



TQF 7 Academic Year.....

Program.....
Education Level.....

Department/Work Unit.....
Faculty/College.....

TQF 7 Report on the Operation Results of Program
Academic Year Date of Report

Institution Name
Campus/Faculty/Department.....
Venue *

* Identify the main campus and all other campuses if any.

Operation Results of Academic Year ...201X*....

201X* is the academic year of this report.

Section 1 Information of the Program Lecturers

1.1 Program’s committee members who are qualified according to the Office of the Higher Education Commission’s standard.

Name-Surname	Degree	Academic Work
		Show only the most recent work.

1.2 Number of Program’s Lecturers (AUN-QA Criteria 6: Figure 2.3)

Category	M	F	Total		Percentage of PhDs
			Headcounts	FTES	
Professors					
Associate/Assistant Professors					
Full-time lecturers					
Part-time lecturers					
Visiting Professor/ Lecturers					
Total					

Number of Academic Staff (Specify reference date and method of calculation used for FTE of academic staff.)

1.3 Academic Staff-to-Student Ratio (AUN-QA Criteria 6)



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Academic Year	Total FTES of Academic Staff	Total FTES of Students	Academic Staff-to-Student Ratio

Academic Staff-to-Student Ratio (Specify the method of calculation used of FTE of students)

1.4 Academic Staff’s Research Publications (AUN-QA Criteria 6)

Year	Types of Publication				Total	No. of Publications per Academic Staff
	In-house/ Institutional	National	Regional	International		

Types & Number of Research Publications

**** country region : ASEAN / ASIA / Europe / Asia – Pacific / North America / South America**

For Academic Staff/Lecturers

1 FTE = 40 working hours per week

For Students

1 FTE = number of credits per trimester

Example In a program, provided that the student registers for 12 credit per trimester, 1 FTE is equal to 12 credits per trimester; if the student registers 12 credits exactly, it is counted as 1 FTE; in case of registering for less than 12 credits, the value is less than 1 FTE; or if registering for more than 12 credits, the value is greater than 1 FTE, etc.

Ratio of Academic Staff: Students

is equal to the sum of FTEs of the program lecturers divided by the sum of the program’s students. The units of FTEs including hours per week, hours per trimester, or hours per academic year have to be the same before they are compared.

Section 2 Information on Students and Their Educational Achievement



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(Report information of the last 5 years)

2.1 Students Statistics

Students Retention		Academic Year				
		201X-4	201X-3	201X-2	201X-1	201X*
1. The ratio of accepted students to the number stated in the TQF2.	Percentage (%)					
	Number					
2. Second-year student retention rate	Percentage (%)	(Follow the students cohort: their remaining				
	Number					
3. Student drop-out rate of the four years (not include retired students)	Percentage (%)					
	Number					
3.1 First-year students' drop-out rate		<ul style="list-style-type: none"> • Report in percentage and show the number in parenthesis. • Report the overall result in PI 3. • Report the result of each year in PI 3. The number of years depends on the context of the program. 				
3.2 Second-year students' drop-out rate						
3.3 Third-year students' drop-out rate						
3.4 Fourth-year students' drop-out rate						
.....						
4. Student retirement rate of the four years	Percentage (%)					
	Number					

Student Situation Analysis (SWOT Analysis)

(Factors/Causes that affect the number of students)

1. Effectiveness of the first-year students admission process

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Analyze the situation by considering information in **2.1 Student Statistics**, number

2. Effectiveness of student engagement development process

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Analyze the situation by considering information in **2.1 Student Statistics**, numbers 2 & 3.

2.2 Students' Educational Achievement of Each Year



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Students' Educational Achievement	Academic Year				
	201X-4	201X-3	201X-2	201X-1	201X*
1. Students' educational achievement rate of each year					
1.1 Percentage of the first-year students passing the program's criteria and proceeding to their second year.					
1.2 Percentage of the second-year students passing the program's criteria and proceeding to their third year.					
1.3 Percentage of the third-year students passing the program's criteria and proceeding to their fourth year.					
1.4 ().....					
2. Graduation rate in the program's cycle.					
2.1 Graduation rate in the program's cycle (branch/major A)					
2.1 Graduation rate in the program's cycle (branch/major B)					

- If the program's number of studying years is higher than 4, report it accordingly. The number of years depends on the context of the program.
- Follow the students cohort and compare with the number of students accepted in their first year using the same student code. If there are majors, show the result of each major.

Student Educational Achievement Analysis (SWOT Analysis)

(Factors/Causes that affect students' educational achievement)

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Analyze situations; effectiveness of the program management that affect each-year students' learning.

