

**AREA 7 : PROGRAMME MONITORING & REVIEW**

UTeM has established the mechanisms for programme monitoring and review processes which include the procedures of monitoring, reviewing, and evaluating the instructional structures and processes, curriculum components, as well as students' progress, employability and performance. The feedbacks from various sources will be used to improve the development of the programme.

<b>7.1 MECHANISMS FOR PROGRAMME MONITORING AND REVIEW</b>				
<b>Benchmarked Standards</b>				
	<b>Description</b>	<b>Action</b>	<b>Evidence</b>	<b>Relevant Parties</b>
7.1.1	Describe the processes, procedures and mechanisms for monitoring and reviewing a curriculum	<p>The processes involved in monitoring and reviewing every programme offered in UTeM are done by two committees namely:</p> <p>1. Programme Review Committee (PRC).</p> <p>The role of the PRC is to initiate the efforts in monitoring and reviewing of the programmes offered. These also include the process of planning, implementing, controlling, and executing all the necessary course of actions derived from various efforts taken by the PRC.</p> <p>The existing committee is aided by the Advisory Board</p>	<p>Appendix G1</p> <ul style="list-style-type: none"> <li>• UTeM(ISO)/PP/ PK01 .</li> </ul>	Faculty

		<p>and external examiners including visiting professors to review the programmes offered.</p> <p>2. Accreditation Committee (AC) The role of the AC is to plan and prepare for accreditation purposes.</p> <p>Besides the above-listed committees, UTeM has taken various steps in order to enhance the performance of the programmes offered by referring to these following documents:</p> <ol style="list-style-type: none"> <li>1. Buku Peraturan Akademik</li> <li>2. Buku Panduan Akademik Fakulti</li> <li>3. Buku Panduan Penasihat Akademik</li> <li>4. Practical And Application Oriented Book</li> <li>5. Industrial Training Guidelines</li> <li>6. Final Year Project Guidelines</li> </ol>	<p>Appendix G2</p> <ul style="list-style-type: none"> <li>• Appointment Letter by Faculty with Term Of Reference.</li> </ul>	<p>Faculty</p> <p>BPA/ PPP/Faculty</p>
7.1.2	Describe the structure and workings of programme review	<p>Programme Review Committee (PRC). The PRC is led by the Dean and aided by members</p>	<p>Appendix G1</p> <ul style="list-style-type: none"> <li>• UTeM(ISO)/PP/</li> </ul>	Faculty

	committees	<p>comprised of the Deputy Dean (Academic), the Head of Departments and the senior lecturers.</p> <p>The Term of Reference of this committee are as follow:</p> <ol style="list-style-type: none"> <li>1. To propose for External Examiner and panels for Board of Advisory</li> <li>2. To conduct study for the purpose of collecting feedback or information, analysing data, preparing reports, and proposing recommendations for improvements</li> <li>3. To organize Curriculum &amp; Syllabus Review workshops</li> </ol> <p>Accreditation Committee (AC)</p> <p>This committee is chaired by the Dean, with the assistance of the Deputy Dean (Academic), the Head of Departments, and the senior lecturers.</p> <p>The Term of Reference of this committee are as follow:</p> <ol style="list-style-type: none"> <li>1. To collect and analyse data or information related to the programme accreditation and prepare self-</li> </ol>	<p>PK01.</p> <p>Appendix G2</p> <ul style="list-style-type: none"> <li>• Appointment Letter by Faculty with Term Of Reference.</li> </ul>	Faculty
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		<p>assessment report on behalf of UTeM.</p> <p>2. To propose Continuous Quality Improvement efforts for the programmes (i.e. academic curriculum and syllabus improvement, new teaching &amp; learning methods, and student remedial programmes).</p> <p>In addition to continuous efforts taken by the PRC as mentioned above, the committee also conduct specific review to improve the programmes:</p> <p>1. The Annual Review.</p> <p>The purpose of annual review is to improve the implementation strategies for the programmes along with any minor and critical aspects of programmes' curriculum. The said efforts may comprise of planning and improvement of content syllabus, teaching methodologies, as well as student employability and performance. The findings and results derived from the processes will be reported back to the PRC for further</p>		Faculty
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		<p>actions. If necessary, the PRC would extend the matters to the Senate.</p> <p>2. Full Cycle Programme Review.</p> <p>The purpose of this review is to maintain relevancy of the programmes in favour of various stakeholders. This is done with the commitment of the Board of Advisory, external examiner, alumni, students, and also employers. They will examine the quality of the programme structure and recommend actions for improvement. If the suggestion for improvement is major, the decision for modification must be done by the Senate. To propose the CQI for the programmes (i.e. academic curriculum, syllabus improvement, new teaching &amp; learning methods, as well as student remedial programmes) the PRC will conduct two systematic programme reviews.</p>		
7.1.3	Describe the nature of relationship and responsibilities of parties involved in collaborative	<p>There are several parties involved in collaborative arrangements in UTeM.</p> <p>1. External Examiner.</p>	<p>Appendix G3</p> <ul style="list-style-type: none"> <li>• External Examiner</li> </ul>	Faculty

