

2013

[STUDY REPORT ON EFFECTIVENESS OF PROGRAMME STANDARDS TO STAKEHOLDERS]

[This document reports the results of the Impact Study of Programme Standards to Stakeholders which was conducted online from 1st to 30th September 2013. The findings of this study were used as basis in reviewing the 5 earliest published programme standards by MQA.

Standards Division
Malaysian Qualifications Agency
December 2013

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INTRODUCTION

1. Programme Standards is developed by the Malaysian Qualifications Agency (MQA) at the stakeholders' request as a guideline to the Higher Education Providers (HEPs) and related agencies in offering programmes in specific fields.
2. In ensuring the published programme standards fulfill stakeholders' needs, the development process of programme standards takes into consideration the stakeholders' feedback as early as in the selection of panel of experts to the conduct of pilot study in selected HEPs.
3. The involvement of stakeholders is extended to the review stage of the effectiveness of programme standards which is done within five years after the implementation date.
4. In regards to that, Standards Division has conducted a Study on Effectiveness of Programme Standards to Stakeholders via online from 1st to 20th September 2013.
5. The purpose of this report is to inform the public of the findings obtained through the study conducted among 194 respondents who are the main users of the programme standards published by MQA.
6. Enquiries regarding this study can be channelled to the secretariat as follows:
 - i. Puan Mazlinawati Mohamed: 03-7968 3293 (mazlinawati@mqa.gov.my)
 - ii. Cik Enda Nurwani Ngah Deman: 03-7954 5124 (endanurwani@mqa.gov.my)

GENERAL INFORMATION ON THE STUDY

7. The objectives of the study on the effectiveness of programme standards are to:-
 - obtain feedback on developed programme standards;
 - obtain feedback on impact of programme standards in curriculum development and review processes of a programme;
 - observe the impact of programme standards on graduate marketability; and
 - obtain feedback on the needs for review of a particular programme standards or a field in a programme standards.

8. **Scope:** This study involves only the programme standards which is almost five years since its implementation date:

- Biotechnology;
- Computing;
- Traditional and Complementary Medicine;
- Law and Shariah; dan
- Medical and Health Sciences.

9. **Process:** This study was conducted online to maximise the number of respondents. To ensure stakeholders' awareness on the impact study conducted via online, all the stakeholders were notified through formal letter.

There are three types of questionnaire forms as in **Appendix 1**, for three categories of stakeholders, i.e., HEPs, Panel of Assessors (POA) and MQA Officers. The questionnaire form is divided into four parts, which are:

- A) General information,
- B) Feedback on the use of programme standards,
- C) Suggestion to improve programme standards, and
- D) Suggestion for new programme standards.

The findings of the study is used in determining the direction of programme standards' review.

FINDINGS OF THE STUDY

10. Overall, the total feedback received for each category of respondents are as follows:

Respondent	Percentage of Feedback
HEP	62% (152 respondents out of 246 invitations)
POA	23% (30 respondents out of 131 invitations)
MQA Officer	10% (12 respondents out of 115 invitations)

HEPs are the main contributor in this impact study, followed by POAs and MQA Officers.

11. General information (Part A) on each respondent is as follows;

a. HEP

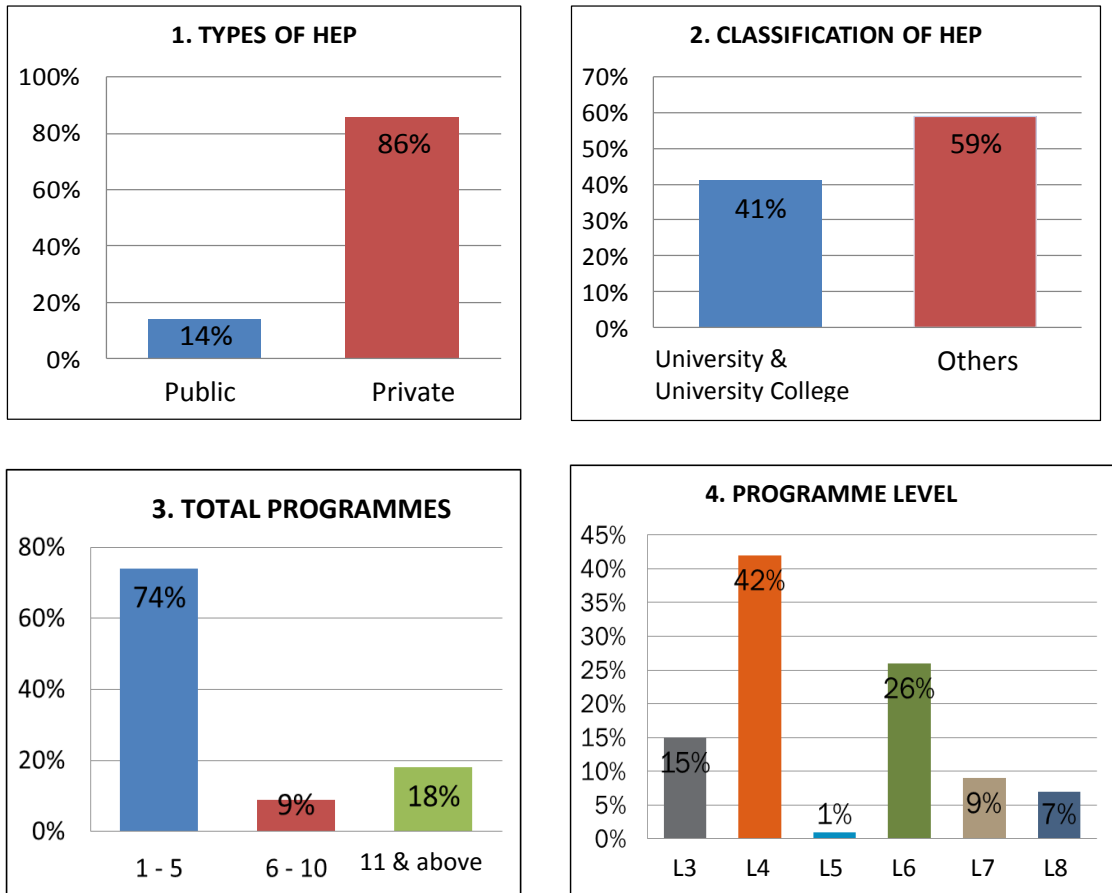


Diagram 1: General information of HEPs

Note:

