



European Benchmarking Initiative in Higher Education
Brussels, 19-20 May 2008

The University of Hull's quality system

FRANCES OWEN, Quality Director, University Registrar & Secretary



THE UNIVERSITY OF HULL

- The University of Hull
- External Context
- University of Hull's quality system



The University of Hull



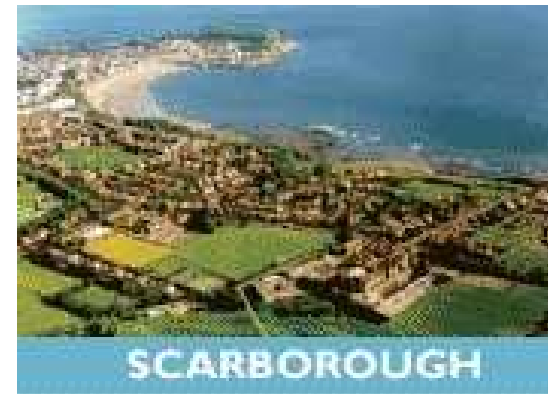
THE UNIVERSITY OF HULL

Institutional Profile

*Source: UoH Student Statistics Handbook 2006/7

Hull Campus

Size*	FT	PT
Undergraduate	8979	1402
Postgraduate Taught	699	433
Postgraduate Research	314	143
Overseas	1080	30



Scarborough Campus

Size*	FT	PT
Undergraduate	1287	108
Postgraduate Taught	80	1
Postgraduate Research	7	6
Overseas	147	0



THE UNIVERSITY OF HULL

Faculties

- Arts & Social Sciences
- Business School
- Health & Social Care
- Hull York Medical School
- Institute for Learning
- Science



The University aims to:

- Provide an outstanding experience for our students
 - Giving priority to the student experience
 - Operating quality processes which enhance the student learning experience
 - Continuing to encourage student participation in decision-making processes
- Develop sustainable and distinctive academic provision

Source: University Strategic Plan (2007-2012), Learning and Teaching Strategy (2008-2012)



THE UNIVERSITY OF HULL

External context

- Quality Assurance Agency
 - Institutional Audit
 - Collaborative Provision Audit
- Framework
 - Academic Infrastructure
 - Code of Practice
- Bologna Process
- Standards and guidelines for Quality Assurance in the European Higher Education Area



Academic quality and academic standards

- The University of Hull has adopted the QAA's definition of quality and standards:
 - Academic **standards** are a way of describing the level of achievement that a student has to reach to gain an academic award (for example, a degree). It should be at a similar level across the UK.
 - Academic **quality** is a way of describing how well the learning opportunities available to students help them to achieve their award. It is about making sure that appropriate and effective teaching, support, assessment and learning opportunities are provided for them.



Quality enhancement

We define quality **enhancement** as

taking deliberate steps to improve our systems and processes designed to manage academic quality and standards.



