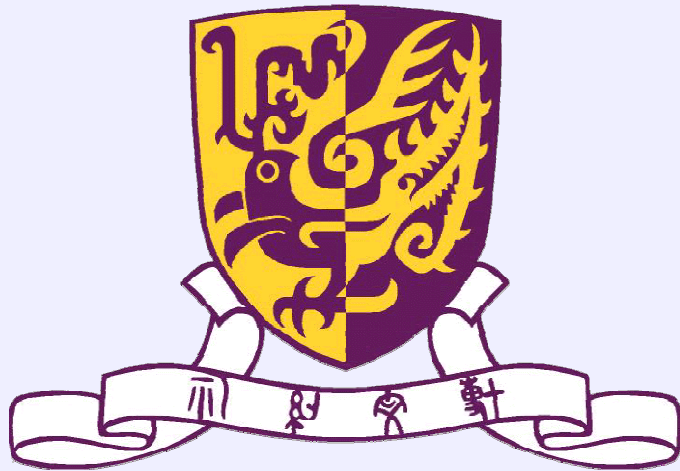




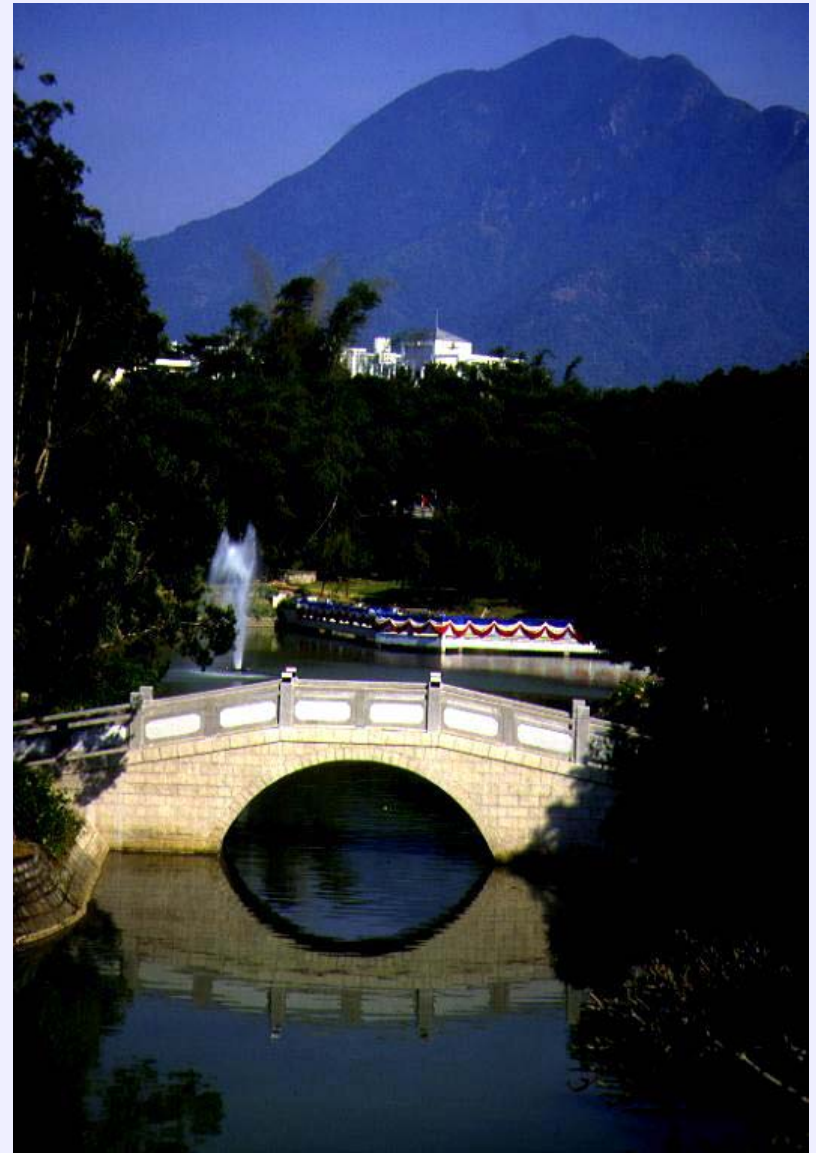
<b>Title</b>	<b>From Diagnostic Feedback to University Policy</b>
<b>Author(s)</b>	<b>McNaught, C</b>
<b>Citation</b>	<b>CITE Seminar: From Diagnostic Feedback to University Policy: Programme-Level Evaluation at CUHK, Hong Kong, China, 21 October 2005</b>
<b>Issued Date</b>	<b>2005</b>
<b>URL</b>	<b><a href="http://hdl.handle.net/10722/43998">http://hdl.handle.net/10722/43998</a></b>
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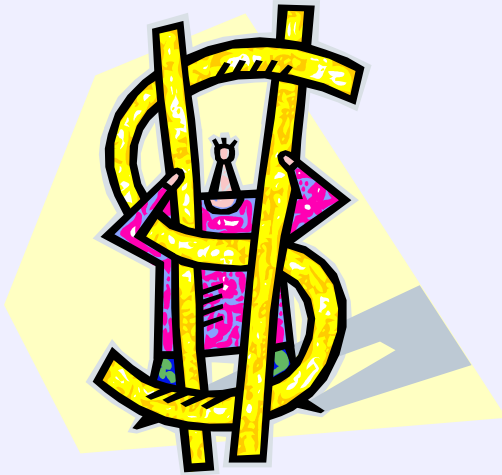
# From Diagnostic Feedback To University Policy

Carmel McNaught



Centre for  
Learning  
Enhancement  
And  
Research






What images/ words  
does QUALITY  
conjure up?



