

# **A New Approach to the Quality Review Process**

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# Overview of Presentation

1. Why programme reviews??
2. New Approach to Quality Review Process needed
3. Design of the new process
4. Proposal for new process
5. Timelines
6. Perceived Benefits of new Process
7. Next steps



# Programme review does ...

- ❑ What?
  - Is the programme effective?
  - Does the programme design meet the needs?
  - Delivery, resourcing, staff development, student support needs
  
- ❑ How?
  - Professional bodies
  - Programme advisory board (industry / academic)
  - User surveys (student and employer satisfaction, graduate tracking)
  - Benchmarking
  - Impact studies, as appropriate
  - Other quality mechanisms



# Principles of programme review:

- Simplicity
- Capacity building
- Developmental (programme) / iterative
- Risk / gap identification and remediation
- Costs and benefits
- Not a performance management method
- Built-in improvement planning and improvement monitoring



# Perceived Issues with Current Process

- Ownership and commitment
- Reflection does not equal actuality: disconnect
- SER quality superficial: panel report matches
- Process too daunting/repetitive
- Time consuming
- Close quality loop: how do we monitor improvement?



# For discussion

- Do you agree with our observations on the shortcomings of our previous process?
- Any more issues to be added?



# Specifications for New Process

- Consensus-driven
- Evaluative
- Self-reflective
- Consultative: more transparency
- Iterative process: builds up to final report
- Capacity building
- More analysis, less description
- Cost effective



# For discussion

- Any other criteria for a review process?



