

BIBLIOGRAPHY

- ALDERMAN, G. 1996.** *Quality Assessment in England: a worm in the bud?*
Paper presented at the 8th International Conference on Assessing Quality in Higher Education at the Pan Pacific Hotel, Gold Coast, Australia from 14 – 16 July 1996.
- ALT, H. 1999.** *Comparative Higher Education study on Quality Assurance of Higher Education: Australian Comparative Higher Education studies Quality Assurance and self-evaluation in selected countries.*
Bloemfontein: URHE.
- ALTBACH, P.G. & BERDAHL, R.O. (eds). 1981.** *Higher Education in American Society.* New York: Prometheus Books.
- ALTBRECHT, K. 1993.** *The Only thing that Matters.* New York: Harper Business.
- APPELBY, A. 1999.** *Benchmarking Theory – A Framework for the Business World as a context for its Application in Higher Education.* In: Smith, H.I., Armstrong, M. & Brown, S. *Benchmarking and Threshold Standards in Higher Education.* London: Kogan Page.
- AVIRAM, O. 1993.** *Appearance and Reality in a Stressful Educational Setting: Practices Inhibiting School Effectiveness in an Israeli Boarding School.* *Qualitative Studies in Education*, 6(1):33-48.
- AXLAND, S. 1992.** *A Higher Degree of Quality.* *Quality Progress*, pp. 41-42.

- BADAT, S., BARENDS, Z. & WOLPE, H. 1995.** *The Post-Secondary Education System: Towards Policy Formulation for Equality and Development.* Cape Town: EPU/University of the Western Cape.
- BALAIN, E.S. 1982.** *How to design, analyze and write doctoral research. The Practical Guidebook.* Langham: University of America.
- BALL, C. 1985.** *What the hell is quality?* In *Fitness for Purpose – Essays in Higher Education.* Guildford: SRHE and NFER/Nelson.
- BANK, J. 1992.** *The Essence of Total Quality Management.* London: Prentice-Hall International.
- BARGH, C., SCOTT, P. & SMITH, D. 1996.** *Governing Universities. Changing the Culture?* Bristol, PA: SRHE.
- BARNETT, R. 1996.** *The evaluation of the higher education system in the United Kingdom.* In: Cowen, R. (ed) *The evaluation of higher education systems.* London: Kogan Page.
- BARNETT, R., 1995.** *Improving Higher Education: Total Quality Care.* Buckingham: SRHE/Open University Press
- BARRY, T.J.J. 1991.** *Management excellence through quality.* Milwaukee, Wisconsin: ASOC Quality Process.
- BEAVIS, A.K.K. 1995.** *An attempt to implement TQM: a principal reflects.* *The Practising Administrator*, 17:4-6, 22, 23.
- BECKFORD, J. 1998.** *Quality: A Critical Introduction.* London: Routledge.

- BEHR, A.L. 1984.** *New perspectives in South African Education* (2nd ed). Durban: Butterworths.
- BEMOWSKI, K. 1991 (Oct.).** *Restoring the Pillars of Higher Education*. Quality Progress, pp 37-42.
- BENDELL, T. 1989.** *The Quality Gurus: What can they do for your company?* London: Department of Trade and Industry.
- BERDAHL, R.O., MOODIE, G.C. & SPITZBERG I.J. Jr. 1991.** *Quality and Access in Higher Education. Comparing Britain and the United States*. Society for Research into Higher Education : London: Open University Press (SRHE / OUP).
- BERGMANN, B.R. 1991.** *Bloated Administration, Blighted Campuses*. Academe. Nov–Dec: 12–16.
- BEST, J.W. 1981.** *Research in Education*. New Jersey, Englewood Cliffs: Prentice-Hall.
- BILLING, D. 1998.** *Quality Management and Organisational Structure in Higher Education*. *Journal of Higher Education Policy and Management* 20 (2): 139–159.
- BIRNBAUM, R. 1988.** *The Latent organizational Functions of the Academic Senate: Why senates don't work but won't go away*. San Diego, California: National Centre for Post secondary Governance and Finance.
- BITZER, E.M. & MALHERBE, W.S. 1995.** *Internal Quality Assurance in university teaching: A case study*. *Quality in Higher Education* 1 (1); 49–58.

- BLANKSTEIN, A.M. 1996.** *Eight reasons TQM can't work.* Contemporary Education, 67:65-68.
- BLOOM, A. 1987.** *The Closing of the American Mind.* New York: Simon and Schuster.
- BORG, W.R. & GALL, M.D. 1989.** *Educational Research: An Introduction.* New York.: Longman.
- BRENNAN, J., DE VRIES, P & WILLIAMS, R (eds). 1997.** *Standards and quality in Higher Education.* Bristol, MA: Jessica Kingsley Publishers.
- BRENNAN, J., EL-KHAWAS, E. & SHAH, T. 1994.** *Peer review and the Assessment of Higher Quality: An International Perspective* (Higher Education Report no. 3). London: Quality Support Centre.
- BUNTING, I.A. 1994.** *Higher Education in South Africa: A Legacy of Inequality.* Cape Town: UCT Press.
- BUNTING, I.A. 1995.** *Funding of Universities in South Africa.* University of Cape Town.
- BURKE, R. 2000.** *Project Management: Planning and Control Techniques* (3rd ed.). Cape Town: Promatec International.
- CANDY, P. & MACONACHIE, D. 1997.** *Quality Assurance in Australian Higher Education: A recent history and commentary.* In: Strydom, A.H.; Lategan, L.O.K. & Muller, A. 1997. *Enhancing Institutional Self-evaluation and Quality in South African Higher Education: National and International Perspectives.* Bloemfontein: URHE.

