

Contents

Introduction	5
I School Improvement	7
Definitions and principles	7
Process of the school improvement	10
Tools for continuous school improvement	22
II Self-evaluation in School	25
Definition	25
Why self-evaluate	26
How to plan self-evaluation	28
Difficulties of the self-evaluation	29
A framework for self-evaluation	30
Developing the indicators	34
III Total Quality Management in Schools	41
Total quality management (TQM)	41
A description of the effective TQM organization	41
IV Educational Change	47
Processes of the educational changes	49
Roles in systematic change	50
The steps of systematic change	55
The future of change in school	59
V Action Research	63
What is action research?	63
Conceptual basis and principles of action research	65
Action research and reflection	68
Types of action research	69
The differences between action research and traditional research	73
Conclusion	77
References	79