

The Challenge Faced by Higher Education Institutions: A Quality Agenda

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ABSTRACT The purpose of the study is to evaluate the impact of self- evaluation in the academic programmes of universities of Technology. Forty- five heads of departments from four universities were used as participants of the study. The results showed that in the quest for modernity, Higher Education Institutions should invest much time in the preparation of self-evaluation. The study further proposed that the findings of the self-evaluation process be used to benchmark faculties, and departments at Higher Education Institutions, but also institutions should be able to benchmark with other quality models worldwide to share best practices. The findings of this study have confirmed and affirmed the importance of institutional self-evaluation in building and enhancing a quality culture within universities. Coming up with a prescriptive model would be a serious misjudgement as quality indicators are based on different principles in various institutions. In supporting the model process, the research has not proposed any particular model so that academics will not feel bound to a structure coming from certain legislative requirements as part of the higher education quality committee criteria that serve as a blueprint for any quality matters at institutions.