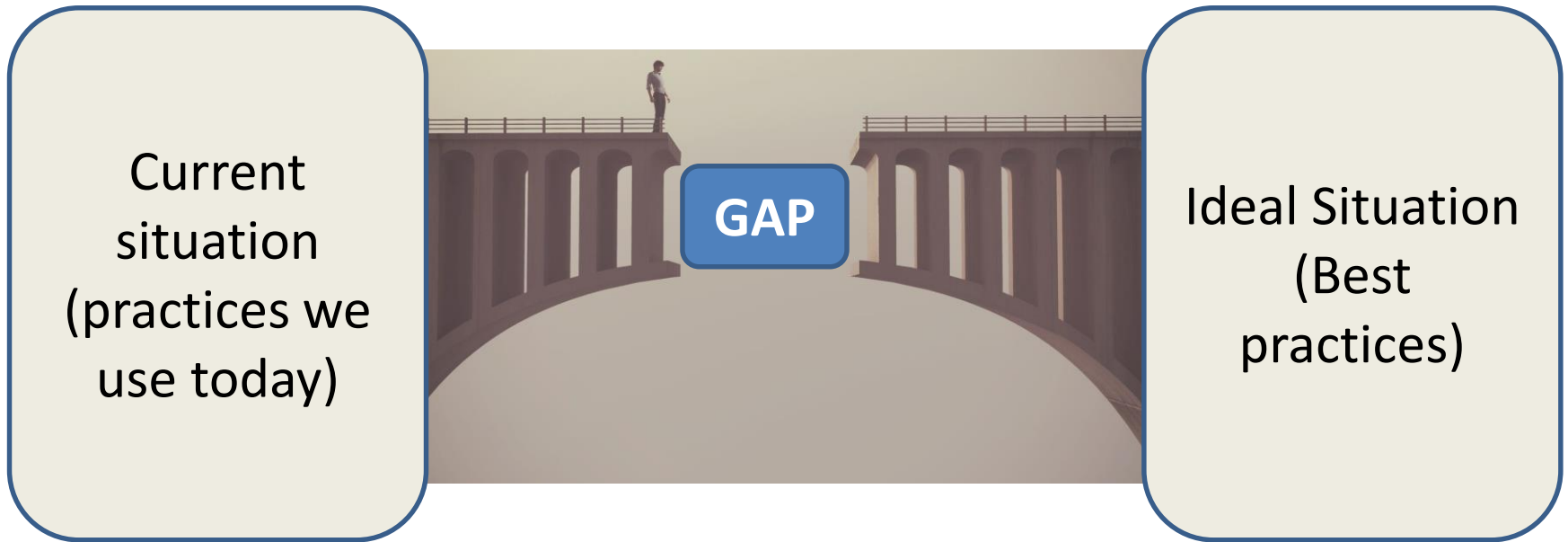


# Workshop Gap Analysis

# What is Gap Analysis?



**GAP Analysis:** identify the changes/improvements in practices we do today to reach a desired/target practice.

# Example: Hotel



Today



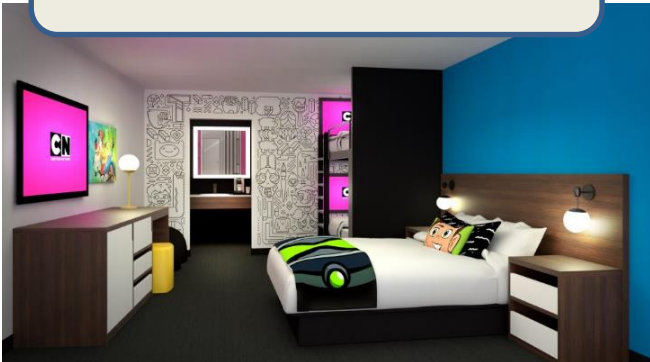
Ideal Situation  
(Best practices)



# Example: Hotel



Today



## In-Room Amenities

- 50% rooms have electric safe
- Full-length mirror
- Flat-screen TV with Thai channels
- Wi-Fi
- One spa treatments