# Characteristics of universities

- Ideas, values, traditions, status in society, collegial community, reflection

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- Ideas, values, traditions, status in society, collegial community, reflection
  - Markets, money, competition, productivity, accountability, time pressures
- 



# Characteristics of universities

- Ideas, values, traditions, status in society, collegial community, reflection

Impasse?

Quality?

Opportunity?

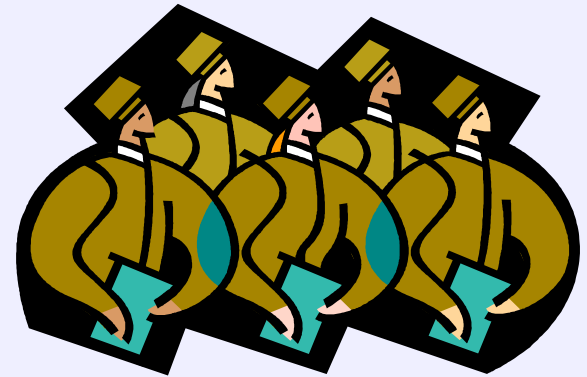
- Markets, money, competition, productivity, accountability, time pressures

# Focus on the big picture

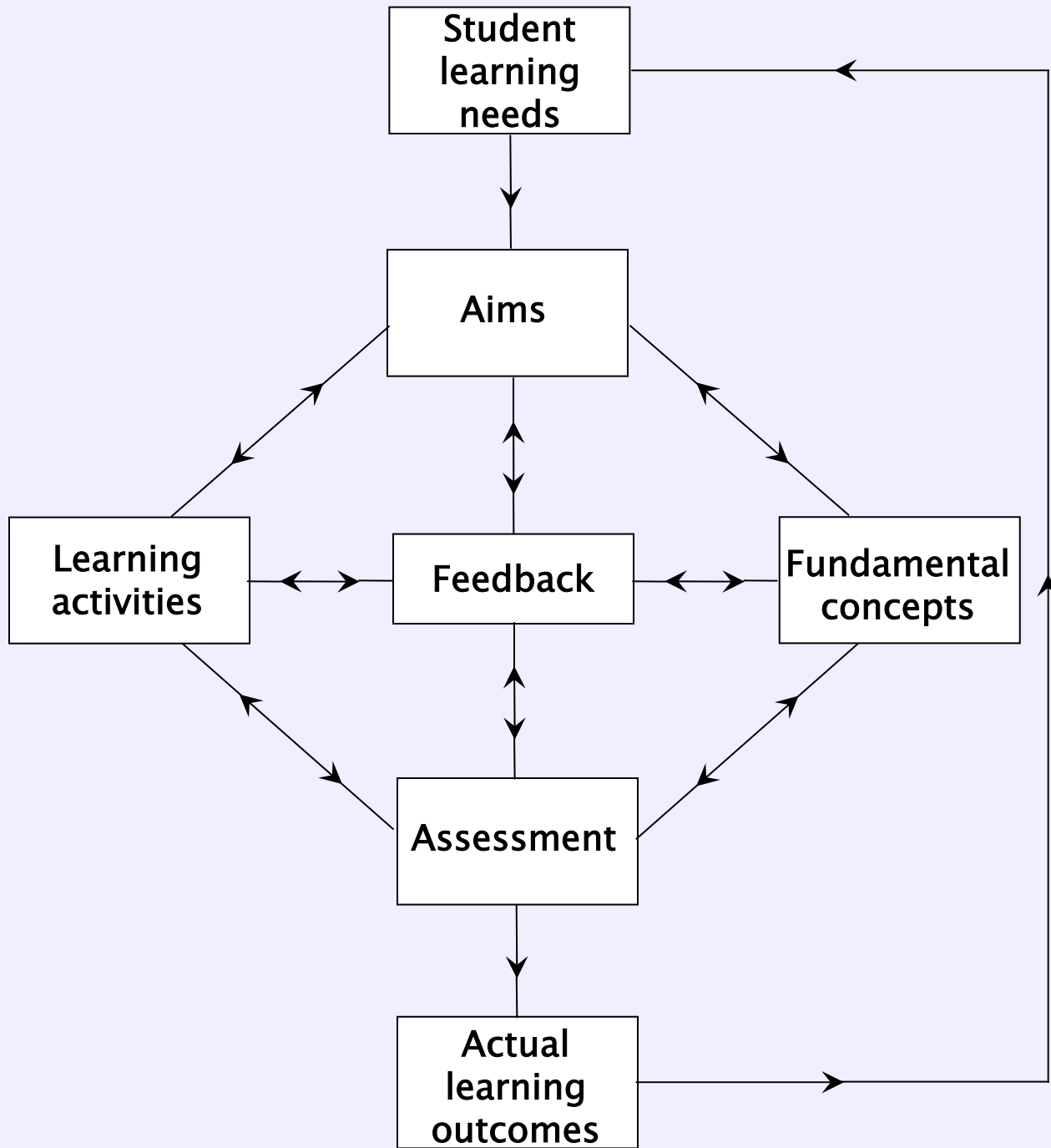
1. Rationale for programme-level student experience data
2. The role of CLEAR
3. The Student Engagement Questionnaire
4. The Student Engagement Project
5. The Integrated Framework policy



