisition, preservation and dissemination of knowledge and skills in Agriculture and related disciplines, guided by the core values

Core Values:

The University's activities and decisions are guided by the following core values:

- i) National Unity;
- ii) Internationalism;
- iii) Passion for Excellence;
- iv) Professionalism;
- v) Devotion to Duty;
- vi) Integrity, Transparency, and Accountability;
- vii) Social Fairness

3. Background and Rationale

Higher education is undergoing adjustments so as to be relevant in the global, political and socio-economic dynamics. The demand for higher education has grown tremendously in the last decade and has resulted in expansion of learning institutions. However, the unmatched growth of institutional infrastructure and related resources has brought the quality of education into focus. Globally, Universities have adopted recognised quality assurance processes for evaluating academic programmes. The Inter-University Council for East Africa (IUCEA) in collaboration with other stakeholders has introduced a regional quality assurance initiative aimed at developing a common quality assurance system for East African Universities. In Kenya, the Commission for University Education has developed guidelines for Quality Assurance (Universities Standards and Guidelines, 2014).

On its part, Egerton University is committed to providing quality education as envisaged in its vision “*a world class University for the advancement of humanity*”. The University established the Directorate of Quality Assurance in the year 2005 to coordinate quality assurance of its products, processes and services. The University developed the Academic and Research Quality Assurance policy to guide in the provision of quality education. The policy establishes a quality assurance framework which will be used by staff, students and other stakeholders to continually improve its academic and research programmes. Egerton University shall regularly monitor and evaluate the quality of its academic and research programmes. This will be achieved by undertaking self-assessment of programmes coupled with the external peer review as outlined in the Roadmap to Quality: Handbook for Quality Assurance in Higher Education. Similarly, the quality of research programs will be monitored through period audits which shall be conducted to monitor the implementation of the policy. Feedback to all the stakeholders shall be provided with the aim of continually improving the quality standards of academic and research programmes offered by the University.

4. Quality Assurance Mission Statement

“Egerton University envisions to be a model World Class University for the advancement of humanity. To achieve this, the University shall generate and disseminate significant knowledge and offer exemplary education that contributes to National and Global development.

Through teaching, research and extension services, the University will offer holistic and quality education thus providing client driven programmes and services that are responsive to changing needs of society guided by the core values of integrity, diligence and overall devotion to excellence.

The University Management is committed to providing quality products and services that meet and exceed customer satisfaction, stakeholders’ expectations and comply with statutory requirements. The University Management shall ensure continual improvement by monitoring and reviewing its quality performance and effective implementation of Quality Management System.

5. Objectives of the Policy

Egerton University quality assurance policy complies with the requirements of the “IUCEA Standards and guidelines”

The objective of the policy is to promote high academic and research standards through continuous enhancement of quality programmes, in line with Egerton University Statutes 2013 and Strategic Plan (2018-2023). The specific objectives are as follows: -

- i) To develop guidelines and procedures to monitor, maintain and review academic standards of programmes.
- ii) To enhance the quality of teaching, learning and research.
- iii) To recommend internal support services provided to students and staff to enhance academic quality.
- iv) To sustain a culture of continuous academic and research quality improvement.
- v) To safeguard the integrity of the academic and research awards of the University.

6. Intended outcomes of the policy

Successful implementation and management of this Policy will result in outcomes that enhance:

- i) Quality Academic research programmes;
- ii) Improved student learning experiences;
- iii) Continuous Professional Development by staff leading to improved performance;
- iv) Satisfaction of society and key stakeholders towards the University services;
- v) Capacity to compete with other higher educational institutions nationally and globally.
- vi) A culture of continuous quality improvement in the University.
- vii) A high level of integrity in issues of the University

7. Responsibility for policy Implementation

The policy shall be applicable to all organs of Egerton University including:

- i) Academic and research programmes and processes offered jointly with other institutions including open, distance and e-learning.
- ii) Academic (faculties/institutes/colleges/schools/departments) and other relevant non-academic units.
- iii) Academic and research staff who are permanent or in part-time employment.

- iv) All bona fide students.
- v) Infrastructure and learning resources used for the purposes of student teaching, learning and research.

8. Definition of Terms

Quality

Compliance to set standards, fitting customers' needs (fitness for purpose), effective and transformative (includes enhancement of customer satisfaction).

Quality Assurance

The process whereby measures are established to ensure outcomes of academic programmes and research activities are of a prescribed standard.

Quality Audit / Assessment

The process of identifying and ensuring that appropriate internal quality assurance processes are in place, operational and adhered to.

Quality Management

Refers to all processes that are in place to facilitate achievement of quality in an institution.

