



# ACURLO RIV-A

Association of College and University Registrars and Liaison Officers Region IV-A Inc.

## **BENCHMARKING IN TAIWAN**

**Fu Jen Catholic University (FJU)**

**Ming Chuan University (MCU)**

# BENCHMARKING



**Benchmarking** is the “continuous systematic process of evaluating products, services, and work processes of organizations that are recognized as representing best practice for the purpose of organizational improvement.”

*-Spendolini, 1992*



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# TYPES OF BENCHMARKING

**01**

**Internal: making comparisons within an organization**

**02**

**Competitive: examines performance against peer or competitor institutions**

**03**

**Functional: looking at high performing processes across the institutions**

**04**

**Generic: looks at institutions outside of one's field/industry**



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# WHAT CAN BENCHMARKING DO?



- ✓ **Improve quality of services through exposure to best practices**
- ✓ **Demonstrate affordability**
- ✓ **Develop strategic plans**
- ✓ **Formulate policy**
- ✓ **Aid in making decisions**



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# WHAT ARE BEST PRACTICES?

**“ Best practices are typically the finest examples of process, program delivery, or methods in a given area that produce the highest known quality outcomes. ”**



-Palomba & Banta, 1999



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# SCHOOLS VISITED FOR BENCHMARKING



**Fu Jen Catholic University (FJU)**

New Taipei City, Taiwan



**Ming Chuan University (MCU)**

Shilin District, Taipei, Taiwan

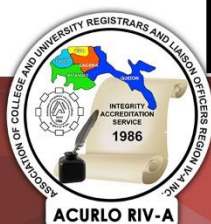


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# FU JEN CATHOLIC UNIVERSITY



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# FU JEN CATHOLIC UNIVERSITY

