Te Poari Whai Kounga | Quality Alignment Board

Type: Regular Meeting
Date: Wednesday, 2021-06-02
Scheduled Time: 0830h – 1130h
Chair: Simon Tries
Location: 180-2043

Meeting Opened: *0830h*

1.   Whakatuwheratanga | Opening

1.1.   Karakia Timatanga | Opening Prayer

Everyone who was present stood and joined together in the karakia timatanga.

Manawa mai te mauri nuku	*Embrace the power of the earth*
Manawa mai te mauri rangi	*Embrace the power of the sky*
Ko te mauri kai au	*The power I have*
he mauri tipua	*Is mystical*
Ka pakaru mai te pō	*And shatters all darkness*
Tau mai te mauri	*Cometh the light*
Haumi e, hui e, taiki e!	*Join it, gather it, it is done!*

1.2.   Tae Ā-Tinana & Ngā Whakapāha | Attendance & Apologies

1.2.1.   Mema | Members in Attendance

1. **(Chair)** Simon Tries
2. Andrea Thumath
3. Anna Wheeler
4. Becca Wood
    (Arr. 0841h)
5. Bryan Davis
6. Eric Stone
7. Falaniko Tominiko
    (Dep. 1029h)
8. Linda Aumua
9. Martin Carroll
    (Dep. 1021h)
10. Mirjana Bogosanovic
11. Paul Jeurissen
    (Arr. 0836h)
12. Sadegh Aliakbarlou
    (Arr. 0921h)
13. Steve Marshall
    (Dep. 1100h)
14. Steve Varley
15. Tahreem Zia
16. Te Hau Hona
    (Arr. 0911h)
17. Treena Brand
    (For: Maura Kempin)
18. Wesley Verhoeff

1.2.2.   Kōrama | Quorum

The Chair declared quorum with a majority of members being in attendance.

1.2.3.   Ngā Whakapaha | Apologies

1. Antoinette Wessels
2. Aroha Dykes
3. Diane Fraser
4. Falaniko Tominiko – *Early departure*
5. Maura Kempin – *Proxy: Treena Brand*
6. Norberto Ricacho
7. Sadegh Aliakbarlou – *Late arrival*
8. Te Hau Hona – *Late arrival*
9. Yusef Patel

Resolved:

That Te Poari Whai Kounga accept the apologies for the meeting.

Moved: E Stone	Seconded: F Tominiko	**Motion: CARRIED**

1.2.4.   Korenga | Absences

*   (None)

1.2.5.   Hunga Mahi | Staff in Attendance

1. **(Secretary)** Daniel Weinholz
2. Trude Cameron
3. Sue Crossan

1.3.   Whakahaere o te Komiti | Committee Management

1.3.1.   Tracker: Attendance

Updated: 2021-04-21

Te Poari noted the tracker for Attendance without concerns.

1.3.2.   Tracker: Work Plan

Updated: 2021-04-21

Te Poari noted the tracker for Work Plan and that Industry Engagement reporting shall be integrated in the Interim PEPs and can be removed from the Work Plan as a line item.

1.3.3.   Ngā Tautapu Arotake | Tracker: Actions

Updated: 2021-04-21

Action-013:   [Working Group] Affected Performance Considerations

Progress: (Refer to Item 5.2.1.)

Status: *Active*

Action-038:   PAQC Student Representative Recruitment

Progress: Two PAQCs are still yet to successfully recruit a Student Representative. Work is underway.

Status: *Active*

1.4.   Pitopito Kōrero o Ngā Hui | Minutes of the Previous Meeting/s

Resolved:

That Te Poari Whai Kounga approve the Minutes for the hui of:

• 2021-04-21

Moved: L Aumua   Seconded: S Varley   **Motion: CARRIED**

1.5.   Mahia Atu | Matters Arising

• (None)

1.6. Rārangi Wā | Key Dates

Te Poari noted the key dates for the next cycle of committee business, as follows.

