

## SCONUL WORKING GROUP ON QUALITY ASSURANCE

Minutes of Meeting held on 27 September 2006 at the SCONUL Secretariat

**Present:** Jeremy Atkinson - University of Glamorgan (Chair)  
Michael Breaks - Heriot-Watt University (Secretary)  
Scott Robertson - University College Chichester  
Ann Mathie – University of Gloucestershire  
Helen Fletcher – Buckinghamshire Chilterns University College (UCISA)  
Charlotte Jarvis – University of Birmingham  
Keith Buckman – Royal Holloway College (SCHOMS)

**Copies:** Wayne Morris – University of Glamorgan

### 1. Minutes of the Previous Meeting

The minutes of the previous meeting dated 15 October 2005 were approved as a correct record.

### 2. Matters Arising from the Minutes

5 (ii) Keith Buckman had been invited to join the Group to represent SCHOMS (Standing Conference for Heads of Media Services).

5 (iii) Michael Breaks had contacted Felicity McGregor (Woolongong University) who had outlined the Australian quality regime. It was agreed to include more active liaison in the Action Plan.

**Action: Michael Breaks**

10 It was agreed to try to influence HEFCE about the questions relating to support services in the National Student Satisfaction Survey. Views will be sought from SCONUL, UCISA and SCHOMS members. Jeremy Atkinson will draft the wording of an email to send to the three lists.

**Action: Jeremy Atkinson**

### 3. SCHOMS

The Chair welcomed Keith Buckman to this first meeting. SCHOMS has institutional membership and represents staff in Media Services who support teaching and learning. SCHOMS are interested in quality issues, benchmarking and how media services adds value to institutions. Another Group - Lecture Theatre Services Managers Group (ltsmg.org.uk) – has members responsible for managing and delivering audio-visual facilities and equipment within lecture theatres and teaching space throughout higher education.

### 4. Future Group Membership & Chair

SCONUL is putting a new process in place for committee memberships and the appointment of Chairs and a call will be circulated from the SCONUL Office. The present Chair's period of office ends in December 2006.

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### 5. Action Plan

The Draft 2006/Progress Report was agreed and will be submitted to the Executive Board for its meeting on 4 October 2006. A revised Action Plan with costings is required for the Executive Board meeting on 29 November 2006. A new objective: Collaboration with SCONUL Performance Indicators Group will be introduced, particularly in relation to internal quality processes.

**Action: Jeremy Atkinson**

### 6. Feedback from SCONUL Strategic Planning Session

SCONUL's strategic programme themes for the next few years are:

- extending SCONUL's advocacy and lobbying role
- helping members meet researcher and student needs
- development of an international strategy
- development of strategic partnership and alliances
- development of SCONUL as a commissioning agent as a means of extending capacity to support members.

### 7. QAA Developments

The Chair reported that he had met with Nicola Channon a few months ago. Nicola had clarified that the QAA had currently got the contract on behalf of the Department of Health in England to review provision not looked at by the GMC, although this arrangement would change in the future. IQER (Integrated Quality and Enhancement Review), specifically devised for HE in FE delivery in colleges in England, will be piloted in 2006/7, with implementation over a five year period from 2007/8. It was reported that QAA have introduced 'Quality of Learning Opportunities' as one of the five judgements to be made with the new Institutional Audit process starting in Spring 2007. The discipline audit trials have ceased. It was agreed that it would be useful to get feedback from members in Spring 2007 about early experiences of Institutional Audit in England.

**Action: New Chair of Group**

### 8. Feedback on Welsh Quality Matters

Jeremy Atkinson reported that Institutional Review continues in Wales. It would be helpful to get more experiences from Welsh colleagues for the Group's section on the SCONUL website.

**Action: Jeremy Atkinson**

### 9. Feedback on Scottish Quality Matters

Michael Breaks reported that the quality enhancement approach continues in Scotland, based on Enhancement Led Institutional Reviews, with the aim of raising the quality of HE provision in all institutions.

### 10. Feedback from South Africa Quality Assurance Conference

The Chair had been invited by CHELSA (Committee for Higher Education Libraries of South Africa) to give a keynote address and chair a workshop at the South Africa Quality

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Assurance Conference, where many university libraries are using LibQual. The Chair would retain contact with CHELSA with the aim of sharing documents.

**Action: Jeremy Atkinson**

11. **SCONUL Web Site**

The new SCONUL web site will be released in October and the Secretary, in collaboration with Wayne Morris, will ensure that the Group's section is fully populated.

**Action: Michael Breaks**

12. **Date of next meeting**

This would be in Spring 2007 – date to be confirmed.

**Action: Michael Breaks**