Quality Management System

A set of policies, processes and procedures required for planning and execution that can impact the organization's ability to meet customer requirements.

Programme Review

A process of holistic appraisal of a programme and resources, with a view to its further evolution and improvement.

Stakeholders

Stakeholders in higher education means groups that have an interest in the quality of provision and standard of outcomes.

9. Quality Management and Organizational Governance Structure

Institutional Organizational Governance structure

The governance structure of Egerton University consists of the Chancellor, the University Council, the University Management Board, the Senate, Faculties, Directorates, Institutes and Departments. There are three divisions within the University: Division of Academic Affairs, Division of Research and Extension, and Division of Administration Planning and Development (Figure1).

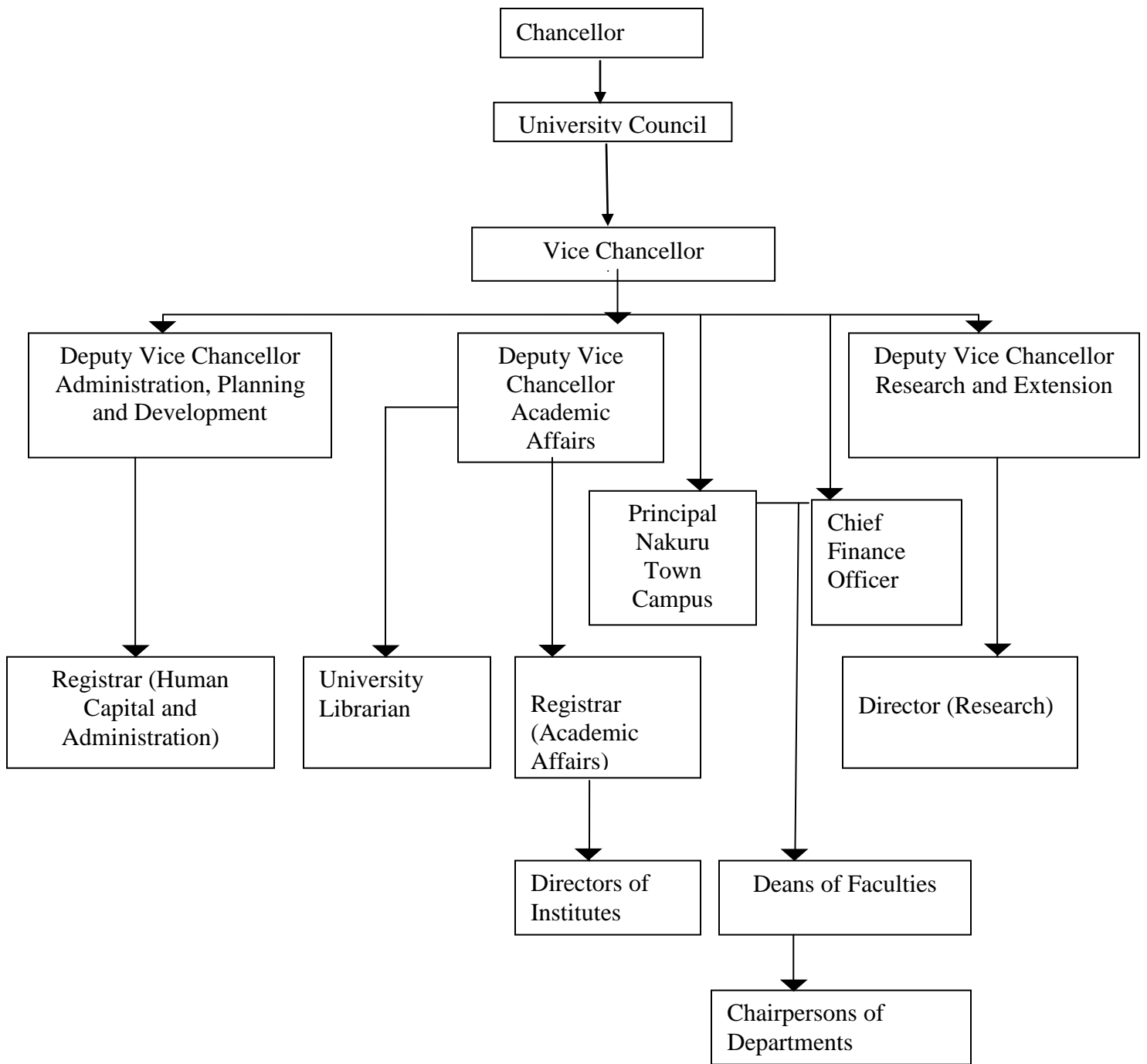


Figure 1: The University Governance Structure

10. Organizational Structure of Directorate of Quality Assurance (DQA)

The University's Quality Assurance system consists of a Directorate and Board of Quality Assurance (BQA). The membership of the BQA comprises of representatives from faculties and other University units supported by faculty and departmental quality assurance committees (Figure 2). The DQA derives its roles as spelt in Egerton University Statute 32, 2013.

