

Self-Evaluation Model

INPUT

PROCESS

OUTCOMES

ENABLERS

RESULTS

1. Leadership

- Fitness for and of purpose
- Vision, mission strategic goals
- Management planning
- Improvement mechanisms

3. Customer & Market focus

- Programme design
- Student recruitment selection, Access
- Student academic development
- Relevance
- Administration

6. Teaching & Learning Process

- Programme Coordination
- Programme Delivery
- Assessment in different modes & methodology
- Research
- Postgraduate studies
- Work based learning
- Community service
- Short courses

7. Student Performance

- Pass, throughput & retention rates
- Related short course successes
- Equity of outcomes / representivity
- Integrity of Certification

8. Research Output

- Post-graduate degrees
- Papers, artifacts patents

9. Customer Satisfaction

- Student satisfaction
- Employer satisfaction
- Employment data

10. People Satisfaction

- Staff satisfaction

11. Partnership performance

12. Impact on Society

- Community service
- Use of research

13. Business Results

- Programme Review
- Attainment of Outcomes
- Curriculum alignment
- Self Assessment
- Stakeholder feedback
- Reports (Examination reports, quality reviews/audits)
- Improvement achieved
- Improvement recommended

2. Policy & Strategy

- Teaching & Learning strategy
- Policies & Procedures
- * Teaching & learning
- * Student assessment
- * Post Graduate
- * Research
- * Community service
- * NSSP
- Compliance

Continuous improvement