



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 9: OVERALL RESULTS
(Standards, Indicators, Instruments and Assessment)**

TEAM

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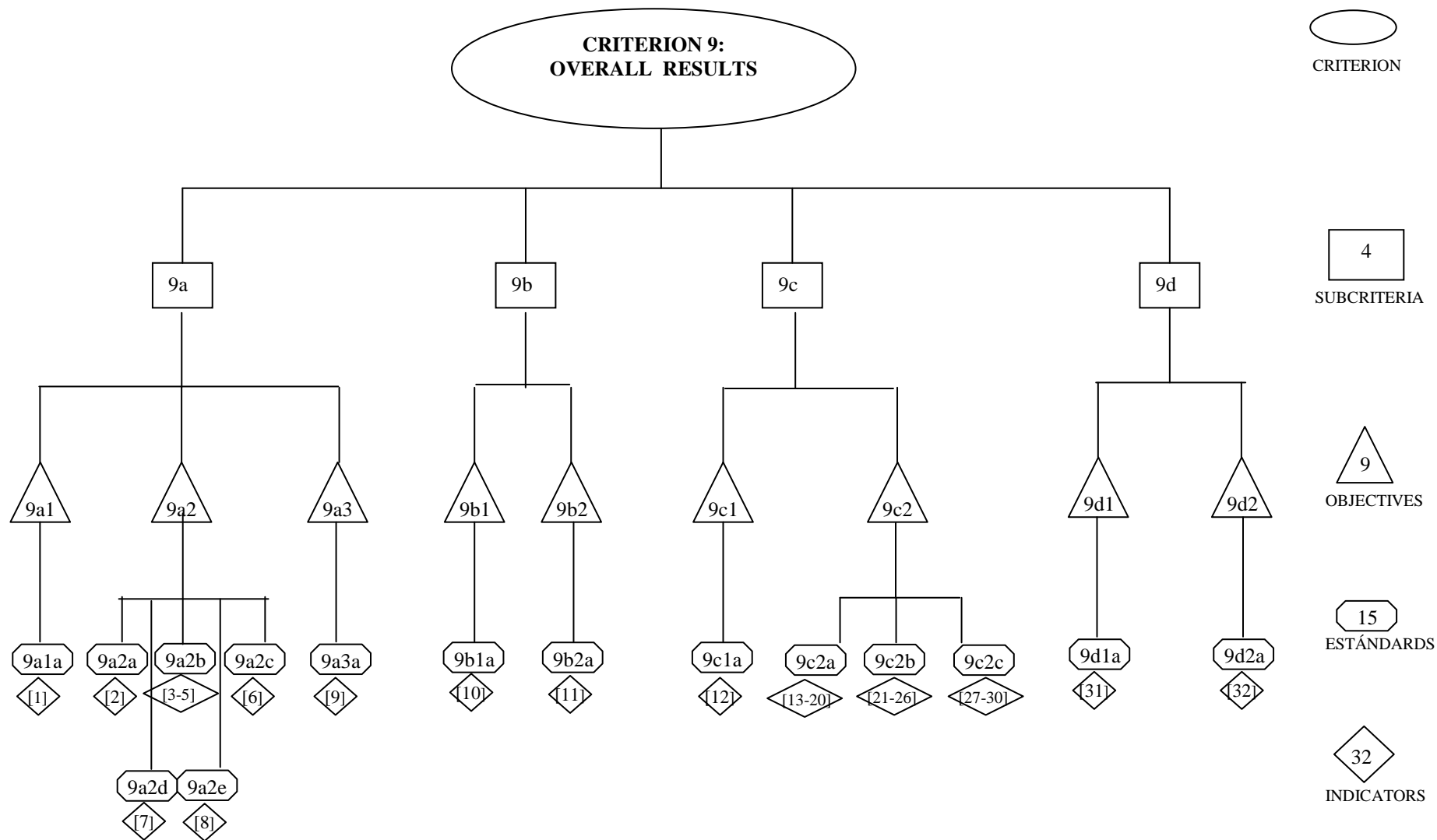
INTRODUCTION

Criterion 9 discusses the results of the program in relation to the management of the general (strategic) planning of the program and the key educational process that have an influence upon its continuous improvement with regards to all the recommendations and proposed suggestions.

