

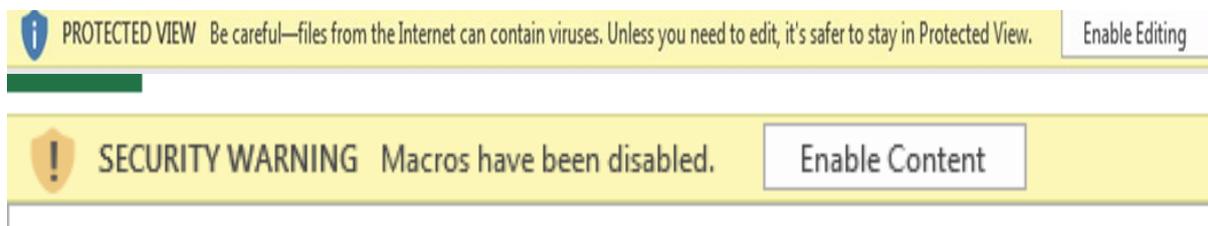
## MANUAL FOR EVALUATION INSTRUMENT OF COPPA 2<sup>nd</sup> Edition (2017)

For the purpose of Full Accreditation application, the COPPA Evaluation Instrument acts as the self-review report, substituting Part D in MQA-02, COPPA (2008). Users need to provide all information required.

For the purpose of Provisional Accreditation application, the users are only required to fill in programme information and Tables 1 -3 & Table 5-8 in the instrument.

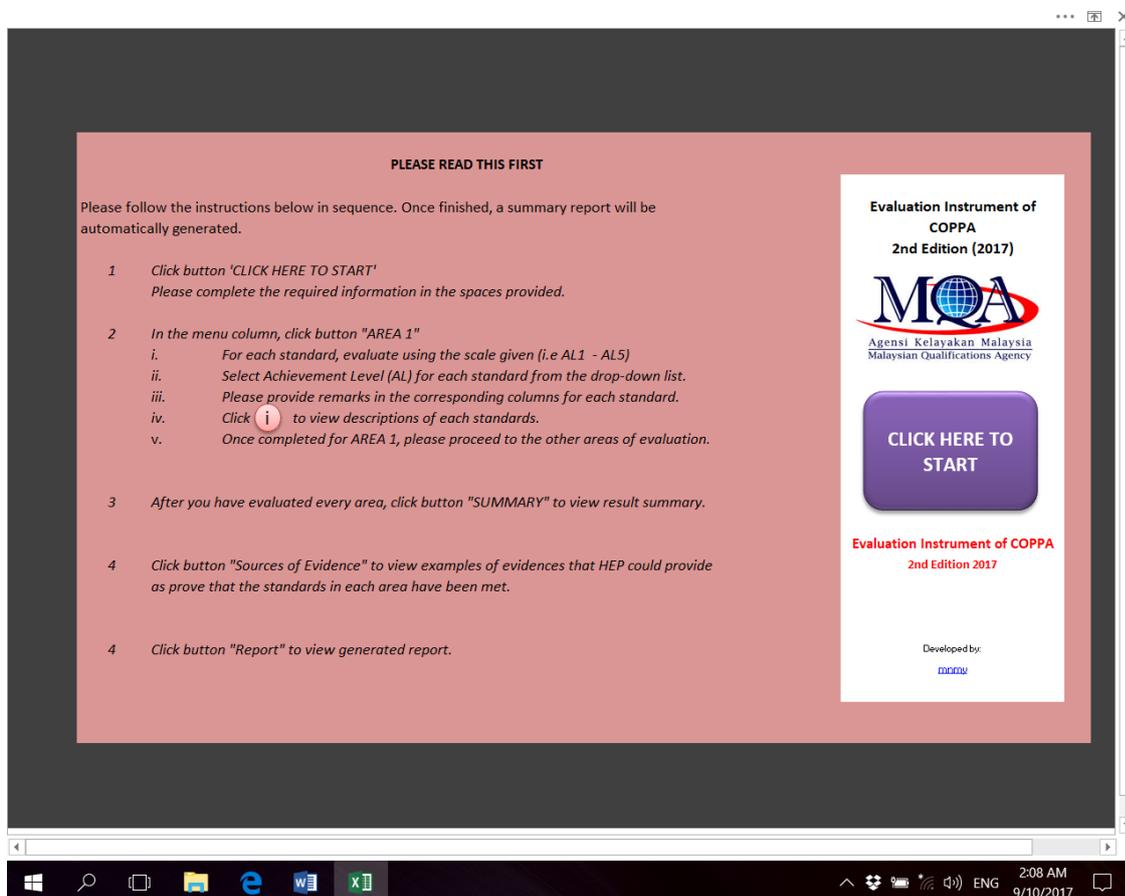
### STEP 1: "Enable Editing" and "Enable Macro"