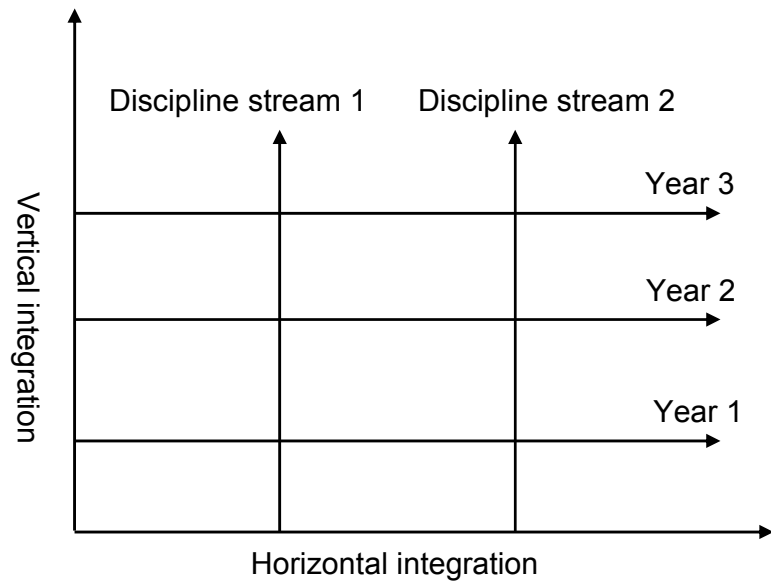
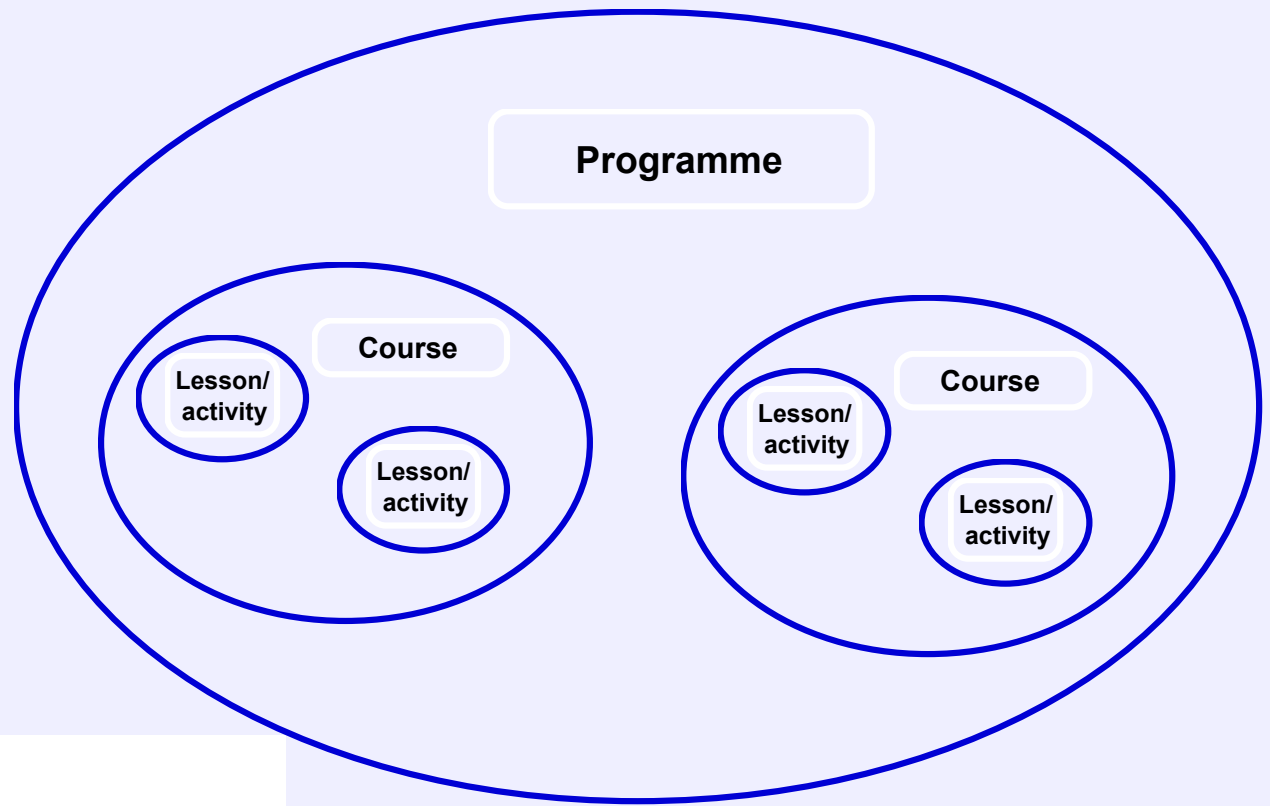
# 1. Why programme-level data?



- Focus on the student's whole experience
- Can relate to graduate capabilities
- Highlights curriculum alignment – needed at both course & programme level



**Curriculum:  
Nested &  
Integrated**



# MORE STRONGLY ...

- Departmental communication & cohesion are needed for good planning.
- Isolated innovations are relatively ineffective.
- Cost-effectiveness in funding for innovation & change is increasingly more important.