L3: Certificate; L4: Diploma; L5: Advanced Diploma; L6: Bachelor; L7: Master; L8: Doctoral.

Diagram 1 shows general information on HEPs which were categorised based on types and classification of HEPs, total programme, and level of programme offered. More private HEPs have provided feedback on the programme standards published by MQA compared to public HEPs. Respondents from various types of HEPs show that this study has covered all types of programme standards users.

The majority of HEPs involved in the study are HEPs offering at least one (1) programme and a maximum of five (5) programmes related to programme standards to be reviewed, while, 18% of the total HEP respondents offer more than 10 related programmes. HEP respondents also offer programmes at various levels of study.

b. POA

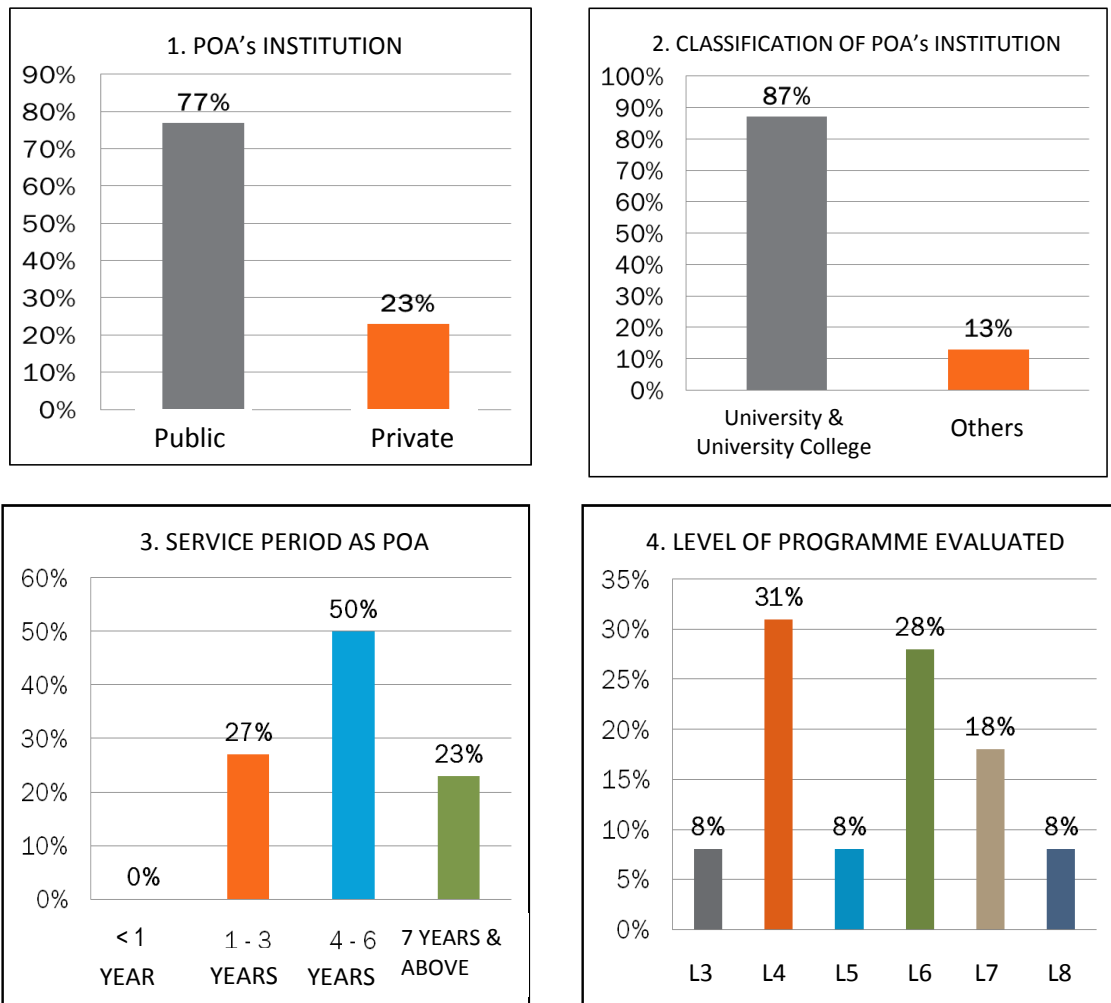


Diagram 2: General information on POA

Note:

L3: Certificate, L4: Diploma, L5: Advanced Diploma, L6: Bachelor, L7: Master, L8: Doctoral.

Diagram 2 shows general information on POA based on

- POA's institution and institutional classification;
- POA service period; and
- levels of programme evaluated.

