FALMOUTH UNIVERSITY

Institutional Review Action Plan (Good Practice and Affirmations)

Overall Purpose/Benefit:	To build on the findings of the QAA Institutional Review 2012
Person with Overall Responsibility:	Professor Jon Press, Registrar & Director of Student Administration
Date by Which Overall Completion is Required by:	1 July 2015

	Action	Required Outcomes/ Success Criteria *(how you know when the action is complete)*	Responsibility of *(named individual)*	Staff/Stakeholders	Commentary on progress	Timescale/Progress & risk	
						End Date	Status
1	**Good practice: The high quality student support services in the area of dyslexia, academic skills and careers**						
1.1	Record the timescales for students from being assessed as dyslexic to accessing the necessary equipment	Monitor performance against SLA and KPIs; investigate cases of delay outside acceptable parameters	Director of Academic & Student Services	Accessibility & ASK teams	A monitoring process was put in place; this has now been superseded by changes in government policy.	July 2013	C
1.2	Addressing/mitigating accessibility issues at Penryn Campus	Create action plan to improve the physical accessibility of both campuses (Equality Objective 5.2)	Director of Estates	Equality Engagement & Development Manager	FX Plus commissioned an accessibility audit report for Penryn Campus. A number of significant improvements have been made to campus accessibility since the	Dec 2014	C

					previous report.		
					These include new external direction signage, level road crossings and tactile paving.		
					Further works will be incorporated into new projects as and when created.		
1.3	Ensuring the importance of Equality Impact Assessments (EqIA) is understood and institution-wide policies, activities and functions are prioritised (Equality Objective 1.3)	Monitoring and review through Equality & Diversity Committee	Pro Vice-Chancellor (Learning & Teaching)	Equality Engagement & Development Manager	A review of EqIA was carried out and the processes updated. A training programme was developed and is being implemented.	July 2013	C
2	**Good practice: the considerable enhancement of established good practice in the area of student mentoring**						
2.1	Development of Peer-Assisted Student Support	Pilot in 2012/2013 approved	Learning & Teaching	Widening Participation Officer/Student Mentor Manager	The development of Peer-Assisted Study Sessions (PASS) is now firmly embedded within the courses taking part in the pilot scheme. PASS (phase 2) has been launched for 15/16, comprising 200 students across three more pilot courses. At least one more course will join the scheme from Semester 2 of 15/16.	July 2014 (phase 1 roll-out) July 2015 (phase 2 roll-out)	C

2.2	Extension of mentoring to level 5 and level 6 students	Access agreement 2012/2013 – initial phase	Learning & Teaching	Widening Participation Officer/Student Mentor Manager	The extension of mentoring to Level 5 and Level 6 students is now firmly embedded within the courses taking part in the pilot scheme, with further expansion taking place in parallel to the PASS scheme.	July 2014 (target met) July 2015 (continued expansion of recruitment)	C
2.3	Introduction of Postgraduate mentors	Initial project by Dec 2012 with a view to further piloting in 2013/2014	Pro Vice-Chancellor (Learning & Teaching)	Director of Learning Futures	The initial project was completed but due to budget constraints further funding to roll-out the pilot scheme for 13/14 PG provision was not progressed.	Dec 2012 (initial project)	C
3	**Good practice: the development of a growing and cohesive research community and environment**						
3.1	This is being addressed through the Research & Enterprise Strategy (2010-2015) and Road Map for RDAP 2014	Monitored through Research & Innovation Committee	Pro Vice-Chancellor (Research & Innovation)				C
3.2	Analysis and monitoring of progress of research degree students against external indicators and targets.	Monitored through Research Degrees Committee	Pro Vice-Chancellor (Research & Innovation)				C
3.3	Review effectiveness and monitor uptake of training to guide research students undertaking teaching	To be monitored through Research & Innovation Committee	Pro Vice-Chancellor (Research & Innovation)		The Graduate Teaching Assistant role and associated HR procedures have now been approved.	June 2013	C
4	**Affirmation: the action being taken to ensure the availability of module component marks to assessment boards to confirm that intended learning outcomes have been achieved**						