This criterion in general was assigned 130 points which has been distributed according to the importance of each sub-criterion and standard 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.

- Interview with the Person in Charge of the program (Annex 1)
- Observation Record (Annex 2)
- Result Report (Annex 3)



ASSESSMENT TABLE

CRITERION 9

CRITERIA-SUBCRITERIA-OBJETIVES	Score	Proposed Score
CRITERION 9: OVERALL RESULTS	130	
<u>9.a.- Results obtained by the institution.</u>	<u>47</u>	
<i>9.a.1.- To know the results of the management and strategic planning of the program.</i>	15	
<i>9.a.2.- To know the results of the management of economic and financial resources.</i>	22	
<i>9.a.3.- To know the results of other resources: external relations and alliances; facilities, equipment, materials and technology.</i>	10	
<u>9.b.- Results obtained by people involved in the program</u>	<u>25</u>	
<i>9.b.1.- To know the results of the perception of human resources.</i>	10	
<i>9.b.2.- To know the results of the performance of human resources</i>	15	
<u>9.c.- Results obtained by students and other external customers</u>	<u>48</u>	
<i>9.c.1.- To know the results of the perception of the students and other external customers.</i>	10	
<i>9.c.2.- To know the results of the performance of the students and other external customers.</i>	38	
<u>9.d.- Results obtained by society</u>	<u>10</u>	
<i>9.d.1.- To know the results of society's perception.</i>	5	
<i>9.d.2.- To know the results of society's performance.</i>	5	

SELF-EVALUATION RECORD

Criterion 9. OVERALL RESULTS
Sub criterion: 9.a. Results obtained for the Organization
Objective: 9.a.1. Know the results obtained for the administration and strategic planning of the program

Standard	Indicator	Informants	Source / Data	Place/ Department	Techniques and instruments	Code	Assessment scale			Suggestions or improvement proposals
							S	Score		
								%	V	
9.a.1.a The administration and strategic planning of the program are monitored, to determine the weak points, and recommendations and suggestions for its continuing improvement are proposed	[1] Percentage of the measures taken in relation to the management and the general (strategic) planning of the program that have an influence upon its continuous improvement about all the recommendations and proposed suggestions	People in charge of the program	Result report:	UEA	Direct observation Interview/ register		15			
			- Results of the previous assessment and improvement plan							

Objective: 9.a.2. Know the results obtained for the administration of economic and financial resources

Standard	Indicator	Informants	Source / Data	Place/ Department	Techniques and instruments	Code	Assessment scale			Suggestions or improvement proposals
							S	Score		
								%	V	
9.a.2.a The funds are adequately managed	[2] Percentage of the expenses compared to the budgeted ones	People in charge of the program	Result report:	UEA	Direct observation		3			
			- Report on the real expenses compared to the budgeted ones							
9.a.2.b An economic yield is obtained from the program	[3] Payback: The time it takes to recover the investment	People in charge of the program DGF	Result report: - State of Results: incomes and expenses	UEA	Direct observation		10			
	[4] ROI: $\frac{\sum (\text{Incomes} - \text{Expenses})}{\text{Total initial investment}}$	People in charge of the program DGF	Result report: - State of Results: financial indicators	UEA	Direct observation					
	[5] Total operational	People in	Result report:	UEA	Direct					

	expenditure / Total expenditure	charge of the program DGF	- State of Results: financial indicators		observation					
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SELF-EVALUATION RECORD

Standard	Indicator	Informants I	Source / Data	Place/ Department	Techniques and instruments	Code	Assessment scale			Suggestions or improvement proposals
							S	Score		
								%	V	
9.a.2.c Level of Debt	[6] Percentage of the debt with respect to the total liabilities	People in charge of the program DGF	Result report: - State of Results: general balance	UEA	Direct observation		3			
9.a.2.d Level of liquidity	[7]Percentage of money available for the program with respect to the current expenditure	People in charge of the program DGF	Result report: - Financial Statement	UEA	Direct observation		3			
9.a.2.e An adequate level of employment is achieved	[8] Scale of occupation with respect to the break-even point	People in charge of the program DGF	Result report: - Financial Statement	UEA	Direct observation		3			

