សាកលវិទ្យាល័យភូមិន្ទភ្នំពេញ
ROYAL UNIVERSITY OF PHNOM PENH

QUALITY ASSURANCE OFFICE STRATEGIC PLAN 2024-2030

Creating a Culture of Quality

QAO
2024-2030

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QUALITY ASSURANCE OFFICE STRATEGIC PLAN 2024-2030

Creating a Culture of Quality

Executive Summary

Goal 4: **Ensure Compliance with Accreditation Standards**

Goal 5: **Leverage Technology for Quality Assurance**

Goal 2: **Foster a Culture of Continuous Quality Improvement**

Goal 3: **Strengthen Student and Stakeholder Engagement**

Goal 1: **Enhance Academic Quality and Integrity**

GOAL 4

GOAL 5

GOAL 2

GOAL 3

GOAL 1

QA STRATEGIC GOALS 2024–2030

# Message from the Rector and Chairman of RUPP-IQA

The QAO Strategic Plan 2024-2030 is an indicator to help orient and enhance the quality of our university curriculum from now and in the future. I want to take this opportunity to emphasize the importance of our collective efforts for enhancing the quality and effectiveness of our initiatives. This plan is not merely a document; it is a vision for our future—a blueprint designed to drive the quality and effectiveness of our organization in an ever-evolving landscape that will guide our actions and decisions in the coming years.

Our commitment to quality assurance will be the cornerstone of our success as we navigate these complexities. This Strategic Plan outlines our goals, strategies, and initiatives aimed at promoting a culture of continuous quality improvement, innovation, and accountability.

At the heart of this plan is our dedication to collaboration. We recognize that achieving our objectives requires the collective efforts of all stakeholders—staff, partners, and the communities we serve. By working together, we can ensure that our curriculum will not only meet national and regional quality standards but also provide tangible benefits to all students who have studied at our institution.

I encourage each of you to engage actively in contributing to this QA Strategic Plan with enthusiasm and commitment. Your insights and expertise are invaluable as we strive to identify areas for improvement and implement best practices. Together, we can create an environment where quality assurance is not just a function but a fundamental aspect of our university's ethos.

Thank you for your unwavering dedication and passion. Together, we will make this vision a reality.
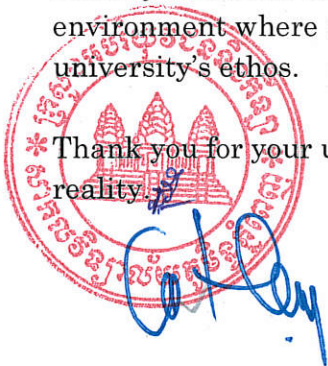
Prof. CHET Chealy
Rector and Chairman of IQA Committee

Strategic Plan 2024-2030

I. INTRODUCTION

The Strategic Plan of the Quality Assurance Office (QAO) sets forth the vision, mission, essential values, goals, objectives, actions, and indicators that will guide the office's journey from 2024 through 2030 and promulgate the monitoring and evaluation system in the University. This plan is consistent with and developed to support, the vision and goals set by the RUPP's Strategic Plan. Quality Assurance Management at the university level aims to meet the national standards set by the Accreditation Committee of Cambodia (ACC)and the regional standard (AUN-QA). The reinforcement of quality assurance at the program level focuses on entity self-improvement, self-assessment, and preparation of qualified programs for AUN-QA certification.

Adequate university support and the maturity of QAO capacities are integral driving forces to accomplishing the university's mission. Therefore, the scope of this QA strategic plan includes:

- Upskilling IQA task forces to create a culture of quality and sustainability;
- Reinforcing the quality monitoring and evaluation system;
- Improving Quality Assurance at the departmental level;
- Promoting academic excellence in line with national and regional standards;
- Establishing a digital system and platform for KPIs monitoring, IQA management, data-driven management, program assessment, tracer study, and grievance platforms for students and staff.

