

**GOLDSMITHS
University of London**

ACADEMIC BOARD

**LEARNING AND TEACHING QUALITY COMMITTEE
Minutes of the meeting held on 26 May 2010**

- Present: Dr Philip Broadhead (in the Chair), Dr Jorella Andrews, Dr Roberto Di Napoli, Dr Basem El-Haddadeh, Ms Mary Claire Halvorson, Dr Victoria Korzeniowska, Ms Mary Nixon, Professor Carrie Paechter, Ms Bindz Patel, Ms Juliet Sprake, Dr Michael Young, Dr Joanna Zylinska.
- Apologies: Dr Tomas Chamorro Premuzic, Ms Anna Furse, Dr Victoria Goddard, Professor Len Platt.
- In attendance: Ms Clare Cousins (Secretary), Dr John Phelps, Ms Anne Francis, Mrs Vivien Taibe, Ms Sue English.
- By invitation: Director of Quality, Planning and Academic Governance and Assistant Registrar (Programmes) (for the business to which item 58 refers).

OPEN BUSINESS

46 MINUTES

Resolved:

that the Minutes of the meeting held on 17 February 2010 be approved.

47 QAA POST INSTITUTIONAL AUDIT ACTION PLAN

Received:

a report from the Head of Quality and Standards outlining follow-up actions arising from the 2009 Institutional Audit visit and report (10-240).

Noted:

- (i) that the document had been put together over the 2009-10 academic year and would demonstrate to QAA that the recommendations had been followed up;
- (ii) that some recommendations were subject to individual proposals with actions that needed to be tracked;

- (iii) that IT Services were working on teaching rooms in terms of audio-visual equipment;
- (iv) that Goldsmiths Learning Enhancement Unit had organised a campus tour with academics and architects to consider the quality of teaching rooms and that another tour was planned for early July;
- (v) that an Estates action plan was being put in place regarding teaching spaces, which was scheduled to be completed by the end of September 2011;
- (vi) that the Committee found the document very clear, and that Senior Management Team was monitoring progress and Departmental Learning and Teaching Committees needed to be made aware of the items they should discuss.

Resolved:

that key items be circulated to Chairs of Departmental Learning and Teaching Committees.

48 ANNUAL PROGRAMME REVIEW REPORT

Received:

a report from the Quality Administrator analysing Annual Programme Review reports for the academic year 2008-09 (10-241).

Noted:

- (i) that the Centre for Cultural Studies had submitted a review and that the report was to be corrected to reflect this;
- (ii) that the submission deadline had been the end of March and that reports were still outstanding despite multiple reminders from the Quality Office;
- (iii) that departments should view the process as an opportunity for review rather than a burden;
- (iv) that generic issues primarily related to feedback, which was already being addressed;
- (v) that the Annual Programme Review process was to be reviewed in the summer.

49 PROGRAMME MONITORING EVALUATION REPORT

Received:

a report from the Temporary Quality Administrator on the Programme Monitoring process (10-242).

Noted:

- (i) that the Departmental Student Coordinator (DSC) process was now working well on the whole;
- (ii) that a couple of departments had some concerns about the system, and in general problems were more likely to emerge in the system in large departments with many programmes;
- (iii) that some departments were continuing to run a hybrid system which also included elements from the old-style programme monitoring process;
- (iv) that it was difficult to get taught postgraduate students involved because they were at College for such a short time;
- (v) that recruitment might be problematic because the role was perceived to be a significant responsibility but linking it with Gold Award might be beneficial;
- (vi) that the Careers Service had offered to run an event to see what had been gained by performing the role;
- (vii) that the Committee recognised the exceptional effort made by Denis Shukur in making the scheme a success.

Resolved:

- (i) that the DSC role be linked to Gold Award;
- (ii) that all departments run the new system but add additional features if this meets the specific needs of the department;
- (iii) that guidance was needed from the Graduate School on how best to involve postgraduate taught students;
- (iv) that a survey for students other than final years would not be implemented when the Student Barometer survey was running.

