

Implementation of MyQUEST 2016/2017 Policy Implications

7 & 8 Mac 2017



Governance Division
Private Higher Education
Department of Higher Education
Ministry of Education Malaysia



POLICY ON QUALITY



QUALITY

- **QUALITY SERVICES**
- **QUALITY RESOURCES**
- **QUALITY PRACTICES**

QUALITY

- **RECOGNITION**
- **REPUTABLE**
- **INTERNATIONAL**

QUALITY

- **PROGRAM**
- **GRADUATES**
- **KERJASAMA**



National



Global

REGULATORY PRACTICES



QUALITY SUSTAINABILITY

FINANCIAL SUSTAINABILITY

OPERATIONAL SUSTAINABILITY

EFFECTIVE ENFORCEMENT

COMPETITIVENESS

STUDENT PROTECTION



ASSESSMENT OF 399 COLLEGES FOR MEETING REQUIREMENT ?



KEMENTERIAN PENDIDIKAN TINGGI

GOVERNANCE DIVISION, MINISTRY OF HIGHER EDUCATION
Quality Evaluation System (MyQUEST)
for Private Colleges

THE EVALUATION & RATING PROCESS
(THIRD PARTY)

MANDATORY

- System Activation (Feb 2017)
- MyQuest Outreach (Mar 2017)
- Satisfaction Index (Mar 2017)

Data Entry

Audit

- Training to Auditors (Apr 2017)
- Evaluation of Data Entry (May 2017)
- Site Audit (May 2017 - Aug 2017)

- Harmonization
- Star Rating

Results

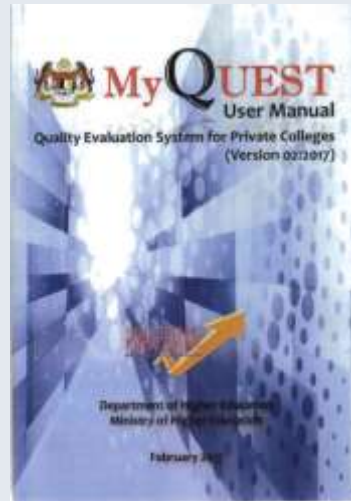
OPTIONAL

OFFICIAL

Complimentary To Regulatory Practice

USER MANUALS

- **INFORMATION GAP ANALYSIS**
- **MISINTERPRETATION**
- **INTEGRITY**
- **CLARITY AND EFFICIENCY**



<https://myquest.mohe.gov.my/attachment/MyQuestUserManual.pdf>

<https://myquest.mohe.gov.my/attachment/Glossary.pdf>

ACCURATE, ADEQUATE AND RELEVANT

ONLINE DATA ENTRY <https://myquest.mohe.gov.my/>



* Sekiranya terlupa ID dan kata laluan, sila kemukakan kepada myquest2012.moe@1govuc.gov.my untuk mendapatkan ID dan kata laluan yang baharu.

