

Staff Development Seminar/Workshop

Delivering
the UNIMAS Mission

2 - 3 October 1993

Riverside Majestic Hotel
Kuching

Jointly Organised by

UNIVERSITI MALAYSIA SARAWAK



HIGHER EDUCATION FOR CAPABILITY

RSA

SARAWAK ECONOMIC DEVELOPMENT
CORPORATION



Bengkel/Seminar Pembangunan Kakitangan: *Ke Arah Memenuhi Tuntutan Misi UNIMAS*

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Functions/level	Inst/org.	Admin	Academic	Support	Comm. Support
Teaching	Mission	- Dean - Senat General Admin	Lecturer	Library Media CALM	Context Client
Research	Mission	TNC Research C'ttee Dean/Fak			Context User
Service & Consultancy	Mission	C'ttee		Library Computers etc.	

Action Plan For the Quality

Quality Assurance Group

- 1) Set Standards & monitor
- 2) Develop matrix of functions & levels
- 3) Determine the purposes & criteria
- 4) Identify mechanisms
- 5) Form QA Groups at the Univ. & Faculty (General Admin)

Issues to be addressed

- 1) Networking
- 2) External inputs - needs to be developed
- 3) Where are the students in this structure

Priority

- ① Form QA Groups within the Corporate group ^{highest level}

Only auditing is done by the highest level of internal & external.

② Develop matrix

③ Det. the purposes

④ Set Standards

⑤ Identify needs

- 4) Reluctance from faculty
- 5) Ownership
- 6) Parameters

RIVERSIDE MAJESTIC

University's Action Plan

Functions	Institutional	Admin ^(external) Head	Acad. Support	Support	Comm	Stake
Teaching	Minion	Deans/heads	lectures	library, media	Context	deals
Research	✓	UNC (research team/plan)	✓	reviewer	context	users
Service & Consultancy	✓	✓	✓	-	-	+

* Governance → external body to set up criteria eg. JPA etc.

Accountability level →

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Session are
 from your experience, what are
 - opportunities for you.

- Old Tales

- ways forward

DRIVE

① The US was then on - dynamic & futuristic

* ② Flexibility of innovation
 Strategic Position -

③ Varied resources, vast area

④ Corporate - Commercialisation
 (other table)

* ⑤ Challenges

⑥ National support
 tremendous support

⑦ Enthusiasm

DRAG

① Copy & expectation

② Performance

③ Every unit → even phase
 of dev't

④ Budget - become secondary

from all levels

⑤ Limited no. of lectures
 (lectures)
 - expertise not enough

⑥ Wrong perception by
 people from high level.
 (stereotyped attitude)

⑦ Head & not used.
 → still used

DR DRIVE (Dr. Newey)

New Learning method

Explore new areas

Review public perception of academics

Start afresh

Part of the whole

DRAGS (New)

- Multi-tasking
- Geographical - D2 Univ. (Wrong perception)
- Capitalism (individuals objectives & University objectives)
- Fear of going against established procedures
- Community Involvement - Students / In
- Motivation and Resources
- Constraints of laws & regulation
- Facilities - incentives for right people for right job
- People owning their liabilities
- Medium of Instruction (College / Univ. Act)
- Wrong perception
- Not getting into right staff / the staff at all
- student's interest / not interested to tertiary education
- Academician to approach teaching & research in a balanced manner
- Red tape / bureaucracy

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~~Staff~~, ~~Management~~

U/c 111

- staff not working together

- Retraining

- The staff must have the right stuff

- Setting personal/group goals

NC - Dan ~~Manajemen~~ ^{targets} are → moving target
→ state of the mind

Organisation Don't
- Greatly help

Algebra skills - Calculating
(Student) - Coaching

- Personal problem -

Curriculum Issues

* How can we change our thinking from -

What we teach
How to teach it
How we assess it

to students thinking about :-
- what they learn
How they learn it
How they demonstrate it

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Administrative Function
 Purpose of Admin in →

Academic

Purpose ↓ to be at the forefront of Research

Criteria

Performance
Indicators

Stds.

REVIEW

Judgement

Innovate

grants
 PG students

#39,000
 4 students (PG)

Publish

Univ. Research
 Types of journals

3 publ's.

Support Teaching

Administrative

Purposes Project/adopt Corporate Mgmt Style.

Criteria/
Domain/
Factors

Innovative
Flexible

Efficiency

Customer Care + Service Oriented

Perf. Ind.

High Tech.
 openness

Welcome
Welcome

Stds.

No. of Computers.
 Staff - Computer literate

- 1) Context - Environment
- 2) Procedures - Participation
- 3) Processes - Participative Reactions
- 4) Products - Knowledge Skills

Obj Assesment - Purposes
↓
Styds
↑
Assess

Library ^{Services} Orientation → Self Reflection

SURVEY
Questionnaires
Tally of Students
Observe

Who maintain & monitor?

No questionnaires - what are you going to do.
Implications of Nat data.

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Quality Assurance

Everybody is ^{striving} for excellence.

It is driven by individuals & not by organisation

Labelling Process

~~Assurance~~
Quality Assessment (Education)

- The ultimate outcome - both qualitative & quantitative
→ student achievement

- Quality involves all processes leading to student achievement such as admin., teaching, assessment, curriculum dev't, support services, researches.

* Quality Assurance encompasses the quality assessment & control.

Clear standards that everybody wants to achieve.

Criteria - Public's Performance Indicators -
Standards - 5 publications (min.)

Standards → predetermination

- Set your own standards first

* ISO 9000.

"Quality equals fitness for purpose"
What is the purpose?