50 STREAMLINING STUDENT QUESTIONNAIRE DATA

Received:

a report from an external statistician on NSS, PTES and iGrad data (10-243).

Noted:

- (i) that Goldsmiths results in the National Student Survey (NSS) had been consistent over the years although ratings of individual departments had fluctuated, and that NSS and the Student Barometer tended to reveal the same issues, such as students' high regard for teaching;

- (ii) that the NSS gave an important steer on where the College needed to concentrate development activity, such as the forthcoming feedback and employability strategies;
- (iii) that the Pro-Warden (Students and Learning Development) had asked Heads of Departments to engage with four issues in the next academic year:
 - (a) draw the attention of students to Learning Outcomes at the beginning of programmes and courses and indicate how they are to be achieved and assessed;
 - (b) introduce measures so that students can discuss progress, either with a personal tutor or another member of staff;
 - (c) encourage students to engage with the Careers Service;
 - (d) encourage students to engage with Gold Award and personal development plans;
- (iv) that the response rate to the Postgraduate Taught Experience Survey (PTES) nationally and at Goldsmiths had been so small that it had been difficult to draw meaningful conclusions from it; if it was to be useful, the response rate would need to be increased, for example, by incentivising participation in the survey;
- (v) that it was harder to contact postgraduate taught students, which might make a survey in March more effective as they were in College more at that time;
- (vi) that the rate of students who started but did not complete the student barometer was high;
- (vii) that this document was useful and should be shared more widely as it would reinforce the message of where action was needed.

Resolved:

that the paper be circulated to Heads of Department, Chairs of Departmental Learning and Teaching Committees and shared with students at Departmental Boards.

51 EXTERNAL SYSTEM INSTITUTIONAL FRAMEWORK

Received:

a report from the External Programmes Administrator on the new External System Institutional Framework (10-244).

Noted:

that colleagues considering developing external system programmes needed to be aware of the changes, whereby in future institutions would deal with the External System rather than directly with Goldsmiths.

52 REPORT OF THE PERIODIC PROGRAMME REVIEW OF UNDERGRADUATE PROGRAMMES IN THE DEPARTMENT OF ENGLISH AND COMPARATIVE LITERATURE AND THE DEPARTMENTAL RESPONSE

Received:

the report on the Periodic Programme Review of Undergraduate Programmes in the Department of English and Comparative Literature, and the departmental response (10-245).

Noted:

- (i) that the curriculum remained current and valid, that there had been a clear consensus on the quality of teaching and of the information provided, and that English and Comparative Literature seemed to be an effective department;
- (ii) that the Committee wished to commend the department on its precise, effective and succinct response;
- (iii) that the issue of the condition of teaching rooms was not under the department's control but underlined an issue already under discussion;
- (iv) that recommendation 8.2.7 would be addressed by a College-wide policy on training and peer observation for new tutors.

Resolved:

- (i) that the Department of English and Comparative Literature be asked to submit a final report once all points had been actioned;
- (ii) that departments be asked to provide a similar one-page summary in response to Periodic Programme Reviews.

53 UNIVERSITY OF LONDON QUALITY OVERVIEW REPORT

Received:

the University of London Quality Overview Report (10-246).

Noted:

that the points raised in paragraphs 23 to 33, which the Committee had been invited to consider in particular, had been addressed or were in the process of being addressed.

54 ENHANCED BRIEFING ARRANGEMENTS FOR EXTERNAL EXAMINERS

Recommended:

that the enhanced briefing arrangements for External Examiners (10-183) be approved.

55 TRAINING AND SUPPORT FOR POSTGRADUATE RESEARCH STUDENTS INVOLVED IN TEACHING

Received:

proposals for training and support for postgraduate research students involved in teaching (10-173R).

It was noted that the Committee supported the proposals of the paper.

It was further noted that extensive consultation had taken place in drawing up these proposals and that the status of postgraduate research (PGR) students involved in teaching as students or visiting tutors was still to be confirmed and was currently with Human Resources.

