
To	Te Poari Whai Kounga Quality Alignment Board	From	Steve Varley Language Studies PAQC
Title	PAQC Chair's Quarterly Report	Date	2020 / 07 / 30

Overview

General Committee Health Check

What is going well?

We continue to have a strong, engaged committee including HoS, APM, 4 senior lecturers, a Prog Coordinator rep (alternates each semester), 2 student members, TKK staff, external academic (from Bridging Ed), library rep. Works well to have a chair who does not have management/coordinator role and to have one PC rep. We now have an external academic member (from Bridging Ed) who joined for the April 22 meeting. Teaching commitments prevented her attending the June 10 meeting and may be an issue in Semester 2 – will need to review.

We have had 6 meetings to date, including one Zoom, one hybrid and one e-meeting. The Zoom meeting went very well, the hybrid one less so, with regard to technology. Unitec is not well set-up for such meetings. Overall, we managed to continue our work during lockdown and the committee was able to monitor the programmes' responses to Covid-19.

2 student members joined for the second meeting and have been able to contribute. One has continued to attend, the other has not.

The agendas and papers are now on the Nest which has made a huge difference to planning and running the meetings (although we still had to send pdfs to the student members as they didn't have access).

Self-Evaluation: I decided to run a survey of PAQC members – 7 questions including our focus on TOR, clarity of roles, sufficiency of knowledge amongst members, focus on governance as opposed to management. Most members responded. Survey responses indicated members think we are focused and working well. Areas to improve are our engagement with the Risk Register and continuing to keep focus on governance.

What improvements can be made?

We sorted the external academic issue although this may need to be reviewed for Sem 2.

It is frustrating that the student members finished their membership (this PAQC has only one semester programmes) before payment was organised. One student member (who attended all 3 meetings) was 'missed' and paperwork wasn't done until last week. I have recruited 2 new student members for Sem 2 and hopefully the payment process will not take so long this time round – or a different, more appropriate process can be found. Recruitment via Snaphire, same as for new Unitec employee, is not appropriate.

Still working on the issue of multiple tracking of processes, actions and outcomes as noted in previous report. Chair and AAQ have done some work on this but now handed over to HoS and APM as we consider this to be more of a management responsibility. Ditto for documents I developed to track programmes' priority group actions – these are now with school management.

What support is required (actions required) and/or what issues need to be escalated to Quality Alignment Board | Te Poari Whai Kounga?

Guidance/assistance with tracking the tracking – see above. This is kind of sorted but it is a cross-over area between PAQC and programme management and can be a challenge.

Guidance/technical support for running hybrid meetings (if we needed to run them again).

Timely payment of student members – see above.

The School meeting room in 170-1032 (new at beginning of 2020) still does not have a screen/datashow/COW. I have tried to follow this up multiple times, as have others (eg BA, HoS). It appears FM are supportive but only if IT has spare screen – and they don't. Hard often to get members focused on particular documents without a screen.

We have 2 Consistency Reviews coming up in November. APM reports that institute support is needed, especially with regard to ongoing surveying of graduates and end-users. Need for consistency of format and approach.

Progress against 3 (max.) key actions

1. A focus at each meeting on one of the Priority Groups with input from Champions/Directors and self-evaluation against a checklist.

Progress: Covid-19 was a distraction but the committee developed checklists to assess/monitor programmes' responses to Unitec's success strategies. These have now been passed on the HoS and APMs to use as management tool.

2. NZCE4 - Progress on actions arising from the monitoring of this programme and on revising its structure – to better deliver the 5 EAP Unit Standards and offer a bridge to mainstream programmes.

Progress: We have continued to monitor the actions in response to the NZQA monitoring of Level 4 in 2019. Almost all actions now complete. We approved the formation of a PDG to develop a Type 2 proposal to restructure Level 4 into 4 new 15 credit courses.

3. Making the new CEP format and process work.

This is a work in progress. Completion of Sections A and B was achieved early but completion of the CEP is often seen as an extra rather than something which can be intrinsic and BAU. PAQC is working with APM on this.

Priority Group Strategies

Process

Started the year by the PAQC taking the initiative to develop a series of documents to capture questions and actions regarding the 4 success strategies. These have now been passed on to management and the PAQC will ask for progress on implementation at the next meeting on Aug 26. We will also correlate with Sem 1 results for priority groups.

