



University of Wollongong

Quality Matters

Issue 4 - May 2005

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

AUQA Audit

AUQA has announced the schedule for its four-day audit visit to UOW's Wollongong Campus between 16-19 May 2005 (see pp.2-3). Key features are outlined below.

Wollongong visit - key features

- The full five-member AUQA audit panel will visit Wollongong campus between 16-19 May 2005. For the panel members' background details, see http://www.uow.edu.au/about/quality/audit_panel.html.
- 25 formal interview sessions will be conducted during Days 1-3, involving over 150 UOW staff members.
- The auditors will also lunch with 50 students (including undergraduate, postgraduate coursework and research students) and 25 external community members.
- During Days 1-3 individual panel members will conduct "walk-around" sessions in parallel with the final interview sessions (see below).
- Day 4 will largely be devoted to report writing by the AUQA Audit Panel, with a formal feedback session with the Vice-Chancellor (and other Senior Executives) at the end of the day.
- Four sample academic units will be involved in the audit:
 - Biological Sciences
 - Mechanical, Materials and Mechatronic Engineering
 - Management and Marketing
 - Education
- Four sample research units will also be involved:
 - CAPSTRANS
 - Bluescope Steel Institute
 - Institute for Biomolecular Science
 - Institute for Conservation Biology & Law

Other site visits

A two-member delegation of the audit panel have already visited Dubai (25-26 April) and Hong Kong (27-28 April). On 13 May, they will also visit the Wollongong University College at Sydney and the Sydney Business School.

Will you be involved?

Staff members and students participating in the formal interview and lunchtime sessions have already been notified of their involvement. If you have not been contacted then you will not be asked to speak to the AUQA panel in one of the set sessions. However, you may be approached by a member of the panel during a walk-around session (see below).

"Walk-around" sessions

Random, unscheduled walk-around sessions will be conducted by individual members of the audit panel during Days 1-3 (16-18 May). The panel members will knock on office doors with a view to conducting short interviews (10 minutes in length) with available staff members. Staff can decline to be interviewed but are encouraged to participate.

Participating staff will be asked four to five standard questions. While AUQA has not identified the questions that they will ask, questions might include:

- What opportunity is there for you to contribute to the development of plans in your area?
- Is professional development supported in your faculty/unit?
- If a student has a complaint, what can you do?
- How are students supported to become effective, independent learners?
- If you are a new staff member, how effective was your induction?

Answers to an auditor's questions will be strictly confidential.

The Performance Portfolio

The Performance Portfolio is the key document describing UOW's quality structures and processes and will form the basis of the quality audit. During the audit visit, the five-member AUQA panel will test statements made in the portfolio and seek further examples of how our quality processes are implemented in faculties and units.

All members of staff, students and community members being interviewed by the audit panel have received a hard copy of the portfolio, together with a CD-ROM containing the portfolio and supplementary documents.

The Performance Portfolio is also available on UOW's Quality and Improvement website: www.uow.edu.au/about/quality. Even if you have not been selected to participate in an interview session, you are encouraged to read the portfolio to find out more about the University's quality processes.

Quality Quiz

Issue 3 of "Quality Matters" included seven questions to test your understanding of some of the quality issues that may be explored by the AUQA panel. How would you answer the following further questions?

1. What is UOW's Quality Model?
2. What are UOW's Strategic Projects?
3. How has UOW demonstrated its commitment to professional standards of assessment?
4. What additional support is provided for students with particular needs?
5. What is UOW doing to support the commercialisation of research outcomes?
6. How has UOW adopted a more strategic approach to its community engagement activities?

For answers to these questions, see page 3 of this Newsletter.

Wollongong Audit Visit - Schedule

Monday 16 May 2005

Session	Time	Details
1.01	9.00am	Vice-Chancellor
1.02	9.45am	Panel review
1.03	10.15am	Planning, Finance & Human Resources Leadership
1.04	11.00am	Academic Leadership
1.05	11.45am	Panel review
1.06	12.15pm	Lunch with undergraduate and postgraduate coursework students
1.07	1.15pm	Panel review
1.08	2.00pm	Members of Council
1.09	2.45pm	Faculty Deans
1.10	3.30pm	Panel review
1.11	4.45pm	COGNOS demonstration
1.12	5.30	Panel review

Tuesday 17 May 2005

Session	Time	Details
2.01	9.00am	Library
2.02	9.45am	Panel review
2.03	10.15am	Teaching and Learning Support
2.04	11.00am	Heads of sample schools
2.05	11.45am	Panel review
2.06	12.15pm	Lunch with research students
2.07	1.15pm	Panel review
2.08A	1.45pm	Mechanical, Materials and Mechatronic Engineering
2.08B	1.45pm	Education
2.09A	2.30pm	Biological Sciences
2.09B	2.30pm	Management and Marketing
2.10	3.15pm	Panel review
2.11	3.45pm	Commercial and International Leadership & Committees
2.12	4.30pm	International Support
2.13	4.50pm	International Practitioners
2.14	5.30	Panel review