Ideal Situation  
(Best practices)

## In-Room Amenities

- Electric safe
- Laundry bags
- Full-length mirror with lighting
- Flat-screen TV with international programming
- Stocked mini bar
- Selection of daily newspapers
- Wi-Fi
- At least four types of spa treatments

# Example: Hotel

Today

## In-Room Amenities

- 50% rooms have electric safe
- Full-length mirror
- Flat-screen TV with Thai channels
- Wi-Fi
- One spa treatments

Ideal Situation  
(Best practices)

## In-Room Amenities

- Electric safe
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- Selection of daily newspapers
- Wi-Fi
- At least four types of spa treatments

GAP?

## GAP

- 50% rooms **need** electric safe
- Full-length mirror (**need lighting**)
- **Get** international channels
- **Build** 3 spa treatments
- **Buy** Laundry bag + mini bar + newspapers

# Now that we have the **GAP**...

## GAP

- 50% rooms **need** electric safe
- Full-length mirror (**need lighting**)
- **Get** international channels
- **Build** 3 spa treatments
- **Buy** Laundry bag + mini bar + newspapers

...need to do an **Action Plan**

What are we going to do?	How will we do it?	Who is involved?	When start?	When Finish?	How will we check outcome?

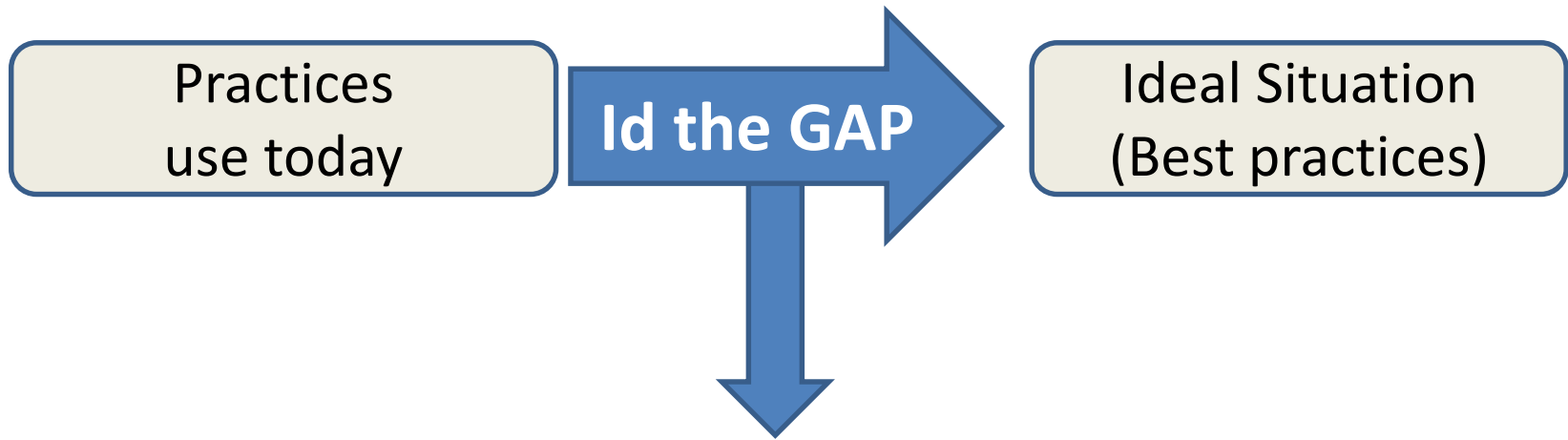
# Now that we have the **GAP**...

