



University of Malta  
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# Quality Assurance

## Presentation to Deans and Directors

Maria Attard

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# QA Committee 2015-16

- Prof. Maria Attard (chair)
- Dr John Betts
- Dr Sandro Lanfranco
- Dr Sue Vella
- Dr Peter Xuereb

## *Other:*

- *Ms Veronica Grech, Registrar*
- *Ms Joanne Attard i/c APQRU*
- *Ms Angela Tabone, QAU*

# Quality Assurance Unit



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- Ms Angela Tabone, Dept. Director, i/c Q.A. Unit
- Mr Sandro Spiteri, Senior Executive
- Dr Jonathan Xuereb LLD, clerk

# QAC Tasks 2015-2016



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- To **take the necessary action following the External Review** and any other actions that the University has already identified
- To **suggest the mechanisms to ensure that agendas and minutes** of statutory Boards and Committees are compiled
- To ensure that **departmental 'profiling'** is held for each semester and annually

# QAC Tasks 2015-2016



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- To **advise on which Business Intelligence Systems** are required to provide a 'dashboard' for Heads, Deans, Directors, Senior Administrators and Rectorate
- To compile a **University Annual Report**
- To propose **Terms of Reference** for the QAC.
- To propose an **Academic Manual** for greater e-access of stakeholders to UoM policies and procedures
- Developing a **SOP for SOPs**

# EQA Requirement



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- The National Commission for Further and Higher Education (NCFHE) is required (S.L. 327.433) to undertake an **External Quality Audit at least every five years.**
- This is also a **Bologna Process requirement.**
- UoM undertook its first EQAs in April-May 2015, by an **international panel of experienced peers.**
- EQA was based on the European Standards and Guidelines (**ESG**) of the EHEA
- EQA Report to be published by NCFHE very soon.
- UoM required to indicate how it will address the issues raised by the EQA, and to submit an **Action Plan to NCFHE.**



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# Boards and Committees

## Aims

Harmonise administrative structure within and across faculties  
Facilitation of reporting of administrative activities to Registrar or delegates

## Objectives

Mapping (identification, function, meetings, documentation) of all statutory and non-statutory boards

## Approach

Establish centralised document repository (in place)  
Meeting with Deans and Faculty Officers to explain role of QAC, discuss operations, and reporting procedures

# Standard Operating Procedures



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## Objectives

- Create an **accessible and user-friendly user manual**
- Promote a clean, agile and coherent enactment of UoM activities
- Facilitate and streamline academic and administrative procedures
- Substitute uncertainty and poor communication with a standard of quality and effectiveness
- Ensure traceability, accountability and repeatability
- Support internal and external review processes

## Approach

- Establishing the utility and desirability of SOPs (in progress)
- Piloting SOP for Doctoral Degrees (in progress)
- Identify other pilots and procedures in existence (in progress)
- Review of pilot procedures
- Draft manual for writing SOPs
- Identify required procedures and harmonise procedure generation





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# Business Intelligence System

## Current systems: AIMS and SIMS

- Single sources of data (Fin, HR, Student) - used to feed ancillary functions
- 'Back end' data sources provide good basis for Business Intelligence (BI)

## Next to be acquired: Scheduling System

- Key to activity based costing and will provide input to / replace PHRR
- Necessary to complete the picture of University business

## Initial prototype using open source platform planned for end June 2016

- Vehicle with which to develop detailed user requirements
- Basis for further development during summer of 2016
- Aim to provide departmental dashboards and user configurable reports
- Dashboard data rolled up to provide department profiles (& Annual Report)



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# The ToR for the QAC

- What are the core values of the UoM?
- What is the extent of oversight of the QAC?
- How is Quality Culture going to be defined at UoM?
  - Valuing and celebrating past achievements
  - Centrally driven vs peripherally-driven
  - Identifying sustainable change drivers
  - Reconsidering current practices and norms
  - Embedding improvement in all academic and admin practices, using EQA and PPR as springboards
- How are the UoM Key Performance Indicators going to be defined, and how will they be used?

# Preparation of Annual Report



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## Aims

To develop an Annual Report for 2014-2015

To develop templates for UoM Annual Reports and Entity Profiles and integrate into BIS and SOPs

## Objectives

- Ascertain current practices and requirements in the UoM Manual of Procedures
- Consult with Office of the Secretary
- Review the annual reports of a wide range of Universities in England, Australia and America
- Draft templates for discussion for
  - Consolidated Institutional Annual Report
  - Entity Annual Report (faculty, institute, centres, school)

# Quality Assurance Website



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## Aims

To establish a virtual presence on the UoM website

To raise awareness of Quality Assurance and encourage a quality culture across UoM

## Structure

- Introduction to QA
- Why is QA important?
- Internal QA
- Student engagement
- External QA
- QA Structure at the University
- QA Committee
- QA Unit
- QA events
- Contact us

The screenshot shows the website for the Quality Assurance Committee at the University of Malta. The header includes the university logo and name, a search bar, and navigation links for 'A-Z INDEX', 'SITE MAP', 'SEARCH', and 'CONTACT US'. The main content area features a navigation menu with links to 'Why is QA important?', 'Internal Quality Assurance', 'Student Engagement', 'External Quality Audit', 'University QA Structure', 'QA Committee', 'QA Unit', and 'Your feedback'. A 'Newspoint' section is highlighted in red. Below it, there is a 'Campus Map' and a large image of students. The main text explains that Quality Assurance (QA) refers to practices where academic standards are maintained and improved, aiming to develop a quality culture. It also mentions that in May 2015, the Senate appointed a Quality Assurance Committee (QAC) to review the current QA structures.

Quality Assurance (QA) refers to practices whereby academic standards are maintained and improved. QA in higher education aims at developing a **quality culture** within the institution, so that the actions of its staff and students are inspired by a desire to continuously improve their practice, learning experience and outcomes. Quality Assurance is not about the 'ticking of boxes' simply to make sure that the appropriate procedures or processes are in place. It is about fostering an academic community of reflective practice that engages, both internally and externally, in an ongoing cycle of **quality** as an integral component of its striving for excellence in teaching, learning, research and outreach.

In May 2015 Senate appointed a **Quality Assurance Committee (QAC)** to review the current QA structures of the University so as to ensure that the quality culture of the University is further enhanced. This website also provides information on the **Quality Assurance Unit**, which is the administrative arm of the QAC. Students, staff and other stakeholders are also invited to **get in touch** with the QAC to communicate any queries, comments, or good practices they wish to highlight.

# Next QA Community Events



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- **Feb, Mar:** meetings with each Dean & Director to identify good QA practices, possible indicators, sustainable QA procedures and practices
- **March:** finalise institutional Annual Report, propose new Academic Manual website for the UoM, propose SOP for SOPs
- **April:** visit by Prof. Chris Haslam, Vice-Chancellor University of Chester, to assist UoM in improving its IQA systems
- **June:** finalise proposed TOR for QAC, propose BI system requirements