



**UNIVERSIDAD TÉCNICA PARTICULAR DE LOJA**



*La Universidad Católica de Loja*

**MODALIDAD ABIERTA Y A DISTANCIA**

**SELF-EVALUATION PROCESS OF THE DISTANCE  
EDUCATION PROGRAMS BASED ON THE “VIRTUAL CENTER  
FOR THE DEVELOPMENT OF QUALITY STANDARDS FOR DISTANCE  
HIGHER EDUCATION IN LATIN -AMERICA AND THE CARIBBEAN”  
PROJECT**

**FIRST DOCUMENT**

**CRITERION 2: POLICY AND STRATEGY  
(Standards, Indicators, Instruments and Assessment)**

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## **INTRODUCTION**

Criterion 2 analyzes how the program carries out its Vision and Mission; and how it applies them through general planning directed to the stakeholders implied in the program development, aligned with the instructional center's policies and strategies .

This criterion in general was assigned 85 points which has been distributed according to the importance of each sub-criterion and standards they have for the institution.

In order to facilitate collecting information about the criterion, the Self-evaluation Record has been established which should be modified according to the needs of the institution.

## **EVALUATION TECHNIQUES AND INSTRUMENTS**

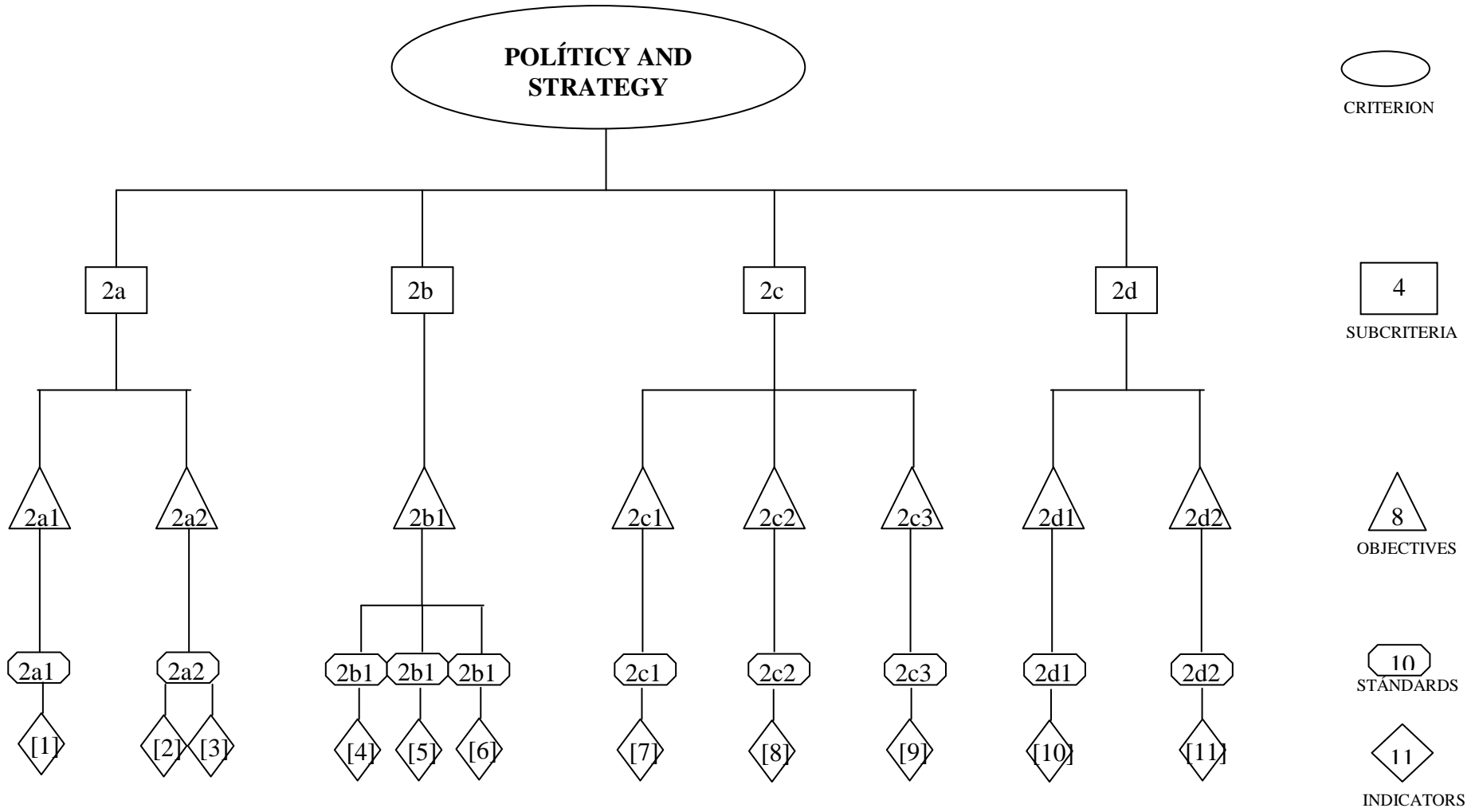
- Observation Record (Annex 1)