1. 2021-06-30:   Items due for agenda
2. 2021-07-07:   Target release for final agenda
3. 2021-07-14:   Hui
4. 2021-07-21:   Target release for draft minutes

1.7.   Chair Reporting

1.7.1.   Te Poari Whai Kounga

Te Poari noted the:

1.   Memo from the Chair of QAB to the HOS School of Computing, Electrical and Applied Technology (2021-04-22)

The programme review has been completed now and an application for redevelopment is underway. Te Poari heard opinions based on different information sources about whether certain specialisations in the Bachelor of Applied Technology had been closed. It was determined that, given an application is in progress to go the Portfolio Leadership Group for a change to the programme, the outcome of that decision would determine the future content of the degree.

2.   Chair Report (2021-04-23)

Te Poari discussed the need for PAQC Chairs to feel confident in their role and decisions, and for institutional culture and mechanisms to facilitate them to effectively undertake their role as Chair of a governance committee.

1.7.2.   Te Komiti Mātauranga

Te Poari noted that no reporting was received from Te Komiti Mātauranga.

2.   Oversight Reporting

2.1.   Programme Academic Quality Oversight

2.1.1.   Consistency Reviews

Presenter/s: Eric Stone

- Oversight (Dated: 2021-05-21) with Rubric

Presentation noted that:

- The hyperlink to *Assuring Consistency* (Sharepoint) had been distributed.
- Seven programmes are scheduled to undertake Consistency Reviews before the end of 2021. One has no graduands. The other six have begun preparations in partnership with Te Korowai Kahurangi.

2.1.2. Degree Monitoring

Presenter/s: Steve Marshall

- Oversight (Dated: 2021-05-21) with Rubric

Presentation noted that:

- Apologies were received for a technical issue which resulted in some of the document being cut off.
- A theme emerging from the reports is that students feel supported by the institute. This message needs to reach the staff of whom many feel "shattered" after the impacts of Lockdown on workload.
- Overall, this mahi is all on track.
- Two monitors had cancelled at late notice. Work is underway to replace them and reschedule.

Te Poari discussion included:

- The low levels of Industry and Monitor awareness of Te Pūkenga developments
- The importance of contributing to current consultation by NZQA on *Simplifying NZ Qualifications*
- Dissemination of monitor feedback and findings throughout the institute via PAQCs, APMs and teaching staff

2.1.3. Programme Reviews

Presenter/s: Eric Stone

- Oversight (Dated: 2021-05-21) with Rubric

Presentation noted that:

- Much of the "red" is due to delays in 2019 and 2020 caused by Lockdowns and further institutional changes.

2.1.4. Programme Closures

Presenter/s: Eric Stone

- Memo

Presentation noted that:

- Over the last six months, most of the attention and limited capacity has been diverted to focus on current students rather than retrospectively tidying up the records of past students.
- About 75 programmes are in the process of discontinuation. Many of the affected students have the correct number and type of credits to complete the programme but have not been administratively completed. The clean up operation aims to complete before the August SDR.
- An estimated 28,000 student records need to be cleaned up. Limited resources mean that no plans are currently in place for how to complete this mahi yet.
- The gaps in completions versus graduations grew significantly when the institute centralized programme administration in 2016. Current processing is much better now, so the gap is not growing further, but the gaps from 2016 onwards still need to be addressed.

Te Poari noted that:

- Common reasons for students completing but not graduating include that they may not have completed mandatory courses or enough courses at a high enough level.
- Administrative processing of completions is entirely manual; there is no automated / technological solution.
- The new online self-enrolment system is helping to reduce some issues. However, it cannot account for when a student enrols under one set of programme regulations but then the programme regulations change within the student's duration of programme study and then the system does not allow the student to complete.
- Completions processing does not depend on a student submitting an application to graduate.
- The mahi to complete students and track programme regulations consumes significant resource. However, the capacity of support and School teams to undertake this mahi is very limited. Priority refocuses toward current students.