## FU JEN CATHOLIC INTERNATIONAL OFFICE

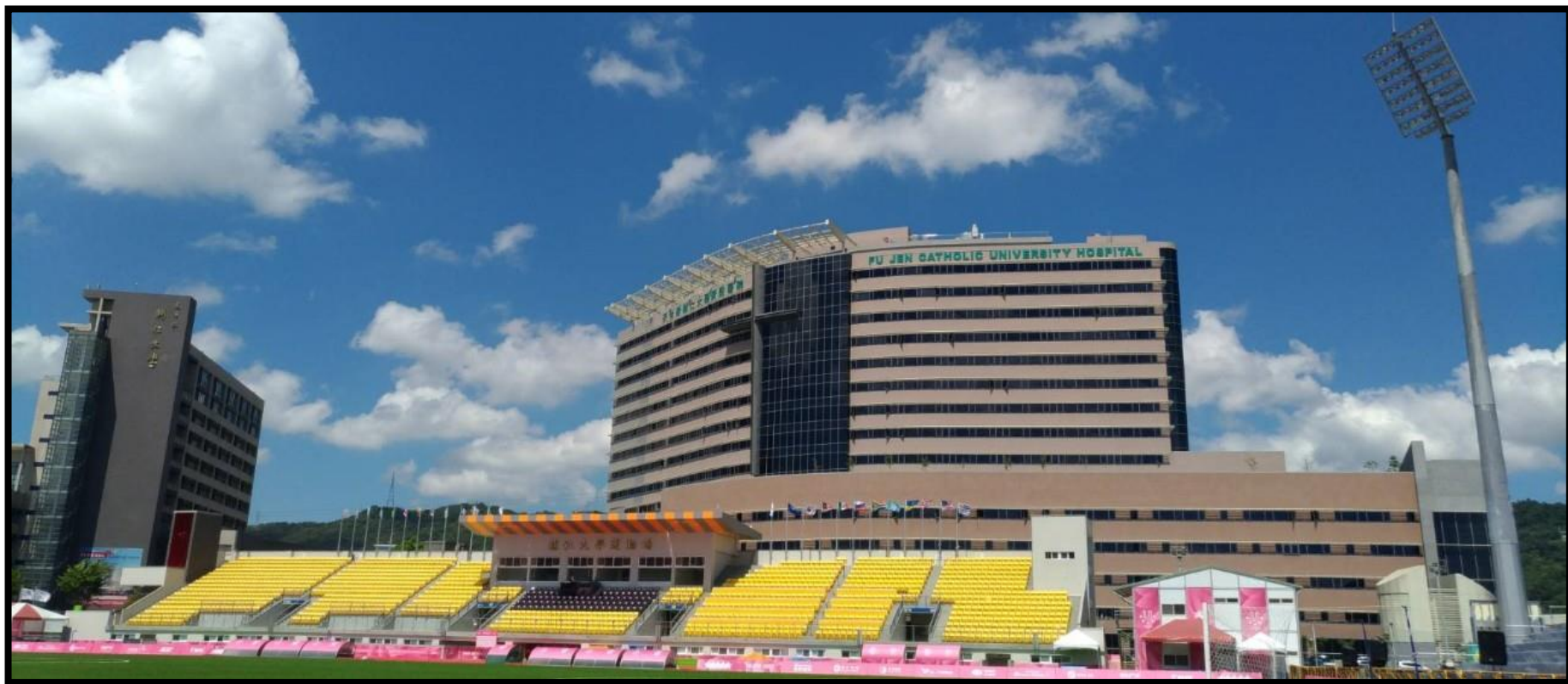


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# FU JEN CATHOLIC UNIVERSITY



## FU JEN CATHOLIC UNIVERSITY HOSPITAL



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# FU JEN CATHOLIC UNIVERSITY

1

**FJU is a top private university in New Taipei, Taiwan**

2

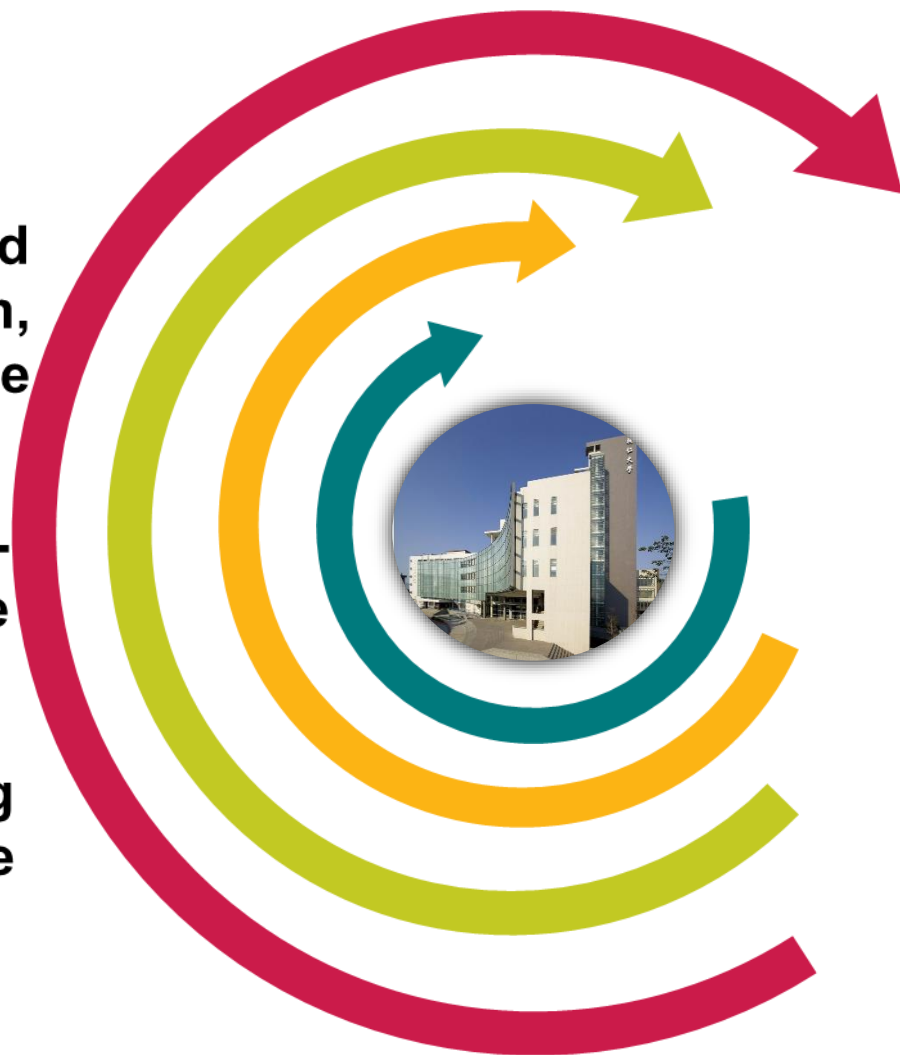
**The Fu Jen campus is served by Fu Jen University Station, a metro station named after the university**

