

# Quality Assessment of SUNY System

GROUP6

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# LIST OF CONCERN FROM COPQ

## INTERNAL FAILURE

- Accidents, Injuries
- Payroll Errors
- Software error
- Infrastructure- Campus life
- Safety and security services



# LIST OF CONCERN FROM COPQ

## INTERNAL FAILURE

- Poor quality of hygienic facilities
- Teacher-Student Ratio
- Student's poor performance in exams
- Lack of Students motivational events-Technical events, Sports events
- Untrained Teachers (Poor quality of teaching)

# LIST OF CONCERN FROM COPQ

## EXTERNAL FAILURE

- Political Instability, Inconsistent educational policies
- Lack of cooperation with other SUNY schools
- Lack of career opportunities
- Loss of reputation
- Loss of sponsorship initiatives
- Insufficient Resources



# LIST OF INDIVIDUALS TO INTERVIEW

## Departmental Staff

- Administrative Department.
- Safety and Security Department.
- Career Services.
- Human Resource Department.
- Health Department
- Government affairs

# QUESTIONS AND ANSWERS

**Q1:** What are the safety programs for the campus?

**A1:** Our officers patrol the campus around the clock. Bicycle, foot, and vehicle patrols enable officers to monitor and maintain security on campus, and promote contact between the campus community and university police officers.



# QUESTIONS AND ANSWERS

**Q2:** How could we acquire the fund support ?

**A2:** Philanthropic investment from alumni, corporations, and foundations provides the critical seed capital and essential programmatic funding needed to propel The State University of New York and its sixty-four campuses forward in our shared quest for academic excellence, economic impact, and continued global recognition. While SUNY depends on state funds to support many core educational functions, the state budget provides only about one-quarter of SUNY's annual operating budget. SUNY receives substantial funding from a variety of federal sources for research, student aid and other programs. Increasingly, the University counts on the generous private support of alumni and friends.

# QUESTIONS AND ANSWERS

**Q3:** How much of the average cost of resource for individual student?

**A3:** Much less than research universities and the Private Universityies



# DIAGNOSTIC OF ISSUES

Quality of a Education system should be maintained at every level of school functions like Infrastructure, resources, administration, infrastructure, and curriculum. Steps should be taken to address the system's fiscal and other challenges with transparency and collaboration. The focus on addressing budget issues, enrolment management and a efficient organisational structure can serve as a foundation for renewal and transformation. The key to this is to increase the number of enrollment with a strategic and a data-driven approach.

# DIAGNOSTIC OF ISSUES

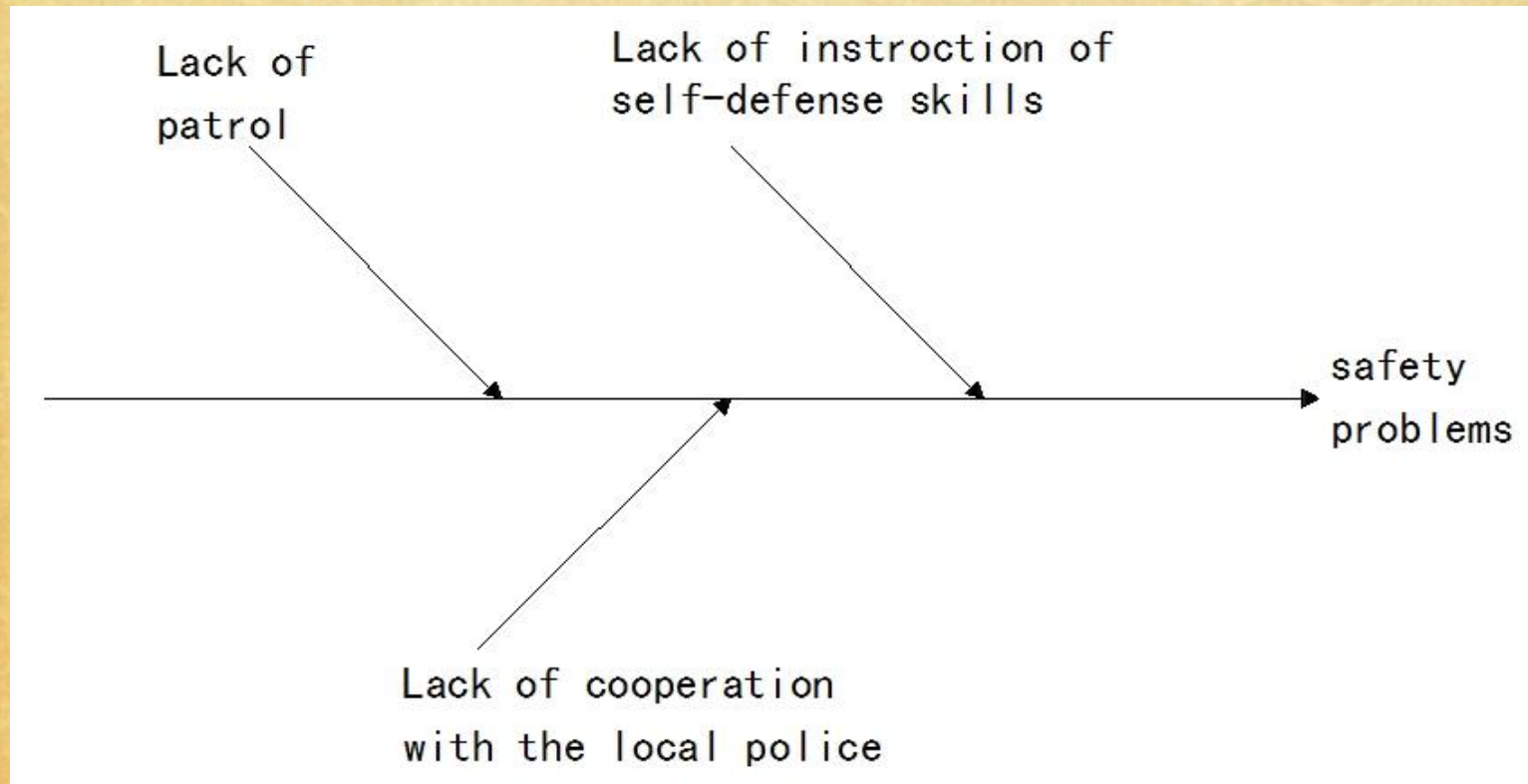
1) While it may be safe to say colleges overall are less prone to crime than national averages, these numbers are useless in determining an individual's personal vulnerability to robbery or rape, or a campus's vulnerability to mass shootings.



