



Quality Speaks

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FROM THE DIRECTOR'S DESK

Dear valued readers,

A hearty welcome to the thirtieth edition of our esteemed newsletter, "Quality Speaks, Issue 30." On behalf of the Directorate, I extend our heartfelt gratitude for your steadfast support in our endeavours. This is also an opportunity to convey our warmest greetings to each of you.

It has come to our attention that there exists a variety of perceptions among our staff regarding the Quality Assurance Directorate. These differing viewpoints manifest in their responses to our calls and, subsequently, in their actions or inactions. To some, the Directorate is perceived merely as a fault-finding unit, while others believe it plays a minimal role in meeting staff expectations. Additionally, there is a misconception that our Directorate only becomes notably active during specific University operations, such as examination monitoring and the assessment of teaching staff and courses.

However, recent strides, such as the collaborative seminar organised by the Directorate and the Division of Human Resource on GTEC's New Standards and Norms in Tertiary Education delivery, have brought about a positive shift in understanding. This initiative served to enlighten many who were previously unaware of the Directorate's existence and its mandates. The subsequent appreciation gained has significantly influenced a more favourable perception of the Directorate, reshaping both thinking and operations.

Regrettably, it is imperative to note that the Directorate operates with a limited staff, consisting of six personnel, including two National Service Personnel, entrusted with the monumental responsibility of overseeing quality assurance matters

across the entire university, spanning both the Winneba and Ajumako campuses.

Despite the constraints posed by our limited staff numbers, our team remains more determined than ever to diligently contribute to the realisation of the university's vision and mission, as encapsulated in Statute 29 of the UEW 2020 statutes. It is crucial to underscore that each member of the university, irrespective of their role, is inherently a Quality Assurance Officer. Therefore, fostering collaborative efforts is imperative to ensuring that every facet of our operations attains the hallmark of quality. As the adage goes, "The sweetness of the pudding is in its eating."

I am pleased to provide you with an update on the operations and activities undertaken by the Directorate since our last Issue in 2022.

During this period, noteworthy events and activities unfolded within the Directorate, warranting acknowledgment in this Issue. Notably, the then Deputy Director assumed the role of Acting Director and subsequently, the Director position, following a successful interview process conducted by the Management.

Moreover, a new Deputy Director, Dr. Mrs. Emma Sarah Eshun, has been appointed to the Directorate, further fortifying our leadership team.

Within the pages of this newsletter, we delve into the significant activities orchestrated by the Directorate from November 2022 to November 2023. We invite you to invest a few moments of your valuable time in perusing this edition, characterised by its informative, educational, and insightful content. Your readership is highly appreciated. Enjoy the enriching experience offered by the latest edition of "Quality Speaks."

Prof. Robert Andrews Ghanney
Director, Quality Assurance Directorate

"Quality Speaks" IS A NEWSLETTER OF THE QUALITY ASSURANCE DIRECTORATE, UEW

INTRODUCTION

Established in 2003, the Quality Assurance Directorate (QAD) originated as a unit dedicated to supporting, monitoring, and establishing quality standards within the University's academic programmes and administrative processes. In a pivotal development in 2014, this unit was elevated to the esteemed status of a Directorate, a strategic move aimed at optimising efficiency and ensuring comprehensive oversight across all campuses of the University of Education, Winneba (UEW).

The vigilant supervision of the Directorate's endeavours falls under the purview of the Quality Assurance Committee (QAC), presided over by the Pro-Vice-Chancellor. Membership in the QAC encompasses all Principal Officers, excluding the Vice-Chancellor, as well as the Deans of various Faculties and Schools, and select Directors from key university offices.

The Directorate, under the aegis of the QAC, has orchestrated a series of activities designed to significantly contribute to the promotion and assurance of high-quality standards throughout the entire spectrum of university operations.

DEVELOPMENT OF GUIDELINES FOR THE IMPLEMENTATION OF FACULTY AND UNIVERSITY-WIDE EXCELLENCE AWARDS

Following a directive issued by the Academic Board during its meeting on the 22nd February, 2023, the Quality Assurance Directorate was entrusted with the responsibility of formulating comprehensive guidelines for the implementation of the Faculty Excellence Awards. The guidelines meticulously addressed various aspects, including the overall goals of the Award Scheme, Eligibility Criteria, Duration of Awards, Conditions, and Procedures for Nominating Candidates, Panel Composition, Prizes and Sources of Payment, Procedure for Awards, Announcement and Award Ceremony, and Inquiries. Notably, the awards were categorised into two distinct honours: Overall Outstanding Lecturer of the Year and Outstanding Lecturer of the Year.