3

**Oldest Catholic and Jesuit-affiliated university in the Chinese-speaking world**

4

**It was founded in 1925 in Beijing by the Benedictines under the name Fu Jen Academy**



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# FU JEN CATHOLIC UNIVERSITY

- 1 The university has been ranked as top **100** in Asia and top **500** in arts and humanities worldwide
- 2 The University has always been ranked in the **QS World University Rankings** and Times **Higher Education World University Rankings**, which is among the first (10%) in the whole country.
- 3 Fu Jen is the **5th best ranked business school**.
- 4 **Top 8 best colleges** in alumni employment and the second largest university in the number of students.
- 5 Has established **sister-school relationships** with more than 400 universities worldwide

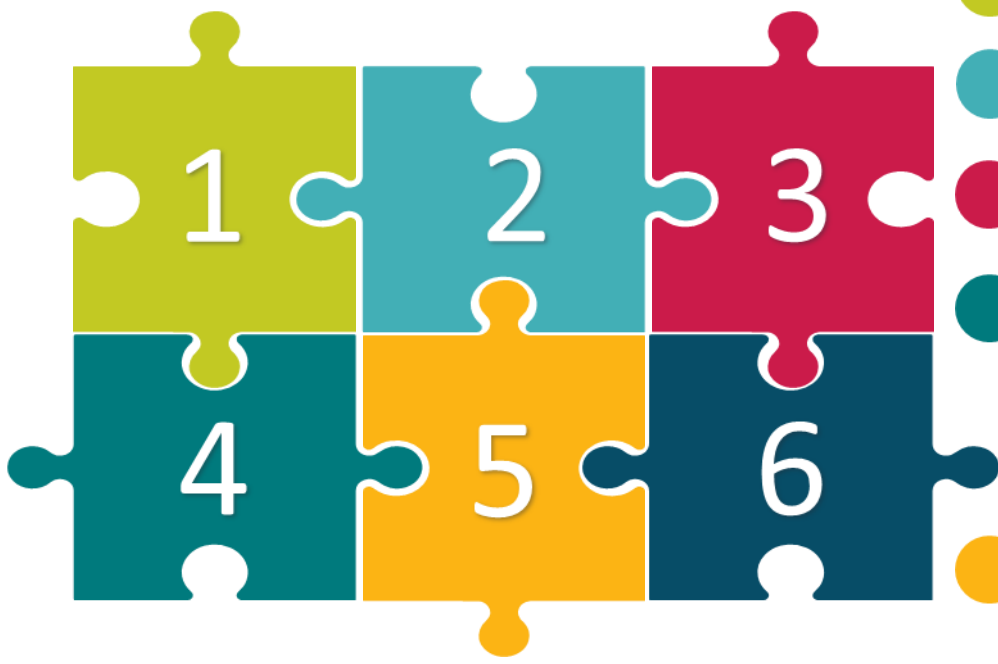


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# FJCU- OFFICE OF ACADEMIC AFFAIRS