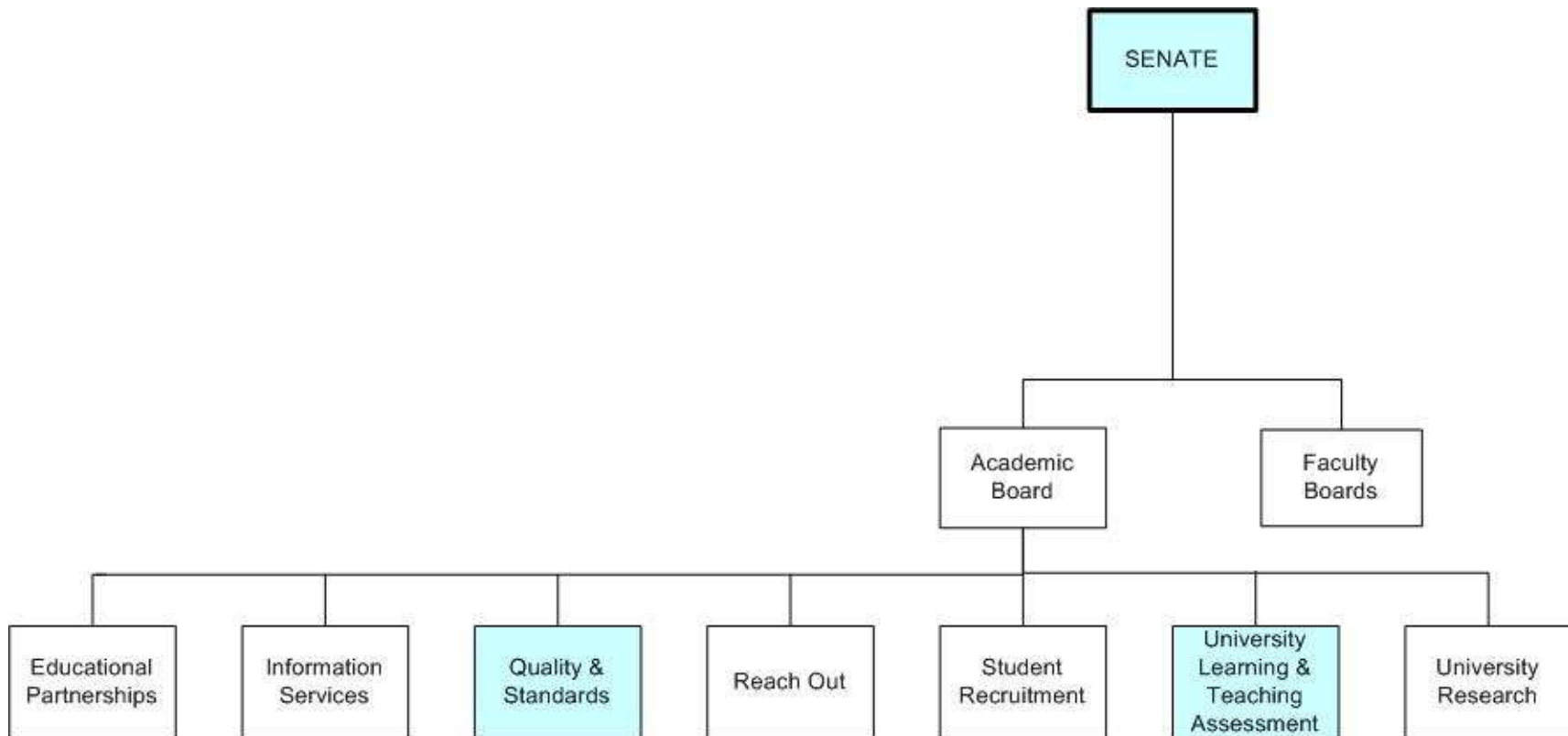
Responsibilities for quality and standards

1) Key committees

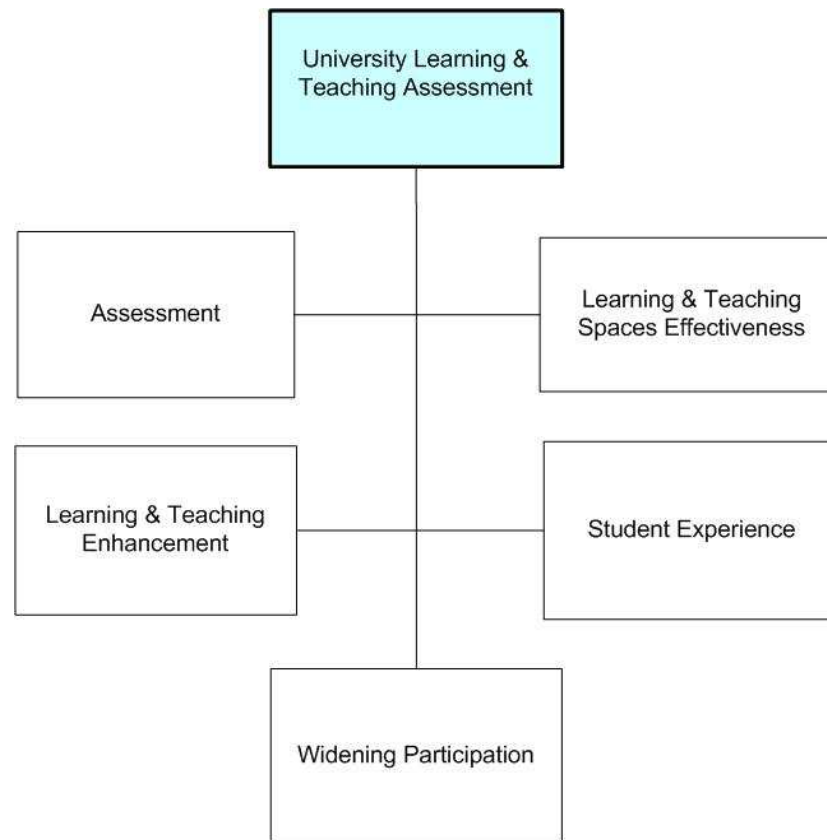
- **Quality & Standards Committee**
institutional oversight of the management of quality and standards
- **University Learning Teaching and Assessment Committee**
institutional oversight of the practice of learning and teaching
development and implementation of the Learning and Teaching Strategy
- **Programme Approvals Monitoring and Enhancement Committee**



