

# **M-I-T iAward Manual**

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## **For iAward Assessment Committee**

2012 M-I-T iAward Site-Visit Assessment in Malaysia, Indonesia, and Thailand

Document prepared by SEAMEO Regional Centre for Higher Education and  
Development (SEAMEO RIHED)

## Preface

International Relations Office (IRO) is a crucial actor in facilitating an effective flow of students, academic professionals, researchers, and faculty members in the region. SEAMEO RIHED has therefore proposed and developed a new initiative of Malaysia-Indonesia-Thailand Internationalisation Award (M-I-T iAward) to enhance work efficiency of IROs since 2011. At this initial stage, the M-I-T iAward aims to promote the formerly called Malaysia-Indonesia-Thailand Student Mobility Programme (M-I-T Student Mobility Programme) which is now changed to the ASEAN International Mobility for Students Programme (AIMS Programme) to be in line with the programme expansion in terms of participating countries. The new name was agreed at the Sixth Meeting of Directors General, Secretary General, Commissioner of Higher Education in Southeast Asia, held on 4 April 2012, in Bangkok, Thailand.

As the M-I-T iAward was developed and conceptualised prior to the change of student mobility programme name, "M-I-T Student Mobility Programme" will be applied throughout the Manual.

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## Glossary

AIMS Programme	ASEAN International Mobility for Students Programme
HEIs	Higher Education Institutions
IROs	International Relations Offices
M-I-T iAward	Malaysia-Indonesia-Thailand Internationalisation Award
M-I-T Student Mobility Programme	Malaysia-Indonesia-Thailand Student Mobility Programme
M-I-T iAward SAR	M-I-T iAward Self-Assessment Report

## Background

The impact of globalisation has stimulated many governments and higher education institutions (HEIs) in Southeast Asia to start reviewing their higher education systems and undertaking various reform strategies to strengthen their higher education competitiveness at the regional and global settings. One aspect of internationalisation in higher education is to attract more international students and faculty members as well as send more of them abroad. Taking into account the expansion of the Malaysia-Indonesia-Thailand Student Mobility Programme (M-I-T Student Mobility Programme)<sup>1</sup> in the years to come, SEAMEO RIHED sees the significance of enhancing the competency of International Relations Offices (IROs) who act as focal contact points of student mobility. As a consequence, the Malaysia-Indonesia-Thailand Internationalisation Award (M-I-T iAward) was initiated as a supporting tool to encourage IROs services to international student mobility under M-I-T Student Mobility Programme.

The 46<sup>th</sup> SEAMEO Council Conference, held on 26-29 January 2011, in Jerudong, Brunei Darussalam, endorsed a proposal of the M-I-T iAward and its plan of project expansion. As a result, the 1<sup>st</sup> iAward Meeting was held back to back to the 1<sup>st</sup> M-I-T Review Meeting on 31 January to 1 February 2011, in Bangkok, Thailand. The Meeting brainstormed the project structure, direction and implementation at the initial stage. Later, the 1<sup>st</sup> iAward Assessment Committee Meeting was held on 24 to 25 April 2011, in Jakarta, Indonesia. The Meeting discussed and exchanged views on the areas to be included in the iAward assessment criteria. The 2<sup>nd</sup> iAward Assessment Committee Meeting held on 23 September 2011, in Bali, Indonesia, discussed the project implementation, assessment procedure, assessment timeline, and structure and functions of iAward Assessment Committee. The Meeting further reviewed and finalised the M-I-T iAward Self-Assessment Report (SAR) and M-I-T iAward Assessment Tool.

## Programme scope

### Eligibility of HEI nominees

Those who are eligible to enter the M-I-T iAward competition are the IROs or the bodies that facilitate the flow of student mobility under the M-I-T Student Mobility Programme. Each Ministry conducts an internal selection and nomination. Up to three HEIs from each country who meet the criteria in the Self-Assessment Report (SAR) will be nominated for the iAward external assessment.

Selected IROs will be awarded at the institution level. The HEIs under the M-I-T Student Mobility Programme from Malaysia, Indonesia and Thailand shall be focused at the initial stage; however, the scope will be broadening following the expansion of participating countries and HEIs.

### Structures and functions of iAward Assessment Committees

From the pool of experts, each iAward Assessment Committee is comprised of five assessors who will conduct site-visit assessment at the nominated HEIs in Malaysia,

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<sup>1</sup> The Sixth Meeting of Directors General, Secretary General, Commissioner of Higher Education in Southeast Asia, held on 4 April 2012 in Bangkok, Thailand agreed that the formerly called Malaysia-Indonesia-Thailand Student Mobility Programme (M-I-T Student Mobility Programme) be changed to the ASEAN International Mobility for Students Programme (AIMS Programme).