- CAROLUS, C. 1995.** *The Current Crisis in Higher Education Financing.* Higher Education Finance Conference, 27-29 January, Midrand. pp. 1-16.
- CASSELL, C. & SYMON, G. (eds.).** *Qualitative Methods in Organizational Research: A Practical Guide.* London: Sage.
- CENTRE FOR HIGHER EDUCATION TRANSFORMATION. 2001.** *Report on Institutional Forums National Conference.* Pretoria: CHET/DoE.
- CHAFFEE, E. & SHERR, L. 1992.** *Quality : Transforming Post secondary Education.* ASHE – ERIC Higher Education Report 3: 14 – 20.
- CHE / IHEQC 2000.** *Evaluation of SERTEC and the QPU,* Pretoria.
- CLOETE, N. & BUNTING, I. A. 2000.** *Higher Education Transformation: Assessing Performance in South Africa.* Centre for Higher Education Transformation. Parow: CTP Book Printers.
- CLOETE, N., KULATI, T. & PHALA, M. 2000.** *Leadership and Institutional Change in Higher Education* (Paper from a CHET seminar in Gordon's Bay, South Africa 16- 19 May 1999). Pretoria: CHET / TELP / USAID.
- COMMITTEE FOR QUALITY ASSURANCE IN HIGHER EDUCATION. 1995.** Report on 1995 Quality reviews (2 vols) Canberra: AGPS.
- CORDEIRO, P.A., & CARSPECKEN, P.F. 1993.** *How a Minority of the Minority Succeed: A Case Study of Twenty Hispanic Achievers.* *Qualitative Studies in Education*, 6(4):277-290.
- CROSBY, P. 1984.** *Quality Without Tears.* New York: McGraw-Hill.

CROSBY, P.B. 1996. *Quality is Still Free: Making Certain in Uncertain Times.* New York: McGraw-Hill.

D'ANDRADE, R.G. 1992. *Afterword.* In R.G. D'Andrade and C. Strauss (eds.), *Human Motives and Cultural Models.* Cambridge, England: Cambridge University Press.

DAVIES, S. 1989. *The Martin Committee and the Binary Policy of Higher Education in Australia.* Melbourne: Ashwood House.

DE VRIES, P. 1997. *Self-assessment within the quality assessment process: a Critical perspective.* In: Radford, J., Raaheim, K., de Vries, .P & Williams, R. (Eds) *Quantity and Quality in higher education.* (Higher Education Policy Series 40). London: Jessica Kingsley.

DEMING, W.E. 1986. *Out of the Crisis.* Cambridge: The Press Syndicate.

DENZIN, N.K., & LINCOLN, Y.S. (eds). 1994. *Handbook of Qualitative Research.* Thousand Oaks, Calif.: Sage.

DEPARTMENT OF EDUCATION. 1999. *Higher Education Institutional Plans: Guidelines for the Second Planning Phase – 2000/2002.* Pretoria.

DESSLER, G. 1999. *How to earn your employees commitment.* *Academy of Management Executive*, 13: 56-67.

DILLARD, J.M. 1983. *The Entangling Web of Committee Use in Governance.* *Community / Junior College Quarterly of Research and Practice.* Stillwater, Oklahoma: Hemisphere Publishing Corporation.

DIXON, B.J. 1989. *Survey Methods.* In: Schnetler, J. (ed.) *Survey Methods and Practice.* Pretoria, HSRC: 13-43.

- DONOVAN, M.C. & MACKLIN, S. 1999.** *New Learning Technologies: One Size Doesn't Fit All. Planning for Higher Education* (Fall 1999). The Journal of the Society for College and University Planning. Michigan: Ann Arbor.
- DOWNEY, C.J.J., FRASE, L.E. & PETERS, J.J. 1994.** *Quality Education Challenge*. Vol I. Thousand Oaks, CA: Corwin Press, Inc.
- DRAFT WHITE PAPER ON HIGHER EDUCATION (NO. 17944) VOL.382. APRIL 1997.** Pretoria: Department of Education.
- EDUCATION WHITE PAPER 3: A Programme for the Transformation of Higher Education, 1997.** Pretoria: Department of Education.
- EGGINS, H. (ed). 1988.** *Restructuring Higher Education*. Bristol, PA: SRHE / Open Univ. Press.
- ELLIS, R. (ed). 1993.** *Quality for University Teaching.* Bristol, PA: SRHE Publishers.
- ENGELKEMEYER, S.W. 1995.** *Total Quality: A Mechanism for Institutional Change and Curriculum Reform*. In: Roberts, H.V. (ed.). *Academic Initiatives in Total Quality for Higher Education*. Milwaukee: ASQC Quality Press.
- EWELL, P.T. & LISENSKY, R.P. 1988.** *Assessing Institutional Effectiveness*. Washington, D.C: Consortium for the Advancement of Private higher Education.
- FIELDS, J.C. 1993.** *Total Quality for schools. A suggestion for American education*. Milwaukee, Wisconsin: ASQC Quality Process.