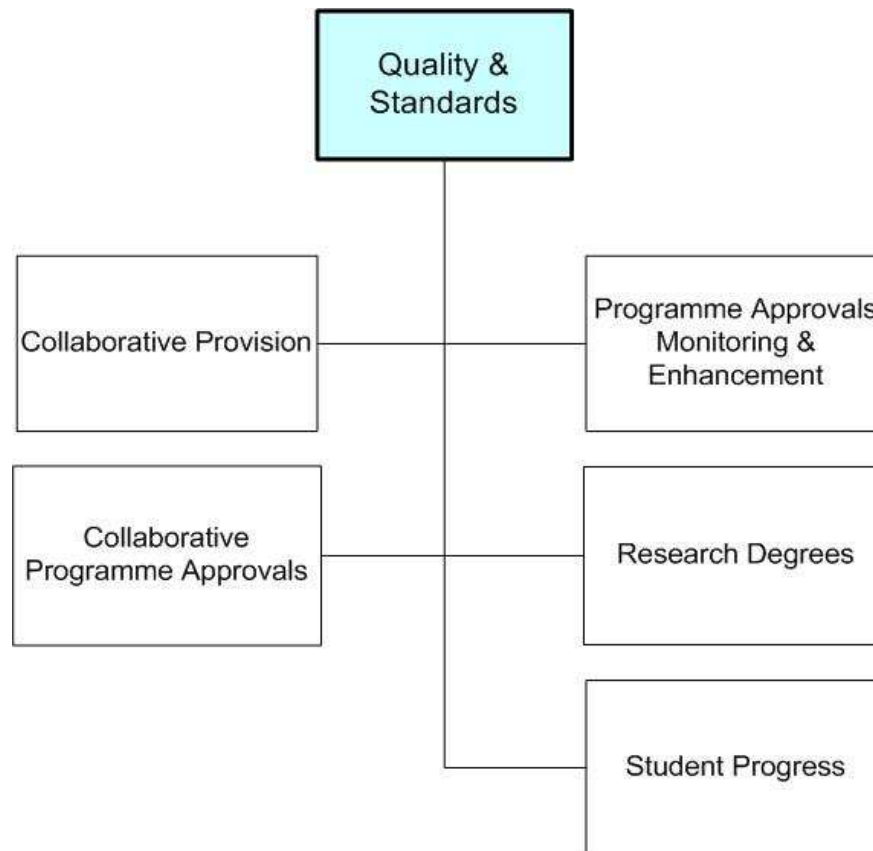
Senate and its Committees



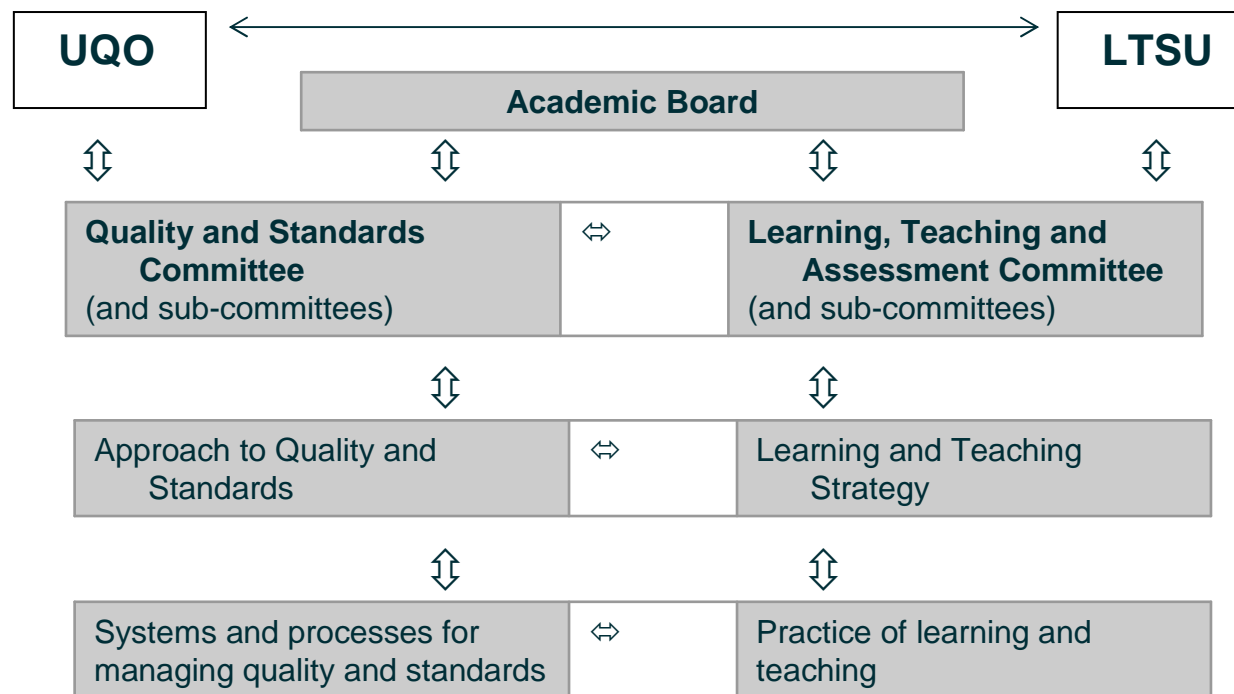
University Learning, Teaching & Assessment



Quality & Standards



Institutional oversight of enhancement



Responsibilities

2) People

- University Officers:
 - Pro-Vice-Chancellor (Learning and Teaching)
 - Responsible for the student experience
 - Quality Director, University Registrar & Secretary
 - “voice of authority on quality”
- Every member of staff



Quality and regulatory framework

- Informed by external and internal influences, notably:
 - The QAA Academic Infrastructure, particularly FHEQ
 - The Bologna Process
 - The Standards and Guidelines for Quality Assurance in the European Higher Education Area
 - Student Feedback
 - Working in partnership with our partner institutions
 - External feedback:
 - External examiners
 - Professional, statutory and regulatory bodies
 - Employers



Our quality and standards framework is:

- Clear and accessible
- Increasingly based on a variation of touch reflecting a risk-based approach
- Streamlined
- Locates responsibility at the most appropriate level of the institution subject to effective institutional oversight
- Applied consistently and transparently



Quality Handbook

- Brings together the University's regulations and codes of practice
- Available on-line
- Mandatory/advisable/desirable



Securing standards – assuring quality

We maintain academic standards through processes:

- Programme design and approval
- Learning, teaching and assessment
- External examiners
- Analysis of progression and completion statistics
- Feedback to students on assessment
- Accredited prior learning
- Professional accreditation



System of quality assurance processes:

- Programme approvals
- Annual monitoring
- Periodic review
- Audit (for collaborative provision)



Key inputs

Key inputs to these processes are:

- Feedback from students, employers and graduates
- Providing feedback to students on assessment
- Admissions and induction
- Placement learning
- Analysis of quantitative data
- External reviews
- Professional accreditation
- Complaints and appeals



The management of risk

Risk focuses on:

- Risk to academic standards
- Risk to the quality of the learning experience
- Risk to the University's reputation
- Financial risk



Enhancing our quality framework

- Systematic and rolling programme of review and development against the values and principles espoused above.
- Thematic initiatives which focus on significant areas for the management of quality and standards
 - Student participation
 - The diversity of the student experience
 - Approval, monitoring and review
 - Employer/stakeholder engagement
 - Sharing good practice



Engaging with students

- Work closely with Students' Union
- Represented on every relevant committee at University and departmental level
- Staff student liaison committees
- Student feedback
- Interviewed in periodic review
- On panel for periodic review (under consideration)





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