- 50% rooms **need** electric safe
- Full-length mirror (**need lighting**)
- **Get** international channels
- **Build** 3 spa treatments
- **Buy** Laundry bag + mini bar + newspapers

...need to do an **Action Plan**

What are we going to do?	How will we do it?	Who is involved?	When start?	When Finish?	How will we check outcome?
Build 3 spa treatments	Phase 1 -Hire contractor Plan building -ask for loan -build the location Phase 2 -Hire manager and staff	Hotel manager  Contract company  Local gov	March , 2020	Dec, 2022	- Quality check of spa treatments - Inspection by hotel certifiers - Others

# In summary



Action Plan to bridge the gap (may include)

What are we going to do?	How will we do it?	Who is involved?	When start?	When Finish?	How will we check outcome?
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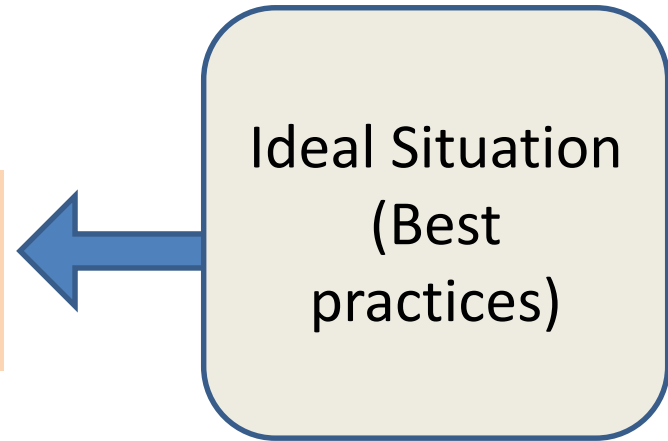


# Gap Analysis in QA

- **In a nutshell:**

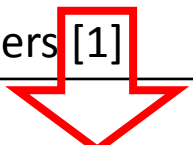
1. Build an ideal situation (Best practices)
2. Describe practice/actions we do today
3. Identify the GAP
4. Make an action plan

To build ideal situation need  
to **understand** criteria



## Example: Criteria 4.1 (pg 22)

4	Teaching and learning approach	1	2	3	4	5	6	7
4.1	The educational philosophy is well articulated and communicated to all stakeholders [1]							



**1.** The **teaching and learning approach** is often dictated by the educational philosophy of the university. Educational philosophy can be defined as a set of related **beliefs that influences what and how students should be taught**. It defines the purpose of education, the roles of teachers and students, and **what should be taught and by what methods**.



**Evidence needed (Example in pg 24)**

**1. Educational Philosophy**

# Example: Criteria 4.1

Today

- Don't have an educational philosophy

**GAP?**

**GAP**

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. **Establish a system that will help**  
— \_\_\_\_\_  
— \_\_\_\_\_

Ideal Situation  
(Best practices)

- Have an educational philosophy that is:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

- System that updates educational philosophy

\_\_\_\_\_

# Now that we have the **GAP**...

1. Establish an educational philosophy for MJU that is clear and useful for all faculties in MJU
2. Establish a system that will help
  - Communicate educational philosophy
  - update the educational philosophy

...need to do an **Action Plan**

What are we going to do?	How will we do it?	Who is involved?	When start?	When Finish?	How will we check outcome?
<b>1. Establish an edu. philosophy for MJU</b>	<ul style="list-style-type: none"><li>• Development of a draft at university academic board</li><li>• Receive feedback from Faculties</li><li>• Make changes according to feedback</li><li>• Final approval by university board</li></ul>	Deans of faculties University board	March 2020	July 2020	<ul style="list-style-type: none"><li>- QA assessment at institutional level</li><li>- Feedback from individual QA programme assessment</li></ul>

# Gap Analysis in QA

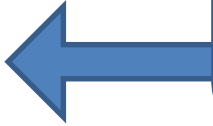
- To start the Gap Analysis need to
  1. Build an ideal situation (Best practices)
  2. Describe practice/actions we do today
  3. Identify the GAP
  4. Make an action plan

# Brainstorm!

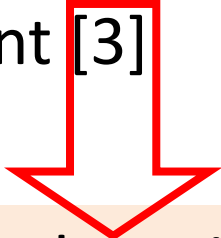
**What would be the best practices that will help fulfill criteria 11.5?**