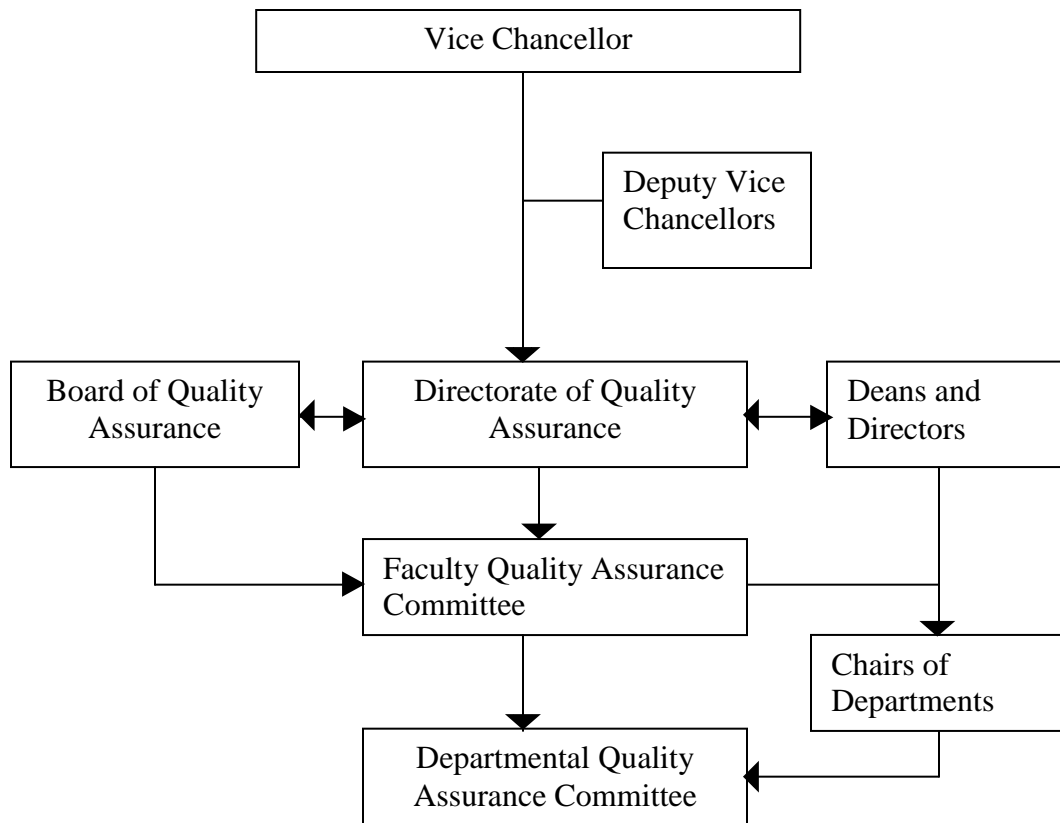


Figure 2: The Organisation Structure Showing DQA in Relation to other Offices and Units at Egerton University

11. Quality Management Structure

Quality Management Levels

The responsibility of quality management at the three levels in the University shall be as follows:

1. Institutional Level

There shall be a Directorate Quality Assurance (DQA) in the University as well as Board of Quality Assurance (BQA).

2. Faculty Level

Each Faculty shall have a Faculty Quality Assurance Committee (FQAC) made up of representatives from each Department in the Faculty

3. Departmental Level

There shall be a Departmental Quality Assurance Committee (DQAC) which work to assure the Quality of academic programs and guide departments on execution of Quality assurance activities.

12. The Directorate of Quality Assurance

The Directorate of Quality Assurance (DQA) was founded in June 2005 following recommendations by a University Committee set up to study the academic standards, in light of the University's rapid expansion. This was coupled with a national concern that there was a downward trend in academic quality in Kenyan public universities, due to inadequate funding and increased student enrolment.

Mandate of the Directorate of Quality Assurance

- i) Work with relevant University organs in defining and setting quality standards/benchmarks.
- ii) Coordinate development and review of policies and instruments that guide academic and research operations.
- iii) Work with academic departments in assuring quality of programmes, including: coordination of assessment, sensitisation, advising and guiding departments on execution of quality assurance activities.
- iv) Coordinate and analyse evaluation of teaching effectiveness, external examiners' reports and recommend strategies for implementation of feedback.

