COL Review and Improvement Model (COLRIM)

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Trial Audit Panel
Lessons Learned

1. Self-assessment is key
2. QA is serious business
Why COLRIM?

- Global emphasis on Quality in HE
- Concern about high costs
- Emphasis on continuous improvement and accountability
PERSPECTIVES ON DISTANCE EDUCATION

Towards a Culture of Quality

Badri N. Koul and Asha Kanwar, Editors
Educators & QA Regimes

• QA systems have focused on imposing rules rather than changing behaviour
• External compliance requirements are time-consuming
• Lack of capacity
For Whom?

- Any postsecondary institution
- Voluntary
- Institutions with minimal resources
- Different contexts
Who does it?

- Teams of reviewers
- Representatives of academic & service divisions
- Internal and external staff
How long does it take?

- 12 - 15 months
COL RIM Steps

1. Initiation
2. Staff survey
3. Self review
4. Verification
5. Follow-up
Initiation

Are you ready -

to change?
to discuss improvement openly?
to let go old habits?
to try new ways?
to allocate time/people?
Memorandum of Understanding

“Quality is an emergent property of an institution’s own systematic review and improvement of its own performance”

- Nomination of liaison people
- Principles for implementation
- Timelines for implementation
- Provisional arrangements for external verification
- Discussion of themes
- Cost sharing arrangements
COL RIM Steps

1. Initiation
2. Staff survey
3. Self review
4. Verification
5. Follow-up
Staff Survey

- Prepare survey
- Send to Liaison person
- Complete survey
- Analyse data
- Submit report
COL RIM Steps

1. Initiation
2. Staff survey
3. Self review
4. Verification
5. Follow-up
Self review

• How effectively does the institution communicate with its stakeholders?

• How well does the institution provide the outcomes that its stakeholders need and value?
Self review

• How effectively does the institution engage with local and international communities?

• How effective are the institution’s innovative and creative responses to a changing environment?
Self review

• How effectively does the institution develop the capacity of its people to provide valued outcomes for stakeholders?

• How well does the institution monitor and improve its performance?
COL RIM Steps

1. Initiation
2. Staff survey
3. Self review
4. Verification
5. Follow-up
Verification

Aims:

1) Verify the rigour of the methods, findings and recommendations of the self review and rate as:

‘not verified’

‘threshold’

‘verified’
Verification

Aims:

1) Extend the capacity of the staff in quality assurance through training in methods of scoping, evidence collection and forming judgements.

2) Make additional recommendations for action
Who does it?

• Internal verifiers: 4-10 people
• External verifiers recommended
Follow-up

• Implementation of recommendations

• Feedback to COL on effectiveness of COL RIM

• COL reports to stakeholders on collective outcomes of use of model and refinements to it.
In summary COL RIM:

• Combines internal and external quality assurance in a low-cost ‘do-it-yourself’ approach which does not require a panel of external experts

• Develops systemic thinking and organizational learning

• Offers credibility without high-stake consequences for poor performance

• Focuses on improvement and includes capacity building and developmental support
QA Toolkits