CHED MEMORANDUM ORDER
No. 16
Series of 2005

Subject: Implementing Rules and Regulations of CM No. 10, Series of 2005
titled “Institutional Monitoring and Evaluation for Quality Assurance of all Higher Education Institutions in the Philippines”

Pursuant to CM No. 10, Series of 2005, entitled “Institutional Monitoring and Evaluation for Quality Assurance of all Higher Education Institutions in the Philippines”, and by virtue of CEB Resolution No. 201-2005 dated April 25, 2005, the following Implementing Rules and Regulations are hereby promulgated:

SECTION I
RATIONALE

Quality assurance is fundamental in the pursuit of quality in higher education. It has a vital role in the existence of higher education institutions. It is focused on developing and managing educational programs and services, thus, enabling them to attain standards comparable to national, regional and international higher education.

Fostering, managing, and growing a quality learning environment through effective structuring and mechanisms require collaboration among policymakers, educators and other stakeholders. In addition, it fosters continuous improvement and shares best practices in delivering and improving educational provisions.

One of the mechanisms for the improvement of quality in higher education sector is institutional monitoring and evaluation, which is deemed complementary to accreditation. It looks at the effectiveness of an institution in its entirety, particularly the development of institutional systems that ensure the quality and standards of programs.

SECTION II
OBJECTIVES

For the effective implementation of the institutional monitoring and evaluation for Quality Assurance, the following objectives are hereby adopted:

1. Enhance institution’s capacity in designing, delivering, and managing programs and services;

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2. identify areas for reform and intervention along the key areas of governance and management, quality of teaching and learning, support for students, relations with the community, and management of resources;

3. ensure that quality learning outcomes are responsive to the changing needs and comparative to international standards;

4. provide accurate, up-to-date, and accessible information on performance of higher education institutions to enable stakeholders to make informed choices; and

5. provide the Commission with bases for policy options on higher education and informed decisions for development assistance and incentives to HEIs.

SECTION III

DEFINITION OF TERMS

The Commission takes on the following terminologies commonly used and anticipated in implementing a quality assurance system in higher education sectors in UK, Australia, USA, and Hong Kong. Likewise, definitions were derived from the output of the Quality Assurance Component on CHE/DA Organizational Development Project, the Quality Assurance of Higher Education in the Philippines 2004 that went through a series of consultations. These definitions are being adopted in the implementation of the quality assurance system in the country's higher education sector.

1. Quality Assurance System. A system whereby an institution is assured that its structures and mechanisms fulfill its mission, vision, and objectives. It is a system that employs flexibility for continuous improvements and regular monitoring on the effectiveness of internal academic management procedures and institutional arrangements.

2. Institutional Monitoring and Evaluation. An outcome-based and qualitative assessment of the overall strategic and operational management of the institution.


4. Outcomes-based Evaluation. Evaluation of the learning outcomes intended for student to achieve. These learning outcomes are translated to higher education qualifications that attest to skills that are transferable from the academic to the work environment and which contribute to national development.

5. Monitoring and Evaluation Framework. The monitoring and evaluation framework has five key initial areas within which judgments are being made about the performance of institutions. These include governance and management, quality of
teaching and learning, support for students, relations with the community and management of resources. Each key area has a number of indicators that are deemed appropriate to institutions having regard for the mission and stage of development of the institution.

6. **Point of Assessors.** A pool of experts in institutional review and assessment. These experts are identified by CHEd from the academic, industry, professional bodies and accrediting agencies. They are linked to longitudinally and objectively assess institutions based on self-evaluation document.

7. **Self-evaluation Document.** An instrument accomplished by an institution based on the contents of each of the key area areas in evaluating, in a constructively self-critical manner, its own performance vis-\-a-vis the criteria in the CHEd's monitoring and evaluation framework.

8. **Higher Education Institutions.** All public and private institutions providing and delivering higher education programs and services.

9. **Institutional Quality Assurance Management System (iQuAMS).** Arrangements, procedures or mechanisms developed by an institution to enable it to institute, effectively govern and efficiently manage quality programs and services.

### SECTION II
**COVERAGE AND FOCUS OF INSTITUTIONAL MONITORING AND EVALUATION**

Institutional monitoring and evaluation for Quality Assurance will focus on the outcomes and effectiveness of institutional processes; institutional systems for the design and delivery of programmes/services; and institutional systems for internal and continuous review and evaluation of the performance of the educational programmes/services.

Visits to higher education institutions without accredited programs will be prioritized in the monitoring and evaluation.

### SECTION V
**THE TECHNICAL WORKING GROUP AND TECHNICAL STAFF**

There is hereby created a Technical Working Group to be comprised of academic from private and public higher education institutions and faculties of the Commission on Higher Education, supported by technical staff from OMS.

### SECTION VI
**OPERATIONS HANDBOOK FOR THE MONITORING AND EVALUATION OF HIGHER EDUCATION INSTITUTIONS**

The Commission’s monitoring and evaluation teams will use an Operations Handbook. The Handbook sets out the monitoring and evaluation procedures and mechanisms to ensure
consistency of practice. The Regional Directors may issue implementing procedures provided that these are consistent with the overall procedures described in the

The Operations Handbook is accessible from the CHED website (http://www.ched.gov.ph) and may be used by institutions as base for peer review and
in setting up strengthening their own quality procedures and mechanisms.

**SECTION III**

**MANAGEMENT OF THE QUALITY AND STANDARDS OF PROGRAMS**

The Institutional Quality Assurance Management System (iQuAMS) or its equivalent shall be set up in each institution. The system shall include among others guidelines, procedures, program designs, considerations, and self-assessment procedures.

A document on “Management of the Quality and Standards of Programs” in addition to the Operating Handbook can be used by HEIs in designing delivering and/or monitoring programs and in setting up the iQuAMS. This document is also accessible from the CHED website.

**SECTION VIII**

**KEY OFFICES IN THE IMPLEMENTATION**

The monitoring and evaluation shall be implemented by the Commission through the Office of Programs and Standards (OPS) and the CHED Regional Offices (CHEDROs), and coordinated by the Office of the Executive Director. Technical working groups and panels of assessors/teams of reviewers shall be constituted to support project implementation.

**ARTICLE IX**

**BENEFITS**

The results of iQuAMS should enable higher education institutions (HEIs) to put in place their own Quality Assurance System and benefit from possible developmental assistance.

**SECTION X**

**REPEALING CLAUSE**

All rules, regulations and other provisions inconsistent with the provisions of this implementing guidelines are hereby repealed or modified accordingly.
SECTION XI
SEPARABILITY CLAUSE
If any part or provision of this CMO shall be held invalid, other provisions hereof which
are not affected thereby shall continue to be in full force and effect.

SECTION XII
EFFECTIVITY CLAUSE
This implementing guidelines shall take effect immediately upon its approval.

Pasig City, Philippines May 31, 2020

For the Commission:

CARLITO S. PUNO
Acting Chairman