



NEWSLETTER

Issue No. 1-2021

External Quality Assessment

In spite of having to live and work with the challenges of COVID 19, DWU continues to ensure our internal and external processes of quality assurance and enhancement are observed and adhered to. This year, we expect the DHERST External Panel to return to assess our performance based on the 2017 Quality Assessment Review. The Report, dated 2018, consisted of 21 recommendations and 16 suggestions. DWU uses the Traffic Light - RAG (Red-Amber-Green) Model to report on progress, which is ongoing.

Priorities:

Our 2021 priorities include: preparing the books for the 2021 External Quality Assessment Review, analysing and reporting on Online Unit Evaluations (OUE) for Madang, Wewak and Rabaul campuses, analysing and reporting on the 2020 Graduate Tracer Study,

administering the Online Questionnaire for the 2021 Graduate Tracer Study, creating questionnaires for data collection from the industry and workforce to set up the database, assisting administrative divisions to develop relevant policies, plans and forms; and to develop an Annual Appraisal Form for Administration Staff.

Online Unit Evaluation (OUE)

OUEs will open in Week 13 for two weeks – Monday 10 May to Friday 21 May, to allow time for students in Madang, Wewak and Rabaul campuses to complete the questionnaires. Analysis and report writing will take place from 24 May – 04 June.

DWU Quality Assurance Approach (2020)

The University uses a continuous quality improvement cycle, Plan Act Evaluate Improve (PAEI) to assure the quality of its inputs, processes and outcomes, and to identify improvements.

PAEI is widely accepted internationally as a useful approach to quality assurance and enhancement. It maps readily onto an Inputs-Processes-Outputs-Outcomes model, where inputs such as students, staff and facilities are engaged in a transformation process to produce quality graduates and new knowledge.

The PAEI cycle can be applied to DWU activities at all levels of operation: University-wide; campus wide; faculty, divisional or departmental wide; and to individual programs.

Tracer study (2021)

The Quality Assurance Division invites the 2021 graduated students to kindly fill the tracer study questionnaire. We value feedback as it will contribute to evaluating and maintaining quality of teaching and learning outputs, here at Divine Word University. Please kindly ensure that your filled questionnaire is sent to the Quality Assurance Division through this email address; qad@dwu.ac.pg

Follow the link below and download the form:

[https://www.dwu.ac.pg/en/images/All Attachments/QAD/2021 Graduate Tracer Study Questionnaire.pdf](https://www.dwu.ac.pg/en/images/All_Attachments/QAD/2021_Graduate_Tracer_Study_Questionnaire.pdf)



Figure 1: DWU Continuous Quality Improvement Cycle (Source: Author's drawing)

Plan: The stage at which DWU states through its formal plans at all levels what we aim to achieve and how we will do this, including university level strategic planning and planning by organisational divisions. It is also the level at which policies and regulations are developed to ensure coordination and consistency in how we implement plans.

Act: The stage at which DWU implements all the intentional activities and work plans are carried out to meet objectives to achieve desired outcomes. All the business of the University is carried out in accordance with plans and policies. Classes are held; lecturers teach; students learn and are assessed; research projects are undertaken; finances are managed; committees meet; and daily, weekly or monthly tasks are done.

Evaluate: The stage at which DWU reviews its progress in achieving our objectives and evaluate the effectiveness of our planning and acting. We identify gaps between what 'should' happen (plan) and what does happen in practice (act). Evaluation comprises two aspects: monitoring and review. A wide range of monitoring and review tools are used, e.g. feedback from students and stakeholders. Whereas monitoring is a short and medium-term activity mainly for management, formative and developmental purposes, review is a longer term and

more formal process that serves both formative and summative purposes.

Improve: The stage at which DWU uses the results from our evaluation: monitoring and review to identify and implement improvements. These can be improvements to plans and policies, improvements to implementation or what we do, and improvements to how we evaluate our activities so that appropriate processes can be identified to modify existing plans, policies, activities; and feed into the development of a new plan, policy and activities. The cycle then commences for continuous improvement.