Outcomes

Early indications are that achievement for priority groups is below target for NZCE3, below target for International and Under 25s on NZCE4), a mix of below and above target for NZCE5 courses and above target for CLI (Pacific). The Aug 26 PAQC meeting will see and discuss the full picture.

Risk management

Summary

The APM and I discuss the risk assessments made by the APM prior to each meeting. At the June 10 meeting we discussed the memo and supporting report from TKK. Medium risks are that enrolment targets will not be met and that online programme delivery does not meet the needs of English language students especially lower level NZCEL students (NZCEL L3 General, NZCEL Level 3 Applied). The latter risk assessment was updated after 2 weeks of online delivery of programmes.

At the July 15 meeting, the APM reported a reduced risk of not meeting 2020 EPI targets, attributed to students returning to campus for 4 weeks F2F before the end of the semester and a greater likelihood of getting close to target in Sem 1. EFTS decline remains significant risk, particularly due to loss of International students. The APM reports mitigating actions including stakeholder engagement, contact with students who failed courses in Sem 1, development of part-time options for Level 4. CLI is now not at risk of meeting accreditation requirements as an extension granted till July 2021 and NZQA recommendation to develop micro-credentials for delivery from July.

Improvements

For the July 15 meeting the APM completed the Risk Register report template provided by TKK and this was tabled and discussed at the meeting – this provided a good framework for discussion.

Quality Reporting

Student Success

Grades and Completions

No missing or deferred grades

Moderation

Moderation plans

Moderation Planning for each cycle is complete (twice per year)

- NZCEL programmes
 1. Schools\Bridgepoint\Programmes_NZC English Language suite NZCEL\Course Moderation
- CLI
 1. Schools\Bridgepoint\Programmes_C Liaison Interpreting L6 CLI\Course Moderation

Moderation outcomes

The PAQC is aware that the annual moderation plans are high-level and do not capture whether particular assessments have actually been pre and post moderated. The AAQ is working with APM and PCs to construct a tracker that will enable more granular recording.

Summary of any known issues and any mitigation plans

CEPs for Semester 1 achieved 100% completion one week after semester finished, including moderation details so the PAQC is confident regrading CEPs for Sem 2.

Student Evaluation of Courses

Summary of response rates for programmes

Programme	Surveys sent	Surveys completed	Response Rate
NZCE3	42	19	45.2%
NCEA3	70	26	37.1%
NZCE4	84	26	31.0%
NZCE5	63	41	65.1%
CLI	25	11	44.0%

The response rates are higher than the 22.8% rate for Unitec as a whole but we would like to see higher. One issue is that students in NZCE3, NCEA3 and NZCE4 are enrolled in two courses that are delivered in an integrated way – so two surveys makes no sense to students and can be off-putting. We have requested only one to be administered but no success. The average course rating for the programmes the PAQC is responsible for is 8.3 which is + 0.2 above target.

Summary of issues and improvement plans

The PAQC has received and discussed Sem 1 mid-course evaluation feedback and staff responses (via Moodle).

The Aug 26 PAQC meeting will see programme responses to end-of-course survey results and will discuss trends/themes.

Course Evaluation and Planning

Engagement

Language Studies programmes achieved early compliance with sections A and B and also achieved full completion of Sem 1 CEPs within one week of semester finish. As noted above, there is more work to be done to get course teams completing the CEPs as they go rather than at the end of the semester.

Outcomes

Semester 1 evidence so far is reassuring but will discuss themes/issues at Aug 26 meeting – and in extraordinary meeting to review PEPs on Aug 20.

CEPs for Sem 1 were completed in sufficient detail to facilitate drafting of Interim PEPs.

Degree Monitoring

N/A

Programme Review

N/A

Consistency Review

NZCEL level 4 and NZCEL Level 5 have Consistency Reviews scheduled for November. APM has reported to the PAQC that planning is underway.

Professional Accreditation/Other

N/A

Stakeholder Engagement

Process

There has been some reference to contacts with stakeholders when EFTS decline has been discussed in Risk Register discussion but the PAQC has not formally considered stakeholder engagement so far this year. It is an item on the agenda for Aug 26 and I have alerted the APM to this.

Outcomes

Will comment in next report.

Research

N/A

Programmes overseen by the PAQC:

NZCE3, NCEA3, NZCE4, NZCE5, NZCLT, CLI, CACPI