Indonesia and Thailand. One assessor is selected per participating countries plus two selected from regional organisation.

### Awardees

Three iAwards will be given, one iAward per country. An awarded IRO/HEI will receive a notification email upon completion of the full cycle of assessment in the respective countries, tentatively in October 2012.

Awardees will be presenting a short footage on good practices and innovation of internationalisation policy, particularly in the area of student mobility to Ministers of Education in Southeast Asia at an awarding ceremony that will be held at the 47<sup>th</sup> SEAMEO Council Conference, in March 2013, in Vietnam.

## **Purposes of site-visit assessment**

The purposes of iAward site-visit assessment are listed below.

- 1) To allow nominated IROs/HEIs to present their good practices and innovation in facilitating student mobility under the M-I-T Student Mobility Programme written in the M-I-T iAward SARs (see below)
- 2) To provide a platform for nominated IROs/HEIs and iAward Assessment Committee to exchange views and comments on promoting international student mobility so as to improve the current student exchange management and maximise the existing management systems and resources
- 3) To decide on the iAward winner from each country

## **About M-I-T iAward SAR**

The M-I-T iAward Self-assessment Report (M-I-T iAward SAR) is designed to assess IROs of HEIs who participate in the M-I-T Student Mobility Programme. The award criteria are to measure international student mobility. Assessments of the roles of IROs on the international flow of students under the M-I-T Student Mobility Programme will be made with reference to the overall missions and goals of institutions, and the sustainability of the Programme.

The M-I-T iAward SAR comprises thirteen criteria grouped into four categories: 1) system assessment, 2) hardware assessment, 3) software assessment, 4) humanware assessment, and others. The nominated IROs/HEIs were required to fill up the M-I-T iAward SAR by focusing on their good practices towards the sustainability of the M-I-T Student Mobility Programme.

The iAward Assessment Committee will discuss and make an assessment following the items stated in the M-I-T iAward SAR.

## **Programme activities of site-visit assessment**

The programme activities of iAward site-visit assessment include:

- 1) discussion with nominated IROs (discussion based on M-I-T iAward SAR)

- 2) discussion with M-I-T students
- 3) visit to faculties involved in M-I-T Student Mobility Programme

## **Roles of iAward Assessment Committee**

### **On site-visit assessment**

#### A Committee leader of iAward Assessment Committee

Among the iAward Assessment Committee members, one member shall be selected as a Committee leader to:

- 1) chair a discussion session between the iAward Assessment Committee and nominated IROs/HEIs and M-I-T students
- 2) facilitate mutual understanding of the purposes of site-visit assessment, role of assessors, discussion direction, and assessment questions with other committee members to ensure the constructive flow of discussion
- 3) lead the iAward Assessment Committee in summarising the assessment outcomes and determining an iAward winner

#### The iAward Assessment Committee members

The iAward Assessment Committee members will meet with nominated IROs/HEIs to:

- 1) explain the context and purposes of the assessment and the assessment process
- 2) outline the assessment procedure, the requirements and questions which the nominated IROs/HEIs should undertake and answer
- 3) seek feedback on the understanding of nominated IROs/HEIs of the assessment process, competency standards, and evidence requirements
- 4) assess and incorporate the needs of the nominated IROs/HEIs and establish any allowable adjustments in the assessment procedure
- 5) evaluate evidence shown to support the competency of nominated IROs/HEIs under the thirteen criteria of M-I-T iAward SAR
- 6) evaluate evidence in terms of validity, consistency, currency, equity, authenticity and sufficiency
- 7) consult and work with other assessors involved in the assessment process
- 8) make a judgment about the competency of nominated IROs/HEIs based on the submitted SARs and other relevant evidence
- 9) determine an M-I-T iAward winner of each country

### **After site-visit assessment**

Upon completion of the assessment process, the assessors shall provide feedback and advice to SEAMEO RIHED on the outcomes of the assessment process. SEAMEO RIHED shall gather all given information and share with the nominated IROs/HEIs. The assessors are required to provide the following:

- 1) clear rationale behind the assessment decision
- 2) constructive feedback and recommendation on improvements to the current student exchange management of nominated IROs/HEIs

## **Principles of site-visit assessment**

The site-visit assessment shall follow the below principles.