# DIAGNOSTIC OF ISSUES

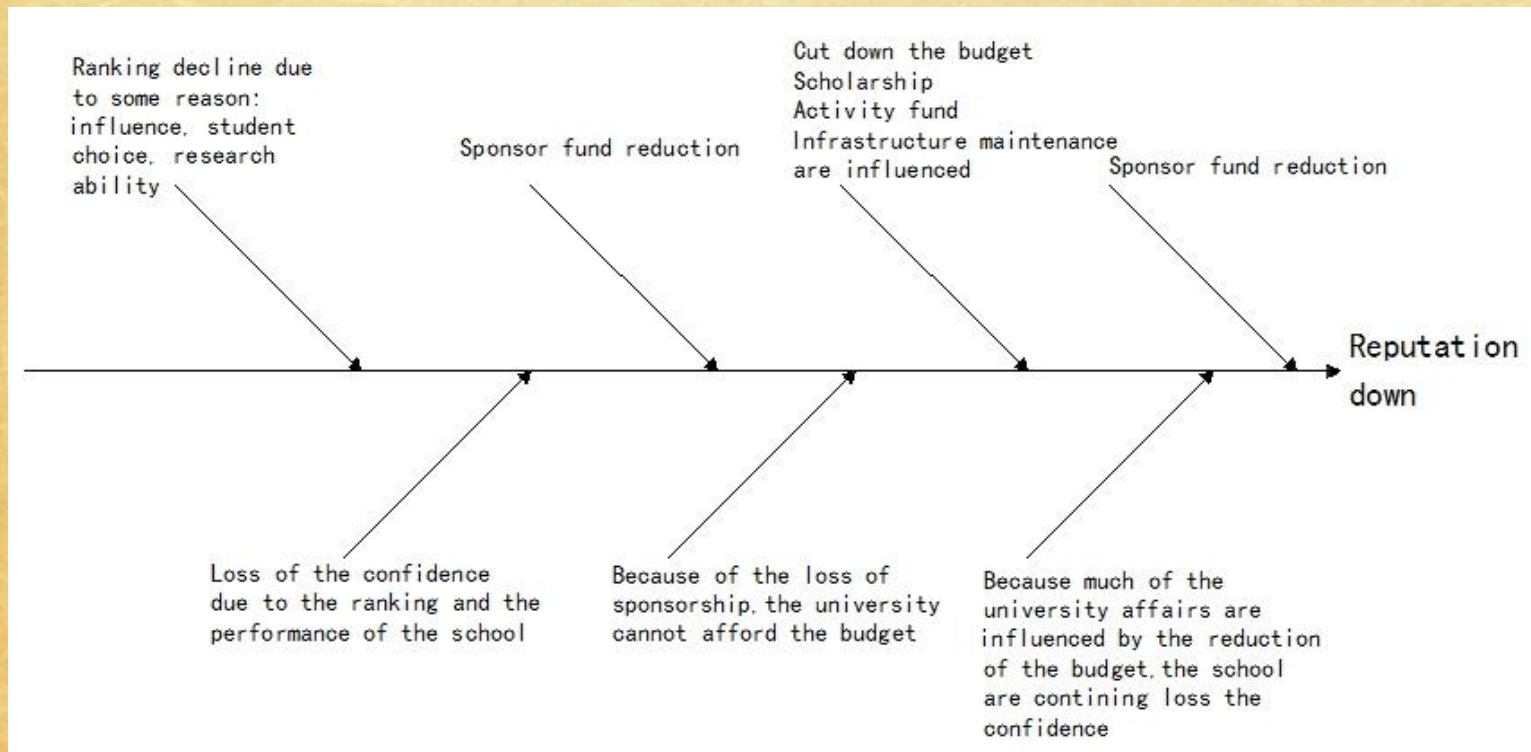
2) There is an ranking system for every university in U.S. due to influence, student choices, eventual success. When the ranking of the school begin to fall for some other reason, it will hence lose the confidence on the sponsor, just like the stock in stock market. Once it lose some sponsor, the school cannot afford the whole budget because more than half of the fund are supported by the sponsor. And it will reduce the budget like scholarship, activities fund and etc. Thus, the whole reputation of the school can be entirely influenced.

