

# School EdPEX Self-Assessment Report Guidelines

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## Cover Page

Design your cover page including

- School Logo
- School Name
- Report Name (i.e. School EdPEX Self-Assessment Report Academic Year 2022)

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## Score Summary

- Follow the Baldrige Excellence Framework (you can download the EdPEX manual from OPPQA website: <http://oppqa.au.edu>)
- Assess the School's performance using Process Scoring Guidelines with Category 1-6 and Results Scoring Guidelines with Category 7
- For Process Scoring Band 3 (30%,35%,40% or 45%), the Schools must demonstrate an effective systematic approach with the positive trends to support the scoring.
- For Results Scoring Band 3 (30%,35%,40% or 45%), the Results must demonstrate positive trends and early comparative information.
- Scoring Example:

Criteria Items	Total Points	Self-Assessment 2022	
		Scoring (%)	Points
<b>Category 1: Leadership (Process)</b>			
1.1 Senior Leadership	70	20%	14
1.2 Governance and Societal Responsibilities	50	15%	7.5
<b>Category Total</b>	<b>120</b>		21.5

- Use the below table to report the self-assessment

## SELF-ASSESSMENT REPORT 2022

School: \_\_\_\_\_

Criteria Items	Total Points	Self-Assessment 2022	
		Scoring (%)	Points
<b>Category 1: Leadership</b> (Process)			
1.1 Senior Leadership	70		
1.2 Governance and Societal Responsibilities	50		
<b>Category1 Total</b>	<b>120</b>		
<b>Category 2: Strategic Planning</b> (Process)			
2.1 Strategy Development	45		
2.2 Strategy Implementation	40		
<b>Category2 Total</b>	<b>85</b>		
<b>Category 3: Customer Focus</b> (Process)			
3.1 Voice of the Customer	40		
3.2 Customer Engagement	45		
<b>Category3 Total</b>	<b>5</b>		
<b>Category 4: Measurement, Analysis, and Knowledge Management</b> (Process)			
4.1 Measurement, Analysis, and Improvement of Organizational Performance	45		
4.2 Knowledge Management, Information, and Information Technology	45		
<b>Category4 Total</b>	<b>90</b>		
<b>Category 5: Workforce Focus</b> (Process)			
5.1 Workforce Environment	40		
5.2 Workforce Engagement	45		
<b>Category5 Total</b>	<b>85</b>		
<b>Category 6: Operation Focus</b> (Process)			
6.1 Work Processes	45		
6.2 Operational Effectiveness	40		
<b>Category6 Total</b>	<b>85</b>		
<b>PROCESS Cat. 1-6 Total</b>	<b>550</b>		
<b>Category 7: Results</b>			
7.1 Student Learning and Process Results	120		
7.2 Customer-Focused Results	80		
7.3 Workforce-Focused Results	80		
7.4 Leadership and Governance Results	80		
7.5 Budgetary, Financial, and Market Results	90		
<b>RESULTS Category7 Total</b>	<b>450</b>		
<b>Overall Performance Grand Total</b>	<b>1,000</b>		

# Organizational Profile

- The Organizational Profile is a snapshot of your School, the key influences on HOW the School operates, and School's competitive environment.
- Revise your Organizational Profile to contain **key relevant information**.
- **Maximum 10 pages for Organizational Profile.**
- Follow the topic requirements of Baldrige Excellence Framework in writing (design layouts as your preference to cover the following topics)

## Part I: Organizational Profile

### P1. Organization Description

#### P1a. Organizational Environment

1. Education Programs and Services
2. Vision, Missions, Core Values and Culture
3. Workforce Profile
4. Asset
5. Regulatory Requirements