Click "Enable Editing" and "Enable Content" buttons, for the file to function fully (if the following window is shown).



Please ensure that the macro function in your Excel is enabled by your administrator.

To begin filling in information, please click the "START" button.



## STEP 2: Completing accreditation information.

You will be asked whether you want the current data to be deleted. If you click “YES”, all data will be deleted.

Please provide the information required, then click “NEXT” button in the menu bar on the upper right-hand side of the screen.

Note that you can only click “NEXT” after filling in all the information in this page.

**MQA**  
Agensi Kelayakan Malaysia  
Malaysian Qualifications Agency

### Evaluation Instrument of COPPA 2nd Edition (2017)

MAIN PAGE START UP PAGE SAVE RESET NEXT

Name of Programme

(in Bahasa Malaysia)

Reference Number  Date of site visit (dd/mm/yyyy)

Accreditation level  Type of Assessment

Name of Higher Education Provider (HEP)

Address of HEP

MQF Level

Mode of Study

Programme Structure

Method of Delivery

Awarding Body  Graduating Credit

Duration of Study

	Full Time		Part Time	
	Long Semester	Short Semester	Long Semester	Short Semester
No. of Weeks	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
No. of Semesters	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
No. of Years	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

(For Panel of Assessors only)

Name of Assessor1 (Chair)

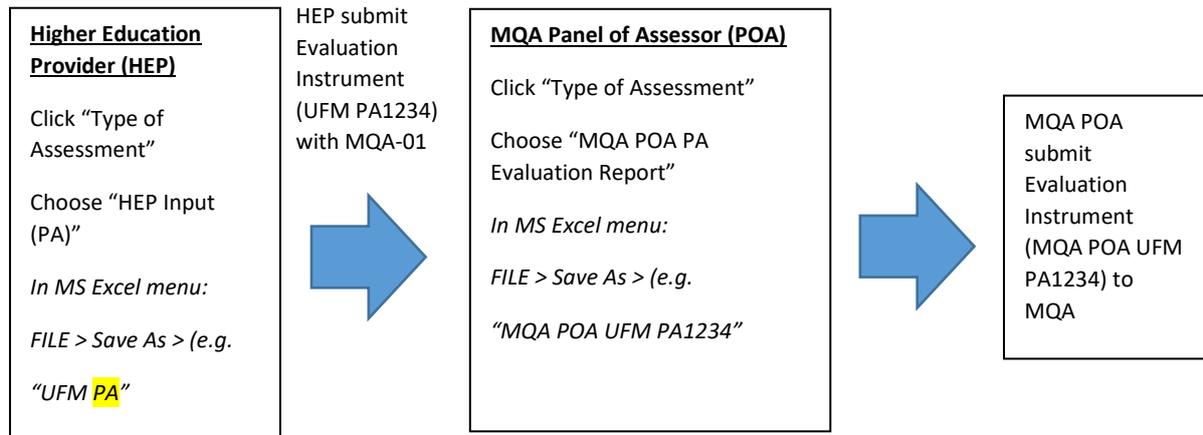
Clear Form

Do you want to delete the current data?