Subsequently, the meticulously crafted guidelines developed by the Directorate received the endorsement of the Academic Board on the 3rd May, 2023. This approval paves the way for the guidelines to be disseminated and implemented under the auspices of the Office of Institutional Advancement (OIA).

QUALITY ASSURANCE ORGANISES SEMINAR FOR STAFF ON QUALITY ASSURANCE ISSUES ON GTEC'S NEW STANDARDS AND NORMS



On Tuesday, the 9th May 2023, the Quality Assurance Directorate, in partnership with the Division of Human Resource, orchestrated a seminal event at the Jophus Anamuah-Mensah Conference Centre. Mr. Emmanuel Oware Nyarko, the Director of Quality Assurance and Compliance at GTEC, served as the Guest Speaker, expounding on three pivotal themes: the conceptualisation of quality and quality assurance in higher education, the intricacies of quality assurance management systems and frameworks for higher education institutions, and the pertinent topic of regulatory standards and measurement.

Engaging actively, participants posed insightful questions and proffered recommendations, each intending to contribute to the discourse and potentially influence considerations by the Ghana Tertiary Education Commission (GTEC).



A REPORT ON TIME WITH QUALITY ASSURANCE

The QAD's initiative to enhance awareness and promote quality standards within the university community received endorsement from the Office of the Registrar. The approved request facilitated the dissemination of pertinent information through the university's radio platform. This programme, aptly named "Time with Quality Assurance," is broadcast every last Thursday of the month on Radio Windy Bay, spanning from 9:00 am to 9:30 am, and has garnered considerable success.

Throughout its broadcast sessions, "Time with Quality Assurance" has delved into crucial topics, including the "Role of Quality Assurance," "Assessment of Teaching and Learning," "Examinations Rules and Regulations," "Work Ethics, Sexual Harassment and Gender Empowerment," and "The Internal Auditor, Your Trusted Friend." Each topic was expertly presented by professionals specialising in the respective fields, contributing to the programme's overall efficacy in fostering a culture of quality within the university community.



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QUALITY ASSURANCE MONITORS EXAMINATIONS FOR REGULAR STUDENTS

The Quality Assurance Directorate oversaw the culmination of the 2022/2023 academic year's first and second semester examinations. The commencement of the First Semester examinations unfolded on Tuesday, April 11, 2023, concluding on Wednesday, May 3, 2023. Subsequently, the Second Semester Examination spanned from

Monday, August 21, 2023, to Thursday, September 21, 2023. To ensure thorough monitoring, the Directorate deployed its personnel to both the Winneba and Ajumako campuses, extending coverage across all university faculties.

A structured observation approach was adopted, employing a comprehensive checklist to systematically gather data on various aspects of the examinations. Key considerations encompassed the examination environment, the demeanour of candidates and invigilators, seating arrangements, examination materials, and the prevention of examination malpractices.



Throughout the observation period, notable observations emerged. Invigilators and candidates consistently adhered to punctuality norms, reporting to examination rooms promptly. Invigilators exhibited a commendable commitment to maintaining examination integrity. Additionally, students displayed a proactive approach by studying close to examination rooms during ongoing examinations.

However, concerns were identified, such as maintenance issues prevalent across Winneba centres and some halls in Ajumako, characterised by malfunctioning ceiling fans, dead light

bulbs, and exposed electrical wiring. Specific rooms, notably FES 218, were deemed unsuitable for examinations due to suboptimal conditions. Hygiene concerns were noted, particularly in untidy washroom facilities during the examination period.

Addressing issues promptly, the Directorate engaged in interactions with invigilators and Examination Officers for clarification, while liaising with relevant offices to resolve challenges that could be rectified during the examination period. These efforts underscore the Directorate's commitment to upholding the integrity and quality of the examination process.