### Sustainability of the M-I-T Student Mobility Programme

Aiming to reinforce the effective implementation of the M-I-T Student Mobility Programme, the assessment and judgement shall be made based on good practices of nominated IROs/HEIs towards the sustainability of the M-I-T Student Mobility Programme.

### Inclusiveness of various stakeholders

Opinions and views from all the stakeholders involved in the M-I-T Student Mobility Programme such as IROs staff, faculty members, and M-I-T students shall be taken into account during the assessment.

## **Preparation of iAward Assessment Committee**

- 1) study the assessment kit prepared by SEAMEO RIHED: M-I-T iAward Manual, submitted M-I-T iAward SARs, other relevant documents
- 2) prepare open-ended questions related to the thirteen criteria under four categories of assessment plus others

## **Roles of SEAMEO RIHED as iAward Secretariat**

### Coordination

- 1) coordinate with the countries participating in the M-I-T Student Mobility Programme both with the Ministries and nominated IROs/HEIs regarding the process of site-visit assessment
- 2) coordinate with nominated assessors regarding the assessment agenda
- 3) facilitate logistical arrangements throughout the assessment process

### Content development

- 1) develop M-I-T iAward SAR and M-I-T iAward Assessment Tool
- 2) develop M-I-T iAward Manual for site-visit assessment
- 3) prepare and provide other relevant information on site-visit assessment
- 4) produce a report of each site-visit assessment and inform assessment outcomes to the participating Ministries and nominated IROs/HEIs
- 5) liaise with SEAMEO Secretariat and relevant stakeholders about arrangement of the Awarding Ceremony that is planned to be held at the 47<sup>th</sup> SEAMEO Council Conference, in March 2013, in Vietnam



## Samples of questions of assessment

Assessment questions shall be made with reference to the thirteen criteria of iAward assessment. Below are some samples of questions.

### Category 1: System assessment

Question 1:

What is the structure of formulation and implementation of internationalisation policies and strategies, especially on promoting the M-I-T Student Mobility Programme?

Question 2:

What is the institutional assessment and follow-up system on student exchange management functioned by the IRO/HEI?

Question 3:

What is the problem-solving process after some difficulties or concerns found during the assessment process?

Question 4:

How does the IRO/HEI apply lesson learnt and good practices gained throughout the M-I-T implementation process to any other policy planning, especially on promoting student mobility?

### Category 2: Hardware assessment

Question 5:

How does the IRO/HEI maximise the established facilities and infrastructure in promoting the M-I-T Student Mobility Programme?

(Facilities and infrastructure may include, but are not limited to, international house, IT equipment and software, religious facility, international cafeteria, sport facility, international health centre, library with online information and books in various languages, etc.)

### Category 3: Software assessment

Question 6:

What is the facilitating process for the overall M-I-T student mobility cycle of pre-arrival, upon arrival, and returning home?

(IROs' student services are such as provision of information in English, visa guidance, medical insurance, airport reception, arrival orientation, counselling service, returning home information and assistance, information on international opportunities, etc.)

Question 7:

How does the IRO/HEI promote university's international reputation through the participation and implementation of M-I-T Student Mobility Programme or through their inbound and outbound M-I-T students?

Question 8:

What is an institutional strategy of IRO/HEI to further network or promote international partnership/collaboration with foreign HEIs, especially ones who participating in the M-I-T Student Mobility Programme?

**Category 4: Humanware assessment**

Question 9:

What is the staff management strategy to promote excellence of IROs service toward the sustainability of M-I-T Student Mobility Programme?

**Others**

Question 10:

What is the strategy to attract more international students to join the M-I-T Student Mobility Programme such as a development of an alumni tracking system to share alumni experience with prospective students?

Question 11:

Is there any additional activity to build up multi-cultural skills of international students under the M-I-T Student Mobility Programme such as a language buddy system?

Question 12:

How does the IRO/HEI share lessons learnt or experience from the implementation of M-I-T Student Mobility Programme within university?

Question 13:

What is a newly developed innovation/process/management system applied to facilitate and sustain the student exchange under the M-I-T Student Mobility Programme?