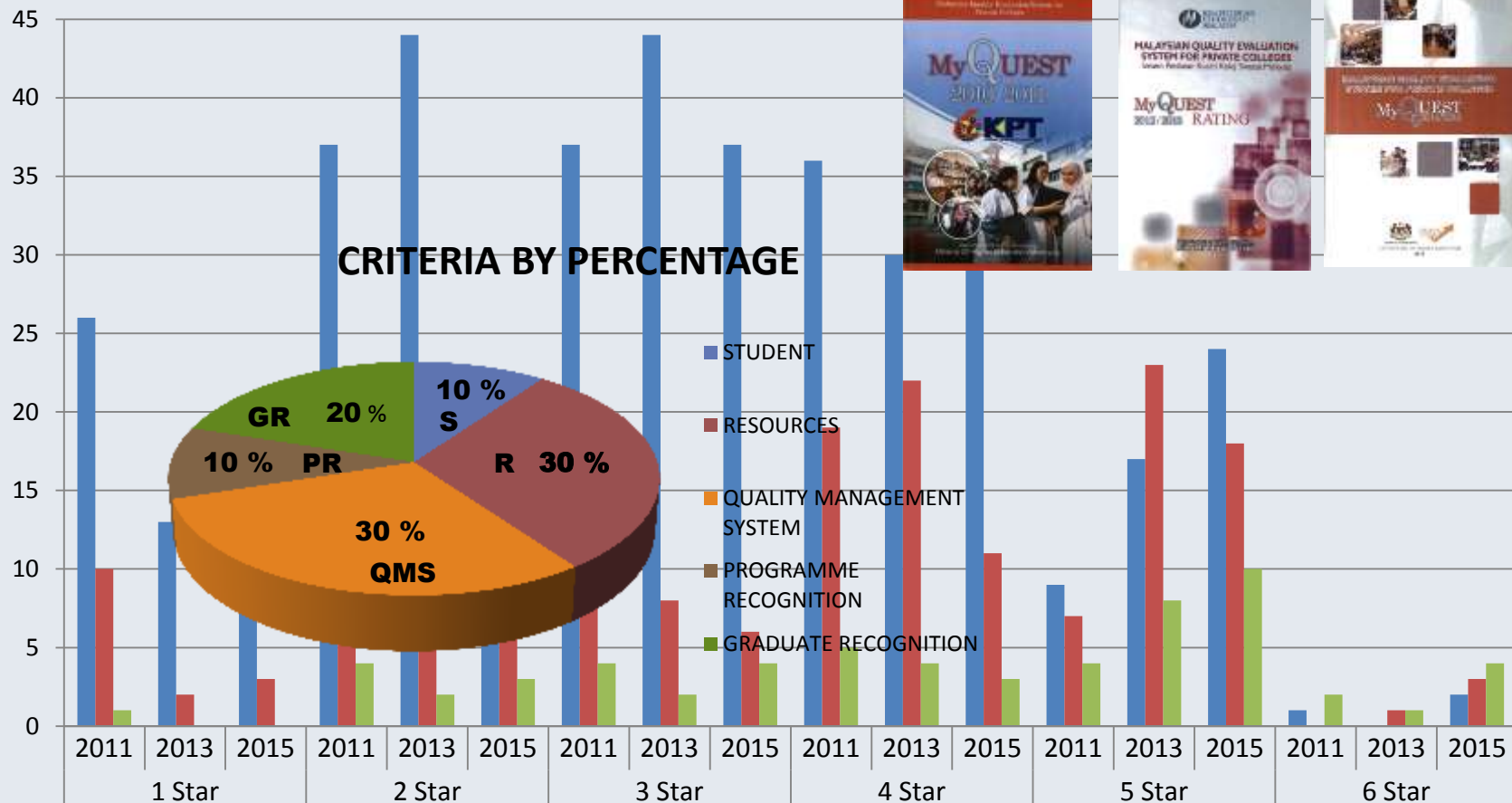
PHEI STRENGTHENING SUPPORTING ROLES

International Students Services

Cluster-Based
(9 cluster defined in National Education Code)

