

## Action Plan for ONESQA External Audit in August 2007

### Activities (1 June 2005 – 30 July 2007)

University	Time	Responsibility
1. Develop SSI (Stakeholder Satisfaction Index), SQI (Service Quality Index)	30 July 2005	CFE
2. Fine tune and Finalize SSI (Stakeholder Satisfaction Index), SQI (Service Quality Index)	31 August 2005	CFE
3. Conduct research as per SSI (second research) and SQI (first research)	September 2005 – February 2006	RIAU
4. Conduct research as per SSI (third research) and SQI (second research)	September 2006 – February 2007	RIAU
5. Develop generic university ICI (Instructor Competency Index) and SCI (Student Competency Index) and PCI (Personnel Competency Index)	31 December 2005	DVP and CFE
6. Fine tune and finalize generic university ICI (Instructor Competency Index) and SCI (Student Competency Index) and PCI (Personnel Competency Index)	30 February 2006	DVP and CFE
7. Write university SAR 2005	30 July 2006	CFE
8. Write university SAR 2006	30 July 2007	CFE
9. Ensure that all documents in support of university SAR 2002 – 2006 are in order	30 April 2006	CFE
10. Ensure that the 1 year (for academic years 2003 – 2007) and 5 year development plans take actions on the recommendations as defined in the university SAR 2002 - 2006	30 April 2006 and 30 April 2007	Rector
11. Ensure that ONESQA statistics are compiled from 2002 - 2006	31 May 2005 and 31 May 2006 and 31 May 2007	CFE

Faculty	Time frame	Responsibility
1. Develop KPI on teaching-learning, research, student development	31 December 2005	Deans, Chairpersons, DVP and CFE
2. Fine tune and finalize KPI on teaching-learning, research, student development	30 February 2006	Deans, Chairpersons, DVP and CFE
3. Implement KPI on teaching-learning, research, student development in the faculty	1 June 2006	Deans, Chairpersons and DVP
4. Include the KPI on teaching-learning, research, student development in SAR 2006	30 April 2007	Deans, Chairpersons and DVP
5. Develop ICI (Instructor Competency Index) and SCI (Student Competency Index)	31 Dec 2005	Deans, Chairpersons, DVP and CFE
6. Fine tune and finalize ICI (Instructor Competency Index) and SCI (Student Competency Index)	30 February 2006	Deans, Chairpersons, DVP and CFE
7. Ensure that all documents in support of SAR 2002 – 2006 are in order	30 April 2006	Deans and Chairpersons

8. Ensure that the 1 year (for academic years 2003 – 2007) and 5 year development plan take actions on the recommendations as defined in the SAR 2002 - 2006	30 April 2006 and 30 April 2007	Deans and Chairpersons
9. Submit SAR 2005	30 April 2006	Deans
10. Submit SAR 2006	30 April 2007	Deans
11. Ensure that ONESQA statistics are compiled from 2002 - 2006	31 May 2005 and 31 May 2006 and 31 May 2007	Deans

<b>Administrative Units</b>	<b>Time</b>	<b>Responsibility</b>
1. Develop KPI on service standards	31 December 2005	Directors and Dept. Heads
2. Fine tune and finalize KPI on service standards	30 February 2006	Directors and Dept. Heads
3. Implement KPI on service standards	1 June 2006	Directors and Dept. Heads
4. Include the KPI service standards in SAR 2006	30 April 2007	Directors and Dept. Heads
5. Develop PCI (Personnel Competency Index)	31 Dec 2005	Directors and Dept. Heads and CFE
6. Fine tune and finalize PCI (Personnel Competency Index)	30 February 2006	Directors and Dept. Heads and CFE
7. Ensure that all documents in support of SAR 2002 – 2006 are in order	30 April 2006	Directors and Dept. Heads
8. Ensure that the 1 year (for academic years 2003 – 2007) and 5 year development plans take actions on the recommendations as defined in the SAR 2002 - 2006	30 April 2006 and 30 April 2007	Directors and Dept. Heads
9. Submit SAR 2005	30 April 2006	Directors
10. Submit SAR 2006	30 April 2007	Directors
11. Ensure that ONESQA statistics are compiled from 2002 - 2006	31 May 2005 and 31 May 2006 and 31 May 2007	

<b>IAAT</b>	<b>Time</b>	<b>Responsibility</b>
1. Ensure that the units are audited and assessed as per the minimum criteria in the AuQs 2000 (3 <sup>rd</sup> Edition, 2004)	31 May 2005 and 31 May 2006 and 31 May 2007	Chairpersons
2. Ensure that the units IAAT report are submitted to the units and CFE within 2 weeks of the audit	30 June 2005 and 30 June 2006 and 30 June 2007	Chairpersons
3. Ensure that the units take actions on the recommendations as specified in the SAR	31 May 2005 and 31 May 2006 and 31 May 2007	Chairpersons
4. Ensure that the units have developed their own KPI on teaching-learning, research, student development and service standards and are reported in the SAR	31 May 2005 and 31 May 2006 and 31 May 2007	Chairpersons