# ROOT-CAUSE of SOME POSSIBLE ISSUES

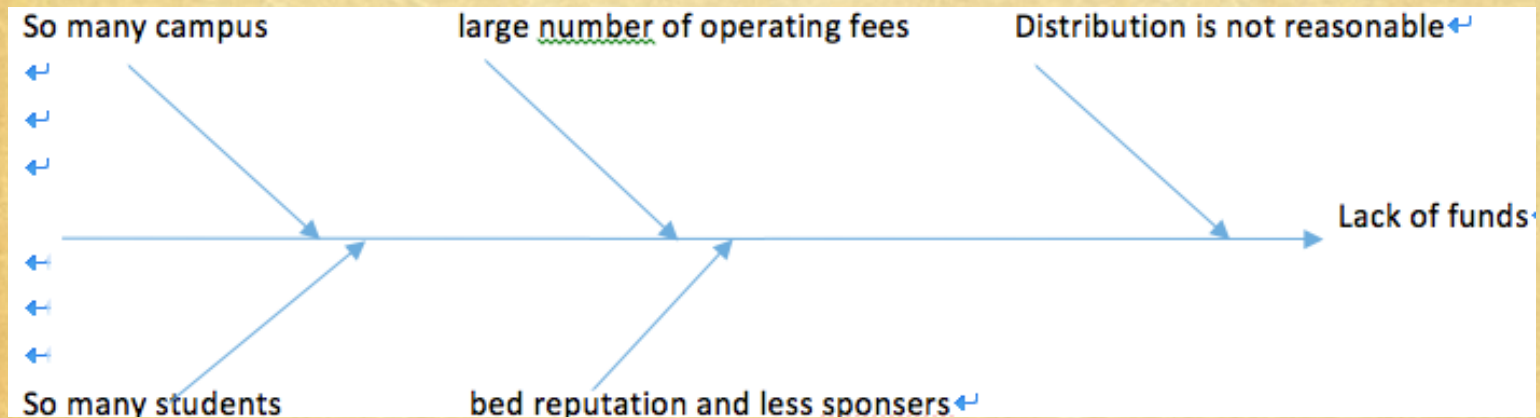




# ROOT-CAUSE of SOME POSSIBLE ISSUES



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# SOLUTIONS FOR FIXING QUALITY ISSUES

- ◆ **Better teaching faculty:**
- ◆ Teachers should be hired on the basis of some fix qualifications and should be assessed weekly based on the performance of students. They should be given some fixed goals which they have to attain by the end of the year to analyse their performance.