	<p>arrangements in programme monitoring and review</p>	<p>UTeM generally appoints an external examiner for each programme to independently review the overall standard of the programme. The role of the external examiner is based on a document published by UTeM's Registrar Office. The practice of assessing each programme is done at least twice throughout the four-year-programme, preferably in the middle and at the end of the programme cycle.</p> <p>2. Faculty Survey.</p> <p>From time to time, the faculty members conduct a number of surveys to collect data from students, e.g. Subject Survey and Exit Survey. The Subject Survey is conducted by respective lecturers who taught the subject at the end of each semester; whereas the Exit Survey is carried out at some point in the final semester of a programme. All the information gathered in these surveys are analysed and recommendations for improvement are made to the PRC.</p>	<p>Scheme.</p> <p>Appendix G4</p> <ul style="list-style-type: none"> <li>• EAC Manual 2007.</li> </ul>	
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		<p>3. Advisory Board.</p> <p>UTeM has also established an advisory board which members are professional engineers, employers of engineers and academicians. The aim of this board is to plan and provide continuous improvements of the programmes. The board is expected to provide inputs and recommendations through means of discussion and forums. The process of engagement and implementation of the board are described in a document approved by the Senate.</p>		
7.1.4	How does a self-review process assist in identifying weaknesses and in improving academic programme	<p>Self Review Report enables thorough reflection of the performance of various programmes offered in UTeM. It contains information and description of each programme which will be assessed by the MQA Panel for auditing purposes. The emphasis shall be placed on qualitative description of each aspect and criterion, and how they meet the standards and expectation as set out in the Institutional Audit Manual. In other words, this summary document is a form of self assessment of UTeM's programmes. Several contents of the Self</p>	<p>Sistem Maklumat Pelajar.</p>	<p>Faculty</p> <p>BPA/Faculty</p>

		<p>Review Report are:</p> <ol style="list-style-type: none"> <li>1. subject report (end of semester report).</li> <li>2. students' academic performance.</li> <li>3. graduate survey / alumni survey.</li> <li>4. LI Report.</li> <li>5. PSM Final Report.</li> </ol> <p>The weaknesses that can be identified from the report are described as follow:</p> <ol style="list-style-type: none"> <li>1. Students who enrol with low qualification.</li> <li>2. Students with poor academic achievement.</li> <li>3. Graduates' Employability.</li> </ol> <p>This report will be used to continuously improve the programmes offered by UTeM.</p>		
7.1.5	Explain how the HEP ensures that identified concerns are addressed	<p>Once concerns and weaknesses are identified, the PRC will conduct a series of meetings and workshops to address the issues and recommendations will be made to UTeM on how to improve the academic programmes. Some of the recommendations are described as follow:</p> <p>To ensure students do well in their study and achieve</p>	<p>Appendix G5</p> <ul style="list-style-type: none"> <li>• Buku Peraturan Akademik dan Panduan Sistem Peraturan Akademik bagi Program Ijazah</li> </ul>	BPA/ Faculty