Quality Assurance Framework

The University's Quality Assurance Framework indicates the links between PAEI and Inputs-Processes and Outputs-Outcomes across the five major domains of:

- Learning and Teaching
- Research & Higher Degrees
- Community Service & Engagement
- Management
- Productive Partnerships

(Source: QA1 Policy, 2020)



The ‘Liklik QAD Research’ is a section of the newsletter we dedicate to publish small research findings. The findings from such small researches is to share knowledge and to bring awareness to the rest of the community on certain topics of interest. For our first publication, the aim of our research (conducted in semester 2, 2020) was to investigate and gain insight to the experiences of staff and students of DWU in regards to Covid-19 - how they perceived the challenges. All staff and student responses were in relation to these three areas:

1. Efficacy of Covid-19 measures on Campus
2. Its effects on academic progress and divisional performances
3. Its effects on social university activities

The research surveyed a total of ten (10) participants consisting of five (5) students and five (5) staff members. Participants were identified through random sampling through the Stratified Random Sampling strategy. Directly below are students’ collective views followed by the responses of staff. The following codes are used as follow: ‘S’ refers to staff or students respectively, M & F identifies the participant as being either male or female and the number is the ordering of participants.

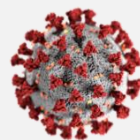
Students’ Collective view of Covid-19 in DWU

1. Efficacy of Covid-19 measures on Campus: As asserted by all five (5) student participants, the effectiveness of the implemented COVID-19 measures on campus was only effective for the first few months. As stated by a SMP1, *“generally, since there have been no cases in Madang, the students have gradually gone back to their old habit of living”*.

However, it was not only a matter of students not complying with these measures after some time, but also the manner in which students were observed following these measures. SFP2 stated that, some students only adhered to the measures when there is strict observation in place, especially having security personnel enforcing it. Additionally, it was stated that most students have not completely adapted the new normal as would be expected, and this may have during the times when the university was on ‘lockdown’. At present, student compliance to COVID-19 measures can be seen as a matter of choice and not by requirement or by regulation. This can be a bad practice. However, the biggest concern expressed by students in relation to COVID-19 measures on campus, is in its consistency in the manner in which they were/are regulated. For instance, temperature checks, 1.5m distancing, wearing of facemask when entering office buildings and classrooms etc. On the contrary, most of

the student on campus conformed to what the university has set out for them. Students have now taken more consideration when greeting each other, as fist bumps are more common than handshakes and self-awareness being more visible.

2. Effects on academic progress: Student participants in this regard, have expressed different responses in relation to their personal encounters. On a positive note, SMP1 stated that his studies were only moderately affected. This was not in the manner that he performed



All students of DWU are now strongly encouraged to wear face masks in enclosed spaces. This includes classrooms where learning take place.

badly, but that the completion and submission of his tasks were different. Two other students noted that, the COVID-19 period gave them time to complete their



tasks and do more study. Thus, it has not affected their study in any negative manner.

However, participants SFP3 and SMP4 have similarly stated that the split classes in semester one (1) did have a big impact on their study.

“During the first period of the outbreak around March and having to get back to class, our lectures suggested we separate into groups to attend our sessions, however that has affected the efficiency of our work and their work as well” (SFP3).

“Lecturers wearing facemasks and lectures has also taken its toll on some of us. We can’t hear clearly what s/he is saying so asked lecturers to repeat what had been said. This has happened twice in our class” (SMP4).

It was also noted that contact hours were limited and students struggled to cover topics. As further stated by SMP4, encountering COVID-19 while on campus *“had many ripple effects especially on our studies”*.

