



Higher Education Action and Enhancement Plan 2019-20

Last progress update: January 2020

	Source(s)	Issue	Action(s)	Who	Date	Progress as at January 2020
1.	College Operating Plan 2019-20 resulting from BTC Strategic Plan	To achieve strategic objectives of the College	Refer to operating plan for all HE related actions to achieve the College's four strategic aims for 2019-20: a) Strategic Aim 1: To inspire all of our students to achieve their full potential b) Strategic Aim 2: To grow and deliver a highly responsive, innovative and dynamic curriculum c) Strategic Aim 3: To attract, retain and invest in inspirational staff d) Strategic Aim 4: To be highly efficient, financially resilient and well resourced	Head of Higher Education	July 2020	
2.	NSS & SPQ participation rates and results	Improve the student experience Increase completion rate of student surveys Continue to get results above national benchmark for student satisfaction To ensure future TEF ratings are positive.	a) Continue to promote shared understanding with staff and students of the importance of the NSS and Graduate Outcomes surveys and impact of the student voice in HE. b) Course Leaders to work closely with Student Engagement Team to support students in completing the NSS / SPQ surveys to increase completion rates c) Courses with known less than benchmark results to review results in detail and ensure a plan is produced that addresses performance issues. d) Focus for UoP courses on Question 18 of NSS: 'IT Resources and facilities provided have supported my learning well.' (as was less than 50% in three of the four UoP programme surveys). e) Focus for OU courses on 'Organisation and Management' and 'It is clear how student's feedback has been acted on'	Student Engagement Team HE Course Leaders HE Team	February 2020	Plans in place for the 2019-20 campaign. Student Engagement Manager now in place to develop engagements and strategies to further enhance the student experience and increase survey response rates. Section added to PCMs for staff to note when & how they are feeding back to students about action taken in response to points raised by students.

						Plan for students to be reminded of this in the weeks prior to taking NSS / SPQ survey.
3.	HE Data requirements	<p>Need to produce appropriate Award Board papers</p> <p>To understand & predict APM/TEF metrics to enable evidence-based explanations to be given in TEF submission</p> <p>To enable effective evaluation of the impact of interventions in SED & APP monitoring report</p>	<p>a) Develop robust, repeatable data reports to provide timely accurate HE data that is fit for purpose</p> <p>b) Look for and implement efficiencies in the way the award board papers and other documentation is produced</p>	<p>Head of HE</p> <p>Head of MIS</p>	July 2019	Efficiencies made and working party established to explore further options
4.	Research, Scholarship and Ethics Committee meetings	Actions arising need to be addressed.	<p>a) Meet actions from the Research, Scholarship and Ethics Committee.</p> <p>b) Run bidding round</p> <p>c) Run Research Symposium</p>	HE Team	Termly following each meeting	Research and scholarship publication produced, due to be launched Feb 2020.
5.	HE Senate meetings	Actions arising need to be addressed.	a) Meet actions from the HE Senate.	HE Team	Nov. 2019 Feb. 2020 May 2020	
6.	Access & Participation Plan	Meet WP targets & milestones APP	a) Review / implement focused activity to Widen Participation in line with the targets and milestones	Head of HE	April 2020	
7.	Development of APP 2020-25	Supporting students into highly paid employment	a) Development of the UCS Advantage and development of central tutorial materials	Student Engagement Manager	July 2020	
8.	Annual Monitoring and Self Evaluation Document	Sharing lessons learnt	a) Share any lessons learnt from complaints, academic appeals & academic offences with the HE Community	Head of HE	March 2020	
9.	Operating Plan	Low HE numbers and wish to grow them	a) Support SMT's theme group on HE Recruitment, linking with the development of the new HE Strategy and the Institutional Operating Plan. (link with point 1)	Head of Creative Arts & Head of HE	May 2020	

10.	UoP Periodic Review Report + OU validation events	Clearer assessment rubrics would help staff & students. They would also enable greater consistency across provision	<ul style="list-style-type: none"> a) Continue work done in this area: b) Facilitate an HE Community of Practice sharing and discussion of assessment criteria c) Disseminate agreed good practice for widespread use 	Head of HE / TLA Developers	14 th Feb 2020	HE Community of Practice sharing of assessment rubrics due to take place on Staff Development Day
11.	Mapping of UK Quality Code for HE	Certain sections could promote further development and present enhancement opportunities	<ul style="list-style-type: none"> a) Enabling Student Achievement - Consider Guiding Principle 7: Enable students to take responsibility for their own learning and become resilient individuals, equipped for a rewarding career. b) Enabling Student Achievement - Guiding Principle 8: Graduate Attributes – Consider whether we could make these clearer in our validation paperwork, in assessment and in marketing c) Review GDPR compliance in relation to student surveys (ie use of Survey Monkey which stores data in USA) d) Student Engagement mapping – Consider what more could be done in relation to Guiding Principle 3: Effective student engagement supports enhancements, innovation and transformation in the community within and outside the provider, driving improvements to the experience of students. e) Further consideration is already being given to how we can improve ensuring we close the feedback loop to students as stated in Student Engagement Guiding Principle 7: Providers work in partnership with the student body to close the feedback loop. 	Head of HE / Head of Student Engagement	July 2020	
Actions resulting from the analysis within the HE Self-Evaluation Document						
12.	SED 'Good Degrees'	Significantly lower levels of 'good' classifications	<ul style="list-style-type: none"> a) Programmes with lower 'good' classifications to explore reasons and act to improve these. 	Head of Department	June 2020	

Key to acronyms

APE	Annual Programme Evaluation document for OU quality monitoring purposes
APM	Annual Programme Monitoring
APR	Annual Provider Review
CPD	Continuing Professional Development
DLHE	Destination of Leavers from Higher Education Survey
EE	External Examiner
FD	Foundation Degree
HE	Higher Education

HEA	Higher Education Academy
HEI	Higher Education Institution (ie a university)
HN	Higher National qualification ie HNC Higher National Certificate and HND Higher National Diploma
LTHC	Long-Term Health Condition
NCOP	National Collaborative Outreach Project
NSS	National Student Survey
OBU	Oxford Brookes University
OFFA	Office for Fair Access (who approve Access Agreements for those charging more than £6000pa)
OU	The Open University
PCM	Programme Committee Meeting
QIP	Quality Improvement Plan
SED	Self-Evaluation Document
SMT	Senior Management Team
SPQ	Student Perception Questionnaire (completed by those not eligible to undertake the NSS)
TEF	Teaching Excellence Framework
TLA	Teaching Learning and Assessment
UoP	University of Plymouth
UWE	University of the West of England, Bristol
WP	Widening Participation