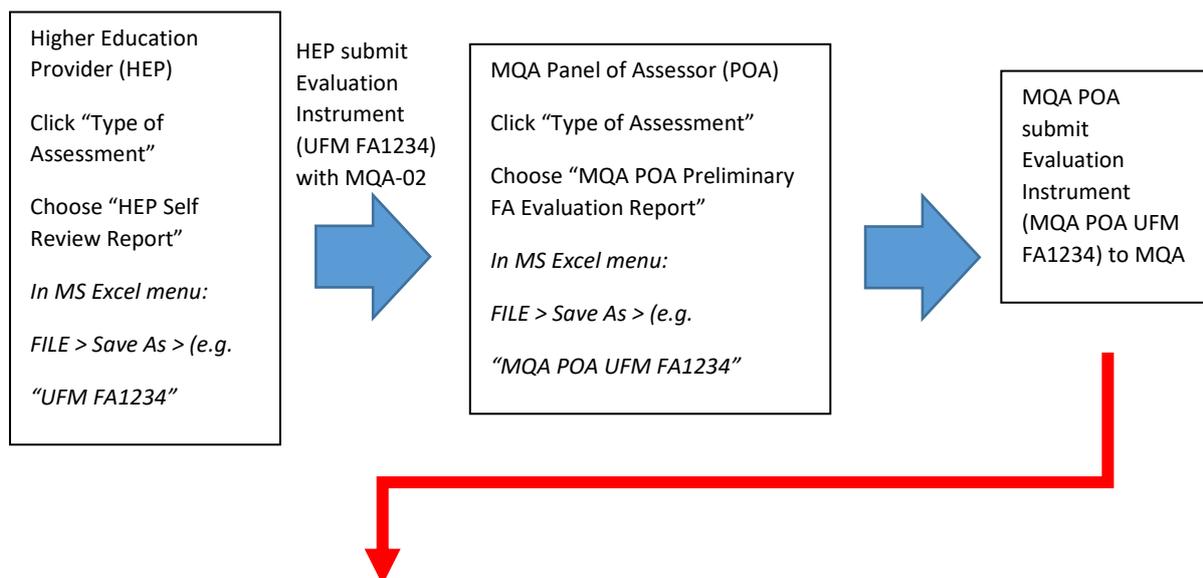
Yes No

Windows taskbar: 6:20 PM 5/3/2018

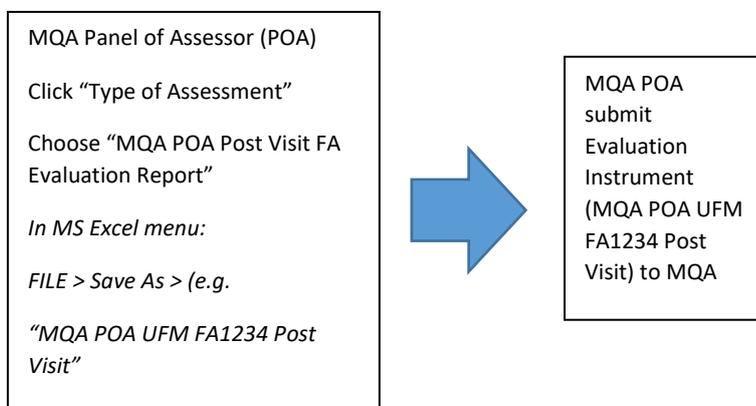
**For Provisional Accreditation:**



**For Full Accreditation:**



**SITE VISIT**



### STEP 3: Evaluating the Seven Area of Evaluation

For a programme to be accredited, all standards must be complied with, minimum at Attainment Level (AL) 3. Achieving AL2 and AL1 results in an outright denial of accreditation and warrants serious attention of the institution on the viability of the programme.

For each 'AREA', please evaluate each 'standard' according to the 'Achievement Level (AL)' from the drop-down list. The 'AL Descriptor' will automatically appear, once an AL is selected. You have to provide remarks in the spaces provided for 'Strength/ Commendation', 'Steps taken to maintain and enhance the strength/practices', 'Areas of concern/ Weakness/ Condition' and 'Steps taken to address the problem areas'.

For AL4/AL5, you have to fill in 'Strength/ Commendation', 'Steps taken to maintain and enhance the strength/practices' columns. For AL3, you may fill in 'Steps taken to maintain and enhance the strength/practices' column or if there is none, please enter (-) under the same column. For AL1/AL2, you must fill in 'Areas of concern/ Weakness/ Condition' and 'Steps taken to address the problem areas' columns.

Remarks under 'Areas of concern/Weakness/Condition' with AL3 will be taken as conditions and HEP will need to rectify these conditions (in a given period of time) in order to be granted accreditation.