- FILTEAU, C.H. 1993.** *Evaluating the evaluators: Does the Ontario Council on Graduate Studies appraisal process work?* Paper on the 5th International conference on 'Assessing Quality in Higher Education, Bonn, Germany, July 1993.
- FINE, M. 1994.** *Distance and other stances: Negotiations of power within Feminist research.* A Gitlin(ed). *Power and Method: Political Activism and Educational Research.* New York: Routledge.
- FIRESTONE, W.A. 1987.** *Meaning in Method: The Rhetoric of Quantitative and Qualitative Research* Educational Researcher, 16(7):16-21.
- FLOOD, R.L. 1993.** *Beyond TQM.* Chichester: Wiley.
- FOURIE, M. & BITZER E. M. 1998.** *Capacity-building of governance structures: One of the pathways to quality assurance.* South African Journal of Higher Education. 12(3):27-32.
- FOURIE, M. 2000.** *A systems approach to Quality Assurance and self-evaluation.* South African Journal of Higher Education. 14(2): 50–55.
- FOURIE, M., STRYDOM, A.H., & STETAR, J. (eds). 1999.** *Revisiting Quality Assurance in Higher Education: Perspectives on Programme assessment and Accreditation.* Bloemfontein: URHE.
- FULLAN, M. 2001.** *Leading in a Culture of Change.* San Francisco: Jossey-Bass.
- GAGE, N.L. 1989.** *The Paradigm Wars and their Aftermath.* Educational Researcher, 18(7):4-10.

- GAY, L.R. 1987.** *Educational Research: Competencies for Analysis and Application* (3rd ed.) Columbus: Merrill.
- GEALL,V., HARVEY, L. & MOON, S. 1997.** *The United Kingdom: Institutional Self-evaluation and Quality.* In: Strydom, A.H., Lategan, L.O.K. & Muller, A. (eds). *Enhancing Institutional Self-Evaluation and Quality in South African Higher Education: National and International Perspectives.* Bloemfontein: URHE.
- GIBBONS, M. 1998.** *Higher education relevance in the 21st Century.* UNESCO World conference on Higher Education, Paris (5-9 October 1998).
- GILBERT, J. 1992.** *How to eat an Elephant: A slice-by-slice Guide to TQM.* London: Tudor.
- GOETSCH, D.L. & DAVIS, S. 1995.** *Implementing Total Quality.* Englewood Cliffs, New Jersey: Prentice-Hall.
- GREEN, D. (ed). 1995.** *What is Quality in Higher Education?* Bristol, MA: SRHE / OUP.
- GREEN, M.F. (ed). 1997.** *Transforming Higher Education: Views from Leaders around the world.* Phoenix, Arizona: American Council on Education and the Oryx Press.
- GUIMARAES, T. 1996.** *TQM's impact on employee attitudes.* TQM Magazine, 8:20-35.

- HALL, C., WOODHOUSE, D. & JERMYN, K. 1997.** *Institutional Self-evaluation as preparation for the Academic Audit of a New Zealand University.* In: Strydom, A.H., LOK Lategan & A Muller (eds). *Enhancing Institutional Evaluation and Quality in South African Higher Education: National and International Perspectives.* Bloemfontein: URHE.
- HALSEY, A.H. 1995.** *Decline of Donnish Dominion: The British Academic Professions in the Twentieth Century.* Oxford. Oxford Univ. Press.
- HANDY, C. 1985.** *Understanding Organizations,* 3rd edition. London: Penguin.
- HANDY, L. & GREEN, D. 1993.** *Defining Quality, Assessment and Evaluation in Higher Education,* 18: 9- 34.
- HARKER, B. 1995.** *Postmodernism and Quality. Quality in Higher Education* 1(1) 31–40.
- HARMAN, G. 1998.** *Quality Assurance Mechanisms and their Use as Policy Instruments: Major international approaches and the Australian experience since 1993.* European Journal of Education Sept. 1998 Vol. 33 Issue 3 pp. 331-348.
- HARVEY, L. & GREEN, D. 1993.** *Defining Quality, Assessment and Evaluation in Higher Education: An International Journal,* 18(1): 9- 34.
- HARVEY, L. & KNIGHT, P.T. 1996.** *Transforming Higher Education.* Bristol, MA: SRHE / OU Press.
- HARVEY, L. 1995.** *'The New Collegialism: Improvement with Accountability. Tertiary Education and Management.* 2(2):153-160.

HARVEY, L. 1995b. *Quality Assurance Systems, TQM and the new Collegialism.* Birmingham: QHE Project.

HEQC (Higher Education Quality Council). 1995. *Managing for Quality: Stories and strategies – a case study resource for academic leaders and managers.* London.

HIGHER EDUCATION ACT, 101 OF 1997. Cape Town, South Africa.

HIGHER EDUCATION AMENDMENT ACT 55 of 1999.

HIGHER EDUCATION BUDGET STATEMENT. 1996. AGPS pp. 13–14.

HIGHER EDUCATION COUNCIL. 1992. *Higher Education: Achieving Quality.* Canberra: AGPS.