#### P1b. Organizational Relationships

1. Organizational Structure
2. Students, Other Customers, and Stakeholders
3. Suppliers and Partners

### P2. Organizational Situation

#### P2.a Competitive Environment

1. Competitive Position
2. Competitive Changes
3. Competitive Data

#### P2.b Strategic Context

1. Strategic Challenges
  - a. Educational Programs and Services/Mission
  - b. Operation
  - c. Social Responsibilities

d. Human Resources/Workforce

2. Strategic Advantages

a. Educational Programs and Services/Mission

b. Operation

c. Social Responsibilities

d. Human Resources/Workforce

P2.c Performance Improvement System

### Part II: Processes (Category 1-6)

#### Category 1 – Leadership

##### 1.1 Senior Leadership

- Describe your School's leadership system.
- Demonstrate how the Senior Leaders implemented the defined leadership system. How do Senior Leaders communicate with and engage the entire workforce and key customers?
- State key areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- What are key projects or activities that the School implemented under the leadership system in 2022?
- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)?
- What are the impacts as resulted by effective leadership system to School's vision, missions, students, stakeholders or School's administration, etc.?
- State GAP closure improvement plan of leadership system for 2023.

##### 1.2 Governance and Societal Contributions

- Describe your School's governance and societal contributions system.
- Demonstrate how the Senior Leaders implemented the defined governance and societal contributions system. i.e., How do you actively support and strengthen your key communities?
- How does your School evaluate the performance of Senior Leaders?
- State key areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- What are key projects or activities that the School implemented under the governance and societal contribution system in 2022?
- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)?

- What are the impacts as resulted by effective deployment of the governance and societal contributions system to School's vision, missions, students, stakeholders or School's administration, etc.?
- State GAP closure improvement plan of governance and societal contribution for 2023.

## Category 2 – Strategy

### 2.1 Strategy Development

- Describe your School's strategy development system.
- Demonstrate clearly short and long term plans of your strategy.
- **Your strategy should align with the strategic plan that your school proposed in the IQA Master Plan 2023.**
- **The risk management herewith should align with the risk management report in the IQA Master Plan 2023.**
- Clearly define the goal achievements of strategy pertaining to the achievements of vision and missions.
- Demonstrate the impacts of your strategy to the achievements of the University.
- What is your strategy evaluation system?
- State key areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- What are key activities that the School did in strategy development in 2022?
- State GAP closure improvement plan of strategy development for 2023.

### 2.2 Strategy Implementation

- Describe how do your School implemented the strategy.
- State key areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- What are key projects or activities that the School did in strategy implementation in 2022? **Your projects and activities implemented should align with ASAP.**
- Demonstrate the key results of your strategy implementation in 2022.
- Show the linkage of the impacts of strategy implementation to Category 7 Results.

- State GAP Closure Improvement Plan of Strategy Implementation for 2023.

## Category 3 – Customers

### 3.1 Voice of Customers

- Describe your School's voice-of customer system.
- State clearly your School's key customers and other stakeholders, and their requirements and expectations.
- Demonstrate how your School communicated and got key information from each group of customers and stakeholders.
- State key areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- What are key projects or activities that the School implemented under the voice-of-customer system in 2022?
- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)?
- What are the impacts as resulted by effective implementation of the voice-of-customer system to School's vision, missions, students, stakeholders or School's administration, etc.?
- State GAP closure improvement plan of voice-of-customer system for 2023.

### 3.2 Customer Engagement

- Describe your School's customer engagement system.
- State key areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- Show key information that you got from customers and stakeholders.
- Demonstrate how you used the data to improve your customers or stakeholders' expectations.
- What are key projects or activities that the School implemented under the customer engagement system in 2022?
- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)?
- What are the impacts as resulted by effective implementation of the customer engagement system to School's vision, missions, students, stakeholders or School's administration, etc.?
- State GAP closure improvement plan of customer engagement system for 2023.



# Category 4 – Measurement, Analysis, and Knowledge Management

## 4.1 Measurement, Analysis, and Improvement of Organizational Performance

- Describe your School's measurement system.
- State clearly key measurements and goal targets.
- State your leading (process indicators) and lagging indicators (results).
- The measurements and indicators must relate to the achievements of vision and missions.
- What are areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- Show analysis information.
- Demonstrate how you used the analysis information for performance improvement.
- What are key projects or activities that the School implemented under the measurement system in 2022?
- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)?
- State GAP closure improvement plan of measurement and analysis system for 2023.