- v) Monitor implementation of recommendations by internal and external evaluators of academic and research programmes.
- vi) Monitor and evaluate the quality of teaching/learning and research infrastructure including, facilities, ICT and library services.
- vii) Coordinate acquisition and evaluation of stakeholder's perception on the quality of academic and research programmes, products and services.
- viii) Evaluate the efficiency of utilizing human and time resources in delivery of academic and research programmes.
- ix) Establish linkages, partnerships, and networks with various institutions to enhance quality of delivery of academic and research services.
- x) Provide recommendations, advice and guidance to University council, senate, management, faculties, directorates, institutes, schools and departments on quality Assurance matters.
- xi) Implement any other academic quality Assurance issues as may be recommended by stakeholders and/or assigned by the Vice Chancellor.

13. Financing of the DQA

The DQA shall be allocated voted funds

14. University Quality Assurance Board

Constitution of the BQA shall be in accordance with Egerton University Statute 32, (I), (2013).

The membership of the BQA shall be:

- i. The Director of the Board (Chairperson) appointed by the Vice-Chancellor from amongst academic staff holding the rank of Senior Lecturer or above for a period of three years renewable once as provided for in Egerton University Statute 32, (I, a), (2013);
- ii. The Deputy Director appointed by the Vice-Chancellor from amongst academic staff holding the rank of Senior Lecturer or above for a period of three years renewable once as provided for in Egerton University Statute 32, (I, b), (2013);
- iii. The Registrar (QA) – Secretary;
- iv. The Dean of Students;

- v. The Director (Graduate School);
- vi. The Director (BUGS);
- vii. Two rotating representatives from Faculties, Schools, and Institutes, who should be a Senior Lecturer or above; the rotation cycle shall be two years;
- viii. One student representative;
- ix. Co-opted members as may be decided by the Board.

The role of the BQA shall be as stipulated in Egerton University Statute 32, (2), (2013):

- i) Develop and review policies related to academic and research quality.
- ii) Develop and review academic standards/guidelines for the University.
- iii) Design and review methods and techniques for measuring and monitoring quality standards.
- iv) Monitoring implementation of academic and research quality assurance activities in the University as per the set standards/benchmarks.
- v) Propose recommendations to maintain and/or enhance academic and research standards.
- vi) Advise the University on all issues related to academic and research quality.

15. Faculty Quality Assurance Committee

Constitution of the FQAC is

- i) Faculty representative to BQA – Chair.
- ii) One representative from each department in the faculty.
- iii) Faculty exams coordinator/administrator.
- iv) Student representatives, one undergraduate and one postgraduate.

The roles of the FQAC are:

- i) Advise the Dean, BQA and DQA on matters related to quality standards.
- ii) Monitoring/implementation of academic and research quality assurance activities in the Faculty as per the set standards/benchmarks.
- iii) Propose recommendations to maintain and/or enhance academic and research standards in the Faculty.
- iv) Handle any other academic and research quality assurance issues in the Faculty.

16. Departmental Quality Assurance Committee

Constitution of the DeQAC is:

- i) Department representative to FQAC – Chair.
- ii) One senior academic staff member.
- iii) Departmental examinations officer(s).
- iv) Chief Technologist, where applicable.
- v) Student representatives, one undergraduate and one postgraduate.

The role of the DeQAC is:

- i) Advise the Chairman and FBQA on matters pertaining to academic and research quality.
- ii) Monitoring/implementation of academic and research quality assurance activities in the Department as per the set standards/benchmarks.
- iii) Propose recommendations to maintain and/or enhance academic and research standards in the Department.
- iv) Handle any other academic and research quality assurance issues in the Department.

17. Roles and Responsibilities in Quality Assurance

The responsibility for quality assurance and enhancement lies with all members of staff in the various academic and support Departments in the University and the stakeholders (alumni, industry, parents/guardians). The entire of the University and stakeholders is expected to contribute to the quality of academic and research provision as envisioned in the Ministry of Education Sessional Paper Number-1- of 2019.

a) Role of Students

To enhance the quality of students learning, the following responsibilities shall be expected of them:

- i) Embrace a culture of deep and holistic learning;
- ii) Attend regularly scheduled learning and teaching activities;
- iii) Adequately prepare for all learning and teaching activities such as tutorials, seminars, and assessment;
- iv) Spend the recommended time on student independent learning for all course units;
- v) Up hold integrity in all learning and research activities.

