



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

DOCUMENT: PROCEDURE FOR QUALITY ENHANCEMENT AND ASSURANCE

DOC. NO.: JOOUST/VC/QEA /OP 06

AUTHORIZED BY: VICE-CHANCELLOR

SIGNATURE:

ISSUED BY: DIRECTOR

SIGNATURE:

QUALITY ENHANCEMENT AND ASSURANCE

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1.0 Purpose:

To ensure delivery of quality teaching and training services.

2.0 Scope:

This procedure covers delivery of quality services in teaching, training, evaluation and administration of examinations.

3.0 References:

- i. ISO 9001:2015 Standard
- ii. CUE Standards and Guidelines
- iii. JOOUST Quality Manual
- iv. JOOUST Quality Enhancement and Assurance Policy
- v. JOOUST Statutes
- vi. JOOUST Student Rules and Regulations

4.0 Abbreviations, Acronyms and Definitions

- i. **CUE:** Commission for University Education
- ii. **DVC(AA):** Deputy Vice-Chancellor (Academic Affairs)
- iii. **DVC (PAF):** Deputy Vice-Chancellor (Planning, Administration & Finance)
- iv. **DVC (RIO):** Deputy Vice-Chancellor (Research, Innovation and Outreach)
- v. **FHS:** Functional Heads (DVC, Deans, Directors, Registrars, Heads of Sections/Units, Chairpersons of Departments)
- vi. **JOOUST:** Jaramogi Oginga Odinga University of Science and Technology
- vii. **QEA:** Quality Enhancement and Assurance
- viii. **QMR:** Quality Management Representative
- ix. **School/Faculty:** School/Faculty of the University established under the Statutes.
- x. **Senate:** Top University Academic decision making organ
- xi. **VC:** Vice-Chancellor

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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 and DVC (AA).
- 6.1.2 The Director shall ensure that University policies and regulations on teaching and examinations are established, aligned to CUE Standards and other regulatory requirements and duly approved.
- 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 School Administrators shall administer the forms to the students two weeks to the beginning of examinations.
- 6.2.3 School Administrators shall analyze the forms and submit the report and duly filled forms 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 a report and submit 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 papers and script reports as discussed by the School Board of examiners.
- 6.3.4 The Director shall take note of the observations from the School Board of Examiners and monitor their implementation as appropriate
- 6.3.5 The Director shall compile a report on external moderation of examination reports and forward to the VC for action.

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