



International Quality Review

Action Plan

March 2022



Good Practice	Actions	Timeline	Responsibility
The developmental, discussive, reflective and non-punitive (for students and faculty) steps taken by the University to tackle grade inflation through the use of grading guidelines (Standard 1.3).	<ol style="list-style-type: none"> 1. Continue with the implementation of the Student Assessment and Moderation Procedure including the use of the grading rubrics by another faculty member to assess samples of students' work marked by any faculty member whose grading is being evaluated. 2. Employ the School Curriculum and Assessment Committee to review rubrics for course assessments that contribute more than thirty percent (30%) toward the final course grade. 	Dec 2023	Office of the Provost
Recommendation	Actions	Timeline	Responsibility
Consider the introduction of a programme of training and development for students and employees to reflect on and celebrate the full range of principles and aspects of equality and diversity (Standard 1.1).	<ol style="list-style-type: none"> 1. Work with the SGA to define the content of equality and diversity training in the context of studying and living in the UAE. 2. Enlist Mass Communications students to produce the training and make available online. 	Jan 2023	Office of Student Success
Make programme specifications publicly available (Standard 1.2).	<ol style="list-style-type: none"> 1. Provost's Council to agree the most appropriate platform to make the program specifications available publicly. 2. Implement the recommendation from the Provost's Council and publicize. 	Jan 2023	Office of the Provost



<p>Develop a coordinated approach that sets out the University's direction in relation to student-centred learning, teaching and assessment, and establishes and implements means by which success will be measured (Standard 1.3).</p>	<ol style="list-style-type: none"> 1. Convene a cross-office/department/school task force to develop a strategy and action plan which realizes the institution's ambitions in relation to student-centred learning, teaching, and assessment. 2. Include appropriate actions in relevant operational plans which address the strategy. 	<p>Jan 2024</p>	<p>Office of the Provost</p>
<p>Develop procedures for moderation and second marking to achieve consistency in marking practice across the University (Standard 1.3).</p>	<ol style="list-style-type: none"> 1. Explore through the Provost's Council and the Academic Policies Review Committee options to improve consistency in marking practice across the institution. 2. Develop an action plan based on findings. 	<p>Jan 2023</p>	<p>Office of the Provost</p>
<p>Develop and implement a scheme to ensure that decisions in relation to suspected academic integrity violations are made consistently (Standard 1.3).</p>	<ol style="list-style-type: none"> 1. Implement the recently revised Student Academic Integrity Procedure that provides more specific guidelines for ensuring a consistent approach to suspected academic integrity violations. 2. Include a workshop on the reporting and sanctioning of academic integrity violations as part of the Faculty Professional Development week with faculty presenting examples of how they are implementing the Student Academic Integrity Policy and the 	<p>Aug 2023</p>	<p>Office of the Provost</p>



	recently revised Student Academic Integrity Procedure.		
Establish systems to properly record and analyse student appeals, infringements and complaints, with appropriate reporting and actions (Standard 1.3).	<ol style="list-style-type: none"> 1. Formalise the system utilized by the Office of Student Affairs to record student appeals, infringements. and complaints. 2. Ensure that the annual report of student appeals, infringement, and complaints is analysed each year by the Student Success Committee, including a review of the communication of the appeals system to ensure a wide understanding. 	Jan 2023	Office of Student Success
Develop and implement a plan to capture and share the good practice in learning, teaching and assessment that arises organically and through the University's various initiatives to secure standards and enhance quality (Standard 1.3).	<ol style="list-style-type: none"> 1. Ensure School, Department and Program meetings have time set aside to share good practice amongst faculty, and this is recorded for wider dissemination. 2. Utilize examples of good practice as part of the Faculty Professional Development program. 	Jan 2024	Office of the Provost
Review and strengthen the University's oversight of the admissions process, including the important role of the deliberative committee structure (Standard 1.4).	<ol style="list-style-type: none"> 1. Charge the Admissions and Enrollment Management Services Committee with a review of admissions processes in light of the QAA recommendations. 2. Implement improvements detailed in the review. 	Aug 2022	Office of the Provost



Clearly outline the process for ensuring that any outstanding admissions documentation has been received in the relevant policy documentation (Standard 1.4).	1. Implement regular reviews of outstanding admissions requirements by the Office of Enrollment Management with reports to Academic Council.	Aug 2022	Office of Enrollment Management
Develop and implement a scheme that facilitates the development of new faculty in learning, teaching and assessing in higher education (Standard 1.5).	1. Devise and introduce a professional development framework for new faculty, including an initial assessment of prior knowledge and skills needs analysis. 2. Implement individualized professional development plans for new faculty based on the initial needs analysis.	Jan 2023	Office of the Provost
Revise the University's approach to the development of its teaching staff in learning and teaching and, where necessary, its management, to ensure that staff have ongoing access to a broad range of developmental opportunities commensurate with contemporary higher education and its pedagogy (Standard 1.5).	1. Convene a cross-School task force to explore professional development opportunities and faculty needs. 2. Produce an enhanced faculty professional development framework, including sourced learning opportunities, both internally and externally.	Aug 2023	Office of the Provost
Review and enhance the arrangements for professional support staff to enable them to develop their competencies (Standard 1.6).	1. Produce a professional development framework for professional support staff to develop their competencies based on ongoing needs analysis.	Jan 2023	Office of Human Resources