

REPORTING RESULTS OF INTERNAL EDUCATIONAL QUALITY ASSURANCE OPERATIONS AT THE FACULTY LEVEL INTO THE SOS SYSTEM: SMART OPERATION, FACULTY OF FINE AND APPLIED ARTS SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

This study on reporting results of internal educational quality assurance operations at the faculty level into the SOS : SMART OPERATION aims to study and develop reporting and results of internal educational quality assurance operations to be efficient and effective for operations as well as to build systems to reduce reporting procedures as the guidelines to manage development of reporting results of internal educational quality assurance operations at the faculty level into SOS : SMART OPERATION.

The results revealed that reporting results of internal educational quality assurance operations at the faculty level into SOS : SMART OPERATION improved operational efficiency, built information system to make operations correct, convenient, and rapid. Applying information technology would help to make communication and coordination to be more flexible. Data processing and storage as well as distribution of news and information could be made rapidly and timely helping to reduce procedures while improving efficiency of operations. Design and operational system were new ideas. To apply technologies, process may be adjusted and some unnecessary procedures may be removed. Identical or repeated procedures would be combined as one procedure in order to reduce the use of unnecessary paper or zero to the use of unnecessary paper.

Keywords: reporting, internal educational quality assurance, faculty level

INTRODUCTION

Currently, there is quality assurance and mutual collaboration to establish policies on internal and external quality assurance therefore operations are successful leading to consecutive quality development. As a result, SOS : SMART OPERATION of quality assurance system was made to facilitate operations of users. Procedures of general operations of the system and command buttons helping to perform reporting results of educational quality assurance were explained. Users must prepare and collect information on internal educational quality assurance at faculty level as well as reference documents/evidence to support documentation of self-assessment report and preparation of self-assessment report via CHE QA Online system. In addition, annual report that was report on educational quality assessment at university level was also made. After assessing on educational quality, operators must prepare and report results of compliance with Improvement Plan to Faculty Advisory for consideration.

Therefore, the researcher aims to study on reporting results of internal educational quality assurance operations at the faculty level into the SOS : SMART OPERATION, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University, in order to develop operational results to be efficient and operated by assigning other persons in lieu of users.

OBJECTIVES

- 1 To study on reporting results of internal educational quality assurance operations at the faculty level into the SOS : SMART OPERATION
- 2 To develop reporting results of internal educational quality assurance operations at the faculty level into the SOS : SMART OPERATION
- 3 To develop operational results of reporting results of internal educational quality assurance operations at the faculty level into the SOS : SMART OPERATION to be efficient and effective for operations.

RESEARCH METHODOLOGY

Research tools of this research were Questionnaire on Concepts and Attitudes towards Reporting Results of Internal Educational Quality Assurance Operations at the Faculty Level into the SOS : SMART OPERATION, Questionnaire on Understanding on Internal Educational Quality Assurance Operations at the Faculty Level, and Questionnaire on Development of Operations based on Procedures and Data Accessibility of Quality Assessment of Each Indicator Reflecting Reporting Results of Internal Educational Quality Assurance Operations at the Faculty Level into the SOS : SMART OPERATION.

1. Secondary data Collection – Secondary data were collected by studying on concepts and principles from related textbooks, books, and researches in order to apply obtained data as the guidelines for creating questions.

2. Primary Data Collection – primary data were collected from interviewing by using Interview Guide in the form of Open – Ended Question Interview covering research issues, observation, VDO recording, and audio recording.

3. Interview - The researcher used In-depth Interview to create broad questions as the guidelines of interviewing and these questions were flexible without any fixing. In this interview, informal questions and friendly conversation were used in order to prevent worry from the key informants in giving answers that may affect to reliability of data. Question order may be adjusted at any time based on situation or appropriateness.

4. Observation - The researcher used Non-Participant Observation whereas the researcher collected data from observing things and participating in operations caused by mutual operations between quality assurance officers and Policy and Plan Division as well as recording data and VDOs for interpreting and considering on all details.

The researcher analyzed data by classifying issues of data analysis based on research objectives by using data from studying on concepts and principles obtained from related books, textbooks, and researches as well as data from In-depth Interview and Participant Observation in order to find data linkage and relation. The researcher analyzed and synthesized obtained data in order to find data that were in the same category. After finishing data analysis and synthesis, the researcher concluded data and inspected correctness of data again. Consistent with the research of Chanon Suphalert, Nantiya Noichan (2022) who concluded that Information management in educational institutions Able to develop administrative processes in various areas and work according to objectives and goals efficiently and in accordance with the needs of the school, although sometimes there are problems with equipment, funding for operations, budget and skilled personnel. Know the ability and have expertise in directly managing information systems, but all parties have made an effort to study and gain additional knowledge in order to bring that knowledge to develop the school information system to be complete and a tool to be used in Develop the school which will lead to further management.

