Program Quality Review: An Introduction

What, Why, How and Relation to other Processes

Ahmed Seifelnasr
Assistant DVC-Programs & Curricula
The What: Program Quality Review

• It is at the program level that the mission of HCT to provide learning in career-oriented, technological and professional education environment is truly accomplished.
• As a consequence, programs must respond to advances in knowledge and changes in the workplace and technology if HCT is to maintain its vitality.
• The academic program review process provides an opportunity for academic staff and HCT administration to evaluate the goals and effectiveness of the program and make appropriate changes that will lead to improvement in the quality of instruction, improved career and life preparation for students.
The Why: Goals Of Program Quality Review

• Assist programs in identification, evaluation and assessment of their mission and goals
• Assist programs in determination of their relationship to the HCT Mission
• Assist programs in evaluation of their effectiveness in preparing students for a career or further education
• Assist programs in assessing the quality of instruction, evaluation of instructional methodology and identifying strengths and weaknesses in their curriculum
• Assist programs in identification of existing resources and determination of the resources needed to carry out their mission and goals
The HOW: The Ideal Program Quality Review Tells an “Integrated” Story (PQR Process is managed by the PQR Committee):

- What the Program is trying to accomplish?
- 2) How is it organized to do so?
- 3) How well is it doing?
- 4) How the results will be used to improve the program?
- 5) What are its long range prospects?
The Evidence: Assessing Program Effectiveness

Assess to determine how program outcomes may be changed for alignment with mission.

Assess to determine achievement of program learning outcomes.

Assess to determine where and how interventions to improve program learning might be accomplished.

- Alumni /Employer Surveys
  - Job Placement
  - Retention and Transfer rates

- Graduation Project /Capstone Course

- Continuous Course Assessment

Program Effectiveness
The Impact: Closing the Loop

• The chief aim of program assessment is program improvement. Thus, assessment activities are of little importance unless the results are utilized to improve student learning. Responding to assessment results may include changes in the program such as:
  • Curriculum and Program
    • Modifying existing course curriculum
    • Revamping course sequencing
    • Adding new courses to the program
    • Technological updates
The Impact: Closing the Loop (cont.)

- **Instruction**
  - altering instructional techniques and strategies
  - instructors development

- **Assessment Activities**
  - re-evaluating criteria
  - improving or streamlining assessment measures, methods
  - modifying institutional or program assessment processes
  - target adjustment
Good Practices in Program Quality Review

• Clear understanding of goals and expectations for program review:
  • Build an environment in which PQR inform educational practice and decisions
  • Build a training support infrastructure that will sustain related practices
  • Align governance, curriculum and teaching practices in the Division/Campus culture (performance evaluation that recognizes faculty efforts in program review and the application of policy results).

• Use of the Results – Using the results (to improve student learning, research and services) is integral to evaluating whether the process is effective and meaningful.
Good Practices in Program Quality Review (cont.)

• Course Improvement as a result of using PQR findings to inform course design and delivery. This requires an effective course to program outcomes mapping.

• Faculty and Staff Involvement:
  • DAT review the self study report, send it to ED
  • Report sent to PQR Committee by ED.
  • ADVCP&C sends Committee’s evaluative report to ED for comments.
  • ED sends the report to Program Chairs for internal discussion with faculty members.
  • Faculty input is taken into consideration when program management develop the action plan to implement needed improvements.
How Program Quality Review Relates to Other Processes at HCT

• Program Development & Change (managed by PDC Committee)
• Accreditation
• Organizational Excellence
The role of PDC committee is to evaluate and report on the appropriateness of a proposed programme, or major modifications to a programme, in order to ensure that the programme:

- Is aligned with HCT mission
- Is viable
- Meets the internal and external requirements

The PQR assist each academic program to examine strengths, identify areas of concern in addition to providing a platform to inform planning and decision-making.

A major responsibility of the committee is to review and analyze the academic program's Self-Study report and provide technical support when needed.

The outcome is an action plan with specific recommendations.
Accreditation Versus Program Quality Review: Two Complementary Roles in Academic QA System at HCT

Accreditation
Develop and oversee the process that ensures that HCT's academic programs are meeting local and international standards. It leads and monitors external reporting and coordinate the collection and the integration of Institutional data needed for accreditation.

Program Review & Improvement
A systematic and periodic evaluation of the status, effectiveness, and progress of academic programs for the purpose of identifying the future direction, needs, and priorities of those programs. It is an evidence-based quality improvement process.

HCT Mission & Strategic Goals

Assessment for Accountability

Assessment for Improvement

Academic Quality Assurance & Improvement
The Big Picture: The Three Integrated Dimensions of Academic and Institutional Assessment

- **Program Outcomes Assessment**
  - Evaluates Student outcomes to measures the achievement PLOs for the purpose of improving programs
  - Formative Evaluation.
  - Indicates needed changes in teaching and learning strategies
  - Feeds into program reviews.

- **Periodic Program Quality Review**
  - Improves quality by providing a comprehensive and integrated review of mission goals, activities, outcomes every 5 years.
  - Suggests possible objectives to be assessed in future Annual Reports.
  - Summative Evaluation.
  - Feeds into OE

- **Organizational Excellence**
  - Establishes the framework for all types of institutional Assessment by **tying assessment and evaluation outcomes to HCT mission and strategic objectives and stakeholders expectations**