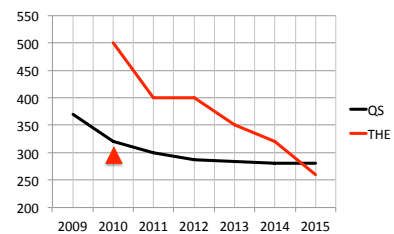


Tripartite Approach to Quality Assurance

David O'Sullivan
NUIG

Background



Tripartite Approach



Recent Past

Staff Survey, Focus Groups, Management Meetings,
and Externs and Reviewers Reports **reveal**:

- Significant and complex paperwork
- Unclear quality regulations
- Disconnected strategic and action planning
- Lacking in outward comparisons
- Policies hidden within meeting minutes
- Qualitative reporting
- Polite defensiveness
- Reviewers “going native”
- ‘Over the wall’ recommendations
- Large gaps e.g. Programme Reviews

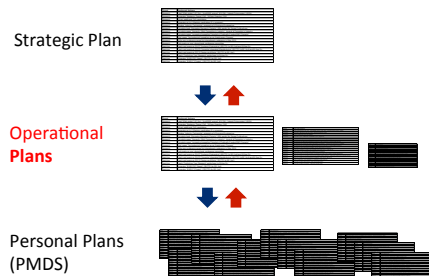
Efforts

- **Lean** Processes
- **Operational Planning**
- **Evidence based** reviews
- **Quality Manual**
- Benchmarking
- **Ideation** vs. Compliance
- Focus on **Performance**
- **Annual Monitoring**
- Quality **Information** Systems

Lean Processes

	2009	2015
Units of assessment	80	22
Guidelines / Self assessment reports	100 pages / 100 pages	12 pages / 40 pages
Reviewers reports	12 pages/ 20 day cycle	2 pages/ same day
Action plans	8 pages	2 pages
Review visits	4.5 days	2.5 days
Review cycle	6 months	12 weeks
Action Planning meetings	4 hrs	1 hr
Office staff	4 FTEs	2 FTEs
Reviewer refusals	75%	5%
Programme reviews (250+)	2%	100%

Operational Planning



Evidence based Reviews

- **Quality** reviews
 - performance, operational plans, benchmarking
- **Research** reviews
 - Inputs, Outputs and Impact
- **Thematic** reviews
 - Cross functional
- **Programme** reviews
 - Design, recruitment, delivery, engagement and monitoring
- **Portfolio** reviews
 - Portfolios of programmes within units



NUI Galway
OÉ Gaillimh

Policies and Procedures

QA003: Quality Review Process
 QA006: Taught Programme Reviews
 QA004: Review of Research Performance
 QA007: Operational Plans – Academic
 QA221: Feedback on Modules and Programmes
 QA223: Temporary Absences
 QA412: Student Data Usage
 QA403: Fraud
 QA414: Whistleblowing
 QA502: Animal Welfare Body

Benchmarking

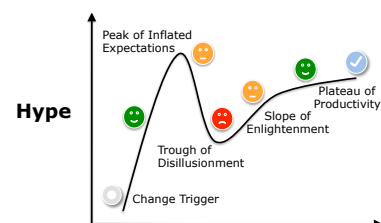


Ideation vs. Compliance

- Benchmarking to **independent** organisations
- Invite hosts to **return** as reviewers
- Facilitate review teams with **change agents**
- Focus on **ideas** and actions

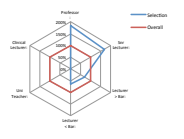
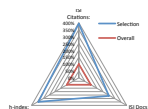


Annual Monitoring



Focus on Performance

Threat	Initiatives	Responsible	Due	Status
Research	Graduate Training Programme	ResearchCentre	01/05/2010	
Research	Institute and School Integration Initiative	VCRResearch	01/05/2010	A
Research	Staffing Plan	VCRResearch	01/05/2010	A
Research	Research Proposals Workshop	VCRResearch	01/05/2010	
Research	Develop Graduate School	ResearchCentre	01/05/2011	B
Research	College research day and industry involvement	VCRResearch	01/05/2010	B
Research	Teacher Module Sharpoint Database	VCRResearch	01/05/2010	
Teaching	Teacher learning opportunities	VCRResearch	01/05/2010	
Teaching	High performance laptop programme	VCRResearch	01/05/2010	
Teaching	Curriculum Review	Curriculum	01/05/2010	
Teaching	Open Days and Special Events	CommisCentre	01/05/2010	
Teaching	School Visit Programme	VCRResearch	01/05/2010	
Teaching	Increase options across disciplines	AcademicAffs	01/05/2011	
Teaching	Comparative teaching materials project	VCRResearch	01/05/2010	
Teaching	Branchmarking report on teaching practice	VCRResearch	01/05/2011	
Teaching	Reader Schemes Sharpoint Database	CommisCentre	01/05/2010	
Teaching	Exceptional Tutorials and Topp	CommisCentre		



	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
Total Publications/Academic FTE ^{1,2}	4.44	3.48	3.98	9.25	7.42
Total indexed publications/Academic FTE	1.10	0.15	0.57	2.25	2.15
Total citations/Academic FTE ^{3,4}	18.84	4.83	4.64	37.05	42.89
Citation Impact Ratio	4.93	2.23	2.63	4.55	5.89
Research income/Academic FTE ^{5,6}	68,666	24,388	22,324	242,666	46,545
Registered PhDs/Academic FTE ^{7,8}	1.60	1.57	1.32	3.38	1.01
PhD FT 4 year/PT 5 year completion rate ⁹	19%	21%	16%	22%	26%
Total international students/Total students ¹⁰	12%	15%	10%	11%	9%
Non-traditional Undergraduate students	23%	24%	15%	11%	25%
Non-traditional New Entrant	19%	21%	17%	13%	22%
Socio Economic Disadvantage(PT NE Only) ¹¹	13%	13%	12%	10%	14%
Retention %	86%	84%	88%	84%	96%

Quality Information Systems

Quality Manual

- Group 1: Quality Assurance (5)
- Group 2: Research & Graduate Studies (22)
- Group 3: Teaching & Programme Management (37)
 - Subgroup 1: 01. Programme Design and Approval (9)
 - Access & Quality
 - Course Fee Establishment
 - Discrimination Complaints Procedure - Students or Course Applicants
 - Grants Vetting
 - Information for Prospective and Current Students
 - Special Request for EU Fee for Non-EU Student
 - Subgroup 2: 02. Student Recruitment and Admission (7)
 - Subgroup 3: 03. Learning, Teaching and Assessment (8)
 - Subgroup 4: 04. Students Engagement, Feedback and Appeals (9)
 - Subgroup 5: 05. Programme Monitoring and Review (5)

Academic Manual

- HEA Programme Provision
- Sector Institutional Profiles
- Student Staff Ratios
- Student Progression
- Operational Plans
- University Indicators
- University Rankings
- Performance Indicators
- University Structures
- Good Practice
- Reviewer Recommendations
- Extern Recommendations
- Survey Results

Office Intranet

- Reviews
- P&P Registrar
- Health and Safety
- Reviewers
- Goals & Actions
- Universities
- Committees
- Annual Reports
- Benchmarking
- Reviewers Feedback

Tripartite Approach