POAs from public institutions are the major respondents involved in this study. 87% of the respondents are from universities and university colleges. 50% of the respondents have served as Panel of Assessors for a duration of four (4) to six (6) years; 23% exceed seven (7) years. Therefore, respondents of this study consist of assessors experienced in programme evaluation for each related fields. They have also evaluated programmes of various levels.

c. MQA Officers

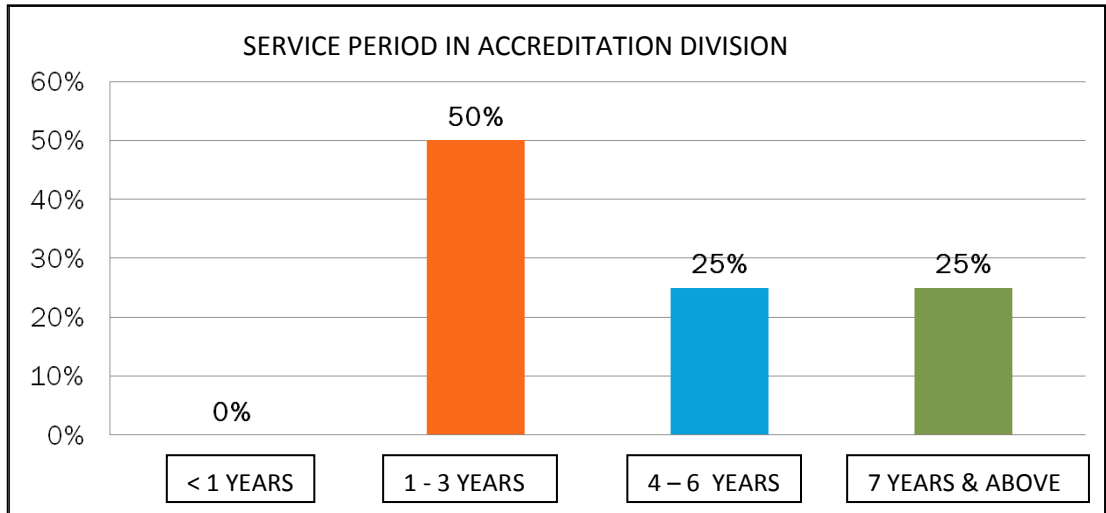


Diagram 3: General information on MQA Officers

Diagram 3 shows service period of MQA Officers who have provided feedback for this study. The majority (50%) of MQA Officers have served for one to three years in MQA.

12. Responses on the use of programme standards (Part B) for each respondent are as follows:

a. HEP

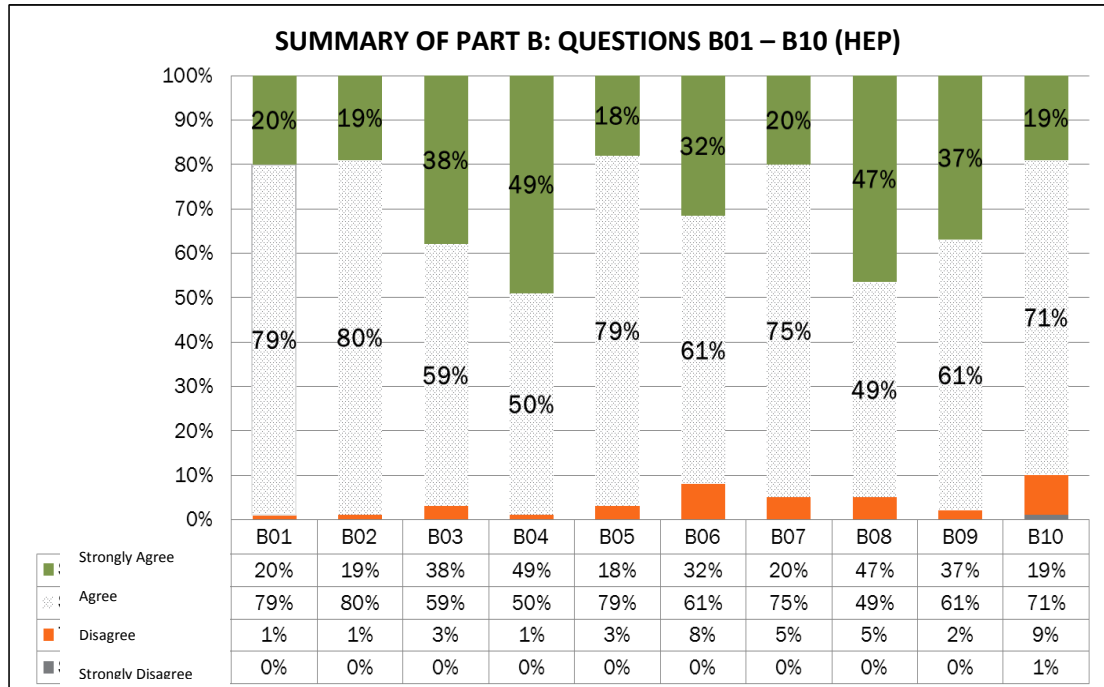


Diagram 4: Percentage of responses for questions in Part B

Note: Questions in Part B

B01	Clear & easy to understand
B02	Realistic and implementable
B03	Main reference for new programmes and programme review
B04	Assist HEP in understanding programme needs
B05	Relevant with current needs of the field
B06	Reduce cost for programme development and review
B07	Save time for programme development and review
B08	Ease HEP in obtaining Provisional and Full Accreditation
B09	Meet industry's requirements, give positive impact towards graduates marketability
B10	Able to create entrepreneurs

