

## Quality Enhancement and Standards Review – Action Plan

This action plan summarises the response from the University of Dundee to the Quality Enhancement and Standards Review (QESR) review undertaken on the 28<sup>th</sup> of April 2023 and the subsequent report published on the 23<sup>rd</sup> of June 2023.

The [final report](#) states “the review team is confident that the University of Dundee is making effective progress in continuing to monitor, review and enhance its higher education provision to enable effective arrangements to be in place for managing academic standards and the quality of the student learning experience” (P1)

The report highlighted three areas of good practice:

- Implementation of institutional strategies
- Use of student journey data for enhancement
- Digital champions

In addition, the report identified one recommendation for action:

**Professional services review:** *The University should develop a systematic approach to professional services review that complements the existing mechanisms for engaging professional services in quality processes. The University should ensure that there is appropriate engagement with staff and students, and appropriate externality, to promote high-quality learning and continuous improvement (paragraph 37).*

Initially the University agreed through its Quality and Academic Standards Committee (QASC) on the 29<sup>th</sup> of June 2023 that the Education Academy, under the direction of the Vice Principal (Education) would lead a process to address the recommendation.

This more detailed action plan confirms how the University intends to address that recommendation. It was approved by the Quality and Academic Standards Committee on 24<sup>th</sup> of October 2023 and will be shared, for information, with Senate at its meeting on 29<sup>th</sup> of November 2023.

## Action Plan

**Recommendation:** *The University should develop a systematic approach to professional services review that complements the existing mechanisms for engaging professional services in quality processes. The University should ensure that there is appropriate engagement with staff and students, and appropriate externality, to promote high-quality learning and continuous improvement.*

Actions	Timescale	Responsible	Status
1) Establish a working group to undertake an initial review of University student facing professional services.  (this recognises changes in the student population at the University and is designed to assess the current suitability of our support services)	October 2023	Vice Principal (Education)	Complete
2) Benchmark the university's professional services.	December 2023	Vice Principal (Education)	
3) Undertake an initial review of University student facing professional support services, incorporating involvement from current students	January 2024- August 2024	Vice Principal (Education)	
4) Identify actions from the University initial review of student facing professional services, developing and implementing a detailed action plan	August 2024- June 2025	Vice Principal (Education)	
5) Engage with sector colleagues, including QAA, on approaches to the processes adopted across the sector to support the Periodic Review of Professional Services	July 2023 - August 2024	Director QAS	
6) Identify professional services in scope for the University's new process for Periodic Review of Professional Services (informed by the initial review identified in Action 3 above). – They are likely to be the following 6 functions: Estates; Library; Student services; International; ACG; Digital.	June 2024	Vice Principal (Education)	
7) Develop and codify the policy and guidance to support the new University Periodic Review Process for Professional Services, seeking to align process to existing periodic review activity.  (Note this may include revisions to existing periodic review process)	June 2024 - October 2024	QASC	
8) Confirm a schedule for future Periodic Review of Professional Services with first review scheduled for 25/26 academic session (anticipated 1 per semester)	October 2024	QASC	
9) Review the approaches and its impact to identify areas for refinement and enhancement	October 2028	QAS Team	