3. Student life on campus: As asserted by all student participants, their social life on campus has been significantly affected during the COVID-19 period in many ways. Most students expressed worrying concerns over social gatherings or sporting activities being cancelled, as these activities were ways in which students get to relief themselves from the stress of school work. Students were also unable to attend academic events such as symposiums and research presentations. SFP2 stated that, when social gatherings were limited, life on campus became boring and less fun. She further added that,

“I believe this has also affected the social life of many students in the campus and has gradually led to students going out on weekends to sought fun outside then inside the campus”.

Overall, due to Covid-19, regular activities have drastically affected the social life of students on campus, and most students found it hard to change their normal activities

Staff Collective View of Covid-19 in DWU

1. The efficacy of Covid-19 measures on campus. Five out of six of the participants mentioned that not all staff are complying effectively to the Covid-19 measures on campus, especially the wearing of masks in confined spaces and social distancing and washing of hands at the gate. Some staff are not upholding restrictions or being cautious of these measures in contrast to when the first case in the country was reported. SMP5 mentioned that from his observation in Semester 2 staff have not been effectively adhering to the Covid-19 measures in place. Although, the measures were strictly followed when the first case in the country was confirmed in Rabaul in comparison to present observation where there is less care in wearing masks.

One out of the six participants expressed otherwise, that some staff have been complying and adapting well to the new ‘normal’. As stated by SFP1 from her experience.

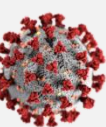
“I think we are doing quite well adapting to the new norm. Personally, I have gotten into the habit of wearing masks and

washing my hands regularly and encouraging students to do the same. I can only speak for myself.” (SFP1).

Therefore, the effectiveness of staff adhering to the Covid-19 measures on campus have declined over time. Others, however have conformed to the new norm and have continued to uphold the practice of wearing masks and washing of hands at the gate.

2. How Covid-19 measures have affected teaching plans and performance or work duties: Overall, it has affected departments’ strategic plan and daily operational functions.

For the administrative part of the university, the Covid-19 measures did affect their daily operational functions and work duties. According to SFP4, her division normally liaises with external clients when they want to hire the university’s facilities. However, this operation was not permitted in order to comply with the Covid-19 measures. Also some of the business houses that they order merchandises from had ceased operation because





of the pandemic whilst others were charging fees excessively.

Another participant, SFP2 mentioned that most of the teaching staff recruited from overseas and other provinces from around the country were not able to travel to Madang during the SOE. After the SOE was lifted, the national staff were relocated, however, the expatriates were not transported until recently. Upon arrival, they were asked to go into self-isolation for 14 days.

As for the teaching staff, the full time students adjusted well to the new norm by using online mode to carry out their teaching plans as well as splitting up their classes into groups for each session as to maintain social distancing in the rooms. The teaching staff ensured that students wore masks to classes. As expressed by two participants, SMP5 and SFP1 below.

“COVID – 19 measures did not affect my teaching plans and performances. My students were seated in 3s in Room MM2 from week 1-15. It is spacious enough to make my teaching easier. I ensured that every student wore their masks during lectures both inside and outside as well. If a student is not wearing a mask, I force him/her to do it. Now that, students do not care and do not bother to wear the masks and do not worry about social distancing.” (SMP5)

“In the first few weeks of lock down it did affect me a lot but I have worked around it through online learning and social distancing by splitting up my classes into 2 so as to maintain social distancing.” (SFP1)

Though undergraduate teaching staff adapted well to the online mode, the Flexible Learning Centre still experienced technical difficulties. SFP3 stated that Covid-19 has caused a lot of delay in their schedule for Flexible Learning. Although the university has chosen an online approach to learning and delivering, there are some technical setbacks in terms of delivering for the long distance Flexible Learning students.

In summary, Covid-19 has affected and hindered the operations of both the administrative and academic

divisions of the university. For the administrative divisions, it has caused reduction of income opportunities as well as slowing down of processes. The academics on the other hand, were flexible and carried on their normal teaching through online mode despite a few hiccups faced by FL lecturers in delivering long distances.