4.1	Review process and assess effectiveness of presentation of marks to summer 2012 assessment boards	Amend, develop and enhance for 2013	Head of Registry	Senior Assistant Registrars (QST, SRIT, AAT)	A new assessment board report was developed and used at the June and August 2012 boards showing a complete profile for each student. Further improvements were made for the boards in Summer 2013 to include the introduction of module and award statistics, along with further clarity of assessment attempt history.	Dec 2012	C
5	**Affirmation: the steps being taken centrally to improve timetabling**						
5.1	Deputy Vice-Chancellor leading new timetabling project for 2013/14	Increased accessibility of timetables for students and staff eg on mobile devices	Deputy Vice-Chancellor		In 2013/14, 50% of courses were using the improved "My Timetable" product. From September 2015, accessible scheduling on taught student activity across all courses at Falmouth is now available through the "MyTimetable" webpages, with a mobile friendly interface, and shortly through a student app. This clearly shows taught and, in some instances, support activity	July 2014, revised to July 2015	C

					through a live feed of information co-ordinated by a central timetabling team. We have issued individual student timetables, with higher levels of individual scheduling upon courses where there are elective modules		
6	**Affirmation: the development of a range of initiatives to engage students in quality assurance and enhancement**						
6.1	Student Representative & Engagement Working Group to meet on an annual basis	Make recommendations to AQSC, monitor implementation of proposals and review effectiveness at the end of the year	Registrar & Director of Student Administration	Senior Assistant Registrar (AAT); FXU	Following a further review by an external consultant in 2014, SSLGs are now managed by Departments and supported by a dedicated Student Representatives Co-ordinator in FXU . Reps are given training and development.	June 2012, revised to Oct 2014.	C
6.2	Working group to review the structure of SSLG meetings and make recommendations on related staff and student training needs	Timescale to be confirmed	Registrar & Secretary	Senior Assistant Registrar (AAT); FXU	This was completed for 2012/13. The recommended timings of the SSLG's were set along with the 'focus topics' for each meeting. These were communicated to academic teams together with a flow chart showing the action completion / feedback loop. A briefing was also given at the IBW		C

					week in conjunction with the Registrar and members of the FXU informing staff of the changes to the Student Rep system.		
6.3	Student representative information packs to be produced, student rep learning space to be re-developed and web pages within FXU website to be created	To be in place for the start of 2012/13 academic year	Registrar & Secretary	Senior Assistant Registrar (AAT); FXU	A student rep handbook was distributed to all student reps at the initial briefing session. Format developed with FXU.	Sept 2012	C
6.4	FXU/NUS training support for student representatives	tbc	Registrar & Secretary	FXU	FXU, the EDLs and the AAT have devised a new training package which will consist of an initial briefing session and smaller practical follow up training sessions. In addition all reps will be encouraged to attend monthly meetings with their AAT reps in order that further support requirements can be identified throughout the year.	Sept 2012	C
6.5	Module evaluation	Review first year of operation and amend, develop and enhance for 2013	Registrar & Director of Student Administration	Head of Registry; Senior Assistant Registrar (AAT)	Module evaluation surveys were completed for all undergraduate modules for the academic year 2014/15 using an automated online system at the end of Semester 2. The process will repeated at the end of Semester 1 and Semester 2 in 2015/16 and will also	July 2012, revised to July 2015	C

				include all postgraduate cohorts.		
7	**Affirmation: the development of the Management Information Systems capability**					
7.1	The further development of the MIS is within the ICT Strategy, currently in draft.		Director of Finance & Resources		The approved MIS roadmap for development (supporting the ICT Strategic Plan through to 2017) includes 7 ICT investment programmes including; One Portal, Falmouth Online, Business Intelligence, Communications Management, Information Data Quality and Maximising Resources and Support.	C

Key to progress status:
YTS   yet to start
WIP   work in progress
WIP(R)   work in progress but deadline or outcomes potentially at risk
C   completed

SSLG   Student-Staff Liaison Groups
EDL   Educational Development Lecturer

Risk

🟥	High
🟧	Medium
🟩	Low

2015 Update QAA IR Action Plan GPA