



UBT COLLEGE

**QYALITY IMPROVEMENT PLAN BASED ON THE THEMATIC ANALYTICAL
REPORT ON THE TEACHING QUALITY**

September 2024

The thematic analysis on teaching quality at UBT highlights several critical areas for improvement, based on findings from 533 academic staff members and 334 students. These findings, gathered through focus groups, qualitative interviews, and staff discussions, reflect both strengths and challenges in the current academic environment. As UBT strives to maintain and enhance the quality of its educational offerings, this report outlines key recommendations and a comprehensive Quality Improvement Plan (QIP) to address the identified areas compiled by the Quality Commission. .

The Central Quality Assurance Office will implement this plan in collaboration with relevant faculties and administrative units. The plan is designed to ensure that improvements are targeted, measurable, and sustainable over time. It aligns with the guidelines of the Quality Manual, which emphasizes the importance of continuous evaluation and improvement in the areas of teaching, research, infrastructure, and student support.

Table 1: Key Areas of Improvement and Actions

Area of Improvement	Action	Responsible Stakeholders	Deadline	Performance Indicators
Teaching Process and Faculty Engagement	Ensure adherence to lecture content and assessment rules from syllabi	Academic Staff, Program Coordinators	January 2025	95% compliance with syllabi-based teaching and assessment.
	Align teaching efforts between professors and assistants	Faculty Dean, Program Directors, Course Coordinators	December 2024	100% alignment between course lectures and assistant support.
	Increase faculty mentoring and quality of thesis supervision	Academic Staff, Thesis Supervisors, Program Coordinators	Ongoing (Annual review)	85% student satisfaction with thesis mentoring.
Student Attendance and Participation	Improve monitoring of student attendance	Faculty Dean, Program Coordinators, Admin Staff	January 2025	10% increase in student attendance across all programs.
	Optimize class sizes for practical sessions	Faculty Dean, Program Directors	February 2025	Reduction of over-sized groups to below 30 students per session.
Student Feedback and Interaction	Improve interactivity in lectures	Academic Staff, Program Coordinators	June 2025	80% of courses rated as “interactive” by students.
	Timely feedback provision via Moodle and SMIS	Academic Staff, Program Coordinators	January 2025	Feedback on assignments provided within 7 days.

Research Involvement and Student Participation	Increase student involvement in research projects and conferences	Academic Staff, Research Office, Program Coordinators	June 2025	20% increase in student participation in research activities.
Professional Development and Workload Management	Ensure faculty complete individual development plans	Faculty Dean, Program Coordinators, HR	March 2025	100% of faculty have completed professional development plans.
	Harmonize workloads, especially for overburdened faculty	HR, Faculty Dean, Program Coordinators	March 2025	Balanced workloads across all faculty members.
Infrastructure and Research Support	Upgrade laboratory facilities (especially in computer science)	Facilities Management, Program Directors, IT Department	September 2025	Fully upgraded laboratories, measured through satisfaction surveys and utilization rates.
Student Transportation and Timetable Management	Optimize transportation schedules and reduce overcrowding	Admin Staff, Transport Providers	February 2025	95% satisfaction with transportation services.

1. Narrative description for Enhancing Teaching Process and Faculty Engagement

The report identified several opportunities to improve the overall teaching process and increase faculty engagement in both teaching and mentoring activities. One of the most critical areas for improvement is ensuring that teaching staff adhere to the content and assessment rules specified in the accredited syllabi. This issue was raised by students and observed in the focus groups, where concerns about inconsistencies in lecture delivery and assessment practices were expressed.

Narrative Action Plan

- **Adherence to Accredited Syllabi:** Academic staff, under the guidance of program coordinators, will be required to follow the approved syllabi strictly. Regular audits of course content and assessments will be conducted to ensure compliance.
- **Faculty Mentoring and Thesis Supervision:** There will be a renewed emphasis on faculty engagement in mentoring students, particularly in thesis supervision. Program coordinators will organize workshops to improve mentoring skills and ensure that faculty maintain high-quality supervision standards.
- **Examination and Feedback Process:** Faculty will also be encouraged to increase their involvement in the exam process, from preparation to the timely return of results and feedback. This will help standardize the exam procedures and improve student satisfaction.

Implementation Timeline

- **Immediate (By January 2025):** Ensure all academic staff align with the syllabi in both content and assessments. Program directors will oversee the alignment process and ensure it is completed by the start of the next academic year.
- **Ongoing (Annual Review):** Conduct regular mentoring workshops and evaluate thesis supervision quality through student surveys. Increased faculty involvement in exam processes will be reviewed annually through feedback forms.

Performance Indicators

- 95% compliance with syllabi-aligned teaching content and assessment practices.
- 85% student satisfaction with thesis mentoring and feedback.
- 100% involvement of faculty in exam supervision and result submission processes.

2. Improving Student Attendance and Participation

Low student attendance has been flagged as an area requiring urgent attention. Particularly in larger lecture groups, attendance rates drop significantly, suggesting the need for better monitoring and engagement strategies.

Action Plan

- **Attendance Monitoring System:** An attendance monitoring system will be introduced to ensure that student participation is tracked. Faculty members will be required to submit attendance records, and administrative staff will monitor attendance rates across all programs.
- **Smaller Class Sizes for Practical Sessions:** Larger student groups will be divided into smaller, more manageable sizes, especially for practical sessions. This will allow for more interactive and focused learning, improving the overall student experience.
- **Scheduling and Class Timings:** Lectures scheduled after 7:00 PM, which were highlighted as inconvenient for students due to transportation challenges, will be re-evaluated. Alternative scheduling will be considered to accommodate students who travel long distances.