In overall, Diagram 4 shows that the percentage of respondents who are in agreement for all the questions are higher compared to those who disagree (less than 10%). This resembles that the **developed programme standards are accepted and used by the HEPs in programme development process, and have assisted HEPs in obtaining accreditation, thus producing quality graduates in related fields.**

b. POA

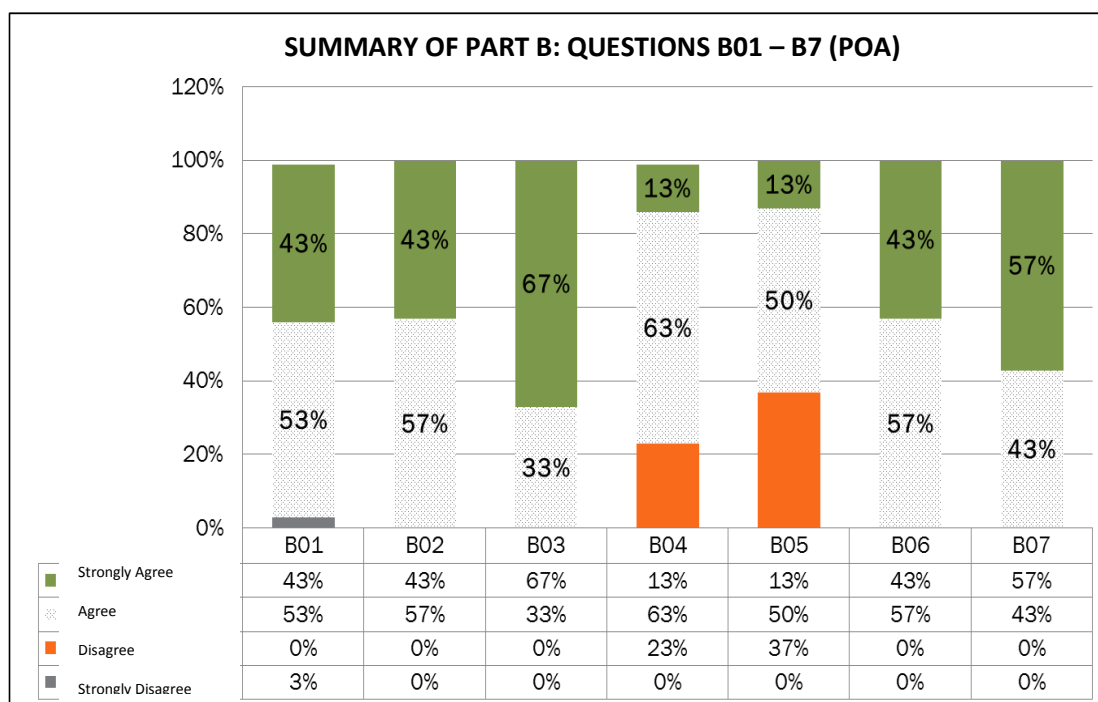


Diagram 5: Percentage of response for questions in Part B

Note: Questions in Part B

B01	Clear & easy to understand
B02	Realistic and implementable
B03	Main reference in evaluation exercise
B04	Relevant with current needs of the field
B05	Limit POA from providing opinion
B06	Assist to shorten duration of programme evaluation
B07	HEP has bigger potential in obtaining accreditation

Diagram 5 indicates POA's agreement that the developed programme standards are easy to understand and can be made as the main reference to conduct evaluation process. Besides that, POAs think that the implementation of **programme standards shortens the duration for programme evaluation and assists HEPs in obtaining accreditation**. However, 20% respondents disagree that the developed programme standards meets the current need of the fields and it also limits POAs from voicing their opinion.

c. MQA Officers

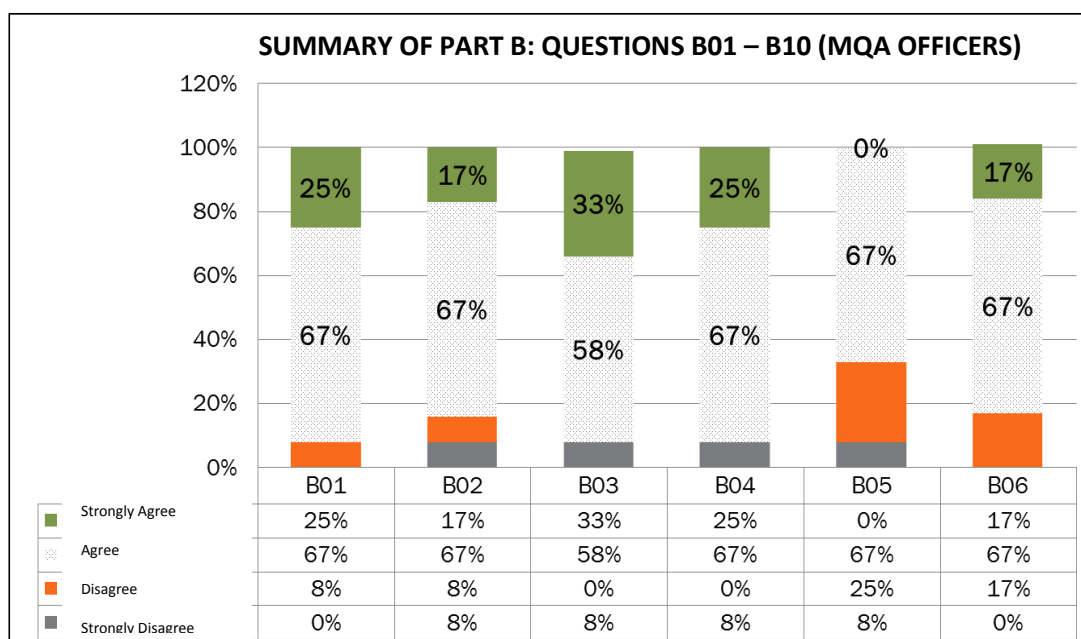


Diagram 6: Percentage of response for questions in Part B

Note: Questions in Part B

B01	Clear & easy to understand
B02	Realistic and implementable
B03	Assist in programme evaluation exercise
B04	Relevant with current needs of the field
B05	Assist to shorten time for programme evaluation
B06	Bigger potential in obtaining accreditation