		<p>their educational goal, UTeM has set a benchmark of quality for the academic programmes. For example, the entry level for students from matriculation/STPM should be CGPA 3.0 and above, 10 percent of student population should have CGPA 3.7 and above, 70 percent of student population should have CGPA 3.0 and above and 100 percent of students who have graduated should have a job within 6 months after graduation. To ensure that this can be achieved, all parties within the HEP have to play a significant role. From the standpoint of teaching/learning, a standard procedure is prepared and implemented by referring to the UTeM's ISO document for teaching/learning (PK01, PK02, PK03, PK04, PK05 and PK06). A tracer study is conducted once a year by the UTeM in order to collect information and monitor job placements for the graduates.</p>	<p>Sarjana Muda dan Program Diploma.</p> <p>Appendix G6</p> <ul style="list-style-type: none"> <li>• Pelan Strategik UTeM 2009-2010.</li> </ul> <p>Appendix G7</p> <ul style="list-style-type: none"> <li>• UTeM(ISO)/PP/ PK01.</li> <li>• UTeM(ISO)/PP/ PK 02.</li> <li>• UTeM(ISO)/PP/ PK 03.</li> <li>• UTeM(ISO)/PP/ PK 04.</li> <li>• UTeM(ISO)/PP/</li> </ul>	<p>PJKA / Faculty</p>
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			PK 05. • UTeM(ISO)/PP/ PK06.	
7.1.6	Describe how HEP uses the feedback from programme review in programme development	Feedbacks from the programme review will be used by the PRC as inputs in order to enhance academic programmes. Some of the considerable feedbacks that must be taken into account come from the employers, which deal with relevancy and marketability of the current programmes. Specifically, any changes must be made according to UTeM (ISO/PP/PK01) procedures. The procedures should be discussed in UTeM to gain the right subject combination such as combination of fundamental and specialized subjects that can meet / fulfill current and long term job market. Besides, the evaluation on soft skills will be emphasized.	Appendix G1 • UTeM(ISO)/PP/ PK01.	
7.1.7	Describe how evaluation activities are being enhanced and refined to cover all important components of the programme	At the end of every semester, all subject coordinators must prepare and present a full report on students' performance in the respective subjects for every programme. This report will be presented to the Faculty Examination Result Committee meeting. The	Subject Report	Faculty / PJKA

		performance indicator of the programmes is pre set at a certain level. If the target is not achieved then there is a probability that the programmes need to be revised or reviewed or the teaching methods of the lecturers should be improved.		
7.1.8	How are student performance and progression analysed to ascertain that learning outcomes have been achieved	<p>Students are evaluated, advised and monitored consistently following the Programme Outcomes by using two categories of assessment, namely:</p> <ol style="list-style-type: none"> <li>1. final examination and</li> <li>2. course work</li> </ol> <p>Assessment principles, methods and practices are aligned following the learning outcomes in the teaching plan. The Head of Department or Deputy Dean (academic) will verify and approve the assessment three times every semester to certify that it is implemented as stated to ensure its validity and reliability. Marking scheme is included to assure consistency of the every assessment. Each faculty will pre determine the performance indicator for every subject. If students achieved below the pre determined level set, the faculty</p>		BPA / Faculty

		<p>should provide the CQI to rectify the particular LO.</p> <p>The degree of student performance and progress is done through the analysis of their final result by the Faculty Academic Council meeting. It is then evaluated and endorsed by the Senate meeting at university level.</p> <p>In addition, the establishment of the Academic Advisory System can benefit the students by providing guidance in matters of education, learning and evaluation. Thus, the system is also one of the university's platforms to gain feedback from students. Effective improvement can be made if the system runs well.</p>	<p>Appendix G8</p> <ul style="list-style-type: none"> <li>• Buku Panduan Penasihat Akademik.</li> </ul>	
<b>Enhanced Standards</b>				
7.1.9	<p>Explain how the HEP utilises the analysis of student performance and progression to provide feedback to committees responsible for student selection, curriculum planning and student counselling. Provide examples.</p>	<p>The report from the analysis of student performance and progress will be submitted to JKTS Kemasukan Pelajar as to give inputs for student intake selection.</p> <p>At the end of the programme cycle, the result of the programme review will be reported to JKTS Hal Ehwal Akademik for further discussion before it is brought to the Senate. Once it is approved by the Senate, the</p>		Faculty