# SOLUTIONS FOR FIXING QUALITY ISSUES

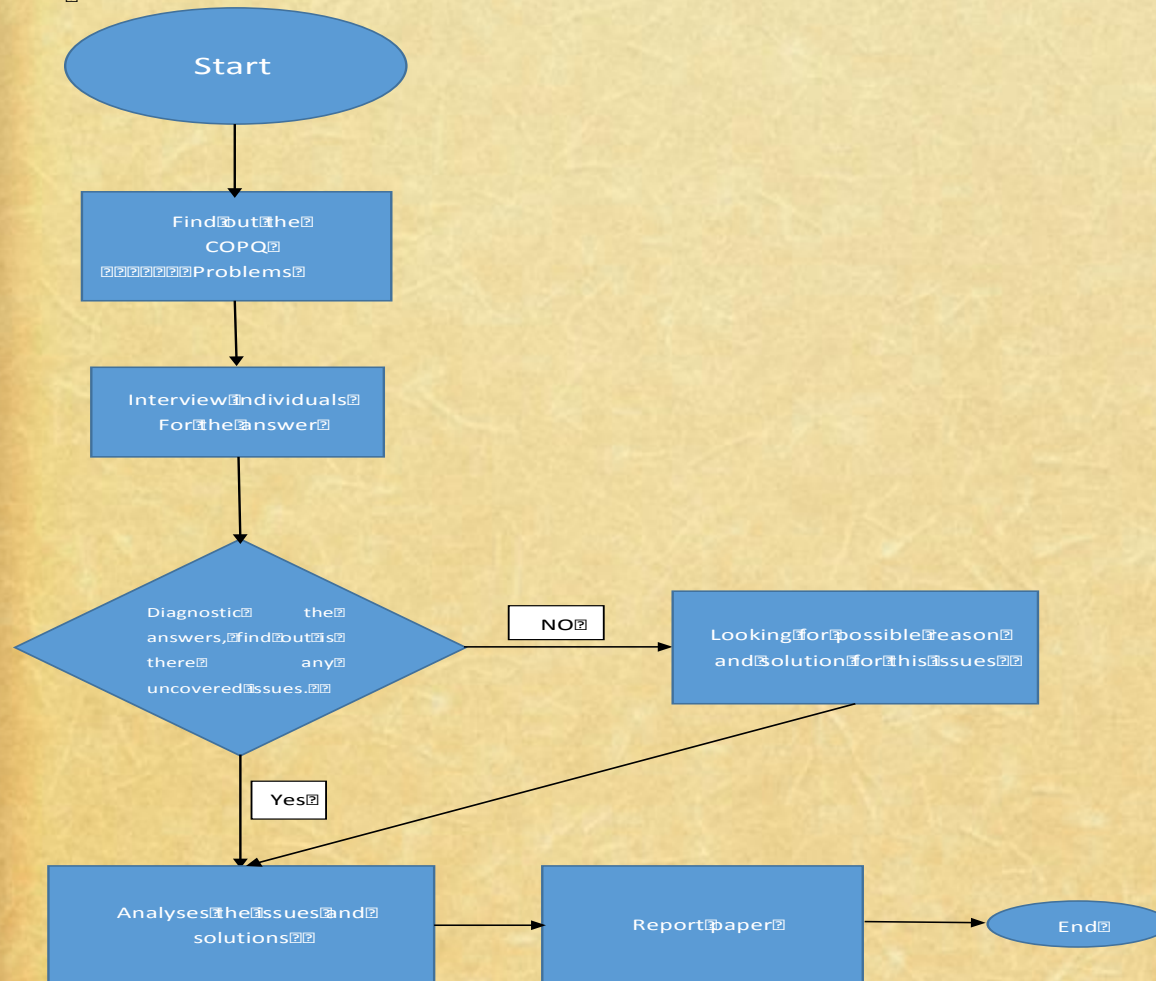
- ◆ Under performing students:-
- ◆ The university should provide proper tutoring program for underperforming students and a proper method to analyse their progress. This will allow students to cope up with the class and can receive extra attention.
- ◆ There should be strict guidelines in granting tenures who are able to attain the required performance from the students.
- ◆ They should constantly monitor student performance
- ◆ Implementation of a proper teacher evaluation system and it should be evaluated on a quarterly basis.



# SOLUTIONS FOR FIXING QUALITY ISSUES

- ◆ Safety Issues
- ◆ Intensify the instruction of self-defense skills to prevent the robbery and assault
- ◆ Adding the patrol in the campus and intensity the cooperation with the local police

# SUNY SYSTEM FLOW CHART





# MEASURES FOR THE IMPROVEMENTS

- ◆ Tutoring Program-For underperforming students
- ◆ Stronger Faculty- Teachers should be hired based on qualifications and ability to acquire results from students
- ◆ Constantly monitoring students achievement and school performance
- ◆ Focus on the advantages of resources.
- ◆ Educational resources sharing
- ◆ Teacher exchange
- ◆ To streamline the campus facilities

# MEASURES FOR SUSTAINING SUCH IMPROVEMENTS

- ◆ The establishment of the management and supervisor committee.
- ◆ More communication with other state university system, such as UC system.
- ◆ In order to constantly improve, such quality assessment audits should be performed at regular intervals
- ◆ Teacher assessment should be done quarterly
- ◆ Proper management regarding the expenses should be kept track of.
- ◆ Identify the cost of poor quality and take proper recommendations and periodically quality checks it can be brought down.