The Office is divided into the following six administrative sections:

- 
- 1 Registrar
  - 2 Curriculum Division
  - 3 Admissions Office
  - 4 Faculty Development and Instructional Resources Center
  - 5 Foreign Language Resource Center for Teaching and Learning
  - 6 Creative Design Center



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# FJCU - REGISTRAR

The Registrar provides the following services:

**01** Overseeing student enrollment

**02** Managing student registration

**03** Processing applications to defer admission



**06** Processing applications to change majors

**05** Handling course waivers and credit transfers

**04** Issuing Student ID cards



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# FJCU - REGISTRAR


The Registrar provides the following services:




Processing applications to enroll in credit programs




Processing leaves of absence, withdrawal from studies, expulsion, or transfer to another university



Making changes to names or dates of birth in university records



Producing and awarding certificates and degrees



Managing the Automated Service System (students can request for Transcripts through this machine)



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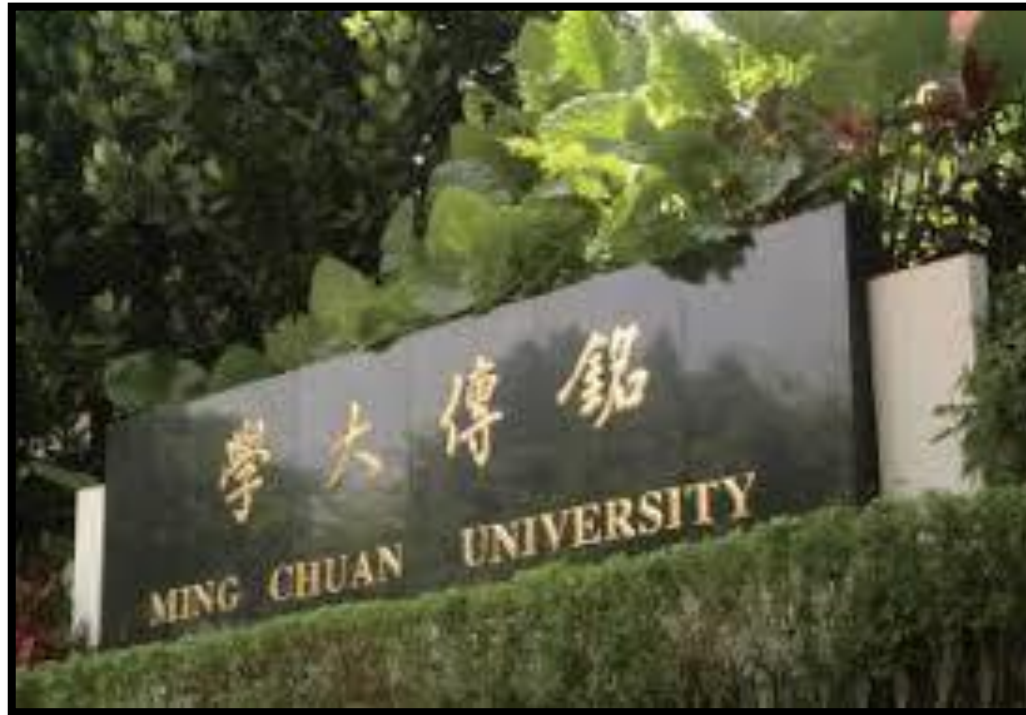
# MING CHUAN UNIVERSITY



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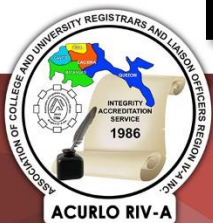
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# MING CHUAN UNIVERSITY (MCU)

is a private university in Shilin District, Taipei, Taiwan, accredited in the United States of America

it was founded by Pao Teh-Ming and her husband Lee Ying-Chao.

ranked 301+ in QS Top 400 Asia Universities Ranking 2012/2013

positioned 801+ in 2017 by Times Higher Education ranking.