To build ideal situation need to understand criteria

1. Build an Ideal Situation  
(Best practices)



- 11.5 The satisfaction levels of stakeholders are established, monitored and benchmarked for improvement [3]



**[3]** Satisfaction levels of staff, students, alumni, employers, etc. are established, monitored and benchmarked; and that they are satisfied with the quality of the programme and its graduates

# Brainstorm!

**What would be the best practices that will help fulfill criteria 11.5?**

Ideal Situation  
(Best practices)



# Gap Analysis in QA

- To start the Gap Analysis need to

1. Build an ideal situation (Best practices)



2. Describe practice/actions we do today



3. Identify the GAP

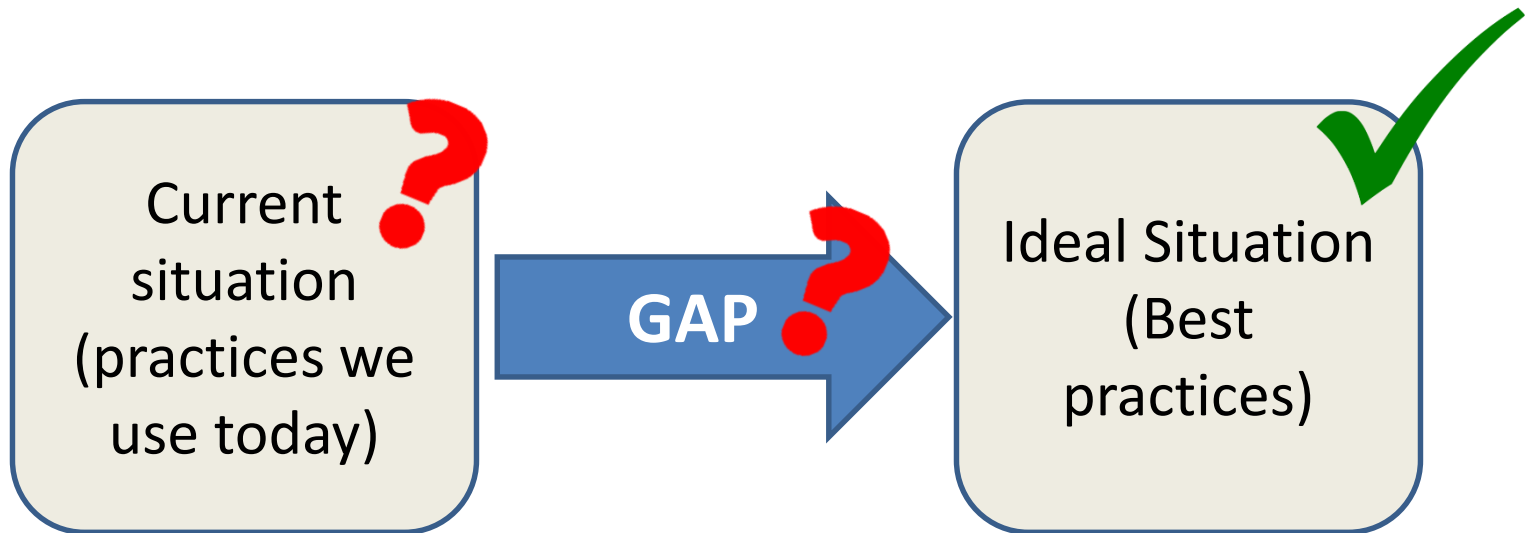


4. Make an action plan



- Group work → do steps 2, 3 and 4
- Present your work

# Group work



Action Plan to bridge the gap ?

What are we going to do?	How will we do it?	Who is involved?	When start?	When Finish?	How will we check outcome?
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Practices today

Ideal Situation  
(Best practices)

**GAP?**

**GAP**

# Action Plan

What are we going to do?	How will we do it?	Who is involved?	When start?	When Finish?	How will we check outcome?