



**INTERNAL QUALITY ASSURANCE (IQA)
MECHANISMS AWARENESS AND
INVOLVEMENT OF STAFF AND STUDENTS:
A CASE STUDY OF MARIST
INTERNATIONAL UNIVERSITY COLLEGE
(MIUC)**

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INTRODUCTION

- UNESCO (2012) points out that education is a corner stone of social and economic development:
- it is supposed to generate skilled manpower to increase the scientific and technological development.
- However, education cannot play this role unless it is of the highest possible quality.

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- In Kenya the Commission for Higher Education (CUE) has carried out a number of audits in all universities and their constituent colleges in the recent past.
 - Because of this some universities have mastered the art of 'drama' in order to present to the CUE what they are looking for during the audit.

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- Once audit notices are received most universities find themselves running up and down to put things together in readiness for the audit.
 - Thus, some staff are made to work overnight, to ensure that their institution gives the best shot.

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- Besides, some university officials keep making inquiries with questions such as;-
 - What did they ask?
 - How can I get that?
 - Were they tough?
 - How long were their sessions?
 - Were you safe on that?



Research Problem

- The much hyped Internal Quality Assurance (IQA) systems could be a fallacy and superficial in universities
- This generated my interest for this simple study and prompted queries such as:-
 - Are there IQA mechanisms in universities?
 - Are the staff and students aware of IQA?
 - What are some of the quality aspects according to students and staff understanding?

LITERATURE REVIEW

- Lomas (2002) asserted that QA in higher education guarantees the improvement of standards and meets quality needs of students, employers, financiers and other stakeholder.
- Waweru (2007), quipped that the very success of an institution or its failure is depended on the human effort.
- Without people, material and financial resources are worthless (D'Souza, 1990)

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- Thus this paper explores the awareness and involvement of the staff and students in IQA with special focus of MIUC.
 - As an institution seeks quality it is important that staff members and students know what is involved.

METHODOLOGY

Study Area

- MIUC has had QA policy and active Quality Assurance Committee (QAC).
- MIUC has been audited several times by CUE



➤ MIUC, like any other functional university has continuously conducted:-

- collected and analyzed data on students' enrolment rates; Students' progress; Pass rates; Drop-out rates; Graduation rates.
- Student evaluation of staff and Course
- Review of Academic Programs
- Periodic evaluations of the activities
- Conducting surveys of the labour market experiences of MIUC graduates... etc



Scope of Study

- The study's primary concern is awareness and involvement of staff members and students in IQA mechanisms at MIUC
- 99 staff and 472 students.