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# MING CHUAN UNIVERSITY (MCU)

01

The university was named after the progressive Qing Dynasty governor of Taiwan Liu Mingchuan

02

Known as the forerunner of women's education in Taiwan

**MCU has created an international learning environment, expanding the worldview of faculty and students**



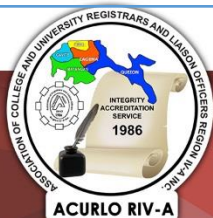
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# UNIVERSITY INFORMATION

General Information	FU JEN Catholic University	Ming Chuan University
Organization type	Private	Private
Established	1925	1957
Teachers	1,137	1,499
Students	26,984	19,999
Academic calendar	Semesters	Semesters
World ranking	776	1094
Country ranking	16	22
Webometrics Ranking	554	715



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# BEST PRACTICES

Network teaching allows students to learn without requiring time- and space-constrained interaction between the faculty members and students, which is a huge challenge of the traditional teaching mode



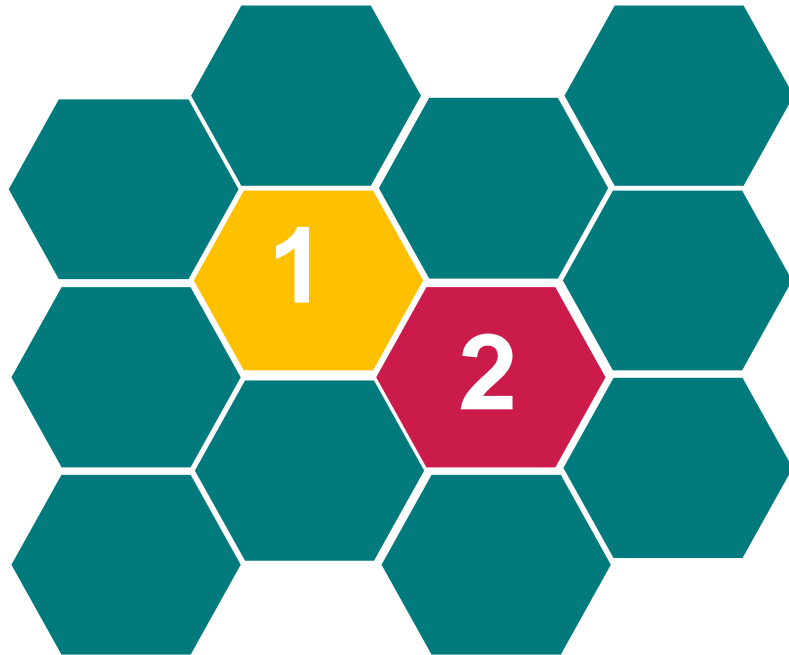
To encourage multi-faced teaching and learning, the university has established a complete e-learning environment



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# Proficiency Based Graduation Requirements



1

To improve students' competencies in Service-Learning, Information Technology, Sports, English and Chinese abilities, as well as professional competencies the **Proficiency-Based graduation requirements is implemented**

2

Students who fail are required to enroll in specified remedial classes to attain graduation eligibility



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# Procedure for Student Grades Correction



01

If students have question, they should apply for rescoring within two weeks after the grades are posted

02

Faculty should provide relevant proof and the case must be passed by the Dept/Grad Program/School Affairs and Academic Affairs Committee. The grades will be amended/corrected after being reported to and approved by the President.



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## BEST PRACTICES

# Course Auditing for Students

01

Enrolled students can apply to audit any course offered

02

Auditing students should sit behind the regularly-enrolled students

03

Audit attendance record is not equivalent to taking a course.