Based on Diagram 6, the majority of **MQA Officers agree that the related programme standards are easy to understand, realistic and feasible, assist in programme evaluation exercise and are relevant to current needs of the fields.** The majority of the respondents **agree that the developed programme standards assist to shorten time for programme evaluation and increase the potential of HEP to obtain accreditation.**

However, 33% and 17% respondents disagree that the developed programme standards assist to shorten programme evaluation programme and increase HEP's chance of obtaining accreditation, respectively.

d. Duration and need for review of programme standards

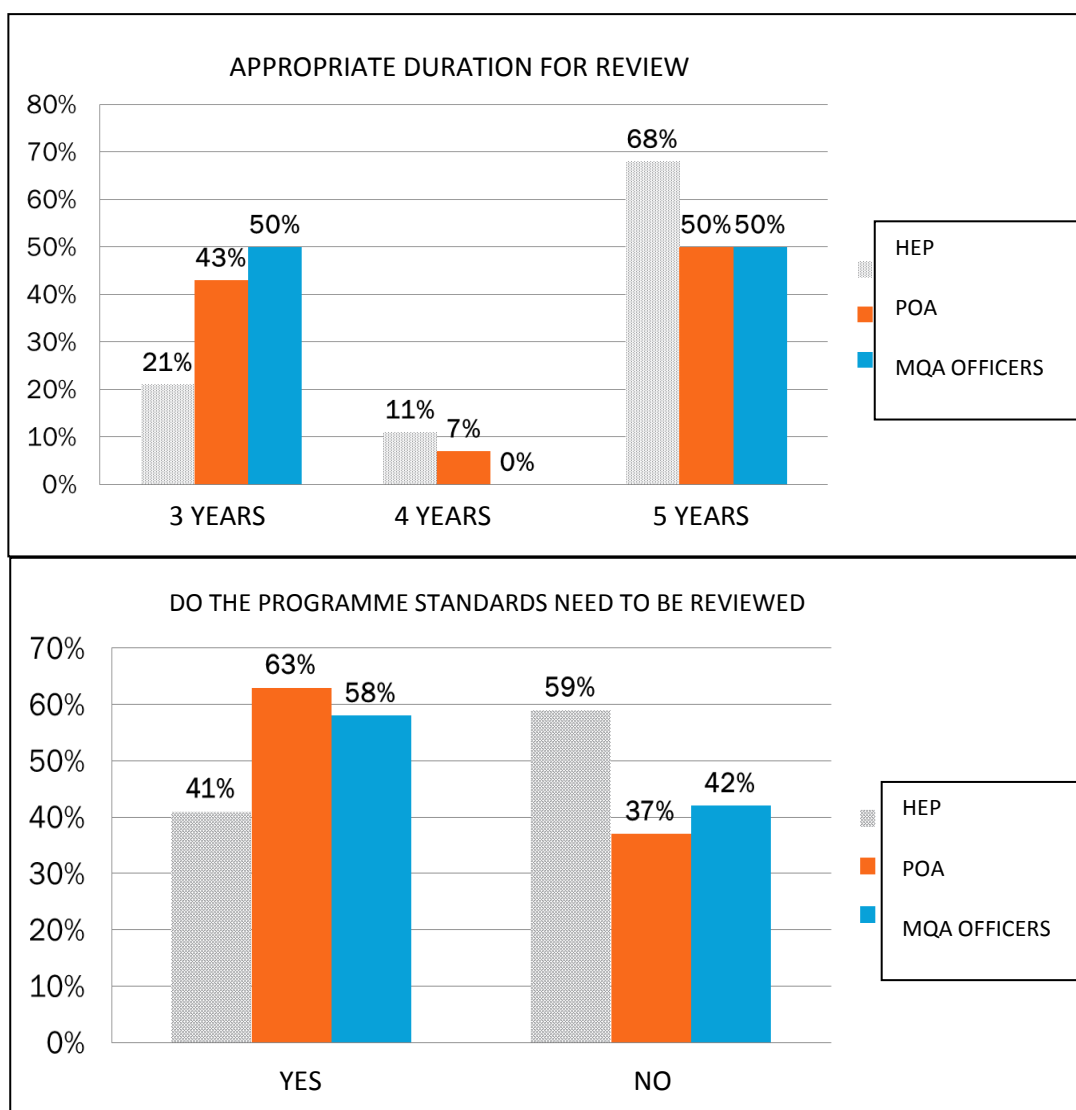


Diagram 7: Feedback on the duration and need to review the programme standards

Diagram 7 shows that **five (5) years** is agreed by the majority of respondents (HEPs, POA and MQA Officers) to be an appropriate duration for review of programme standards. The five years duration provides sufficient time for HEPs, POAs and MQA Officers to evaluate the content and importance of a particular programme standards.