Evaluation Instrument of COPPA 2nd Edition (2017)

AREA 1: PROGRAMME DEVELOPMENT AND DELIVERY

Statement of Educational Objectives of Academic Programme and Learning Outcomes	Achievement Level (AL)	AL Descriptor	Strength/ Commendation	Steps taken to maintain and enhance the strengths	Areas of concern/ Weakness/ Condition	Steps taken to address the problem areas
1.1.1 The programme must be <b>consistent with and supportive of</b> , the vision, mission and goals of the HEP.		#N/A				
1.1.2 The programme must be considered only after a <b>need assessment has indicated</b> that there is a need for the programme to be offered. (This standard must be read together with standards 1.2.2 in Area 1 and standards 6.1.6 in Area 6)		#N/A				
1.1.3 The programme must <b>state</b> its programme educational objectives, learning outcomes, teaching and learning strategies, and assessment, and to <b>ensure</b> constructive alignment between them. (This standard must be read together with standards 1.2.4 in Area 1)		#N/A				

**REMINDER**

Information for HEP: White-coloured cells are meant for HEP, while grey-coloured cells are meant for Panel of Assessors. For Provisional Accreditation, HEP is only required to complete all the tables. For other types of evaluation, HEP needs to select Attainment Level(AL) and provide remarks for each standards.

OK

If there are no remarks in any of the spaces, “INPUT ERROR! Please provide remarks” will appear underneath the standard.

Evaluation Instrument of COPPA 2nd Edition (2017)

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MAIN PAGE

AREA

SUMMARY

AREA 1: PROGRAMME DEVELOPMENT AND DELIVERY

SOURCE OF EVIDENCE

1 2 3 4 5 6 7

REPORT

1.1	Statement of Educational Objectives of Academic Programme and Learning Outcomes	Achievement Level (AL)	AL Descriptor	Strength/ Commendation	Steps taken to maintain and enhance the strengths	Areas of concern/ Weakness/ Condition	Steps taken to address the problem areas
1.1.1	The programme must be <b>consistent with and supportive of</b> , the vision, mission and goals of the HEP.	AL3	Consistent and supportive				
		#N/A					
1.1.2	The programme must be considered only after a <b>need assessment has indicated</b> that there is a need for the programme to be offered. (This standard must be read together with standards 1.2.2 in Area 1 and standards 6.1.6 in Area 6)		#N/A				
		#N/A					
1.1.3	The programme must <b>state</b> its programme educational objectives, learning outcomes, teaching and learning strategies, and assessment, and to <b>ensure</b> constructive alignment between them. (This standard must be read together with standards 1.2.4 in Area 1)		#N/A				
		#N/A					

INPUT ERROR! Please provide remarks

12:13 PM  
31/1/2018

### Instructions to POA:

1. Insert 'space' by clicking space bar in one of the columns allocated for HEP (white row) to prevent INPUT ERROR from appearing before starting with the evaluation.
2. Indicate the number of standard in each of the remark to be provided in the columns allocated for POA (grey row).  
E.g. A: **1.1.1** HEP needs to improve on aligning the programme goals.....  
E.g. B: **1.1.2** HEP needs to conduct needs assessment for .....

There will also be “ERROR” in the “SUMMARY” if these reminders still appear. It must be ensured that the column(s) is/are filled in.



**Evaluation Instrument of COPPA 2nd Edition (2017)**

Name of Programme:

MQF Level:

Name of Institution:

Accreditation level: Full  Provisional



Area	Programme	No. of AL1/AL2	No. of AL3	No. of AL4/AL5	No. of Standards	Weightage	Max. Score	Score	Weighted Score
Area 1	PROGRAMME DEVELOPMENT AND DELIVERY	0	13	4	17	25	85	59	17.35
Area 2	ASSESSMENT OF STUDENT LEARNING	0	10	1	11	15	55	34	9.27
Area 3	STUDENT SELECTION AND SUPPORT SERVICES	0	0	20	20	5	100	80	4.00
Area 4	ACADEMIC STAFF	0	0	15	15	15	75	60	12.00
Area 5	EDUCATIONAL RESOURCES	0	0	10	10	15	50	40	12.00
Area 6	PROGRAMME MANAGEMENT	0	1	15	16	15	80	63	11.81
Area 7	PROGRAMME MONITORING, REVIEW AND CONTINUAL QUALITY IMPROVEMENT	0	1	8	9	10	45	35	7.78
<b>TOTAL</b>		<b>0</b>	<b>73</b>	<b>25</b>	<b>98</b>	<b>100</b>			<b>74.22</b>