Implementation Timeline

- **By February 2025:** Implement the attendance monitoring system and split larger groups into smaller sections, particularly for hands-on classes and practical exercises.
- **Ongoing:** Review class schedules annually to ensure that late lectures are minimized and transport issues are addressed.

Performance Indicators

- A 10% increase in student attendance across all programs by the end of the next academic year.

- A reduction of large class sizes to no more than 30 students in practical sessions.

3. Increasing Interactivity and Feedback in the Classroom

Thematic analysis revealed that some courses lack sufficient interactivity, which can hinder student engagement and learning. Additionally, feedback from students often takes too long, causing frustration and affecting the learning process.

Action Plan

- **Interactive Teaching Methods:** Faculty will be encouraged to incorporate more interactive teaching methods, such as group work, case studies, and discussions. Training sessions on student-centered learning will be offered to faculty members, with a focus on interactive techniques that foster engagement.
- **Timely Feedback:** Faculty will be required to provide feedback on assignments and exams within a specified timeframe. The Student Management Information System (SMIS) will be updated to reflect deadlines for feedback, and faculty performance in this area will be monitored.

Implementation Timeline

- **By June 2025:** Ensure that interactive teaching methods are adopted in at least 80% of courses. Faculty training sessions will be conducted before the start of the next academic year.
- **By January 2025:** Set clear deadlines for the provision of feedback via the SMIS system, with faculty monitored for compliance.

Performance Indicators

- 80% of courses rated as interactive by students in end-of-semester surveys.
- Feedback on assignments provided within 7 days for 90% of all courses.

4. Increasing Research Involvement and Student Participation in Projects

While faculty members are actively involved in research, student participation in research activities remains low. There is a need to create more opportunities for students to engage in faculty-led projects and to present their research at conferences.

Action Plan:

- **Research Project Involvement:** Faculty will be encouraged to involve students in their research projects, offering them roles as research assistants or contributors. A new initiative will be launched to match interested students with ongoing faculty research projects.
- **Conference Participation:** UBT will support student participation in academic conferences by providing funding for student presentations and facilitating access to research dissemination platforms.

Implementation Timeline:

- **By June 2025:** Launch a research involvement program for students and increase participation in faculty research activities.
- **Ongoing:** Ensure continuous support for student participation in conferences and other research dissemination events.

Performance Indicators:

- A 20% increase in student participation in research projects by the end of the academic year.
- An increase in the number of student presentations at conferences by 10% annually.

5. Faculty Professional Development and Workload Management

Professional development for faculty is essential for ensuring that teaching quality continues to improve. However, some faculty members have yet to complete their individual development plans, which are necessary for performance evaluations. Additionally, some staff are overburdened with excessive workloads, affecting their ability to teach and engage effectively.

Action Plan:

- **Completion of Development Plans:** Faculty members who have not completed their individual development plans will be required to do so. These plans will form the basis for performance evaluations, with the dean of each faculty overseeing the process.
- **Workload Harmonization:** Efforts will be made to balance the workloads of faculty, particularly those who are teaching beyond their standard hours. The HR department will conduct a workload assessment to ensure that teaching loads are distributed fairly.

Implementation Timeline:

- **By March 2025:** Ensure that all faculty members have completed their professional development plans and that these plans are used in performance evaluations.
- **By March 2025:** Complete a workload assessment and harmonization process to ensure that workloads are balanced across all faculty members.

Performance Indicators:

- 100% of faculty have completed their professional development plans.
- Balanced workloads across all faculty, with a reduction in overtime hours.

6. Infrastructure and Laboratory Upgrades

The report highlighted that certain facilities, particularly laboratories in computer sciences, need upgrading to meet the growing demands of the curriculum. Upgraded infrastructure is essential to ensure that students have access to the latest technology and tools required for their education.

Action Plan

- **Laboratory Upgrades:** UBT will prioritize the upgrading of laboratories, particularly in technology-driven disciplines like computer science. New equipment and software will be introduced to enhance the learning environment.
- **Regular Facility Reviews:** The Central Quality Assurance Office, in collaboration with the IT department, will conduct regular reviews of laboratory facilities to ensure that they remain up to date with the latest technological advancements.

Implementation Timeline

- **By September 2025:** Complete the upgrading of laboratory facilities across key disciplines, with a focus on computer science.
- **Ongoing:** Conduct annual reviews of facility needs to ensure that all labs remain state-of-the-art.

Performance Indicators

- Fully upgraded laboratories in key areas, with a 90% satisfaction rate from students and faculty in annual surveys.

7. Student Transportation and Timetable Management

Students raised concerns about overcrowded buses and uncoordinated transport schedules. These issues pose logistical challenges for students, particularly those attending classes at inconvenient hours.

Action Plan

- **Transportation Optimization:** UBT will work closely with transportation providers to optimize schedules and reduce overcrowding on buses. Additional buses may be added during peak times to accommodate student needs.
- **Class Timing Adjustments:** Late evening classes, particularly those after 7:00 PM, will be re-evaluated and, where possible, rescheduled to earlier times to reduce the strain on transportation services.

Implementation Timeline

- **By February 2025:** Implement changes to transportation schedules and optimize student bus services.
- **Ongoing:** Regularly review class schedules to ensure late lectures are minimized and student transportation needs are met.

Performance Indicators:

- 95% student satisfaction with transportation services by the end of the academic year.

- A reduction in the number of late evening lectures.

8. Monitoring and Evaluation

The Central Quality Assurance Office will monitor the implementation of this Quality Improvement Plan in collaboration with faculty deans, program directors, and administrative staff. Performance indicators will be tracked and reported on an annual basis to assess the progress of each action item.

Date: 25.09.2024

Quality Commission of UBT