The percentage of POAs and MQA Officers that support the 5-year review of programme standards is greater than those who disagree. Following are the programme standards suggested for review:

- i. Programme Standards: Biotechnology
- ii. Programme Standards: Computing
- iii. Programme Standards: Traditional and Complimentary Medicine

- iv. Programme Standards: Law and Shariah
- v. Programme Standards: Medical and Health Sciences

e. Sections to be reviewed

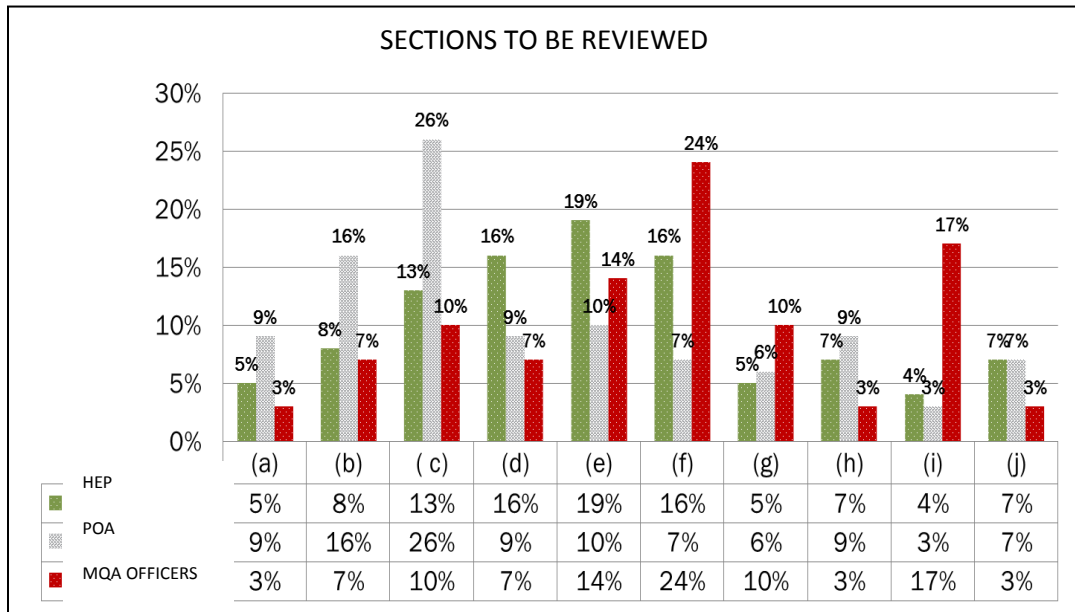


Diagram 8: Feedback on sections in programme standards that need to be reviewed

Note:

(a)	Programme aim
(b)	Learning outcomes
(c)	Curriculum design and delivery
(d)	Student assessment
(e)	Student selection
(f)	Academic staff
(g)	Educational resources
(h)	Programme monitoring and review
(i)	Leadership, governance and administration
(j)	Continuous quality improvement

Overview, the respondents **suggest to review the following sections:**

- i. Learning outcomes**
- ii. Curriculum design and delivery**
- iii. Student assessment**
- iv. Student selection**
- v. Academic Staff**
- vi. Leadership, governance and administration**

13. Request for new programme standards to be developed are as follows:

NO.	SUGGESTION OF PROGRAMME STANDARDS	TOTAL REQUEST
1	Medical and Health Sciences	7
2	Computing	7
3	Business	7
4	Creative Multimedia	4
5	Agriculture	3
6	Science	3
7	Performing Arts	3
8	Education	3
9	Nursing	2
10	Engineering and Engineering Technology	2
11	Media and Communication Studies	2
12	Management	2
13	Traditional and Complimentary Medicine	1
14	Applied Science	1
15	Pharmacy	1
16	Fashion	1
17	Arts and Design	1
18	Hospitality and Tourism	1
19	Cosmetics	1
20	Islamic Studies	1
21	Muamalat and Islamic Finance	1
22	Law	1
23	Counselling / Psychology	1
24	Accounting	1

14. Remarks by respondents on programme standards are as follows:

- a. Programme Standards: Biotechnology
 - i. Difficult to measure due to too many programme aims.
 - ii. Difficult to measure learning outcomes due to many domains in one learning outcome.

- b. Programme Standards: Computing
 - i. Add on fields like networking and communication, computer engineering and business information technology.
 - ii. Update fields and topics based on current development.
 - iii. Add on topics like computer security and forensic to provide flexibility for HEP to choose.
 - iv. Industrial training for students who have working experience:
 - compulsory to those who did not work in the current field of study.
 - exemption for students who work in the current field of study, need to take any course as a substitute.
 - v. HEP suggested that credit requirement for mathematics at SPM level for entry into diploma and bachelor's degree is changed to pass only. HEP will ensure strengthening of mathematics among students.
 - vi. Review of curriculum once in every 3 years.

- c. Programme Standards: Medical and Health Sciences
 - i. Add on medical science and paramedic fields.
 - ii. HEP – Student entry requirement with 5 credits at SPM is too high and need to be reduced to 3 credits only. However, POAs have the opposite views on this.
 - iii. Calculation on credit for clinical and industrial trainings.

- d. General suggestions
 - i. Update according to Standards: Master's and Doctoral Degree and add information on *mata pelajaran umum*.
 - ii. Focus on practical training – computing, medical and health sciences.
 - iii. Require explanation on student learning time calculation.
 - iv. Require explanation on Outcome Based Education.
 - v. Explanation on programme standards to HEPs.
 - vi. Add entrepreneur course in course outline.
 - vii. Create mechanism for POA to provide feedback to strengthen programme standards.

CONCLUSION

In general, study conducted has achieved its objective as intended. This is so because through the inputs accepted, MQA able to

- know that the five programme standards published by MQA has POSITIVE impact on the users in general; assist HEPs in the curriculum development and review processes; and assist marketability of graduates;
- obtain comments and suggestions for improvement from the main users of programme standards which are really beneficial in the review process of the related programme standards; and
- know the request of new programme standards by related respondents to be developed in the future.