GRADE ACHIEVED: ERROR 74.22 %

RESULTS:

The user will also need to complete the required tables (i.e. **Table 1 -3, Table 5-8**) in the instrument. Click the “Table” buttons to complete the tables. User may **copy and paste** tables prepared in MQA-01/MQA-02 forms into this instrument **OR insert link for the tables with clear indication/label.**

<p>1.1.3 The programme must <b>state</b> its programme educational objectives, learning outcomes, teaching and learning strategies, and assessment, and to <b>ensure</b> constructive alignment between them. (This standard must be read together with standards 1.2.4 in Area 1)</p> <p><b>Table.1</b></p>	AL5	Very well stated and aligned				
	AL5	Very well stated and aligned				
<p>1.1.4 The programme learning outcomes must <b>correspond</b> to an MQF level descriptors and the eight MQF learning outcomes domains: <i>i. Knowledge. ii. Practical skills. iii. Social</i></p>	AL5	Very highly linked				

**Table 1:** Matrix of Programme Learning Outcomes (PLO) against the Programme Educational Objective (PEO). ← BACK

Programme Learning Outcomes (PLO)	Programme Educational Objectives (PEO)					
	PEO1	PEO2	PEO3	PEO4		
PLO1	√	√	√	√	√	√
PLO2	√	√	√	√	√	√
PLO3	√	√	√	√	√	√
PLO4	√	√	√	√	√	√
PLO5	√	√	√	√	√	√
PLO6	√	√	√	√	√	√
PLO7	√	√	√	√	√	√
PLO8	√	√	√	√	√	√
PLO9	√	√	√	√	√	√
	√	√	√	√	√	√
	√	√	√	√	√	√
	√	√	√	√	√	√
	√	√	√	√	√	√

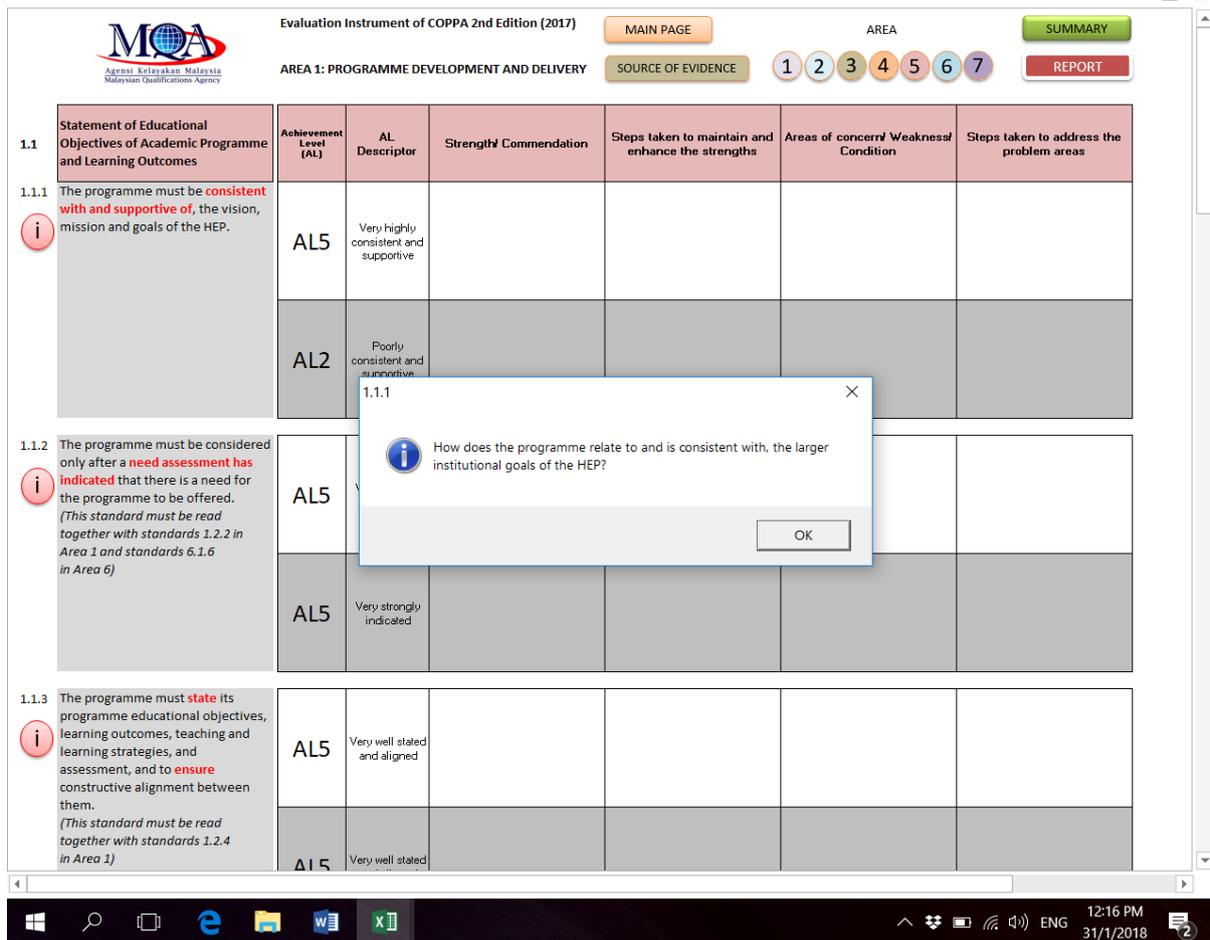
PEO1	The XXXX programme aims to produce XXXXXXXX that have .....
PEO2	The XXXX programme aims to produce XXXXXXXX that have .....
PEO3	The XXXX programme aims to produce XXXXXXXX that have .....
PEO4	The XXXX programme aims to produce XXXXXXXX that have .....

