



اَبُو سَيِّدِي تَنَكُّمُو لَوِجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

What's *what* PSPM

EISSN: 2756-7729

OKTOBER 2024/VOL 2



- **EXTREME EVENT ANALYSIS: ESTIMATING BOUNDARIES FOR DATA EXTREMITY**
- **ROBOTICS, STEM & IOT: LEADING THE MALAYSIAN STUDENT GENERATION TOWARDS A SUSTAINABLE FUTURE**
- **ARE WE EATING PLASTIC?**
- **MASTERING VIDEO PRODUCTION: TECHNIQUES, TOOLS, AND THE CREATIVE PROCESS**
- **BRIDGING TECHNO-DIVIDE IN TAHFIZ EDUCATION WITH DIGITAL SKILL TRAINING**

CQI: IMPROVING TEACHING AND LEARNING THROUGH ASSESSMENT AND EVALUATION

Norul Fadhilah Ismail & Farizuwana Akma Zulkifle

Pengajian Sains Pengkomputeran dan Matematik,

Kolej Pengajian Pengkomputeran, Informatik dan Matematik,

Universiti Teknologi MARA (UiTM), Cawangan Negeri Sembilan, Kampus Kuala Pilah,

72000, Negeri Sembilan Darul Khusus, Malaysia.

norulfadhilah@uitm.edu.my



1

WHAT IS CQI?

Continuous Quality Improvement (CQI) is a process that uses assessments and evaluations to gather information about the effectiveness of an educational program's design, delivery, and direction. This feedback is then used to make improvements, which in turn leads to further assessment and evaluation, creating a continuous cycle of improvement. In education, CQI aims to enhance teaching and learning by identifying problems or areas for improvement, analyzing root causes, implementing solutions, and monitoring and evaluating outcomes.



2

WHY DO WE NEED CQI?

Student Success

- CQI helps identify and address issues hindering student learning, leading to better academic performance.
- CQI can create a more positive and engaging learning environment, increasing student satisfaction.

Teacher Effectiveness

- CQI provides opportunities for teachers to reflect on their practices, identify areas for growth, and develop new skills.
- A culture of continuous improvement can contribute to higher teacher morale and job satisfaction.

Institutional Improvement

- CQI helps identify and eliminate inefficiencies, leading to more effective use of resources.
- A commitment to quality can improve the reputation of an educational institution and attract more students and staff.
- CQI provides a framework for measuring and demonstrating the effectiveness of educational programs.

Adaptability to Change

- CQI encourages a culture of adaptability, allowing educational institutions to respond effectively to changing needs and challenges.
- By focusing on improvement, CQI can foster a climate of innovation and creativity.

3

HOW TO WRITE CQI?

- **Analyze the data:** This involves examining data, such as CDL reports, to identify trends, patterns, and areas for improvement.
- **Identify the roots/factors:** Once potential areas for improvement are identified, it's important to understand the underlying causes or factors contributing to these issues. For example, why are certain indicators, like EES, SUFO, and GPA, showing low scores?
- **Provide suggestions/recommendations:** Based on the analysis, suggest specific actions or recommendations to address the identified problems. This includes considering improvements in classroom practices, future goals, and strategies to achieve those goals.

4

WHAT ARE THE COMPONENTS OF CQI REPORTS?

- **Critical issue:** This is the primary problem or area of concern that the report is addressing.
- **Contributing factors:** These are the underlying causes or factors that contributed to the critical issue.
- **Action to be taken:** This outlines the specific steps or strategies that need to be implemented to address the issue.
- **Timeline and the person responsible:** This establishes a clear timeline for completing the actions and assigns responsibility to specific individuals/teams.

*****Remember: CQI is an ongoing process, not a one-time event. Continuously monitor and evaluate the effectiveness of your improvement strategies and make adjustments as needed to maintain quality and achieve ongoing success**

References:

1. Manual closing the loop (CDL) version 10.32. August 2015. Unit Hal Ehwal Akademik (UHEK), Bahagian Hal Ehwal Akademik (HEA) Universiti Teknologi MARA.
2. Slaid Taklimat Pengemaskinian Pelaporan CDL-CQI bagi Kursus dan Program Akademik di UFUTURE 2023.
3. Guidelines to Good Practices: Monitoring, Reviewing and Continually Improving Institutional Quality (GGP: MR-CIIQ). www.mqa.gov.my
4. Maiya, A. K., & Aithal, P. S., (2023). A Review based Research Topic Identification on How to Improve the Quality Services of Higher Education Institutions in Academic, Administrative, and Research Areas. International Journal of Management, Technology, and Social Sciences (IJMITS), 8(3), 103-153. DOI: <https://doi.org/10.5281/zenodo.8219156>