This report has been presented to MQA top management and based on the inputs on programme standards suggestions, Standards Division, MQA has been assigned to start the development of Programme Standards for Business starting December 2013.

For the time being, Standards Division has initiated effort to review three programme standards by initializing the programme standards that are in requested by the respondents, i.e, Programme Standards: Computing, Law and Shariah, and Medical and Health Sciences.

In order to get feedback from industries, a dialogue session will be conducted during the early stage of the five programme standards' review to obtain their comments on graduates.

It is anticipated that with the input from this study and dialogue session with the industries, programme standards to be developed will meet the users' requirements and ease all parties in producing quality graduates who meet the market needs.

**QUESTIONNAIRE ON EFFECTIVENESS OF PROGRAMME STANDARDS XXXX
TO HIGHER EDUCATION PROVIDER (HEP)**



Introduction

This questionnaire aims to evaluate the effectiveness on utilization of programme standards published by Malaysian Qualifications Agency (MQA) towards Higher Education Providers' (HEPs) programmes. MQA thanks HEPs for the cooperation in providing feedback by filling this questionnaire. All feedback will be treated private and confidential. The information provided will benefit MQA in planning, managing and collaborating with HEPs to enhance the quality of Malaysian higher education.

Instruction

Fill in this questionnaire by ticking ✓ in the spaces provided. For any enquiries, please contact En. Mohd Ishak Mohd Hussaini, tel. no: 03 – 7968 3294 or email: ishak@mqa.gov.my OR contact Cik Enda Nurwani Ngah Deman, tel. no: 03 – 7954 5124 or email: endanurwani@mqa.gov.my.

A. General Information

1. Types of HEP (tick 1 box only)

Public Private

2. Classification of HEP (tick 1 box only)

University and University College Others (i.e. college, institution)

3. Number of programmes offered for the related programme standards

1 - 5 6 - 10 11 and above

4. The level of programme offered for the related programme standards (Levels in Malaysian Qualifications Framework, MQF – can tick more than 1 box)

Level 3 (Certificate) Level 4 (Diploma) Level 5 (Advanced Diploma)

Level 6 (Bachelor) Level 7 (Master) Level 8 (Doctoral)

Evaluation Scale

1	2	3	4
Strongly Disagree	Disagree	Agree	Strongly Agree

B. Feedback on Implementation of Programme Standards					
Description	Scale				Remark
	1	2	3	4	
1. The related programme standards are clear and easy to understand.					
2. Standards and criteria set are realistic and implementable.					
3. The related programme standards are the main reference in new programme development and programme review.					
4. The related programme standards assist HEPs in understanding programme needs for a particular field.					
5. The programme standards developed are relevant with the current needs of the field.					
6. The related programme standards help to reduce cost of programme development and review.					
7. The related programme standards shorten duration for programme development and review.					
8. The related programme standards ease HEPs in obtaining provisional and full accreditation.					
9. The programme standards meet industries needs and give positive impact on graduate's marketability.					
10. The programme standards are able to produce entrepreneurs and create job opportunities.					

<p>11. In general, MQA sets out the review of a programme standards is conducted in 5 years time from the implementation date.</p> <p>a) What is the appropriate duration for review of programme standards?</p> <p>b) Do the related programme standards need to be reviewed now?</p>	<p>In 3 years <input type="checkbox"/></p> <p>In 4 years <input type="checkbox"/></p> <p>In 5 years <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p>
<p>12. If yes, please tick sections to be reviewed (can tick more than 1).</p>	<p>a. Programme Aim <input type="checkbox"/></p> <p>b. Learning Outcome <input type="checkbox"/></p> <p>c. Curriculum Design and Delivery <input type="checkbox"/></p> <p>d. Student Assessment <input type="checkbox"/></p> <p>e. Student Selection <input type="checkbox"/></p> <p>f. Academic Staff <input type="checkbox"/></p> <p>g. Educational Resources <input type="checkbox"/></p> <p>h. Programme Monitoring and Review <input type="checkbox"/></p> <p>i. Leadership, Governance and Administration <input type="checkbox"/></p> <p>j. Continuous Quality Improvement <input type="checkbox"/></p>	<p>Remark:</p> <p>Remark:</p> <p>Remark:</p> <p>Remark:</p> <p>Remark:</p> <p>Remark:</p> <p>Remark:</p> <p>Remark:</p> <p>Remark:</p> <p>Remark:</p>
<p>C. Suggestion for programme standards' improvement (not more than 500 words)</p>		
<p>D. New programme standards required by HEPs?</p>		

Name:
Position:
Telephone:
Email:

QUESTIONNAIRE ON EFFECTIVENESS OF PROGRAMME STANDARDS XXXX

TO PANEL OF ASSESSOR (POA)



Introduction

This questionnaire aims to evaluate the effectiveness on utilization of programme standards published by Malaysian Qualifications Agency (MQA) as a guide to Panel of Assessors (POAs). MQA thanks POAs for the cooperation in providing feedback by filling this questionnaire. All feedback will be treated private and confidential. The information provided will benefit MQA in planning, managing and collaborating with POAs to enhance the quality of Malaysian higher education.

Instruction

Fill in this questionnaire by ticking ✓ in the spaces provided. For any enquiries, please contact En. Mohd Ishak Mohd Hussaini, tel. no: 03 – 7968 3294 or email: ishak@mqa.gov.my OR contact Cik Enda Nurwani Ngah Deman, tel. no: 03 – 7954 5124 or email: endanurwani@mqa.gov.my.