Objective: 9.a.3. Know the results obtained for other resources: information; external relationships and alliances; buildings; equipment; materials, and technology										
9.a.3.a The resources available for program implementation are monitored to determine deficiencies and weak points and propose actions for continuous improvement	[9]Percentage of the measures taken with relation to the resources that have an influence upon the continuous improvement of the program over the total highlighted shortfalls and weak points	People in charge of the program DGF	Result report: - Financial Statement: fixed assets	UEA	Direct observation		10			

SELF-EVALUATION RECORD

Sub criterion 9.b. Results obtained for human resources in the program
Objective: 9.b.1. Know the results obtained for perceptions of human resources

Standard	Indicator	Informants	Source / Data	Place/ Department	Techniques and instruments	Code	Assessment scale			Suggestions or improvement proposals
							Score			
							S	%	V	
9.b.1.a The results of the perceptions of the programs human resources are monitored	[10] Number of measures taken that has an influence upon the improvement of the results of the staff's perception, and as a result, the continuous improvement of the program.	People in charge of the program	Result report:	UEA	Direct observation		10			
			- Improvement plan							

Objective: 9.b.2. Know the results obtained for the performance and achievement of human resources

9.b.2.a The results for performance and achievement of the programs human resources are monitored	[11] Number of measures taken that has an influence upon the improvement of the productivity of the people, and as a result, the continuous improvement of the program	People in charge of the program	Result report:	UEA	Direct observation		15			
			- Improvement plan							

Sub criterion: 9.c. Results obtained for students and external clients.

Objective: 9.c.1. Know the results obtained for perceptions of students and external clients

9.c.1.a The results for perceptions of students and external clients who participate in the program are monitored	[12] Number of measures taken that has an influence upon the improvement of the results of the students' or other external clients' perception, and as a result, the continuous improvement of the program.	People in charge of the program	Result report:	UEA	Direct observation		10			
			- Improvement plan							

Standard	Indicator	Informants	Source / Data	Place/ Department	Techniques and instruments	Code	Assessment scale		
							S	Score	
								%	V
Objective: 9.c.2. Know the results obtained for performance and achievement of students and external clients									
9.c.2.a The ability of the program to generate enrollment is evaluated	[13] Number of enrolled students.	Processes and Accounting	Result report:	UEA Processes and Accounting	Direct observation	15			
			- Enrollee's Statistics						
	[14] Percentage of the enrolled students compared to the registered ones	Processes and Accounting	Result report:	UEA Processes and Accounting	Direct observation				
			- Registration Record						
	[15] Percentage of the requests compared to the total number of offered space	People in charge of the program	Result report:	UEA UA	Direct observation				
			- Registration requests						
	[16] Number of voluntary drop outs during the educational process.	People in charge of the program	Result report:	UEA UA	Direct observation				
			- Statistics of the enrollees						
	- Statistics of the presentees								
[17] Evolution of the space demand during the past years	Processes and Accounting	Result report:	UEA Processes and Accounting	Direct observation					
		- Statistics of the enrollees during the past three years							
[18] Number of existing external clients	People in charge of the program	Result report:	UEA	Direct observation					
		- List of agreements							
[19] Number of internship agreements with external clients	People in charge of the program	Result report:	UEA	Direct observation					
		- List of agreements and practices							
[20] Number of new students at the beginning of the next program	Processes and Accounting	Result report:	UEA Processes and Accounting	Direct observation					
		- List of agreements							

SELF-EVALUATION RECORD

Standard	Indicator	Informants	Source / Data	Place/ Department	Techniques and instruments	Code	Assessment scale			Suggestions or improvement proposals
							S	Score		
								%	V	
9.c.2.b The educational outcome of the program is evaluated	[21] Rate of the educational performance of the program	People in charge of the program	Result report:	UEA UA	Direct observation		15			
	- Statistical Analysis of the student's performance									
	[22] Rate of graduation	People in charge of the program	Result report:	UEA UA	Direct observation					
	- Statistical Analysis of the graduating and graduated students									
	[23] Curricular delay	People in charge of the program	Result report:	UEA UA	Direct observation					
	- Statistical Analysis of the curriculum									
[24] Rate of delay	People in charge of the program	Result report:	UEA UA	Direct observation						
- Statistical Analysis of the curriculum										
[25] Drop out Rate	People in charge of the program	Result report:	UEA UA	Direct observation						
- Statistical Analysis of the presentees / enrollees										
[26] Average study length	People in charge of the program	Result report:	UEA UA	Direct observation						
- Statistical Analysis of the graduating students / enrollees										