MONITORING OF 2022/2023 END- OF-FIRST SEMESTER EXAMINATION OF COLLEGE OF DISTANCE AND E-LEARNING (CODEL)

In a collaborative effort between the Quality Assurance Directorate (QAD) and the Quality Assurance Unit (QAU) of the College for Distance and e-learning (CODEL), the monitoring of twenty (20) Study Centres for the 2022/2023 end-of-First Semester examinations was diligently conducted. This examination spanned four (4) weekends, commencing on Saturday, 13th May, 2023, and concluding on Sunday, 4th June, 2023. The primary objective of this monitoring initiative was to discern both the positive aspects and challenges encountered by the College in ensuring the integrity and quality of its examinations.

Among the noteworthy positive findings were:

- **Punctuality:** Candidates and invigilators consistently reported to examination centres on time.
- **Vigilance:** Monitoring Officers displayed a commendable level of vigilance concerning both invigilators and candidates.
- **Environment:** Examination rooms were observed to be tidy and well-illuminated.

However, there were critical areas that required further examination and consideration, including:

- **Overcrowding:** Some examination rooms exhibited signs of overcrowding.

- **Security:** Concerns about question leakages and candidates engaging in examination malpractices.
- **Administrative Issues:** Delays in the issuance of student ID cards and complaints regarding the timely and sufficient supply of course modules.

The comprehensive report, capturing these findings, has been duly submitted to the University Management and CODEL Management for their thorough review and necessary action. The commitment to upholding the standards of quality examinations remains paramount, and these findings will contribute to ongoing efforts to enhance the examination processes. Below is the list of centres that underwent monitoring

Week 1	Week 2
Sekondi	Sefwi-Debiso
Odumase-Krobo	Obuasi
Kumasi Islamic SHS	Ejisu
Nkawkwaw	Navrongo
Techiman	Dambai
Week 3	Week 4
Sunyani	Enchi
Tarkwa	Axim
Kasoa	Kumasi-AAMUSTED
Dormaa	Yendi
Offinso	Tamale

HEALTH SURVEY CONDUCTED FOR THE UNIVERSITY CLINIC, AJUMAKO



The Quality Assurance Directorate (QAD) conducted a comprehensive survey from Monday, 27th February, 2023, to 3rd March, 2023, aimed at discerning the perceptions of clients regarding the services provided by the Ajumako Clinic. The survey focused on key aspects, including the attitude of staff, timeliness of services, cleanliness of the facility's environment, as well as challenges and recommendations.

Key Findings

Staff Attitude: The survey revealed that the staff of the Clinic were notably friendly, respectful, and responsive to complaints and suggestions.

Timeliness of Services: Clients reported that they mostly spent less than 30 minutes at all service points of the Clinic, indicating a commendable level of efficiency.

Cleanliness of Facility: Over 90% of clients agreed that the facility's environment was clean, reflecting a positive perception of the clinic's hygiene standards.

Recommendations by QAD

Infrastructure Expansion: QAD recommends the expansion of the Clinic's infrastructure to provide more space for operations, enhancing privacy for clients.

Equipment and Supplies: Management is advised to provide basic yet necessary equipment, chemicals, and drugs to improve the overall service quality.

Public Awareness: Clinic Management is encouraged to undertake educational initiatives to inform clients and the general public about their 24-hour and weekend services.

Pharmaceutical Guidance: Pharmacists are advised to ensure that clients fully comprehend the prescriptions of drugs and are aware of possible side effects.

The insights gleaned from this survey will serve as valuable input for continuous improvement efforts, ensuring the Ajumako Clinic maintains high standards in service delivery and client satisfaction.



CATERING SERVICES SURVEY CONDUCTED FOR THE FACULTY OF FOOD COURT

In pursuit of excellence, the Quality Assurance Directorate recently undertook a comprehensive assessment of the Faculty Food Court, envisioning an elevated standard of food quality, environment, and service delivery for its valued clientele. This evaluation, executed from Wednesday, 15th February, 2023, to Friday, 17th March, 2023, sought to provide actionable insights to the University Management and Estate Section.



Armed with a refined assessment instrument derived from the 2022 Food Production Unit (FPU) baseline, our skilled enumerators meticulously gathered data from one hundred and seventy (170) patrons of the Faculty Food Court (FFC) using a random sampling approach. The ensuing analysis, employing both quantitative and qualitative methodologies, uncovered compelling findings that transcend mere statistics.

Key Insights

Demographic Snapshot: The survey unveiled a vibrant mix of customers, predominantly females, students, and those located at the North Campus.

Environment and Setup: Impressively, 55% of customers deemed the facility's environment as neat, while an overwhelming 67% rated the setup as good or excellent.