Resolved:

That Te Poari Whai Kounga receive the reporting on:

1. Consistency Reviews
2. Degree Monitoring
3. Programme Reviews
4. Programme Closures

Moved: A Thumath   Seconded: P Jeurissen   **Motion: CARRIED**

2.2.   Te Komiti o ngā Hotaka | Programme Academic Quality Committees (PAQCs)

Presenter/s: Steve Marshall

- (None)

2.3.   Academic Risk Management

Presenter/s: Trude Cameron

- Memo with Summary Report (May 2021)
- Risk Actions (2021-05-18)

Te Poari noted that:

- The usage of the SEATS attendance tracking system is under review.
- Where the Memo and Summary Report uses the term "AAC/TKK" in the context of approving or declining programme changes (e.g. Memo > Recommendation 3b), it should only be "AAC" because Te Korowai Kahurangi does not make those decisions.
- Work is underway to develop structures to deliver programmes online offshore in compliance with NZQA requirements.

Te Poari discussion included differentiation between the roles of an APM and a PAQC in relation to risk management and that some of the risks raised may need escalation to the Executive Team as they are too great for an APM to mitigate.

Te Poari agreed to amend to the memo recommendations such that:

- Recommendation 3d – Removed.

ACTION → Martin Carroll to request the Building 108 project team to issue updated communications.

- Recommendation 3g – Removed. Report on Project Arotake expected for presentation at next hui.
- Recommendation 3f – Amendment
    - From: "PAQC"
    - To: "Head of School"

Resolved:

That Te Poari Whai Kounga receive the reporting on Academic Risk Management.

1. Receive the May 2021 Academic Risk Summary and update on the Academic Risk register review
2. Note that the reasons for closure of actions 1- 7 in the QAB Risk Action Tracker have been added to the tracker as requested at the last meeting
3. Approve the following recommendations from the Summary Report (May 2021):
    a. That the last opened/updated dates be ignored due to issues relating to the Dashboard recording these dates correctly. This issue will need to be reviewed when resource allows.
    b. That Te Poari Whai Kounga seek reassurance of the next steps from the relevant PAQCs for the School of Computing, Electrical and Applied Technology to mitigate the risk in EFTS reduction, given the online offshore delivery of Postgrad computing programmes has been declined by Te Komiti Whakamana Hōtaka Hou | Academic Approvals Committee.
    c. That Te Poari Whai Kounga seek reassurance of the next steps from the PAQC for BCS/GDCMP that there are appropriate mitigations in place to support student success.
    d. (Removed)
    e. Seek assurance from the PAQC for BCS and GDCMP that steps have been taken to escalate the issues for the rooms which were not fit for purpose, and that they will be remediated in time for student's return.
    f. Seek assurance from the Head of School for MCOMP that there are appropriate mitigations in place to support student success.
    g. (Removed)

Moved: L Aumua	Seconded: B Wood	**Motion: CARRIED**

Te Poari noted that the No-Show Process falls within the scope of the Manawatina Review, including considering a recommendation to abolish the process and replace it with an alternative system. Members of QAB with ideas were invited to send them to Trude Cameron / tcameron@unitec.ac.nz.

ACTION → QAB Chair to request an update from AALTC Chair on the review of the validity and reliability of the SEATS attendance tracking system.

Te Poari proceedings took an intermission from 0954h to 1001h.

3. Mea Hei Whakaae | Items to Approve

2.1. Graduate Survey Review – Report and Recommendations 2021

Presenter/s: Trude Cameron

- Memo with Report

Presentation noted that:

- The Graduate Survey has undergone several reviews over recent years, the findings of which have fed into this one.
- Over time, the Survey has grown and changed to meet different demands. The response rate is considered low by some. It was noted that many Survey emails are not opened by the recipients.
- In comparison with other institutes, the Survey needs to be smaller and from an email address that the recipient recognizes. It needs to better feed into improvements for the next cohort of learners and communicate back to the Survey respondents how their feedback was used.

