Criterion 4:   Internal Quality Assurance System
Is a systematic approach to internal quality assurance and improvement established and functioning in collaboration with the other participating institutions?

Examples of good practice

a) Internal quality-assurance system

- Feedback from students is periodically gathered (by student questionnaires, interviews, and participation in review committees).
- A program review is carried out based on an analysis of information gathered on learning progress and learning outcomes achieved.
- An external review (including an advisory committee) is conducted periodically in collaboration with the participating institutions.
- The program is incorporated within the institution's overall quality assurance mechanism. The program is included in the institution's self-assessment and certification processes and integrated into its quality assurance system.
- The program is widely recognized by the public as a result of information published and disseminated by the institution. Information on the program contents, student learning outcomes and teaching effects is appropriately issued.

b) Improved practices and future plan

- The review results are shared across participating institutions and used to make program improvements.
- The review results are checked by the institution's internal divisions of international affairs, quality assurance, and student support, and necessary measures are taken on the institutional level.
- The collaborative program is intended to advance the institution's internationalization and impact of its educational activities, thus exerting a campus-wide positive influence.
- The institution considers measures for sustaining the program even after public funding has ended.

Rubric for Analyzing the Quality Level

	Descriptions
Needs Improvement	• A program review has not been carried out, nor is information on student feedback and learning outcomes available. • The program is reviewed; however, the results are rarely used by the participating institutions.
Average	• An internal review of the program is carried out based on information gained from student feedback (including a learning survey) and learning outcomes. Program-related information is adequately disseminated. • The review results are conveyed to related divisions within the institution and to the participating institutions, and are used to take appropriate actions.
Advanced	• The institution elicits student views through in-depth interviews and analyzes their learning outcomes. Conducting a review in cooperation with partner institutions, issue awareness is shared with them. An external review is carried out, with recommendations applied to making improvements. • Based on the review results, the participating institutions work together to draft a plan for improving the program, which is provided to related divisions in the institution. Feedback is provided by those divisions. Some effects of the program's implementation are seen in students who don't participate in it. The institution considers a plan for sustaining the program.
Highly Advanced	• The institution conducts a variety of analyses jointly with its partner institutions, including in-depth exchanges of views with students, analyzing the measurement results of learning outcomes, and benchmark comparisons with other institutions. The relationship between learning outcomes and student experiences is analyzed; issues are clarified and an awareness of them shared. An effective review methodology is established, and external experts (including experts from overseas) specialized in international education and students are invited to participate in the review committee, which issues recommendations. • A systematic process for using the review results to make program improvements has been developed by the participating institutions, and put into practice for solving issues. Improvement measures are taken at the institutional level in collaboration with the related divisions. All students, including those who don't participate, are positively influenced by the campus-wide internationalization engendered by the program. The institution establishes a system for sustaining the program, and schedules periodic reviews of it.