

UNIVERSITY OF HERTFORDSHIRE HIGHER EDUCATION CORPORATION

HERTFORDSHIRE HIGHER EDUCATION CONSORTIUM QUALITY AND MANAGEMENT COMMITTEE

Minutes of the meeting of the Hertfordshire Higher Education Consortium Quality and Management Committee held on 26 January 2022.

PRESENT: Scott Isaacs (Chair)

Dr Jo Cahill
Nigel Thomas
Katie Kennedy
Rifaat Foufa
Viren Amin

Michele Harding
Charlotte Gale
Helen Hall
Karen Leong
Dr Stefanie Schmeer

Laura Lo Coco
Christopher Dunks
Dominic Bygate

IN ATTENDANCE:

Katie Parkash

199 **APOLOGIES**

Apologies were received from Alison McLaughlin, Azita Pourghasem, Julie Kelly, and Dr Megan Knight.

200 **CHAIR'S OPENING REMARKS, IF ANY**

There were no Chair's remarks.

201 **NEW DECLARATIONS OF INTEREST, IF ANY -**

There were no declarations of interest.

202 **MINUTES - 30 NOVEMBER 2021**

It was noted that the update on the EDS revalidation needed adding to the previous minutes. Once this is complete the minutes are confirmed.

KP

203 **MATTERS ARISING FROM THE MINUTES**

Minute	Action	Update
176	Share academic misconduct QAA document with HE Managers.	Complete
176	Share withdrawal rates data and HSU presentation on Diverse Adversities from ESEC with HE Managers.	Complete
182	Discuss Initial Year in Architecture proposal at NHC.	Nothing further to report. Conversations are ongoing.
184	Add First Impression Survey item to January agenda.	Complete – agenda item 11
186	Add Module Failure Rates to January agenda.	Complete – agenda item 13
188	Conduct a review of the Consortium moderation forms.	Helen Hall has received pre assessment moderation forms from all Schools. The review is ongoing and will be completed in time for pre assessment moderation to take place for 2022/23.

RF/MK

193	Identify if a QA workshop can take place for HE Managers and if there are any BAME events available to college staff.	Significant amount of BAME information on HertsHub for HE Managers to access. Dr Jo Cahill noted there is no further information available in relation to QA changes. An update will be provided at this meeting when available. HE Managers should continue to engage with the ongoing consultations.
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204 **TO RECEIVE A VERBAL REPORT CONCERNING THE BUSINESS DISCHARGED FROM ASAC AND ESEC**

Scott Isaacs noted that the OfS consultations were discussed at ASAC. The three key consultations are:

- A new approach to regulating student outcomes
- Teaching Excellence Framework -
- Constructing student outcome and experience indicators for use in OfS regulation.

In relation to condition B3 continuation, progression and completion information will be used to measure the data against the thresholds.

The AMER process was also discussed at ASAC and it was agreed that a presentation on the new Continuous Enhancement Planning process will be delivered to HE Managers before a final decision is made on whether the Consortium will also adopt this process.

New programme spec templates are available on the CAQA website – ensure these are being used for revalidations.

At ESEC it was reported that the TL03 policy has been softened in relation to Graduate Attributes and Partners.

The UH response rate for SVQs was 17%. The college response rate was lower than that of UH. Colleges to work with teams to increase this and ensure actions are in place.

A presentation on KPI3 took place at ESEC. Scott Isaacs to share this presentation with HE Managers.

SI

205 **TO RECEIVE AN UPDATE ON THE KEY ACCOUNT MANAGER'S REPORT**

Helen Hall is in the process of completing the KAM report. The first draft will be circulated to HE Managers before being reported at the next ASAC. It was noted that this is a highly valued report by colleges and Principals.

206 **TO RECEIVE AN UPDATE ON CONSORTIUM RECRUITMENT**

Application data as of 18 January 2022 was circulated. Applications were at 88% of target and 87% of target for EDS alone. Once HE Managers have tested their Tableau access, they will be able to view the applicant reporting dashboard themselves. Tableau will also need to be accessed for the Continuous Enhancement Planning process therefore colleges need to confirm whether access is possible – to be discussed at the next HE Managers meeting.