- vi) Objectively evaluate teaching staff, courses and support services; and
- vii) Use effectively the provided system representations to contribute to improvements of academic provision.

b) Role of staff

To enhance the quality of academic provision and support services, University staff shall have the following responsibilities:

- i) Should be professional in the conduct of their duties. Adequately prepare for academic and research undertakings and execute the same with utmost professionalism;
- ii) Provide students with appropriate development in competence areas that underpin teaching, research, community service and student support;
- iii) Dutifully adhere to provisions of University's processes and procedures such as: Teaching and Learning, Research and community outreach; and Student Assessment
- iv) Diligently align all work done in the University to the core mission of the University in teaching, learning, research and community service; and
- v) Uphold integrity in the execution of their duties.
- vi) Reflect on their performance and seek to continuously improve their performance.

c) Role of Alumni

To enhance the quality of academic and research activities in Egerton University the alumni have the following responsibilities:

- i) Participate in resource mobilization of funds and for academic and research activities.
- ii) Take part in advisory role, mentorship to continuing students and sharing of experiences
- iii) Take active role in advocacy on behalf of the University.

d) Role of Industry/employers

- i) To enhance the quality of academic provision and support services, the industry and employers shall have the following responsibilities:
- ii) Collaborate with the university to address skills gaps and competency building among learners and staff.

- iii) Promote vibrant industry-institutional linkages in the area of skilling for employability.
- iv) Provide feedback when required on the impact of the skills, technical competency and attitudes of the university products in response to the contemporary labour market demands
- v) Collaborate with University to ensure that academic and research initiatives meet industry and national development goals.
- vi) Work together with the university to provide support in training, research, and on entry of the graduate into the world of work.

e) Role of Parents/Guardians

To enhance the quality of academic provision and support services, parents/guardians shall have the following responsibilities:

- i) Develop partnership activities with the university that encourage societal integration
- ii) Collaborate with university to enable holistic transformation of learners during their study period.
- iii) Support the university in its diverse initiatives to improve the learning and research environment.

18. Quality Assurance Mechanism

Among the mandates of Egerton University, is to advance knowledge through research and scholarship. Quality assurance processes shall include mechanisms for the following:

- i) Internal Quality Assurance (IQA)
- ii) External Quality Assurance (EQA)

a. Internal Quality Assurance Mechanism

Internal QA shall include mechanisms to assess and improve the following:

- i) Evaluation of Programmes
- ii) Course Evaluation
- iii) Academic Audits
- iv) Advice and Guidance on quality related matters

i. Evaluation of Programmes.

Programmes that have undergone full cycle of implementation are required to undergo Self-assessments. The directorate uses inter-University Council for East Africa (IUCEA) approved books to undertake programme self-assessments.

ii. Course Evaluation.

The Directorate shall every year evaluate teaching effectiveness by use of (TEE) and practical instruction effectiveness (PIEE) tools. The DQA shall analyse the data and provide feedback.

iii. Academic Audits.

The Directorate shall comply with statutory legislation and University standards on QA matters by conducting audits on various academic and research processes and procedures, and make recommendations to ensure quality improvement.

iv. Advice and Guidance on quality related matters.

The Directorate shall provide advice and guidance on quality related matters to all University sections. DQA shall remain the initial point of contact for stake holders interested in matters of academic and research quality.

b. External Quality Assurance Mechanism

External QA shall include mechanisms to assess the following:

- i) External Examiners
- ii) Satisfaction Survey
- iii) External Programme Review/audit
- iv) Graduate Tracer Studies

i) External Examiners.

The University embraces external examining as a tool to enhance the quality of its programmes and assessment of students. The University shall engage External Examiners (EE) to evaluate academic provision.

Where external examiners (EE) examine examinations and prepare reports. DQA shall analyze and prepare a synthesised summary report for implementation of the recommendations.

ii) Satisfaction Survey.

The directorate shall conduct surveys to assess the satisfaction of stake holders with the quality of service offered by the University as outlined in the Service Charter. This shall be done by an independent consultant and coordinated by DQA.

iii) External Programme Review/audit

The University shall, after every five years carry out institutional audits and programme reviews. External review of academic programmes shall be done by the accreditation body, Commission for University Education (CUE) as per the mandatory requirements of the body.

iv) Graduate Tracer Studies

The University shall institutionalize and mainstream tracer study of its graduates. This will be a continuous process.

19. Implementation Strategy

This Academic and Research Quality Assurance Policy shall become operational immediately upon approval by Egerton University Council and shall remain valid until revised.

20. Policy Review

The academic and research Quality Assurance Policy shall be reviewed every five years or whenever need arises.