It was reported that the QAA audit had been in favour of peer observation of PGR students but following consultation with departments, not all felt that they had the resources to observe all students. It had been agreed that those teaching more than 10 hours per year would be observed by a member of academic staff but that all students would participate in the 'triad' peer observation scheme on the Postgraduate Certificate in the Management of Learning and Teaching in Higher Education.

The Committee felt that PGR students should be referred to as students whilst undertaking training, and visiting tutors when they were teaching. It was noted that the monitoring of external PGR students came under the monitoring of visiting tutors.

Resolved:

that 'laboratory assistant' in item four should be replaced with 'assistant'.

Recommended:

that the proposals set out in the paper be approved.

56 FRAMEWORK FOR THE APPROVAL AND MANAGEMENT OF DISTANCE-LEARNING, SPLIT-SITE AND COTUTELLE PhDs

Recommended:

that, on the recommendation of Graduate School Board, the framework for the approval and management of distance-learning, split-site and *cotutelle* PhDs (10-174R) be approved.

57 INTRODUCING A CREDIT FRAMEWORK AT GOLDSMITHS

(Minute 22 (18 November 2009) refers)

Recommended:

that the minor amendments to the Goldsmiths Credit Framework (09-450R) be approved.

58 AMENDMENTS TO THE UNDERGRADUATE REGULATIONS TO MEET THE REQUIREMENTS OF THE CREDIT FRAMEWORK

Received:

revised regulations for the new Undergraduate Credit Framework (10-176) and the outcome of the simulation exercise (10-247).

Noted:

- (i) that under the old regulations a substantial number of students had started their final year with one or two failed courses, whereas in the new framework they would need to pass everything;
- (ii) that the modelling had revealed that some students who had been eligible for a lower second or third under the old regulations would get a pass degree or failure under the new regulations;
- (iii) that clear information needed to be given to staff, peer mentors and the Students' Union in order to ensure that new first years in September 2010 received an accurate and consistent message, as well as providing clear information in documentation for new students;
- (iv) that students would need to be given advice if they failed a course: the incentives to take resits were that they would only get compensation if they had exhausted their opportunities to resit, and there would be a difference on transcripts between a compensated fail and a pass;
- (v) that Standards Scrutiny Sub-Committee would monitor the impact of the new regulations on an ongoing basis.

Recommended:

that the amendments to the regulations be approved.

59 COLLABORATIVE PROVISION FRAMEWORK

Recommended:

that the minor amendments to the Goldsmiths Collaborative Provision Framework (09-374R3) be approved.

60 AMENDMENTS TO PROCEDURES FOLLOWING INSTITUTIONAL AUDIT RECOMMENDATIONS

Recommended:

that, on the recommendation of Standards Scrutiny Sub-Committee, the amendments to procedures following institutional audit recommendations (10-181) be approved.

61 AMENDMENTS TO ASSESSMENT REGULATIONS: MITIGATING CIRCUMSTANCES (Regulation 215)

Received:

amendments to Assessment Regulations: Mitigating Circumstances (10-178).

Noted:

that this information would need to be included in handbooks.

Recommended:

that the proposed regulation be approved, subject to the amendment from seven days to seven working days, to add clarity.

62 AMENDMENTS TO ASSESSMENT REGULATIONS: ANONYMOUS ASSESSMENT (Regulations 105 and 178)

Received:

amendments to Assessment Regulations: Anonymous Assessment (10-179).

Noted:

- (i) that the paper referred to marking regulations rather than anonymous assessment;
- (ii) that there would always be one full-time or part-time member of academic staff involved in double-marking and that it would not be possible for two visiting tutors to do double-marking;
- (iii) that the aim was to make it easier to assess oral presentation skills and that this did not affect the assessment of performance elements in music.

Recommended:

that the amendments to the regulations be approved.

[Secretary's note: Subject to discussion at the Academic Board meeting of 16 June 2010, it was subsequently agreed that the amendment to regulation 178 required further discussion and that it should be referred back to Standards Scrutiny Sub-Committee.]