3. Covid-19 impact on university events and other social activities on campus. University events and social activities are still being hosted on campus whilst taking account of the Covid-19 measures. According to SFP1, online live streaming is on demand and she was asked to live stream the FASS Symposium and MC/IS Symposium (which she was unable to assist due to short notice), and provided support to the THM Liklik Tourism Expo. She said that she was preparing for the Missioning Ceremony livestream. SFP3 also expressed, *“I think this has been organized well, especially for the Sunday mass and for meetings...”*

Although, Covid-19 measures are considered in the organization of these events and activities, students are still not being cautious of social distancing as mentioned by SFP3 and SMP5 below.

“For all other extracurricular social events hosted by students I do not think this is being closely monitored as there are still huge gathering without social distancing going on. Student still are seen hanging around in groups, hugging and sharing buai and smoke at the market etc...” (SFP3).

“I think that, it is very risky to conduct these social events or activities on Campus. Students still do NOT care at all in how they approach other students. They hug, shake hands. Social distancing is not an issue anymore to many students...” (SMP5).

Therefore, SFP6 states, *“We are finding that we can continue our events just with a different platform. Although the social interaction is something, we can never replace.”*

Students and staff are doing their best to abide by the measures, however it seems impossible to fully cease social interactions.

QUALITY ASSURANCE COMMITTEE-QAC: 2021 MEMBERS

The Quality Assurance Committee (QAC) is responsible for relevant policy directives and monitoring and evaluation of academic programs and administrative functions of the university. The members of the QAC include: The Vice President, Academic Affairs, Chairpersons of Faculty Curriculum and Assessment Committees, the Director of the Centre for Learning and Teaching, and the Coordinator of the Flexible Learning Centre. Under the 2021 Organisational Restructure we hope to include administrative staff in the QAC as well. The committee chair is the Director for Quality Assurance.



Name: Mr. Picky Airi
Department / Faculty / Division: Centre for Learning & Teaching
Current position: Director, Centre for Learning & Teaching
Number of years at DWU: 8



Name: Professor Iwona Kolodziejczyk
Department / Faculty / Division: Academic Affairs
Current position: Vice President, Academic Affairs
Teaching field and professional interest: Research, Cross-cultural management, gender, Online teaching and learning, and assessment
Number of years at DWU: 19



Name: Mr. Stewart Wossa
Department / Faculty / Division: Medicine Department/Faculty of Medicine & Health Sciences
Current position: Lecturer-FMHS FCAC Chair
Teaching field and professional interest: Chemistry, Biochemistry, Academic Writing, Computing and Word Processing
Number of years at DWU: 3



Name: Ms. Nathaline Murki
Department / Faculty / Division: Department of Tourism and Hospitality Management Faculty of Business and Informatics
Current position: Lecturer-FBI FCAC Chair
Teaching field and professional interest: Hospitality and Hotel Management, Events Management and, Recreation and Community Development
Number of years at DWU: 14



Name: Mr. Peter Kelaki
Department / Faculty / Division: Education Faculty – Education Curriculum and Leadership Department
Current position: Head of Department (HOD)-FED FCAC Chair
Teaching field and professional interest: Taught and served Education Department for twenty-seven years in three different sectors (7 years – Primary School, 9 years – High School, 11 years in Teachers College)
Number of years at DWU: 3



Name: Mr. Bernard Singu Yegiora
Department / Faculty / Division: PNG Studies and International Relations/Faculty of Arts and Social Sciences
Current position: Lecturer-FASS FCAC Chair
Teaching field and professional interest: International Relations
Number of years at DWU: 10

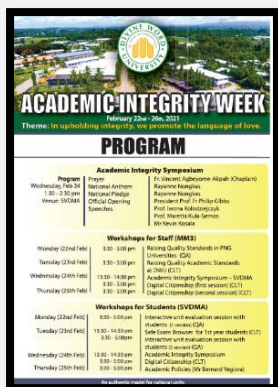


Name: Mr. Jimmy Mairanji
Department / Faculty / Division: Flexible Learning Center
Current position: FLC Coordinator
Number of years at DWU: 6



HIGHLIGHTS FROM THE ACADEMIC INTEGRITY WEEK

The Academic Integrity Week (AIW) for 2021 was co-hosted by the Quality Assurance Division and the Centre for Learning and Teaching. This is the first of its kind that the two divisions have worked together in hosting the event. The purpose for the AIW was to communally promote ways integrity can be translated into the practices of higher education and what it means to maintain and ensure quality standards in these practices.