VISION STATEMENT

To foster a culture of continuous quality improvement and excellence in education, research, and community engagement, to ensure that RUPP remains a leader in higher education and meet the evolving needs of students and society.

MISSION STATEMENT

Our mission is to provide a rigorous quality assurance framework that supports academic integrity, student success, and institutional accountability while promoting innovative practices and stakeholder engagement. Thus, QAO works collaboratively with all faculties, departments, offices, and units of RUPP to:

- promote good practices in quality management with the RUPP stakeholders;
- act as RUPP's internal academic monitoring, assessing, and managerial quality consultant;
- enhance the quality of educational programs and internal quality assurance management of the University; and
- prepare RUPP programs for internal and external accreditations.

STRATEGIC GOALS

This Quality Assurance (QA) Strategic Plan outlines our commitment to ensuring that our graduates and services consistently meet established standards of quality, reliability, and performance. The goals are to ensure that all academic programs meet high standards, foster continuous quality improvement, and respond to the needs of students, faculty, employers, and the community through enhancing our QA processes, adapting to new challenges, and leveraging technology to optimize our QA efforts. This strategic plan serves as a roadmap to guide our teams, stakeholders, and partners in pursuit of quality excellence. RUPP-QAO has the following five goals.

Goal 4: **Ensure Compliance with Accreditation Standards**

Goal 5: **Leverage Technology for Quality Assurance**

Goal 2: **Foster a Culture of Continuous Quality Improvement**

Goal 3: **Strengthen Student and Stakeholder Engagement**

Goal 1: **Enhance Academic Quality and Integrity**

QA STRATEGIC GOALS 2024–2030

Goal 1: **Enhance Academic Quality and Integrity**: To improve and enforce the QA monitoring and evaluation system across the university affiliations regarding continuous quality improvement (CQI).

Goal 2: **Foster a Culture of Continuous Quality Improvement**: To manage a quality assurance system that exceeds the National Standards of Higher Education requirements.

Goal 3: **Strengthen Student and Stakeholder Engagement**: To assist the RUPP stakeholders with self-evaluation on their initiatives for self-improvement and accreditation.

Goal 4: **Ensure Compliance with Accreditation Standards**: To ensure the best practices of Quality Assurance with the stakeholders.

Goal 5: **Leverage Technology for Quality Assurance:** To establish the digital platform for KPIs monitoring the quality of academic performance to meet national and regional standards and achieve academic excellence.

CORE VALUES

QAO espouses high expectations of academic performance excellence, accountability, transparency, professionalism and sustainability, integrity, empowerment, and actions in fulfilling the **Creating a Culture of Quality** motto.

II. Strategic Goals and Objectives
Goal 1: Enhance Academic Quality and Integrity
Objective 1.1: Regularly assess and update academic programs based on industry trends and stakeholder input.

Action Steps:
- Develop a curriculum guideline for the program review template.
- Develop and implement a comprehensive program review process.
- Provide training for faculty on effective self-evaluation.
- Engage external reviewers in select programs.

Objective 1.2: Implement a robust assessment framework that includes learning outcomes for all courses by 2030.

Action Steps:
- Align course learning outcomes with departmental and institutional goals.
- Use feedback from course evaluations to enhance teaching and assessment practices.

Goal 2: Foster a Culture of Continuous Quality Improvement
Objective 2.1: Establish institutional benchmarks and performance indicators for quality improvement by 2026.

Action Steps:
- Develop criteria for assessing the performance and responsibilities of faculty members and IQA committees.
- Schedule regular data collection for reporting and improving the quality plan.
- Create mechanisms for faculty members and staff development aligned with QA goals.
- Implement a robust feedback loop for all stakeholders, including students and alumni.

Objective 2.2: Develop and conduct quality assurance training sessions for faculty members and IQA staff annually.

Action Steps:
- Identify key topics for professional development.
- Leverage internal and external experts to facilitate workshops.