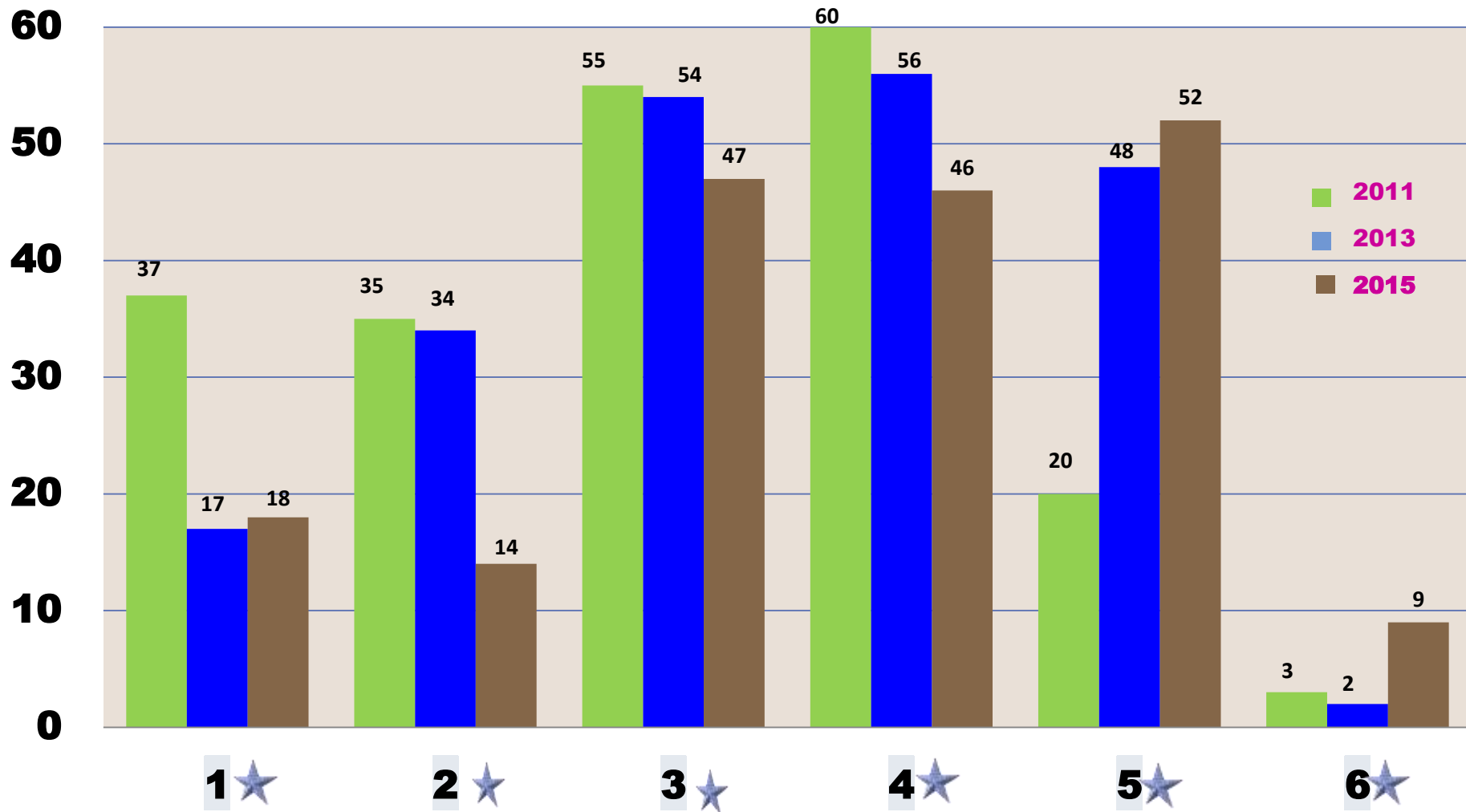
College-Based

Number of Colleges



	2011	2013	2015	2011	2013	2015	2011	2013	2015	2011	2013	2015	2011	2013	2015	2011	2013	2015
Small (<= 600)	26	13	15	37	44	18	37	44	37	36	30	32	9	17	24	1	0	2
Medium (601-1999)	10	2	3	14	8	6	14	8	6	19	22	11	7	23	18	0	1	3
Large (>=2000)	1	0	0	4	2	3	4	2	4	5	4	3	4	8	10	2	1	4

***Malaysian Quality Evaluation System For Private Colleges (MyQUEST)
Results for years 2011 , 2013 & 2015***



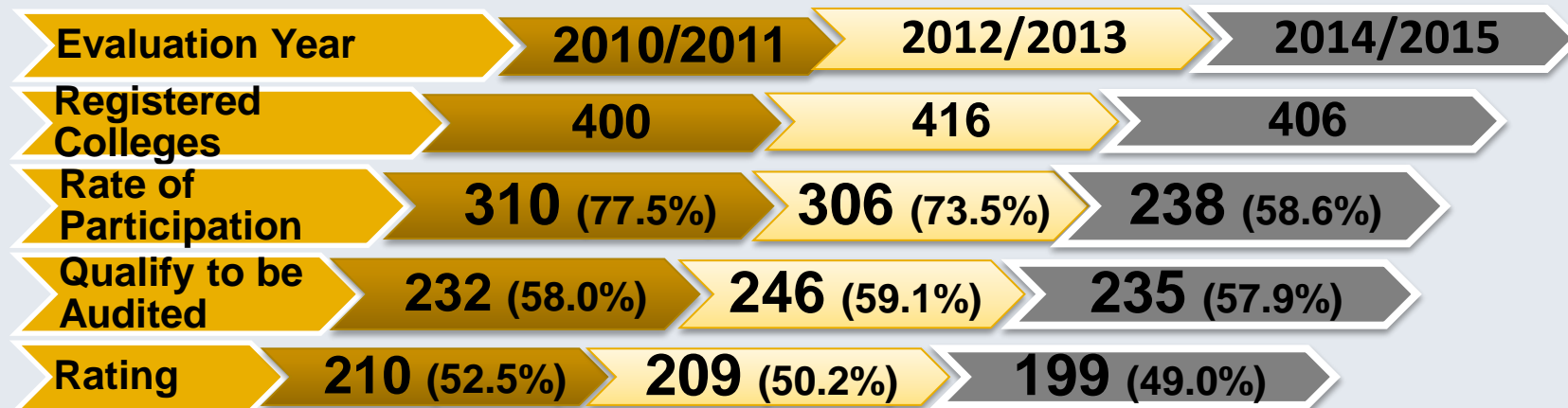
Catatan : 1 Bintang – Lemah ,2 Bintang – Memuaskan,3 Bintang – Baik,4 Bintang – Sangat baik,5 Bintang – Cemerlang dan 6 Bintang- Terbilang