SELF-EVALUATION RECORD

Standard	Indicator	Informants	Source / Data	Place/ Department	Techniques and instruments	Code	Assessment scale			Suggestions or improvement proposals	
							S	Score			
								%	V		
9.c.2.c Complaints and claims about the program are attended to efficiently	[27] Total number of complaints and claims related to the program	People in charge of the program UNICAAL	Result report:	UEA UA UNICAAL	Direct observation		8				
			- Analysis of the Suggestions, Complaints and Opinions Record (Annex 16 - Criterion 5)								
	[28] Average time for dealing with complaints and claims	People in charge of the program UNICAAL	Result report:	UEA UA UNICAAL	Direct observation						
			- Analysis of the Suggestions, Complaints and Opinions Record (Annex 16 - Criterion 5)								
	[29] Number of corrections made / total number of different identified complaints	People in charge of the program UNICAAL	Result report:	UEA UA UNICAAL	Direct observation						
			- Analysis of the Suggestions, Complaints and Opinions Record (Annex 16 - Criterion 5)								
	[30] Number of suggestions acted upon/number of suggestions made.	People in charge of the program UNICAAL	Result report:	UEA UA UNICAAL	Direct observation						
			- Improvement plan								
			- Analysis of the Suggestions, Complaints and Opinions Record (Annex 16 - Criterion 5)								

Sub criterion: 9.d. Results obtained for Society										
Objective: 9.d.1. Know the results obtained for the perceptions of society										
9.d.1.a The results of the societal perceptions of the program are monitored.	[31] Number of the measures taken that have an influence upon the results of the perception of society, and as a consequence, its continuous improvement	People in charge of the program	Result report:	UEA	Direct observation		5			
			- Improvement plan							
Objective: 9.d.2. Know the results obtained for performance and social benefit										
9.d.2.a The impact of the program on society is monitored to detect weak points and propose recommendations and suggestions for the continuous improvement of the program	[32] Percentage of the measures taken in relation to the impact of the program in society that have an influence upon its continuous improvement about all the recommendations and proposed suggestions	People in charge of the program	Result report:	UEA	Direct observation		5			
			- Improvement plan							

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SELF-EVALUATION OF THE PROGRAMS

OBSERVATION RECORD

Date:
Observer:
Participants:
Unit or Program:

- The number in brackets corresponds to the indicator number that in turn matches up to the observed item.
- For the assessment: 0= nothing and 4= maximum

[1] Percentage of the measures taken in relation to the management and the general (strategic) planning of the program that have an influence upon its continuous improvement about all the recommendations and proposed suggestions
See the General Planning of the Program, Action Plan (Criterion 2) and the Results of previous assessments

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[2] Percentage of the expenses compared to the budgeted ones
See the report on the real expenses compared to the budgeted ones.

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[3] Payback: The time it takes to recover the investment
See State of Results: incomes and expenses

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[4] ROI: $\sum (\text{Incomes} - \text{Expenses}) / \text{Total initial investment}$
See State of Results: financial indicators

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[5] Total operational expenditure / Total expenditure

See State of Results: financial indicators

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[6] Percentage of the debt with respect to the total liabilities

See State of Results: general balance

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[7] Percentage of money available for the program with respect to the current expenditure

See Financial Statement

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[8] Scale of occupation with respect to the break-even point

See Financial Statement

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[9] Percentage of the measures taken with relation to the resources that have an influence upon the continuous improvement of the program over the total highlighted shortfalls and weak points

See Financial Statement: fixed assets

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[10] Number of measures taken that has an influence upon the improvement of the results of the staff's perception, and as a result, the continuous improvement of the program

See the Analysis of the Interview with the Staff Involved (Annex 1 -Criterion 7),
Report on the staff's perception and satisfaction (Criterion 7 – Standard 7.a.2.a)
Results of the previous assessment and improvement plan

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[11] Number of measures taken that have an influence upon the improvement of the results of the people's, and as a result, the continuous improvement of the program

See the Report on the Academic Performance and Report on the Academic Performance and the Report on the Staff's and Service Performance (Criterion 7 – Standard 7.b.2.a) and action plan

