

University of Glasgow**Academic Standards Committee – Tuesday 15 April 2014****Revisions to Annual Monitoring Process****Clare Barnes and Jane McAllister, Senate Office****Background:**

The Quality Officers Forum and the Senate Office continuously review the Annual Monitoring process, the associated forms and schedules. It has been noted that engagement with the process is variable across the University and that there are a number of aspects of annual monitoring that continue to be problematic despite best efforts.

- Timing: the need for prompt reporting through the levels balanced with the most appropriate time of year for reflection and the availability of some of the data required.
- Action: where the need for action is identified in an annual monitoring report, it is not necessarily picked up at the appropriate level and can be held up in the process of onward reporting.
- Closing the loop: feedback to staff undertaking the annual monitoring is crucial to promoting engagement in reflection by demonstrating that the process leads to improvement.

Proposal

It is proposed to attempt to address the issues noted above by refreshing the process and formalising an alternative approach that has already been adopted in some schools, particularly the School of Engineering, whereby meetings are co-ordinated by the School to gather information for the School Annual Monitoring Summary instead of relying on the completion and submission of forms.

The process would be adjusted as follows:

- Towards the end of session, staff responsible for “units of learning¹” should reflect on learning and teaching using the relevant sources of evidence, including: Course Feedback; Student Performance Data; Staff Feedback; External Examiners’ Comments (at Boards of Examiners meetings rather than waiting for official reports); Student Survey Data.
- These staff will meet in groupings appropriate to the local structures (school, subject, discipline etc) to review provision collectively rather than each individual completing an Annual Monitoring Report. Meetings will be called and chaired by the School Quality Officer. Discussion should include identification of issues/good practices, including those with wider relevance, and discussion on how they might be resolved/disseminated.
- A structured minute of the meeting, including a list of directed actions and a record of attendance, must be produced promptly (see Appendix 1). This will be forwarded to the College Quality Officer to inform College Annual Monitoring; to the School Learning and Teaching Committees to allow actions within School remit to be taken

¹ Annual monitoring uses the term “unit of learning” to allow schools or subject areas to group courses in the most appropriate way e.g. by year, by programme that they contribute to, etc

forward in a timely fashion at the appropriate level; to all the relevant Staff Student Liaison Committees for information. The minute will also be submitted to Periodic Subject Review panels in place of the Annual monitoring forms currently required.

- College Quality Officers will repeat this process and meet with their School Quality Officers. The structured minutes of these meetings (see Appendix 2) will be submitted to College Learning and Teaching Committees (College actions) and Academic Standards Committee in October (University actions).

In addition:

- New or significantly revised courses or programmes should submit a brief supplementary report at the end of the first year (see Appendix 4).
- Any member of staff responsible for a “Unit of Learning” that cannot attend the meeting should submit an annual monitoring form (See Appendix 3).

In recognition of the diversity of local organisational structures, the intention is to retain a degree of flexibility in the application of the process. The Head of School and the School Quality Officer will need to consider these and identify the most appropriate way of conducting these meetings in each area.

Where a School has a number of diverse subject areas, it might decide to hold a number of meetings at subject/discipline level. An individual should be identified in each area to take the lead. The minutes from these meetings can either be used to inform a School level meeting or be collated into a School Annual Monitoring Summary by the School Quality Officer. Where the School Officer is collating information, it is recommended that he/she attends the subject/discipline level meetings.

Schools may opt to retain the paper-based approach to annual monitoring. If so, annual monitoring forms for all Units of Learning **must** be completed promptly by the deadlines set by the College Quality Officer to enable onward reporting deadlines to be met.

Potential for further development

Currently, the annual monitoring process is applied in the same way to all “Units of Learning”, regardless of the student feedback, exam performance and state of maturity of the course. A “Unit of Learning” that performs well on these indicators is subject to exactly the same process as one that does not. Over the next session, consideration will be given to whether these indicators can be made more readily available and used to inform a risk-based approach to annual monitoring that could, in turn, reduce bureaucracy and the need for form filling activity where the risk is low.

Detailed proposals on a risk-based, light touch approach are dependent on the outcomes of the Course Evaluation Working Group which is currently developing recommendations for a new university policy on course evaluation and the roll-out of Evasys course evaluation software to facilitate fast analysis of course feedback and management overview. The Course Evaluation Working Group will report to the June meeting of EdPSC.

Proposed Annual Monitoring Process



This proforma should be used as a guide agenda for, and to record discussion from, an annual monitoring meeting convened by the School Quality Officer. This form should also be used where meetings at Subject/Discipline level are deemed appropriate.

Prior to meetings, staff responsible for “Units of Learning” should reflect on the provision informed by relevant sources of evidence, including:

Course Feedback

Student Performance Data

Staff Feedback

External Examiners’ Comments

Student Survey Data

The aim of Annual Monitoring is to maintain quality and improve provision. This form is designed to capture a focused and concise evaluation of the School’s learning and teaching experiences for the last academic session, along with action points. Bullet list format is encouraged.

