




The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR COURSE EVALUATION (CUEA/DVC ACD/DQA/01)	DIRECTOR OF QUALITY ASSURANCE
	NO. OF APPENDICES:
	3 (THREE) (A-C)
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
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NOTE: <ol style="list-style-type: none"> Write amendments on the page provided (Clause 0.2) Controlled copies of this document will be in the Deputy Vice Chancellor – Academic Affairs and Directorate of Quality Assurance Office 	

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0. CONTENTS AND RECORD OF CHANGES

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0.2 Record of Changes

No.	Date	Details of Changes		Authorization
	<i>(dd-mm-yy)</i>	<i>Page</i>	<i>Clause/subclause</i>	<i>Title</i>
1	08-01-2019	All	Review of procedure to adhere to ISO 9001:2015 QMS Requirements	DQA

0.3 Distribution / Circulation

This Standard operating Procedure available at relevant functions for authorized users


1.0 PURPOSE

This procedure is a summary description of the methodology employed by the Directorate of Quality Assurance in evaluating the effectiveness of the teaching learning process.

2.0 SCOPE

This procedure is applicable to both full time and part time lecturers at CUEA.

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3.0 REFERENCES

This procedure makes references to the following:

- 3.1 CUEA Quality Management Manual
- 3.2 CUEA Mandatory procedures. (QMPs)
- 3.3 ISO 9001:2015 Standard
- 3.4 Programme of Study


4.0 DEFINITION OF TERMS

- 4.1 Faculty – Members of academic staff teaching given courses
- 4.2 Department –A division within the academic faculty
- 4.3 Degree – An award conferred to a recipient upon satisfactory completion of the course of study.
- 4.4 Course Code: Alphabetical and numeric characters used to denote a given course
- 4.5 Course Title: The name of unit/ class one is taking
- 4.6 Trimester - Academic term comprising a third of an academic year
- 4.7 Academic Year - the annual period of sessions of an educational institution usually beginning in August and ending in July of the following year.
- 4.8 CUEA: Catholic University of Eastern Africa
- 4.9 DQA: Directorate of Quality Assurance
- 4.10 AO: Administrative Officer.
- 4.11 HOD: Head of Department.
- 4.12 Rev: Review
- 4.13 No: Number
- 4.14 Unit Representative

5.0 PRINCIPAL RESPONSIBILITIES

- 5.1 The Director of Quality Assurance has the overall responsibility of ensuring timely conduct of course evaluation exercise and provision of feedback to the relevant stakeholders. He/she shall also coordinate the implementation of the recommendations of the reports.

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- 5.2 The Deans of Faculty shall coordinate implementation of the recommendations at Faculty level.
- 5.3 The Heads of Academic Departments shall oversee the implementation of the recommendations of the reports at departmental level.

6.0 METHOD

- 6.1 The Director/Deputy Director of Quality Assurance shall coordinate the formulation of course evaluation (CUEA/DVC ACD/ and Receipt (CUEA/DVC ACD/DQA/01/02) forms.
- 6.2 The Data Analyst shall prepare course evaluation form and receipt form.
- 6.3 The Director/Deputy Director of Quality Assurance shall review the forms, approve and send them back to the Administrative Officer who shall in turn forward them to the Data Analyst.
- 6.4 If approved the Data Analyst shall distribute the course evaluation and Receipt forms to Head of Department who shall fill in the receipt form and make enough copies of course evaluation forms for each course unit on offer.
- 6.5 The HODs shall issue the course evaluation forms to Unit Representatives to administer to students two weeks to the end of lectures.
- 6.6 The HOD shall receive duly completed course evaluation forms from the Unit Representatives not later than the last day of lectures.
- 6.7 The HOD shall submit the completed course evaluation forms together with course evaluation receipt form to DQA Office not later than the last week of every trimester.
- 6.8 The Data Analyst shall verify the number of courses vis-à-vis the number shown on the receipt form, sign and stamp, indicating the date they were received.

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- 6.9 The Data Analyst shall analyze the data obtained from the forms and prepare reports (CUEA/DVC ACD/DQA/01/fm 02) and forward to the Administrative Officer.
- 6.9.1 If the report is adequate, the Administrative Officer shall forward to the Director/ Deputy Director for approval.
- 6.9.2 If the report is inadequate, the Administrative Officer shall return it to the Data Analyst for review.
- 6.9.3 If the report is satisfactory, the Director/ Deputy Director shall approve.
- 6.9.4 If the report is not satisfactory the Director/Deputy Director shall recommend corrections and return to the Data Analyst.
- 6.10 If approved, the Data Analyst shall email the copies to Head of the department for distribution to the respective lecturer and carbon copy the Dean of Faculty, the DVC Academic and The Vice Chancellor.

Note: The course evaluation shall be analyzed within eight weeks of their submission to DQA/CMR.

Obsolete course evaluation forms shall not be analyzed.

The Campus Management Representatives shall Coordinate processing of the Evaluation Reports at the Campuses.