2.3 Graduate Results

Students' Educational Achievement (Students graduating 2 academic years before the survey)	Academic Year				
	201X-4	201X-3	201X-2	201X-1	201X-4
1. Employment rate of graduates within one year after graduation.					xx*
And employment rate of competitor institute's graduates.					
1.1 a. Employment rate of graduates from major ..A..					
b. Result of the competitor institute (BM or Competitor)					
1.2 a. Employment rate of graduates from major ..B..					
b. Result of the competitor institute (BM or Competitor)					
1.3 a. Employment rate of graduates from major ..C..					
b. Result of the competitor institute (BM or Competitor)					
2. Rate of graduates furthering their studies					

Remark: * Check the survey of academic year 202X* in Appendix 1.



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2.4 Graduate Users' Satisfaction (using the five-level Likert Scale survey)

Results (Students graduating 2 academic years before the survey)		Academic Year				
		202X-4	202X-3	202X-2	202X-1	202X*
1. Graduate users' overall satisfaction	Level 4 & 5					##
	Average					##
1.1 Graduates from major ..A..	Level 4 & 5					
	Average					
1.2 Graduates from major ..B..	Level 4 & 5					
	Average					
2. Graduate users' satisfaction in other dimensions						
2.1	Level 4 & 5					
	Average					
2.2	Level 4 & 5					
	Average					
2XX						

Remark: ## see the survey result of year 201X* in Appendix 2

Report the graduate users' satisfaction in other dimensions

- The program's graduate characteristics that have been set
- Mahidol University's desirable qualities of graduates
- Professional Council standard/qualifications (if any)

Result Analysis

- (Office of the Higher Education Commission's criteria) Analyze the tendency of graduate employment by using information of labor markets and economic condition, and compare the results to the past information and that of other similar institutes. The analysis result will be used for program development.

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- Analyze the graduate outcomes (SWOT Analysis)

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Analyze the results of graduate outcomes from their employment rate and graduate users' satisfaction. Include the information from competitor institutes in the analysis if any.



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Section 3 The Program's Educational Management Effectiveness

3.1 Operation of courses in academic year 202x* plan

Student year	Trimester	Course Codes in the education plan	Opened and received students			Operation was not as planned	
			Opened as planned	Course content not covered (a)	Students' satisfaction (% of evaluation level 4&5)	Opened but did not receive students (b)	Not opened as planned (c)
1							
2							
3							
4							
Total	Amount						
	%	100					

Remark: Appendix 3

a. Solution for content not covered in the course

Identify the course codes and names, the contents or the topics that were not covered, reasons why they were not taught, and solution (if any); for example, the contents that were not taught were important basics for other courses, and the solution is that those contents will be added in higher courses.

Courses	Contents/Topics not covered	Reasons	Solutions undertaken



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b. Analysis of opened courses that did not receive students

Identify the courses, with codes and names, that did not receive students as planned, analyze/explain the reasons, and suggest solutions.

Courses	Analyze factors that affect the course operation	Guidelines for solution/improvement

c. Analysis of courses that did not open as planned and reasons

Identify the courses, with codes and names, that were not opened as planned, and explain the reasons and undertaken solutions/compensation (if any); for example, the course was a compulsory and supposed to be opened according to the education plan, but the teacher was unavailable or too few students have registered in the course. The course is to be opened in the next trimester, so students will be able to take it.

Courses codes and names	Reasons why the course were not opened	Solutions/compensations undertaken (if any)

3.2 Students learning outcome in the opened courses that received students

Students learning outcome	Academic Year				
	201X-4	201X-3	201X-2	201X-1	201X*
1. Number of courses that received students					
2. % of courses with average student grades between 2.5 and 3.5					
3. % of courses with average student grades < 2.5					
4. % of courses with average student grades > 3.5					
5. % of courses with > 10% students not passing the course (more than 10% of students must reregister)					

Remark: Details in Appendix 3, summarize the opened courses in the trimester/academic year

Analysis of the courses with unusual learning outcomes



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Identify the course, with codes and names, that has abnormal student scores; for example, students having too high/too low scores, different from standard in other courses, or too many students failing the course, or the teaching not matching with the planned contents. Moreover, identify how the abnormalities were inspected, reasons of the abnormalities, and undertaken solutions. (Attach the summary of evaluation and undertaken solution if necessary.)

Course codes and name	Abnormalities	Methods of inspection	Reasons of abnormalities	Undertaken solutions (if necessary)

Section 4 Program Administration

4.1 Program Administration

Identify problems in the program administration, impacts on the program objectives achievement, and guidelines for future prevention and solutions.

