

Development of a Quality Enhancement process: The use of surveys as a stepping stone to action and intervention

Nicola Poole & Sophie Leslie



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

Learning & Teaching Development Unit

- Who we are
- Aims of the unit – QE & PgC THE & learning environments
- Retention/Student Experience – Induction Projects



Cardiff
Metropolitan
University

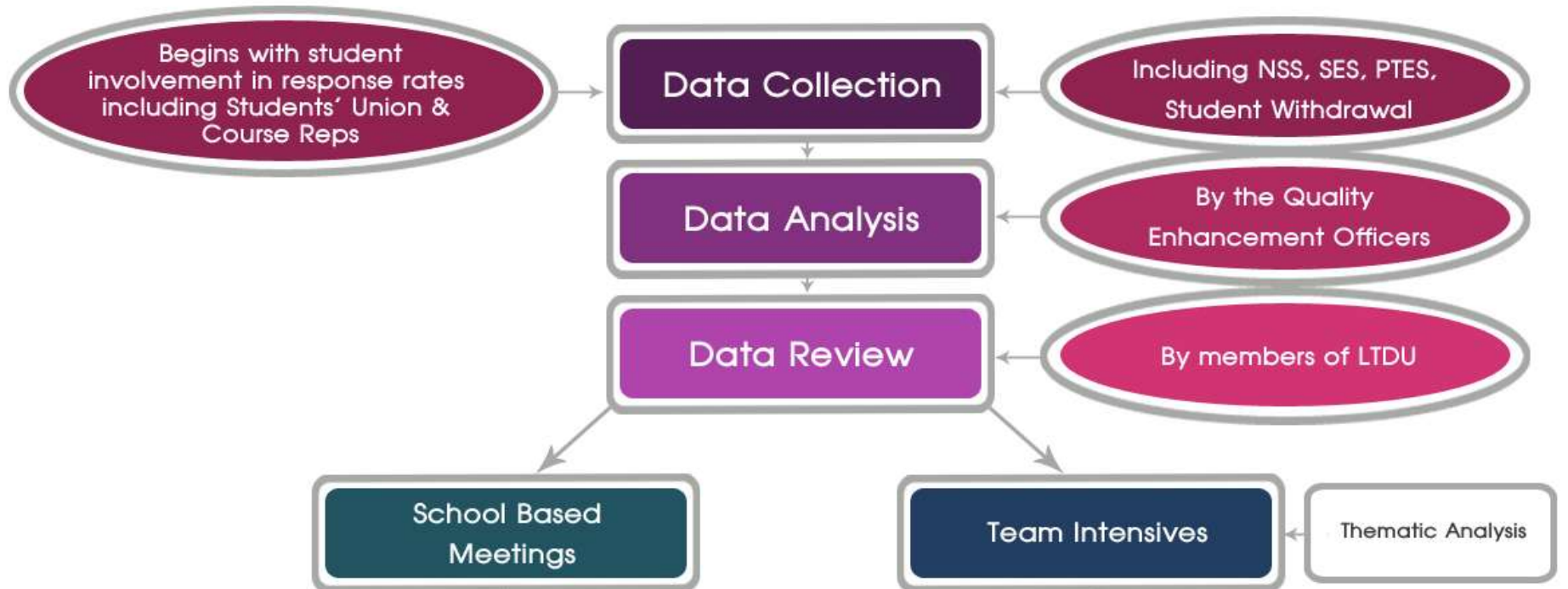
Prifysgol
Metropolitan
Caerdydd

Survey History

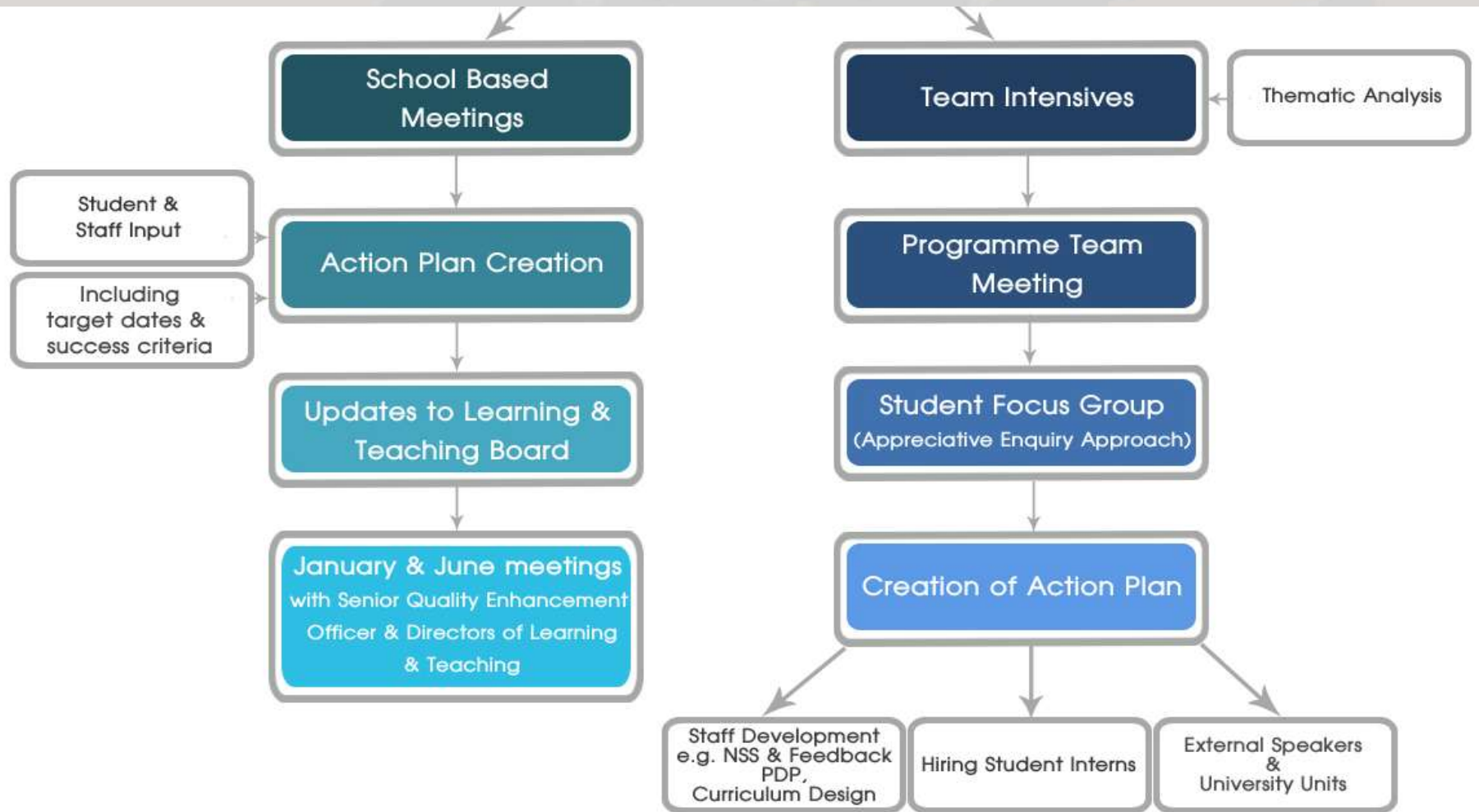
- Student Withdrawal
- First Year Experience – staff and student
- Retention survey – staff
- NSS
- PTES
- Student Engagement
- Diary Room



The Quality Enhancement Process



Team Intensives & Projects



Appreciative Enquiry

- Higher Education in a time of change
- Appreciative Enquiry existed since the 1980's = method that can assist this transformation in a positive direction - Cooperrider (1986)
- About the co-creation of the future, by creating energy and generating positive change, as a positive core is discovered and built upon (Cockell & McArthur-Blair, 2012)
- About asking a different question which in the HE context is not “What is wrong with HE?” but “What is the positive core of HE and how can that be mined for the future of HE?”



Appreciative Inquiry Framework

- 1. Discovery – What gives life?
- 2. Dream – What might be?
- 3. Design – How can it be?
- 4. Destiny – What will be?