## 2. The role of CLEAR

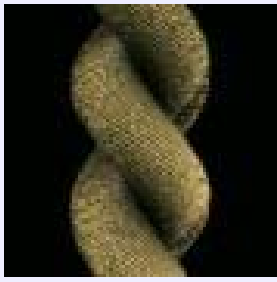


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# CUHK – T&L figures

- ~ 9,000 undergraduate (UG) students and ~ 7,000 postgraduate (PG) students
- ~1,000 full-time teachers; many PG students act as teaching assistants
- 53 major UG programmes
- 62 doctoral, 132 master's, 12 diploma PG programmes

**These figures imply ...**



# Scholarship in T&L

- The combination of the research & teaching communities at CUHK
- A scholarly evidence base for T&L
- Continuous improvement
- An orientation towards lifelong learning

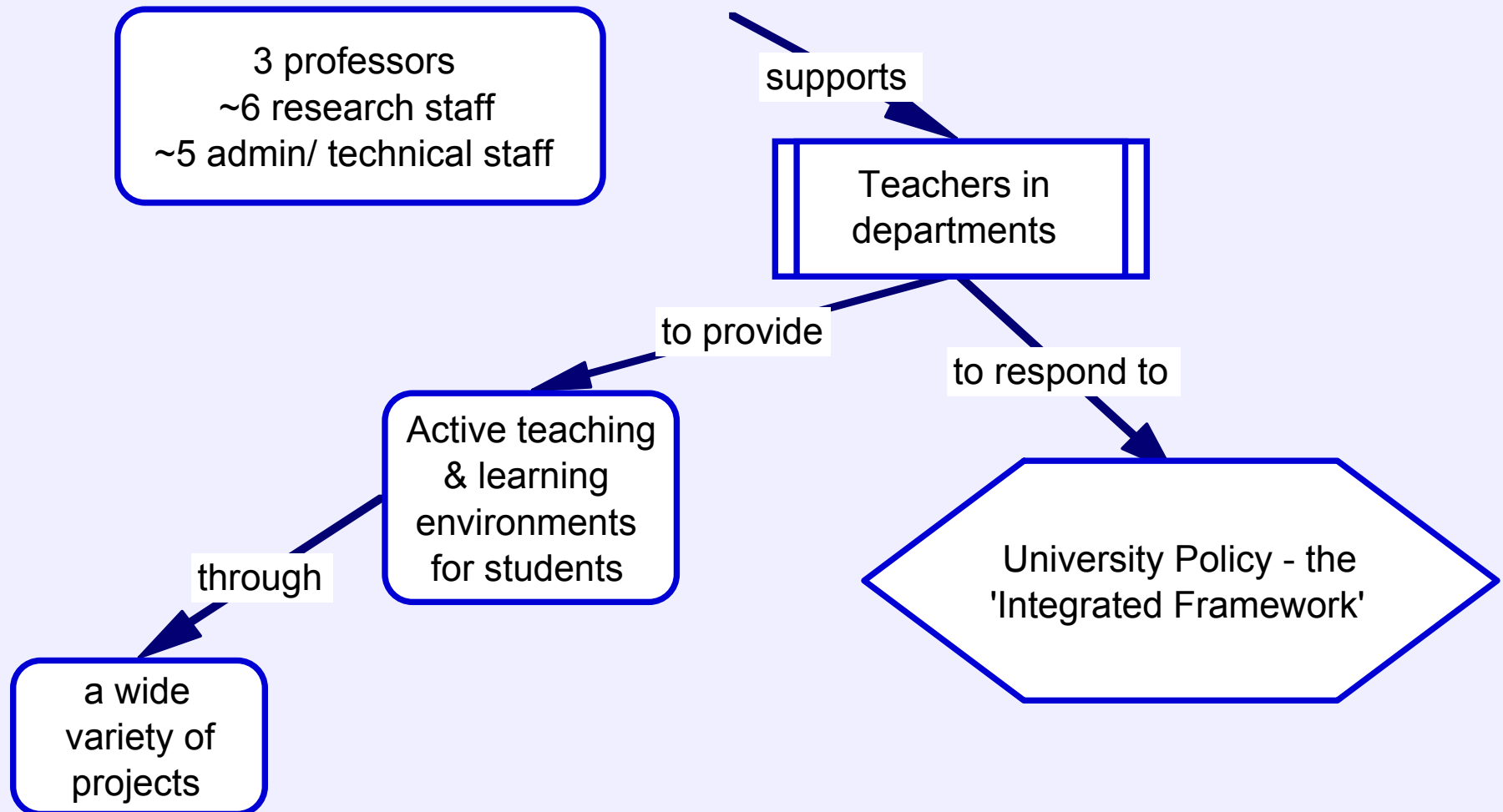




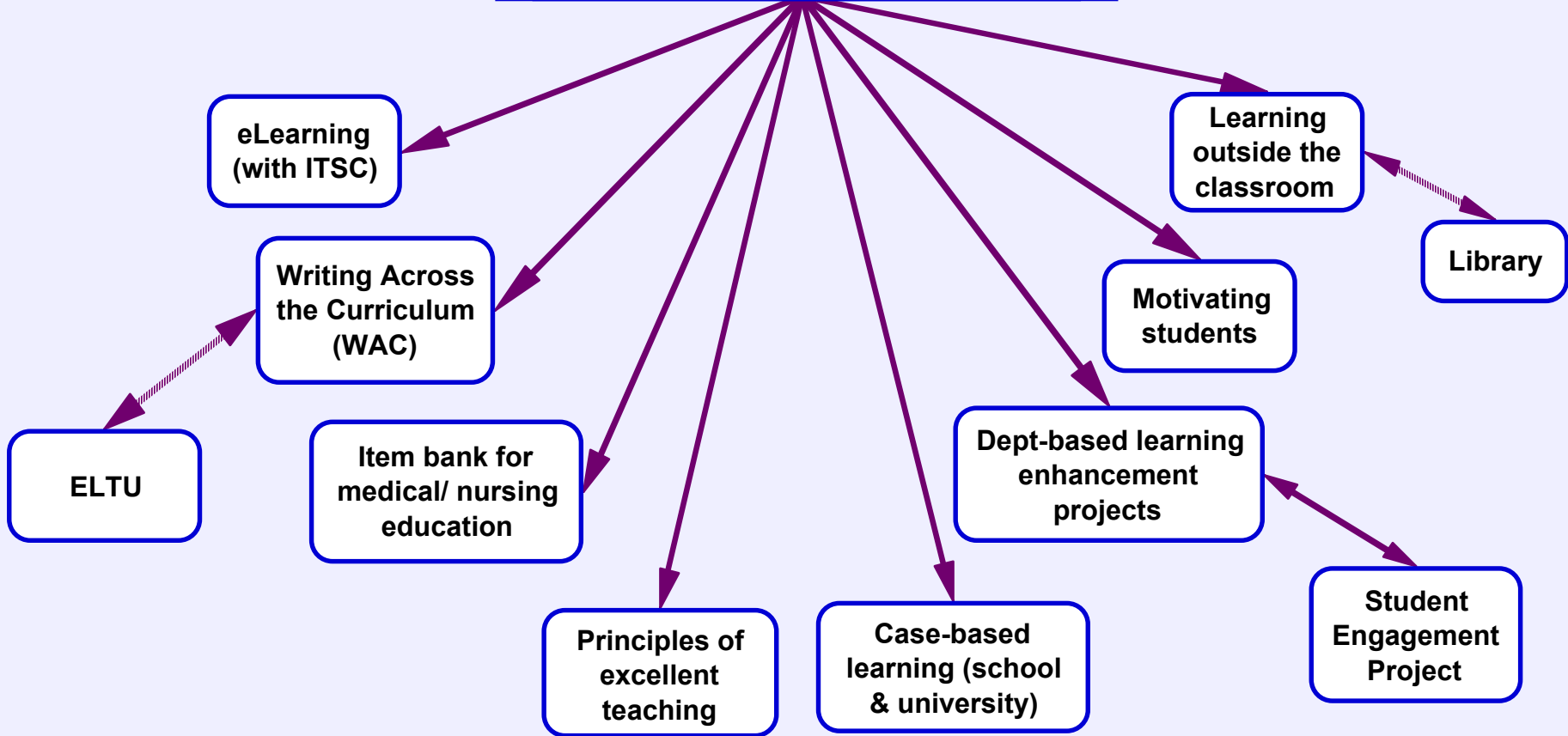
# CLEAR's Mission

- To support the mission of the University particularly in its concern for the assurance of high **quality** in T&L
- To establish a supportive environment of **excellence** in T&L so as to maximise the potential of both teachers and students
- To create opportunities for academics to **reflect** upon their teaching and sharing of their experiences

## 2. The role of ...



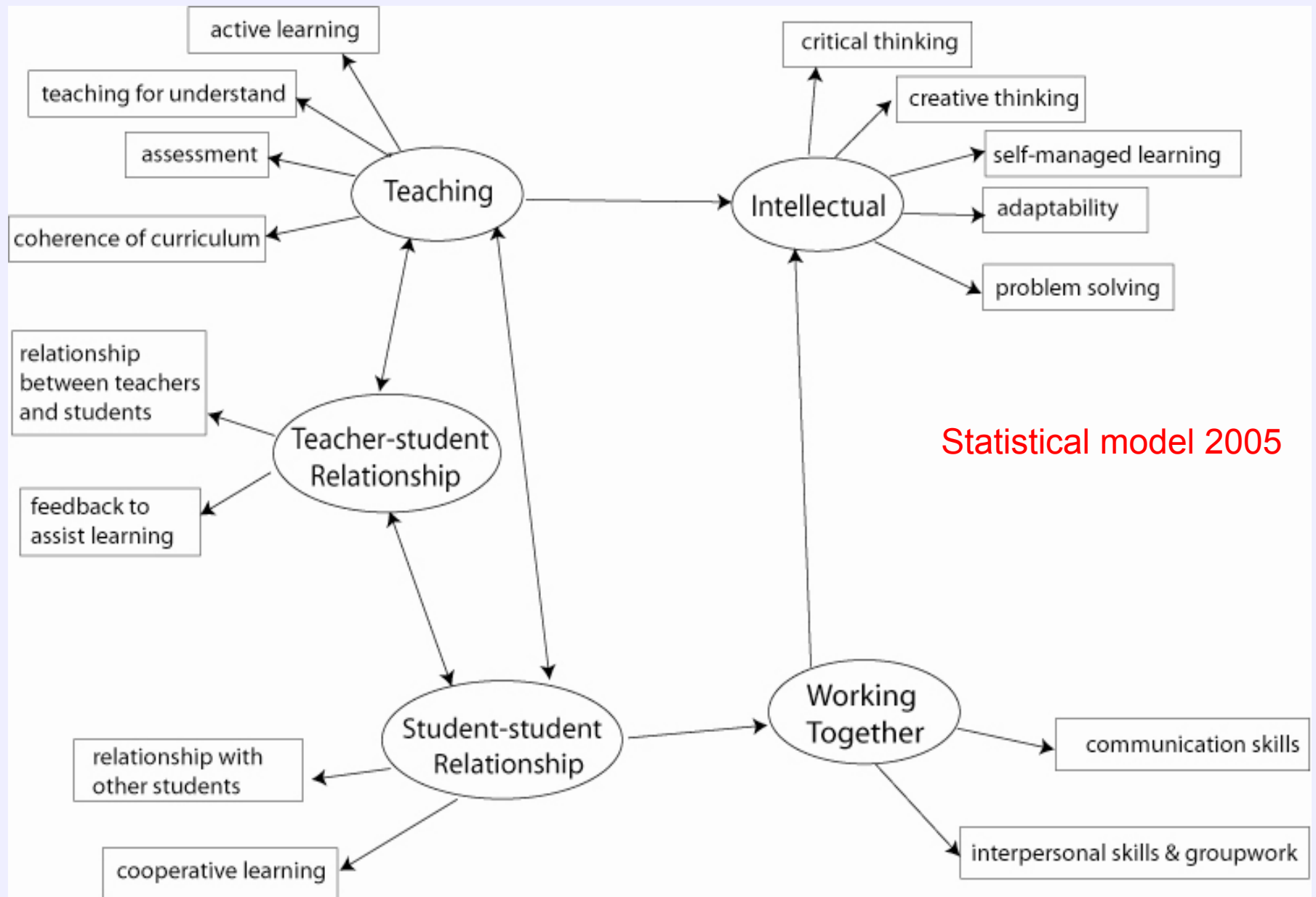
**Projects to support development of active teaching & learning environments for students**



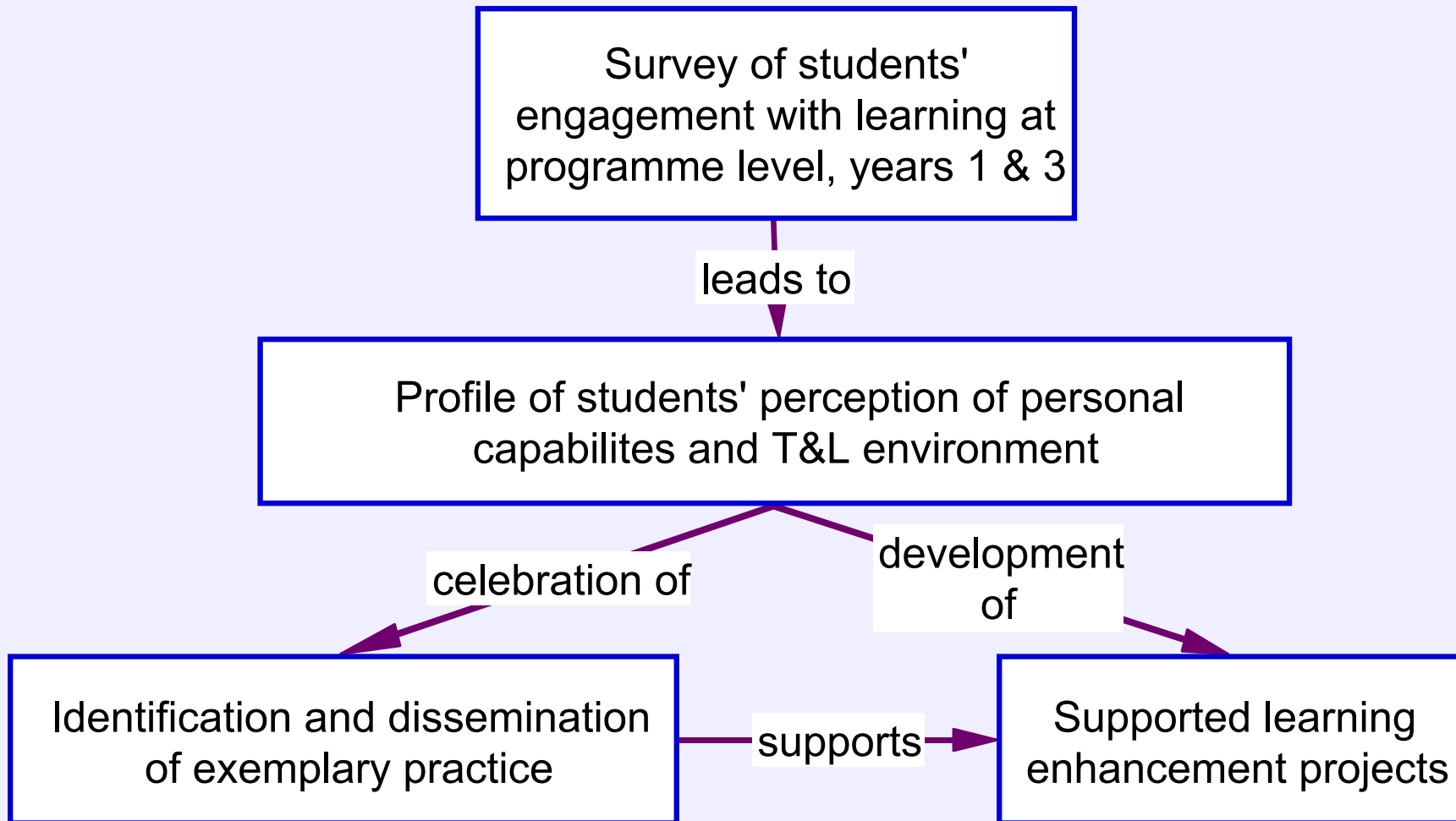
# 3. The Student Engagement Questionnaire (SEQ)

(Kember, McNaught & Leung)

- Development, trialing, revision, use – normal cycle
- Scales for capability development and scales for T&L environment (see version 2 of SEQ)
- All ugrad programmes surveyed once; half surveyed twice



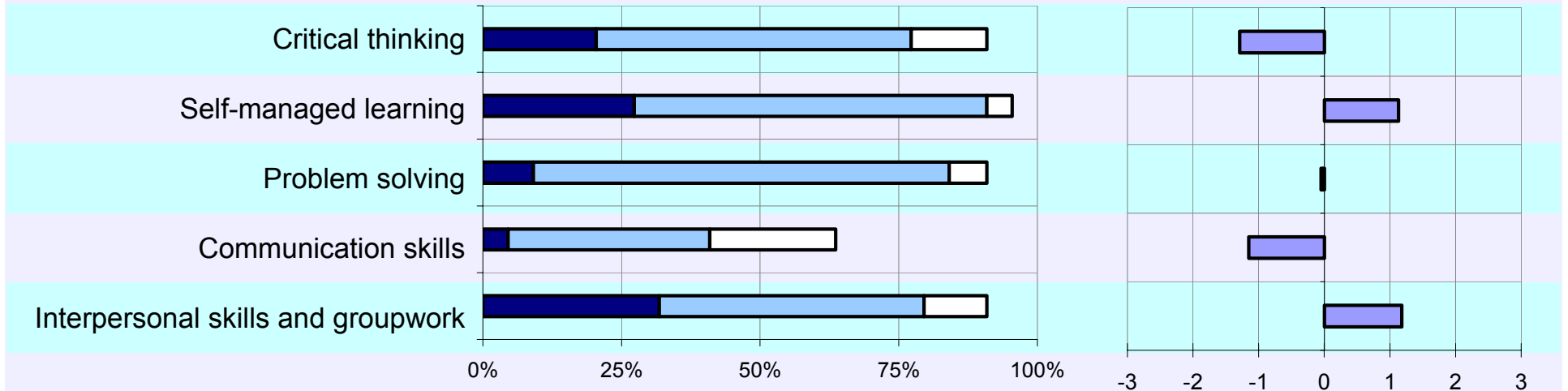
## 4. The Student Engagement Project (SEP)



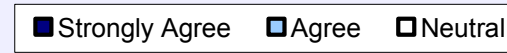
# Capabilities



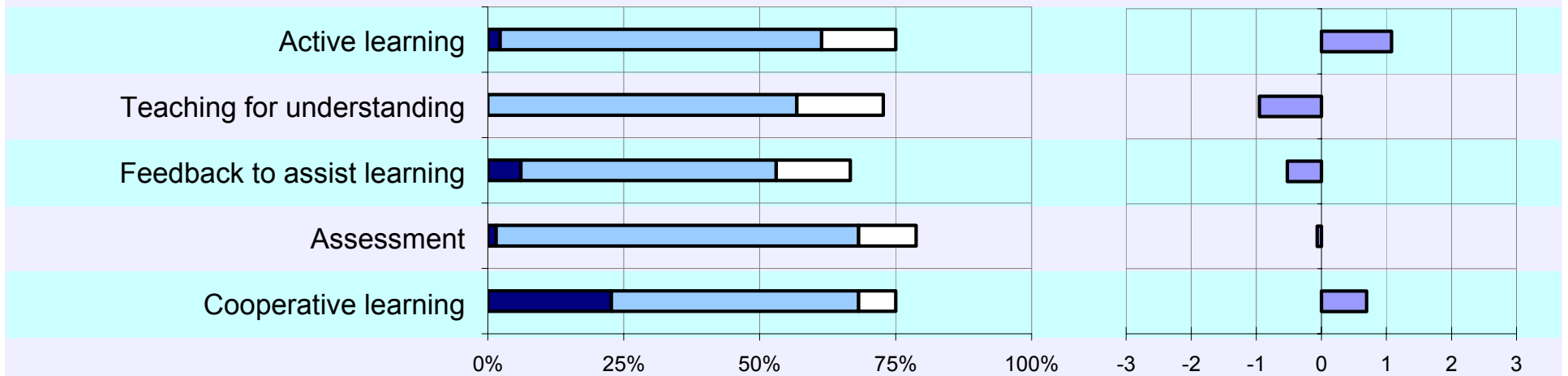
Z-Score



# T&L environment



Z-Score





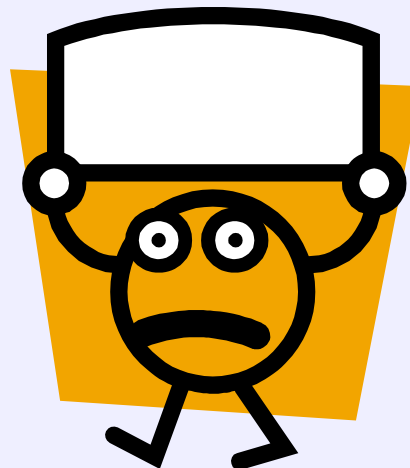
# 5. The Integrated Framework for Curriculum Development & Review

# OK ... but **policy!**

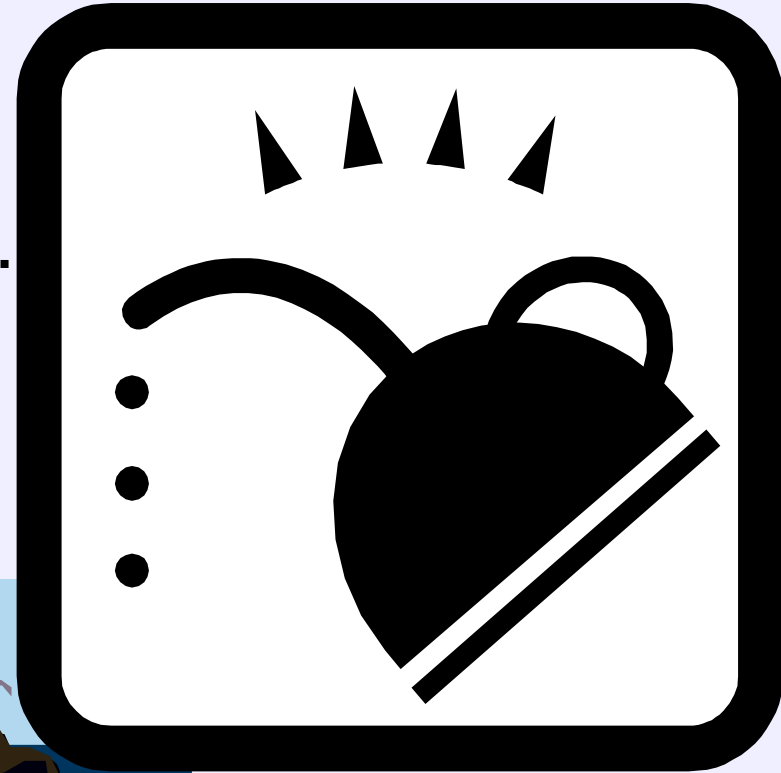
- **Mandatory!** –  
**red** rag to a bull