College	
School (<i>Subject/Discipline if appropriate²</i>)	
<i>Present:</i>	Name (responsibility)
<i>Absent:</i>	Name (responsibility)- include confirmation that input has been received via a completed Annual Monitoring form

Reflection

What is working well? What needs work?

Good Practice

What practices are innovative? What practices should be recommended?

Improvement Plans

What actions are being taken forward?

Closing Loops

² It may be appropriate in Schools with diverse subject areas or complex organisational structures to convene meetings by Subject/ Discipline.

What progress has been made on actions identified in last annual monitoring cycle?

What matters (if any) need to be brought to the School, College or University's attention?
School
College
University

Hot Topics
Please comment on activity related to... (Topics to be decided by the VP (L&T) annually)

Learning and Teaching Strategy
Please comment on initiatives and progress made in relation to key school or college strategic objectives (CQO/Dean (L&T) to agree annually):

External
QAA Enhancement Themes
Please comment on the School's engagement with the QAA enhancement themes and proposals for promoting wider engagement where applicable

Collaborative Activity (where applicable)
Please comment on any additional arrangements that Schools may have put in place to monitor and support the learning experience of students on established UK or international collaborative programmes such as joint/double (dual) award arrangements or those involving students who have articulated onto a programme or course offered by the College from a partner institution.

Reviews by Professional, Statutory and Regulatory Bodies (where applicable)
Please comment on professional accreditation/reaccreditation that have taken place this year, including aspects of good practice and any areas of concern identified in accreditation reports submitted to the College Learning and Teaching Committee and how they will be/have been disseminated/addressed.

This proforma should be used as a guide agenda for, and to record discussion from, an annual monitoring meeting of School & College Quality Officers. Meetings at School level should have already taken place to inform this discussion.

The aims of Annual Monitoring are to maintain quality and improve provision encourage reflection. The form is designed to capture a **reflective summary** of annual monitoring activity at school and subject level. Bullet list format is encouraged.

College	
<i>Present:</i>	Name (responsibility)
<i>Absent:</i>	Name (responsibility)- include confirmation that input has been received via a school report

Reflection
Comment on what is working well? What needs work?

Good Practice
Comment on innovation? What practices should be recommended?

Improvement Plans
What actions are being taken forward?

Closing Loops
Comment on progress made on actions identified in last annual monitoring cycle

What matters (if any) need to be brought to the College or University's attention?
College
University

Hot Topics
Please comment on activity related to... (Topics to be decided by the VP (L&T) annually)

Learning and Teaching Strategy

Please comment on initiatives and progress made in relation to College strategic objectives (CQO/Dean (L&T) to agree annually):

External

Comment on engagement with QAA Enhancement Themes

Comment on arrangements for collaborative activity (where applicable)

Comment on reviews by Professional, Statutory and Regulatory Bodies (where applicable)
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This proforma should be completed as a means of providing input into to the School (or subject/discipline) Annual Monitoring meeting if you are unable to attend. You should reflect on the provision within the “Unit of Learning” under consideration informed by relevant sources of evidence, including:

Course Feedback
External Examiners’ Comments

Student Performance Data
Student Survey Data

Staff Feedback

The aim of Annual Monitoring is to maintain quality and improve provision. This form is designed to capture a focused and concise evaluation of learning and teaching experiences for the last academic session, along with action points. Bullet list format is encouraged.

School	
Subject Area/Discipline	
Unit of Learning	

Reflection

What is working well? What needs work?

Good Practice

What practices are innovative? What practices should be recommended?

Improvement Plans

What actions are being taken forward?

Closing the Loop

What progress has been made on actions identified in last annual monitoring cycle?

What matters (if any) need to be brought to the School, College or University’s attention?

School

College

University

Hot Topics

Please comment on activity related to... (Topics to be decided by the VP (L&T) annually)
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Learning and Teaching Strategy

Please comment on initiatives and progress made in relation to school or college strategic objectives (CQO/Dean (L&T) to agree annually):

This proforma should be completed as a means of providing input into to the School (or subject/discipline) Annual Monitoring meeting where more in depth review is required, i.e. where provision is new or significantly revised, or where areas of concern have been identified by the School (subject/discipline).

You should reflect on the provision within the “Unit of Learning” under consideration informed by relevant sources of evidence, including:

Course Feedback	Student Performance Data	Staff Feedback
External Examiners’ Comments	Student Survey Data	

The aim of Annual Monitoring is to maintain quality and improve provision. This form is designed to capture a focused and concise evaluation of learning and teaching experiences for the last academic session, along with action points. Bullet list format is encouraged.

College	
School (Subject/Discipline if required)	
Unit of Learning	

Reflection
What is working well?
What key issues have been identified?

Improvement Plans
What actions are required?

Are there any matters you would like to bring to the School, College or University’s attention?
School
College
University