The History of AUN-QA and Structure of AUN-QA Network
AUN-QA Initiated by 4th AUN - BOT Meeting

- 1st Chief Quality officers Meeting

2000

2004

Draff AUN-QA Manual

2006

1st AUN-QA Programme Assessment at Universiti Malaya

2008

1st Training of New AUN-QA Assessors

1998

Bangkok Accord on AUN-QA

2000

Endorsement, AUN-QA Guidelines V.1.0

2001

Draft AUN-QA Manual

2004

Endorsement, AUN-QA Manual V.1.0

2005

1st AUN-QA Programme Assessment at Universiti Malaya

2007

1st Training of New AUN-QA Assessors

2011

- Guide to AUN-QA Training Course for Accomplishing Programme Assessment (Tier 1)

2012

- Guide to AUN-QA Assessment at Programme Level V.2.0

2013

AUN-ADB Project for CLM Countries

2015

- 1st AUN-QA Training Course for Accomplishing Programme Assessment (Tier 2)

2016

Endorsement, Guide to AUN-QA Assessment at Programme Level V.3.0

2017

- 1st AUN-QA International Conference

2018

- 1st AUN-QA Training Course for Accomplishing Institutional Assessment (Tier 3)

- AUN-QA Institutional Assessment

2018

- 1st AUN-QA Training Course for Accomplishing Programme Assessment (Tier 2)
AUN-QA Governance Structure

Board of Trustee
- AUN-QA Technical Team
- AUN Executive Director
- AUN-QA Secretariat
- AUN-QA Council
  - (Minimum of 8 persons)
  - 1 Chairperson
  - 3 Deputy Chairperson and Council Members
- Chief Assessor
- Lead Assessor
- Assessor

CQOs’ Meeting
- (From Members)

The AUN-QA Assessors
- Total of 87 AUN-QA Assessors
- 28 Lead Assessors
- 59 Junior Assessors

#asofMarch2018

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>Skills &amp; Knowledge</td>
<td>Conceptual</td>
<td>People</td>
<td>Technical</td>
<td>Quality</td>
</tr>
<tr>
<td></td>
<td>Strategic Management &amp; Quality Planning</td>
<td>Team Management Stakeholders Interview</td>
<td>IQA &amp; SAR Development and Implementation</td>
<td>Quality Management Concepts and Principles</td>
</tr>
<tr>
<td></td>
<td>Team Leadership &amp; Conflict Management</td>
<td>Team Management Stakeholders Interview</td>
<td>AUN-QA Guidelines Assessment Planning</td>
<td>Learning Outcomes, Teaching &amp; Learning, Student Assessment, Curriculum Design &amp; Development and Educational Trends</td>
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<td>Cultural Sensitivity</td>
<td>Cultural Sensitivity</td>
<td>AUN-QA Guidelines Assessment Planning</td>
<td>Professionalism (including English Language) and Ethics</td>
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<td>Cultural Sensitivity</td>
<td>AUN-QA Guidelines Assessment Planning</td>
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<td>AUN-QA Guidelines Assessment Planning</td>
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</tr>
</tbody>
</table>

Attitude
- Professionalism (including English Language) and Ethics
Total Number of Universities accepted as Associate Members per year

#asofMarch2018

Total Number of Countries accepted as Associate Members per year

#asofMarch2018

AUN-QA Family

#asofMarch2018

Associate Members of AUN-QA Networks

Number of Universities

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

The AUN–QA Framework for higher education institution comprises strategic, systemic and functional QA as shown below.

1. External QA Agency
2. External QA Standards & Processes
3. Internal QA
4. National Qualifications Framework

AUN-QA Framework
- Guidelines for AUN-QA Assessment and Assessors
- AUN-QA Framework for Program Level
- AUN-QA Framework for Institutional Level

The AUN–QA Framework for Programme Level

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
11. Quality Assurance and (Inter)national benchmarking

