



Quality Assurance / Quality Improvement
Programme 2005-2006

Unit Response to PRG report

Unit: Education Services

- Date: 29 November 2006

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Introduction

In accordance with DCU's Quality Assurance Programme for 2005 / 2006, the following report has been produced with the participation of all full-time staff members within Education Services.

This document contains the Unit's and Senior Management's responses to the recommendations contained within the PRG report, in addition to a summary of the Unit's 1-year plan. Prioritised resource requirements are contained in a separate document.

The Quality Improvement Plan was discussed and agreed between representatives of the Unit, Senior Management in the presence of representatives from the Peer Group and the Director of Quality Promotion.

Below is a list of Education Services staff involved in the process

Micheál MacConmara, Director of Education Services,

Theresa Collins, Senior Telephone Technician,

Valerie Davitt, Administrator

Robert Duffy, Technician

Robert Malone, General Services Operative (Telephones)

Recommendations for Improvement For Education Services 2006

The following notation is used in the recommendations for improvement.

P1: A recommendation that is important *and* requires urgent action.

P2: A recommendation that is important, but can (or perhaps must) be addressed on a more extended time scale.

P3: A recommendation which merits serious consideration but which is not considered to be critical to the quality of the ongoing activities in the Unit.

Additionally, the PRG indicate the level(s) of the University where action is required:

A: Administrative Unit

G: Group Action

U: University Executive/Senior Management

S: School

F: Faculty

Addressee	Priority	PRG Recommendation	Response
A/U	P1	One of the key issues that the University faces is the decision of succession to the Director of Education Services and the future of the Unit itself. There are obvious synergies that could be created, such as locating telephony in CSD. There are also possibilities for Audio-Visual to be located there as well, although consideration should be given to having AV Services as a stand-alone unit maintaining close liaison with Teaching & Learning Groups, Timetabling & Room Bookings and Estates. There are multiple possibilities for timetabling and room bookings, such as a standalone unit, a department within Audio-Visual, Registry and Estates. It is important that the University carries out a full review of its requirements, and as a part of this consult with the existing staff within the Unit.	The unit agrees that this must be completed, but feels that it cannot complete this without input from senior management. Senior management will initiate such a review in the academic year 2006/07 led by the University Secretary. A preliminary meeting between the Secretary and the Head of Unit has been arranged.
A	P1	Strategic planning for next 3 years. The Unit should carry out strategic planning over a minimum period of 3 years to include proper budgeting for projects, equipment and staff.	Achieving this is dependant on the previous item.
	P1	As part of this process the preparation of an annual plan and budget should include: capital equipment funding life cycle management of existing equipment adequate consumable recurrent spending	The unit agrees to introduce budgetary plans, but feels that it would also be necessary to reserve the option to take advantage of opportunities when they arise.
U	P1	Rename department. The name of the department is misleading, given the diverse services provided by the Unit.	If the department remains in it's current format, it agrees that the name of the department should be changed. This will be considered as part of the review of Education Services – see above.
A/U	P1	Electronic link between Student Record System and Computerised Timetabling System – quality assure data and allow cross academic departmental programs	The unit feels that this would be more relevant to the faculty offices and recommends that this should be referred to them. Senior management agrees that this should be referred to faculty offices for consideration, and to the OVPLI for consideration regarding implementation of phase 2 modularisation.
U	P1	Proper Grading of staff with defined job descriptions	This is currently in process. As part of this, job descriptions for each member of staff are being developed. This issue should be taken up with

Addressee	Priority	PRG Recommendation	Response
			the Director of Human Resources in the first instance.
A	P1	<p>Benchmarking of DCU audio visual standards with similar Irish and European Universities. with a view to:</p> <p>Improving existing standards and practices</p> <p>Putting in place mechanisms for monitoring these standards</p> <p>Achieving best practice in all services</p>	<p>The unit agrees that this would be useful and should also be widened to include Universities in the USA.</p> <p>It plans to arrange visits to a number of similar institutions at different times during the academic year to review their processes and to meet with users there to discuss their opinions of these systems.</p> <p>The intent would then be to create a plan to further develop AV services in DCU</p> <p>This procedure could also be broadened to include other areas of responsibility within the department</p>
A	P1	Develop a more expansive Mission Statement relating to the University's Strategic Plan	The unit undertakes to redevelop the mission statement
A/U	P1	AV Services should be expanded with increased responsibilities for conferences, special events, AV media management, etc.	The unit agrees that this would be beneficial, but feels that it cannot be done without further resources including both staff and equipment. This can be explored as part of the overall review proposed in recommendation one above.
A/U	P1	Regardless of whether it's a stand alone unit or not, its accommodation and staffing levels should be improved to meet the current campus-wide requirement for quality AV services.	The unit feels that this should be examined and would be incorporated into a 3-year plan. It would like to provide some additional services on an experimental basis. This should also be examined within the context of (a) overall review proposed above and (b) within the constraints of the university budget
A/U	P1	Improve working relationships with Teaching & Learning Groups, Human Resources, Estates Department and Computer Services.	Possibly introduce some cross-functional meetings/groups to discuss common issues and to share planning information. Another option is to request that other departments (esp. Faculty Teaching and Learning Committees) invite members of Education Services to their departmental meetings.
A	P1	Clarify the fault reporting process by having well publicised, clearly identifiable methods such as an on-line fault reporting system or hard copy log in all class rooms that could speed up checking process of classroom equipment each morning	Investigate with CSD the possibility of a system based on the software (RMS) they use for this purpose.
A	P2	Annual report to senior management on the functioning of unit	Will produce a report covering the period July 05 to June 06, as a prototype for subsequent reports for the University Secretary.
A	P2	Provide more Audio Visual support outside 9 –5 and on Saturdays	During semester support is already provided from 08.30 to 19.00. The unit will liaise with any schools or units who have out of hours requirements.
A	P2	Make more use of features of Computerised timetabling system e.g. record details of room resources	Room resources are already recorded in the system.
A	P2	Document procedures for each functional area so there will be reference material should a staff member be off on long term illness	These will be produced as part of the 3-year plan.
A/U	P3	Carry out a Training Needs Analysis review for staff.	This is ongoing, and will be facilitated through HR

Summary of 1-year plan

The Unit undertakes to carry out the following within the next year.

Unit HR related issues

Finalise the succession plan.

Seek the appointment of a 2nd permanent tech in Telephones

Complete the required re-grading of certain staff posts.

Complete necessary training courses on Telephone system, in addition to courses in other areas.

Seek the approval for the appointment of a part-time secretary to work in the room bookings/room hire area.

Services

Seek, as a matter of priority, the designation of a timetabling co-ordinator in co-operation with CSD.

Provide additional training/ information for all users of the Unit's services.

- This to include both practical training sessions and more information to be made available on the web

Equipment

Introduce a Barcode system for audio-visual equipment linked to a database system.

Take responsibility for classroom equipment in Nursing building as warranty expires.

Liaisons

Formalise liaisons with the following departments

CSD

Estates

T&L

Disability

Facilities

Develop a rolling programme of upgrade and replacement of teaching equipment in classrooms.

Develop plan to upgrade some of the older telephone installations

Complete the process of revising the signage throughout the campus.

Further Development

Carry out a feasibility study into the possibility of developing the AV unit into a stand-alone unit.

Arrange visits to a number of similar institutions to review their processes and services

Summary of 3-year plan

The Unit feels that due to the uncertainty of it's future structure, it is not possible to develop a 3-year plan at this time.