PLO1	The student will be able to acquire the ..... and the .....
PLO2	The student will be able to acquire the ..... and the .....
PLO3	The student will be able to acquire the .....
PLO4	The student will be able to acquire the ..... and the .....
PLO5	The student will be able to acquire the ..... and the .....
	The student will be able to acquire the ..... and

**Table 4 (Course Information)** is externally linked to the instrument. Please **do not rename** the excel file (correct file name: **Table4**) to ensure its access from the instrument.

You can click  to view information on how to comply with the standards. Once you have completed 'AREA 1', please proceed to other 'AREA' by clicking the buttons in the menu bar.



Evaluation Instrument of COPPA 2nd Edition (2017)

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Malaysian Qualifications Agency

MAIN PAGE

AREA

SUMMARY

AREA 1: PROGRAMME DEVELOPMENT AND DELIVERY

SOURCE OF EVIDENCE

1 2 3 4 5 6 7

REPORT

1.1	Statement of Educational Objectives of Academic Programme and Learning Outcomes	Achievement Level (AL)	AL Descriptor	Strength/ Commendation	Steps taken to maintain and enhance the strengths	Areas of concern/ Weakness/ Condition	Steps taken to address the problem areas
1.1.1	The programme must be <b>consistent with and supportive of</b> , the vision, mission and goals of the HEP.	AL5	Very highly consistent and supportive				
		AL2	Poorly consistent and supportive				
1.1.2	The programme must be considered only after a <b>need assessment has indicated</b> that there is a need for the programme to be offered. <i>(This standard must be read together with standards 1.2.2 in Area 1 and standards 6.1.6 in Area 6)</i>	AL5					
		AL5	Very strongly indicated				
1.1.3	The programme must <b>state</b> its programme educational objectives, learning outcomes, teaching and learning strategies, and assessment, and to <b>ensure</b> constructive alignment between them. <i>(This standard must be read together with standards 1.2.4 in Area 1)</i>	AL5	Very well stated and aligned				
		AL5	Very well stated				

1.1.1

How does the programme relate to and is consistent with, the larger institutional goals of the HEP?