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7.0 APPENDICES

7.1 CONTEXT

7.1.1 External / Internal Factors

(a)	External Factors	Identified Risk / Opportunity
(i)	Changes in legal and regulatory requirements	Noncompliance to requirements
(ii)		
(iii)		
(b)	Internal Factors	Identified Risk / Opportunity
(i)	Poor resource allocation	inefficient process implementation
(ii)	Lack of adequate skills	Poor or no analysis
(iii)	Poor process implementation	Inconsistent services
(iv)	Poor student feedback	inadequate decisions

7.1.2 Relevant Interested Parties

	Party	Needs and Expectations
(i)	Students	Improved services
(ii)	Lecturers	Feedback from students
(iii)	University Management	Information for decision making
(iv)	Regulators	Compliance

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7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment			Risk Level	Control / Treatment
			Likelihood	Impact	Likelihood / Impact		
	inefficient process implementation	Inadequacy of fina	3	3	9	High	Be innovative
	Poor or no analysis	Inadequate trainin	2	3	6	Medium	Skills development/mentorship
	Inconsistent services	Non conformance	2	3	6	Medium	Implementation trainings, audits and corrective a
	inadequate decisions	Insufficient studer	3	2	6	Medium	Engagement of students and awareness

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7.4 SAMPLE DOCUMENTS

Appendix A: Course Evaluation Form

COURSE EVALUATION FORM

Department: _____ Faculty: _____
 Degree: _____ Course Code: _____
 Course Title: _____
 Trimester: _____ Academic Year: _____ No. of Students in Class: _____
 Full Names of Lecturer: _____

The purpose of this questionnaire is to aid the lecturer in improving this unit and help in the evaluation of the teaching performance. Do not put your name on this paper. Please return the completed questionnaire confidentially to the class representative.

SECTION A:

1. Instructions - Indicate your rating with a tick [✓].

The rating 1,2,3,4 or 5 stands for: 1-Very poor , 2 - Poor , 3 – Average, 4 – Good, 5 - Very Good

		1	2	3	4	5
1.	The lecturer was always punctual					
2.	Course learning outcome were clearly defined.					
3.	The lecturer has command of the subject					
4.	The subject matter were intellectually stimulating.					
5.	Class presentations were clear and well organized.					
6.	The lecturer provided adequate opportunity for students to ask questions and express opinions.					
7.	Assignments and tests were clearly related to the course learning outcome.					
8.	The lecturer was concerned with students learning and willing to help them.					
9.	The lecturer returned C.A.T.s and assignments corrected on time.					
10.	The lecturer was available for consultations with students outside class.					
11.	The lecturer was concerned in holistic development of students					
12.	Overall course learning outcome were achieved					

2. What is your overall rating of the lecturer?

5 – Very effective [] 4 – Effective []
 3 – Ineffective [] 2 – Undecided [] 1 – Very ineffective
 []

SECTION B:

3. To what extent were teaching/learning resources adequate and effectively used? _____

4. What aspect of the course did you like most? _____

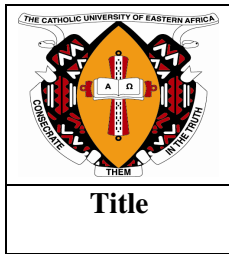
5. What aspect of the course did you like least? _____

6. Suggestions for improvement _____

Thank you

CUEA/DVC ACD/DQA/01/fm01

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Appendix B: Course Evaluation Receipt Form

Ref: CUEA/DQA/asspros/Tm.....

COURSE EVALUATION RECEIPT FORM

This form should be completed in duplicate. All evaluation forms for the different units received from Course Representatives should be registered on this form.

Department: _____ Faculty: _____

Number of Units on Offer: _____ Number of Units Assessed: _____

	Unit Code	Unit Title	Official Full Name of Lecturer	Number of Assessment Forms	Date received
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

Approved for submission to DQA:

Head of Department: _____ Signed: _____ Date: _____


Dean of Faculty: _____ Signed: _____ Date: _____

Received by DQA: _____

Stamp:

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Appendix C: Course Evaluation Report Form

Ref :CUEA/DVC ACD/DQA/Assessrpt/2011/2012/tm.....

Department:

Name:

Course:

Academic Year:.....Trimester.....

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
1.a The lecturer was always punctual	4	4	5	4.75	0.5
b Course learning outcomes were clearly defined	4	4	5	4.5	0.58
c The lecturer has command of the subject	4	3	5	4.25	0.96
d The subject matter were intellectually stimulating	4	4	5	4.50	0.58
e Class presentations were clear and well organized	4	4	5	4.50	0.58
f The lecturer provided adequate opportunity for students to ask questions and express opinions	4	5	5	5.00	0.00
g Assignments and tests were clearly related to the course learning outcome	4	4	5	4.50	0.58
h The lecturer was concerned with students learning and willing to help them	4	4	5	4.75	0.50
i The lecturer returned CATs and assignments corrected on time	4	4	5	4.50	0.58
j The lecturer was available for consultations with students outside class	4	4	5	4.50	0.58
k The lecturer was concerned with holistic development of students	4	5	5	5.00	0.00
l Overall course learning outcome were achieved	4	4	5	4.50	0.58
2 What is your overall rating of the lecturer	4	4	5	4.75	0.50
Valid N (listwise)	4				
Mean Score				4.61	

Score Interpretation: 1-Very Poor,2-Poor,3-Average,4-Good,5-Very Good

Students' Comments

QUESTION	SUMMARY OF RESPONSES
3. To what extent were teaching/learning resources adequate and effectively used?	
4. What aspects of the course did you like most?	
5. What aspects of the course did you like least?	
6. Suggestions for improvement.	

CUEA/DVC ACD/DQA/01/fm 03

Prepared by
Directorate of Quality Assurance

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