		<p>faculty should implement the revised programme in the following academic year. In the case when immediate action needs to be taken to amend some subject contents, the PRC is to propose it to the Academic Committee for further action without going through the Senate.</p> <p>With regard to student counselling activities, the students' performance in the programmes is analysed by the Faculty Academic Advisor Committee together with the academic advisors before any remedial action is taken. Any issues regarding the Academic Advisory System policy will be reported by the faculty to JKTS Hal Ehwat Akademik before getting the Senate approval.</p>	<p>Appendix G8</p> <ul style="list-style-type: none"> <li>• Buku Panduan Penasihat Akademik.</li> </ul>	Faculty/PPP
<b>7.2 Involvement Of Stakeholders</b>				
<b>Benchmarked Standards</b>				
7.2.1	Which stakeholders are consulted in the monitoring and review of programme? Describe the involvement of these stakeholders	<p>When monitoring and reviewing the programmes, the involvement of stakeholders is very important. Some of the stakeholders consulted are as below:</p> <ol style="list-style-type: none"> <li>1. Student</li> </ol>	Exit Survey	Faculty

	<p>At the end of every semester, students are usually required to answer a survey asking about their feedbacks on subject matter as a whole.</p> <p>Final year students are required to fill in the exit survey form in order to measure the level of Programme Outcome (PO) achievement.</p> <p>For every Academic Advisory consultation, the academic advisor is to record the number of meetings and discussions made with students in the SMP.</p> <p>2. Staff</p> <p>At the end of every semester, lecturers are to analyse the student performance in every subject and report back to the HODs. The HODs are to report to the PRC in discussing further actions.</p> <p>3. Employers</p> <p>Generally, Board of Advisors is invited to give their feedbacks on the current programmes and the needs to</p>	<p>Sistem Maklumat Pelajar.</p>       <p>Subject Report</p>	<p>Faculty</p>          <p>Faculty</p>          <p>Faculty</p>          <p>Faculty/Pusat Pusat Jaringan Industri dan Masyarakat</p>
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		<p>improve the quality of the programme.</p> <p>During the industrial training visit, the Faculty Supervisor will bring the employer's feedback form. The form includes feedbacks on the Programme Outcomes, employability and suitability of the curriculum content.</p> <p>4. Alumni</p> <p>The database of UTeM's alumni in the SMP is used to send alumni survey forms. The objective is to get the graduated students' feedbacks especially on the programme objectives (PEO) and their career progression.</p> <p>5. Government (MOHE)</p> <p>At times, the government may introduce some new policies to higher education that could trigger further adjustments on the current programmes. [KI and University subjects].</p>	<p>Appendix G9</p> <ul style="list-style-type: none"> <li>• Industrial Training Guidelines.</li> </ul> <p>Refer to UTeM Alumni Webpage.</p>	BPA /Faculty
7.2.2	Show how the views of these stakeholders are taken into	The PRC is to produce a report based on the feedbacks from all stakeholders. Any recommendations made are		Faculty

	consideration.	further discussed with the Faculty Academic Committee in order to improve the programmes. Upon approval, the issues are further discussed in the JKTS Hal Ehwal Akademik and lastly to be approved by the Senate.	Appendix G1 • UTeM(ISO)/PP/ PK 01.	
<b>Enhanced Standard</b>				
7.2.3	Show how feedbacks obtained from stakeholders are incorporated in a programme review exercise.	For yearly review, the Faculty Academic Committee is to make adjustments for subjects under recommendations made by the PRC.  For end cycle review, series of workshops conducted by UTeM are to discuss on curriculum and syllabus reviews taking into account the feedbacks from the stakeholders.	Appendix G1 • UTeM(ISO)/PP/ PK 01.	Faculty
7.2.4	Do stakeholders have access to the final report of a programme review.	Every stakeholder can get access to the outcomes of programme review which is based on programme evaluation (survey) upon request.		Faculty
7.2.5	How professional bodies and associations engaged in programme monitoring and review.	For all engineering programmes in UTeM, the monitoring and review processes are done by the Board of Engineers Malaysia especially during the EAC visit.	Appendix G4 • EAC Manual 2007.	PJKA / Faculty