Obstacles to program administration	Impacts on the program objectives achievement	Guidelines for future prevention and solution

4.2 Changes within the institute (if any) that affected the program in the past year.

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4.3 Changes outside the institutes (if any) that affected the program in the past year.

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Section 5 Program Evaluation Summary

1. Evaluation by graduates-to-be (report according to the year of the survey)

Survey date (Attach the survey results.)

1.1 Significant comments from the evaluation results

Significant comments
Weaknesses
Strengths

1.2 Proposal for program changes in response to the evaluation results in 1.1

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2. Evaluation by relevant parties

Explain the process of evaluation by **graduate user** or **relevant parties** and **outsiders**

2.1 Significant comments from the evaluation results

Significant comments
Weaknesses
Strengths

2.2 Proposal for program changes in response to the evaluation results in 2.1 (if any)

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3. Evaluation of the program quality according to Thai Qualifications Framework

3.1 TQF performance indicators stated in TQF2, Section 7, No. 7



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Year of the program application Academic year	Operation results of academic year (*)					
	Year 1	Year 2	Year 3	Year 4	Year ...	Year ...
	20..	20..	20..	20..	20..	20..
Operation performance indicators						
1. Eighty percent of the program’s responsible teachers take part in the following up and revising the program’s operation, and meeting for planning.						
2. Details of the program in the form of TQF2 comply with Thai qualifications standards or the study field standards (if any)						
3. Details of every course and field experience session (if any) of each trimester are available in the form of TQF3 and TQF4 at least before the trimester begins.						
4. Reports on the operation of every course and field experience session (if any) in each trimester are available in the forms of TQF5 and TQF6 within 30 days after the trimester finishes.						
5. Report of the program operation in the form of TQF7 is available within 60 days after the academic year finishes.						
6. At least 25% of the courses in each academic year have validation process of students learning outcomes as stated in the TQF3 and TQF4 (if any).						
7. Improvements of teaching and learning management, teaching techniques, or learning evaluation are made based on the previous year’s TQF7 report.						
8. All new teachers (if any) are orientated about teaching and learning management.						
9. All teachers take part in academic/professional development events at least once a year.						
10. At least 50% of teaching aid staff (if any) take part in academic/professional development yearly.						
11. Last year students’/new graduates’ satisfaction level of the program quality is at least 3.5 from 5.0.						
12. Graduate users’ satisfaction level of new graduates is at least 3.5 from 5.0.						
13. Others if any						
Total number of indicators for each year						
Required indicators (indicators numbers)						
Indicators that need passing in total						

Remark: a. Put the symbol * in the slot of the academic year of this TQF7

b. Operation results: Please put “yes” or “no” to answer if there is or there is no such operation.

- Which satisfaction level is it?

Evaluation Criteria

1 point = below standard	2 points = acceptable	3 points = standard
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Operation performance indicators numbers 1-5 were incomplete, or less than 60% of the total operation was successful.	Operation performance indicators numbers 1-5 were complete, and 60-75% of the total operation was successful.	Operation performance indicators numbers 1-5 were complete, and at least 80% of the total operation was successful.
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3.2 Operation report based on the indicators stated in the TQF2, Section 7, Number 7

Year of the program application Academic year	Operation results of academic year (*)					
	Year 1	Year 1	Year 1	Year 1	Year 1	Year 1
	20..	20..	20..	20..	20..	20..
Operation performance indicators						
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						

3.3 Evaluation result summary

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Section 6 Teaching Quality

1. Evaluation of courses taught in the year of this report



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1.1 Courses whose teaching quality was evaluated and their improvement plan

Identify the codes and names of the courses whose teaching quality was evaluated and identify the evaluation methods such as evaluation by students and the plan that has been carried out. (Compulsory courses must be in order as stated in TQF2)

Courses' codes and names	Evaluation by students		Other methods of teaching quality evaluation (identify)	Carried out plan	
	Yes	No		Yes	No

Remark: Give information in Appendix 3.

1.2 Overall teaching quality evaluation results

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2. Teaching strategy efficiency

Identify the teachers' opinions on lesson plans, teaching strategy, and teaching methods used in the courses. Give details about evaluation process and the program improvement in TQF2, Section 8. This is not to evaluate the teachers, but to evaluate overall teaching based on the students' opinions in order to adapt the teaching methods in the future.

2.1 Summary of teachers' opinions and feedbacks about teaching efficiency and the program's learning outcomes (PLOs)	2.2 Guidelines for improvement

If the program is still using Office of the Higher Education Commission 5-6 aspect old standard, refer to the standard that the program is using.

