AUN-QA
Factbook 2018
The History of AUN-QA and Structure of AUN-QA Network
The AUN-QA Assessors

AUN-QA Governance Structure

The AUN-QA Assessors

AUN-QA Professional Development Competency Model

<table>
<thead>
<tr>
<th>Level</th>
<th>AUN-QA Practitioner</th>
<th>AUN-QA Assessor</th>
<th>AUN-QA Lead Assessor</th>
<th>AUN-QA Expert</th>
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</thead>
<tbody>
<tr>
<td>Outcome</td>
<td>Ability to Implement AUN-QA Framework</td>
<td>Ability to Assess AUN-QA Framework</td>
<td>Ability to Lead AUN-QA Assessment</td>
<td>Ability to Train AUN-QA Professionals</td>
</tr>
<tr>
<td>Attitude</td>
<td>Strategic Management &amp; Quality Planning</td>
<td>Strategic Management &amp; Quality Planning</td>
<td>Strategic Management &amp; Quality Planning</td>
<td>Strategic Management &amp; Quality Planning &amp; Training Needs Analysis &amp; Evaluation</td>
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<tr>
<td>Skills</td>
<td>Conceptual</td>
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<tr>
<td>Skills</td>
<td>People</td>
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<tr>
<td>Skills</td>
<td>Technical</td>
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<td>Knowledge</td>
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<td>Skills</td>
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<tr>
<td>Skills</td>
<td>Attitude</td>
<td></td>
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</tr>
</tbody>
</table>

AUN-QA Framework (Programme and Institutional QA)

Quality Management Concepts and Principles

Learning Outcomes, Teaching & Learning, Student Assessment, Curriculum Design & Development and Educational Trends

Professionalism (including English Language) and Ethics

TOTAL of **87** AUN-QA Assessors

28 Lead Assessors

59 Junior Assessors

#asofMarch2018
Total Number of Countries accepted as Associate Members per year

#asofMarch2018

Total Number of Universities accepted as Associate Members per year

#asofMarch2018
2
THE AUN-QA Framework
AUN-QA Framework Alignment with ASEAN Quality Assurance Framework (AQAF)

<table>
<thead>
<tr>
<th>AQAF</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 External QA Agency</td>
<td>Guidelines for AUN-QA Assessment and Assessors</td>
</tr>
<tr>
<td>2 External QA Standards Processes</td>
<td>AUN-QA Framework for Program Level</td>
</tr>
<tr>
<td>3 Internal QA</td>
<td>AUN-QA Framework for Institutional Level</td>
</tr>
<tr>
<td>4 National Qualifications Framework</td>
<td></td>
</tr>
</tbody>
</table>

The AUN-QA Framework for higher education institution comprises strategic, systemic and functional QA as show below:

1. Stakeholders’ Needs
2. Program Specification
3. Program Structure & Content
4. Teaching & Learning Approach
5. Student Assessment
6. Academic Staff Quality
7. Support Staff Quality
8. Student Quality & Support
9. Facilities & Infrastructure
10. Quality Enhancement
11. Output
12. Quality Assurance and (Inter)national benchmarking
### Stakeholders’ Needs

<table>
<thead>
<tr>
<th>Strategic QA</th>
<th>Systemic QA</th>
<th>Systemic QA</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Policies for Education, Research and Service</td>
<td></td>
<td>17. Student Services and Support</td>
<td></td>
</tr>
<tr>
<td>6. Human Resources Management</td>
<td></td>
<td>Research</td>
<td></td>
</tr>
<tr>
<td>7. Financial &amp; Physical Resources Management</td>
<td></td>
<td>Service</td>
<td></td>
</tr>
</tbody>
</table>

### Quality Assurance and (Inter)national Benchmarking

- A Transnational QA Framework

The AUN wishes to thank Mr. Johnson Ong Chee Bin for his contributions in writing up these publications.
3

THE AUN-QA OPERATIONS
The PDCA of Assessment Process

Act
- Assessment Report & Recommendations
- Assessment Feedback

Plan
- Types of Assessment
- Assessment Team
- Schedule & Itinerary

Check
- Report Preparation
- Presentation of Assessment Findings

Do
- Desktop Assessment
- Site Assessment
AUN-QA PROGRAMME ASSESSMENT

1. Submit self-assessment report (SAR) to AUN-QA Secretariat and assessors
2. On-site Visit
   2.1 Facilities Visit
   2.2 Interview
      2.2.1 Key Faculty Members, Head of Study Programme, Administrative Staff, and SAR Team
      2.2.2 Academic Staff
      2.2.3 Support Staff
      2.2.4 Students
      2.2.5 Employers
      2.2.6 Alumni
3. Clarification with Head of Study Programme and SAR Team
4. Preliminary Result Presentation
5. Assessor team continues with final report and submit final report to AUN-QA Secretariat
6. AUN-QA Secretariat verifies integrity of report and submit the report to University for feedback
7. University receives report and feedback form. Feedback form is to be completed by assessed programme and submit back to AUN-QA Secretariat
8. Feedback is submitted to Assessor and Assessor confirms that there will be no alterations to the report after receiving feedback
9. Assessment report and certificate(s) are issued to University.
**AUN-QA Institutional Assessment**