RESULT

For this research, it was conducted in the form of a qualitative research to study on reporting results of internal educational quality assurance operations at the faculty level into the SOS : SMART OPERATION. The researcher determined the key informants of this research, i.e., 10 quality assurance officers of Suan Sunandha Rajabhat University. Secondary data were collected by studying on concepts and principles from related textbooks, books, and researches. The researcher used In-depth Interview to create broad questions consisted of operational process and procedures on quality assurance with operation calendar for controlling educational quality and operations to have good overall picture and become the guidelines for the faculty. Procedures and details for controlling all operations are as follows:

1. Followed up operational results based on Internal Educational Quality Assurance criteria and Improvement Plan of all semesters
2. Concluded and reported results based on Internal Educational Quality Assurance criteria and Improvement Plan at faculty level and curriculum level of all semesters to Faculty Advisory Board for consideration.
3. Informed resolutions of Faculty Advisory Board to curriculum lecturers for improving operations as suggested.
4. Reported operational results based on Internal Educational Quality Assurance criteria and Improvement Plan at faculty level and curriculum level of all semesters to the university. For curriculum level, operations results must be reported to Division of Educational Services. For faculty level, operational results must be reported to Policy and Plan Division.
5. Improved operations as suggested by Institute Advisory Board of all semesters.

The results revealed that reporting results of internal educational quality assurance operations at the faculty level into the SOS : SMART OPERATION improved operational efficiency, built information system to make operations correct, convenient, and rapid. Applying information technology would help to make communication and coordination to be more flexible. Data processing and storage as well as distribution of news and information could be made rapidly and timely helping to reduce procedures while improving efficiency of operations. Design and operational system were new ideas. To apply technologies, process may be adjusted and some unnecessary procedures may be removed. Identical or repeated procedures would be combined as one procedure in order to reduce the use of unnecessary paper or zero to the use of unnecessary paper.

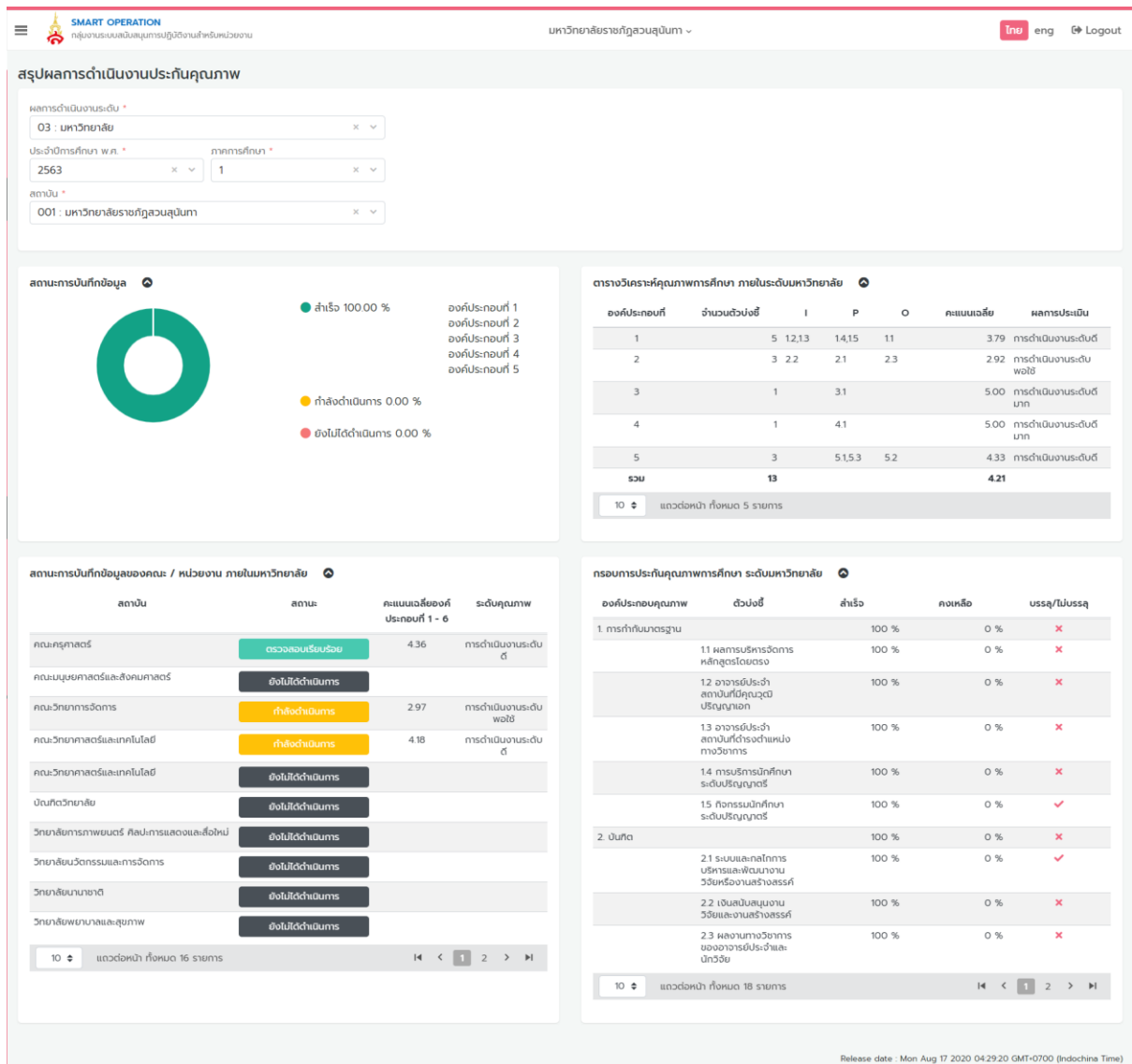


Figure 1 : SOS system, Nichapat Thanasiriurat 2023.
Source : Nichapat Thanasiriurat

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