

SEEKING HIGHT EDUCATION QUALITY VIA UNIVERSITY OF WISCONSIN

Last week, nearly 200 university and college presidents and academic directors nation-wide, along with more than 650 Tamkang faculty members, participated two conferences that aimed at improving university' s quality. University founder Dr. Clement C. P. Chang and Present Dr. Horng-jinh Chang, taking University of Wisconsin-Stout, USA, Tamkang, and Yuan Ze University as examples, shared with the participants the experience of practicing TOM, a program that aimed at enhancing university' s quality.

650 Tamkang faculty members took part in the "Quality Management Conference" last Monday and the "Higher Education Quality Improvement Conference" last Wednesday. Keynote speakers for the conferences included Dr. Charles W. Sorensen, President of University of Wisconsin-Stout (" The Pursue of Quality Prize"), and Dr. Julie Furst-Bowe, Vice-President of University of Wisconsin-Stout ("The Promotion of Quality in Academic and Administrative Units"). Also, Dr. S. H. Chang, President of Yuan Ze University, which won the Quality Prize, and Dr. Flora C. I. Chang, Vice-President for Administrative Affairs of Tamkang University, shared their experience of TOM program. Dr. C. L. Chang, Academic Director at Ming Hsin College of Science & Technology, and T. P. Hung, Director of Academic Affairs of the Open University of Kaohsiung, expressed their interests in such a program.

Fonder Dr. Chang explained that TOM theory was first practiced by the Japanese and has gained great benefit, although American scholars invented the theory. Since 1990, TOM has been widely practiced by universities and companies. Founder Dr. Chang applied TOM theory at Tamkang, enhancing its teaching, research, and administration qualities. Its successful experience has won its reputation and been high recognized by many evaluators.

President Dr. Charles W. Sorensen indicated that University of Wisconsin-Stout was the first university which won the American 馬康包立治 National Quality Prize. The University concerned about customers. Nearly 90 % of employed agreed that all graduates from the University were well-prepared for the job market. Through multiple programs such as working environment surveys and learning programs, the University made efforts on decreasing the complaints, which has drastically dropped from 25 to 1, and increase significantly the satisfactory rate. Taking his University as an example, he encouraged Tamkang for the Prize and believed Tamkang will win it eventually.

Vice-President Dr. Julie Furst-Bowe expressed that the University not only placed emphasis on opinion poll, but it also spent money on education to satisfy students' need. Based on the principle of gender-equality, the University concerned about female staff. The University always appreciated suggestions made by faculty and staff and attempted to reach an agreement with them. Yuan Ze University President Dr. Chan indicated that with the educational goals of "Excellence, Practice, Perspective, and Harmony," Yuan Ze University has become Taiwan's first University recognized by ISO9001、ISO14001 and OHSAS18001. Characterized as "Green Technology and Management" and "Informational Society," the TOM program at Yuan Ze University aims at making the University as a new model for Asia's universities. Dean of College of Technology Dr. Hsu further explained that the fundamental spirit of TOM lies the participation of all university faculty and staff, continuous improvement, and customer's satisfaction. Through PDCA, a cycling whole process management, TOM will also help enhance the quality of higher education.

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