

Introduction

This form gathers feedback from the External Examiners' Reports as well as comments on the student evaluations and from technical officers.

Aim

The aim of this report is to identify what went well and what didn't go well in each programme in the last academic year, so that:

- Students will have a better learning experience
- Staff can plan ahead
- Improvements to programmes can be implemented as soon as possible
- Staff can learn from other programmes by understanding what worked well, and what could be improved in other programmes, and best practice can be shared
- The College can plan for future needs

Where to start

To review a programme towards the end of delivery, it's best to start gathering information immediately. Programme Co-ordinators should open a folder for Programme Review, and during the year they should add documents, evidence, feedback, complaints, staff appraisals, statistics (registrations, results, transfers, withdrawals, class sizes), even anecdotes.

What information needs to be gathered and included in the report?

Any information that demonstrates the level of performance of a programme should be collated, reported in this document, and discussed at School Board level, and where appropriate at Quality Assurance Steering Committee, at Programmes Board and College Management Team level. This information will include:

- Reports from External Examiners
- Reports from Technical Officers
- Feedback from staff members
- Analysis of student evaluations
- Outcomes of student forums
- Registration results, including registration figures from previous years to identify any trends
- Exam results, including previous years, again to identify any trends
- Resource issues
- Student complaints
- Staffing issues

1. There are two documents to be completed:
 - Response to the External Examiner's Report
 - Programme Annual Review Report
2. Templates for both documents are available on Google Drive: NCAD Staff Intranet: Quality Office: Templates, or from Quality Office [ocallaghank@staff.ncad.ie], and on the [NCAD Website: External Examiners' page](https://www.ncad.ie/staff/external-examiners/) (<https://www.ncad.ie/staff/external-examiners/>).
3. Both documents should be completed by the Programme Co-ordinator.
4. The completed documents should be combined together either as one PDF, or in one folder.
5. The Quality Office sends the External Examiner's final Report to the Head of School and Head of Programme (if they don't already have it). If the Extern's final report is not available at the time of the review, information from the preliminary report, and from any verbal feedback should be used in this report.
6. The Quality Office will send results of students' evaluations to the Heads of School at the beginning of Trimester 1. For postgraduate programmes delivered over three semesters, results will be available towards the end of October.
7. The Programme Co-ordinator should seek input and guidance from academic staff, Heads of Department and Head of School.
8. The Programme Co-ordinator should seek input from other Schools or Departments involved in delivery of the programme.
9. Once completed, the (combined) report should be forwarded to Head of School and a time arranged to discuss the report.
10. Once satisfied that the report is representative of the experience of delivering the programme, and that the plan for improving the programme is agreed, the Head of School should sign the document and forward to Quality Office to be included in the first Quality Assurance Steering Committee meeting in the Autumn Trimester of the following academic year.
11. The Programme Co-ordinator should send a copy of the report to the External Examiner, as part of the College's response to the Extern's report.
12. Completed actions and improvements, and plans for improvement are noted to the NCAD Programmes Board by the School Representative to the Board.
13. Outcomes are verified and recorded through an annual agenda item on the Programmes Board.
14. A minimum of one meeting a year will be held by the College Management Team to discuss any strategic implications which may arise from the Annual Programme Review Reports.
15. Where relevant, completed actions, issues and improvements will be forwarded to UCD.
16. Changes to modules that can be approved at School Board level should be discussed by the School Board and appropriately minuted. Revised module descriptors should be forwarded to Quality Office to be presented to Programmes Board and, once approved, to Student Service & Admissions so that Quercus can be updated.
17. Changes to programmes will require UCD approval. Be careful of timing. Changes for the immediate year cannot be approved in time for delivery, so changes with implications beyond a module must be planned in advance, and will be implemented in 12 months' time.
18. Quality Office will keep a copy of each report as evidence of quality assurance for future reviews.