Applying the National and International Standards of Quality Assurance within Higher Education

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Abstract: Introduction: Quality assurance in higher education should be the main subject of the policy of higher education in all Universities and Faculties. Of these faculties is the faculty of pharmacy. Subject: Applying the national and international policies of quality assurance in higher education; Faculty of Pharmacy -SPU Tools: Information's formulas (Questionnaire) about the subject's syllabus and learning outcome. Results: SPU has followed the main international policies of quality assurance in higher education in the Faculty of Pharmacy in both subject syllabus and the Outcomes in general.

Keywords: Quality assurance, Higher education, Pharmacy, SPU

1. Introduction

Universities and Faculties should have a policy and procedures for the assurance of the quality and standards of their programs and awards.

They should also commit themselves explicitly to the development of a culture which recognizes the importance of quality, and quality assurance, in their work.

Therefore Faculties should develop and implement a strategy for the continuous enhancement of quality.

a) Information systems:
Universities and Faculties should ensure that they collect, analyze and use relevant information for the effective management of their programs of study and other activities. These information can be collected using suitable Questioners, which should be contain all main questions about Subjects, Syllabus, Learning Outcomes.

b) Criteria for decisions:
Any formal decisions made as a result of an external quality assurance activity should be based on explicit published criteria that are applied consistently. The designated Questionnaire formulas must secure and filled anonym.

c) Processes fit for purpose:
All external quality assurance processes should be designed specifically to ensure their fitness to achieve the aims and objectives set for them. The designated Questionnaire formulas must secure and filled anonym.

d) Follow-up procedures:
Quality assurance processes which contain recommendations for action or which require a subsequent action plan, should have a predetermined follow-up procedure which is implemented consistently, therefore each faculty must make a research to know how good the Quality of his graduate is.

e) Periodic reviews:
External quality assurance of institutions and/or programs should be undertaken on a cyclical basis. The length of the cycle and the review procedures to be used should be clearly defined and published in advance.

2. Aim and Method

2.1 Aim

Aim of this study is; assess the applying of national and international standard parameter in Higher education especially in the Faculty of Pharmacy (Education Programs and outcomes)

2.2 Methods

Formulas of Questioner, which must be filled from Students and Stakeholders. The Questionnaire formulas were designed and filled from 500 Students of Pharmacy and 100 different Stakeholders.

Questionnaire Formulas for quality assurance

- Questioners about the subjects syllabus
- Information's Questionnaire formulas about the subject’s syllabus, learning outcome (Stakeholders) were designed as mentioned in the following.

Questionnaire formula about the Studied Subjects Syllabus in the Program of Pharmacy-SPU

<table>
<thead>
<tr>
<th>Item</th>
<th>100%</th>
<th>90%</th>
<th>80%</th>
<th>70%</th>
<th>60%</th>
<th>50%</th>
<th>Lower 50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the Subjects cover all Syllabus</td>
<td></td>
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<td>Is the subject Cover the requirements</td>
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<tr>
<td>Is the amount of the given information sufficient</td>
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<tr>
<td>Is the lecture long</td>
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</tbody>
</table>
### Is the syllabus adequate to the Program
- Modernization of the Syllabus
- Is the way to give the subjects suitable
- self-learning understanding the syllabus
- clarity the mission of the Subject
- Is the level of the Subject Suitable
- Are you satisfied with your Lecturer
- Are you convinced teachers
- Are you convinced the college management

<table>
<thead>
<tr>
<th>Questionnaire formula about the Outcome (the graduate)</th>
<th>100%</th>
<th>90%</th>
<th>80%</th>
<th>70%</th>
<th>60%</th>
<th>50%</th>
<th>Less than 50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the levels of graduate suitable for intended job</td>
<td>Pharmaceutical company</td>
<td>General pharmacy</td>
<td>Hospital Pharmacy</td>
<td>Pharmaceutical factory</td>
<td>Drug store</td>
<td>University Lecturer</td>
<td>Insurance Companies</td>
</tr>
<tr>
<td>Apply the Graduate the Ethics Of the Pharmacy</td>
<td>Commitment and respect the graduates to their University</td>
<td>The level of graduates in language</td>
<td>Dealing with the computer and the application of linguistic programs</td>
<td>Application of Instructions gained from the university</td>
<td>Application of information gained from the university</td>
<td>The impact of the teaching staff on a personal graduates</td>
<td>Ability to work within a team</td>
</tr>
</tbody>
</table>

**Analysis of the of the Questionnaire about the Outcome (graduate)**

**Analysis of Questionnaire about the Outcome (the graduate)**

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Are the levels of graduate suitable for intended job?
The Studied Subjects Syllabus in the Program of Pharmacy-SPU

Analysis
Analysis of Questionnaire about the Studied Subjects and Syllabus in the Program of Pharmacy-SPU

- are the Subjects cover all Syllabus
- are the subjects Cover the requirements
- Is the amount of the given information sufficient
- are the lectures long
- Is the syllabus adequate to the Program
- Modernization of the Syllabus
- Is the way to give the subjects suitable
- self-learning understanding the syllabus
- clarity the mission of the Subject
- Are the levels of the Subjects Suitable
- Are you satisfied with your Lecturer
- Are you convinced teachers
- Are you convinced the college management

Questionnaire about the Studied Subjects and Syllabus in the Program of Pharmacy-SPU
3. Results and Discussion

Subjects Syllabus:
From the Questionnaire it can be clearly seen that:

Most of Questionnaires are satisfied with the Syllabus and the Mission of the Subjects is clear. There is a Good relation between the intended Job and the studied Syllabus in the Program of pharmacy Subjects Syllabus, There is a big gap in self-learning, what should be improved using seminars and lecture (references) and not to depend on lectures resumes, which hold by lectures.

Suitability of Graduate for intended job
Most of graduate of the questionnaire want to work in General Pharmacy (Private), Other Work Branches are not well interested from the graduate of the questionnaires.

Most (80%) of graduate of the questionnaire apply the ethics of pharmacy. Most (75%) of graduate of the questionnaire respect the teachers and the university. Self-development and work in the team in addition to innovation all of them was not very interested from the Graduate of the questionnaires.

4. Resume

External quality assurance criteria and processes used by the university: In Other Words from these research and others must be normally done in the assessment of the application Quality assurance in higher education using ; an external assessment by a group of experts, including, as appropriate, (a) student member(s), and site visits as decided by the university; a follow-up procedure to review actions taken by the subject of the quality assurance process in the light of any recommendations contained in the report.

References