Research Instrument and Design

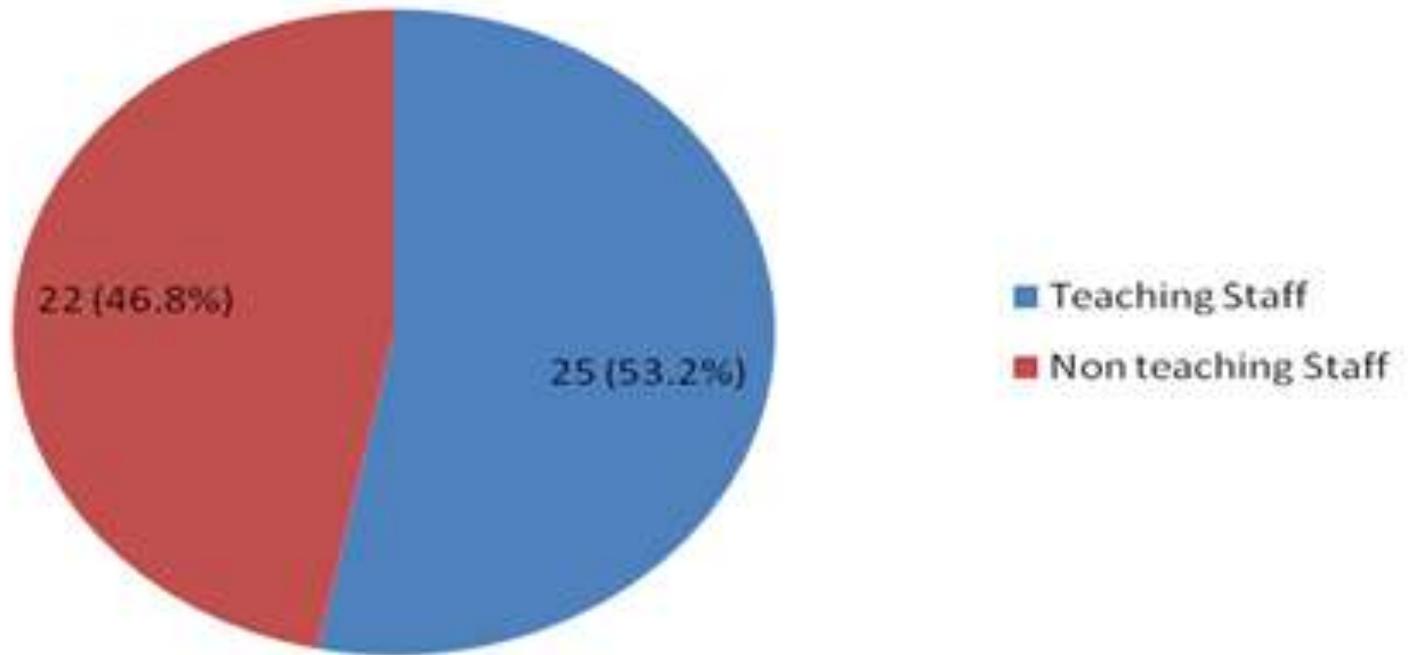
- The researcher carried out a survey.
- Random selection of research subjects, getting their views and generalizing the findings to the entire population.