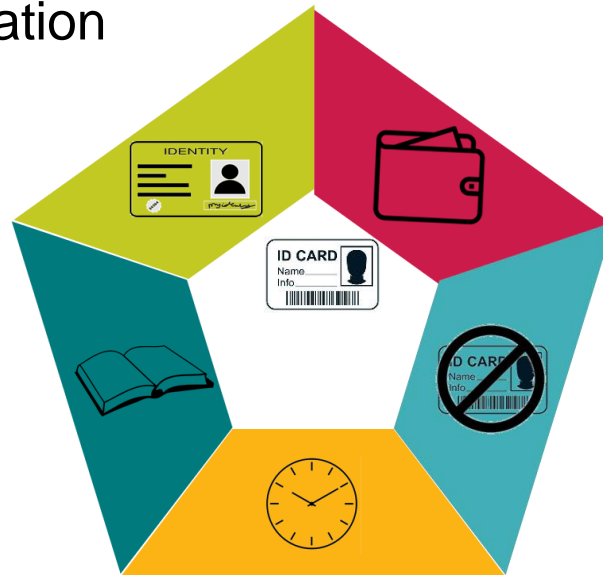
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# USE OF DIGITAL ID CARD

Student Identification

Library Loans



E-wallet

(will be used to buy from stores with discount rates)

ID Card will be invalid upon graduating, study leave or withdrawal and will be converted to Unregistered Adult Card. i.e. they can still use the functions of the card but w/o discount rate to stores

Curfew Management



*Started the use of digital ID card last AY 2017-2018*

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# Facility-Automated Document [Application Payment] Machine



- Located at Tapei Campus, Examination Center (E101); Taoyuan Campus at Academic Affairs Section
- Pay and retrieve TORs, Chinese Certification of Enrollment and temporary student ID directly from the machine within 30 seconds.

# STUDENT LOAN APPLICATION

**01** The University has contracted a local bank to finance student loans

**02** A maximum Student Loan Sum has been stipulated subject to bank's documentary requirements

**03** An online facility for Student Loan System is being used by students who want to apply for loan



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# CREDITS / GRADES

**Courses are defined by credits; 18 hours of class meeting constitutes one credit**

**Course grades are calculated on a percentage basis, with 100% as the highest score**

**Passing grade for undergraduate is 60% and 70% for graduate students**



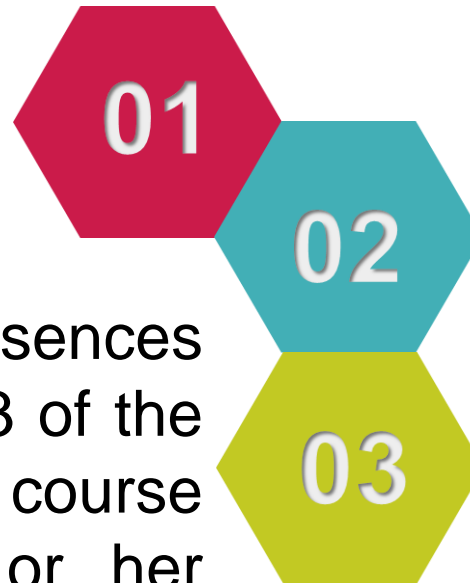
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# ALLOWABLE ABSENCES

Allowable absences is  $\frac{1}{3}$  of the total class hours or 33.33%

When a student's absences from class exceed  $\frac{1}{3}$  of the total class hours for a course in a semester, his or her semester grade of that course will be zero



Students who have accumulated credits for failed courses up to  $\frac{2}{3}$  of the total credits required for a semester will be expelled from the University



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## BEST PRACTICES

# LEAVE OF ABSENCE

**01** Students who take 1 year LOA and who do not apply for re-admission at the end of the leave will be expelled from the University



**02** Students are re-admitted after the LOA should resume their studies from the sem that they left, but if they resume from the semester they left previously, the grades that they earned during the semester before they leave will not be counted.

