

# QAA Higher Education Review: Action Plan 2018-19

| RECOMMENDATION, AFFIRMATION OR GOOD PRACTICE  | ACTION TO BE TAKEN   | DATE FOR COMPLETION                                    | ACTION BY  | SUCCESS INDICATORS  | PROGRESS   |
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| <b>RECOMMENDATION:</b>  |  |  |  |   |  |
| <b>ENSURE THAT ALL STUDENTS ARE PROVIDED WITH FORMAL OPPORTUNITIES FOR INDIVIDUAL REFLECTION ON THEIR PROGRESS TO FURTHER THEIR ACADEMIC DEVELOPMENT.</b> | Continue to provide the re-launched Studies Advisors system including:   | Completed October 2017 and further review January 2019 | Dean of Faculty and Associate Dean (Ulster) and Studies Advisors Champion          | Monitoring of student uptake of meeting opportunities.<br><br>Student Feedback from Staff Student Consultative Committees and Course Committees | Students engaging well with the provision.   |
|   | Continue to ensure effective communication with students to enhance the awareness of the studies adviser system. | Ongoing  | Studies Advisors Champion, Associate Dean (Ulster University) and Course Directors | Students having improved knowledge of the studies adviser system, indicated by Staff Student Consultative Committees and Course Committees      | Course Directors have reinforced to students the studies adviser system at induction and by email. This needs to be continued for 2018/2019 academic year. |
|   | Advisors   | Ongoing  | Studies Advisors Champion,   | All students continue to be allocated an  | Allocations are currently effective and we have been   |

|   |         |   |   |   |
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| Continue to effectively manage the allocation of Studies to students  |         | Associate Dean (Ulster University) and Course Directors | accessible Studies Adviser.   | fully resourced for Studies Advisors across all Ulster University programmes.                             |
| Tutors to continue setting up weekly 2-hour appointment slots on their calendar and promoting them to their Tutees each semester. | Ongoing | Studies Advisors  | Tutors 2-hour slots communicated to students each semester.   | Effective in academic year 2017-18.   |
| Continue to ensure that a meeting log and a record of any outcomes and objectives is kept.  | Ongoing | Studies Advisors  | Meeting Log Spreadsheet is updated regularly by all Studies Advisors but there has been feedback from staff as to the administration burden this places on them which is to be reviewed by the management team. | Meeting logs have been kept but a review of administration time taken up by this task will be considered. |
| Continue to include discussion of the effectiveness of studies advice as a standing agenda item on the Course Committees.         | Ongoing | Head of Quality Assurance                               | Meeting minutes   | An item on studies advice is included as a standing item on the committees.                               |

Continue the effective monitoring and follow-up with students who miss appointments with their Studies Adviser

Ongoing

Attendance Monitoring Team, Associate Dean (Ulster University) and Course Directors

Students who miss their contact points are chased up by the attendance monitoring team.

**AFFIRMATION:**

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| <b>INDUCTIONS</b>  | Continue to review the content and timing of all induction activities with consideration of improvements. | End of academic year 2017-18 (September 2018) | Associate Dean Student Engagement and Performance Enhancement (SEPE) and Associate Dean (Ulster University London) | Improve student feedback, performance of students and reduce number of early leavers.  | The Associate Dean SEPE continues to work with the Associate Dean (Ulster University London) to review the induction on each programme and develop ways to improve the student experience. |
| <b>THE ACTIONS TAKING PLACE TO ENGAGE STUDENTS IN HIGHER-LEVEL COMMITTEES.</b> | Student representatives included in the Learning and Teaching Committee and the Academic Board.           | Completed February 2017                       | Head of Quality Assurance  | Regular attendance by student representatives at committee meetings.<br><br>Minuted evidence of active contribution of students at meetings. | Ensure attendance at these committees<br>Review January 2018   |
|  | To ensure timely appointment of student representatives to any new committees established in the future.  | Ongoing                                       | Head of Quality Assurance  |  | Ongoing  |
|  | To sustain and enhance the training of student representatives  | Ongoing                                       | Head of Quality Assurance  |  | Ongoing<br>Develop online resources for student representative training<br>January 2019 ( <i>revised date</i> )  |

**THE  
INTRODUCTION  
OF STRUCTURES,  
POLICIES AND  
PROCEDURES TO  
IMPROVE THE  
CAPACITY TO  
MANAGE AND  
ENHANCE THE  
PROVISION OF  
LEARNING  
RESOURCES.**

Training and development of Chairs of Committees on how to engage effectively with students in a committee environment.

Completed July 2017  
(Revised date)

Head of Quality Assurance

Ongoing training sessions for new Chairs of Committees

Expand the analysis of student performance data across all Ulster programmes and ensure regular reporting to SMT.

Introduction completed April 2018 and further review end of academic year 2017-18 (September 2018)

Associate Dean SEPE (Student Engagement Performance and Enhancement) and Dean of Faculty / Executive Dean as part of SMT

Elevated engagement by the SMT in decision-making relating to the performance data reporting.

Initiatives evidenced through minutes of meetings.

Executive Dean and Dean of Faculty has continued to report to SMT making enhanced use of student performance data. This has led to a number of projects to understand student performance and suggest potential enhancements where needed. The Associate Dean SEPE is expanding the analysis of data across all Ulster programmes with an aim to enhance understanding for SMT and for Course Directors which should be completed by September 2018.

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| To enhance the role of the Learning and Teaching Committee in capturing and developing, communicating and monitoring partnership-wide enhancement activity. | Enhancement completed April 2018 and further review for enhanced outcomes January 2019 | Associate Dean (Learning and Teaching) | Projects impacting success of students on Ulster University programmes. | As part of the Learning and Teaching Committee projects continue to be developed on an ongoing basis to enhance learning and teaching across the partnerships. |
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#### GOOD PRACTICE:

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| <b>THE CREATION AND USE OF ADDITIONAL LEARNING MATERIALS THAT ARE CONTEXTUALISED TO THE LOCATION AND PROFILE OF THE STUDENT BODY.</b> | Staff development days held with discussions regarding contextualisation across the programmes offered by the partnership. | Completed April 2017 and further review January 2019 | Associate Dean (Ulster University) and Associate Dean (Teaching & Learning) | Level of engagement of teaching teams on joint staff development days and initiatives derived therefrom.<br><br>The number of modules in which contextualisation has taken place. | Staff development days continue to be held.<br><br>Course Directors to be encouraged by Associate Dean (Ulster University) to liaise with counterparts at the University to engage more fully in shared development days. |
|   | Provision of additional guidance and support for individual Module Co-ordinators engaging in materials contextualisation.  | Review January 2019                                  | Course Directors  |   | Ongoing support being given by Course Directors   |

**THE SUSTAINED  
DEVELOPMENT OF  
STUDY SKILLS,  
INCORPORATING  
THE USE OF  
ENGLISH FOR  
ACADEMIC  
PURPOSES, FOR A  
DIVERSE STUDENT  
BODY.**

To set up a working group to formalise maintenance and development of the QAHE skills modules.

Completed April 2017 and further review January 2019

Associate Dean (Learning and Teaching)

Increased use of the skills module content across programmes offered by the partnership.

Study Skills sessions now timetabled.  
There is now a more formalised liaison between EAP lecturers and Module Co-ordinators

In addition, a Study Skills support unit has been established (Sept 2017) on both London and Birmingham campuses in the Library (ACE Team) which Ulster University students are making good use of. Drop-in's and bookable appointments are available to all students.