Wednesday 18 May 2005

Session	Time	Details
3.01	9.00am	Research Leadership - Staff
3.02	9.45am	Research Leadership – Research Training
3.03	10.30am	Panel review
3.04A	11.00am	CAPSTRANS
3.04B	11.00am	Bluescope Steel Institute
3.05A	11.45am	Institute of Biomolecular Science
3.05B	11.45am	Conservation Biology and Law
3.06	12.30pm	Panel review
3.07	1.00pm	Lunch with external stakeholders
3.08	2.00pm	Panel review
3.09	2.30pm	Information Technology Services
3.10	3.15pm	Student Administration
3.11	4.00pm	Panel review
3.12	4.30pm	Open interviews (details to be provided)
3.13	5.00pm	Callback session
3.14	5.30pm	Panel review

Thursday 19 May 2005

Session	Time	Details
4.01	9.00am	Panel workshop
4.02	4.30pm	Feedback Session with VC

Answers to Quality Quiz

Q1 What is UOW's Quality Model?

UOW's current quality model is based on a continuous improvement cycle - Plan, Act, Review, Improve - which can be applied to all processes and activities.

See Performance Portfolio, Chapter 1 - Introduction, section 1.2

Q2 What are UOW's Strategic Projects?

Strategic Projects are developed annually to facilitate specific outcomes of strategic importance. These projects are aligned with the UOW Strategic Plan and are reviewed twice a year. Examples of Strategic Projects

are the Innovation Campus and the Graduate Medical School.

See Performance Portfolio, Chapter 2 - The Institution, section 2.2.3.3

Q3 How has UOW demonstrated its commitment to professional standards of assessment?

Policies governing assessment practice are well established and reviewed on an ongoing basis. In 2002 the Academic Senate Review of Assessment Practices and Processes (RAPP) resulted in recommendations that led to the development in 2003 and 2004 of a range of new and revised policies which have been implemented throughout the University. These include:

- New Terms of Reference for Faculty Education Committees
- Revised Code of Practice - Teaching & Assessment
- New Assessment Committee Guidelines
- New Code of Practice - Honours
- New Academic Grievance Policies

See Performance Portfolio, Chapter 3 - Learning & Teaching, section 3.3.1.4

Q4 What additional support is provided for students with particular needs?

UOW's professional units work with faculties to support the learning of students with particular needs, such as first year students, Indigenous students, international students and students with disabilities.

For example:

- Peer Assisted Study Sessions (the UOW PASS Program) is an initiative to improve the outcomes in subjects with higher than average fail rates. PASS is used by a number of faculties with considerable success.
- Language support for international students from non-English speaking backgrounds is provided through the Learning Resource Centre and the Wollongong University College.

- The Woolyungah Indigenous Centre supports Indigenous students on campus.

See Performance Portfolio, Chapter 3 - Learning & Teaching, sections 3.3.4.2 and 3.3.4.3; Chapter 5 - Internationalisation, section 5.3.2.2

Q5 What is UOW doing to support the commercialisation of research outcomes?

The Managers of Innovation and Commercial Development (MICDs) assist researchers to develop linkages with potential partners and to identify commercialisation opportunities. The historic agreement between UOW and UniQuest will also provide access to resources and expertise to assess the commercial potential of research outcomes and, where possible, take them through to the most appropriate commercialisation vehicle.

See Performance Portfolio, Chapter 4 - Research & Research Training, section 4.3.3

Q6 How has UOW adopted a more strategic approach to its community engagement activities?

The growing scope and complexity of community engagement prompted a review and a subsequent move towards a more coordinated and strategic institutional approach. This involved the development of a specific Community Engagement Plan and the establishment of the Office of Community & Partnerships (within UniAdvice) to guide the implementation of the plan.

See Performance Portfolio, Chapter 6 - Community Engagement, sections 6.1 and 6.2

Q7 How does UOW support the professional development of its staff?

The Career Development Unit conducts a formal induction program and coordinates a suite of staff development programs. A range of programs aimed at developing the skills of academic staff are also provided, e.g. teaching, writing and managing research grants and HDR student supervision. Other professional development support is also available, e.g. support for study leave.

See Performance Portfolio, Chapter 7 - Staff, section 7.3.3; Chapter 3 - Learning & Teaching, section 3.3.2.1; Chapter 4 - Research & Research Training, sections 4.3.1.2 and 4.3.4.2

Comments or questions regarding any aspect of the AUQA Audit process are welcome. Please do not hesitate to contact Heather Sainsbury (Ext 3573) or Neil Webster (Ext 4605).