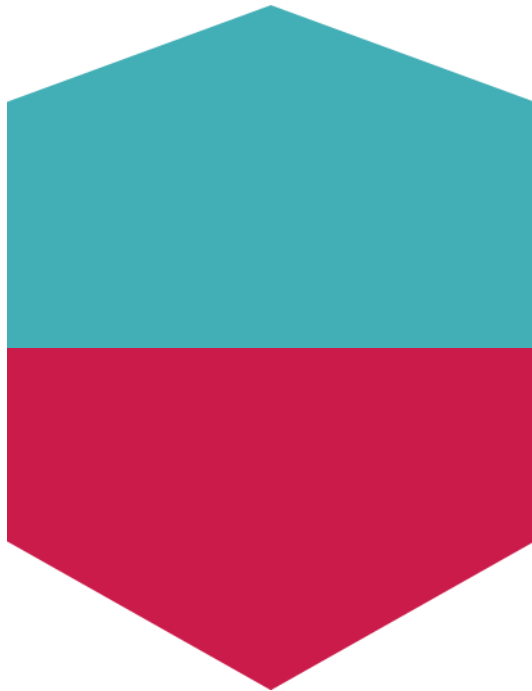


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## BEST PRACTICES

# STUDENT RECORDS



Student records including students' names, sexes and birthdays will be based on the information recorded in their National ID cards.

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For foreign students, their resident certificates will be referred to for their personal information



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## BEST PRACTICES

# STUDENT RECORDS



Students' enrollment records, including their program of study, academic level and academic performance, as well as information regarding their registration, LOA, transfer history and withdrawal, will be based on the yearly student lists and all other student enrollment and performance records kept by the Office of Academic Affairs



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## BEST PRACTICES

# STUDENT RECORDS



1

When current students and alumni apply to have their names or birthdays changed, they should enclose related documents issued by the household registration office along with their application to the Office of Academic Affairs.

2

Students' degrees and diplomas will be rectified and stamped with the University seal.




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## BEST PRACTICES

# STUDENT RECORDS



When foreign students request to have their personal information rectified by the University, they should provide the University with corrected information in their resident certificates



Course instructors should keep all other forms of student evaluation until a month later after the following semester begins. Student records, including enrollment status and grades, will be well documented and kept permanently by the Office of Academic Affairs

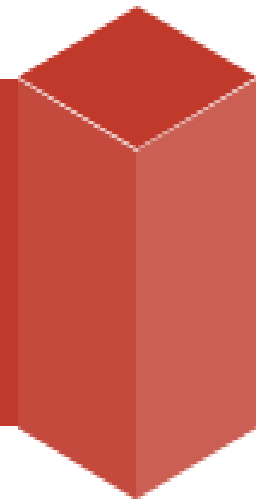


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## BEST PRACTICES

# STUDENT RECORDS

Only the students and their parents or legal guardians can have access to these records. Without approval of the related parties, these records cannot be presented to others



Students' course registration data will be kept for one year after they leave school. These data will be destroyed after the one-year deadline



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## BEST PRACTICES

# STUDENT RECORDS

Student representatives should be present in meetings that examine the creation, supplementation, amendment, cancellation, and abolition of regulations that concern students' learning at the University

Issues that are not covered in the Policies will be examined and handled in accordance with related education laws and University regulations



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## BEST PRACTICES

# STUDENT RECORDS

01

The Policies have been passed by the University Council and will be promulgated and implemented upon approval by the President

02

They will also be presented to the Ministry of Education for reference

03

The same procedure will be followed for each amendment



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## BEST PRACTICES

# BENCHMARKING NOTES

**1** Just like other institutions in the Philippines, majority of the policies and guidelines of FJU and MCU are almost the same with us

**2** As observed, the Registrar's operations were already in place and are being implemented and monitored in compliance with the processes, policies and guidelines established and approved by the President and the Ministry of Education.



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# BENCHMARKING NOTES



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