Ventilation: Ventilation received unanimous praise, with respondents acknowledging its excellence.

Areas of Concern: Unfortunately, the survey identified several areas requiring attention. Washrooms were reported to be poorly maintained, and lacking toiletries. Dustbins, though available, were often uncovered. Inadequate furniture was a concern for 60% of customers.

Affordability Challenge: A notable finding was that the cost of products and services at the Faculty Food Court was perceived as unaffordable by respondents.

Strategic Recommendations

Vendor Education Programmes: The Quality Assurance Directorate advocates for programmes to educate vendors on maintaining a healthy environment and fostering excellent interpersonal relationships with customers.

Hygiene and Cleanliness Focus: Vendors are encouraged to prioritise the cleanliness of the facility's environment and washrooms, with a specific emphasis on keeping washrooms always open.

This comprehensive evaluation serves as a clarion call for proactive measures to enhance the overall dining experience at the Faculty and the Food Court. The University's commitment to continuous improvement is underscored, and these recommendations aim to create a vibrant, inviting space that resonates with the expectations and preferences of its diverse clientele. Let us embark on a journey of culinary excellence and elevated dining ambiance.

SAFETY AND SECURITY ISSUES SURVEY CONDUCTED FOR THE UNIVERSITY

In alignment with its 2023 Operational Plan, the Quality Assurance Directorate embarked on a crucial assessment of safety and security issues within the university community. This initiative, propelled by a meticulous assessment instrument, aimed not only to guide the activity but also to serve as a catalyst for data collection. A collaborative effort ensued as a dedicated team from the Directorate engaged with the Heads of the Security Directorate, ensuring a comprehensive review of the instrument.

The call for data collection resonated across the university community, with notices disseminated, marking the commencement of the survey from

31st July, 2023, through to 3rd August, 2023. The results, unveiled in a riveting narrative, unearthed a tapestry of insights.

Key Security Insights

- A stark revelation emerged with 53.5% of participants expressing concerns about the invisibility of security personnel on campus at night.
- Only a mere 3% of participants were aware of the emergency lines for campus security.
- While more than half felt safe during the day, an alarming 59.5% felt unsafe at night on campus.
- A significant proportion of respondents had not participated in safety and security programmes.
- Participants predominantly identified robberies, assaults, and sex offenses as major offenses witnessed on campus.
- Interestingly, 65% of participants favoured calling the Ghana Police Service in emergencies, highlighting a preference over the university's security officers.
- Overall, participants rated the professionalism and service level of on-campus security personnel as satisfactory.

In response to these findings, the Quality Assurance Directorate presented strategic recommendations to the University Management, fostering a collaborative effort to fortify safety measures and address pertinent concerns within the university community.



QUALITY SPEAKS: ELEVATING QUALITY NARRATIVES

Beyond safety assessments, the Directorate proudly unveiled the 27th Edition of the “Quality Speaks” Newsletter in April 2023. This dynamic publication, a beacon of information and inspiration, serves to educate the university community and stakeholders on the Directorate’s activities, fostering a culture of continuous improvement in quality standards.

The resurgence of the “Quality Speaks” Newsletter in 2023 is not merely a publication; it is a testament to the Directorate’s commitment to transparency, education, and the collective pursuit of excellence within the university community. As we navigate the currents of safety assessments and quality narratives, the Quality Assurance Directorate remains steadfast in its dedication to fostering an environment where excellence thrives.



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SENSITISATION FORUM ON DIGITISATION OF ASSESSMENT OF TEACHING AND LEARNING

The Quality Assurance Directorate has embarked on a transformative journey, reshaping the landscape of teaching, and learning assessments. Over the years, the Directorate, with dedication, has meticulously assessed teaching and learning manually. While successful, this traditional approach was not without its limitations.



Recognising the need for innovation, the Directorate took a bold step forward by organising a series of Faculty-based sensitisation fora. These fora, held with academic staff from seven dynamic faculties, aimed to champion the cause of digitising the assessment of teaching and learning. The faculties engaged in this initiative are as follows:

- Faculty of Educational Studies
- Faculty of Social Science Education
- Faculty of Science Education
- School of Creative Arts
- School of Business
- Faculty of Home Economics Education
- School of Communication and Media Studies

The fora provided a platform for an open dialogue on the imperative for digitisation, showcasing the immense potential for transformative outcomes in the realm of education. The faculties, each a unique bastion of knowledge, actively participated in discussions, sharing insights and perspectives on the digitisation initiative.