1. Submit self-assessment report (SAR) & programme template to AUN-QA Secretariat and assessors (At least 3 months before site-visit)

2. On-site visit
   - 2.1 Facilities Visit
   - 2.2 Interview with selected interviewees as requested by assessors

3. Clarification with President, Vice-President/Rector, Vice-Rector, and Vice-Chancellor

4. Preliminary Result Presentation

5. Assessor team continues with final report and submit final report to AUN-QA Secretariat

6. AUN-QA Secretariat verifies integrity of report and submit the report to University for feedback

7. University receives report and feedback form. Feedback form is to be completed by assessed programme and submit back to AUN-QA Secretariat

8. Feedback is submitted to Assessor and Assessors confirms that there will be no alterations to the report after receiving feedback

9. Assessment report and certificate(s) is issued to University

* contribution from Assoc. Prof. Dr. Tan Kay Chuan (NUS)
**AUN-QA Trainings**

**Tier 1**
- AUN-QA Training Course for Accomplishing Programme Assessment

**Tier 2**
- Assessors Training Workshop for AUN-QA Programme Assessment

**Tier 3**
- AUN-QA Training Course for Accomplishing Institutional Assessment

**AUN-QA Meetings**

- AUN-QA Chief Quality Officers’ Meeting
- AUN-QA Council Meeting
- AUN-QA Assessor’ Meeting
- AUN-QA International Conference
Results
Phase I = 3 Trainings
Phase II = 3 Trainings

Training Category: 1
Regular Programmes
- Tier 1: 23 trainings
- Tier 2: 6 trainings
- Tier 3: 1 training

Training Category: 2A
Special Programmes
- Official request by the Government of ASEAN Member States
  - Tier 1: 4 trainings
  - Tier 2: 1 training
  - Tier 3: 1 training

Training Category: 2B
ADB-Funded Programmes
- Phase I = 3 Trainings
- Phase II = 3 Trainings

Training Category: 3
Country-Based Local Trainings
- Special Request with Local Trainers
  - 2 trainings

361 Study Programmes
from 10 Countries

6 Institutional Assessments
1. Vietnam National University, Hanoi, Viet Nam
2. De La Salle University, The Philippines
3. Universitas Indonesia, Indonesia
4. Vietnam National University, Ho Chi Minh City, Viet Nam
5. Universiti Gadjah Mada, Indonesia
6. Universiti Malaysia, Malaysia

9 Publications

87 Assessors

97 AUN Member Universities
67 AUN-QA Associate Member Universities

Number of study programmes assessed
6 Assessments
19 Assessments
52 Assessments
168 Assessments
13 Assessments
4 Assessments
54 Assessments
### Number of Programme Assessments conducted per year

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Programme Assessments per Year</th>
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<tr>
<td>2007</td>
<td>1</td>
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<td>2016</td>
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**TOTAL**: 126 Assessments

### Number of Study Programmes conducted per year

<table>
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**TOTAL**: 361 Programmes

### Number of Universities assessed per year

<table>
<thead>
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<td>2014</td>
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<tr>
<td>2015</td>
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</table>

**TOTAL**: 37 Universities
### Number of Assessments conducted by country

<table>
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<tbody>
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<td>The Philippines</td>
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<td>Thailand</td>
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<tr>
<td>Viet Nam</td>
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### Number of Study Programmes assessed by country

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
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<tbody>
<tr>
<td>Indonesia</td>
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<td>Malaysia</td>
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<tr>
<td>The Philippines</td>
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<tr>
<td>Thailand</td>
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</tr>
<tr>
<td>Viet Nam</td>
<td>5</td>
</tr>
</tbody>
</table>

#byendof2018
6 Institutional Assessments

1st
Vietnam National University, Hanoi, Viet Nam

2nd
De La Salle University, The Philippines

3rd
Universitas Indonesia, Indonesia

4th
Vietnam National University-Ho Chi Minh City, Viet Nam

5th
Universitas Gadjah Mada, Indonesia

6th
Universiti Malaya, Malaysia

#byendof2018
AUN-QA Trainings
Category 1: Regular Programmes

Tier 1

AUN-QA Training Course for Accomplishing Programme Assessment

Number of Participants per year

TOTAL OF 740 PARTICIPANTS

#asofMarch2018
Assessors Training Workshop for AUN-QA Programme Assessment

Number of Participants per year

Tier 2 Number of Participants

TOTAL OF 169 PARTICIPANTS #asofMarch2018

Total Number of Participants by country

- Brunei
- Cambodia
- Indonesia
- Malaysia
- The Philippines
- Thailand
- Viet Nam

Tier 2 Number of Participants by country

TOTAL OF 169 PARTICIPANTS #asofMarch2018
Tier 3

AUN-QA Training Course for Accomplishing Institutional Assessment

1st batch conducted in 2017

- 31 Participants
- 12 Universities
- 4 Countries

Tier 3 Number of Participants by country

- 10 Thailand
- 12 Viet Nam
- 7 Indonesia
- 2 The Philippines

#asofMarch2018