Overall, there has been an increase of 38 applications compared with the same point last year however applications are slightly lower than last year at HRC and NHC.

207 **TO RECEIVE AN UPDATE ON CONSORTIUM TARGETS FOR 2022/23**

Targets noted.

208 **TO NOTE THE PLANNING MEETING FOR FD BUSINESS MANAGEMENT IS DUE TO TAKE PLACE ON 31 JANUARY 2022**

It was noted that all colleges have submitted their Initial Analysis papers and Scott Isaacs will send some observations from these to HE Managers and Karen Leong, prior to the meeting.

209 **TO RECEIVE DATA FROM THE FIRST IMPRESSIONS SURVEY**

Rifaat Foufa thanked the colleges for submitting their data. Response rates vary between colleges but on average are good. A number of questions scored very high however there were three questions that scored less. The average score for the survey was 75%.

The appeals and OIA questions consistently score low each year despite the information being heavily embedded into college activity. The final question of concern was in relation to registration, with the lowest satisfaction score being at WHC. Delays with fee assessments was highlighted as one of the issues and this has now been fed back to admissions who are reviewing how Consortium students can be prioritised going forward.

The StudyNet and Canvas questions scored high.

Rifaat Foufa was thanked for presenting the data.

Scott Isaacs asked HE Managers to continue working on getting a better response to the appeals and OIA areas. It was noted that the information provided at induction should also be revisited with students throughout the academic year. Scott also asked HRC and WHC to provide Ashley Harrison-Barker and Rebecca Douglas with more information about why students were not satisfied with the process.

KK/MH

210 **TO RECEIVE AN UPDATE FROM LTIC**

Dominic Bygate reported that the Hybrid Learning Project is ongoing and some rooms at UH have been converted to facilitate face to face and online learning taking place at the same time. The colleges may be interested in the outcomes of this project once principles of good practice have been established.

The Consortium conference is due to take place this year. It is an important networking event and Dominic will liaise with the colleges in relation to the plans for the event.

211 **TO NOTE MODULE FAIL RATE BY SITTING 2020/21**

Scott Isaacs to share this report with HE Managers. It was noted that the FD Business Management failure rates need to be considered alongside the revalidation of the programme. The Engineering course also had some areas of high failure.

SI

212 **TO RECEIVE AN UPDATE ON THE CULTURALLY INCLUSIVE ASSESSMENT TOOLKIT**

Scott Isaacs noted that feedback sheet from Dr Marvelle Brown will be circulated to colleges once received. Colleges will be using tools 9 and 10.

Viren Amin reported that Oaklands are devising plans on how the toolkit will link with programmes and the HE Strategy. The college are also looking at mirroring HE with

Level 3 and are setting up training sessions for staff. The toolkit has highlighted things that need to be embraced and also opened good discussions. The college would also like to realign the attendance policy and link everything together. There is a diverse population of students and different ways to engage with them are being explored. Michele Harding noted that the information has been shared with staff at the college and work is taking place with the quality teams. There is a strategic focus around the implementation of the toolkit.

Katie Kennedy shared the information at the HE Committee meeting with the programme and quality teams. Feedback on tools 9 and 10 is due next week from Programme Managers.

Rifaat Foufa noted that the toolkit has also be cascaded to Programme Managers at NHC and more feedback will be provided in due course.

Scott noted that it was pleasing to hear about the significant progress at the colleges. Dr Jo Cahill reminded the colleges to capture this in future AMER reports as examples of good practice.

213 **TO SHARE ANY ITEMS OF GOOD PRACTICE OR ISSUES OF CONCERN**

Karen Leong reported that the Business team have found value in continuing with cross college moderation and module planning online. There have been some issues with access however these have been resolved. The team is organising a progression event and WBL event. The colleges confirmed that the progression event should take place online and the WBL could take place face to face as long as staff and students were provided with clear instructions as to what is expected from them.