HIGHER EDUCATION INSTITUTIONAL PLANS: Guidelines for the 2nd Planning Phase 2000-2002, Department of Education, Pretoria.

HIGHER EDUCATION QUALITY COMMITTEE. 2001. Founding Document. Pretoria: Council on Higher Education.

HIGHER EDUCATION QUALITY COUNCIL. 1995. *University of Central England Quality Audit Report.* London: HEQC.

HIGHER EDUCATION. 1990. *The Challenges Ahead (1990).* Canberra: AGPS.

HMG (Her Majesty's Government). 1992. Further and Higher Education Bill. London: HMSO.

HOGESCHOOL LEIDEN. 1998. *Manual of Quality Assurance: Procedures and Practices.* Leiden.

HOLT, M. 1993. *Dr Deming and the improvement of schooling: no instant pudding.* *Journal of Curriculum and Supervision*, 9:6-23.

HOPKINS, C.D. 1980. *Understanding Educational Research.* Columbus: Merrill. (<http://www.detya.gov.au/ministers/kemp/dec99/ks101299.htm>.)

HUBERMAN, A.M. & MILES, M.B. 1994. *Data Management and analysis methods.* In: Denzin, N.K. & Lincoln (eds). *Handbook of Qualitative Research.* Thousand Oaks, California: Sage.

INSTITUTIONAL FORUMS IN HIGHER EDUCATION. 2000. Pretoria: DoE/CHET.

INTERNATIONAL NETWORKS OF QUALITY ASSURANCE AGENCIES IN HIGHER EDUCATION. 1997. *"Quality Without Frontiers".* 4th Biennial Conference 24 – 28 May. Berg-en-Dal, Kruger National Park, South Africa.

INTERNATIONAL NETWORKS OF QUALITY ASSURANCE AGENCIES IN HIGHER EDUCATION. 1999. *Quality Assurance in Higher Education: An International Perspective.* 5th Conference of INQAAHE. 2-5 May. Santiago, Chile.

JACKSON, N. & LUND, H. 2000. *Benchmarking for Higher Education.* Philadelphia, PA: SRHE.

JACOB, E. 1987. *Qualitative Research Traditions: A Review.* *Review of Educational Research*, 57(1):1-50.

- JACOBS, D.J. 2000.** *A future quality assurance scenario for South African higher education.* SAJHE. 14(2):69-74.
- JALINEK, S.M., FOSTER, R.S.J., & SAUSER, W.I.I., Jr. 1995.** *A Rose by any other name: Applying TQM to Higher Education.* In S.J. Sims. New York: Praeger.
- JOHNSON, R. & WINCHELL, W. 1990.** *Management and Quality.* Milwaukee, WI: American Society for Quality Control.
- JOHNSON, R.S. 1993.** *TQM: Leadership for the quality transformation.* Milwaukee, Wisconsin: ASQC Quality Press.
- JURAN, J.M. 1999a.** *How to think about quality.* In: Juran, J.M., Godfrey, A.B., Hoogstoel R.E. & Schilling B.O. (eds). *Juran's quality handbook*, 5th edn. New York. N. Y.: McGraw-Hill.
- KAMIL, M.L., LANGER, J.A. & SHANAHAN, T. 1985.** *Understanding research in reading and writing.* Boston: Allyn and Bacon.
- KELLER, G.** *Increasing Quality on Campus: What should colleges do about the TQM mania?* Change, May-June 1992, pp 48-51.
- KELLER, G., & WARRACK, B. 2000.** *Statistics for Management and Economics.* Pacific Grove: Duxbury.
- KELLS, H.R. 1992.** *Self-Regulation in Higher Education: A Multi-national Perspective on Collaborative Systems of Quality Assurance and Control.* London: Jessica Kingsley.

- KELLS, H.R. 1995.** *Building a national evaluation system for higher education: Lessons from diverse settings.* Higher Education in Europe XX (1-2): 18-25.
- KELLS, H.R. 1999.** *National Higher Education Evaluation Systems: Methods for Analysis and some propositions for the research and policy void.* Higher Education 38: 209-232. Netherlands: Kluwer Academic Publishers.
- KEMP, D. 1999.** *Quality Assured: A New Australian Quality Assurance Framework for University Education,* Speech by Minister for Education, Training and Youth Affairs, Canberra, 10 Dec.
- KHAN, A.W. 2000.** *On-line Distance Learning: A Model for Developing Countries.* Journal of Studies in International Education. 4(1): 11-22.
- KIDDER, L.H., & FINE, M. 1987.** *Qualitative and Quantitative Research Methods: When Stories Converge.* In M.M. Mark and R.L. Shotland (eds.), *Multiple Methods in Program Evaluation. New Directions for Program Evaluation*, no. 35. San Francisco: Jossey-Bass.
- KNIGHT, J. & DE WIT, H. (eds). 1999.** *Quality and Internationalisation in Higher Education.* Paris. OECD.
- KOTECHA, P. & LUCKETT, K. 2000.** *A way forward: emerging perspectives on a national Quality Assurance system for South Africa.* SAJHE 14 (2): 204–209.
- KRAAK, A. (ed.). 2000.** *Changing Modes: New Knowledge Production and its Implications for Higher Education in South Africa.* Pretoria: HSRC.