Te Poari discussion noted:

- Commendation for Trude Cameron on her very detailed and thorough work.
- The institute should utilise other means of feedback (e.g. focus groups) beyond just the Survey.
- Workforce Development Councils will probably undertake the mahi of the Survey sometime in the future.
- Redevelopment of the Survey should address the following questions:
  - What is the value of the Survey?
  - What are the most appropriate questions to be in the Survey?
  - How should the Survey be managed?
- The modern world has so many avenues for communication that collection of data will always be a challenge.
- The institute needs better evidence of the longitudinal value added to a learner.
- Having Heads of School involved in the Survey design could be useful.
- No institute in New Zealand seems to do well with Graduate Surveys.
- Certain institutes overseas invest in marketing departments dedicated to this kaupapa and achieve over 60% response rates.
- Before a learner is enrolled, the institute needs to understand what the learner wants the qualification for / what they want to do with it. International learners often have different motivations and intended outcomes compared to other students.

Te Poari agreed to amend to the memo recommendations such that:

- Recommendation 2 – Amendment
  - From: "rather than GESC"
  - To: "additional to GESC"

ACTION → Trude Cameron to form a Working Group, including representation from the Priority Groups, of how to "create a measure for determining the value of the graduate / qualification, additional to GESC".
The scope shall also include Recommendation 9d. A progress update is to be presented to next hui. Other members who wish to be involved should contact Trude Cameron / tcameron@unitec.ac.nz.

- Recommendation 4 – Amendment

- o From: "That the survey be sent out once a year, just prior to Autumn Graduation, when graduates are excited about graduating"
  - o To: "That the survey be sent out once a year at a time when graduates are excited about graduating. Further discussion is needed to confirm the best time for this, possibly just prior to the Autumn Graduation Ceremony."
- Recommendation 6 – Add "if technology permits".
- Recommendation 9h – Amendment
  - o From: "KPIs"
  - o To: "targets"

Resolved:

That Te Poari Whai Kounga approve the following Recommendations.

1. That we confirm the purpose of the survey for the institute, review the criteria to be used to determine the value of outcomes to all stakeholders and that we consider the impact of any changes on our priority group learners.
2. That we create a measure for determining the value of the graduate / qualification, additional to GESC, which we cannot control. For example: my programme enriched my life.
3. That we move to surveying graduates / graduands once a year, with an Alumni Survey conducted for this same group of graduates / graduands 3 years later. This should be sent at the same time as the Graduate Survey to capture those who take longer to gain employment in their field of study and to track changes in employment over time.
4. That the survey be sent out once a year at a time when graduates are excited about graduating. Further discussion is needed to confirm the best time for this, possibly just prior to the Autumn Graduation Ceremony.
5. That overall 'ownership' of the Graduate Survey be retained within Te Korowai Kahurangi but ensure that Programme Teams work with Te Korowai Kahurangi to review and update the GPO statement questions annually.
6. That, if technology permits, the Unitec Graduate Survey is sent out from the relevant Programme Team email address, with a customised message, to ensure it is familiar to the learners and to enhance a good response rate.
7. Ensure that there is mechanism to provide feedback to the next year intake of learners, on any results and changes made from feedback gained from the previous year's surveys. A 'You said – we did' type of summary.
8. That we reduce the number of questions contained within the survey, to no more than 10-12, to encourage higher completion.
9. That we provide expertise in the review of the survey to ensure that:
   a. learners 'see themselves' up front in the survey so they are more likely to engage
   b. questions are not duplicated with other surveys (NPS)
   c. the results provide assurance of the performance against, and relevance of, the GPO statements and any actions required
   d. the questions are both relevant to and suitable for each discipline
   e. definitions of employment/paid work are expanded to capture other measures of success
   f. that we engage with graduates in work, in study, in both work and study and in neither work nor study as part of the GPO survey
   g. that this mahi link to TEC's Ōritetanga learner success approach
   h. that we consider setting targets for Institutional wide survey response rates to encourage continuous improvement and that we consider the ownership of this action
   i. that we review programme centric, graduate and next user survey questions every year based on importance ratings, with a goal of continuous quality improvement