Goal 3: Strengthen Student and Stakeholder Engagement

Objective 3.1: Increase the use of data analytics to evaluate QA process effectiveness by 2028.

Action Steps:
- Implement strategies for improving student retention, graduation rates, and employability.
- Promote active learning and innovative teaching methodologies.
- Ensure that student support services are comprehensive and accessible.
- Provide a platform for students to voice their perspectives on quality matters.

Objective 3.2: Conduct annual stakeholder satisfaction surveys to measure the quality perceptions at the university starting in 2025.

Action Steps:
- Conduct self-evaluation of staff performance annually
- Conduct biannual surveys to gather feedback on quality performance and areas for improvement.
- Analyze survey results to identify strengths and areas for improvement.
- Share findings with stakeholders and develop action plans.
- Achieve at least a 20% increase in stakeholders' satisfaction scores by 2030.

Goal 4: Ensure Compliance with Accreditation Standards

Objective 4.1: Review and align institutional practices with the standards of internal, national, and regional programmatic accrediting bodies.

Action Steps:
- Keep abreast of changes in accreditation standards.
- Develop an internal evaluation process to ensure ongoing compliance.
- Recognize and reward teams that demonstrate exceptional quality performance annually.

Objective 4.2: Proactively prepare for all accreditation cycles through extensive documentation and review processes commencing one year prior to accreditation visits.

Action Steps:
- Implement a comprehensive QA lifecycle model across all departments
- Encourage cross-departmental collaboration on quality initiatives through regular workshops and forums

Goal 5: Leverage Technology for Quality Assurance
Objective 5.1: Identify and deploy QA automation tools by 2026 to reduce manual errors and improve efficiency.

Action Steps:
- Utilize data analytics to inform QA processes and decision-making.
- Implement learning management systems that enhance the teaching and learning experience.
- Develop online resources for QA training and awareness.
- Utilize advanced tools and technologies for QA processes (e.g., automation, AI).

Objective 5.2: Implement a centralized QA management system by 2027 to improve the tracking and reporting of quality metrics.

Action Steps:
- Establish a digital platform for tracer study, student grievance, and M&E system.
- Trace the percentage of QA processes aligned with industry requirements.
- Increase the number of faculty members trained in quality practices.
- Develop a KPIs platform to improve stakeholder satisfaction scores.
- Establish KPIs to measure progress towards strategic goals

III. QA Indicators and Milestones

QAO strategic activity will be underpinned by major improvements to the university operations, structure, and culture that will be implemented in the early stages of the life of this plan and continuously monitored and upgraded as necessary as the plan unfolds. Key Indicators for 2030 and beyond are:

No.	Indicator	2024	2025	2026	2027	2028	2029	2030	2040	2050
1	Academic programs produce qualified SARs	65%			75%			100%		
2	PLOs, CLOs, and ILOs revision and constructive alignment with EP, GAs, and PEOs		45%			75%		100%		
3	Academic Programs Assessed by AUN-QA or External Agencies			2	1	2	1			
4	Academic programs assessed internally by RUPP-IQA		10%		50%		70%	100%		
5	Academic programs complied with the OBE format	1	3	8	16	26	30	70%		
6	Digitization/ Online Assessment (the right skill people)							1		

#	Activity									
7	Setting up IQA KPIs Platform				1					
8	Student and staff Grievances on Digital Platforms					1	1			
9	Conducting IQA Strategic Review			1						
10	Developing Staff Performance System			1						
11	Introducing Tracer Study Platform					1				
12	Launching IQA M&E System						1			
13	International and University Ranking (QS)							THE	QS	
14	A high-income country: 45%PhD Staff at RUPP						25%			45%

How we apply knowledge for Core Values

Performance: To continually improve academic performance and document to meet standards or criteria of quality.

Excellence: To strive for the highest quality in teaching, learning, and research.

