

**GOLDSMITHS
University of London**

ACADEMIC BOARD

LEARNING AND TEACHING QUALITY COMMITTEE

Minutes of the meeting held on 7 October 2009

Present: Dr Philip Broadhead (Chair) Dr Tomas Chamorro Premuzic
Dr Basem El-Haddadeh Dr Victoria Goddard
Ms Mary Claire Halvorson Dr Victoria Korzeniowska
Ms Mary Nixon Professor Carrie Paechter
Ms Juliet Sprake Dr Joanna Zylinska
Ms Denise Miller (Secretary)

Apologies: Dr Jorella Andrews; Mr Jesse Fajemisin; Mr Larry O'Carroll,
Ms Bindiya Patel; Professor Len Platt; Dr Michael Young

In attendance: Ms Anne Francis; Dr John Phelps

1 CONFLICTS OF INTEREST

Resolved:

to note the College policy on conflicts of interest (09-319)

2 STANDING ORDERS

Received:

the College's Standing Orders (09-320)

Noted:

- (i) that paragraph 4.2 comprised a change to the quorum of the Committee, and its sub-committees, such that the Committee would not be considered quorate unless a majority of those present were academic staff
- (ii) that academic members should particularly note this change

3 MEMBERSHIP AND TERMS OF REFERENCE

Received:

the terms of reference and membership of the Learning and Teaching Quality Committee and its sub-committees for 2009 – 2010 (09-340)

Noted:

- (i) that Joanna Zylinska's term of office started in 2008-09 and would continue until 2010-2011 as any member taking over another's term, as Dr Zylinska had taken over Gareth Stanton's, was now appointed in their own right for a three year term
- (ii) that with the removal of the Deputy Academic Registrar (now the Head of Academic Services) the Committee no longer had a member who had detailed knowledge of the regulations

Resolved:

to co-opt the Head of Academic Services for 2009-10, and to add the post to the composition for 2010-2011

4 ANNOUNCEMENTS

Noted:

- (i) that the Committee in future could, for the sake of the College's carbon footprint, receive paper copies of items for discussion only, with other papers available to members electronically
- (ii) that the Committee had new members: Larry O'Carroll from PACE; Tomas Chamorro Premuzic from Psychology; Bindiya Patel, Students' Union Welfare and Education Officer; and Jesse Fajemisin who this year was a member as Students' Union President (last year as Welfare and Education Officer)
- (iii) that item 17 on the agenda should be headed *World Cities and Urban Life*

Resolved:

that in future members would receive hard copies of discussion papers only, with items for formal approval and report available electronically

5 MINUTES

Resolved:

to approve the Minutes of the meeting held on 20 May 2009, provided that '2009' was changed to '2008' in minute 73.2, paragraph (i)

6 MATTERS ARISING FROM THE MINUTES

Minute 60: Review of the Learning, Teaching and Assessment Strategy Action Plan

Noted:

- (i) that the Committee had resolved to set up a Task Group to monitor the implementation of the Learning, Teaching and Assessment strategy and to develop a new action plan with a clearer set of priorities allowing for more focussed implementation of the strategy

- (ii) that the task group had not yet been established, and would be one of the most urgent priorities of the new Head of the Learning Enhancement Unit who would be starting in post the following week
- (iii) that one of the key aims of the task group would be to reconcile College and departmental strategies
- (iv) that Juliet Sprake volunteered for the task group, other members would be recruited by the Chair, who would also write terms of reference so that the task group could begin its work before the next Committee meeting

7 ACTION TAKEN BY THE CHAIR

7.1 Shanghai University and MA Programmes in the Department of Media and Communications

Noted:

that in order for arrangements to be in place for the start of the academic year, the Chair approved Shanghai University as a partner institution for a collaborative arrangement regarding co-supervision of the dissertation element of M level students in certain programmes in the Department of Media and Communications

Secretary's note: the approval will continue until November 2012, which is when the signed contract ends.

