

AUQA Cycle 1 Audit Report January 2007

Commendations

1. AUQA commends UWS for its strong corporate and academic governance under the leadership of the Board of Trustees and the Academic Senate.
2. AUQA commends UWS for the strong leadership and effective management shown by the Vice-Chancellor and the University executive team, in challenging transitional times, in developing and implementing innovative and coherent structures and procedures that will provide a sound foundation for future development.
3. AUQA commends UWS for the development of computer-supported quality systems for consolidating data and tracking processes including the Online Course Approval System, and the Tracking and Improvement in Learning and Teaching system.
4. AUQA commends UWS for the Heads of Program Network which has increased the visibility of the important contributions of heads of program, and facilitates peer support and leadership development.
5. AUQA commends UWS for the significant improvements demonstrated in the Library over a short period of time and exemplary use of benchmarking for monitoring the quality of its services.
6. AUQA commends UWS for the development of the computer-supported Complaints Handling System and for using it effectively for continuous quality improvement.
7. AUQA commends UWS for the effective use of the Register of Research Activity to encourage further activity, and for providing professional development opportunities for researchers and higher degree research supervisors.
8. AUQA commends UWS for fulfilling its mission with a deeply embedded culture of commitment to serve the people of Greater Western Sydney in a mutually beneficial way through programs such as the Cooperative Education Program.

Affirmations

1. AUQA affirms UWS's efforts to develop an integrated framework for coordinating and streamlining all levels of university planning, facilitating the monitoring of performance against plans.
2. AUQA affirms the various measures UWS is exploring to support its self-sufficiency agenda.
3. AUQA affirms the Academic Senate's decision to review the assessment practices as a priority for 2007.
4. AUQA affirms that UWS continue to develop the use of WebCT in all programs and work to ensure its use by all academic staff.

5. AUQA notes the commitment of UWS to high quality research concentrations as indicated by the investment in research and affirms UWS's development of strategies to ensure research activity is supported by appropriate workload allocations and clearly defined research foci.
6. AUQA affirms that in keeping with the 2005 internal review, UWS redevelop a whole-of-university community engagement strategy and align associated University systems to ensure it is implemented across the University.
7. AUQA affirms the attention UWS is giving to aligning human resources with strategic priorities for its future through projects such as Our People 2015.
8. AUQA affirms the establishment of a university workload system to ensure consistent application and alignment with University strategic priorities.
9. AUQA affirms that UWS continue to monitor its indicators of student satisfaction with student administration services, and consider ways to increase access to core enrolment-related services and make further improvements to client services.

Recommendations

1. AUQA recommends that UWS extend its benchmarking to a national and international peer group chosen in the light of its proposed learning and teaching profile.
2. AUQA recommends that UWS define the desired distinguishing characteristics of the UWS student experience and develop a whole-of-institution strategy to implement and track the progress of this strategy.
3. AUQA recommends that UWS further develop the business development office and associated University systems to promote income generation from consultancies, commercial research and other external sources.
4. AUQA recommends that UWS develop an effective strategy to increase higher degree research (HDR) enrolments and completions without jeopardising quality, and ensure that all HDR students have appropriate facilities and support regardless of campus location.
5. AUQA recommends that UWS develop appropriate systems to implement the Indigenous education commitment including redeveloping the resource plan and giving consideration to adding a graduate attribute.
6. AUQA recommends that UWS reconsider the approach to offering transnational UWS awards program to ensure that the UWS reputation is strong and that quality is assured in practice.
7. AUQA recommends that UWS develop and implement for all staff a more rigorous system of performance review and evaluation.
8. AUQA recommends that UWS develop a more robust strategic approach to the governance of information technology (IT) services across the University and build a stronger client service ethos among those responsible for IT service planning and delivery.