10. That we explore a Cost-Benefit Analysis of other survey tool options / technology given the quantity of human labour involved and that we ensure sufficient resourcing within Te Korowai Kahurangi and Schools to enable these changes, e.g. Explorance (used by MIT).
11. That we consider an approach to ways of engaging with Employers / Communities / Iwi to collect data that is programme centric and will provide data for Consistency Reviews. This engagement would be owned by Schools / Programme teams, initiated by them, and would adhere to an agreed process and structure for consistency across the organisation. We need to ensure that privacy is addressed as part of this mahi.

Moved: B Davis   Seconded: T H Hona   **Motion: CARRIED**

4.   Mea Hei Kōrero | Items to Discuss

4.1.   2021 Interim Programme Evaluation and Planning

Presenter/s: Eric Stone

Presentation noted that:

- This year's Interim PEP takes a lighter approach than previous years, but still targets the evidencing of self-assessment capability. It is about 40% of the size of a full PEP.
- When workshops begin, the findings of the latest Graduate Survey should be out, so it will be a good time to assess the quality of the institute's connection to graduates and industry.

Te Poari discussion included:

- The design link between the 2021 Interim PEPs and the EER Action Plan.
- Agreement that the focus areas were a suitable balance of being light enough (in recognition of workload / capacity issues) and meaningful enough (in recognition of the importance of self-assessment capability and practice).
- Consideration of how the Interim PEP process could be further refined and possibly only mandated for specific programmes with greater ability to customize questions according to the needs of each School or Programme.

Resolved:

That Te Poari Whai Kounga approve the undertaking of an interim Programme Evaluation and Planning (PEP) and Āta-kōrero following the completion of Semester 1, 2021 with details as proposed in the memorandum.

That if Heads of School identify additional areas of need then they will collaborate with Te Korowai Kahurangi to develop and include appropriate questions for specific PEPs.

Moved: W Verhoeff   Seconded: S Varley   **Motion: CARRIED**

5.   Ngā Tukunga | Items to Receive

5.1.   Strategic Reports

As planned, no Strategic Reports came down from Te Komiti Mātauranga 2021-05-05.

5.1.5.   Disabled Learners

Presenter: Anna Wheeler

- Memo with PPT

Te Poari noted the information presented and agreed to discuss it further at the next hui. Members who have any questions should send them to Anna Wheeler so she has time to seek answers.

Te Poari agreed to defer this item to the next hui.

5.2.   Ētahi Atu Rīpoata | Other Reports

5.2.1.   Review of Affected Performance Consideration Process

Related: *Action-013*

Presenter/s: Sue Crossan

Te Poari agreed to defer this item to the next hui.

5.2.2.   Course Evaluation and Planning 2021

Presenter/s: Sue Crossan

Te Poari agreed to defer this item to the next hui.

5.2.3.   NZQA Statutory Declaration 2020-2021

Presenter/s: Simon Tries

Te Poari agreed to defer this item to the next hui.

6. Kupu Whakamutunga | Closing

6.1. Ētahi Kaupapa Anō | Any Other Business (AOB)

- (None)

6.2. Karakia Whakamutunga | Closing Prayer

Everyone who was present stood and joined together in the karakia whakamutunga.

Ka wehe atu tātou	*We are departing*
I raro i te rangimārie	*Peacefully*
Te harikoa	*Joyfully*
Me te manawanui	*And resolute*
Haumi ē! Hui ē! Taiki ē!	*We are united, progressing forward!*

Meeting Closed: 1131h