

**SECTION IV:
GUIDE FOR THE CONDUCT OF
PROGRAMME EVALUATION VISIT**

GUIDE FOR THE CONDUCT OF PROGRAMME EVALUATION VISIT

1. INTRODUCTION

This guide sets out the procedures for conducting a programme evaluation. The procedures are categorised into three (3) parts; before, during and after the evaluation visit.

The purposes of conducting a programme evaluation are to:

- determine compliance of the programme implementation to the standards and criteria of a dental degree programme;
- validate the database and programme self-review report (PSRR) and seek additional information that are lacking in the document submitted;
- recommend on improvements and accreditation status of the programme.

2. PROCEDURES BEFORE THE EVALUATION VISIT

The procedures before the evaluation visit consist of notification of the accreditation visit, preparation of the database and PSRR by the Faculty to be visited and preparation for the visit by the Panel of Assessors (POA).

2.1 Notification of Accreditation Visit

- a. The Faculty to be visited by the POA will be given at least **four (4) months'** notice of the accreditation visit so that documentation can be adequately prepared. The notification of the visit is given by MQA on the advice of Joint Technical Accreditation Committee (JTAC).
- b. Date of evaluation visit and date of document submission is based on the type of evaluation as follows:

Types of Visit		Timing
i.	Post-approval Visit	Three (3) months prior to intake of the 1 st cohort
ii.	Pre-clinical phase visit	In semester 1 of Year Two
iii.	Clinical phase visit	In semester 1 of Year Four
iv.	Full Accreditation visit	Nine (9) months before the students sit for their final professional examination
v.	Renewal of Accreditation visit	Not less than six (6) months before the expiry of the current accreditation period

- c. The visit to the dental faculty/HEP will be conducted during active teaching-learning time.

2.2 Date of document submission by the Faculty

- a. The database and PSRR and other relevant documents must be submitted to MQA after receiving notification.
- b. For new programme:

The submission dates are shown in the table below.

Stage		Date of document submission
i	First Surveillance	By end of Year One of the first cohort of students
ii	Second Surveillance	By end of Year Three of the first cohort of students
iii	Full Accreditation	When the first cohort of students enter final year (Fifth Year)

- c. For existing programme:
 - i. The Faculties applying for renewal of the accreditation status must submit the necessary documents at least eight (8) months before expiry date of the accreditation status.

2.3 Preparation for Visit

- a. The Faculty to be visited should appoint a liaison officer, preferably a relatively senior academic, to act as the key link between the Faculty and the POA throughout the visit. The liaison officer will be expected to accompany the POA in the visits to the hospital, library, classroom, laboratories and other teaching-learning facilities.
- b. The Dean or representative will submit to the MQA, the tentative schedule for the visit for further discussion with the POA.
- c. The Dean will provide a room with necessary facilities for the POA
 - This room serves as the team's office for the sole use of its members and the liaison officer, and should be provided with the necessary office equipment.
 - All forms of information in this room should be accessible to the POA.
- d. The Faculty should provide a list of students for interview by the POA. Students' opinion will be sought regarding the quality and adequacy of the programme, student academic and personal counselling, health service, financial aid and the role of the student feedback in relation to institutional policy.

2.4. Panel of Assessors (POA)

a. Appointment of POA

The POA will be appointed by MQA based on the recommendation by JTAC. At least three persons will be appointed as members of the POA. The Chairperson of the POA will be identified by MQA whilst the secretary is chosen will be chosen by the POA. The membership of the Panel should have a balance of expertise in health service and community interests. They should be free of conflict of interests.

b. Tasks and Responsibilities of the POA

The database and PSRR will be given to the POA at least **TWO (2) WEEKS** before the date of visit for Desktop Assessment. The POA will also be provided with the document on guidelines for the accreditation of dental degree programme.

The POA will convene a meeting before the visit to:

- scrutinise the database, PSRR and other relevant documents including previous POA report.
- clarify issues identified from the database and PSRR
- enumerate questions for clarification;
- list further information that is required.
- determine the data and information from the database that needs verification during the visit.

c. Role of the Chairperson

The Chairperson is the key person in an accreditation process and should have experience as an assessor. It is the Chair's responsibility to create an atmosphere in which critical professional discussions can take place, where opinions can be liberally and considerately exchanged, and in which integrity and transparency prevail. Much of the mode and accomplishment of the accreditation exercise depends on the Chairperson's ability to facilitate the panel to do its work as a team rather than as individuals, and also to bring out the best in those whom the panel meets.