63 AMENDMENTS TO ASSESSMENT REGULATIONS WITH REGARD TO THE VIVA VOCE IN PLAGIARISM CASES (Regulation 302)

Recommended:

that, on the recommendation of Standards Scrutiny Sub-Committee, the amendments to Assessment Regulations with regard to the viva voce in plagiarism cases (10-180) be approved.

64 MA INNOVATION IN PRACTICE

Resolved:

to approve, on the recommendation of Programme Scrutiny Sub-Committee, a proposal for a new MA Innovation in Practice to be delivered by the Department of Design (10-186).

65 MSc FOUNDATIONS IN CLINICAL PSYCHOLOGY & HEALTH SERVICES

Resolved:

to approve, on the recommendation of Programme Scrutiny Sub-Committee, a proposal for a new MSc in Foundations in Clinical Psychology and Health Services to be delivered by the Department of Psychology (10-188).

66 AMENDMENTS TO UNDERGRADUATE PROGRAMMES IN THE DEPARTMENT OF COMPUTING

Resolved:

to approve, on the recommendation of Programme Scrutiny Sub-Committee, amendments to Undergraduate Programmes in the Department of Computing (10-189).

67 AMENDMENTS TO TAUGHT POSTGRADUATE PROGRAMMES IN THE DEPARTMENT OF COMPUTING

Resolved:

to approve, on the recommendation of Programme Scrutiny Sub-Committee, amendments to Taught Postgraduate Programmes in the Department of Computing (10-190).

68 AMENDMENTS TO TAUGHT POSTGRADUATE PROGRAMMES IN THE DEPARTMENT OF ANTHROPOLOGY

Resolved:

to approve, on the recommendation of Programme Scrutiny Sub-Committee, amendments to Taught Postgraduate Programmes in the Department of Anthropology (10-192).

69 CONSIDERATION OF AN APPLICATION FOR DIPLOMA TEACHING STATUS FOR COMPUTING AND INFORMATION SYSTEMS (CIS) AND CREATIVE COMPUTING (CC)

Resolved:

that, on the recommendation of External System Sub-Committee, the University of Seychelles' application for Diploma teaching status for Computing and Information Systems (CIS) and Creative Computing (CC) (10-155) be recommended to the University of London for their final approval.

70 PROPOSAL TO PERMIT ENTRY TO THE UNIVERSITY OF LONDON EXTERNAL SYSTEM COMPUTING DEGREES VIA AN INCOMPLETE DIPLOMA

Recommended:

that, on the recommendation of External System Sub-Committee, the proposal to permit entry to the University of London External System Computing degrees via an incomplete Diploma (10-156) be approved.

71 WITHDRAWAL OF RESIT-ONLY UNITS ON THE UNIVERSITY OF LONDON EXTERNAL SYSTEM COMPUTING PROGRAMMES

Resolved:

to approve, on the recommendation of External System Sub-Committee, the withdrawal of resit-only units on the University of London External System Computing programmes (10-157).

72 PROPOSAL TO ALIGN THE ASSESSMENT REGULATIONS FOR THE EXTERNAL COMPUTING PROGRAMMES WITH THE INTERNAL ASSESSMENT REGULATIONS

Recommended:

that the proposal to align the assessment regulations for the External Computing programmes with the internal assessment regulations (10-158) be approved.

73 PROPOSED REGULATORY CHANGES TO THE UNIVERSITY OF LONDON EXTERNAL SYSTEM BA IN ENGLISH

Recommended:

that the proposed change to assessment regulations regarding the exercise of discretion in considering final degree classifications be approved (10-162).

Resolved:

to approve, on the recommendation of External System Sub-Committee, the proposal to withdraw five low-recruiting units (10-162).

**74 ANNUAL PROGRAMME REPORTS FOR THE UNIVERSITY OF LONDON
EXTERNAL PROGRAMMES IN ENGLISH AND COMPUTING 2008-09**

Resolved:

to approve, on the recommendation of External System Sub-Committee, the Annual Programme Review Reports for the College's External System programmes in English (10-164) and Computing (10-163).