## **SUPPORT INSTRUMENTS**

- Action Plan / Improvement Plan (Annex 2)
- Identification of Risks and Contingency Plans (Annex 3)

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- Report of Results (Annex 4)

# GRAPH: CRITERION 2: POLICY AND STRATEGY



## ASSESSMENT TABLE

### CRITERION 2

CRITERIA-SUBCRITERIA-OBJECTIVES	Score	Proposed score
<b>CRITERION 2: POLICY AND STRATEGY</b>		
<b>2.a The program objectives are based on the present and future needs and expectations of the stakeholders and aligned with the instructional center's policies and strategies.</b>	<b>20</b>	
2.a.1 Establish the program objectives by analyzing the current and future needs and expectations of stakeholders involved with the program.	10	
2.a.2 Ensure that the strategic planning of the program is adequate to attain the program objectives, and in tune with the instructional center's policies and strategies.	10	
<b>2.b The program objectives are based on pertinent and complete information, that provides a frame of reference for development and review.</b>	<b>20</b>	
2.b.1 Plan the development of program objectives considering the current and future needs and expectations of stakeholders.	10	
<b>2.c The strategic plan of the program is reviewed for its continuing relevance, and periodically updated and improved</b>	<b>30</b>	
2.c.1 Ensure that the strategic plan leads to a realistic action plan.	15	
2.c.2 Use the annual evaluation of results to ensure that the program's strategic plan remains relevant.	7	
2.c.3 Foster a culture of systematic program evaluation in program staff.	8	
<b>2.d The strategic plan of the program is known and understood within the instructional center and by all stakeholders.</b>	<b>15</b>	
2.d.1 Define an effective and efficient process to communicate the strategic plan of the program, its requirements, objectives and goals to all program staff.	8	
2.d.2 Provide information to assist in program improvement and engage all stakeholders in reaching its objectives.	7	

## SELF-EVALUATION REPORT

**CRITERION 2: POLICY AND STRATEGY (85 points)**

**Subcriterion: 2.a. The program objectives are based on the present and future needs and expectations of the skateholders and aligned with the instructional center's policies and strategies**

**Objective: 2.a.1.** Establish the program objectives by analyzing the current and future needs and expectations of stakeholders involved with the program

Standard	Indicator	Informants	Source / Data	Place / Department	Techniques and instruments	Code	Assessment table			Suggestions or Improvement Proposals
							P	Score		
								%	V	
2.a.1.a Analyze current and future needs and expectations of stakeholders	[1] Existence of studies made to analyze the necessities and expectations present and future of the agents that are implied in the program development	Person in charge of the program "Graduate Program"	Result report: - Meetings minutes - Social requirements - Polls, marketing studies - Requests	UEA DGMA	Direct observation		10			

**Objective: 2.a.2** Ensure that the strategic planning of the program is adequate to attain the program objectives, and in tune with the instructional center`s policies and strategies