RESULTS & DISCUSSION

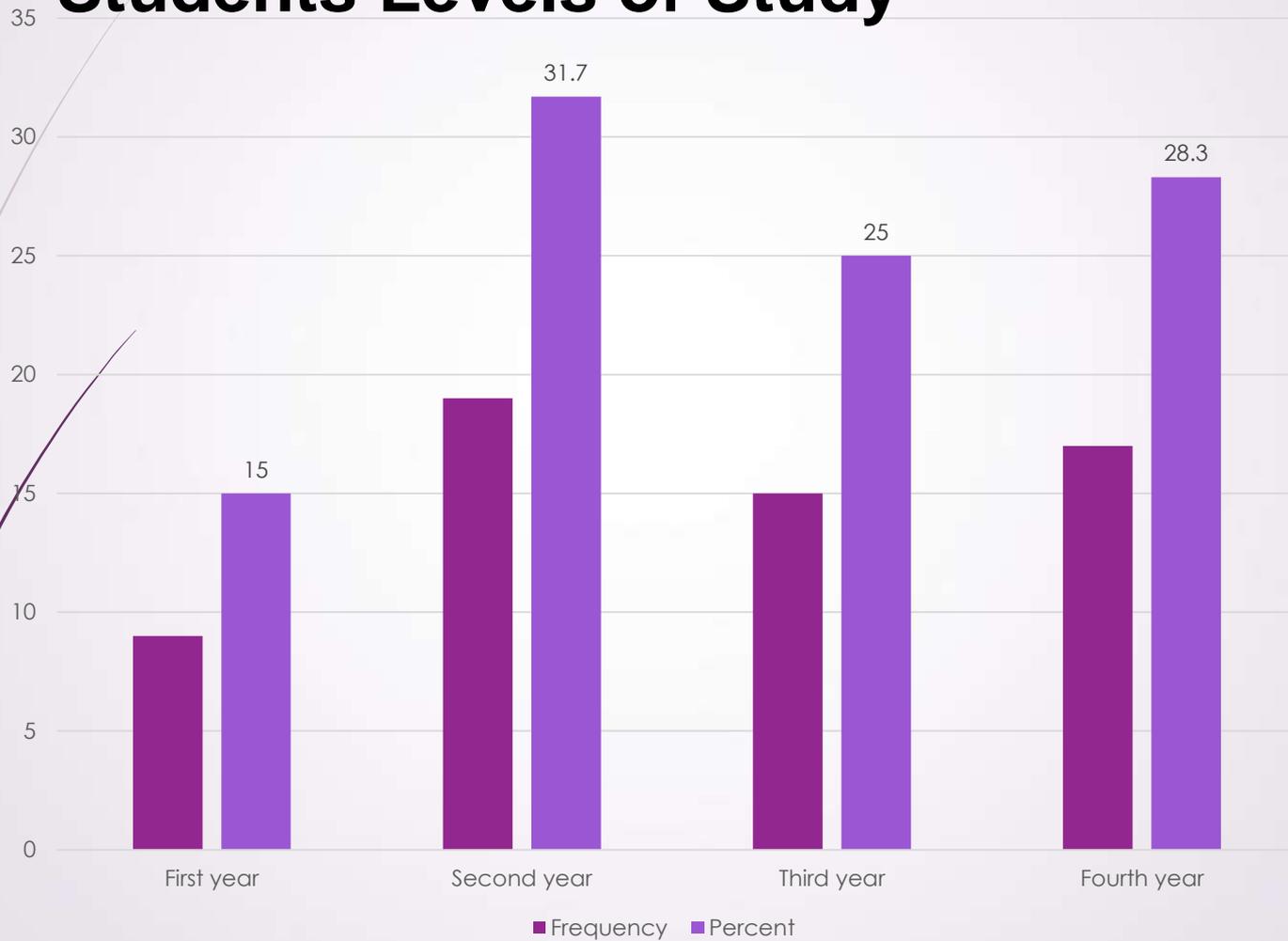
Demographic Information

- Of the staff who participated in the study 53.2% were teaching staff and 47.8% were non teaching staff.
- It was observed that the representation was distributive.
- Of the students 15.0% first years, 31.7% second years, 25.0% third years and 28.3% were fourth years.

Staff Category



Students Levels of Study





IQA Awareness

- That 68.1% staff members were aware of the IQA mechanisms available at MIUC while 29.8% were not aware, 2.1% did not answer the question.
- It was further revealed in the qualitative finding that some staff did not completely understand what IQA mechanisms meant.
- It may be assumed that these were some non teaching staff.

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- On the other hand 46.7% of the students were aware while most of them 51.7% were not aware of the IQA mechanisms available at MIUC
 - This was a cause for worry because it implied that most students didn't know when they were being given a raw deal



	Staff Members		Students	
	Frequency	%	Frequency	%
Yes	32	68.1	28	46.7
No	14	29.8	31	51.7
Missing Value	1	2.1	1	1.6
Total	46	100.0	60	100.0



IQA Mechanisms

- The findings revealed that students and staff members know a very small percentage of the MIUC IQA mechanisms.
- This is because the mentioned areas only cover three aspects in the MIUC QA policy.
 - Student evaluation of staff
 - course unit evaluation
 - review of academic programmes



Student and Staff Involvement

- 40% of students indicated that they were involved in filling lecturers' evaluation forms. This was relatively low level of involvement
- 53.2% of the academic staff indicated that they were involved in the moderation of semester examinations and results, monitoring student lecture attendance by ensuring that they sign in during lectures, mentoring students.

CONCLUSION & RECOMMENDATIONS

Conclusion

- ▶ The level of awareness of IQA is generally low in the university; lower among students than among staff
- ▶ The involvement of students and staff members in ensuring quality at MIUC is generally low because of their awareness
- ▶ There are still a lot of gaps in awareness and involvement quality issues in Universities at all levels



Recommendations

- There is need for more awareness in higher education institutions
- The awareness and involvement sensitization should engage both staff and students
- Consider developing a curriculum on quality assurance to be taught in universities.
- Quality should be an agenda of every meeting in institutions.

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THANK YOU