Laura Lo Coco noted that the Law course is progressing well at WHC, and she is looking forward to visiting the campus in person now restrictions have been lifted.

Dr Stef Schmeer notified members that Colin Malcolm, CPL for EDS, is due to retire at the end of the academic year. The School are in the process of appointing a new CPL for 2022/23.

214 **TO RECEIVE VERBAL REPORTS FROM SCHOOLS ON MATTERS ARISING FROM THEIR CONSORTIUM PROVISION**

Nothing further to report.

215 **TO RECEIVE VERBAL REPORTS FROM EACH COLLEGE ON MATTERS ARISING FROM THEIR HIGHER EDUCATION COMMITTEES**

NHC – Rifaat Foufa reported that the Programme Managers are working through the moderation process. Online assessments went well for the students. The Programme Managers produced their AMERs on time and one to one meetings are taking place regularly.

WHC had their HE Committee recently which focussed on AMERs, OfS conditions of registration and quality issues. Meetings take place with the programme teams each week as well as operational group meetings.

HRC – The programme teams are in the process of marking and moderating assessments. Katie Kennedy thanked CPU for helping to coordinate the process. The creative team are preparing for the validation of three level 6 top up courses. Some students have not heard the results of their progression choices which is causing them to apply to different universities – Katie Kennedy will forward the details to Colin Malcolm and Dr Stef Schmeer. Dr Jo Cahill noted that it would be helpful if the colleges had the contact names of the admissions tutors for the different subject areas and therefore could make contact directly to save Colin Malcolm having to coordinate this. It was agreed that the contact list would be created prior to the next HHEC-QMC.

SS

Dr Stef Schmeer apologised for the delay in the revalidation sign off for EDS. This was caused by a delay in receiving HECoS codes and constraints meaning the course has more pathways than originally anticipated.

216 **TO RECEIVE AN UPDATE FROM EACH COLLEGE ON THEIR ENGAGEMENT WITH HSU**

Nothing further to report.

217 **TO RECEIVE AN UPDATE ON MARKETING**

Chris Dunks noted the UCAS deadline. The applicant day at UH on the 26 March 2022 also includes information for any late applicants to courses. It was confirmed that college applicants will be directed to college open events rather than the UH applicant day.

Chris will arrange a meeting with the college marketing managers in February.

Further discussions took place in relation to cross selling college courses from the undergraduate pages where there are linked progression routes. Katie Parkash will provide Chris a list HE courses and their progression routes.

KP

218 **STAFF DEVELOPMENT**

Karen Leong noted that a beginner's session for college staff on revalidations would be useful. Dr Jo Cahill noted that the CPL, ADoS AQ and HE Managers need to engage with staff and prepare them for the revalidation process. There is also information available on the LTIC site and Dominic Bygate is able to support training needs.

219 **NATIONAL DEVELOPMENTS**

Nothing further to report.

220 **CLERK'S REPORT**

Clerks report noted.

221 **EMERGENCY BUSINESS**

Nothing to report.

222 **RISK**

Nothing to report.

223 **DATE OF NEXT MEETING**

29 March 2022.

SUMMARY OF ACTIONS

Minute	Action	By Whom/Deadline
202	Add EDS revalidation update to the minutes from November 2021.	Katie Parkash, asap.
203	To receive an update on the Initial Year Architecture proposal at NHC.	Rifaat Foufa / Dr Megan Knight – next meeting.
204	Scott Isaacs to circulate KPI3 presentation from ESEC with HE Managers.	Scott Isaacs, asap.
209	HRC and WHC to provide Ashley Harrison-Barker and Rebecca Douglas with more information regarding the issues with their students and the registration process.	Katie Kennedy/Michele Harding, asap.

211	Scott Isaacs to circulate the module fail rate data to HE Managers.	Scott Isaacs, asap.
215	Create a list of LMS/HSK admissions contacts that HE Managers can use to direct progression choice queries.	Dr Stef Schmeer – next meeting.
217	Provide Chris Dunks with a list of courses and their progression routes.	Katie Parkash, asap.