

## ACTION PLAN IN RESPONSE TO QAA QUALITY ENHANCEMENT REVIEW, MARCH 2019



This action plan has been developed jointly by the University and the Students' Union as part of the requirements of QAA Quality Enhancement Review in Wales, carried out at Wrexham Glyndwr University in March 2019. The review confirmed that the University meets both the requirements of the ESG Part 1 for internal quality assurance and the relevant baseline regulatory requirements of the Quality Assessment Framework for Wales.

As a result of review, the University was awarded the QAA Quality Mark. In addition, the University received two commendations, one affirmation and one recommendation which are detailed in the review outcome and technical reports available on the QAA website: <https://www.qaa.ac.uk/reviewing-higher-education/quality-assurance-reports/Glyndwr-University> This action plan responds to those commendations, affirmation and recommendation. Progress against actions will be reviewed annually by Academic Board and reported to the Board of Governors. The institutional contact for oversight of this plan is the Deputy Vice-Chancellor.

Signed:

A handwritten signature in blue ink, appearing to read 'M Hinfelaar'.

Professor Maria Hinfelaar  
Vice-Chancellor, Wrexham Glyndwr University

Signed:

A handwritten signature in black ink, appearing to read 'K Irwin'.

Kieran Irwin  
President, Wrexham Glyndwr Students' Union

<b>COMMENDATION: The deliberate and effective monitoring and support of individual students in a personalised way to facilitate their academic development</b>				
<b>Priority Action</b>	<b>Operational Actions</b>	<b>Responsibility</b>	<b>Success Measures</b>	<b>Timescale</b>
<b>1. Continue to enhance the provision and utilisation of data to support the student experience</b>	1.1 Learning analytics rolled out across the University, including 'StudyGoal' to support student engagement with their learning performance	1.1 JISC Steering Group (Chair: DVC)	1.1 JISC learning analytics project implementation plan on course to meet identified targets	1.1 Initial project 2019 - 2021
	1.2 Further develop data-informed interventions to support student engagement and retention amongst specifically identified student groups	1.2 Retention working group (Chair: DVC)	1.2 Improved retention trends amongst specific student groups	1.2 Ongoing
<b>COMMENDATION: The articulation and dissemination of a comprehensive set of coherent strategies designed to support the enhancement of the student learning experience</b>				
<b>Priority Action</b>	<b>Operational Actions</b>	<b>Responsibility</b>	<b>Success Measures</b>	<b>Timescale</b>
<b>2. Continue to develop mechanisms to assure and enhance the continuous review of the University's Vision and Strategy 2025 and</b>	2.1 Systemised and consistent approach to annual review of strategy action plans in place	2.1 Vice Chancellor's Board (Chair: VC)	2.1 Annual reviews completed; consistent approach evident; KPIs reported to VCB and Board of Governors	2.1 In place from 2019 and operated annually
	2.2 Comprehensive review of the Strategy for Supporting Student Learning and Achievement (main driver for	2.2 Learning and Teaching Committee (Chair: DVC)	2.2 Review completed, with appropriate internal and external engagement	2.2 New SSSLA in place from September 2020, for 2020 – 2025

<p><b>supporting strategies</b></p>	<p>teaching and learning enhancement) undertaken during 2019/20</p> <p>2.3 Strategy updates developed and disseminated through a range of engagement activity including Staff Conference; SU Council; Learning Lunches; Workshops; Employer Engagement Events</p>	<p>2.3 Strategy leads</p>	<p>2.3 Staff, student and external stakeholders are informed of key strategy developments</p>	<p>2.3 Ongoing</p>
<p><b>AFFIRMATION: The steps being taken to work with taught students as partners in the co-development, management and evaluation of their student experience</b></p>				
<p><b>Priority Action</b></p>	<p><b>Operational Actions</b></p>	<p><b>Responsibility</b></p>	<p><b>Success Measures</b></p>	<p><b>Timescale</b></p>
<p><b>3. Further develop the work with students as partners across all modes of study and partner sites to achieve broader engagement with the assurance and enhancement of their educational experience, and the management of programmes</b></p>	<p>3.1 Continue to refine quality and accessibility of course rep training</p> <p>3.2 Develop promotional materials such as short films and case studies to support and encourage student engagement with broader assurance and enhancement activity</p> <p>3.3 Increase opportunities for the whole student body to engage with Faculty-level academic and learning</p>	<p>3.1 Students' Union with Associate Deans (Student Engagement) and Partnerships Office</p> <p>3.2 Students' Union with the Quality and Regulation team</p> <p>3.3 Deans of Faculty with Associate Deans</p>	<p>3.1 Improved engagement from course reps at partner institutions and studying online</p> <p>3.2 Suite of promotional materials in place</p> <p>3.3 At least one Faculty-level engagement event held annually</p>	<p>3.1 Ongoing</p> <p>3.2 Materials updated annually</p> <p>3.3 Ongoing, at least annually</p>

<b>and learning resources</b>	environment developments facilitated directly by the Dean, in addition to any facilitated via the SU.			
<b>RECOMMENDATION: To ensure there is a regular evaluation of the PGR student experience</b>				
Priority Action	Operational Actions	Responsibility	Success Measures	Timescale
<b>4. Continue to develop mechanisms to support PGR student engagement with feedback opportunities</b>	<p>4.1 Continue to promote accessible and (where appropriate) incentivised ways for PGR students to give feedback</p> <p>4.2 Introduce Students' Union officer representation on relevant committees in addition to PhD student rep</p> <p>4.3 Replace 'Matters raised by PGR Student Representatives' with 'Student Feedback' as a standing item to Research Committee agenda to incorporate both student rep and SU reporting</p>	<p>4.1 Research Committee (Chair: PVC Research)</p> <p>4.2 Research Committee (Chair: PVC Research)</p> <p>4.3 Research Committee (Chair: PVC Research)</p>	<p>4.1 Improved student engagement with Student Voice Forums and Annual Survey</p> <p>4.2 Improved student representation</p> <p>4.3 Evidence of broader reporting of student issues and that the 'feedback loop' is closed</p>	<p>4.1 Monitored annually</p> <p>4.2 From September 2019</p> <p>4.3 From September 2019</p>