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[12] Number of measures taken that have an influence upon the improvement of the results of the students' or other external clients' perception, and as a result, the continuous improvement of the program

See the Analysis of the Survey with the Students (Annex 1 -Criterion 6), and the Survey with the External Clients (Annex 2 –Criterion 6) and improvement plan

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[13] Number of enrolled students

See Enrollee's Statistics

Number of enrolled students _____

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[14] Percentage of the enrolled students compared to the registered ones

See Registration Record

Number of registered students _____

Number of enrolled students _____

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[15] Percentage of the requests compared to the total number of offered space

See registration requests

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[16] Number of voluntary dropping out during the educational process

See Statistics of the enrollees and presentees

Number of dropping out _____

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[17] Evolution of the space demand during the past years

See Statistics of the enrollees during the past three years

Number of enrollees Year 1 _____

Number of enrollees Year 2 _____

Number of enrollees Year 3 _____

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[18] Number of existing external clients

See list of agreements

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[19] Number of agreements for internships with external clients

See list of agreements and practices

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[20] Number of new students at the beginning of the next program

See list of agreements

Number of new clients _____

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[21] Rate of the educational performance of the program

See the Statistical Analysis of the student's performance

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[22] Rate of graduation

See the Statistical Analysis of the graduating and graduated students

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[23] Curricular delay

See the Statistical Analysis of the curriculum

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[24] Rate of delay

See the Statistical Analysis of the curriculum

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[25] Rate of dropping out

See the Statistical Analysis of the presentees / enrollees

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[26] Average study length

See the Statistical Analysis of the graduating students / enrollees

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[27] Total number of complaints and claims related to the program

See the Analysis of the Suggestions; Complaints and Opinions Record (Annex 16 - Criterion 5)

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[28] Average time for dealing with complaints and claims

See the Analysis of the Suggestions; Complaints and Opinions Record (Annex 16 - Criterion 5)

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					

Suggestions:

[29] Number of corrections made / total number of different identified complaints

See the Analysis of the Suggestions; Complaints and Opinions Record (Annex 16 - Criterion 5)

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[30] Number of suggestions acted upon / total number of suggestions made

See the Analysis of the Suggestions, Complaints and Opinions Record (Annex 16 - Criterion 5) and Action Plan

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[31] Number of the measures taken that have an influence upon the results of the perception of society, and as a consequence, its continuous improvement

See the Analysis of Results of Objective 8.a.1

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

[32] Percentage of the measures taken in relation to the impact of the program in society that have an influence upon its continuous improvement about all the recommendations and proposed suggestions

See the Analysis of Results of Objective 8.b.1

SCORE					Comments:
0	1	2	3	4	
Reviewed document(s):					
Suggestions:					

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SELF-EVALUATION OF THE PROGRAMS

RESULT REPORT

Person in charge:
Date:
Unit or program:

- The assessment will be done according to each standard and considering all the used instruments.
- For assessment: 0= nothing and 4=maximum
- In case of various answers the average value of the different assessments will be calculated.
- In the sections of comments the instruments and the indicator number should be specified.

9. A.1.a A follow-up on the general (strategic) management and planning of the program is done, detecting the weak points and proposing recommendations and suggestions for the continuous improvement of the program.

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9. A.2.a The budget is managed appropriately

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.a.2.c Level of debt

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.a.2.d Level of cash availability

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.a.2.e An appropriate level of occupation is reached

SCORE	Comments:

0	1	2	3	4	
Suggestions:					

9.a.3.a A follow-up on the available resources for developing the program is done, detecting the weak points and proposing recommendations and suggestions for the continuous improvement of the program.

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.b.1.a A follow-up on the results of the people’s perception involved in the development of the program is done.

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.b.2.a A follow-up on the results of the people’s performance and yield involved in the development of the program is done.

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.c.1.a A follow-up on the results of the students’ and other external clients’ perception developing the program is done.

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.c.2.a The program’s examination session is assessed.

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.c.2.b The program’s educational performance is assessed.

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.d.1.a A follow-up is done on the results of the society’s perception about the program .

SCORE					Comments:
0	1	2	3	4	
Suggestions:					

9.d.2.a A follow-up is done about the impact of the program in society, detecting the weak points and proposing recommendations and suggestions for the continuous improvement of the program.

General results and comments:

