

**ARDEN UNIVERSITY**

**ACTION PLAN ARISING FROM THE QAA HIGHER EDUCATION REVIEW VISIT (NOVEMBER 2017)**

<b>Affirmation of actions already being taken by Arden University at the time of the visit</b>	<b>Progress report April 2018</b>
The steps being taken to ensure that blended learning students are successfully engaging with induction activities prior to enrolment (Expectation B2)	Tutors and support staff have implemented enhanced monitoring of new students during their induction period and for the first two weeks of taught classes, reviewing key indicators around attendance, engagement and motivation and intervening early where students are falling short of expectations. This initiative was fully implemented from October 2017 onwards.
The work being undertaken to further extend the use of technology to enhance the student voice (Expectation B5)	The University is developing a formal strategy to encourage and promote more sustained engagement by students and staff with its online student voice platform 'Unitu'. This strategy is being drafted in consultation with students and staff and is scheduled to be considered for approval by the Quality and Standards Committee in summer 2018.

The QAA review team made no further recommendations for action.

Good Practice identified by the QAA team	Progress report April 2018
<p>The highly effective ongoing and personalised support provided to prospective students at all stages of the admissions process (Expectation B2).</p>	<p>Continued implementation of personalised support at all stages of the admissions process with the same course advisor assigned to a prospective student from enquiry to enrolment. On-going training on course information, entry requirements, APL and special needs, ensures students receive accurate information and supportive advice on programme routes.</p>
<p>The systematic embedding of the Arden Learning Model which facilitates a high level of active engagement by students' in their learning (Expectation B3).</p>	<p>An extension of the Arden Learning Model to Anglia Ruskin University validated provision is currently underway.</p> <p>The University has redesigned the lesson observation process to ensure the Arden Learning Model is applied consistently within blended learning. There are also clearer expectations provided to blended tutors in terms of expectations for 'active learning' and blended learning model requirements. A regular review of webinar sessions to support sharing of good practice and ensure alignment to the Arden Learning Model.</p> <p>Work is in-progress to pilot a module authoring approach which would embed the Arden Learning Model pedagogies. The University is also planning a revision of the tutor induction to include an extended lesson on the Arden Learning Module.</p>
<p>The high level and shared understanding by staff and students of graduate attributes which are fully embedded in the intended learning outcomes and assessed through modules of study (Expectation B4).</p>	<p>Arden graduate attributes continue to be implemented in the programme design of all new validated programmes and more recently within the University's apprenticeship programmes. The graduate attributes are clearly outlined in the programme handbooks, as well in online and student face-to-face inductions.</p>
<p>The close working relationship between the professional support team and academic staff facilitates the wide ranging and individualised support provided for students (Expectation B4).</p>	<p>Individualised support is being further developed by the University through the introduction of an online engagement matrix. Advance data will ensure students receive more tailored and encompassing support from both academic and student support teams.</p>

	<p>Student Support continue to have presence on LTC to ensure appropriate cascade and learnings are shared between teams about teaching and learning. Student Support are also an integral part of Course Committees to ensure common understanding and approach on all course level matters with academic staff. The University ensures Student Support and academic staff have joint oversight of Unitu and co-ordinate on matters raised.</p>
<p>The value placed by the university on student engagement and its contribution to the enhancement of student learning opportunities (Expectation B5).</p>	<p>The University has recruited an Insight &amp; Propositions Development Manager with a remit to improve student engagement. Further work is underway to audit current practices, revise the student representative handbook, develop a timelier student voice calendar and evaluate face-to-face student representative training to complement online training and support.</p> <p>A working group on student satisfaction has developed a range of initiatives to strengthen student voice, including a revision of module evaluation questions and communication to encourage more student representative nominations.</p> <p>Staff Student Liaison Committees and the internal student survey continue to ensure the University captures valuable student feedback on learning opportunities across blended and distance learning.</p> <p>The Student Representative Facilitator continues to ensure student representatives receive online training and support within their role.</p>
<p>The highly effective and systematic involvement of staff at all levels in the enhancement of students' learning opportunities (Enhancement).</p>	<p>Timely course committees continue to provide an effective forum for various levels of staff to monitor and enhance student learning opportunities, with clear oversight at Quality and Standards Committee and Academic Board.</p>

