

University of Glasgow**Academic Standards Committee – Friday 9 October 2009****Actions Arising from Annual Course Monitoring for Session 2007-08****Ms Helen Butcher, Clerk to the Committee**

Following ASC's consideration of the FQAEO Report on Annual Course Monitoring in 2007-08, the issues identified for action were brought to the attention of the relevant senior managers.

The detail of the issues raised and responses received so far is provided below. A further update will be made to ASC in November.

Vice Principal (Strategy & Resources)

The following actions were drawn to the attention of the VP (Strategy & Resources):

- Lack of accommodation for classes of 30-40 students, [this has also been referred to the Director of Estates & Buildings];
- Refurbishment of the Biology laboratories on the 9th floor of the Boyd Orr is an urgent priority. Staff involved were devastated to learn that the refurbishment, expected to occur in summer 2009, has been postponed. Poor facilities are considered bad for retention. The same goes for SCENE. [This item was identified in the Faculty Annual Monitoring Report from Biomedical & Life Sciences];
- There has been a major refurbishment programme in the Dental School, which has resulted in the provision of good facilities. The remainder of the building requires refurbishment and the University's support is requested to ensure that this is addressed. [This item was identified in the Annual Monitoring Report from Dental School];
- The Faculty of Veterinary Medicine identified the need to develop teaching and laboratory facilities at Garscube campus, both to alleviate the demand at Gilmorehill and to facilitate enhancement of the teaching and learning experience of science based subjects due to limited facilities/increased student numbers. In this regard the Faculty corporate plan has proposed construction of a new teaching and conference facility, on the Garscube site, which would address many of the shortcomings identified within the FACMR with regard to teaching spaces. In addition, construction of such a facility would address related issues identified outside of the FACMR, such as the inadequate capacity of current on site catering and would enhance integration of the university within the wider local community. [Item to be taken forward in dialogue with the Dean of the Faculty of Veterinary Medicine]

Response/Action

The following response was received by email from Professor Juster:

All of the items, except the Dental School, are on the forward projections for Capital Expenditure together with other L&T investments. As always it is a question of affordability and priorities. Does ASC have a view on which of the items should be tackled first? Does ASC have any data that shows we are losing students disproportionately from any course, or that we are unable to deliver course, because of poor provision of L&T spaces?

I will add the Dental School to the list of areas requiring refurbishment but I believe this is a matter for us putting pressure on the NHS rather than us providing additional funds. It would also be good to know from ASC's perspective where the Dental School refurbishment sits in relation to our other extensive moves and refurbishment within the NHS estate.

In response to this, FQAEOs were asked to provide any data that shows we are losing students disproportionately from any course, or that we are unable to deliver any course, because of poor provision of L&T spaces. Unfortunately, no conclusive evidence has been submitted.

ASC is invited to consider Professor Juster's enquiries regarding i) the prioritisation of projects and ii) the position of the Dental School refurbishment in relation to other projects within the NHS estate.

Vice Principal Learning, Teaching & Internationalisation

The following actions were drawn to the attention of the VP (Learning, Teaching & Internationalisation):

- In line with the Internationalisation agenda establish more flexible arrangements, including scholarships and, as appropriate, reduced fees for students from developing countries currently unable to pay full cost recovery overseas fees.
- Consideration be given to the ways staff undertaking the New Lecturers Teaching Programme are further supported and mentored by their parent Departments. [To be taken forward jointly with the: Director of Human Resources]

Response/Action

Professor Nolan reported that a University group was being established to consider all scholarships across the institution and that ASC/FQAEO's concerns and the need for clarity, transparency and consistency in our approach would be fed into this. She also advised that the University does have commonwealth scholarships on offer to those from the poorest countries of the commonwealth. Professor Nolan's response also suggested that the issue of fee reductions/waivers was a matter for Deans of the Faculties to decide upon.

It has also been reported that various actions have been taken forward by the Learning & Teaching Centre and HR to improve mentoring for staff undertaking the New Lecturer and Teacher Programme (NLTP). Specifically, Mentoring Guidelines have been written to provide guidance to mentors (on their roles and responsibilities), Heads of Department (on selection and support of mentors) and mentees (on what they can expect from mentors). ASC is also advised that the issue of departmental mentoring of probationary colleagues on the NLTP has also arisen through two other avenues: feedback from the Higher Education Academy during reaccreditation of the NLTP in 2006, and through the NLTP's external examiner's reports. Collectively, these external parties have queried the variability of mentor support for academic staff undertaking the NLTP. The Director of HR will prepare a paper providing the

background to why this issue has arisen and will be submitting it to the following groups for discussion:

SMG
Learning and Teaching Committee
HR Committee
New Lecturer Teacher Development Group
HODs

Finally, LTC staff have initiated discussions with the Head of the Staff Development Service to consider input to the Middle Management training programme on this issue, to ensure that new HoDs are made aware of the need for appropriate mentorship of new academic staff.

ASC is invited to note these actions.

Responses are awaited from the following areas.

Estates and Buildings

The following actions were drawn to the attention of the Director of Estates & Buildings:

Teaching Accommodation:

- A number of Faculties reported ongoing difficulties with securing appropriate accommodation on the main University campus for small group teaching;
- Request for University (E&B) to conduct an annual review and upgrade of teaching rooms;
- Lack of accommodation for classes of 30-40 students (also be referred to the Vice Principal (Strategy & Resources) for action in collaboration with E&B).

Central Room Bookings:

- Improvements in the efficiency of central room bookings with particular attention to avoiding unnecessary movement of courses between rooms;
- Central Room Bookings confirmed teaching rooms quite close to the start of the first semester, making it difficult for staff to react to the allocation of teaching space and for any unsuitable assignments to be swapped.

Request from the Faculty of Veterinary Medicine:

FQAE0 agreed that the request from Veterinary Medicine for increased commitment and support from Estates and Buildings for identified projects should be taken forward by dialogue between the Director of Estates & Buildings and Dean of the Faculty of Veterinary Medicine.

IT Services

The following actions were drawn to the attention of the Director of IT Services:

- provision of instructions for use of IT equipment in all central teaching venues;
- limited access to 'plug and play' technology in PG teaching accommodation*;
- poor IT Help Desk service/coverage*.

*Issue was identified by the Faculty of LBSS.

Deputy Dean of Medicine

The following actions were drawn to the attention of Professor McKillop:

- Maternity leave cover in areas with a heavy teaching load should be a priority. This is particularly notable in the case of the MSc (Med Sci) Human and Clinical Nutrition, where only one replacement was supplied to cover three members of staff on maternity leave.

Dean/Associate Dean of Veterinary Medicine

The following actions were drawn to the attention of Professor Reid and Professor Anderson:

- Promote to students an inquiring mentality rather than learning to assessment. [Associate Dean, Learning & Teaching, Faculty of Veterinary Medicine]
- Enlarge facilities for post mortems. [Dean of the Faculty of Veterinary Medicine]