7.2 Amendments to MA Programmes in the Centre for Cultural Studies and the Department of Sociology

Noted:

that to allow the changes to take place for the 2009-10 session the Chair approved, on the recommendation of Programme Scrutiny Sub-Committee, amendments to all MA programmes in the Centre for Cultural Studies to align them with the College postgraduate framework, and similarly changes to three MA programmes in the Department of Sociology, leaving one Sociology programme, MA in Photography and Urban Cultures, still to be amended

CONFIDENTIAL BUSINESS

8 NATIONAL STUDENT SURVEY 2009

8.1 Results of the National Student Survey 2009

Received:

a paper from the Quality Administrator on the College's results in the 2009 National Student Survey (09-341)

Noted:

- (i) that the paper provided a good analysis of the overall results for the sector, for the College, for subject areas and for departments

- (ii) that, while the College was average for Overall Satisfaction there was reason to believe it could do better, particularly as the College's good position on Teaching was not matched by its Overall Satisfaction Score, for which Teaching was the best predictor
- (iii) that overall the College's position remained stable year on year, and this disguised that some academic departments were showing significant improvement, while others had declined
- (iv) that there had been across the board improvement in Learning Resources, with Sociology improving hugely, and even though students were increasingly happy with teaching rooms and IT resources most of the improvement was accounted for by improved student satisfaction with the Library
- (v) that some students, particularly on vocational courses, were very satisfied with their Personal Development, but overall this was an area for development within the College, as had been confirmed by the results of the most recent I-Graduate survey
- (vi) that the College's 3D Graduate scheme had been relaunched as the Gold Award for 2009-10 by the Learning Enhancement Unit, and there had been a rapid uptake of places, so much so that applicants were now being turned down
- (vii) that the College needed to develop a narrative for students about personal development and transferable skills, particularly since many skills were so strongly embedded in programmes that it could be hard to disassemble them
- (viii) that the College would soon be commissioning a statistician to look across the data from the NSS, the Postgraduate Taught Experience Survey and I-Graduate, and from this might get a stronger sense of what personal development meant to students
- (ix) that last year the Chair had spoken to a number of under performing departments, including Computing, Drama, Education and Sociology, who had then identified what it was that their students were particularly unhappy about and had taken measures to reorganise, without any additional resource
- (x) that while all four departments had improved significantly this year, with Education now the strongest performing department, there was substantial variation across departments with others moving downwards
- (xi) that projects to improve the College's score could both be undertaken centrally and by the sharing of good practice by academic departments
- (xii) that last year, to promote awareness within departments of the NSS results and to share good practice, the Chair had run an informal NSS Forum, comprising primarily Heads of Departments and Chairs of Learning and Teaching Committees; this was continuing in 2009-10, with the first meeting scheduled for the following week
- (xiii) that the NSS Forum, while valuable, did not require departments to provide a structured response to the NSS

- (xiv) that looking at the colour coded departmental tables, areas that were shaded red showed that there was definite room for improvement, and these were the areas that departments could be asked to focus their improvement efforts on

Resolved:

- (i) to send the paper to Departmental Learning and Teaching Committees for consideration, asking Committees to report back with any proposed actions, particularly for areas shaded red in the colour-coded tables
- (ii) to ask departments to include action plans for 'red' areas in their annual programme reports

OPEN BUSINESS

8.2 Promotion of the National Student Survey 2010

Received:

a paper from the Quality Administrator on the promotion of the 2010 National Student Survey (09-342)

Noted:

- (i) that the Quality Administrator had promoted the National Student Survey for the past three years consistently achieving response rates of more than 60%, and had surveyed staff over the summer, to find out if they were happy with the way the survey was promoted, or had any suggestions for change
- (ii) that ten academic staff, ten support staff and one unknown staff member had responded to the survey, mostly endorsing the existing, well defined, system
- (iii) that some changes would be made as a result of the survey, including obtaining a joint statement from the Warden and the President of the Students' Union endorsing the survey for the student webpages
- (iv) that much of the Quality Administrators work, such as writing text for web pages, designing slides for the plasma screens and putting up posters were marketing activities, and in fact, at other HEIs marketing departments were responsible for promoting the NSS

