

Academic Quality Assurance and Control Plan, and its Current Implementation

The department of Construction Management at Northern Kentucky University has embarked on a comprehensive, multi layered academic quality assurance/quality control plan with the objective of achieving its goals and meeting its mission articulated in its “Mission Statement” document.

This QA/QC initiative started in the academic year 2011-2012 and focused on the following elements:

- 1- **Alignment of courses and elimination of unintended duplication:** A system was devised to allow all department faculty to look at the course sequence and contents following the SIPOC model (Supplier-Input-Process-Output-Customer). These forms address the pre-requisites and the knowledge gained from each, the new material and the learning objectives for each class, the learning outcomes and how they will be assessed, and the following classes in the program sequence together with how they will benefit from the contents of the class under study.
- 2- **Peer evaluations:** Allowing for faculty to observe and evaluate their peers, with the objective of establishing benchmarks and best practices to be shared among faculty, thus achieving higher levels of student engagement and teaching excellence.
- 3- **Mid-semester student evaluations:** Which are administered mid-semester to gauge the student assessment of the quality of instruction, and allowing for improvements to be integrated within the same course. These evaluations complement the end-of-semester surveys that gauge the students’ assessment of the quality of instruction at the end of the course.
- 4- **Industrial Advisory Board Reviews:** Where faculty present their classes and the contents therein to the Advisory Board members for review and discussion, which allows for timely feedback leading in some cases to course redesign and inclusion of aspects of high importance to the industry professionals.
- 5- **Electronic Student Portfolio:** Allowing the students to incorporate their class deliverables (assignments, reports, projects, etc.) in a simple electronic interface to be reviewed by faculty with the purpose of ensuring completeness and correctness, and displaying student work for accreditation and assessment purposes. Classes are looked at in a horizontal flow to make sure topics discussed comply with the aligned curriculum, and in a vertical way over the years to ensure that each class keeps abreast with developments in the industry.
- 6- **Dedicated Advising Center:** Working closely with the students to ensure they are progressing in a satisfactory manner, and to guarantee proper flow of courses to meet the pre-requisites and allow for a timely graduation.