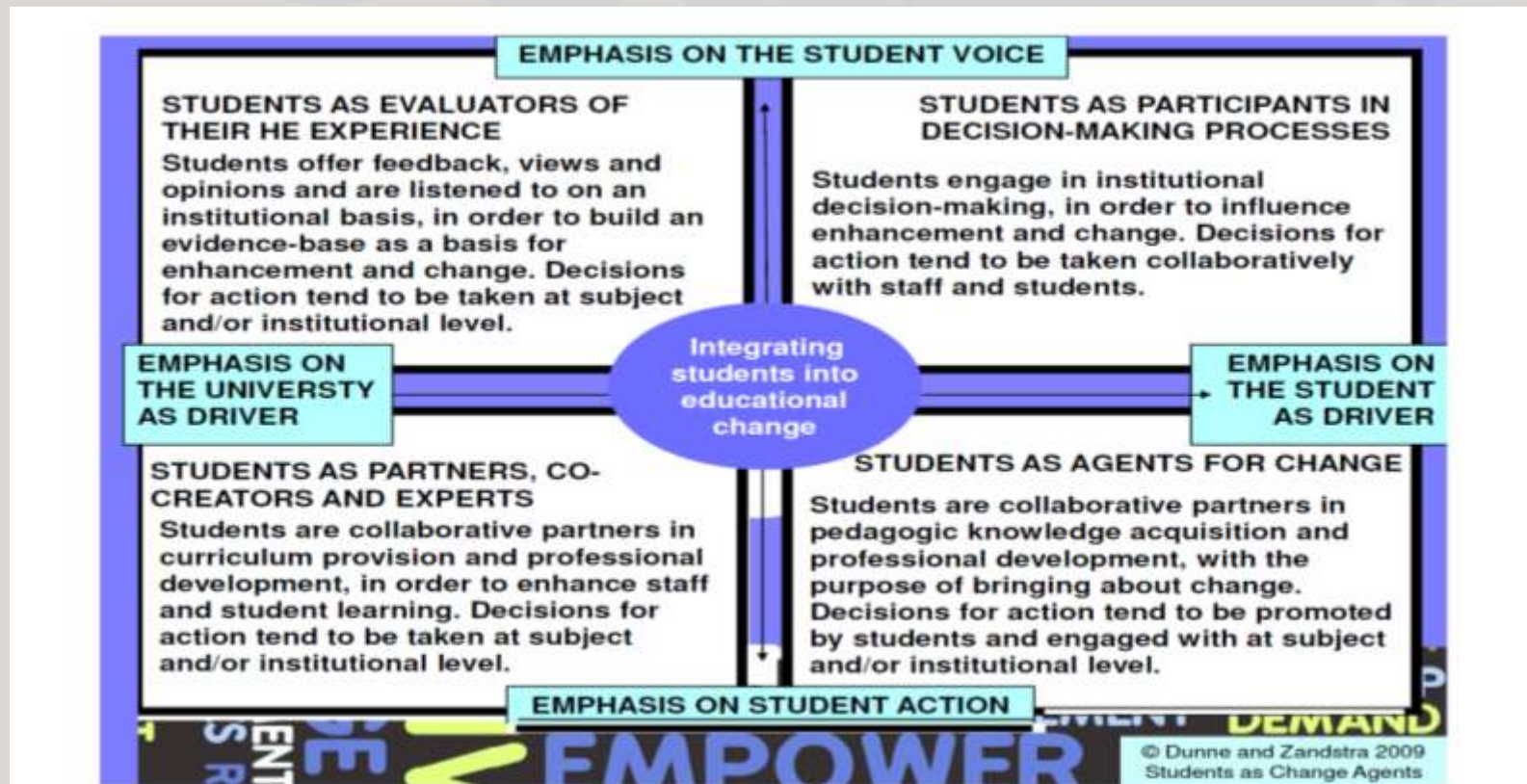
(Cooperrider, Whitney & Stavos, 2003)



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

Student Engagement & Partnership in the Learning Process



Opportunities for Quality Enhancement

- Curriculum Design
- Careers Advice
- Student Representation
- Student transition and achievement
- Student participation in institutional decision making



