



**JARAMOGI OGINGA ODINGA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**DOCUMENT:**                      **PROCEDURE FOR QUALITY ENHANCEMENT AND ASSURANCE**

**DOC. NO.:**                      **JOOUST/VC/QEA /31**

**AUTHORIZED BY:**              **VICE-CHANCELLOR**              **SIGNATURE:**

**ISSUED BY:**                      **DIRECTOR**                      **SIGNATURE:**  
**QUALITY ENHANCEMENT AND ASSURANCE**

**0.1 DOCUMENT DISTRIBUTION**

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**0.2 DOCUMENT CHANGES**

<b>DATE</b>	<b>CHANGES</b>	<b>AUTHORIZED BY</b>
27/04/2012	Added time limits to the procedure methods to make them efficient, effective and measurable.	
29/4/2013	Procedure reviewed to reflect the change of status from BUC to JOOUST	
25/10/2013	Reviewed Method 6.2.	

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30/4/2015 Removed method on Performance Contracting

Procedure reviewed for adequacy and re-issued



**1.0 Purpose:** To ensure the delivery of quality services by the University.

**2.0 Scope:** This procedure covers delivery of quality services in teaching and examinations

- 3.0 References:**
- 3.1 ISO 9001:2008 Standard
  - 3.2 CUE Standards
  - 3.3 JOOUST Quality Manual
  - 3.4 JOOUST Quality Enhancement and Assurance Policy
  - 3.5 JOOUST Statutes
  - 3.6 JOOUST Student Rules and Regulations

**4.0 Terms and Definitions**

- 4.1 **Directorate:** Directorate in JOOUST
- 4.2 **QMR:** Quality Management Representative
- 4.3 **VC:** Vice-Chancellor
- 4.4 **DVC:** Deputy Vice-Chancellor
- 4.5 **Senate:** Top University Academic decision making organ
- 4.6 **BUC:** Bondo University College.
- 4.7 **JOOUST:** Jaramogi Oginga Odinga University of Science and Technology
- 4.8 **School/Faculty:** School/Faculty of the University established under the Statutes.
- 4.9 **QEA:** Quality Enhancement and Assurance
- 4.10 **CUE:** Commission for University Education
- 4.11 **FHS:** Functional Heads(DVC,Deans,Directors, Registrars, Heads of Sections/Units, Chairpersons of Departments)

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**5.0 Responsibility:** The Director Quality Enhancement and Assurance shall be responsible for the effective implementation of this procedure.

**6.0 Methods**

**6.1 Enhancing and Assuring Quality**

- 6.1.1 Director shall receive CUE Standards and other relevant statutory and regulatory requirements from VC through DVC (AA).
- 6.1.2 The Director shall ensure that University policies and regulations on teaching and examinations are established, approved and aligned to CUE Standards and other regulatory requirements.
- 6.1.3 The Director shall ensure that the standards are implemented at all functional levels.
- 6.1.4 The Director shall monitor the implementation of the policies and submit a status report bi-annually to the VC for action.

**6.2 Course Evaluation:**

- 6.2.1 The Director Quality Enhancement and Assurance shall develop and distribute course evaluation forms to the Deans/CoD.
- 6.2.2 SA shall administer the forms to the students two weeks to the beginning of examinations.
- 6.2.3 SA shall analyze the forms and submit the report to the Director Quality Enhancement and Assurance through the Deans/CoD at the end of each semester.
- 6.2.4 The Director QEA shall compile the report and forward it to the VC for action.

**6.3 External Moderation of Courses:**

- 6.3.1 The Director shall invite the external examiners and facilitate external course moderation at the end of each academic year.
- 6.3.2 The Director shall receive external moderation of examination and courses reports from the external examiners upon completion of the exercise.

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- 6.3.3 The Director shall receive observations from the Deans/CoD on the external moderation of examination and courses reports as discussed by the School Board of examiners.
- 6.3.4 The Director shall compile a report on external moderation of examination and courses reports external and forward to the VC for action.

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