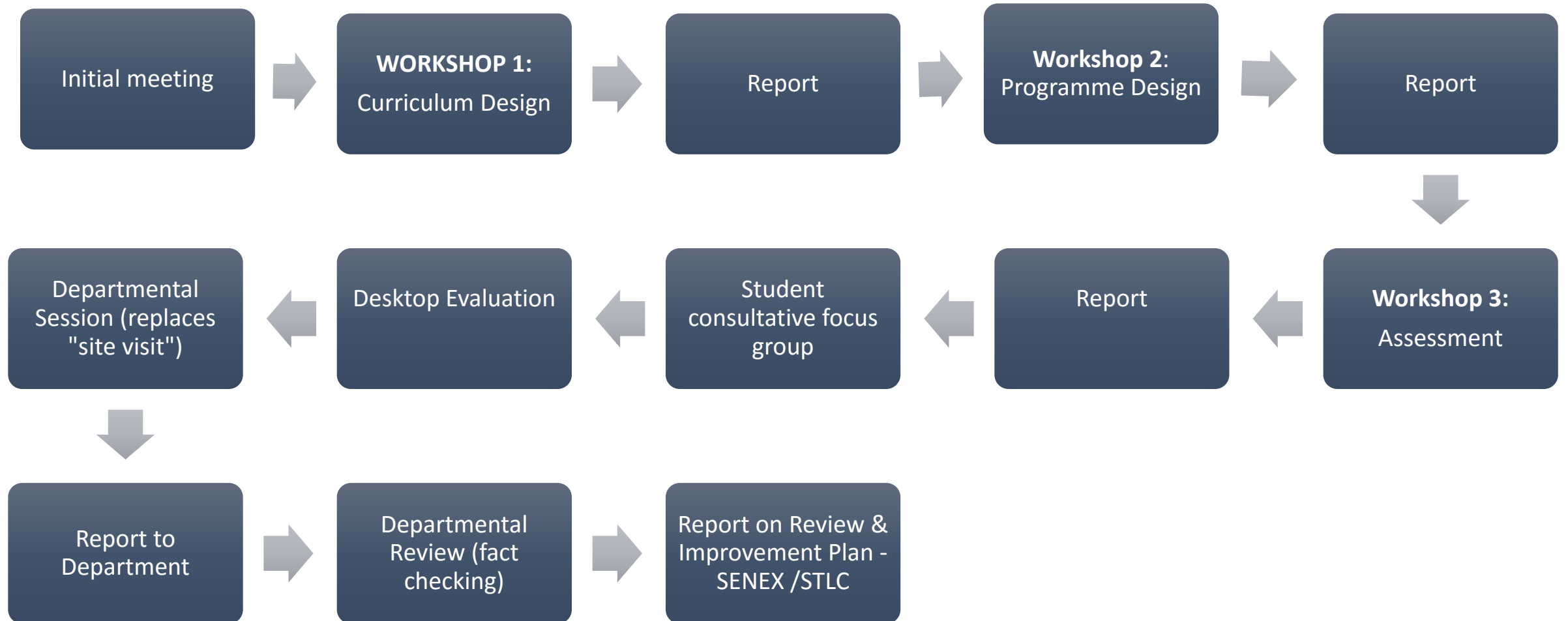


# Our proposal for a new process

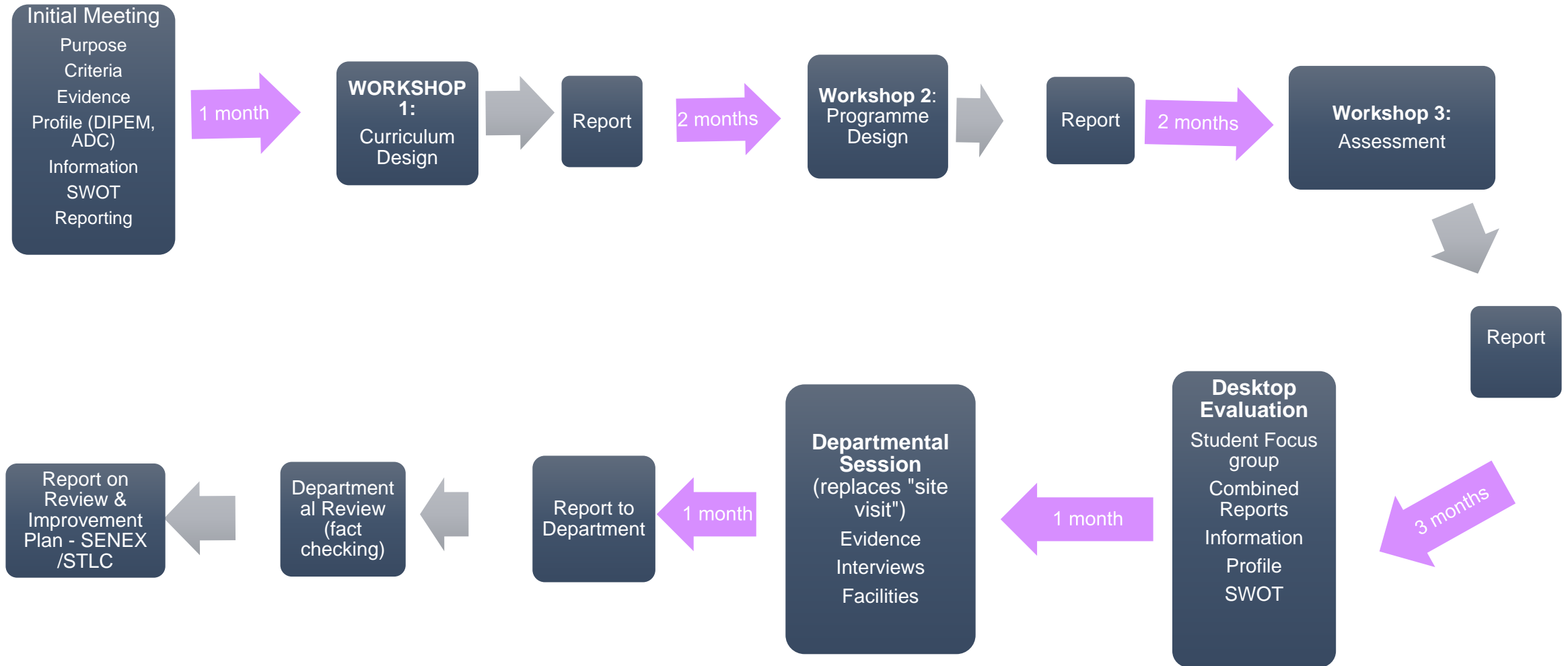
- Series of two or three workshops
  - Attended by all lecturers involved in the programme including lecturers for service modules
  - Attended by HoD and programme coordinator
  - Every workshop ends with a self-evaluation report indicating things that are done well and things in need of attention
  - Improvement Plan formulated and implemented as we progress
  - Only institutional issues left to be reported at the end of the process
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# New Approach to the Quality Review Process



# Timelines



# Your thoughts?

- Is this proposal viable?
- Possible benefits?
- Possible challenges?
- Any medals?



# Next steps

1. Survey of Departments and staff (full-time and part-time)
2. Finalising of documents
3. Consultations and consultations
4. Approval process
5. Adaptation of process for professional board reviews and reviews of S&S units/divisions
6. Ready, steady.....



# Thank you very much!!!

