GUIDELINES
for
INTERNAL QUALITY REVIEW

Center for Quality Assurance
Eastern University, Sri Lanka
November 2024.

Guidelines for Internal Quality Review

An Internal Quality Review for study programmes is a systematic, objective and expert-based evaluation and self-evaluation of how effectively a program is working. The purpose of this internal quality review is to show that program has proper procedures and processes for quality assurance that these are actually operating, making a positive difference, and that they are impacting on the program. It is designed to identify and diagnose the strengths and weaknesses of the study program for improvement and also preparing the study programme for the External Review conducted by UGC.

As per the Revised Institutional Review Manual (January 2023), the IR 10.5 standard stated that the "Internal Quality Reviews" to be conducted by the Center for Quality Assurance of the University:
The University/HEI has formal mechanisms to internally review all study programs against established criteria or expected performance targets at all department and discipline levels to ensure that all study programmes are well designed, regularly monitored, and periodically revised as necessary in order to maintain quality education provision.

The best practice for that standard is descried as follows:
The programmes/ courses/awards are reviewed internally against established criteria or expected performance targets by the CQA and FQACs and reported at the Senate and Council, and improvement plans are prepared, implemented, and monitored by the faculties/ departments.

The revise PR Manual consists the following six criteria for the review the study programme:
1. Programme Management
2. Learning Resources, Learner Support and Progression
3. Programme and Course/Module Design and Development
4. Teaching and Learning
5. Student Assessment and Awards
6. Innovative and Healthy Practices

1. Internal Reviewers

The Internal Quality Review comprises a self-evaluation by the study program together with a review by an Internal Review Team. The review team will consist of two internal reviewers from other faculties of the university and an external member from other University in the relevant area of the study programme who is a UGC recognized Programme Reviewer.

Internal Reviewers will be appointed by the Vice Chancellor with the recommendation of the Senate Standing Committee on Quality Assurance (SSCQA). The CQA will call applications among the Senior Academics in the University. A training secession will be conducted by CQA for the internal reviewers on the internal review process and procedures.

2. **Profile of Reviewers**

Credibility of the entire review process depends on the attributes and conduct of the reviewers. The 'reviewer profile' below, describes the attributes expected of Study Programme Reviewers:

- High level of academic achievement in the respective discipline.
- High degree of professional integrity.
- An enquiring disposition.
- Ability to act as an effective team member.
- Good individual time management skills.
- Ability to readily assimilate a large amount of disparate information.
- Good command of data analysis, reasoning and sound judgment.
- High standard of oral and written communication
- Experience in academic management and quality assurance

(Manual for Review of Undergraduate Study Programmes of Sri Lankan Universities and Higher Education Institutions, University Grants Commission, 2015)

3. **Selection Criteria for Internal Reviewers**

The Internal Reviewers will be selected based on the following criteria by CQA and approved by the SSCQA.

- Reviewer shall be a Senior Lecturer or above in Eastern University, Sri Lanka.
- Reviewers shall have significant training/experience on curriculum development and/or development of teaching and learning methods, assessment strategies and evaluation strategies.
- Reviewers shall have supervised a considerable number of undergraduates and/or postgraduate students are considered as an extra qualification.
- Reviewers shall have a significant number of publications in refereed journals, in books, as abstract and as conference proceedings is more desirable.
- Reviewers shall have experience with relevant industry and community is also considerable as outstanding performance.

4. **Pre- Review Arrangements**

Faculties will be informed about the internal review with the time line of the activities. The study programmes are expected to prepare a SER according to the following structure:

Section 1. Introduction to the study programme:

A brief introduction of the study programme with the subject offered and teaching, learning and assessment methods.

Section 2. Compliance with the Criteria and Standards:

The study programmes are required to prepare a Table (please see Annexure-I) with four columns: The first column to indicate the standard Number, the second column to state the "claim of the degree of internalization of best practices and level of achievement of standards" and the other two columns should show the documentary evidence to support the claim and the code number of the document respectively.

Section 3. Summary

The summary should convey to the review team the effectiveness of the ways in which the faculty discharges its responsibility for maintaining academic standards according to the respective criteria.

The faculty collects and keeps the documentary evidence in a private and comfortable place in order to perform the review team's activities without any disturbances. This is the responsibility of the faculty to allocation of a room with a computer, printer, and adequate space for display of documentary evidence and for team members to hold discussions. This is also required for the provision of secretarial assistance and arrangements for refreshment and meals by the Faculty.

5. Review Visit

Review team shall arrive at the Faculty on the pre-determined date and time. The review commences with a meeting with the Dean of the relevant Faculty and Heads and Coordinators of the study programme. Then the review team will scrutinize the documentary evidences. The review team will also meet the students of the study programme to get their views on the study programme.

6. Review Process

The review process will involve the Scrutinizing documentary evidence. The review team will carefully read the documentation provided by the faculty as evidence. The review team should always seek to use all information provided in arriving at judgments.

7. Programme Review Report

The Programme Review Report (PRR) is the final outcome of the internal peer review of a study programme. The PRR, following acceptance by the faculty concerned and final approval of the CQA, will be submitted to the SSCQA, the Senate and the Council of the University.

The PRR will be structured with three brief sections as given below.

Section 1 - Brief introduction to the programme

This section starts with the brief introduction to the programme, number of students at present at the programme, and the staff details. This section will also include a comment on the response to the previous reviews conducted for the study programme.

Section 2–Judgment on the respective criteria of Programme Review

This section will present the review team's judgment of the level of attainment of quality under each of the criteria reviewed for the study programme. Standard-wise scores and raw criterion-wise scores will be estimated based on the scoring system given in chapter 3 of the PR Manual. Actual criterion-wise scores for each criterion would be presented with Strength, Weakness and the Recommendations should be given for each of the criteria.

Section 3 – Grading of overall performance of the Programme

The review team to award a grade based on their assessment of level of accomplishment of quality of the degree programme. The UGC's PR manual will be used to award the grade.

Section 4 – Commendations and Recommendations

The review team is expected to list the commendations on excellence on the six criteria and also make recommendations for remedial actions needed to attain the expected excellent quality of education provision.

8. **Submission of the Review Report**

   The Chair of the Review team will submit the final report to CQA. The CQA will submit the report to the Dean of the Faculty for observation and comments. If the faculty accept the report, then the report will be placed to the SSCQA meeting and with its recommendation the report will be submitted to the Senate for its approval. If there is any corrections to be made, then CQA will coordinate the Review Team and the Faculty to finalize the report.

9. **Post-Review Activities**

   Once the Review Report is received by the Faculty, the Faculty should place it to the Faculty Board and prepare an Action Plan for the Internal Quality Review Recommendations and also to accommodate these activities to their Faculty Action Plan. The Faculty should report the progress of the implementation of the recommendations to the SSCQA meeting and the CQA will monitor their progress also.

Prepared by
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Annexure-I

Template for Section 2. Compliance with the Criteria and Standards of the SER

It is recommended to use this table for the Section-2 of the SER. It is also recommended a separate table for each criterion.

Criterion No.			
Standard No.	**Claim of the degree of internalization of Best Practices and level of achievement of Standards**	**Documentary Evidence to Support the Claim**	**Code No. of the Document**
Summary of how the Study Programme has internalized the Best Practices under this Criterion.			