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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 t ( TJETBT/)ITJilad4( )\déniverTJETUC



## **2. Egerton University Vision and Mission**

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

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

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- 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).

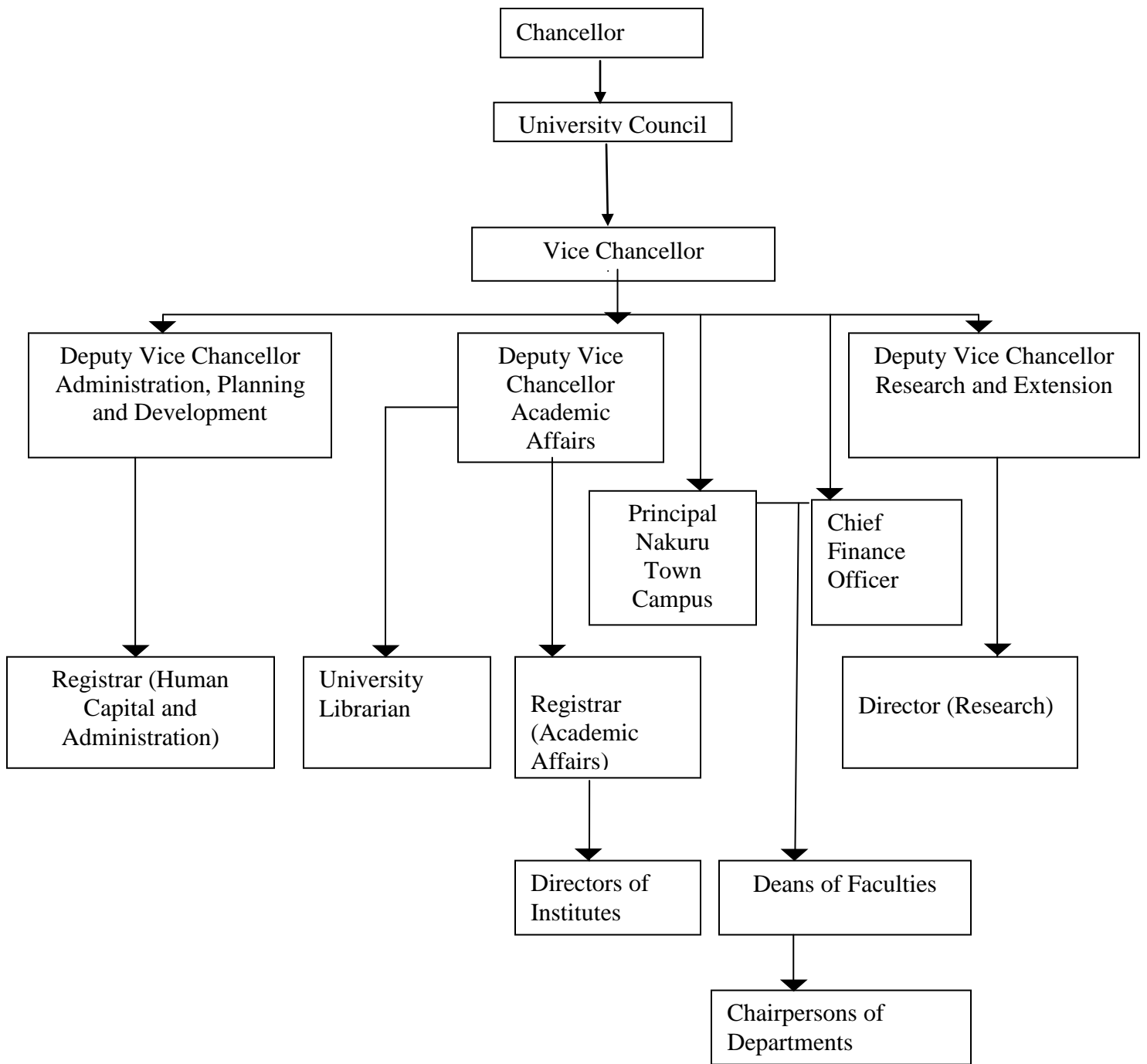
### **Quality Assurance**

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 qual

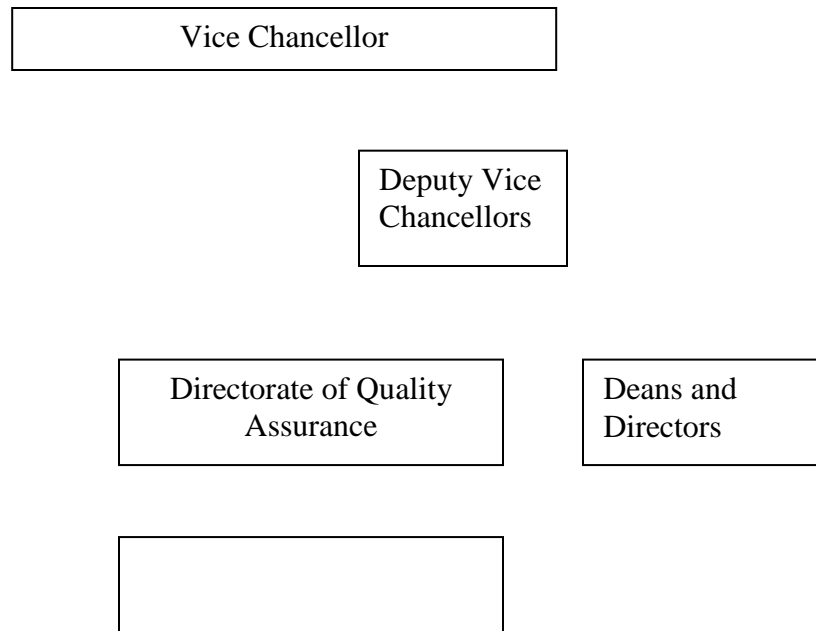




**Figure 1: The University Governance Structure**

### 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

- 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)

- 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 during their