- KULATI, T. 1999.** *Governance, Leadership and Institutional Change in South African Higher Education: Grappling with Instability.* (Unpublished Conference paper). South African Association for Institutional Research (SAAIR) HSRC, Pretoria Technikon.
- LAING, J.R. 1995.** *Campus Unrest; Why parents are up in arms about tuition bills, and colleges will finally be forced to change their free spending ways.* Barrons (Nov 1995, 27) pp 25–29.
- LANCY, D.F. 1993.** *Qualitative Research in Education: An Introduction to the Major Traditions.* White Plains, N.Y: Longman.
- LATEGAN, A. 1999.** *Quality Assurance systems for providers of education and training.* Cutting Edge 2 (4): 11 – 21.
- LATEGAN, L.O.K. 1999.** *Defining Quality for South African Universities. In: Enhancing institutional self-evaluation and Quality in SAHE: National and International Perspectives – Strydom A.H., Lategan, L.O.K. & Muller, A.* URHE.
- LeCOMPTE, M.D., & PREISSLE, J., with TESCH, R. 1993.** *Ethnography and Qualitative Design in Educational Research* (2nd ed.). Orland, Fla.: Academic Press.
- LENN, M.P. 1996.** *The Globalisation of Quality Assurance: Implications for South African Higher Education Reform.* In: Strydom, A.H., Lategan, L.O.K., & Muller, A. (eds). *Quality Assurance in South African Higher Education: National and International Perspectives.* Bloemfontein: URHE/University of the Orange Free State.

- LENN, M.P. & BOBBY, C. 1999.** *The Role of Program Accreditation and the US workforce.: Current Realities and Future Challenges.* Bloemfontein: URHE.
- LEWIS, J. 1993.** *Implementing total quality in education to create great schools.* Westbury. New York: The National Center to Save our Schools.
- LEWIS, R.G. & SMITH, D.H. 1994.** *Total Quality in Higher Education.* Delray Beach, Florida: St. Lucie Press.
- LISTON, C. 1997.** *Can ISO 9000 work for the Education Sector?* INQAAHE. Pretoria: Assoc Conference Organisers.
- LISTON, C. 1999.** *Managing quality and standards.* Buckingham: Open University Press. 11-16.
- LO V.H.Y. & SCALLY, D. 1996.** An application of TQM concepts in education. *Training for Quality, 4:16-22.*
- LODER, C.P.J. (ed). 1990.** *Quality Assurance and Accountability in Higher Education.* London: Kogen Page Publishers.
- LOGOTHETIS, N. 1992.** *Managing for Total Quality.* London: Prentice Hall International.
- LONGWORTH, N & DAVIES, W.K. 1996.** *Lifelong Learning.* London: Kogan Page Publishers.
- LUCKETT, K & KOTECHA, P. 2000.** *An Analysis of Institutional Profiles: Implications for building a National Quality Assurance system.* SAUVCA (1) 1–87.

- LUCKETT, K & KOTECHA, P. 2000.** *An Analysis of Institutional Quality Assurance Profiles and the SAUVCA Quality Assurance Workshop (2/12/99).* SAUVCA, Pretoria .
- MANGAN, K.S. 1992 (Aug.).** *TQM: Colleges Embrace the Concept of 'Total Quality Management'.* Chronicle of Higher Education, pp A25-A26.
- MARCHESE, T. 1991 (Nov.).** *TQM Reaches the Academy.* AAHE Bulletin, pp 3-9.
- MARSHALL, .C. & ROSSMAN, G.B. 1989.** *Designing Qualitative Research.* London: Sage.
- MASLEN, G. 1995.** *Canberra overhauls assessment.* Times Higher Education Supplement, 3 November 1995. Canberra.
- McBURNIE, G. 2000.** *Quality Matters in Transnational Education: Undergoing the GATE Review Process – An Australian-Asian Case Study.* Journal of Studies in International Education. Vol 4 (no.1) Springs 2000. N.Y: Association for studies in International Education.
- McINNIS, C. 1998.** *Managing Mainstream and Marginal Responses to Diversity.* *Higher Education Management* 10 (1): 29–39.
- McMILLAN, J.H. 2000.** *Educational Research: Fundamentals for the consumer* (3rd ed.). New York.: Addison Wesley Longman.
- MEARS, P. 1995.** *Quality Improvement Tools & Techniques.* New York: Mc Graw-Hill.

- MEEK, V.L. & WOOD, S.Q. 1997.** Higher Education Governance and Management: An Australian Study. Canberra: AGPS.
- MERRIAM, S.B. 1998.** *Qualitative Research and Case Study Applications in Education.* San Francisco. Jossey-Bass Publications.
- MERRIAM, S.B. & SIMPSON, E.L. 1995.** *A Guide to Research for Educators and Trainers of Adults.* (2nd ed.). Malaba, F.L.A.:Robert, E. Krieger.
- MOODIE, G.C. (ed). 1986.** *Fitness for what?* in Moodie, G.C. (ed) *Standards and Criteria in Higher Education.* SRHE/OUP, Buckingham.
- MOUSTAKAS, C. 1994.** *Phenomenological Research Methods.* Thousand Oaks, Calif.: Sage.
- MULLER, A. 1997.** *Evolving Policy in Higher Education in South Africa with particular reference to Quality Assurance.* In: Strydom, A.H., Lategan, L.O.K. & Muller. A.(1997) *Enhancing Institutional self-evaluation and Quality in South African Higher education. National and International perspectives.* Bloemfontein: URHE.
- NATIONAL COMMISSION ON HIGHER EDUCATION: A Framework For Transformation. 1996.** Pretoria: HSRC.
- NATIONAL PLAN FOR HIGHER EDUCATION. 2001.** Pretoria: Department of Education.
- NCAYIYANA, D.J. & HAYWARD, F.M. 1999.** *Effective Guide for Council Members of Universities and Technikons.* Pretoria: CHET/HSRC.
- NEW ZEALAND UNIVERSITIES ACADEMIC AUDIT UNIT. 1999**