OK

12:16 PM  
31/1/2018

You can also click the button “SOURCE OF EVIDENCES” to view some suggestions on how to provide evidences for standards in each Area. **Please append your evidences in MQA-01 (2017) or MQA-02 (2017) forms.**

QA AREAS	
AREA 1: PROGRAMME DEVELOPMENT AND DELIVERY	SOURCES OF EVIDENCE
<b>1.1</b> <b>Statement of Educational Objectives of Academic Programme and Learning Outcomes</b>	Statements of vision, mission and educational goal, such as brochures, student handbook, annual report and website
	Documents on the procedure and processes taken by the faculty/school to relate vision, mission and educational goal of institution with the aims, objectives and learning outcomes of the programme (PEOs and PLOs)
	Strategic planning of HEP and the faculty/school
	Meeting with HEP top management team
	Minutes of recent meetings which review and update the programme aims and objectives periodically
	Minutes of recent meetings of faculty/school management team
	Prospectus of programme
	Meeting with students
	Documents on research or study conducted to link student's competencies with market demands
	<b>1.2</b> <b>Programme Development: Process, Content, Structure and Teaching-Learning Methods</b>
Faculty Meeting Minutes/ Board of Studies Report	
Minutes of Curriculum Committee Meeting	
Policy and procedure of private practice	
Meeting with Programme Head/ Course Coordinator	
Course Outline, Course Material, Curriculum Mapping, Class Room Observation, Teaching Files	
Meeting with Academic Staff of the Programme	
<b>1.3</b> <b>Programme Delivery</b>	Documents on the analysis from the feedback of external sources
	Meeting with Programme Head/ Course Coordinator
	Course Outline, Course Material, Curriculum Mapping, Class Room Observation, Teaching Files
	Meeting with Academic Staff of the Programme
	Minutes of Curriculum Committee Meeting/ Board of Studies Report
	Meeting with Students of the programme and academic staff
	Student's timetable
	Student's Handbook, Student Study Guide and Student Project Handbook
	Documents on the review and evaluation processes of programme and the utilisation of the result
	External examiner - CV, report
Records of involvement of external stakeholders - meeting minutes, reports	
Employers feedback/ survey through alumni	

## STEP 4: Generating the summary of evaluation

The evaluation summary will be automatically generated. User can click “SUMMARY” button to view.



Evaluation Instrument of COPPA 2nd Edition (2017)

*\*\*Notification to HEPs: The Grade and Result shown here are for self-review purposes only.*

**START UP PAGE**

MAIN PAGE

AREA 1

AREA 2

AREA 3

AREA 4

AREA 5

AREA 6

AREA 7

**SUMMARY**

SOURCE OF

REPORT

Name of Programme:

MQF Level:

Name of Institution:

Accreditation level: Full  Provisional

i

**SUMMARY OF HEP EVALUATION**

		No. of AL1/AL2	No. of AL3	No. of AL4/AL5	No. of Standards	Weightage	Max. Score	Score	Weighted Score
<b>Area 1</b>	PROGRAMME DEVELOPMENT AND DELIVERY	0	17	0	17	25	85	51	15.00
<b>Area 2</b>	ASSESSMENT OF STUDENT LEARNING	0	11	0	11	15	55	33	9.00
<b>Area 3</b>	STUDENT SELECTION AND SUPPORT SERVICES	0	20	0	20	10	100	60	6.00
<b>Area 4</b>	ACADEMIC STAFF	0	15	0	15	15	75	45	9.00
<b>Area 5</b>	EDUCATIONAL RESOURCES	0	10	0	10	15	50	30	9.00
<b>Area 6</b>	PROGRAMME MANAGEMENT	0	16	0	16	10	80	48	6.00
<b>Area 7</b>	PROGRAMME MONITORING, REVIEW AND CONTINUAL QUALITY IMPROVEMENT	0	9	0	9	10	45	27	6.00
<b>TOTAL</b>		<b>0</b>	<b>98</b>	<b>0</b>	<b>98</b>	<b>100</b>			<b>60.00</b>

GRADE:  60.00 % 60%(Achieve 100% AL3 and above)

RESULTS:

### Weightage (%) for each Area:

Area	PA	FA
Area1	40%	25%
Area2	10%	15%
Area3	5%	10%
Area4	15%	15%
Area5	15%	15%
Area6	10%	10%
Area7	5%	10%

An example of score/percentage calculation is shown below:

	No. of STD	No. of STD according to AL					Score					Max Score	Actual Score	PA (% score)	FA (% score)
		AL5	AL4	AL3	AL2	AL1	AL5	AL4	AL3	AL2	AL1				
AREA1	17	2	0	15	0	0	10	0	45	0	0	85	55	25.88	16.18
AREA2	11	0	1	10	0	0	0	4	30	0	0	55	34	6.18	9.27
AREA3	20	0	20	0	0	0	0	80	0	0	0	100	80	4.00	8.00
AREA4	15	0	15	0	0	0	0	60	0	0	0	75	60	12.00	12.00
AREA5	10	0	10	0	0	0	0	40	0	0	0	50	40	12.00	12.00
AREA6	16	0	15	1	0	0	0	60	3	0	0	80	63	7.88	7.88
AREA7	9	0	9	0	0	0	0	36	0	0	0	45	36	4.00	8.00
													71.94	73.32	

**Note:**

1. Score = No. of standards x AL  
For example, score for Area 3 is calculated as follows: 20 x 4 = 80, in which 80 is the figure reflected under Actual Score column.
2. Maximum score = No. of standards x AL5
3. Percentage for each Area = (Actual Score / Max Score) x Weightage

## NOTE ON GRADING SYSTEM

The grading system assists panel of assessors and also HEP in making overall quantitative judgment on the quality of a programme. The grading system comprises of six Grades, each indicating different achievement level of accreditation based on the standards fulfilment in seven areas of evaluation, resulting in granting or refusing Full Accreditation. No grade is given for Provisional Accreditation.

Grade and Result will be shown in SUMMARY for Full Accreditation. Meanwhile, only Result is shown for Provisional Accreditation.

GRADE	ACHIEVEMENT INDICATOR	RESULT
A	80% (Achieve 100% AL3 and above)	Pass FA
B <sup>+</sup>	70% (Achieve 100% AL3 and above)	Pass FA
-	70% (Achieve 100% AL3 with conditions)	FA is considered after all conditions (areas of concern) are met
B	70% (Achieve 100% AL3 without conditions)	Pass FA after areas of concern are rectified
C <sup>+</sup>	60% (Achieve 100% AL3 and above)	Pass FA
-	60% (Achieve 100% AL3 with conditions)	FA is considered after all conditions are met
C	60% (Achieve 100% AL3 without conditions)	Pass FA after areas of concern are rectified
F	Not achieving 100% AL3	Refuse FA

### Note:

1. Percentage stated in Achievement Indicator is the result of Accreditation evaluation.
2. No grade is given if a programme is considered (areas of concern to be addressed) for Accreditation. Grade will be given once all the areas of concern in the programme are rectified.

## STEP 5: Generating the report

The REPORT is automatically generated once all the information has been provided accordingly AND it is ONLY functional to generate assessors' reports.

REPORT OF A FULL ACCREDITATION  
(MQA Panel of Assessor Post Visit Full Accreditation Evaluation Report)

Name of Programme: BSc Mathematics  
(in Bahasa Malaysia) Ijazah Sarjana Muda Matematik

Reference Number: FA33333 Date of site visit: 22/03/2018

Name of HEP: Universiti Teknologi Malaysia (UTM)

Address of HEP: 22, Jln Manggis, Persiaran 44, Kota Iskandar, Mukim 44, Bandar Tunku Abd Rahman, Skudai, 48000, Melaka Bandar Bersejarah.

Prepared by: Nabhan

Note This privileged communication is the property of the Malaysian Qualifications Agency

Memorandum

To: Malaysian Qualifications Agency

From: The Panel of Assessors that evaluated the document from BSc Mathematics

BACK

User can go back to the "MAIN PAGE" by clicking "BACK" in the "REPORT" document.

Signature \_\_\_\_\_  
Name of Assessor1 (Chair) mmy  
Organisation/ Institution msu

Signature \_\_\_\_\_  
Name of Assessor2 mn  
Organisation/ Institution utm

Signature \_\_\_\_\_  
Name of Assessor3 mnm  
Organisation/ Institution usm

Signature \_\_\_\_\_  
Name of Assessor4 mmmm  
Organisation/ Institution upm

PRINT

BACK

### PRINTING THE REPORT:

Click "PRINT" in the report to print the document. The report can also be printed like any normal MS Excel "worksheet".