It is envisioned that the digitisation process would streamline the assessment process for greater efficiency and accuracy while ensuring accessibility and facilitating easy access to assessment data for both faculty and students. It also encourages the integration of cutting-edge technologies in teaching and learning.

The Quality Assurance Directorate, fuelled by a shared vision for a technologically advanced educational landscape, is poised to spearhead the digitisation of teaching and learning assessments. The insights gained from these sensitisation fora will inform a strategic roadmap, ensuring a seamless transition to a digital era in education.

As we embrace the future, the Quality Assurance Directorate invites all stakeholders to be part of this transformative journey, where innovation and excellence converge to shape the next chapter in the evolution of teaching and learning assessments. Together, we are crafting a digital future for education—one that inspires, empowers, and redefines the very essence of academic excellence.



GOODWILL MESSAGE FROM THE DEPUTY DIRECTOR, QUALITY ASSURANCE

EMMA SARAH ESHUN, PHD

As we stand at the cusp of another year bidding its farewell, it's time to reflect on the unique journey we've collectively undertaken. In the tapestry of these passing years, each with its distinct challenges and triumphs, we, the dedicated staff of UEW, have striven for excellence in the delivery of our services. Amidst the daunting moments that tested our resolve, there have been numerous achievements and fulfillments, a testament to our self-reliance and commitment.

In this reflective moment, I extend my heartfelt greetings and profound appreciation to the entire staff and students of this venerable institution. Your diligence and tireless efforts have not only upheld the esteemed name of UEW but have also contributed significantly to the delivery of quality education in our country. To each one of you, I say Ayekoo, celebrating your dedication and commitment to the noble cause of education.

As we navigate the path towards a new year, my prayer is that we continue to collaborate in charting new avenues. May these avenues become nurturing grounds, fostering the growth and mentorship of countless graduate teachers and staff. These individuals, in turn, will positively impact countless lives in pre-tertiary and tertiary institutions, not only within Ghana but also beyond its borders.

To you, our valued colleagues, I want to reiterate that you are cherished in the heart of the Directorate. As the festive season of Christmas approaches, we extend our warmest wishes for joy, peace,

and happiness. Let us stand heart-to-heart and hold hand-to-hand in unity as we celebrate Christmas. May this Yuletide be a celebration marked by moderation, ensuring that we return, rejuvenated, and refreshed, ready to continue our service to Mother Ghana and our cherished institution, advancing our collective mission and vision.

In recognition of your hard work, I offer my heartfelt congratulations. May you find enduring peace that surpasses all understanding, not only during this festive season but for all the years to come. As we bid farewell to the present year, let us welcome the new one with hope, resilience, and a commitment to the ideals that define us. Cheers to a joyful Christmas and a promising New Year!

CLOSING REMARKS: A NEEDLEPOINT OF EXCELLENCE UNVEILED

As we draw the curtain on this chapter, reflecting on years of dedication, challenges conquered, and triumphs celebrated, we stand at the brink of a promising horizon. The journey, intricately woven with threads of commitment, resilience, and dedication, has shaped our collective narrative at UEW.

To the distinguished faculty and students, your efforts have not only elevated UEW's reputation in the eyes of the world of academia but have also set the stage for continued greatness. Let our camaraderie continue to be our strength as we forge ahead into the upcoming years, enabling us to explore inventive paths and the growth of the educators of tomorrow.

In the spirit of the festive season, may the warmth of Christmas bring joy, peace, and rejuvenation. Let us return,

heartened, and refreshed, ready to continue our noble mission of serving Mother Ghana and nurturing minds in our cherished institution.

Congratulations on your hard work, and here's to a future adorned with prosperity, innovation, and boundless achievements. As we bid adieu to the old and welcome the new, may the essence of our collective efforts resonate, inspiring a legacy of excellence for generations to come.

Wishing you all a Merry Christmas, a Happy New Year, and an enduring tapestry of success!!!

KINDLY SEND YOUR COMMENTS AND SUGGESTIONS ON ISSUE 30; AND CONTRIBUTIONS FOR THE NEXT ISSUE OF "QUALITY SPEAKS" to qualityassurance@uew.edu.gh or call 0241119272