Accountability: To provide credible information on institutional operation through a variety of activities including financial audits, curriculum reviews, market research, international cooperation, the application of knowledge and skills, recognition of the individual and departmental contributions and responsibilities

Transparency: To provide reliable academic output information for the University stakeholders about what the QAO is doing so that it is easy for the IQA Network, IQA Council, and the University Stakeholders to see what actions are performed.

Professionalism: To apply the best possible skills, knowledge, and experience to all faculty members who should treat the University stakeholders with concern, commitment, and a sense of responsibility for their future careers.

Sustainability: To foster the everlasting initiatives generated by the university in every aspect of mission fulfillment.

Integrity: To uphold principles of honesty and accountability in all operations with ethics, trust, and transparency.

Empowerment: To encourage and allow the University Stakeholders to make decisions within the scope of their job with the quality first.

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- មហាវិទ្យាល័យសង្គមសាស្ត្រនិងមនុស្សសាស្ត្រ
- មហាវិទ្យាល័យវិស្វកម្ម
- មហាវិទ្យាល័យសិក្សាអភិវឌ្ឍន៍
- មហាវិទ្យាល័យអប់រំ
- វិទ្យាស្ថានភាសាបរទេស
- វិទ្យាស្ថានសិក្សាអន្តរជាតិ និងគោលនយោបាយសាធារណៈ
- ថ្នាក់ក្រោយបរិញ្ញាបត្រ
- មជ្ឈមណ្ឌលសហប្រតិបត្តិការ កម្ពុជា-ជប៉ុន
- មជ្ឈមណ្ឌលសហប្រតិបត្តិការ កម្ពុជា-កូរ៉េ
- មជ្ឈមណ្ឌលជាតិបណ្ដុះធុរកិច្ចថ្មីនៃកម្ពុជា
- មជ្ឈមណ្ឌលសហប្រតិបត្តិការវាងសាកលវិទ្យាល័យ-ឧស្សាហកម្ម

