

### Action Plan in response to the QAA Educational Oversight Review held in July 2025

| Good Practice   | Action  | Target Date         | Lead Responsibility                  | Date Completed |
|---|---|---------------------|--------------------------------------|----------------|
| <p>The introduction of the QR code for anonymous student feedback, which enables an inclusive approach to the provision of feedback. (Principle 2)</p>  | <p>Continue to promote the QR code to students as well as exploring other alternative methods to obtain real-time student feedback.</p>                                   | <p>January 2026</p> | <p>Director of Quality Assurance</p> |                |
| <p>The embedding of digital innovation in delivery, including the use of cloud-based computing labs, which supports flexible modes of delivery and equitable access to software. (Principle 3)</p>  | <p>To explore how the benefits of digital innovation can be embedded into an organisational wide approach</p>   | <p>April 2026</p>   | <p>Learning and Teaching Faculty</p> |                |
| <p>The embedding of equality, diversity, and inclusion considerations in monitoring, with disaggregated data informing targeted interventions like the Academic Community of Excellence (ACE) which supports underperforming or at-risk student groups. (Principle 5)</p> | <p>Continue development of QAHE's data reporting capacity to support more targeted interventions to selected groups of learners and to report on their effectiveness.</p> | <p>April 2026</p>   | <p>Learning and Teaching Faculty</p> |                |

| Recommendation  | Action  | Target Date  | Lead Responsibility           | Date Completed |
|---|---|--|-------------------------------|----------------|
| Develop a formal process for the approval and modification of QAHE academic policies through the internal committee structure (Principle 1) | QAHE has commenced formalising its Governance structure, starting with Academic Board and then its sub-committees. The approval and modification of QAHE's academic policies had been included in the draft Terms of Reference of the Academic Board. | Draft Terms of Reference to be approved at the next Academic Board to be held on 22 October 2025 | University Secretary          |                |
| Consider engaging students in the management of their learning experience through senior deliberative committees (Principle 2)              | An internal dialogue is underway around how to effectively ensure the student voice is incorporated to QAHE's governance structure.   | January 2026   | University Secretary          |                |
| Consider further strengthening the quality monitoring framework (Principle 5)   | Develop mechanisms to secure consistent engagement from all student groups in monitoring and evaluation activities, backed by a comprehensive communications strategy and   | January 2026   | Director of Quality Assurance |                |

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|--|---|--------------|-------------------------------|--|
|  | mechanisms to monitor and report on action plan progress  |              |                               |  |
| Strengthen the monitoring of feedback impact on student learning (Principle 11)  | Development of a longitudinal approach to monitoring of student feedback to allow enhanced assessment of the impact of teaching quality enhancements on student learning. | January 2026 | Director of Quality Assurance |  |
| Provide greater clarity to students and staff on which complaints policy applies for Ulster University students (Principle 12) | Clarify the complaints process with the University to ensure consistency and fairness. Backed by additional staff training and an enhanced communication strategy.        | January 2026 | Director of Quality Assurance |  |