GRADUATE SCHOOL OF HUMAN SCIENCES

SCHOOL EDPEX YEAR-END REVIEW

2020
FEEDBACK
REPORT

BY AU PERFORMANCE EXCELLENCE COMMITTEE

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Preface

This report is the feedback of **Graduate School of Human Sciences's** EdPEx Year-End Review of the academic year 2020, which was presented between August 5 and 6, 2021. The review was conducted online by the AU Performance Excellence Committee as part of IQA at the School level in order to validate and follow up the School's EdPEx performance. In the online review, each School had 40 minutes to present their systems and mechanisms according to the EdPEx framework, the ways in which they proceeded them in the academic year 2020, and the performance's outcomes.

The feedback consists of overall observations and areas for improvement. The School is encouraged to integrate comments or suggestions into the strategic planning in order to help improve the performance based on the EdPEx framework.
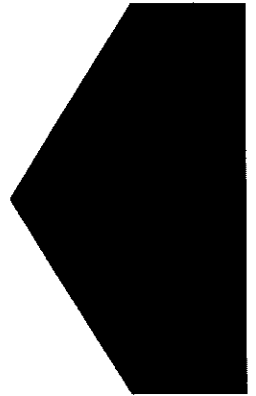
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AU Performance Excellence Committee

Feedback Report

Category 1:
Leadership

Overall observations:

1. From the presentation, it was quite obvious that the School has data and statistical details on the relevant aspects of competitors and students.

2. It was obvious that the management team of the School was quite strong, which could be considered as a strength in general.

Areas for improvement:

1. It is suggested to bring in a common system and mechanism that can guide the functioning of the school in general.

2. It is also suggested to identify the key measures of all categories. In order to evaluate the performance, and progress in the goal attainment the school could identify the key results.

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Category 2:
Strategic Planning

Overall observations:

1. The School has defined vision and mission.

2. The School employed interdisciplinary approach to strategy formulation.

3. The School has collected the data which can be useful for the strategy development.

4. The School has formulated strategy.

5. Based on the data collection, the School could understand its situation in a more concrete picture.

6. The School moved toward adjustment of strategic planning.

Areas for improvement:

1. The School should develop system and mechanism of strategy development and implementation.

2. The School should define and prioritize the key measurements to measure the achievement of strategy implementation.

Category 3:
Customer Focus

Overall observations:

1. The School has a process in terms of research, students' information, complaint management and teaching – learning plans but needed to develop the processes into a system which was well communicated to all members of the School.

2. The School has segmented customers.

3. The School has segmented current students based on nationality as well as working/non-working students and have collected students' information.

4. Some programs have integrated the VOC into the work system of the School in terms conducting need assessments to identify the professional development needs of the students and developing or designing new courses.

5. The School has plan to develop a systematic Complaint Management process.

Areas for improvement:

1. It is needed to establish clear strategies, goals and targets and align action plans with the goals.

2. It is needed to collect fact-based information and use the data for developing the action plans and achieving the goals such as redesigning the websites or providing student services.

3. It is needed to integrate VOC in strategic planning and work processes.

4. It is needed to evaluate the effectiveness of the processes.

5. It is needed to consider other customer segments such as alumni, external organizations and instructions with whom the School collaborates.

Category 4:
Measurements, Information Analysis, and Knowledge Management

Overall observations:

1. The School has developed centralized platforms to collect data and information related to students, workforce, competitors which help track School's profile and position in the market.

2. The segmentation of the students was clearly specified.

Areas for improvement:

1. The School needs to better demonstrate how the data and information collected through various platforms is used and integrated to support fact-based decision making and to develop priorities for continuous improvement and opportunities for innovation.

2. Knowledge Management was not well-positioned in the School. The School should use innovative techniques in creating a strategy that includes such areas as building and organizing school knowledge, and transferring relevant knowledge between employees, students, and key stakeholders in order to better foster organization-wide learning.

3. The School is in the early stage of development of Knowledge Management System; therefore, a culture of knowledge sharing should be established in the School to promote the knowledge sharing activities.

Category 5:

Workforce Focus

Overall observations:

1. The School has identified system, desired state, gab closure, and performance outcome of workforce.
2. The School has defined workforce capacity.

Areas for improvement:

The School should establish system and mechanism to support the faculty workforce to apply for academic title.

Category 6:

Operation Focus

Overall observations:

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Areas for improvement:

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