



University of Wollongong

Quality Matters

Issue 1 - June 2004

<http://www.uow.edu.au/about/quality/>

AUQA Audit - May 2005

The Australian Universities Quality Agency (AUQA) has announced that its audit of the University of Wollongong will take place in May 2005.

AUQA will base its audit on a critical review by UOW of the effectiveness of its quality systems in key areas of operation. The outcome of the review must be documented in a Performance Portfolio to be submitted to AUQA by February 2005. The portfolio presents a comprehensive evaluation of the effectiveness of the quality systems in place at UOW and must be supported by documentary evidence which underpins statements made in the portfolio. The statements in the portfolio will also be tested by an AUQA Audit Panel during a site visit which will take place over a number of days in May 2005.

UOW approach to the performance review

Our performance review will follow the stages set out below:

Stage 1: Collect evidence *(May - August 2004)*

The Quality Project Team will liaise with various staff from across the University to gather written records and other evidence of our performance in key areas including: governance and management; learning and teaching; research; internationalisation; community engagement; student services and support; and HR management.

For each area, we will need evidence covering the steps in the quality improvement cycle - Plan, Act, Review, Improve - that is:

1. Our plans - what are we seeking to achieve.
2. How we implement those plans - relevant policies, processes, and activities, and how they are applied throughout the University.
3. How we review our progress towards achieving our objectives - systematic review mechanisms, reviews conducted over the past five years, surveys, etc.
4. Improvements we have put in place as a result of our reviews.

Mechanisms for collecting evidence will include:

- Interviews with staff who are expert in each of the areas of the self-review;
- Faculty Reference Group Workshops in the areas of research and learning and teaching;
- Other workshops with key groups as required (e.g. covering Internationalisation, Community Engagement, Human Resources);
- Student focus groups;
- Questionnaires;
- Close liaison with Strategic Planning Unit to identify relevant trend data.

Stage 2: Develop performance reports *(June - August 2004)*

The Quality Project Team will develop Performance Reports in the areas of learning and teaching, research and internationalisation, based on the documents and other evidence collected during Stage 1. Supporting sources - such as plans, policies, reports, minutes, etc - will be referenced in the reports. Areas of good practice and areas for possible improvement will be identified.

Stage 3: Circulate performance reports for comment *(August - Sept 2004)*

The Performance Reports will be circulated to Deans and Faculty Executives, relevant Heads of non-faculty units, student organisations and key committees for information and comment.

The Quality Project Team will collate the feedback and refine the Performance Reports in light of that feedback.

Stage 4: Self-reviews *(August 2004)*

Non-faculty units will review their own contributions to the attainment of UOW's strategic goals.

Stage 5: Identify improvement projects *(Sept 2004)*

Arising from the Performance Reports, a series of "gaps" will be identified and documented. An action plan for addressing these gaps and achieving improvements will be developed.

You are invited to visit the new Quality and Improvement website at
<http://www.uow.edu.au/about/quality/>

Stage 6: Develop performance portfolio *(August - Nov 2004)*

The Quality Project Team will develop a 20,000-word Performance Portfolio covering all areas of operation, based on the Performance Reports, self reviews and evidence gathered.

Each chapter of the Portfolio will reflect the Plan, Act, Review, Improve quality cycle and will provide an evaluation of the effectiveness of our quality assurance processes, highlighting strengths and areas for improvement. Data and factual information will be included in Appendices, and supporting documents will be listed.

The Performance Portfolio will be:

- **circulated for comment by late September 2004**
- **finalised and endorsed by relevant Senior Executive(s) by the end of November 2004**
- **produced in December 2004**
- **printed in January 2005**
- **submitted to AUQA in February 2005**

Trial Audit

It is anticipated that a Trial Audit will be conducted before the Performance Portfolio is finalised. Details will be provided in a future issue of the newsletter.



Update on Quality Projects

A number of projects are currently underway aimed at improving our quality process and/or raising awareness of plans and policies throughout the UOW community. A brief summary of a number of key projects follows:

Project	Aim	Progress
Quality Review Framework	To provide a quality review framework and course and subject review guidelines	Draft Framework (with Course and Subject Review Guidelines) endorsed by UEC 2 June 2004 and referred to Academic Senate
University Strategic Planning	To develop the 2005-2007 University Strategic Plan and align the other plans in the UOW strategic planning structure: the Core Function plans for Learning & Teaching, Research, Internationalisation and Community Engagement and the Faculty, Professional Unit, Facilitating and Campus Management Plans	Plans expected to reach Academic Senate as a package on 28 July and be submitted to Council on 13 August 2004
Communication Survey	To assess how effectively we communicate plans and policies both at a University and unit level	Trial of survey complete Currently being implemented by faculties online
ESDF Project – “Implementing QA Processes for Teaching and Learning”	To develop models for strengthening quality assurance processes for teaching and learning in all faculties	Review of current practices is approaching completion and recommendations for model guidelines are being developed
Review implementation of new assessment policies	To assess the effectiveness of the assessment policies approved in 2003, following the recommendations of the RAPP Report (Nov 2002)	Review to commence July 2004
Implement HDR management practices across campus	To ensure consistency and equity of processes; improved access to HDR information and enhanced management and supervisory practices to ensure timely completions and student satisfaction	Guidelines for 1st Year Research Proposal Review, revised Code of Practice-Supervision, Revised HDR Course Rules, Progress Review and Probation Guidelines, On line Annual Progress Reporting to be completed and implemented across campus by September 2004
HDR Handbook	To provide a comprehensive, accessible and up to date resource on all aspects of HDR candidature for HDR Supervisors and Candidates	First draft ready for review in July 2004
Review HDR Resources within Faculties	The identification of current resources for HDR candidates across campus and how they are distributed/utilized across Faculties and Research Strengths including the identification of any serious shortfalls	Draft survey being prepared with a view to distribution across campus in August/September 2004