<p><b>2.a.2.a</b> The Mission and Vision of the course are coherently and clearly formulated, in line with the Instructional Center's policies and strategies</p>	<p><b>[2]</b> Existence of a document containing the Program Vision and Mission</p>	<p>Person in charge of the program</p>	<p>Result report:</p> <ul style="list-style-type: none"> <li>- General planning of the Program</li> <li>- Diffusion documents</li> <li>- General Guide of the Open System Studies (MA)</li> </ul>	<p>UEA DGMA</p>	<p>Direct observation</p>		<p>10</p>			
	<p><b>[3]</b> Level of adjusting the definition of the Vision and the Mission of the principles of excellence in the Distance Learning System aligned with the Education Center's policy and strategy</p>	<p>Person in charge of the program</p>	<p>Result report:</p> <ul style="list-style-type: none"> <li>- General planning of the Program</li> <li>- Diffusion documents</li> <li>- General Guide of the Open System Studies (MA)</li> </ul>	<p>UEA DGMA</p>	<p>Direct observation</p>					
<p>TOTAL SUBCRITERION 2.a</p>							<p>20</p>			

<p><b>Subcriterion 2.b The program objectives are based on pertinent and complete information, that provides a frame of reference for development and review.</b>  <b>Objective 2.b.1</b> Plan the development of program objectives considering the current and future needs and expectations of stakeholders</p>										
<p><b>2.b.1.a</b> All existing directives, rules and statutes are taken into consideration.</p>	<p><b>[4]</b> Level of adjusting of all existing directives, rules and statutes</p>	<p>People in charge of the program</p>	<p>Result Report:</p> <ul style="list-style-type: none"> <li>- Project</li> <li>- Pamphlets for diffusion</li> <li>- General Guide of the Open System Studies</li> </ul>	<p>UEA DGMA</p>	<p>Direct observation</p>		<p>10</p>			

2.b.1.b Technological advances and pedagogical innovations are considered	[5] Level of adjusting of the program objectives with the Technological advances and pedagogical innovations	People in charge of the program	Result Report: - Project - Pamphlets for diffusion General Guide of the Open System Studies	UEA DGMA	Direct observation		10			
<b>TOTAL SUBCRITERION 2.b</b>							<b>20</b>			

<b>Subcriterion 2.c The strategic plan of the program is reviewed for its continuing relevance, and periodically updated and improved</b>										
2.c.1 Ensure that the strategic plan leads to a realistic action plan										
Standard	Indicator	Informants	Source / Data	Place / Department	Techniques and instruments	Code	Assessment table			Suggestions or Improvement Proposals
2.c.1.a Create an action plan establishing the timeline, the individuals responsible for each task, the material resources required, as well as the risks and contingency plans.	[6] There is an Action Plan where the calendar, the names of the people in charge of each task, the material and the required financial resources are established, as well as the risks and contingency plans.	People in charge of the Program DGMA DGAcad. CEDIB	Result report: - Academic calendar - Activities schedule - Distributivo Personnel work planning ** - Material require - Action Plan/ Plan of Improvement (Annex 2) - Contingency planning (Annex 3)	DGMA UEA UA	Direct Observation		15			

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<b>Objective 2.c.2</b> Use the annual evaluation of results to ensure that the program's strategic plan remains relevant									
<b>2.c.2.a</b> The strategic plan is adapted to the results obtained in the annual evaluation.	<b>[7]</b> There is specific and concrete information to update and improve the general planning of the program	People in charge of the program	Result report:  - Action Plan (Annex 2)	DGMA UEA UA	Direct Observation		7		

<b>Objective 2.c.3.</b> Foster a culture of systematic program evaluation of program staff										
<b>Standard</b>	<b>Indicator</b>	<b>Informants</b>	<b>Source / Data</b>	<b>Place / Department</b>	<b>Techniques and instruments</b>	<b>Code</b>	<b>Assessment table</b>			<b>Suggestions or Improvement Proposals</b>
<b>2.c.3.a</b> A culture of systematic evaluation for the continuing improvement of the program is adopted	<b>[8]</b> Activities related to the assessment of the program quality	People in charge of the program	Result report:  - Working calendar of the UEA	DGMA UEA	Direct observation		8			
	<b>[9]</b> Frequency of the assessments to improve the program continuously	People in charge of the program	Result report:  Achievement of the assessment policy	DGMA UEA	Direct observation					
				<b>TOTAL SUBCRITERION 2.c</b>			30			

