

**EThames Graduate School Higher Education Review (Alternative Providers) Action Plan 2016-17**

Good Practice	Action to be taken	Date for completion	Responsible post holder(s)	Success Indicators
<p>The high levels of student engagement though out the College which support the continuing improvement of the student learning experience (B5)</p>	<p>Continue to engage formally with students through the Student Engagement Forum, Student Council, Course Boards, Induction, end of unit surveys, and tutorial feedback.</p>	<p>July 2017 &amp; interim evaluation in January &amp; May 2017 at Curriculum Management Group (CMG) meetings</p>	<p>Registrar  Course Managers, Tutors</p>	<p>Improvements noted through student feedback and good levels of student satisfaction reviewed at Curriculum Management Group – 80% + satisfaction. Also through consideration of external examiner reports and Pearson Academic Management Review.</p>
	<p>Seek ways or increasing number of students who complete surveys to 70%.</p>	<p>August 2016, January &amp; July 2017</p>	<p>Course Managers , Quality Manager</p>	<p>Higher response rates (70%) and reports of actions linked to feedback which supports student satisfaction, retention, progression and achievement .</p>
	<p>Consultation with the Student Council and Student Engagement Forum on current Council structure and responsibilities. Explore new ways to increase student representatives' interest and engagement, including the development of new Student Council roles.</p>	<p>July to November 2016  Monitoring in March &amp; July 2017</p>	<p>Registrar, Curriculum Management Group.  Registrar &amp; Head of Student Support</p>	<p>Revised roles and responsibilities resulting in improved attendance at Student Council Meetings and student led initiatives to enhance the learning experience – aim for 50% + attendance at each meeting.</p>
	<p>Monitor and review the use of student feedback data to inform improvements at a unit, course and institution level through end of unit reports, Course Manager Reports and Annual Monitoring Reports.</p>	<p>Termly Interim progress review in December 16 and February 17</p>	<p>Registrar and Quality Manager  Course Managers</p>	<p>Actions noted and discussed at Curriculum Management Group and approved at Academic Board. Improvements linked to improvement targets and logged on course action plans.</p>

	Continue to share key information with students including external feedback and action plans.  Monitoring of student uptake of additional support provision	Following external visits and at Course Board meetings.  December 16, March & July 17	Course Managers and Course Administrator  Head of Student Support	Registrar's report on student feedback at the Student Council, Student Engagement Forum & Curriculum Management Group. Course managers' termly reports.  Student engagement and improvement as measured by end of term tests – 10% increase in engagement with skills improvement
<b>Recommendation</b>	<b>Action to be taken</b>	<b>Date for completion</b>	<b>Responsible post holder(s)</b>	<b>Success Indicators</b>
Measure the effectiveness of enhancement initiatives using institutional benchmarks which are distinctive to the College's strategic goals (Enhancement)	Review of institutional benchmarks and Key Performance Indicators (KPIs) linked to student support and achievement (10% increase) through improved student attendance at study skills sessions.	December 2016 and March 2017	Academic Principal, Registrar, Quality Manager and Senior Management Team.	Evidence of student satisfaction via surveys at 80% + evidence of student engagement and tracking of progress and achievement reviewed and progress confirmed by SMT
	Trail key indicators linked to student support, achievement and engagement in the Autumn term.	Interim review in December 17 and impact review in July 17.	Quality Manager, Registrar	Evidence of improved rates of student achievement – 10% improvement on all courses
	Continued implementation of Digital Literacy Strategy to support independent learning.	March 2017	Quality Manager and Head of Student Support	Student surveys and tutorial feedback collated at course level. Outcomes reviewed by SMT.
	Staff development on new pedagogical approaches to delivery of teaching, learning and assessment. Explore access to HE teaching credits.	October and December '16, March and July 2017	Academic Principal, Quality Manager and Curriculum Management Group.	Feedback from staff development reviewed at Curriculum Management Group. Staff uptake of teaching credits (as available) leading to 70% having or working toward teaching credits or qualifications.

Affirmations	Action to be taken	Date for completion	Responsible post holder(s)	Success Indicators
<p>The introduction of the new process for the Approval of New Courses to ensure future provision is aligned with the College's current strategic vision (B1)</p>	<p>Implement new procedure for Course Approval as soon as any new courses are identified for introduction.</p> <p>Utilisation in conjunction with new University and other partnerships.</p>	<p>2017 subject to new partnerships negotiations.</p>	<p>Academic Principal and Senior Management Team,</p> <p>Course Managers</p>	<p>Clear evidence of viability of programmes including resources and evidence of demand linked to employability data.</p> <p>Successful recruitment to new provision in line with College's Strategic vision</p>
<p>The steps being taken to strengthen the admissions process to more effectively match applicants to courses (B2)</p>	<p>Ongoing review and monitoring of admissions procedures and practices in line with entry requirements for courses.</p> <p>Analysis of student retention and progression data to inform review of entry requirements and procedures as linked to the College's widening participation strategy.</p>	<p>January 2017</p> <p>January, April and July 2017</p>	<p>Admissions Manager and Senior Management Team</p> <p>Registrar</p>	<p>Retention rates above 80%. Clear correlation of entry qualifications and retention and progression rates.</p> <p>Continuation of widening participation approaches which establishes capability and support requirements linked to achievement data.</p>
<p>The steps being taken to allow on-line learning students to benefit more fully from the range of available support mechanisms to enable completion (B3)</p>	<p>Weekly tutor reports on student engagement and support provided.</p> <p>Access for Online Students to the full range of resources including HN Global.</p> <p>Tracking of student achievement and use of appropriate action plans.</p>	<p>Monthly updates on feedback – October 16 to March 17</p> <p>October 2016</p> <p>July 16 to March 17</p>	<p>Unit Tutors and Course Manager</p> <p>Registrar</p> <p>Course Manager</p>	<p>Good level of student satisfaction through end of unit surveys. Review by HN Online Group.</p> <p>Student feedback and measures of utilisation to establish a benchmark.</p> <p>Assessment Boards showing completion and progression rates of over 70% for remaining students.</p>

<p>The steps being taken to appoint an Employer Engagement and Work-Related Learning Coordinator to support students in gaining parity of work experience and careers advice (B3)</p>	<p>Appointment of a part-time Work Related Learning Coordinator or allocation of duties to a current member of staff.</p>	<p>October 2016</p>	<p>Chief Executive Officer</p>	<p>New role in place and increase in number of placements and external visits to meet learning outcomes and in line with External Examiner feedback</p>
	<p>Formalisation of careers advice sources and progression to top-up degrees including through progression agreements and leaflet for students.</p>	<p>December 2016</p>	<p>Quality Manager, Chief Executive Officer &amp; Academic Principal</p>	<p>Student feedback and satisfaction through survey data. Continued 60% + rates of student progression to higher education or employment with 6 months – exit survey data.</p>