## 4.2 Information and Knowledge Management:

### Information system

- Describe your information system.
- State clearly key information of your Schools.
- State clearly sources of data and the importance of required data.
- Demonstrate how your School ensure the accuracy, reliability and security of data and information.
- What are areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.

- What are key projects or activities that the School implemented under the information system in 2022?
- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)?
- State GAP closure improvement plan of information system for 2023.

### **Knowledge Management**

- Describe your School's knowledge management system.
- **Your knowledge management should align with the knowledge management report that your school proposed in the IQA Master Plan 2023.**
- State clearly where knowledge would benefit or improve your Schools in terms of teaching-learning process, research, academic service, information, strategy, core values, etc.) of your School.
- What are areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- What are key projects or activities that the School implemented to improve knowledge management system in 2022?
- **State clearly your good practices as resulted by the implementation of knowledge management in 2022.**
- State GAP closure improvement plan of knowledge management system for 2023.

## **Category 5 – Workforce**

### **5.1 Workforce Environment**

- Describe your school workforce environment. How do your School build an effective and supportive workforce environment?
- Demonstrate clearly workforce capacity and capability needed? and how do the School analyze the workforce?
- State key areas for improvements in 2022 from assessment committee's feedback or School's improvement plan.
- What are key projects or activities that the School implemented to improve workforce environment in 2022?

- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)? **You may report the outcomes of faculty development i.e., academic titles, PhD holders as outcomes.**
- What are the impacts as resulted by effective deployment of the workforce environment system to School's vision, missions, students, stakeholders or School's administration, etc.?
- State GAP closure improvement plan of school workforce environment for 2023.

## 5.2 Workforce Engagement

- Describe your school workforce engagement system.
- Show how your School engaged the workforce to achieve a high-performance work environment.
- State key areas for improvements in 2022 from either assessment committee's feedback or School's improvement plan.
- What are key projects or activities that the School implemented to improve workforce engagement system in 2022?
- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)?
- What are the impacts as resulted by effective deployment of the workforce engagement system to School's vision, missions, students, stakeholders or School's administration, etc.?
- State GAP Closure Improvement Plan of Workforce Engagement System for 2023.

# Category 6 – Operations

## 6.1 Work Processes

- **Describe your school work system covering School's missions: Graduate Production, Research, Academic Services, Thai Arts and Cultures and Governance.**
- Describe your school process system addressing how do you design, manage and improve your key products and work processes?

- **The work processes should address the stated missions as required by MHESI. The outcomes must be reported in CHE QA Online system to fulfil the legal requirements of Higher Education Standards.**
- State key areas for improvements in 2022 from either assessment committee's feedback or School's improvement plan.
- What are key activities that the School did in work processes in 2022?
- Show the linkage of implemented projects or activities of the work processes and operational effectiveness.
- State GAP closure improvement plan of work processes for 2023.

## 6.2 Operational Effectiveness

- Describe your operational system for organizational effectiveness.
- Demonstrate how the School control the costs of school operation.
- Describe your school supply-chain system.
- Describe how School ensure safety of the school operation.
- State key areas for improvements in 2022 from either assessment committee's feedback or School's improvement plan.
- What are key projects or activities that the School did to improve operational effectiveness in 2022?
- What are key results in 2022 (demonstrate the performance outcomes and link to Category 7 Results as evidence of success)?
- **Summarize key operational effectiveness in 2022 covering the outcomes of the School's missions: Graduate Production, Research, Academic Services, Thai Arts and Cultures and Governance. The outcomes must be reported in CHE QA Online system to fulfil the legal requirements of Higher Education Standards.**
- What are the impacts as resulted by operational effectiveness to School's vision, missions, students, stakeholders or School's administration, etc.?
- State GAP closure improvement plan of operational effectiveness for 2023.

## Part III: Results (Category 7)

### Category 7 – Results

(Acknowledgement: The following indicators are from School of Arts).