Subcriterion 2.d The strategic plan of the program is known and understood within the instructional center and by all stakeholders									
Objective 2.d.1 Define an effective and efficient process to communicate the strategic plan of the program, its requirements, objectives and goals to all program staff									
<p><b>2.d.1.a</b> An effective and efficient process is defined to communicate the strategic plan of the program, its requirements, objectives and goals to all program staff</p>	<p><b>[10]</b> There are channels for the effective communication of the strategic plan of the program, its requirements, objectives and goals</p>	<p>People in charge of the program DGMA DGA</p>	<p>Result report:</p> <ul style="list-style-type: none"> <li>- Meetings acts</li> <li>- Information bulletins</li> <li>- Citation</li> <li>- Academic calendar</li> <li>- Working calendar</li> <li>- Communications</li> <li>- Staff work planning</li> </ul>	<p>DGMA</p>	<p>Direct observation</p>		<p>8</p>		

**Objective 2.d.2.** Provide information to assist in program improvement and engage all stakeholders in reaching its objectives

Standard	Indicator	Informants	Source / Data	Place / Department	Techniques and instruments	Code	Assessment table			Suggestions or Improvement Proposals
<b>2.d.2.a</b> Information is provided to help improve the program and engage all the stakeholders in reaching its objectives.	<b>[11]</b> There are various ways to spread the information to improve the program and compromise the stakeholders to achieve its goals.	People in charge of the program  DGMA Human Resources Department	Result report:  - General and specific communications - Meetings minutes - Up-to-date courses	UEA DGMA UA	Direct observation		7			
<b>TOTAL SUBCRITERION 2.d</b>							<b>15</b>			

Carry out benchmarking studies with other high achieving organizations

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**SELF-EVALUATION OF THE PROGRAMS**

**OBSERVATION RECORD**

<b>Date:</b>
<b>Observer:</b>
<b>Participants:</b>
<b>Unit or program:</b>

- The number given in brackets corresponds to the number of the indicator which corresponds to the observed item.
- For the valuation: 0 = nothing and 4 = the most.

[ 1] There are papers supporting the social demand:

Results of the sounding  Market studies  Analysis of tendencies

Solicitudes  Justification of the project  Others

SCORE					Comments:
0	1	2	3	4	
<b>Reviewed document(s):</b>					
<b>Suggestions:</b>					

[1] Population increase from the beginning of the career and income of new pupils

SCORE					Comments:
0	1	2	3	4	
<b>Reviewed document(s):</b>					
<b>Suggestions:</b>					

[2] To observe if the Vision and the Mission of the program are formulated

SCORE					Comments:
0	1	2	3	4	
<b>Reviewed document(s):</b>					
<b>Suggestions:</b>					

[3] Degree of appropriateness of the vision and the mission of the program with the principles of excellence of the Distance Education System according to the institutional politics and strategy

SCORE					Comments:
0	1	2	3	4	
<b>Reviewed document(s):</b>					
<b>Suggestions:</b>					



[11] There are different ways to spread the information in order to get a improvement of the program

General communications:     Specific communications:     Meetings:

Updating courses:     Others:

SCORE					Comments:
0	1	2	3	4	
<b>Reviewed document(s):</b>					
<b>Suggestions:</b>					



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**SELF-EVALUATION OF THE PROGRAMS**

**ACTION PLAN**

**SUGGESTIONS (\*)**

- To prevent the daily activities and tasks (handing in guides, tests, to manage acquisition of texts, labor distribution, checking tests, tutorship planning, hours, virtual classrooms, etc.)
- Plans for training and/or formation of staff
- Programs of graduation
- Plan of recovering and increasing the number of students
- Agreements
- Activities to get resources
- Financial sources: internal or external (donations, fostering, others)