A. General Information

1. POA's institution

Public Private

2. Classification of POA's institution

University and University College Others

3. POA service period (year)

Less than a year 1 - 3 4 - 6 7 and above

4. Level of programme evaluated (Levels in Malaysian Qualifications Framework, MQF – can tick more than 1 box)

Level 3 (Certificate) Level 4 (Diploma) Level 5 (Advanced Diploma)

Level 6 (Bachelor) Level 7 (Master) Level 8 (Doctoral)

Evaluation Scale

1	2	3	4		
Strongly Disagree	Disagree	Agree	Strongly Agree		
B. Feedback on Implementation of Programme Standards					
Description	Scale				Remark
	1	2	3	4	
1. The related programme standards are clear and easy to understand.					
2. Standards and criteria set are realistic and implemnetable.					
3. The related programme standards are the main reference in new programme development and programme review.					
4. The programme standards developed are relevant with the current needs of the field.					
5. The related programme standards limit POA from giving opinion on latest development.					
6. The related programme standards assist to shorten duration of programme evaluation.					
7. HEPs have greater potential to obtain accreditation with the existence of programme standards.					
<p>8. In general, MQA sets out the review of a programme standards is conducted in 5 years time from the implementation date.</p> <p>a) What is the appropriate duration for review of programme standards?</p> <p style="margin-left: 40px;">In 3 years <input type="checkbox"/></p> <p style="margin-left: 40px;">In 4 years <input type="checkbox"/></p> <p style="margin-left: 40px;">In 5 years <input type="checkbox"/></p> <p>b) Do the related programme standards need to be reviewed now?</p> <p style="margin-left: 100px;">Yes <input type="checkbox"/></p> <p style="margin-left: 100px;">No <input type="checkbox"/></p>					

9. If yes, please tick sections to be reviewed (can tick more than 1).	a. Programme Aim	<input type="checkbox"/>	Remark:
	b. Learning Outcome	<input type="checkbox"/>	Remark:
	c. Curriculum Design and Delivery	<input type="checkbox"/>	Remark:
	d. Student Assessment	<input type="checkbox"/>	Remark:
	e. Student Selection	<input type="checkbox"/>	Remark:
	f. Academic Staff	<input type="checkbox"/>	Remark:
	g. Educational Resources	<input type="checkbox"/>	Remark:
	h. Programme Monitoring and Review	<input type="checkbox"/>	Remark:
	i. Leadership, Governance and Administration	<input type="checkbox"/>	Remark:
	j. Continuous Quality Improvement	<input type="checkbox"/>	Remark:
C. Suggestion for programme standards. (not more than 500 words)			
D. New programme standards required by POAs?			

QUESTIONNAIRE ON EFFECTIVENESS OF PROGRAMME STANDARDS XXXX

TO MQA OFFICER



Introduction

This questionnaire aims to evaluate the effectiveness on utilization of programme standards published by Malaysian Qualifications Agency (MQA) as a guide to MQA Officers. MQA thanks the officers for the cooperation in providing feedback by filling this questionnaire. All feedback will be treated private and confidential. The information provided will benefit MQA in planning, managing and collaborating with officers to enhance the quality of Malaysian higher education.

Instruction

Fill in this questionnaire by ticking ✓ in the spaces provided. For any enquiries, please contact En. Mohd Ishak Mohd Hussaini, tel. no: 03 – 7968 3294 or email: ishak@mqa.gov.my OR contact Cik Enda Nurwani Ngah Deman, tel. no: 03 – 7954 5124 or email: endanurwani@mqa.gov.my.

A. General Information

1. Service period in accreditation division (years)

Less than a year 1 - 3 4 - 6 7 and above

Evaluation Scale

1	2	3	4
Strongly Disagree	Disagree	Agree	Strongly Agree

B. Feedback on Implementation of Programme Standards

Description	Scale				Remark
	1	2	3	4	
1. The related programme standards are clear and easy to understand.					
2. Standards and criteria set are realistic and implemnetable.					
3. The programme standards assist in programme evaluation.					
4. The programme standards developed are relevant with the current needs of the field.					

5. The related programme standards assist to shorten duration of programme evaluation.					
6. HEPs have greater potential to obtain accreditation with the existence of programme standards.					
<p>7. In general, MQA sets out the review of a programme standards is conducted in 5 years time from the implementation date.</p> <p>a) What is the appropriate duration for review of programme standards?</p> <p>b) Do the related programme standards need to be reviewed now?</p>	<p>In 3 years <input type="checkbox"/></p> <p>In 4 years <input type="checkbox"/></p> <p>In 5 years <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>				<p>No <input type="checkbox"/></p>
8. If yes, please tick sections to be reviewed (can tick more than 1).	a. Programme Aim <input type="checkbox"/>	Remark:			
	b. Learning Outcome <input type="checkbox"/>	Remark:			
	c. Curriculum Design and Delivery <input type="checkbox"/>	Remark:			
	d. Student Assessment <input type="checkbox"/>	Remark:			
	e. Student Selection <input type="checkbox"/>	Remark:			
	f. Student Selection <input type="checkbox"/>	Remark:			
	g. Academic Staff <input type="checkbox"/>	Remark:			
	h. Educational Resources <input type="checkbox"/>	Remark:			
	i. Programme Monitoring and Review <input type="checkbox"/>	Remark:			
	j. Leadership, Governance and Administration <input type="checkbox"/>	Remark:			
C. Suggestion for programme standards. (not more than 500 words)					
D. New programme standards required by MQA Officers?					