- NEWTON, J. 1999.** *Implementing Quality Assurance policy in a UK Higher Education College: Experience the tension between the Views of Managers and "Managed"*. In: Fourie, M., Strydom, A.H. & Stetar J. (eds): *Reconsidering Quality Assurance in Higher Education; Perspectives on Program Assessment and Accreditation*. URHE.
- NEWTON, J. 2000.** *Quality assurance systems in higher education: Managing change, managing tensions*. SAJHE. 14(2):75-84.
- OAKLAND, J.S. & OAKLAND, S. 1998.** *The links between people management, customer satisfaction and business results*. *Total Quality Management*, 9:185-190.
- PASKOW, J (ed). 1990.** *Assessment Programs and Projects: A Directory*. (Updated by Francis, E). AAHE, Washington, DC.
- PATTON, M.Q. 1985.** *Quality in Qualitative Research: Methodological Principles and Recent Developments*. Chicago: Invited address to Division J of the American Educational Research Association.
- PATTON, M.Q. 1990.** *Qualitative Evaluation Methods* (2nd ed.) Thousand Oaks, Calif.: Sage.
- PESHKIN, A. 1986.** *God's Choice: The Total World of Fundamentalist Christian School*. Chicago: University of Chicago Press.
- PHILLIPS, D.C. 1987.** *Philosophy, Science, and Social Inquiry*. New York: Pergamon Press.

PIPER, D.W. 1993. Quality Management in Universities: A Report submitted under the Evaluations and Investigations Program of Higher Education Division of DEET (2 volumes). Canberra: AGPS.

QPU AUDIT MANUAL. 1997. Pretoria: SAUVCA.

QUALITY ASSURANCE AGENCY FOR HIGHER EDUCATION, UK . 2000. Code of Practice for the assurance of academic quality and standards in higher education. (<http://www.qaa.ac.uk/copintro.htm>)

RAMSDEN, P. 1998. *Learning to lead in Higher Education*. London: Routledge.

REICHARDT, C.S. & RALLIS, S.F. (eds.) *The Qualitative-Quantitative Debate: New Perspectives. New Directions for Program Evaluation*, no. 61. San Francisco: Jossey-Bass.

ROBERTS, H.V. (ed). 1995. *Academic Initiatives in Total Quality for Higher Education*. Milwaukee, Wisconsin: ASQC Quality Press.

ROTHERY, B. 1993. *ISO 9000* 2nd ed. Hampshire: Grover Press.

SALLIS, B. 1997. *Total quality management in education*, 2nd edn. London: Kogan Page.

SALLIS, E. & HINGLEY, P. 1992. *Total Quality Management*. Coombe Lodge Report 23(1). The Staff College, Blagdon.

SAQA REGULATIONS, Government Gazette no. 18787).

- SCHNETLER, J. 1989.** *Principles of Constructing Questions and Questionnaires.* In Schnetler, J. (ed.) *Survey Methods and Practice.* Pretoria. HSRC: 44-99.
- SCHULLER, T. 1995.** *The Changing University.* Bristol, PA: SRHE / OUP.
- SCOTT, P. 2000.** *Globalisation and Higher Education: Challenges for the 21st Century.* Journal of Studies in International Education. 4(1):3-10.
- SEIDEL, J. & KELLE, U. 1995.** *Different functions of Coding in the analysis of textual data.* In: Kelle, U. (ed.). *Computer-aided qualitative data analysis: Theory, Methods and Practice.* Pp 52-61. London: Sage.
- SENGE, P.M. 1994.** *The Fifth Discipline. The Art & Practice of the Learning Organisation.* New York: Currency Doubleday.
- SERTEC MANUAL FOR THE EVALUATION OF STANDARDS AT TECHNIKONS. 1995.**
- SEYMOUR, D. 1993.** *On Q: Causing Quality in Higher Education.* New York: MacMillan.
- SEYMOUR, D.T. 1992.** *On Q: Causing Quality in Higher Education.* New York: American Council on Education/MacMillan.
- SHELDRAKE, P. & LINKE, R. (eds). 1979.** *Accountability in Higher Education.* Sydney: George Allen & Unwin.
- SHERMAN, R.R., & WEBB, R.B. 1988.** *Qualitative Research in Education: A Focus.* In R.R. Sherman and R.B. Webb (eds), *Qualitative Research in Education: A Focus and Methods.* Bristol, Pa.: Falmer Press.