ផែនទីសាកលវិទ្យាល័យភូមិន្ទភ្នំពេញ
Map of Royal University of Phnom Penh
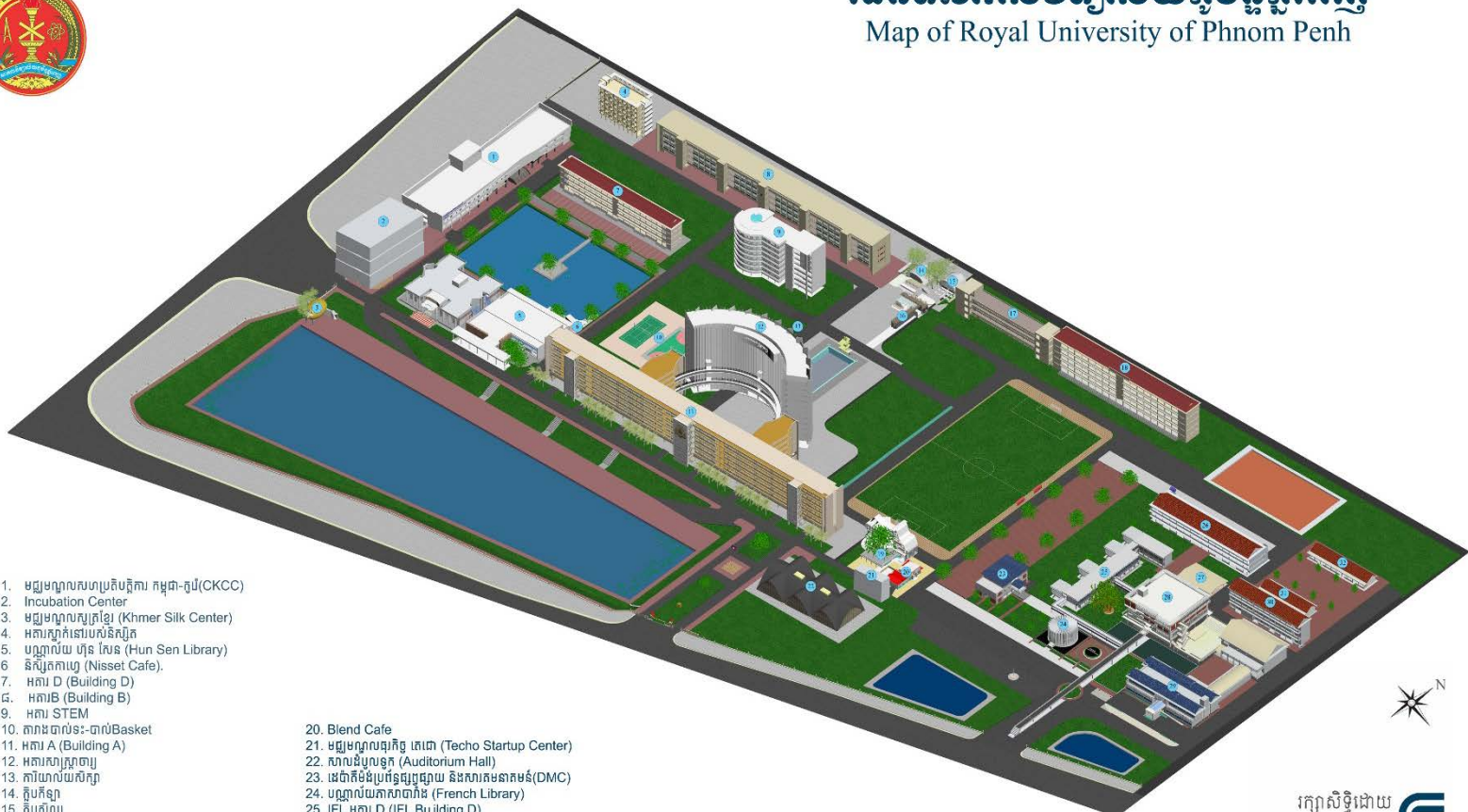
1. មជ្ឈមណ្ឌលសហប្រតិបត្តិការ កម្ពុជា-កូរ៉េ(CKCC)
2. Incubation Center
3. មជ្ឈមណ្ឌលសូត្រខ្មែរ (Khmer Silk Center)
4. អគារស្នាក់នៅរបស់និស្សិត
5. បណ្ណាល័យ ហ៊ុន សែន (Hun Sen Library)
6. និស្សិតការេ (Nisset Cafe).
7. អគារ D (Building D)
8. អគារB (Building B)
9. អគារ STEM
10. តាលងបាល់បះ-បាល់Basket
11. អគារ A (Building A)
12. អគារសាស្ត្រាចារ្យ
13. ការិយាល័យសិក្សា
14. គ្លិនិកសិក្សា
15. គ្លិនិកសិល្ប
16. Nisset Eatery
17. អគារ C (Building C)
18. អគារ T (Building T)
19. មជ្ឈមណ្ឌលទំនាក់ទំនងសហគ្រាស

20. Blend Cafe
21. មជ្ឈមណ្ឌលធុរកិច្ច តេជោ (Techo Startup Center)
22. សាលដំបូលទូក (Auditorium Hall)
23. ដេប៉ាតឺម៉ង់ព័ន្ធគ្រប់គ្រងស្បៀង និងសារភមណ្ឌលតកមន៍(DMC)
24. បណ្ណាល័យអភាសាបារាំង (French Library)
25. IFL អគារ D (IFL Building D)
26. IFL អគារ C (IFL Building C IFL)
27. IFL អាហារដ្ឋាន (IFL Canteen)
28. IFL អគារ E (IFL Building E)
29. មជ្ឈមណ្ឌលសហប្រតិបត្តិការ កម្ពុជា-ជប៉ុន(CJCC)

30. IFL អគារ G (IFL Building G)
31. IFL អគារ A (IFL Building A)
32. IFL អគារ B (IFL Building B)

រក្សាសិទ្ធិដោយ
មហាវិទ្យាល័យវិស្វកម្ម
២០១៩