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AKENTEN APPIAH-MENKA UNIVERSITY OF SKILLS TRAINING AND ENTREPRENEURIAL DEVELOPMENT (AAMUSTED)

*Ghana's premier TVET and Entrepreneurial
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REALISING THE STRATEGIC MANDATE OF AAMUSTED: THE ROLE OF QUALITY ASSURANCE

*Data Collection and Management: The Key for Institutional
Planning*

Prof. Francis Ohene Boateng

Ag. Director, Quality Assurance, Planning and Accreditation (QAPA)



Overview of QAPA

- In compliance with best practices and GTEC's requirements, AAMUSTED in line with Statute 28 of the University Statutes, has established the Directorate of Quality Assurance, Planning and Accreditation (QAPA) to oversee quality assurance issues in AAMUSTED.
- QAPA is the university-wide body clothed with the responsibility of spearheading the quality assurance system of the University, including all sections and the various mechanisms designed to maintain high-performance standards.
- The Directorate is headed by a Director who is responsible for coordinating and monitoring academic programmes in the University.



The Structure of QAPA

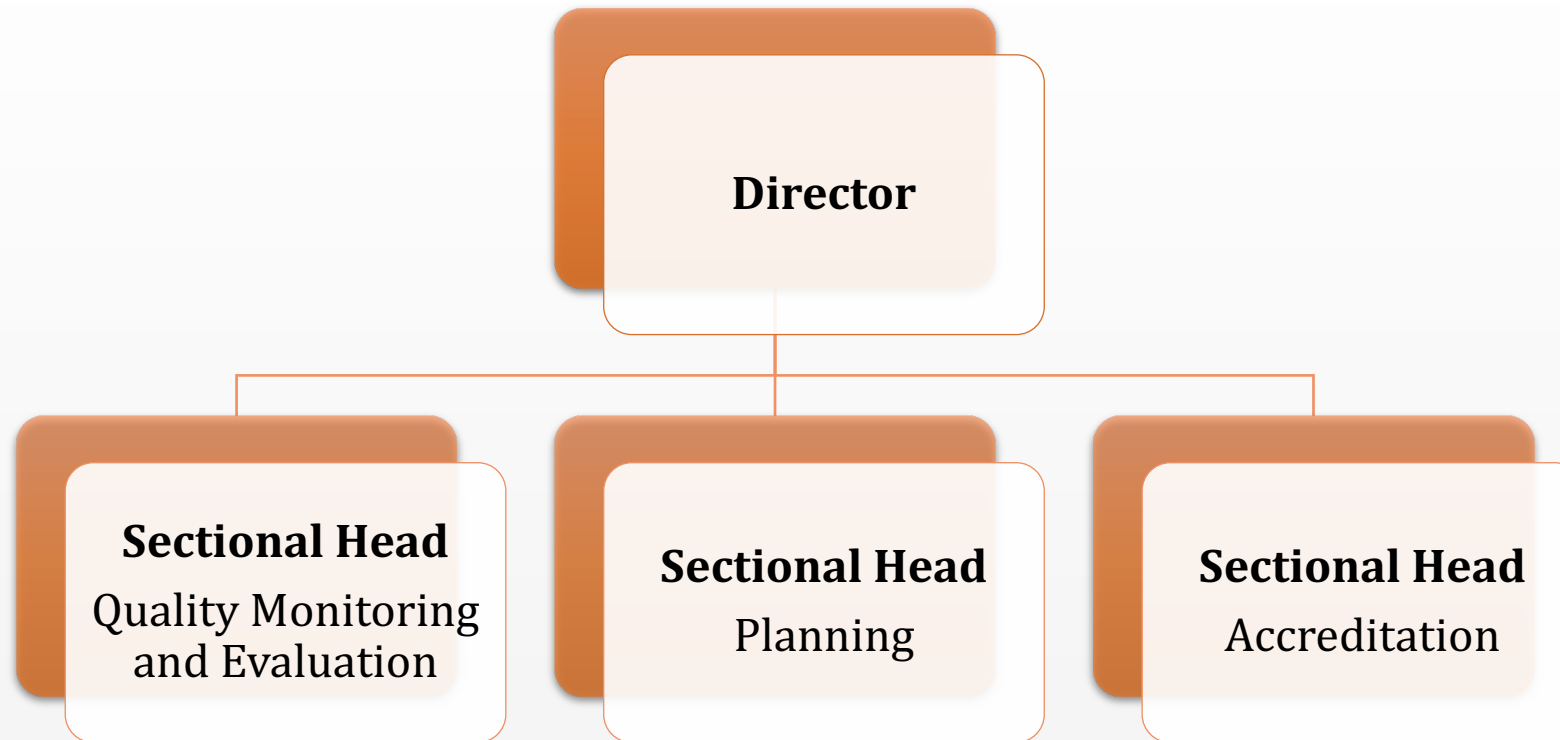


Figure 1: Composition of QAPA



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Mandate of QAPA

- To oversee and ensure that quality standards are complied with and maintained in the performance of the core activities of the University including teaching and learning, research and community service as well as administrative and other technical functions relating to the general operations of the University.



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Mission of QAPA

- To promote confidence in the academic provision or the core activities of the University (ie. Teaching and learning, research and community/outreach services), in a bid to ensure that the quality and standards of AAMUSTED are safeguarded, enhanced and effectively managed.



Functions of QAPA

1. Development and use of appraisal instruments for the University's operations and in consultation with Deans and Heads of Department to facilitate the yearly appraisal of teaching and learning.
2. Monitoring the implementation and reviewing of the University's policies on Planning and Quality Assurance.
3. Coordinating the activities of quality assurance in the Schools/Colleges/Faculties/Directorates/Departments/Units.
4. Developing Quality Assurance processes and procedures for the University and affiliate institutions, and managing all accreditation issues in the University.