- SHEWHART, W.A. 1931.** *Economic Control of Quality of Manufactured Product.* New York: Van Nostrand (republished in 1980 as the 50th anniversary commemorative publication by ASQL quality Press, Milwaukee).
- SHORE, C. & ROBERTS, S. 1995.** *Higher Education and the panopticon paradigm; quality assessment as disciplinary technology.* Higher Education. Review 27 (3): 8-17.
- SILVER, H. & WILLIAMS, R. 1996.** *Academic standards and the external examiner system.* In J Brennan, et. al, *Changing Conceptions of Academic Standards* (HE Report no. 4). London: Quality Support Centre.
- SINGH, M. 2000.** *The HEQC and the Challenges of Quality Assurance in South African Higher Education.* 29 June – 3 February 2000. Pretoria: UNISA.
- SINGH, P. 1999.** *South African Journal of Higher Education* 13 (1). Pretoria: UNISA.
- SMITH, H., ARMSTRONG, M. & BROWN, S. 1999.** *Benchmarking and Threshold Standards in Higher Education.* London: Kogan Page.
- SMITH, J.K. & HESHUSIUS, L. 1986.** *Closing Down on Conversation: The End of the Quantitative-Qualitative Debate.* Educational Researcher, 15(1):4-13.
- SOUTH AFRICAN BREWERIES. 1999.** *Making Our Mark.* No. 65 of Dec 1999. Rosslyn, Pretoria: Westcom.
- SOUTH AFRICAN BUREAU OF STANDARDS. 1992.** *Quality management and quality systems elements.* Pretoria: SABS.

SOUTH AFRICAN BUREAU OF STANDARDS. 1994. *Quality management and quality assurance standards: Part 1: guidelines for selection and use.* Pretoria: SABS.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA), ACT 58 OF 1995.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA). 2000. SAQA Focus Group on models of quality management systems for providers (Draft). 10-11.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY. 1999. *Criteria and Guidelines to Providers.* SAQA, Pretoria.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY. 1999. *Guidelines for the assessment of NQF registered unit standards and qualifications.* SAQA, Pretoria.

SOUTH AFRICAN UNIVERSITIES VICE CHANCELLORS ASSOCIATION. 2000. *An Analysis of Institutional Profiles: Implications for Building a National Quality Assurance System.* SAUVCA Occasional Publications and Reports (1):3-23.

SPIELBERG, H.A. 1965. *The Phenomenological Movement.* Vol. 2. The Hague, Netherlands: Marinus Nijhoff.

SPROW, E. 1992. *Insights into ISO 9000: Manufacturing Engineering,* p.73 Sept 1992.

STEELE, J.T. 1999. Workshop on Institutional Governance. Center for Higher Education Transformation (CHET). Pretoria: MEDUNSA.

- STETAR, J. 1996a.** *Can South African higher education institutions learn from quality assurance trends in the United States and Ukraine?* In: A.H. Strydom, Lok Lategan & A Muller (eds.). *Quality Assurance in South African Higher Education: National and International Perspectives*. Bloemfontein: URHE/UOFS.
- STETAR, J. 2000.** *Tensions between globalisation and nationalism in higher education: Implications for quality assurance efforts.* South African Journal of Higher Education. 14(2): 28-33.
- STEWART, J.R., MAUCH, P. & STRAKA, F. 1994.** *The 90-day ISO Manual. The Basics*. Delray Beech FL St. Lucie Press.
- STEYN, G.M. 2001.** *Focusing on guiding principles of quality to redesign educational institutions.* South African Journal of Education 21(1).
- STRAUSS, A.L., & CORBIN, J. 1994.** *Grounded Theory Methodology: An Overview.* In N.K. Denzin and Y.S. Lincoln (eds.), *Handbook of Qualitative Research*. Thousand Oaks, Calif.: Sage.
- STRYDOM A.H. 1997.** *A cross-national and national analyses of policy proposals for a quality assurance (evaluation) system for Higher Education in South Africa based on a "Co-operative Governance" framework* (Unpublished paper). Bloemfontein: URHE.
- STRYDOM, A.H. 1993.** *Future Quality Assurance in universities in South Africa.* Bloemfontein: URHE.
- STRYDOM, A.H. 1997.** *Some Perspectives on the Impact, influence and Implications of Quality Assurance at Macro-, Meso-, and Micro levels of the University System.* Bloemfontein: URHE.

STRYDOM, A.H. 1999. *An Analysis of Quality Assurance Policy Perspectives in SAHE with specific reference to self-evaluation.* Bloemfontein: URHE.

STRYDOM, A.H. 2000. *Excellence through self-evaluation: towards a quality culture in higher education.* SAJHE. 14(2):8-9.

STRYDOM, A.H. 1996. *Quality Assurance in South African Higher Education: national and International Perspectives.* Bloemfontein: URHE.

STRYDOM, A.H., LATEGAN, L. & MULLER, A (eds). 1996. *Quality Assurance in South African higher Education: National and International Perspectives.* Bloemfontein: URHE.

STRYDOM, A.H., VAN DER WESTHUIZEN, L.J. 2001. *A Guide for Institutional Quality Assurance and Management based on Self-evaluation in Higher Education.* Bloemfontein: URHE/UOFS.

TESCH, R. 1990. *Qualitative Research: Analysis Types and Software Tools.* London: Falmer Press.

