

Evaluation Report: The IQA workshop on “UP-Internal Quality Assurance Framework and Standards”

Brief overview of the workshop

This evaluation aimed to gather participants’ feedback to assess their agreement with their workshop experience, as facilitated by the Internal Quality Assurance Unit (IQAU). The IQAU designed the questionnaire with a thorough review. A total of 93 participants attended the workshop on **October 21st, 2025**, primarily comprising academic staff, program coordinators, and department heads from various faculties, and departments across the University of Puthisastra (UP). However, only 74 of whom completed the evaluation form. The survey was conducted immediately after the workshop to ensure accurate reflection of participants’ experiences. While the rating responses regarding the level of agreement were analyzed using SPSS, the comments and suggestions were analyzed using a thematic method. The results of this evaluation will be used to improve the next IQA workshops and enhance professional development plans across the University of Puthisastra (UP).

The following table summarizes the 5-point Likert scale for this whole report.

5-point Likert scale of workshop objectives

1	2	3	4	5
Not Achieved at all	Partially Achieved	Adequately Achieved	Mostly Achieved	Completely Achieved

5-point Likert scale of overall arrangement

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

5-point Likert scale of comments and feedback

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied

Quantitative evaluation results

Participants' achievement of workshop's objectives

Table 1: Participants' achievement of workshop's objectives (N = 74)

Attributes	Mean	SD
1. After the workshop, I will be able to describe the key principles, components, and processes of the IQA Framework at UP.	3.53	0.74
2. After the workshop, I will be able to identify the UP-IQA governance and organizational structure.	3.64	0.71
3. After the workshop, I will be able to increase an understanding of UP-IQA implementation mechanisms.	3.64	0.75
4. After the workshop, I will be able to demonstrate an understanding of UP's established standards.	3.62	0.69
5. After the workshop, I will be able to identify potential challenges and barriers with preparations and implementations of the IQA framework and standards.	3.59	0.68
Total	3.60	0.71

Table 1 shows the participants' achievement of the workshop's objectives. The overall mean score was **3.60 (SD = 0.71)**, suggesting that participants generally perceived the workshop as effective in helping them achieve the intended learning outcomes.

Participants' levels of agreement with the effectiveness of workshop organization and delivery

Table 2: Participants' levels of agreement with the effectiveness of workshop organization and delivery (N = 74)

Attributes	Mean	SD
1. The workshop met my expectations.	3.91	0.71
2. Materials provided were helpful.	4.04	0.82
3. Length of the training was sufficient.	3.85	0.93
4. The content was well-organized.	4.00	0.79
5. Questions were encouraged.	4.20	0.81
6. Instructions were clear and understandable.	3.89	0.87
7. The trainer and/or workshop was effective.	4.09	0.74
Total	4.00	0.81

Table 2 presents participants' levels of agreement with the effectiveness of workshop organization and delivery. The overall mean score was **4.00 (SD = 0.81)**, indicating a high level of agreement. Mean scores ranged from **3.85 to 4.20**, showing that participants were generally

satisfied with all aspects of the workshop. The highest mean (**4.20**) was for “*questions were encouraged*”, while the lowest (**3.85**) was for “*length of the training was sufficient*”.

Participants’ overall satisfaction with the workshop

Table 3: Participants’ overall satisfaction with the workshop (N = 74)

Attributes	Mean	SD
1. Overall, how would you rate this workshop?	4.05	0.57
Total	4.05	0.57

Table 3 shows participants’ overall satisfaction with the workshop. The results show a mean score of **4.05 (SD = 0.57)**, indicating that participants were generally satisfied with the workshop experience.

Qualitative evaluation results

For the next question, the participants were asked to provide suggestions for improvement and suggestions for future training topics. Those suggestions were categorized into six themes that talked about suggestions for improvement, and were categorized into eight themes for training topic suggestions. The other comments and details related to the suggestions with participants’ quotes are given in **Table 4** and **Table 5**.

Suggestions for improving the workshop

Table 4: Suggestions for improving the workshop

Suggestions for improvement	Exemplary quotes
Time management and duration	• Trainers were excellent, but their times were limited. Wish they have more time. • Longer workshop with more detail point[s]. • Always a challenge... not enough time for speakers to cover their topics without rushing. • Increase the training period with the same contents. • Time for discussion or teamwork should be longer. • The time for discussion is very short... It would be better to provide more time for discussion. • The break was too short, and it felt a bit rushed. • Time allocation and the information was overloaded. • Need to make more time.
Content and materials	• Provide more specific examples of each standard. • More example[s]/practice. • Improve the workshop by making it more practical, interactive, and aligned with IQA standards. • Please provide more material and clear instructions for each activity.

	● Expect to provide clear data. ● Could provide the next training to detail all standards 1–10 for each faculty clearly to implement. ● Provide references where possible; show the process of developing the standards; use more evidence, especially quantitative data to support. ● Repetitive contents (some). ● Should provide the documents before the beginning of the workshop or a hard copy during the workshop.
Instructions and clarity	● The instructions should be clearer than this. More specific and shorter. ● Please provide more material and clear instructions for each activity.
Interaction and engagement	● Add time for discussion in Q&A. ● Improve the workshop by making it more practical, interactive. ● Maybe encourage writing questions from participants and answering top-priority ones. ● More activity. ● The last activities should keep the discussion among the same group. ● For the next event, it should focus on a panel discussion and invite the ministry to be panelists. ● If possible, let the trainee have an opportunity to be a trainer on the topic taught.
Frequency and continuity	● Need more workshops or training. ● I would like to have more workshops like this. ● I want to have a lot of workshops. ● Should have a follow-up workshop. ● Could be conducted frequently.
Other comments	● The workshop should be conducted in English to foster diversity and inclusion. There is quite an overload of information, so I would suggest focusing on highly relevant content. ● No (6 comments) ● All good ● Well done ● Good

Suggestions for further training topics

Table 5: Suggestions for further training needs

Suggestions for training topics	Exemplary quotes
Teaching and learning / pedagogy	• Pedagogy training • Innovative teaching and learning methods • Teaching and learning strategy • Teaching 21st-century skills in higher education • Curriculum alignment with learning outcomes • Making teaching interactive and using technology • Lesson planning and classroom methodology • Teaching methods and tips for effective instruction
Assessment and evaluation	• Assessment for learning • Standard assessments creation • Rubric creation and use • Effective course syllabi and assessments • Assessment tools and moderation • MCQ and OSCE development • How to create good-quality exam questions • Assessment and AI policy • Project-based learning and evaluation methods
Internal quality assurance (IQA) and standards	• Internal Quality Assurance (IQA) framework and governance • The ten UP standards • Understanding IQA standards 1–10 • Creating and applying IQA standards • Plan–Do–Check–Act cycle (PDCA) • Standard measurement and QA requirements • From outputs to outcomes: strengthening evidence-based QA • Enhancing data quality and reporting for effective program review • IQA governance and organizational structure
Research and publication	• Research methods and publication in high-quality journals • Research basics for academic staff • How to write publishable papers • Policy and strategy for research development • Research and course development
Policy development	• Policy development to meet ACC or AUN requirements • Policy training and framework design • Institutional and faculty-level policy workshops
Technology integration in teaching	• Using technology in teaching

	● Blended learning methodology
CPD and faculty development	● Faculty development workshops ● Continuous training for lecturers on pedagogy and assessment ● More review sessions on standards ● CBE and continuous improvement training
Other comments	● Effective communication skills ● Time management ● Organizational structure and teamwork relationships ● Management and leadership training ● Improving working environment strategies ● No idea ● No comment ● Thank you ● Good

This is the end of the report!