Functions of QAPA

5. Periodic assessment of the labour market to facilitate the development of market-driven programmes and short courses.
6. Facilitating professional development and training for staff in collaboration with the Directorate of Human Resource.
7. Submitting reports of the activities of the Directorate to the Quality Assurance and Planning Committee.
8. Organising annual exit surveys of graduating classes and periodically undertaking tracer studies, students' satisfaction surveys and employees' surveys.



Functions of QAPA

9. Coordinating the development and implementation of the corporate strategic plan of the University.
10. Liaising with the Registrar to maintain an up-to-date database for staff and students for **planning purposes**.
11. Performing any other assignment that the Vice-Chancellor shall deem necessary.



Quality Assurance

- It is defined as a “systematic, structured and continuous attention to quality in terms of quality maintenance and improvement” (Vroeijenstijn, 1995a).
- Quality assurance therefore involves the process whereby measures are established which ensure that outcomes of academic programmes and activities are of a prescribed standard (Makerere University, 2007).



Quality Administrative Services

The following include key performance indicators for administration:

- Clean and well organized office environment
- Good reception to students and staff
- Write clear and quality letters and memos
- Take diligent minutes from meetings
- Prepare effective daily reports or updates for superiors
- Deliver messages promptly and clearly.
- Proofread and edit written communication materials or data
- Store and manage correspondence/data effectively



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Some Issues of Concern

The appropriate use of AAMUSTED logo



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Institutional Planning

- It is a systematic process that institutions/organisations use to set priorities, allocate resources, and focus energy and efforts to achieve key objectives (HESPA, 2024).
- It is cyclical in nature and spans the journey from strategy development through to implementation and review.
- Institutional planning heavily depends on data.



Data Collection and Management

- Data is a crucial resource for institutional planning in this information age.
- Data when properly collected and managed reveals the:
 1. current state of the institution
 2. future of the institution
 3. challenges within the institution
 4. quality standards of the institution
 5. reputation
 6. status of the institution in terms of ranking by other bodies and organisations.



Data Quality Metrics

- The quality of data is of optimum importance to institutional planning.
- Data quality metrics include the following:
 1. Accuracy
 2. Completeness
 3. Consistency
 4. Timeliness
 5. Validity
 6. Uniqueness



Some Data Sources in AAMUSTED

- The following are some key outfits where data is generated in AAMUSTED:
 1. Directorate of Academic Affairs (Admissions Office & MIS)
 2. Directorate of Finance
 3. Directorate of Human Resource
 4. Directorate of Works, Physical Development and Facility Mgt.
 5. Directorate of ICT Services
 6. Directorate of University Health Service
 7. University Library
 8. Faculties/Institutes/Directorates/Departments/Centres/Sections/Units



Data Usage (Internal)

- The following are some uses of data collected from the key sources:
 1. Decision making
 2. Research
 3. Basic statistics for congregations
 4. Lecture and examination timetabling
 5. Assessment of staff output
 6. Assessment of students performance (Broadsheet Results)
 7. Evaluation of physical facilities
 8. Assessment of Library resources
 9. Budgeting
 10. Procurement



Data Usage (External)

- The following are some external partners who make use of data collected from the institution:
 1. Ghana Tertiary Education Commission (GTEC)
 2. National Teaching Council (NTC)
 3. National Service Scheme
 4. Commission for Technical and Vocational Education and Training (CTVET)
 5. TVET Services
 6. Ranking Bodies (HE Ranking, Times Higher Education Ranking, etc.)
 7. Other local and international partners



Challenges with Data Collection

- Some of the challenges associated with data collection from the various sources include the following:
- Usually most data collected fail at least one of the data quality metrics:
 - Delays in providing requested data
 - Inaccuracies in data provided
 - Wrong use of data collection template/format
 - Inconsistencies in data provided by different outfits
 - Duplications in data provided
 - Unformatted data that does not conform to standards (like APA format)
 - Incomplete data
 - Outdated data



Challenges with Data Management

- The following are also some challenges associated with the management of data generated by/collected from the various outfits:
 - Fragmented nature of data storage
 - Unsecured nature of stored data
 - Inefficient form of data storage
 - Untimely retrieval of data
 - Lack of periodic updates of stored data
 - Poor attitude of staff towards data handling
 - Unauthorized staff/personnel handling sensitive data



The Way Forward as Staff

The following measures should be taken by staff to ensure that high quality data is generated and managed in the various outfits:

- Staff should demonstrate willingness and readiness to provide data when requested for.
- Staff collecting and/or managing data should be conscious of data security and data quality
- Staff should ensure that data passes all the quality metrics
- Staff should store data in appropriate and secured medium
- Staff should ensure that data is presented in the format in which it is requested
- Data should be readily available
- Data should always be up-to-date



The Way Forward as an Institution

As an institution, some of the measures that need to be taken to ensure that high quality data is generated and managed include but not limited to:

- Digitisation of administrative and academic processes
- Full Integration of IT systems
- The use of decision support/intelligence systems
- Periodic staff development and training on modern ways of collecting and managing quality data
- Full development of the University website with relevant information for our stakeholders and the general public



New Development and Projections by QAPA

- In a bid to position itself well as an agent spearheading quality assurance in the University, and the custodian of reliable institutional data, QAPA in collaboration with the Directorate of ICT Services and Department of Information Technology Education, has projected and initiated some digitization drive:
 1. QAPA website subdomain in AAMUSTED website
www.aamusted.edu.gh/qapa
 2. Monitoring and Evaluation Management System
 - Course Appraisal System integrated in AISS
 3. Accreditation Status System
 4. Integrated Database to provide QAPA with single window access to relevant data
 5. Automated timetabling



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