THE CENTER FOR QUALITY ASSURANCE IN INTERNATIONAL EDUCATION 1997.

THE CITIZEN. 1999. Universities Challenged, 27 November: 12.

THE INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT / THE WORLD BANK. 2000. *Higher Education in Developing Countries: Peril and Promise.* The Task Force on Higher Education and Society, Washington, D.C.

THE MERRIAM-WEBSTER THESAURUS. 1989. Springfield, Massachusetts:
Merriam-Webster Inc. Publishers.

THE POCKET OXFORD DICTIONARY. 1996. Oxford: Oxford University Press.

THE QUALITY ASSURANCE AGENCY FOR HIGHER EDUCATION. 2000.
Handbook for academic review. Gloucester: QAAHE.

TIERNEY, W. 1994. *On Method and hope. A Gitlin (ed.). Power and Method:
Political Activism and Educational Research.* New York: Routledge.

TRIBUS, M. 1992. *Ten Management Practices.* In Voehl, F (1992). *Total
Quality: Principles and Practices within organizations.* Coral Springs
Florida: Strategy Associates.

TROW, M. 1994. *Managerialism and the academic profession: quality and
control* (QSC Higher Education. Report No. 2) London: Quality Support
Centre.

VAN DALEN, D.B. 1979. *Understanding Educational Research: An
Introduction.* London. MacGraw-Hill.

VAN DAMME, D. 2000. *European Approaches to Quality Assurance: Models,
Characteristics and Challenges.* University of Ghent. SAJHE 14(2) 2000
Pretoria: UNISA.

VAN DEN BERGHE, W. 1996. *Application of ISO 9000 standards to Education
and Training: Interpretation and guidelines in a European perspective.
Report for CEDEFOP, pp.10-13.*

VERKLEIJ, A.C.L. 2000. *Scope and limitations of self-evaluation processes.*
SAJHE 14 (2) 85–93.

- VON MATLZAHN, E. 1993.** *The Implementation of Quality management systems. ISO 9000 an integral part of the development and implementation of TQM.* Stellenbosch: University of Stellenbosch Business School.
- VROEÏSTEÏN, A.I. 1988.** *Improvement and Accountability: Navigating between Scylla and Charybdis: A Guide for External Quality Assessment in Higher Education.* Higher Education Policy Series 30. London: Jessica Kingsley.
- WAGHID, Y. 2000.** *Qualitative Research in education and the critical use of rationality.* South African Journal of Education 20(1): 25-29.
- WARNER, D. & PALFREYMAN, D. (eds). 1996.** *Higher Education Management. The Key Elements.* Buckingham: SRHE/OUP.
- WELLER, L.D. & McELWEE, G. 1997.** *Strategic Management of quality: an American and British perspective.* Journal of Research and Development, 30:201-213.
- WHITAKER, U. 1989.** *Assessing Learning.* Philadelphia, PA: CAEL.
- WHITFORD, B. & BIRD, R. 1996.** *The Pursuit of Quality.* London: Prentice Hall.
- WIERSMA, W. 1985.** *Research Methods in Education.* Boston: Allyn and Bacon.
- WILLIAMS, G. & LODER, C. 1990.** *Quality assurance and Accountability in Higher Education.* London: Kogen Page.

- WILLIAMS, R. 1997.** *The United Kingdom's External Examiner system: Its Rise or Demise?* In: *Quantity and Quality in Higher Education*. Radford, J, Raaheim, K, Williams, R. & de Vries, P. London: Jessica Kingsley Publishers.
- WOLCOTT, H.F. 1980.** *How to Look like and Anthropologist Without Really Being One.* *Practicing Anthropology*, 3(2): 6-7, 56-59.
- WOLCOTT, H.F. 1992.** *Posturing in Qualitative Inquiry.* In M.D. LeCompte, W.L. Millroy, and J. Preissle (eds.), *The Handbook of Qualitative Research in Education*, Orlando, Fla: Academic Press.
- WOLPE, H. & SEHOOLE, T. 1995.** *Higher Education Financing within the context of restructuring of higher education.* Cape Town: EPU University of Western Cape.
- WOODHOUSE, D. 1994.** *The Academic Audit Unit in Context, "QA".* INQAAHE: 2-6 August.
- WOODHOUSE, D. 1998.** *Quality Assurance in Higher Education: the Next 25 Years.* *Quality in Higher Education* Vol. 4 (no. 3) pp. 257-273.
- WOODHOUSE, D. 2000.** *External Quality Assurance: National and International aspects.* SAJHE Vol 14 (2) pp 20–27 Pretoria: UNISA.
- WOODHOUSE, D. 2001.** *Quality Assurance in Higher Education in the 21st Century.* Launch of the Higher Education Quality Committee. Unpublished.
- WOODHOUSE, D. & HALL, C. 1997.** *Evaluation Issues in Higher Education in New Zealand.* Bloemfontein: URHE.

YORKE, M. 1993. *Total Quality Higher Education*. Paper at the 15th EAIR Forum, University of Türkü, 15 August 1993.

YORKE, M. 1999. *Developing a Quality Culture in Higher Education*. (Keynote address at the 21st Annual EAIR Forum, Lund, Sweden, August 1999).

ZEMSKY, R. (ed). 1995. *Policy Perspectives*. 6 (1) Apr 3A.