The activities that took place in the week's sessions was encapsulated by the theme 'In upholding Integrity, we promote the language of love'. In this section, the QAD will be presenting some of its highlights in the AIW.

The QAD delivered two presentations. One for the students which was delivered by the University Data Officer and the second session delivered by the Director, QA.

Director QA Presentation



During staff sessions in the MM3, Professor Kula-Semos gave her presentation to academic staff on Raising Quality Standards in Higher Education Institutions. A total of 16 staff members participated in the session. At the end of session members were given an activity in which they were required to use what they had learnt by planning for the creation of an imaginary Higher Education Institution.

University Data Officer Presentation

During the AIW, the University data officer, Ms. Hamadi delivered a presentation on Online Unit Evaluations to students. There were two sessions held during the AIW which attracted more than 150 first year students. The main purpose of the unit evaluation interactive session was to:

- Make students aware that they are required to fill in unit evaluations at the end of each semester.
- Give them a hands on experience of what they are expected to do.
- Outline the importance of Online Unit Evaluation in maintaining quality standards in the delivery of teaching and learning here in DWU.

Educational games, Chess



The QAD team also created a large chess set as a way of promoting education games during the mini Academic Integrity Week Symposium. Pictured above is Vitus Kolant (in Business Accounting Year 4) having a game of chess with Fabian.



Here members of the QAD pose for a final picture with the Director for CLT- Mr. Picky Airi, Ms. Jennifer Sirias from ICT, Ms. Betty Isikiel and a few students.

Quality Assurance Division Staff



Name: Prof. Maretta-Kula-Semos
Position: Director Quality Assurance
Professional Interest: Transformative Partnerships, Higher Education Policy, Cross-cultural Leadership, Quality Assurance and Indigenous Research Methodologies
Number of years at DWU: 12



Name: Calista Hamadi
Position: University Data Officer
Professional Interest: Social Research, Gender and Geopolitics
Number of years at DWU: 7



Name: Peter Nasale
Position: Data Analyst
Professional Interest: Social and Internet-Mediated Research, Public Health and Social Media
Number of years at DWU: 4



Name: Fabian Aime
Position: Administrative Assistant
Professional Interest: International Relations and Quality Assurance
Number of years at DWU: 1

Quality Assurance Committee Meetings

The Quality Assurance Committee, based on practice, normally has three (3) regular meetings that take place annually. However, when there is a need the committee chairperson calls for special meetings. In 2021, there was a special QAC meeting 1/2021 on Wednesday 27 January in board room 22. The main agenda item for consideration was the Program Specification Document (PSD) for the Postgraduate Certificate in Online Teaching (PGCOT). The PGCOT will be offered in semester 1, 2022.

The dates are for the QAC regular meetings are:

16 February 2021
in board room 22 commencing at 3:00pm

22 June 2021
in board room 22 commencing at 3:00pm

09 November 2021
in board room 22 commencing at 3:00pm

DWU Covid-19 Good Practice

Divine Word University has a COVID-19 Working Committee which was formed in 2020 to address issues pertaining to the Pandemic on our campus. The Group is an Advisory group that reports directly to the President.

This committee presents its resolutions to the DWU administration for deliberation and action if necessary. The Working Committee has a fluid membership with a total of 13 members

We welcome on board Wewak and Rabaul campuses in implementing the University's Online Unit Evaluation forms.