The roles of the Chairperson are to:

- serve as the Panel's spokesman during the visit by leading the deliberations;
- ensure that attention be paid so that comments made are based on due compliance to the quality assurance standards as contained in the *Standards and Criteria for Accreditation of a Dental Degree Programme*.
- presents the oral exit report that summarises the tentative findings of the Panel to the representatives of the HEP/dental faculty;
- involve actively in preparing the reports whilst ensuring that the exit report is not materially different from the final report; and

- presents the final report to the JTAC
- d. Role of the Secretary
- The secretary of the POA is responsible for compiling the draft of the report. The report is submitted to the Chairperson for his consideration.
- e. Role of POA members
- Panel members assist the chairperson and secretary in collecting and recording additional data and findings during the visit. They should jointly prepare the report and review the draft.
- d. In reviewing the documents the POA should refer to the *Standards and Criteria for Accreditation of a Dental Degree Programme*

3. PROCEDURES DURING THE EVALUATION VISIT

The procedures during the evaluation encompass the schedule of the visit, the decorum and conduct of the POA and presentation of the exit report.

3.1 Schedule of the visit

- a. The MQA will provide the Faculty with a tentative schedule as agreed earlier by the POA. The final schedule should be set at mutually acceptable dates.
- b. A minimum duration of **TWO (2) DAYS** is allocated for the visit.
- c. The POA meets the senior management of the Faculty and the university, as well as individuals and committee members responsible for the educational programme. Topics for discussion include those indicated in the standards and criteria of Dental Degree Programme. The POA also meets representatives of the teaching staff, health services staff and current dental students.
- d. The POA inspects the physical resources, including teaching and research laboratories, computer-assisted learning facilities, libraries, community clinics, general practice settings and hospitals.
- e. The first and last hour of each day will be set aside for the members of the POA to meet as a group.
- f. The Schedule of Visit as in Appendix SIV-1 provides an example of the schedule of the site visit.

3.2 Decorum and Conduct of POA

- a. The POA must be professional in approach. They should be helpful to the Faculty and uphold the spirit of collegiality as accreditation is a peer review process which is a positive and not punitive.
- b. At the Faculty, the Chairperson explains the purpose of the visit and introduces the POA.
- c. All interviews are conducted with the knowledge of the Dean with or without his/her presence. This ensures that dissenting views can be freely expressed without being attributed to individuals.
- d. The POA must remember that they are guests of the Faculty visited. Courtesy entails not being confrontational or getting into arguments.
- e. The role of the POA is to evaluate and they must overcome the inclination to compare the Faculty visited with their own institution. They should not play the role of consultant. They should encourage innovation and re-orientation in accordance with changing health needs.
- f. The POA must validate the database and look for consistency in a programme. Four questions need to be answered:
 - What are the objectives of the programme? – what has the faculty determined that the students need to know.
 - Has the Faculty organised its resources to accomplish these objectives?
 - Is the Faculty accomplishing its objectives?
 - What is the evidence?
- g. Some of the information in which the POA should be looking for include:
 - the strategic plan which sets out where the school is heading in the next 5 years – the mission statement, general objectives, specific objectives and whether these are made known to all stakeholders;
 - how are the resources directed to achieve the objectives;
 - the students opinion about supervision, independent study time, feedback about specific courses;
 - the academics' motivation and competence.
- h. All information gained during the visit is **ABSOLUTELY CONFIDENTIAL** and there must be no sharing of information outside of the report. There must be no additional comments apart from the report.
- i. At the end of each day the POA meets to arrive at a consensus on the areas of strengths and concerns which must be validated with the standards and criteria and presented at the exit meeting.