**PLAN OF IMPROVEMENT**

- Improvement of the quality in the educational processes on the basis of the former evaluations.  
Educational materials  
Teaching methodology  
Tutoring  
Evaluation of learning and student performance
- Actions of improvement to get the identification of results of performance and achievement of the addressees and external clients
- Actions of improvement with reference to the deficit of performance and achievement of the staff
- Actions of improvement with reference to the deficit of the social perception of
- Actions of improvement with reference to the deficits detected by the evaluations regarding the measures of performance and social achievement

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**SELF-EVALUATION OF THE PROGRAMS**

**IDENTIFICATION OF RISKS AND CONTINGENCY PLANS**  
**(EXAMPLE)**

RISKS	CONTINGENCY PLANS
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**REGARDING REGISTRATIONS**

Not to carry out the registrations on the established dates	To define a new calendar
Bank holidays	
System out of order	
Students in debt	Specific authorization
Concentration of students at the end of the registration period	
	Plan to recover portfolio
	To increase working hours
	To increase the number of workers
	To increase technical equipment and physical space

**REGARDING DISTANCE EVALUATIONS (students tasks)**

The students hand in the distance evaluations after the deadlines	Postpone deadlines
	Not to publish the answer keys on the Internet
Majority of students turn in work in the final days of the period	To increase working hours
	To increase number of workers
	To increase technical appliances and physical space

**REGARDING CLASSROOM TESTS**

Due to natural or social phenomena	To seek alternative ways
	To hire additional teachers
	To establish new deadlines
Institutional problems	To establish new deadlines
	To develop additional tests
	Make-up tests
	Reproduction of tests at the Associated Centers (CDs, photocopies and fax)
	To bring additional tests
Students problems	Make-up test
	Special tests at the end of the term in Loja

## REGARDING DISTRIBUTION/DELIVERY OF BIBLIOGRAPHIC MATERIAL

To deliver material according to planning

Decentralization of the stationary store

Importation of textbooks	To ask for authorization to reproduce the textbooks
	To buy books in national bookstores
Delay in reproduction	To hire other printing houses
	To place the didactic guides on the net
Loss of materials	To send it again
Out-of-stock edition	Permission for reproduction
Sudden resignation of professors	Delegate the assignments to the auxiliary teacher, or to reproduce the existing material
Transportation problems	To hire private transportation
Workload accumulation during the distribution period.	To increase working hours
	To hire more personnel
	To increase technical equipment and physical space

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SELF-EVALUATION OF THE PROGRAMS

RESULT REPORT

<b>Person in charge:</b>
<b>Date:</b>
<b>Unit or program:</b>

- The valuation will be done through standards
- The valuation scale is: 0 = nothing and 4 = the most
- When there are many responses the average will be obtained
- To give comments the instrument and the number of the indicator will be detailed

**2.a.1.a.** The needs and the expectations being present or future of the agents implied in the development of the program are analyzed.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

**2.a.2.a.** The Vision and the Mission of the program are set, in a coherent, clear and precise way, according to the Policies and Strategies of the institution.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

**2.b.1.a.** The existing guidelines, norms and laws are evaluated.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

**2.b.1.b.** The technological advances and pedagogical innovations are evaluated.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

**2.c.1.a.** An Action Plan is set in order to establish the working calendar, the people in charge of every assignment, the material resources, as well as the risks and contingency plans.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

**2.c.2.a.** The general planning of the program is adapted on the basis of the information obtained through the annual evaluation of results.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

**2.c.3.a.** A culture of systematic evaluation is set to get a continuous improvement of the program.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

**2.d.1.a.** An efficient and effective process is defined in order to communicate the general planning of the program, its requirements, objectives and achievements to the personnel implied with the development of this program.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

**2.d.2.a.** Information is provided in order to improve the program and to the agents who are implied in the development of the program and in the achievement of its objectives.

SCORE					Comments:
0	1	2	3	4	
<b>Suggestions:</b>					

<b>Global results and comments:</b>

<b>Attached annexes:</b>

\_\_\_\_\_  
Signature of the person in charge