

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 Information
Date by Which Overall Completion is Required by:	1 July 2015

Action	Required Outcomes/ Success Criteria <i>(how you know when the action is complete)</i>	Responsibility of <i>(named individual)</i>			Timescale/Progress & risk		
			Staff/Stakeholders	Commentary on progress	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 is now in place.	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. The Director of Estates reports they are looking to incorporate its key proposals into projects as	Dec 2014 (addressing issues)	C

					and when they are activated. However due to budget limitations it will not be possible to address all the proposals made in the audit.		
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 (L&T)	Equality Engagement & Development Manager	A review of EqIA was carried out and the processes updated. A training programme has been 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 2012-13 approved	tbc	Widening Participation Officer/Student Mentor Manager	New courses have been engaged in the scheme; training packages have been developed and delivered. Smaller increase than expected due to impact of restructuring and limited administration resources. Phase 1 roll out still on track for 2014-15.	July 2014 (phase 1 roll-out) July 2015 (phase 2 roll-out)	WIP
2.2	Extension of mentoring to level 5 and level 6 students	Access agreement 2012-13 – initial phase	tbc	Widening Participation Officer/Student Mentor Manager	Level 5/6 mentoring is now offered across all courses dependent on recruitment, with the majority of students having access to a mentor from their own course.	July 2014 (target met) July 2015 (continued expansion of recruitment)	WIP
2.3	Introduction of Postgraduate mentors	Initial project by Dec 2012 with a view to further	Pro Vice-Chancellor (L&T)	Director of Learning Futures	The initial project was completed and not taken	Dec 2012	C

		piloting in 2013-14			forward to the pilot stage.	(initial project) June 2014 (further pilot)	
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 (R&I)		A Task & Finish Group has been established to deliver RDAP. Membership includes Registry, HR and RIO to ensure corporate integration and long-term support and growth of the research environment.	July 2015	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 (R&I)		Student data will be a specific task in the RDAP T&F group.	June 2013	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 (R&I)		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	Dec 2012	C

					student. Further developments are expected to take place in preparation for the boards in Summer 2013 to include the introduction of module and award statistics, along with further clarity of assessment attempt history.		
5	Affirmation: the steps being taken centrally to improve timetabling						
	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		50% of courses are now using the improved "My Timetable" product and the Timetable 2014 project aims to move the remaining 50% of courses into the new application by Oct 2014. The new product works on mobile devices.	July 2014, revised to July 2015	WIP
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 Information	Senior Assistant Registrar (AAT); FXU	The future of this working group will be revisited in light of the changes to the location of SSLGs during 2014.	June 2012, revised to Oct 2014.	WIP
6.2	Working group to review the structure of SSLG meetings and make	Timescale to be confirmed	Registrar & Secretary	Senior Assistant Registrar (AAT); FXU	This has been completed. The	tbc	C

	recommendations on related staff and student training needs				recommended timings of the SSLG's have been set along with the setting of a focus for each meeting. These have been communicated to academic teams together with a flow chart showing the action completion / feedback loop. A briefing was also given at the IBW 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 will be 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 Information	Head of Registry; Senior Assistant Registrar (AAT)	Automation could improve access, reporting and analysis. An online evaluation is being piloted in the School of Writing and Journalism. The institutional process for 2014-15 is tbc.	July 2012, revised to July 2015	WIP(R)
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.	tbc	Director of Finance & Resources		The approved MIS roadmap for development (supporting the ICT Strategic Plan through to 2017) includes seven 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

Risk

High
Medium
Low