The AUN–QA Assessment Guidelines for Assessors and Assessors at Programme Level

The AUN–QA Assessment at Programme Level

AUN-QA Assessment at Programme Level

AUN-QA Assessment at Institutional Level

AUN-QA Framework
### Stakeholders' Needs

<table>
<thead>
<tr>
<th>Strategic QA</th>
<th>Systemic QA</th>
<th>Results</th>
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</thead>
<tbody>
<tr>
<td>2. Governance</td>
<td>10. Internal and External QA Assessment</td>
<td>23. Research Results</td>
</tr>
<tr>
<td>3. Leadership and Management</td>
<td>11. QA Information Management</td>
<td>24. Service Results</td>
</tr>
<tr>
<td>5. Policies for Education, Research and Service</td>
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<td></td>
</tr>
<tr>
<td>6. Human Resources Management</td>
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<td></td>
</tr>
<tr>
<td>7. Financial &amp; Physical Resources Management</td>
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</tr>
<tr>
<td>8. External Relations &amp; Networks</td>
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</tbody>
</table>

### Quality Assurance and (Inter)national Benchmarking

<table>
<thead>
<tr>
<th>Systemic QA</th>
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</thead>
<tbody>
<tr>
<td>13. Student Recruitment and Admission</td>
</tr>
<tr>
<td>14. Curriculum Design and Reviews</td>
</tr>
<tr>
<td>15. Teaching and Learning</td>
</tr>
<tr>
<td>16. Student Assessment</td>
</tr>
<tr>
<td>17. Student Services and Support</td>
</tr>
<tr>
<td>Research</td>
</tr>
<tr>
<td>18. Research Management</td>
</tr>
<tr>
<td>20. Research Collaboration and Partnerships</td>
</tr>
<tr>
<td>Service</td>
</tr>
<tr>
<td>21. Community Engagement and Service</td>
</tr>
</tbody>
</table>

### Results

| 22. Educational Results |
| 23. Research Results |
| 24. Service Results |
| 25. Financial & Market Results |

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The AUN wishes to thank Mr. Johnson Ong Chee Bin for his contributions in writing up these publications.
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 Clarification with President, Vice-President/Rector, Vice-Rector, and Vice-Chancellor.
   2.2 Facilities Visit
   2.3 Interview with selected interviewees as requested by assessors.


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

5. AUN-QA Secretariat verifies integrity of report and submit final report to University for feedback.

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

7. Feedback is submitted to Assessors. Feedback is confirmed that there will be no new feedback after receiving feedback.

8. Feedback is submitted to Assessors. Feedback is confirmed that there will be no new feedback after receiving feedback.

9. Verification of 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

AUN-QA Chief Quality Officers’ Meeting

Tier 2

Assessors Training Workshop for AUN-QA Programme Assessment

AUN-QA Council Meeting

Tier 3

AUN-QA Training Course for Accomplishing Institutional Assessment

AUN-QA Assessor’ Meeting

AUN-QA International Conference
Results
Phase I = 3 Trainings
Phase II = 3 Trainings

361 Study Programmes
#byenaoof2018

1545 from 10 Countries
#asofMarch2018

87 Assessors

9 Publications

6 Institutional Assessments

6 Assessments
Indonesia
52 Assessments
Vietnam
168 Assessments

19 Assessments
The Philippines

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

97 AUN Member Universities

67 AUN-QA Associate Member Universities
**AUN-QA Programme Assessment**

**Number of Programme Assessments conducted per year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Assessments</th>
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<td>2017</td>
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<tr>
<td>2018</td>
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</table>

**TOTAL**

- Total Number of Programme Assessments: **126** Assessments
- Total Number of Study Programmes: **361** Programmes
- Total Number of Universities: **37** Universities

**Number of Study Programmes conducted per year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Programmes</th>
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<tbody>
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**Number of Universities assessed per year**

<table>
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<tr>
<th>Year</th>
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<td>2017</td>
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<td>2018</td>
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</tbody>
</table>

#byendof2018
Number of Assessments conducted by country

- Indonesia: 52
- Malaysia: 44
- The Philippines: 19
- Thailand: 6
- Viet Nam: 5

Number of Study Programmes assessed by country

- Indonesia: 168
- Malaysia: 145
- The Philippines: 13
- Thailand: 112
- Viet Nam: 14

#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

AUN-QA Training Course for Accomplishing Programme Assessment

Tier 1

Number of Participants per year

<table>
<thead>
<tr>
<th>Year</th>
<th>2011</th>
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</tbody>
</table>

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

#asofMarch2018
Tier 3 Number of Participants by country

1st batch conducted in 2017

- Participants: 31
- Universities: 12
- Countries: 4

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

#asofMarch2018