

QUESTIONNAIRE

QUALITY ASSURANCE IN SOUTH AFRICAN HIGHER EDUCATION AND ITS IMPLEMENTATION AT THE UNIVERSITY OF DURBAN-WESTVILLE

SECTION A : BIOGRAPHICAL AND GENERAL INFORMATION

PLEASE PLACE A TICK ✓ IN THE APPROPRIATE BOX

1. What is your current rank at UDW ?

- Professor
- Associate Professor
- Director
- Deputy Director
- Other (specify)-----

2. What is your current management position?

- Vice-Chancellor
- Deputy Vice-Chancellor
- Dean
- School Director
- Director of Quality Assurance
- Deputy Director of Quality Assurance
- Other (Specify) -----

3. What is your experience in a management position (current and other positions)?

- 0-5 years
- 6- 10 years
- 11-15 years
- 16-20 years
- 21 years and over

4. What is your total experience in higher education?

- 0-5years
- 6-10years
- 11-15years

- 16-20years
- 21years and over

SECTION B

Indicate whether you agree or disagree with the following statements by making a cross in the appropriate box

1. Concepts and ideas borrowed from the private sector such as "efficiency", "productivity", "clients", "cost effectiveness" etc should be used in assessing quality in higher education.

- Strongly agree
- Disagree
- Neutral
- Agree
- Strongly disagree

2. Higher education institutions should be allowed complete freedom to evaluate the quality of their work.

- Strongly agree
- Disagree
- Neutral
- Agree
- Strongly disagree

3. Potential employers should have a say in determining what constitutes academic quality in South African higher education.

- Strongly agree
- Disagree
- Neutral
- Agree
- Strongly disagree

4. Both external and internal audits of academic quality are an essential part of an effective national quality assurance system.

- Strongly agree
- Disagree
- Neutral
- Agree
- Strongly disagree

5. The Quality Assurance Office should take over the functions of the now defunct Centre for Academic Development at UDW.

- Strongly agree Agree
 Disagree Strongly disagree
 Neutral

6. One of the central functions of the Quality Assurance Office at UDW should be staff development to improve the quality of teaching and learning.

- Strongly agree Agree
 Disagree Strongly disagree
 Neutral

7. The Quality Assurance Office at UDW should design programmes for university-wide curriculum development.

- Strongly agree Agree
 Disagree Strongly disagree
 Neutral

8. The evaluation of the content and presentation modules offered by the university by the Quality Assurance Office is a form of interference in the work of academics.

- Strongly agree Agree
 Disagree Strongly disagree
 Neutral

9. The Quality Assurance Office at UDW should introduce a certificate or diploma qualification in adult and or tertiary education for academics without professional qualifications in order to improve the quality of teaching and learning.

Strongly agree

Agree

Disagree

Strongly disagree

Neutral

10. Students should evaluate the content of all modules for which they are registered.

Strongly agree

Agree

Disagree

Strongly disagree

Neutral

11. Students should evaluate the presentation of all modules for which they are registered.

Strongly agree

Agree

Disagree

Strongly disagree

Neutral

SECTION C

Rank the following statements about the management of quality assurance at UDW in their order of importance in terms of your own values and preferences. Place a number in the appropriate box; 1 being the most important and 4 being the least important.

1. Academic quality at UDW should be assessed in terms of
 - Institutional evaluation reports of the audits done by the Higher Education Quality Committee (HEQC).
 - The number of students who pass programmes and graduate.
 - Research grants and awards obtained by lecturers and other researchers.
 - The number of students securing employment within one year of graduation.

2. Effective methods for the assurance and enhancement of quality at UDW should include
 - Systematic monitoring by external professional bodies.
 - Peer evaluation of teaching and student evaluation.
 - Regular internal and external audits of teaching and learning.
 - Student evaluation of the content and presentation of modules they are taking.

3. The management and administration of quality assurance and quality enhancement at UDW should be the responsibility of
 - One central QA office reporting to the Vice-Chancellor
 - Faculty Deans and School Directors
 - Programme co-ordinators and Discipline Chairs.

- A quality assurance committee comprising all stakeholders within the university community.

SECTION D

Make a tick next to the appropriate box to indicate whether you have read the following policy documents.

1. National Policies

- Education White Paper 3 : The Transformation of Higher Education
- The National Plan for Higher Education
- HEQC : Founding Document
- HEQC: Institutional Audit Framework
- HEQC: Programme Accreditation Framework

2. Institutional policies

- Newsletters of the Quality Assurance Office of UDW
- Policy Documents of the Quality Assurance Office
- Documents issued by the Quality Assurance Reference Group at

UDW

- UDW's Strategic Plans

SECTION E

1. Comment on the significance of national policies on quality assurance in South African higher education.

2. Share your views about the implementation of quality assurance policies at UDW

Thank you for your time; your participation in this investigation is highly appreciated.