

<b>Subject</b>	Maintaining Quality within the Institution
<b>Module</b>	The Quality Cycle: Evaluating and Improving
<b>Topic</b>	3.1 Overview

---

**This text version is for your personal study only. Reproduction and/or redistribution is not allowed.**

**Please note that this is a text-only version. All links and animations are not activated in this version. It is recommended that you view the topic online for an interactive learning experience.**

## Table of Contents

1. Introduction
2. Module Overview
3. Objectives
4. Reading

### 1. Introduction



The process of evaluation, review and monitoring serves as a basis to judge the effectiveness of actions undertaken to maintain or improve quality. This module discusses the forms of evaluation, review and monitoring within the institutions. It discusses the various approaches and measures used for evaluation. It also describes the review policies, procedures and processes. This topic moves on to discuss the process for monitoring and finally it also considers the institutional KPIs which include data, time series and target settings.

### 2. Module Overview

Let us review the topics covered in this module.

#### **The Quality Cycle: Evaluating and Improving - Overview**

##### **Evaluating**

This topic discusses the evaluating aspect of the quality cycle and the various approaches and measures that can be used for evaluation.

##### **Review**

This topic describes the review policies, procedures and processes together with the review levels (e.g. Institutional, Faculty and Departmental reviews), activity area or thematic reviews and review frequency.

##### **Monitoring**

This topic discusses the processes for monitoring in association with the growth of Business Intelligence systems and data warehousing.

##### **Improving**

This topic considers the demonstration of time series improvement as a consequence of quality assurance and improvement activities. It also considers the improvement

<b>Subject</b>	Maintaining Quality within the Institution
<b>Module</b>	The Quality Cycle: Evaluating and Improving
<b>Topic</b>	3.1 Overview

---

by Operational Area (e.g. University, Faculty, Department, and Centre) and institutional KPIs including data, time series and setting targets.

### 3. Objectives

#### Objectives: The Quality Cycle: Evaluating and Improving

Upon completion of this module, you should be able to

- describe the evaluation aspect of quality cycle
- identify the various approaches and measures that can be used for evaluation
- describe the review policies, procedures and processes
- identify the differences between review and monitoring
- identify the institutional KPI including data, time series and target settings

### 4. Reading

#### Reading: General Reading and References

- Marsh, H. & Roche, L. (1997). [Making Students' Evaluations of Teaching Effectiveness Effective: The Critical Issues of Validity, Bias, and Utility](#). *American Psychologist*, 52(11), 1187 - 1197.
- Yorke, M & Longden, B. (2004). *Retention and Student Success in Higher Education*, Open University Press