Student

and

Quality Assurance

Institute of International Studies, Ramkhamhaeng University.

IIS-RU

INSTITUTE OF INTERNATIONAL STUDIES
RAMKHAMHAENG UNIVERSITY

Objective of Quality Assurance.

To maintain and raise the quality in institution in order to make higher education meet the need of their stakeholders : students, parent and society.

1. Internal Quality Assurance (IQA)

1.1 Overseen by the Office of the Ministry of Higher Education, Science, Research and Innovation, (MHESI THAILAND) or **สป.อว**

1.2. Responsible for devising components, indicators and quality standards that all education institutions must follow.

1.3. The assessment must be done every year.

2. External Quality Assurance (EQA)

2.1. Regulated by the office for national education standards and quality assessment (ONESQA) or **สมศ.** established in 2000.

2.2. Responsible for developing criteria and in dictators for external quality assessment.

2.3. The assessment must be made every 5 years.

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3. Why is QA important?

3.1

The quality levels of higher education institution and graduates to be inequitable, causing consider able losses to the country in the long run.

3.2

The establishment of the **'ASEAN Community'** necessitatescross-border educational services and student/graduate mobility and potential jobs. These issues require education quality guarantees.

3.3

Stakeholders (students, employers, parents, government **and the** general public) need to be provided with public information.

3.4

Higher education institutions need to build the confidence for the community that they can develop the body of knowledge and produce capable graduates in response to the country's development strategic plans.

3.5

The university must guarantee that the quality of their graduates at all levels and in all academic disciplines complies with the Thai Qualification Framework for Higher Education of 2009.

4. How can student participate?

4.1 Applying the P-D-C-A cycle to student's activities.

Example!

- **Pre-orientation.**
- **Integrated teaching and learning with the project,**
  - Student Development Activities,
  - The project of Academic Service for Social .
  - The project of promoting supporting of Art and Culture.

4.2 Assessing teachers' performance.

4.3 Completing questionnaires/surveys on student needs and satisfaction regarding the institute's service and management.
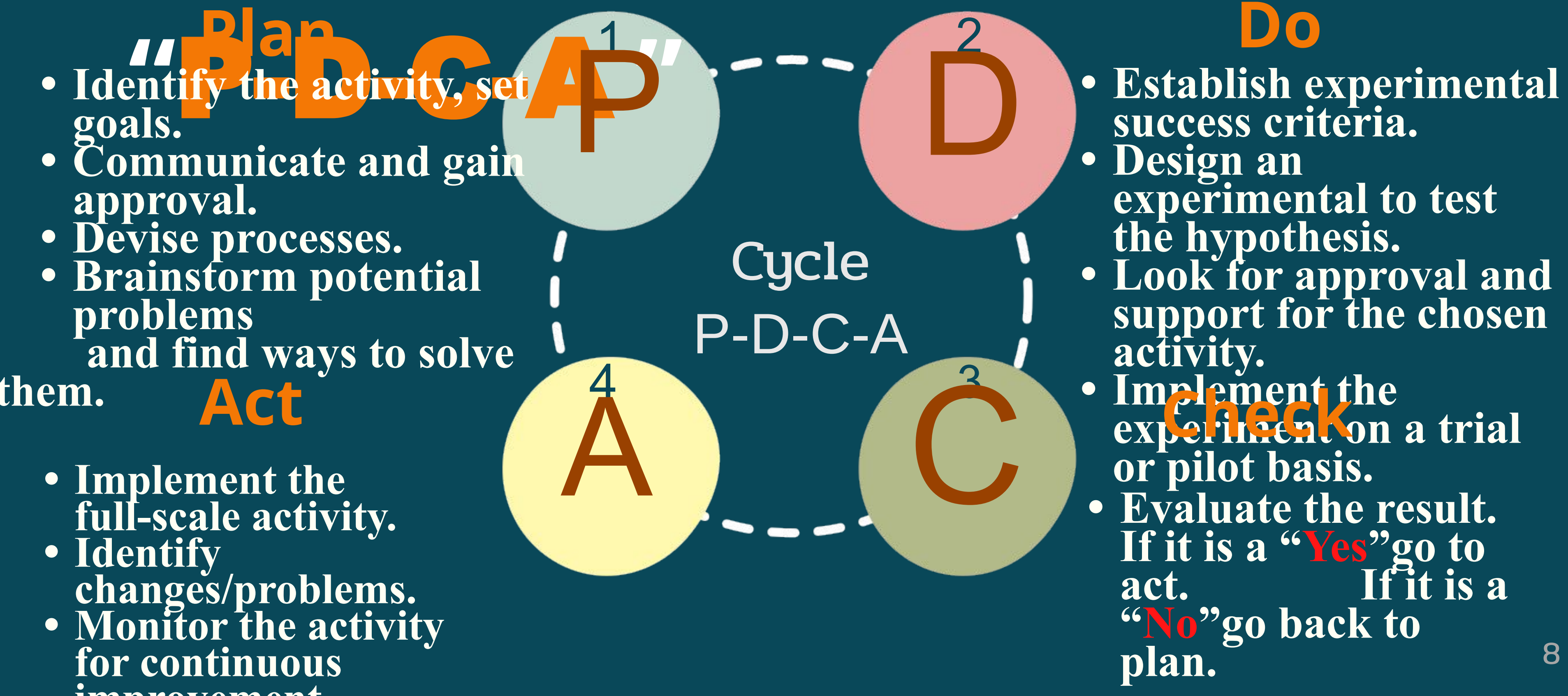
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Activities

5. What is the "PDCA"?

Plan

- Identify the activity, set goals.
- Communicate and gain approval.
- Devise processes.
- Brainstorm potential problems and find ways to solve them.

Act

- Implement the full-scale activity.
- Identify changes/problems.
- Monitor the activity for continuous improvement.

Do

- Establish experimental success criteria.
- Design an experimental to test the hypothesis.
- Look for approval and support for the chosen activity.
- Implement the experiment on a trial or pilot basis.

Check

- Evaluate the result. If it is a "Yes" go to act. If it is a "No" go back to plan.

P 1

D 2

A 4

C 3

Cycle
P-D-C-A

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Thank you
for your attention!

Reference.

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