## ANNEX

### List of iAward assessors

(For M-I-T iAward Site-Visit Assessment in Malaysia during 10-11 May 2012)

List of iAward assessors	SEAMEO RIHED as iAward Secretariat
<p><b>1. Assessor from Malaysia</b>            Assoc. Prof. Dr. Zelina Binti Zaiton Ibrahim            Department of Environmental Management            University Putra Malaysia (UPM)            Email: <a href="mailto:zelina@env.upm.edu.my">zelina@env.upm.edu.my</a></p>	<p>1. Assoc. Prof. Dr. Sauwakon Ratanawijitrasin            Centre Director            SEAMEO RIHED            Tel: +66 2644 9856-62            Mobile: +66 8 9669 4993            Fax: +66 2644 5421            Email: <a href="mailto:sauwakon@rihed.seameo.org">sauwakon@rihed.seameo.org</a></p>
<p><b>2. Assessor from Indonesia</b>            Prof Tarkus Suganda            Vice Rector for Planning, Information and Control Systems            Padjajaran University            Email: <a href="mailto:tarkus.suganda@unpad.ac.id">tarkus.suganda@unpad.ac.id</a></p>	<p>2. Ms. Ropharat Aphijanyatham (Lek)            Senior Programme Officer            SEAMEO RIHED            Tel: +66 2644 9856-62 ext. 112            Mobile: +66 8 6611 6992            Fax: +66 2644 5421            Email: <a href="mailto:ropharat@rihed.seameo.org">ropharat@rihed.seameo.org</a></p>
<p><b>3. Assessor from Thailand</b>            Assoc. Prof. Dr. Nantana Gajasen            Executive Director            ASEAN University Network (AUN)            Email: <a href="mailto:nantana@aunsec.org">nantana@aunsec.org</a>,  <a href="mailto:aun.nantana@gmail.com">aun.nantana@gmail.com</a></p>	<p><b>Ministry of Higher Education (MoHE) as the host for site-visit assessment</b></p> <p>3. Prof. Dr. Shahrin bin Sahib@Sahibuddin            Director            Academic Development Management Division            Department of Higher Education            Ministry of Higher Education (MoHE), Malaysia            Tel: +603-8870 6540            Fax: +603-8870 6849            Email: <a href="mailto:shahrin@mohe.gov.my">shahrin@mohe.gov.my</a></p>
<p><b>4. Assessor from Regional Organisations</b>            Ms. Porntip Kanjananiyot            Executive Director            Fulbright (Thailand-U.S. Educational Foundation)            Email: <a href="mailto:ptk@fulbrightthai.org">ptk@fulbrightthai.org</a></p>	<p>4. Ms. Mira Aisa Shaarani            Academic Development Management Division            Department of Higher Education            Ministry of Higher Education (MoHE), Malaysia            Tel. : +6038870 6557            Fax : +6038870 6850            E-mail : <a href="mailto:mira@mohe.gov.my">mira@mohe.gov.my</a>,  <a href="mailto:mira.aisa11@gmail.com">mira.aisa11@gmail.com</a></p>
<p><b>5. SEAMEO Secretariat</b>            Dr. Tinsiri Siribodhi            Deputy Director for Administration and Communication            SEAMEO Secretariat            Email: <a href="mailto:tinsiri@seameo.org">tinsiri@seameo.org</a></p>	

## Malaysian nominated universities

University	IRO Contact	Address	Semester
<b>Universiti Malaya (UM)</b>	<p>Darsham Daud Director International Student Centre Tel: +60-7967 7711 / +60-12-2021820 Fax: +60-3-7967 7710 <a href="mailto:darsham18@um.edu.my">darsham18@um.edu.my</a></p> <p>Mr. Nasarruddin Sulaiman Assistant Registrar International Student Centre Tel: +60-3-7967-7718 Email: <a href="mailto:nasarruddin@um.edu.my">nasarruddin@um.edu.my</a></p>	<p>International and Corporate Relations Office L Level, Chancellery Building University of Malaya 50603 Kuala Lumpur MALAYSIA Tel: +60-3-7967 7022 / +60-3-7967 3273 Fax: +60-3-7956 0027 <a href="mailto:icr@um.edu.my">icr@um.edu.my</a></p>	<p>First semester: Sep - Feb Second semester: Feb- Jun Third semester: Jun - Sep</p>
<b>Universiti Sains Malaysia (USM)</b>	<p>Mohd. Zulkarnain Bin Mohamad Tajulariffin Senior Assistant Registrar International Office Tel: +60-4-6532770 / +60-4-6532777 Fax: +60-4-6532781 <a href="mailto:zulkarnain@usm.my">zulkarnain@usm.my</a></p>	<p>Public Relations Office Universiti Sains Malaysia 11800 USM Pulau Pinang Malaysia Tel: +60-4-653 3888 Fax: +60-4-658 9666 <a href="mailto:pro@notes.usm.my">pro@notes.usm.my</a></p>	<p>First semester: Sep - Jan Second semester: Jan- Jun</p>