



U N I B E N Q A NEWSLETTER

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Quality Assurance

Quality Assurance

Quality assurance (QA) enables a university/faculty/department/school/ program and its members to:

- Bring internal benefits to the university/faculty/department/ school/program and the staff.
- Bring external benefits to the students and the reputation of the institution.
- Continuously improve themselves, the students, and the work of the university. Continuous improvement is both the medium and outcome of quality assurance.
- Serve accountability and accreditation requirements.
- Enhance the reputation of the faculty/department/school/university, and meet external demands for demonstrating quality, quality assurance and quality enhancement.

UNIBEN Quality Assurance Policy

The purpose of the University of Benin quality assurance policy is to maintain and enhance the quality of core activities of teaching, learning and research; and to promote service delivery to our community as well as the national and international community.

Functions of the UNIBEN Directorate of Quality Assurance (DQA)

The Directorate of Quality Assurance (DQA) was established to coordinate the quality assurance policies of the University of Benin, thereby developing a culture of quality and excellence that permeates all aspects of the University for the benefit of its students, staff, national, and international communities. It involves:

- Monitoring the implementation of the University's strategic plan while ensuring that the quality assurance and enhancement activities remain closely aligned to and compliant with the university's strategic objectives and mission.
- Developing, applying, and periodically reviewing the quality benchmarks/parameters for various academic and administrative activities of the University.
- Developing and ensuring the implementation of appropriate procedures for the identification, assessment and management of risks in order to safeguard and sustain the integrity of the university's academic excellence.
- Developing self-assessment strategies to encourage self-assessment of programmes and staff of the University of Benin.
- Coordinating training of staff in line with global standards of quality; Providing tools for systematic coordination of quality assurance and improvement strategies.
- Providing feedback mechanisms for students, employers, and other stakeholders on quality assurance issues.
- Organizing inter and intra institutional workshops, seminars on Quality Assurance related themes.
- Preparing check lists of procedures for performance evaluation; Monitoring and assessing quality, adequacy, currency of facilities and resources in Departments, Faculties, Schools and Institutes.

Quality Assurance Focus

Quality Assurance Policy on the University Brand

Preamble

The quality of our university is first judged by the image it projects to the society. The University prides itself as being a model institution for higher learning that ranks among the best in the world and as such is one of the most sought after in Nigeria. It is therefore imperative to maintain and enhance the qualities that reflect this image and project it to society.

Policy

To ensure that all Department and Units in the University pursue excellence in order to promote the image of the University as a citadel of knowledge that meets society's needs effectively, with integrity and professionalism.

Objectives

1. To project the University as a center of excellence in learning, research and service delivery.
2. To ensure that service delivery by all Departments and Units project a positive image of the University.
3. To sensitize staff and students on the need to project a positive image of the University.
4. To inculcate in staff a sense of pride in the University.

Strategies

1. Ensuring that the University website is constantly updated, user-friendly and meets the needs of users and reflects the image of the University adequately.
2. Ensuring that all Departments and Units that interface directly with the public are effective and efficient and reflect a positive image of the University.
3. Ensuring that all University personnel who attend to visitors, guests and the public comport themselves in a way that reflect the University positively.
4. Creating awareness among staff, students and stakeholders about all positive activities going on in the University.
5. Encouraging Units and Departments to create mementoes and branded souvenirs that reflect the University positively.
6. Publicizing the University Mission and Vision Statement and Monitoring compliance with Mission and Vision Statement.
7. Identifying and rewarding Departments and Units that are most effective in implementing University policies.

Quality Assurance Update

Handbook

A Quality Assurance Best Practices Handbook is currently being drafted and a user-friendly version will be accessible online within the next 6 months. We will keep you updated as to its progress.

Evaluations

Annual Self-Evaluation Documents (ASEDs) are currently being completed by all units in the University. The completed ASED would contain a detailed SWOT analysis of each of the units, with measurable Action Plans that would be monitored and evaluated by the Quality Assurance Directorate. Following the submissions, the DQA would produce a synthesis report summarising all the SWOT analyses and outcomes from the Action Plans. Further recommendations/proposals would also be made where necessary.

Online evaluations are also ongoing for staff, students, and alumni on the QA webpage (qa.uniben.edu)

Useful Information and Links

The QA policy, ASEDs and other QA related resources are available on qa.uniben.edu

Contact the Directorate of Quality Assurance via email: quality.assurance@uniben.edu

The UNIBEN Quality Assurance Office is located in the Senate Chambers, behind the Vice Chancellor's Office.