KEMENTERIAN PENDIDIKAN TINGGI

GOVERNANCE DIVISION, MINISTRY OF HIGHER EDUCATION
Quality Evaluation System (MyQUEST)
for Private Colleges

MyQUEST Participation Summary



Percentage of private colleges that obtained rating has dropped from year to year
Participation Policy - Optional

BENEFITS



Improvement in Quality Education

- **Assist colleges determine areas of improvements**
- **Automatic scores upon data entry**
- **Identification of problem areas**



Development Approach

- **Facilitating colleges developmental plan**
- **Activating Governance Board deliberations for growth**
- **Comparing PHEI average score with national average**



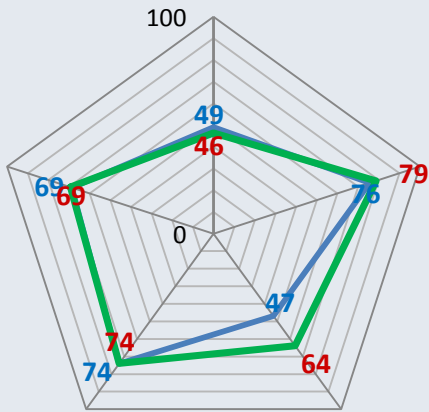
Ratings

- **Allows colleges to be accountable**
- **Marketing opportunity**
- **Priority Consideration Opportunity – Qualification Criteria**
- **Green Lanes – Faster Processings**



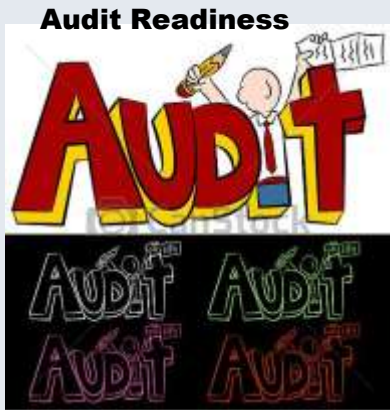
Self-assessment

- **Opportunity for continuous self-assessment and improvement through weakness identification.**
- **Checklist available**

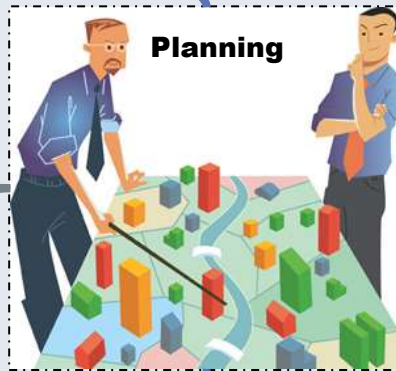


Improvement Reference

Dedicated Team



Audit Readiness



Planning



Internal Continuous Improvement



Teamwork



Timely, Accurate Data Entry



Evaluation Readiness

MESSAGES?



PARTICIPATE

- **Data Entry – Mandatory**
- **Audit – Optional**



GET RATED

- **Qualify for growing benefits**
- **Qualify for growing requirements by regulators**
- **Qualify for growing requirements by supporting agencies**



IMPROVE

- **Quality**
- **Sustainability**
- **Competitive Level**