75 GRADUATE SCHOOL BOARD

Received:

the minutes of Graduate School Board's 27 April 2010 meeting (10-248).

76 STANDARDS SCRUTINY SUB-COMMITTEE

Received:

the minutes of Standards Scrutiny Sub-Committee's 4 May 2010 meeting (10-249).

77 PROGRAMME SCRUTINY SUB-COMMITTEE

Received:

the minutes of Programme Scrutiny Sub-Committee's 12 May 2010 meeting (10-250).

78 REPORT ON THE NATIONAL STUDENT SURVEY 2009-10

Received:

a report from the Bursaries & Scholarships Officer on the National Student Survey 2009-10 (10-251).

79 STRATEGIC PLAN FOR GOLDSMITHS LEARNING ENHANCEMENT UNIT
(Minute 35 (17 February 2010) refers)

Received:

from the Head of GLEU the response to LTQC and the unit's revised Strategic Plan (10-50R).

Noted:

- (i) that GLEU would submit an annual report in September, summarising what had been done;
- (ii) that GLEU's combined functions of support and scholarly attitude resulted in a hybrid unit rather than a classic support or academic department;
- (iii) that issues around technology-enhanced learning needed to be sufficiently highlighted in the plan.

Resolved:

that the Plan be taken forward but that GLEU should ensure that issues around technology-enhanced learning were sufficiently highlighted.

80 FEEDBACK POLICY

(Minute 37 (17 February 2010) refers)

Received:

the first draft of Goldsmiths Feedback Policy from the Head of GLEU (10-252).

Noted:

- (i) that thanks were expressed to departments for their involvement, which had led to a range of examples on the GLEU website;
- (ii) that this was a discussion document in its first iteration and that responses were expected by the beginning of July, leading to an updated version for discussion in November;
- (iii) that Committee members felt that students needed to be educated about the meaning of indicative grades as students had submitted appeals regarding indicative results before they had gone to Boards of Examiners or External Examiners;
- (iv) that some concerns were expressed regarding the implementation timescale, especially given the QAA audit panel's concerns about the speed of policy change, but it was noted that some aspects had already been implemented and that a transition period might be needed.

81 REPORT ON EXAMINATIONS AND ASSESSMENTS 2008-09

Received:

from the Head of Academic Services the Examinations and Assessments Report 2008-09 (10-182).

Noted:

that the data on classifications were considered and there were no obvious areas of concern.

82 REVISED SCHEDULE FOR PERIODIC REVIEWS, 2010-11

Received:

the revised schedule for Periodic Reviews 2010-11 (09-200R).

83 LIBRARY STRATEGIC PLAN

Received:

the Library Strategic Plan for 2010-19 (10-253).

84 ANNUAL REPORT TO ACADEMIC BOARD ON PROGRAMMES APPROVED, TERMINATED AND AMENDED IN 2009-10

Received:

the annual report to Academic Board on Programmes Approved, Terminated and Amended in 2009-10 (10-254).

85 POSTGRADUATE TAUGHT EXPERIENCE SURVEY (PTES)

Noted:

that the College was a participant in the PTES Survey for 2009-10, but that it appeared that the response rate was likely to be lower than in 2008-09.

86 EXPRESSIONS OF THANKS

Noted:

that the Chair thanked those members retiring that year for their service to the Committee (Dean of the Graduate School, Carrie Paechter; Students' Union Welfare and Education Officer, Bindz Patel; Students' Union President, Jesse Fajemisin) and looked forward to welcoming Bindz Patel in her new capacity at the next meeting.

87 NEXT MEETING

Noted:

that the next meeting would be held on Wednesday 6 October 2010. The meeting would be held at 2.00pm in room 110, Deptford Town Hall Building.

88 SUSPENSION OF REGULATIONS

Received:

a list of suspensions of regulations approved by the Chair (10-255).