UNIVERSITY OF NAIROBI

DIRECTORATE OF QUALITY ASSURANCE ANNUAL REPORT FOR 2012/2013 ACADEMIC YEAR

Introduction

The Directorate of Quality Assurance was established in 2012 following a recommendation of a committee appointed by the Deputy Vice-Chancellor (Academic Affairs) to come up with ways to promote quality as a means to the achievement of the vision of the University of Nairobi. The mandate of the directorate is to identify and disseminate good practices within and from outside the university and to act as the change agent in developing quality culture in the institution.

Status updates

Establishment of the Directorate of Quality Assurance

In the year 2012/2013, University Management provided the physical facilities required to get the directorate operational. Renovation for office facility was completed and the essential physical infrastructure to accommodate the director, two quality assurance officers and secretarial personnel was made available. As a technical unit, getting the skilled manpower was, of course, not expected to be easy. The report of the committee that recommended the establishment of the directorate was very specific that the unit was not to be a mere secretariat for quality related activities but must have the technical personnel with specific skills on quality.

The University has appointed a director, a quality assurance officer and two office administrative personnel. Recruitment of a second quality assurance officer is in progress.

Quality Management Plan

A Quality Management plan integrating the Quality Assurance and Quality Control activities has been developed and dully approved. The plan integrates the quality issues with the University of Nairobi Strategic Plan 2013 – 2018 and prescribes two activity phases: "Current Quality Control Status determination" phase and Operational Phase.

The "Current Quality Control Status determination" phase involves development of quality control tools and Evaluation and Measurement instruments. The Operational phase involves institutionalization of the quality control tools and the measurement instruments that have been developed in the first phase.

Implementation of Quality Management Plan

As at the close of 2012/2013 Academic Year, the "Current Quality Control Status determination" phase has been completed. Specifically, the following tasks have been completed:

1. Stakeholder contact activities for the education services have been identified and a form for evaluating academic programmes based on these developed.

2. Instrument for evaluation of outcomes from students' perspective and measurement of the gap between the perspectives of the students and university internal perspective has been developed.

3. A sample of 53 degree programmes has been drawn using stratified sampling and the evaluation of the sampled programmes started.

Future Plans

Guided by the approved Quality Management Plan, the directorate is on course to complete the evaluation of the academic programmes and prepare a report on areas for improvement. Deployment of tools for Quality Assurance activities in the Operational phase of the Quality Management plan is expected to commence on or before the beginning of November 2013. Specific actions to drive success in this phase will include:

1. Recruitment of the Quality Assurance Officer (Programme Delivery) to carry out the Quality Assurance activities in the operational phase is expected to be completed by November 2013.

2. Appointment of a Deputy Director to carry out the duties set out in the unit structure and detailed in the Quality Management plan is expected during the academic year 2013/2014.