- Vested interests arise !



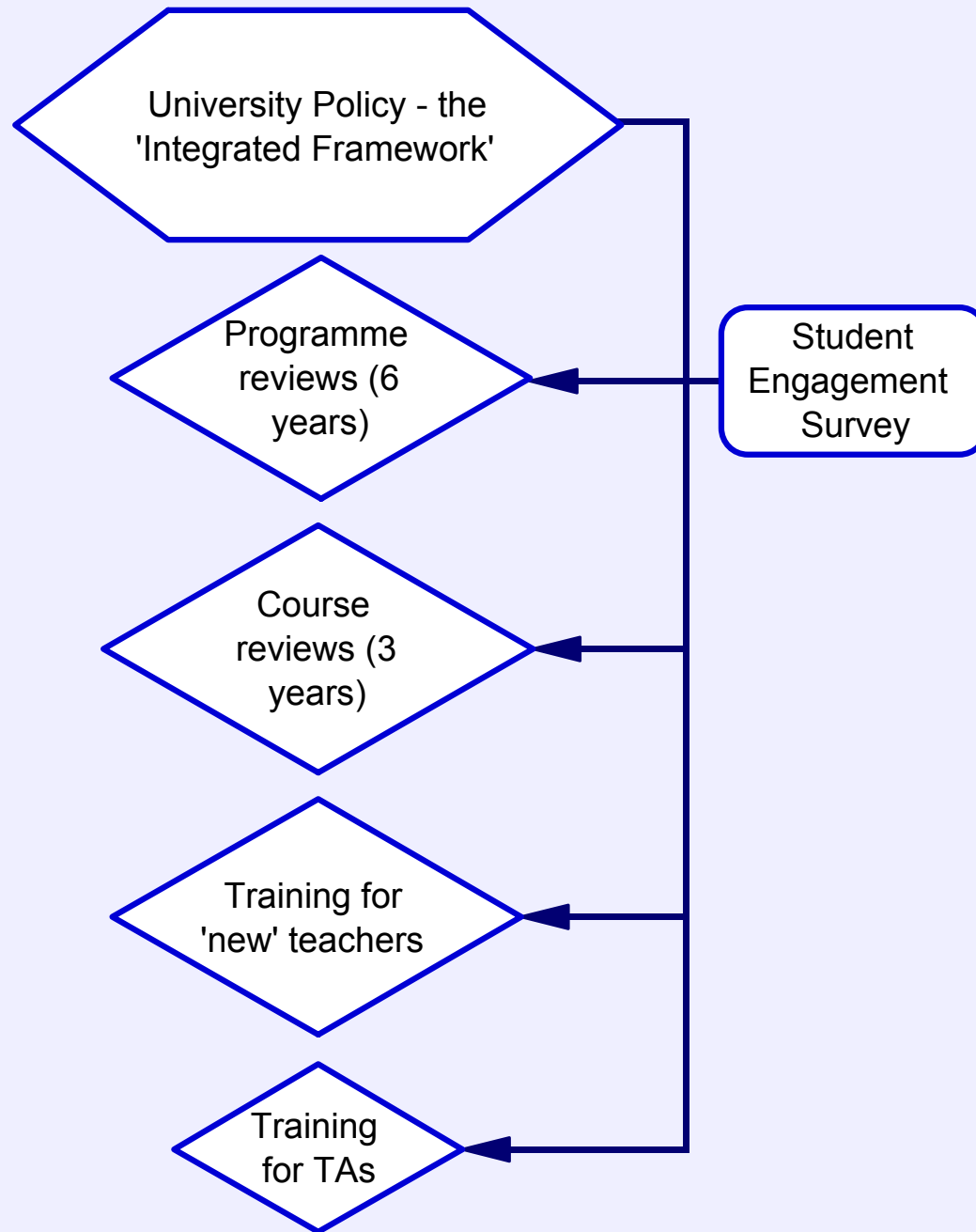
Oil on troubled waters ...



Relationships are  
paramount

# ‘The integrated framework for curriculum development and review’

- student learning in terms of concepts, skills and attitudes
- both individual courses and whole programmes
- both planning and review of courses and programmes
- coherence between content, learning outcomes, learning activities and evaluative feedback
- obtaining evidence of the success of curriculum design  
annual reports, course reviews (every 3 years) and  
programme reviews (every 6 years)
- external examiners involved in programme reviews
- professional development of teachers & TAs
- using incentives (financial and personnel) to encourage  
quality improvement



# Quality assurance policies need to:

- be based on student experience
- facilitate changes to teaching and learning which are practical
- be validated by actual projects within the institution
- have acceptance within the organization

Any questions



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