

## QUALITY ASSURANCE DIRECTORATE

### ANNUAL REPORT – 2013/2014

During the reporting period, the Directorate with support of Management, Core Quality Assurance Committee of Senate, Internal Quality Assurance Committee and the academic and non-academic units achieved the following;

#### **Achievements:**

1. Analysed students' evaluation of teaching for different Faculties of Semester 1, 2012/13.
2. Presented the draft UMU Quality Assurance Policy to Management and Senate for approval.
3. UMU Quality Assurance Policy approved by Management and Senate.
4. Re-activated activities of Quality Assurance Committees at Faculty level.
5. Active use of the mini-library in the Directorate by some staff members.
6. We have been able to get a second administrator.
7. Inducted a second administrator and the service delivery has improved.
8. Participated in the Ugandan University Quality Assurance Annual General meeting which was held at Hotel Sojovalo – Kampala on 1<sup>st</sup> August 2014 and participated in the election of new office bearers.
9. Participated in the UUQAF workshop at Ridar Hotel in Mukono where a number of Universities attended and shared different experiences.

#### **Challenges:**

1. The workload in QAD seemed to be underestimated and when more staff is requested for, it either takes too long or it is not granted.
2. The office space now fits only two administrators, the Director and Coordinator have no sitting space.
3. Manual entering of data from evaluation of teaching which is hectic and very slow
4. We have not been able to do tracers studies and other QA related researches.
5. The mid-semester evaluation of teaching and learning has not been fully embraced by most academic units that run full time courses.
6. Most academic programmes are long overdue for review and the response rate has been slightly slow.
7. The quality of the support departments have not been formally evaluated
8. The quality of teaching, learning and services offered at UMU campuses is not yet monitored by QA Directorate.
9. Action plans have not been made and taken on issues raised in the students' evaluations

10. QA is seen as an additional workload and it is left in the hands of few staff.
11. Untimely delivery of assessment forms from some faculties to QA office.

### **Future Plans.**

1. There is need to train more staff in quality assurance to create a critical mass.
2. Develop an online tool for evaluations
3. Encourage Faculties to take up mid-semester evaluation of teaching and learning seriously and giving timely feedback to staff and students.
4. QAD should start giving feedback derived from evaluation of teaching and learning to the service departments.
5. Encourage Faculties to speed up the review of programmes and link up with the institutional curriculum review committee of Senate before submitting to the NCHE.
6. Design evaluation tool(s) for the service departments.
7. QAD staff to visit and linkup with UMU Campuses management to monitor the quality of teaching, learning and services offered.
8. QAD to link up with it department to update QAD webpage.
9. Upload important QAD materials and information on UMU website
10. Operationalise the QA Policy.
11. Issue mid semester and end of semester reports to different directorates for action and improving service provision;