3.3 Exit report

- a. The chairperson should give the Dean and senior officers of the faculty the opportunity to clarify any findings as well as to correct any error.
- b. An oral report is given to the institution at the end of the visit by the chairperson of the Panel. This gives the dental faculty an immediate feedback, since the preparation of the detailed report may require an extended period.
- c. The oral report highlights the unique areas of strength, emphasises the areas of concern which are directly linked to non-compliance with the standards and distinctive activities to be encouraged.
- d. The chairperson should seek confirmation on the understanding of the findings of the exit report.
- e. The Chairperson should advise the management of HEP that the exit report is only a preliminary report and not the final report or the decision of JTAC./MDC.

4. AFTER THE EVALUATION VISIT

The role of the POA after the evaluation visit is to consolidate the findings and prepare a comprehensive report. This report should be submitted to the Secretariat of the Joint Technical Accreditation Committee. The POA should be prepared to present the findings to the JTAC.

4.1 Writing the Report

- a. The draft report should be prepared according to the document "Guide to Preparing Accreditation Report" as in Section V. The report should give primary emphasis to description and evaluation of the educational programme and to document noteworthy strengths and weaknesses. The POA list of strengths, concerns and deficiencies should be supported by documentation. Appropriate references should be made to the database and institutional self-review report.
- b. It is advisable that the draft of the written report be completed by the end of the site visit. The secretary is responsible for completing the final version of the draft report.
- c. The final report of the POA is sent to the JTAC secretariat within **TWO WEEKS** after the visit.
- d. The report is **CONFIDENTIAL** and must not be released to anyone without authorisation from the JTAC.
- e. The POA report does not necessarily represent the final recommendation from the JTAC.

- f. The JTAC's recommendation will be tabled at the MDC Meeting for approval.
- g. The secretary of the JTAC will notify MQA of MDC's decision.
- h. The accreditation status is public information but the report on the findings and deliberations of the POA and the JTAC/MDC are **CONFIDENTIAL**.

5. CONCLUSION

The evaluation of a programme is conducted by the POA appointed by MQA. The panel members must be aware of their respective roles and conduct the evaluation with decorum. They also must ensure that there is no conflict of interest in performing the task. All information gathered during the visit must be treated with strict confidentiality. An exit report, which is merely a preliminary report, must be presented by the chairperson. The final report is the prerogative of the MDC/MQA.

**SCHEDULE OF VISIT
FULL ACCREDITATION
BACHELOR OF DENTAL SURGERY (MQA/FA)
UNIVERSITY**

DAY 1 (DD/MM/YYYY)		
TIME	ACTIVITY	VENUE
8.30am – 9.00am	Arrival of Panel of Assessors	Foyer, Administrative Building
9.00am–10.00am	Opening meeting <ul style="list-style-type: none"> • Welcome address & presentation on the university by <i>Chief Executive/ Vice Chancellor/Representative</i> Introductory Remark by Chairman of Panel of Assessors • Presentation on the programme by <i>Dean, Faculty of Dentistry</i>) • Updates of the Dental Degree Programme and actions taken based on previous panel reports by Deputy Dean (Academic Affairs) 	Meeting Room
10.00am – 10.15am	Morning Tea	
10.00am - 1.00pm	Review of Documents	Seminar Room
1.00pm - 2.00pm	Lunch Break	Cafeteria
2.00 pm -4.30 pm	Tour of Facilities	Faculty/Campus
4.30pm - 5.00pm	End of day Discussion by POA Tea Break	Seminar Room
5.00pm	End of Session.	
DAY 2 (DD/MM/YYYY)		
9.00am – 9.30am	Preparatory meeting of Panel of Assessors	Meeting Room
9.30am -11.30am	Interview with Academic and Support Staff	Meeting Room
	Interaction with students (Year 1- 5)	Seminar Room 1
11.30am -1.0 pm	Review of Documents and Tea Break	Seminar Room 2
1.00pm - 2.00pm	Lunch Break	Cafeteria
2.00pm - 4.00pm	Review of Documents Preparation for exit meeting report by POA	Seminar Room
4.00pm - 4.30pm	Interview with the Dean	Seminar Room
4.30pm - 5.00pm	Exit Meeting <ul style="list-style-type: none"> • Oral Presentation of Findings by the Chairman, POA 	Meeting Room

5.00pm	End of Session	
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