Resolved:

to propose to the new Department of Marketing, Recruitment and Communications that in future they take the lead in promoting the National Student Survey

9 ANNUAL PROGRAMME REVIEW

Received:

a paper from the Quality Administrator on the Annual Programme Review process in 2008-09 (09-343)

Noted:

- (i) that at its meeting on 20 May 2009 the Committee had considered a report from the Quality Administrator on, amongst other things, generic themes arising from Annual Programme Review reports (ARRs) for 2007-08
- (ii) that the Committee had noted that 81% of APRs had been submitted by the 31 March 2009 deadline and, while this was up from 70% in the previous year, the Committee considered that Annual Programme Review reports were an opportunity for departments to critically engage with their programmes and demonstrate both the standards they were setting and that their students are achieving, and resolved to request the remaining reports
- (iii) that in the interim six departments had submitted additional reports, with only two APRs still outstanding: MA Photography and Urban Cultures from Sociology and MA Aural and Visual Cultures from the Department of Visual Cultures
- (iv) that the report identified an issue with the collaborative programme in Art Psychotherapy with ITP Bern, with what appeared to be innovations to the programme. A forthcoming exam board meeting in Bern would ensure that changes had not been made without the consent of College
- (v) that in the report process staff were explicitly invited to comment on data provided on student recruitment, progression and achievement, which could be provided in a more useful form, in particular the data did not allow staff to investigate if any student groups needed more support to meet their learning outcomes, or if their department was 'adding value'
- (vi) that in future the College planned to provide staff with data sets generated on demand through a user-friendly web-based interface
- (vii) that the Quality Administrator would again this year work with colleagues in student records to improve the data available to departments
- (viii) that APRs should provide meaningful reflection on a programme and its delivery, with good reflection on External Examiner comments, both the positive and the negative and in particular the action plans should relate to the Learning, Teaching and Assessment Strategy
- (ix) that at the start of the reporting process departments could be provided with exemplar reports
- (x) that there were several processes of monitoring and review overseen by Departmental Learning and Teaching Committees

Resolved:

to consider how to coordinate departmental processes in order to remove duplication of effort and to make clear the links between Departmental monitoring and review and College policy and decision making processes

10 ANNUAL REPORT TO COUNCIL

Received:

the Committee's draft annual report to Council for 2008-09 (09-344)

Noted:

- (i) that Council wanted to see that the Committee had appropriate strategies and targets in place, particularly for the development and implementation of the Learning, Teaching and Assessment strategy, since this related to the Committee's responsibility for strategic aim three:

To ensure a high-quality learning experience through a commitment to excellence and innovation in learning and teaching, an up-to-date and stimulating learning environment, a reflective and well-designed curriculum which reflects the aspirations of students and the needs of society, and support for teaching quality.

- (ii) that paper 08-325 referred to in section 2, a report on the review of assessment and a review of departmental Learning, Teaching and Assessment strategies and action plans, could be posted on the strategy section of the GLEU web pages
- (iii) that the report provided a high level and convincing overview of the Committee's work

Resolved:

to forward the report to Council

11 RESPONSE TO THE PERIODIC REVIEW OF THE EXTERNAL PROGRAMME IN ENGLISH

Received:

the Department of English and Comparative Literature's response to the 2007 Periodic Review of the External English Programme (09-345)

Noted:

- (i) that the External Programme in English was reviewed in March 2007, with the reviewers making a number of recommendations, some of which depended upon the outcome of a bid for development funding to the University of London's External System.
- (ii) that the Committee was to discuss the department's response in at its meeting on 11 February 2009, but ran out of time, and the discussion was subsequently postponed again by the Chair in order to take place after the outcome of the funding bid was known.
- (iii) that the funding had recently been approved by the University of London, and subsequently the new Head of Department had written a commentary on February's departmental response, which was written by the outgoing HoD
- (ii) that action on the review's recommendations was being taken forward at most levels