3. New teacher orientation

Orientation to inform about the program

Yes No

3.1 If the orientation has been held, show the result.



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a. Number of teachers joining the orientation.....

b. Summary of the orientation essence

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c. Summary of the evaluation by the teachers joining the orientation

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.....

3.2 Give reasons if there has been no orientation.

.....
.....

4. Teachers and supporting staff professional development activities.

4.1 Activities held or participated

Identify the activities that have been held by the institute or other institutes, the number of teachers and supporting staff joining each activity.

Activities held or participated	Number of participants	
	Teachers	Supporting Staff

4.2 Summary of opinions and benefits that participants gained from the activities

(Summarize from the evaluation results by the participants.)

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Section 7 Comments and Suggestions of External Examiners on Program Quality

- External examiners' comments and suggestions and the program's/program responsible persons' opinions on the program quality.

External examiners' comments and suggestions	the program's/program responsible
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		persons' opinions on the comments and suggestions.
Examiners' names	Comments	
1.		
2.		

2. Application to planning or program improvement

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Section 8 Program Improvement Plan

1. Progress of the previous year's plan operation

Identify the plans, deadlines of execution, responsible persons, success, and reasons why they were not successfully executed.

Plans	Deadlines of execution	Responsible persons	Results of execution, successful or unsuccessful	Reasons why they were not successfully executed.

2. Suggestions for the program improvement

2.1 Suggestions for the program structure improvement (number of credits, compulsory courses, elective courses, etc.)

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2.2 Suggestions for courses improvement (increase, decrease, and adjustment of course content, adjustment of teaching methods and learning outcome evaluation, etc.)

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2.3 Activities for teachers and staff development

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3. Improvement plans for year (Identify the plans for the next academic year.)

Identify the plans individually, expected finish date, and responsible persons.

Plans	Expected finishing date	Responsible persons
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Program Responsible Persons :

	Names	Signature
1.
2.
3.
4.
5.

Date

Program Chair :

Signature Date

Approved by(Head of the Department)

Signature Date.....

Approved by (Dean)

Signature : Date.....

Appendix TQF7

Appendix1

Survey of graduates employment, year 201X

Table 1.1

Time of the survey	Graduates of year 202X-2	Number of graduates:
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Number of surveys sent: copies	Number of responded survey: (respondents/copies), which is %
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Table 1.2

Results			Number	%
Number of respondents:	Employed graduates	In their study field		
		Not in their study field		
* Calculate the percentage from the responded surveys.	Graduates who continue their study			
	Unemployed			
	Others			

Appendix2

Graduate users' satisfaction, year 201X

Table 2.1

Time of the survey	Graduates of year 201X-2	Number of graduates employed:
Data collection method Using five-point Likert Scale (1=very dissatisfied, 2=dissatisfied, 3=moderate, 4=satisfied, 5=very satisfied)		
Number of surveys sent: copies	Number of responded survey: (respondents/copies), which is %	
Other methods:	Number of surveys: Number of responses: Which is%	
Number of responses for analysis Which is% of the employed graduates.		

Table 2.2

Survey analysis data (Topics as in the survey)	1+2	3	4+5	Average
1.				
2.				
3.				
4.				
Overall opinions on the graduates				



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Appendix 3 Summary of the courses provided by the program in academic year 201X and the summary of each course's operation in academic year 201X

A. Compulsory courses (all course codes as stated in study plan in TQF2.)

Course Codes	credits	Year of student/ trimester	Number of registered students	Not opened	Grade distribution (percentage of students registered in the course)										Average grade	Students passing the evaluation criteria		Evaluation of the course by students			
					A	B+	B	C+	C	D+	D	F	O	S		U	Number	%	Results		No evaluation
General education																		% (4-5)	% (1+2)	Average	
Program's compulsory																					
Total number of courses					Number of opened courses that gained evaluation results of 4+5 and 1+2.																
Percentage					Percentage (of all courses offered)																
Evaluation of the program by students from MU-Annual Student Survey of academic year.....																					
Satisfaction and dissatisfaction about the overall program.																					



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b. Restricted elective courses and free elective courses (all course codes as stated in study plan in TQF2.)

Course Codes	credits	Year of student/ trimester	Number of registered students	Not opened	Grade distribution (percentage of students registered in the course)										Average grade	นศ.ผ่านเกณฑ์การ ประเมิน		Evaluation of the course by students				
					A	B+	B	C+	C	D+	D	F	S	U		Number	Number	Evaluation done			No evaluation	
Restricted elective																		% (4-5)	% (1+2)	Average		
Total number of courses					Number of courses offered that gained evaluation results of 4+5 and 1+2.																	
Percentage					Percentage (of all courses offered)																	