



QUALITY MANAGEMENT UPDATE

April 2010.

1.0 PROGRESS ON THE INSTITUTIONAL AUDIT (IA)

There are now days to your audit.

The draft chapters for version 2 of the self-evaluation report were circulated from of March, 2010. A meeting was held on the 25th March to gauge the preliminary reaction to the structure of the report.

The basis for the report, the process to be followed and the structure for the report are shown in the accompanying powerpoint.

It was agreed that, for now, the report remain criterion and sub-criterion based. The final draft will still be criterion based but the sub-criteria will be removed. It was suggested that each chapter begin with a couple of paragraphs which unpack the criterion within CPUT's context. This should form an introduction to the chapter.

Over the next three weeks people are asked to

- organise a one on one meeting where required
- forward written comment on their respective sections to Dan and Luclaire
- re-write what they think requires it and forward this together with supporting evidence to Dan and Luclaire

In the meantime writing of the remaining chapters will continue. Meetings will take place with a critical reader to allow for a fresh eye to identify immediate concerns and where possible re-writing of the existing document will commence.

A further meeting will be held with the steering committee.

2.0 BRIEFING OF SENATE AND COUNCIL

Senate members were briefed on the 15th March, 2010 on the IA project plan and progress with the writing of the self-evaluation report. Please refer to the minutes for details.

A presentation was made to Council on the 26th March, 2010. This gave a brief overview of the audit, outlining the objectives of the audit, what is required of CPUT, the process of self evaluation at CPUT initiated in 2008 and a brief overview of the immediate audit process.



Council's role in the audit was explained and Council were asked to :

- Endorse CPUT's self-evaluation report at the next council meeting.
- Provide a foreword to the report from the Chair of Council
- Provide the names of six external members of Council who would be available for the HEQC interviews on the 17th of October, 2010.

3.0 PREPARATION FOR SITE VISITS INCLUDING RESIDENCES

The dates for the site visits have been finalized as the 20th -23rd September, 2010. There will be two teams of HEQC members who will visit all campuses to look at infrastructure, computer labs, libraries, residences, maintenance of classrooms, and so on. At this stage they will definitely visit, Cape Town, Wellington, Mowbray, Tygerberg, Groote Schuur, and Athlone.

They will need people to accompany them in the buses and answer their questions. They will need to speak to campus managers, residence managers, any residence committees, library staff, computer staff from the faculties as well as the central level. If qualifications are offered on more than one campus they will want to investigate these in terms of consistency of provision. They will also want statistics for each of the campuses in terms of student numbers, race, gender etc.

4.0 CPUT'S AUDIT PANEL

Due to the size of CPUT will have a ten member panel in addition to the HEQC members. We should therefore anticipate a team of sixteen people. The Vice-Chancellor will be contacted to approve the panel. Once the panel is made known, staff are requested not to contact panel members directly, but to channel all requests for information to Dan and Luclaire who will liaise with the HEQC.

5.0 LIST OF INTERVIEWEES

Representative groups for interviewing have been tentatively compiled and populated with potential names. We anticipate between 400-500 interviewees from all core business areas and constituencies. Once populated, it will be sent to Executive Management for approval. Care needs to be taken to ensure that different people are representative of different constituencies. Obviously there will be people who could represent various categories and we should assign them to their strengths accordingly.

6.0 BUDGET ALLOCATION

Please note finance resolution to allocate IA budget items to the QMD budget

7.0 COLLECTION OF EVIDENCE FROM FACULTIES

Progress

Good progress has been made on the collection of evidence requested from Faculties. The evidence provided has been captured on spreadsheets. These have been provided to Deans so that judgment can be exercised by Deans' on whether additional information should be provided. Faculties are reminded about the evidence required for WIL activities and Postgraduate Studies.

Electronic filing

Evidence has been provided electronically and this is now organized into a simple file plan for the audit. After discussion with HEQC, primary and secondary evidence will be provided electronically as far as possible, with secondary evidence only available on site. Not all primary evidence will be sent, only core primary evidence. In the absence of an institutional document management system, this will be burnt to CD/DVD's corresponding to the index system. Discussions still need to take place on a web interfacing.

8.0 UPDATING OF THE QMD/IA WEBSITE

The website is under new construction and will be regularly updated with information sourced by MCD from the project plan and reports provided by QMD. The IA DVD produced for the launch has been linked through to U-tube. Staff may connect to this via the website.

9.0 SCORECARD AND QUALITY IMPROVEMENT PLAN

Further input has been made to update some of the scorecard elements. There has been enquiry from Operational heads on using the information and the existing scorecard information is now being used in performance management sessions with some unit heads. It is suggested that heads use this information in conjunction with the Quality Improvement Plan that has been developed for strategic units (QIP: Strategic Units) and programme reviews.

10.0 STUDENT SATISFACTION SURVEYS

These have been completed and the qualitative data analysed. Reports have circulated at the Dean's forum and will be placed on the website.

11.0 STUDENT EVALUATION OF STAFF

These were completed on those surveys submitted to QMD by the 11th November 2009. Up to this time the surveys have been analysed and returned to the relevant academic staff members, together with any qualitative comments submitted by students. These reports should be available for discussion during the performance appraisal of academic staff and staff are asked to make them available to their HODs. Surveys submitted after 11th November 2009 will be analysed after March 2010. Based on the process followed there is a need to revisit the confidentiality clause in the policy. This request will be forwarded to the Teaching & Learning committee.

Dan and Luclaire

2010 -03-04