Resolved:

to forward the paper to Academic Board

12 THE POSTGRADUATE CERTIFICATE IN THE MANAGEMENT OF LEARNING AND TEACHING

Received:

a report from the Director of Professional Development on the take up of the Postgraduate Certificate in the Management of Learning and Teaching (09-346)

Noted:

- (i) that the Postgraduate Certificate in the Management of Learning and Teaching currently had 114 participants at various stages of completion, with one course unit, in September 2009, attracting 72 participants from all academic departments
- (ii) that the feedback from learners consistently noted that they valued the programme's collaborative approach to learning and felt part of a dynamic learning community
- (iii) that Learning Enhancement Office records showed that 8% of students were Associate Tutors, 78% were Visiting Tutors and 14% were full-time staff, with more than half the cohort identifying themselves as PhD students
- (iv) that all departments engaged with the PG Cert, but there was particularly strong participation from the departments of Media and Communications and Sociology
- (iv) that in response to demand future developments would include a pathway for the accreditation for learning professionals, ie those who do not teach, but support learners, and an MA in the Management of Learning and Teaching in Higher Education
- (v) that postgraduate students would not take the pathway for learning professionals, to which the most likely recruits would be library staff
- (vi) that the Director of Professional Development thanked colleagues present who had supported the programme
- (vii) that the programme was very successful and had strong developmental momentum

13 REVISED FRAMEWORK FOR COLLABORATIVE PROVISION

(Minute 51, 11 March 2009, and minute 71, 20 May 2009 refer)

Recommended:

the approval of the Framework for Collaborative Provision, revised to include a definition of flexible and distributed learning (FDL) and to clarify approval mechanisms for FDL arrangements (09-347)

14 PROGRAMME SCRUTINY SUB-COMMITTEE

MA in World Cities and Urban Life

Noted:

- (i) that the Committee at its meeting on 20 May 2009, approved, on the recommendation of the Programme Scrutiny Sub-Committee, a proposal from the Department of Sociology for a new MA in World Cities and Urban Life, subject to some minor amendments asked for by the Sub-Committee
- (ii) that the amendments have been made, approved by the Chair of the Sub-Committee and reported to its meeting on 10 June 2009

15 GRADUATE SCHOOL BOARD

PhD in Art and Politics and PhD in Curatorial Knowledge

Noted:

- (i) that the Committee at its meeting on 19 November 2008, approved, on the recommendation of the Graduate School Board, a proposal from the Department of Politics for a PhD in Art and Politics with a practical component in addition to the thesis
- (ii) that the Committee at its meeting on 19 November 2008, approved, on the recommendation of the Graduate School Board, a proposal from the Department of Visual Cultures for a PhD in Curatorial Knowledge with a visual and/or aural component in addition to the thesis
- (iii) that both programmes did not meet the University of London's Regulations for the Degrees of MPhil and PhD, and hence were forwarded by Academic Board to the University of London's Research Degree Committee for consideration at its meeting on 19 May 2009
- (iv) that the Research Degree Committee approved both programmes and amended the regulations accordingly

16 ACADEMIC BOARD: 3 JUNE 2009

Noted:

- (i) that at its meeting on 11 February 2009 the Committee, on the recommendation of Standards Scrutiny Sub-Committee, approved proposals for the final responsibility for awards, contained in paper 09-21, which were reported to Academic Board on 4 March 2009
- (ii) that at the last meeting of Academic Board, held on 3 June 2009, the Board resolved to amend the paper by adding the following under proposal 2:

The arrangements put in place following the abolition of the College Board of Examiners require that a member of staff appointed by the Registrar and Secretary to oversee the conduct of the Boards of Examiners should be present at any meeting of a Board of Examiners where an award of the College or University is to be recommended. As far as interim and final results for Joint Honours students are

concerned, these will be determined by the Chairs of the relevant Boards of Examiners and/or the Heads of Departments, as appropriate, with a member of staff appointed by the Registrar and Secretary to oversee the conduct of Boards of Examiners to advise.”

17 NEXT MEETING

Noted:

that the next meeting would be held on Wednesday 18 November 2009 at 2.30pm in room 109, Deptford Town Hall Building.

DM
October 2009