No.	Indicators	Units of measure	Academic Year		
			2020	2021	2022
<b>7.1 Production of Graduates</b>					
<u>Student learning/Graduates</u>					
1	Number of student intake	person	Target	Target	Target
			Actual	Actual	Actual
2	Number of students enrolled	person	Target	Target	Target
			Actual	Actual	Actual
3	Percentage of graduates being employed within 1 year	percentage	Target	Target	Target
			Actual	Actual	Actual
4	Average initial incomes of graduates	baht	Target	Target	Target
			Actual	Actual	Actual
5	Number of student achievements	piece	Target	Target	Target
			Actual	Actual	Actual
<u>Research Publications</u>					
6	Number of research publications	piece	Target	Target	Target
			Actual	Actual	Actual
7	Number of awards of faculty members	piece	Target	Target	Target
			Actual	Actual	Actual
<u>Academic services</u>					
8	Number of service receivers	project	Target	Target	Target
			Actual	Actual	Actual
<u>Operational performance</u>					
9	Percentage of student retention	percentage	Target	Target	Target
			Actual	Actual	Actual
10	Number of innovation from workforce	piece	Target	Target	Target
			Actual	Actual	Actual
11	Number of the best practices approved	piece	Target	Target	Target
			Actual	Actual	Actual
12	Number of severe accidents happening on campus/cyber security	time/person	Target	Target	Target
			Actual	Actual	Actual
<u>Partners, Collaborators and Suppliers</u>					
13	Number of signed MOU	organization	Target	Target	Target
			Actual	Actual	Actual
14	Percentage of students participated in the activities organized by the School's partners and collaborators	percentage	Target	Target	Target
			Actual	Actual	Actual
15	Proportion of international partners, collaborators and suppliers	percentage	Target	Target	Target
			Actual	Actual	Actual
<b>7.2 Customers</b>					

No.	Indicators	Units of measure	Academic Year		
			2020	2021	2022
16	Graduates' satisfaction for the programs	score (out of 5)	Target	Target	Target
			Actual	Actual	Actual
17	Student satisfaction for the programs	score (out of 5)	Target	Target	Target
			Actual	Actual	Actual
18	Employer satisfaction for graduates' working performance	score (out of 5)	Target	Target	Target
			Actual	Actual	Actual
19	Satisfaction of service receivers for academic services	score (out of 5)	Target	Target	Target
			Actual	Actual	Actual
<b>7.3 Workforce</b>					
20	Ratio between instructors and students	ratio	Target	Target	Target
			Actual	Actual	Actual
21	Proportion of non-Thai instructors	percentage	Target	Target	Target
			Actual	Actual	Actual
22	Proportion of faculty members holding academic titles	percentage	Target	Target	Target
			Actual	Actual	Actual
23	Proportion of faculty members having research publications in accredited international indexes	percentage	Target	Target	Target
			Actual	Actual	Actual
24	Workforce satisfaction for the School's strategies and policies	score (out of 5)	Target	Target	Target
			Actual	Actual	Actual
25	Workforce satisfaction for the School's working environments	score (out of 5)	Target	Target	Target
			Actual	Actual	Actual
<b>7.4 Leadership and governance</b>					
26	Percentage of faculty members realizing the School's vision and missions and strategies	percentage	Target	Target	Target
			Actual	Actual	Actual
27	Workforce satisfaction for leadership of the School's management team	score (out of 5)	Target	Target	Target
			Actual	Actual	Actual
28	Workforce satisfaction for the School's governance	score (out of 5)	Target	Target	Target
			Actual	Actual	Actual
29	Number of international accredited programs	program	Target	Target	Target
			Actual	Actual	Actual
30	Number of communities involved in the School's academic services	community	Target	Target	Target
			Actual	Actual	Actual
<b>7.5 Budgetary, Finance and Marketing</b>					
31	Number of external research grants	grant	Target	Target	Target
			Actual	Actual	Actual
32	Proportion of international students (non-Thai) enrolled	percentage	Target	Target	Target
			Actual	Actual	Actual
33	Number of nationalities of students	country	Target	Target	Target
			Actual	Actual	Actual
34	Percentage of completed projects whose expenses do not exceed the planned budgets	percentage	Target	Target	Target
			Actual	Actual	Actual