Case Study 1

Accounting & Finance

Programme,
Placement & Social
Information

The screenshot displays the website for Cardiff Metropolitan University (Prifysgol Metropolitan Caerdydd). The header includes the university logo, navigation links for 'Schools', 'Learning', and 'Essentials', and a search bar. The breadcrumb trail reads 'TSR Home > Schools > Management > Accounting & Finance Network'. A prominent banner at the top of the page reads 'ACCOUNTING / ACCOUNTING & FINANCE NETWORK'. Below this, a text block states: 'The Accounting/Accounting & Finance Network has been created as a place where you can find information about your programme as well as support for careers and placements and activities going on within your programme.' To the right of this text is a grid of nine buttons. The first two rows contain purple buttons with white text: 'PROGRAMME & MODULE INFORMATION', 'STAFF PROFILES', 'CAREERS & PLACEMENTS', and 'SOCIAL & SPORTING EVENTS'. The third row contains three light blue buttons with green mathematical symbols: a multiplication sign (X), an addition sign (+), a division sign (÷), a subtraction sign (-), and an equals sign (=).

Case Study 1 – Accounting & Finance

- This project is currently on-going.
- The project involves both the Accounting and the Accounting & Finance programmes.
- The project has hired 4 student interns from both programmes to develop content for the network as well as establish a social network amongst the students on the programmes.
- The network will provide the students with a central location tailored to them, for module & staff information, social events, careers and placements.



Case Study 2

—

Speech & Language Therapy

Journal Club

Cardiff Metropolitan University | Prifysgol Metropolitan Caerdydd

Search this site...

TSR Home > My Learning Communities > SALT Journal Club

SLT Journal Club

HOME

[About](#)
[How the Club Works](#)
[Instructions](#)
[Current Cycle](#)
[Feedback](#)

RESOURCES

[Articles](#)
[Personal Development](#)
[Useful Links](#)

CALENDAR

MEMBERS


[Cassau, Olive](#)
[Community, SALTJoc](#)
[Counsell, John](#)
[Evans, Ananda Jayne](#)
[Heggs, Dan](#)
[Leslie, Sophie](#)
[Lewis, Jeff](#)
[Miller, Alexander Maximilian](#)

Group:
[SALTJCDiscussions](#)
[SALTJournalClub](#)
[SLT Community](#)

Welcome to the Speech & Language Therapy Journal Club

Welcome to the Speech & Language Therapy Journal Club. Please read the instructions on the left hand side about getting involved and how the Journal Club works.

To get started now, go to the [Current Cycle](#) page.

 [Current Cycle](#)



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

Case Study 2 – Speech & Language Therapy Journal Club

- This journal club evolved from an existing online network for Speech & Language Therapy students.
- One student intern developed the idea of an online journal club for SLT students.
- The interns locate the journals or materials, then posts questions relating to them for a 6 week cycle.
- Students are required to answer a certain number of questions and then at the end of the 'cycle' the students receive a summary sheet from all of the responses provided.
- The interns work alongside the academic members of staff to relate the journals and articles to themes within the programme.
- Our student intern Amanda who developed this project has just been awarded the regional Student Employee of the Year award for Wales for her work on the Speech and Language Journal Club.



Benefits

- Links with other departments across the university e.g. ISD, SU – providing a holistic student experience
- Partnerships with students, for both LTDU and the programme teams
- Student engagement with the QE process and understanding of Learning and Teaching Methods
- NSS improvements – A&F 100% in 2014



Challenges

- Need for clear presentation of why teams are approached – not a policing outlook
- How do we measure success?
 - NSS Scores
 - Module Evaluation
 - Course committee
- Time needed for the process to be completed and impact on future survey scores
- Feedback to students



Further Developments

- Revalidation, review & QAA
- Links with SU
- Documentation of good practice
- Clearer linkage of outcomes to NSS action plans at School and Corporate Level
- Inclusion of data from other points within the university
- Supporting role of module evaluation
- Cardiff School of Management – introduction of mid-term evaluation in Autumn Term





Learning & Teaching Development Unit
Uned Datblygiad Dysgu ac Addysgu

Questions?

njpoole@cardiffmet.ac.uk

sleslie@cardiffmet.ac.uk



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd