

Handbook for Review Secretaries

Servicing Internal Reviews:

- ◆ Administrative
- ◆ Special Topic
- ◆ Residential Colleges
- ◆ Student Services

Updated June 2013



Te Whare Wānanga o Ōtāgo
NEW ZEALAND

QUALITY ADVANCEMENT
www.otago.ac.nz/quality

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INTRODUCTION

The University of Otago has instituted a rolling programme of formal reviews of its administrative and service units, and residential colleges to effect improvement in all aspects of service delivery. Reviews are conducted by Panels consisting of members both internal and external to the University. Traditionally, Units/Colleges volunteer the time of their staff to serve as Panel members.

The Secretary role provides an opportunity for staff widen their knowledge and understanding of the University, as part of individual professional development. Although the role is a demanding one, most those staff who have been Review Secretaries, have found the experience to be thoroughly rewarding.

This Handbook has been developed to guide new Secretaries through the administrative responsibilities involved in servicing a Review. It complements the Seminar for Review Secretaries, conducted as part of the General Staff Training Programme, and is a companion to the University Review Guidelines. The Quality Advancement Website provides additional information.

This Handbook provides a general guide only. There are some variances in the administrative duties for the different types of review; but generally the principles are the same. Secretaries should also allow for some differences in the nature of tasks, due to the individual style and preferences of the Convenor.

This Handbook is reviewed annually so advise if you have any feedback, additions or amendments.

QAU have a laptop, printer, cell phone and a kit containing general office resources, available for Secretaries. Please contact us to reserve the equipment needed for your Review.

If you have any questions about your role or the Review process in general, please contact either:

Annabel Rutherford, Reviews Secretary, annabel.rutherford@otago.ac.nz ext 8432

Chriss Hamilton, Reviews Secretary, chriss.hamilton@otago.ac.nz ext 8861

Megan Wilson, Reviews Coordinator, m.wilson@otago.ac.nz ext 6528.

1. Prime Function of Review Secretaries

- To provide confidential and high quality administrative and secretarial support to the Convenor and Panel Members.
- To function as the Panel's principal contact for stakeholders, namely:
 - Staff and students,
 - The Divisional Office which has responsibility for the Unit/College under review,
 - The central administration of the University,
 - The wider University community, and
 - Members of the general public and external organisations as appropriate.

2. Key Responsibilities of Review Secretaries

Please note that some of the following tasks should be carried out in consultation with the Convenor

2.1 Discretion and Confidentiality

- The Secretary will have access to a great deal of material during a Review, some of which may be sensitive. Therefore, the Secretary is expected to treat as confidential, any personal or commercially sensitive material and any intellectual property provided, including all written submissions.
- The Panel Visit Programme is also confidential to the Panel only.

2.2 Logistics Organisation

- Develop a time line or critical path (i.e. a "to-do" list) noting key activities and the dates by which they should be actioned or completed, prior to the Panel Visit (see Appendix A).
- Organise an appropriate venue for the Panel Visit (n.b. QAU may have already booked a venue).
- Arrange travel and accommodation for visiting Panel Members (n.b. QAU may have already done this).
- Prepare and coordinate advertisements, notices and publicity, inviting submissions to the Panel.

- Organise a Planning Meeting, if required (see section 4.9).
- Arrange and coordinate all aspects of the Panel Visit Programme (see section 4.10).
- Oversee the set up of the venue (see sections 4.3 and 4.16).
- Organise the Panel Dinner, special functions and catering arrangements for the Panel Visit.

2.3 Administration

- Circulate documentation pertaining to the running of the review, to all members of the Panel.
- Maintain a systematic filing system of all correspondence and documentation.
- Undertake confidential note-taking for the Review Panel as required.
- Reaffirm to the Panel, the need for confidential disposal of all documentation, upon completion of the Review.
- Answer enquiries about the Review process as required.
- In conjunction with the Convenor; amend advertisements, letters, emails, (generic and individual), inviting written or oral submissions. Individual letters may depend on the particular nature of the review. See Appendices F - H for templates and these are also available on the QAU website.
- Circulate “thank-you” emails to all those who make submissions.
- Submit advertisements/notices for the
 - QAU website (i.e. via Megan)
 - University’s Facebook page
 - Unit’s/College’s website and/or Facebook page,
 - OUSA website and/or Facebook page; and
 - any other publication recommended by the Convenor or the Director/Head (e.g. industry magazines)
- Notify stakeholders and invite them to make a submission. The Unit/College should provide current email addresses. This list will typically include:

	Administrative Review	College Review	Student Service Unit	Special Topic
Current and former staff of area under review	•	•	•	•
Students			•	possibly

	Administrative Review	College Review	Student Service Unit	Special Topic
Residential Assistants		•	•	possibly
Tutors		•		possibly
Head of College/Director of unit under review	•	•	•	•
Heads of other Units/Colleges	•	•	•	•
PVCs/Deans at OU	•	•	•	•
Alumni (past three years)		•		possibly
Relevant General Staff	•	•	•	•

- After the Panel Visit, and in conjunction with the Convenor assist with the preparation of the Review Report as required. This may require formatting, proof-reading, incorporating text changes, formatting, etc.
- A basic report template is available on request from QAU.

2.4 Liaison

- Liaise with the Director/Head of College to obtain a list of stakeholders, and their email addresses, who should be invited to make a submission to the Panel.
- Liaise with the Unit/College Administrators for student groupings and contact details, where relevant.
- Liaise with the Alumni & Development Office to contact recent alumni, where relevant (i.e. they will send an email notice on your behalf). Unit/College Administrators may also have alumni contact details.
- You may be asked by the Convenor to liaise with central University service providers e.g. the Māori Centre, Pacific Island Centre, Disability Information and Support Service, International Students Centre, OUSA Student Services Centre, etc...
- The Director, Property Services may be asked to make a Liaise with his Personal Assistant, Margaret Henderson.
- Liaise with venue and/or catering provider(s).

2.5 Financial

Liaise with the QAU Review Coordinator, Megan Wilson, ext. 6528, QAU on all financial aspects. Each Review will have a unique account code – please check this with Megan.

2.6 Document Management and Disposal

The Secretary has prime responsibility for document management and disposal. Specifically, responsibilities include:

- The Secretary and all members of the Panel must confidentially dispose (i.e. via the blue bins) all material generated by the Self-Review and the Panel Visit (e.g. submissions, drafts of the Review Report, notes, electronic files including USB memory sticks). Once the Report has been authorised for release, all material should have been destroyed.
- Arrange for the return of clean additional copies of the Self-Review and any other documents provided, to Director/Head at the end of the Review. Make sure that QAU retain both a hard and soft copy of the Self-Review, which will be archived.

3. Functional Relationships of Review Secretaries

- The Convenor and other members of the Review Panel.
- Academic and General Staff of the Unit/College under review.
- The Quality Advancement Unit.
- Wider University community – staff and students.
- External stakeholders.
- Venue/catering provider(s).

4. Checklist for Review Secretaries

4.1 Preliminary paperwork

You will receive an official letter from the DVC (Academic & International) with the following documents enclosed:

- A copy of the latest Review Guidelines
- Full contact details of Review Panel members
- Terms of Reference for the Review

The above documents should be attached to your personal letter from the DVC (Academic & International). If not, or if you require further information, please contact Megan, Annabel or Chriss at QAU.

Copies of the Review Guidelines may also be downloaded from the Quality Advancement Unit Website at www.otago.ac.nz/quality/reviews.html.

4.2 First meeting with the Convenor

Within 2 weeks of receiving your letter from the DVC (Academic and International), arrange to meet with the Convenor.

- Prepare a schedule of preparation (i.e. the “to-do” list) for the Review process (see Appendix A).
- Discuss requirements in terms of note-taking during the Panel Visit.
- Discuss and schedule meetings with the Director/Head and staff (see 4.6 below).
- Ask the Convenor what supplementary information/documents are required in addition to the Self-Review and collate e.g.:
 - i. For Unit Reviews - financial data, strategic plans, survey data, etc;
 - ii. For College Reviews – Survey data, property reports, etc.
- Discuss the outline of the Panel Visit (see Appendix K).
 - Agree on start/end times and set aside last day of the Panel Visit for determining key findings and to begin drafting the Report.
 - Identify senior staff to meet with the Panel 1:1. Note: Director/Head diaries are often heavily booked, so the earlier schedule them, the better. Allow 30 mins for each.
- Discuss the Convenor’s expectations regarding administrative support after the Panel Visit.
- Confirm the review venue (QAU may have already booked for you – otherwise discuss options with the Convenor (see Appendix R).
- If the Review involves students, consider the academic year i.e. during semester, or the break, or exams? Schedule meetings with e.g. Residential Assistants or Tutors, either prior to the Panel Visit or within the Visit Programme, depending on the time of year.
- Discuss dates and venues for a Planning Meeting for internal, Dunedin-based Panel Members to attend, if required. A Planning Meeting is best held after the Self-Review has been received and the Panel have had an opportunity for a brief read.

- Suggest a venue for Panel Dinner; although the Convenor may already have a preference (see Appendix S for suggested restaurants). Remind the Convenor and Panel that the Panel Dinner is for Panel Members only.

Do NOT invite the Director/Head, or Panel Member's partners, to join the Panel Dinner.

4.3 Organise the Venue

Directly after meeting with the Convenor

- Confirm requirements with the venue provider:
 - Can you leave things set up and secure in the room overnight?
 - Can you gain access from 8:00am or earlier if required?
 - How late can you stay?

4.4 Introduce yourself to the Panel

Directly after meeting with the Convenor

- Complete and send the introductory email (see Appendix B) and copy this to the Convenor or check first that they are happy with the wording.

4.5 Arrange Travel & Accommodation

As soon as possible after the Panel Members have received their invitation letters from the DVC (Academic and International)

- Check if QAU has already made arrangements.
- Ask those not yet booked, for their travel preferences (dates/times/airlines, etc) and make the appropriate arrangements in line with University policies and procedures.
- Use either Air NZ online or Orbit/Brooker travel for flight bookings, as per current policy.
- Wherever possible use the Executive Residence for accommodation, via the online booking system at:
<http://www.business.otago.ac.nz/com/executiveresidence/index.html>.
- Alternatively use an approved supplier.
- See Appendix C for further details on how to make bookings.

4.6 Meet with Unit/College Staff

As soon as possible

- Arrange for yourself and the Convenor to meet with the Director/Head and Administrator/PA.
 - This meeting provides a chance for relaxed discussion about the review process, and is an opportunity for the Convenor to ask if there is anything the Panel should be aware of (i.e. any tricky issues?).
 - Request the stakeholder list and ask for their email contacts. Give yourself time to get the notices out and for stakeholders to write their submissions e.g. receive the stakeholders list 6-8 weeks before the Panel Visit. Ideally the Panel will want to read submissions in the 2 weeks prior to the Visit.
 - The Unit/College Administrator may be able to provide the names and contact emails for the student groupings, where needed.
- Arrange to attend a regular staff meeting. for 15 mins approx, to introduce everyone, break the ice and answer any queries on the review process. You will be sending out emails inviting staff to meet with the Panel and it helps if they can put a face to a name.
 - Take copies of the QAU Post-Review flyer for all staff (see the QAU website for this). The flow chart on the back is particularly useful.
 - Your Convenor should be able to answer most questions and you can refer queries back to QAU directly or follow-up with us and get back to them.

4.7 Advertise the Review

Commence 6-8 weeks before the Review.

Complete no later than 2 weeks before the Review

- Prepare and send a notice, (see Appendix D), to all-depts@lists.otago.ac.nz. Request that the notice is circulated as appropriate.
- Prepare and send a Web-page/Facebook notice (see Appendix E) to Megan McPherson to be uploaded to the University's Facebook page and/or to whomever administers the Unit's/College's Facebook/Webpage, if appropriate.
- Email a PDF version of the All Departments Email notice, expanded to include a list of all Panel Members and the Terms of Reference, to m.wilson@otago.ac.nz. This will be posted on the QAU website.
- Provide the Convenor with sample letters to annotate for specific recipients (see Appendices F - H)
- Send emails individually to all Unit/College staff (see Appendix F).
- Send emails individually to all stakeholders (see Appendix G).

- Email undergraduate and postgraduate student individuals and groups/class reps (see Appendix H and refer to 4.10 also)
- Note: The submissions deadline should be approx 2-3 weeks before the Panel Visit. This will give you time to circulate submissions, and the Panel time to read them and act on any issues arising.
- Email “thank-you” messages (see Appendix I) to all those who make a submission.
- Keep Panel Members informed of progress and send them the list of stakeholders to review, as they may have some names to add.

4.8 Self-Review and supplementary information

4-6 weeks before the Review.

Complete no later than four weeks before the Review

- Units/Colleges under Review may have questions about how to write the Self-Review. See Appendix J for some suggestions.
- The Self-Review should be received and then sent to the Panel 4-6 weeks prior to their Visit. You should receive the electronic copy and a hard copy for each Panel Member, including yourself.
- Prepare an A4 ring-binder. Contact QAU for stationery as required. Folders should include:
 - Terms of Reference
 - Panel Member list
 - Review Process diagram (see Appendix L)
 - Staff list of Unit/College.
 - A4 refill pad.
 - A campus and town map for external members (QAU have a supply of these) and accommodation information.
 - Flight itineraries
 - One taxi chit for external Panel Members (QAU can supply)
 - Appropriate reimbursement forms for external and internal Panel Members (see QAU website).
 - Reminder of confidentiality (see Appendix O).
 - Dividers for other information to be sent at a later date: submissions; programme; meeting notes.
 - Any other information you think is relevant e.g. recent media releases
- Send the folder and Self-Review to each Panel Member. Mark **CONFIDENTIAL**. Use appropriate code and review name for reference.
- Request that all Panel Members acknowledge receipt.

- Send by Courier Post for external Panel Members. Go to <http://www.propserv.otago.ac.nz/MailLodgement/> and use the Tariff code "TlEX: Intl Express Courier – Black - TT – 30KG.
- Read the Self-Review as this may alert you to problem areas, and help identify staff groupings which can help with planning the Programme for the Panel Visit.

4.9 Planning Meeting

Note: A Planning Meeting is *not* always required by the Convenor. Usually this is held 4 – 6 weeks before the Panel Visit.

- A Planning Meeting is usually held after the Self Review has been received and after the Panel has had a read (even a brief read!). You might have to be flexible on this, as sometimes the Self-Review is received very late.
- External Panel Members will not attend the Planning Meeting (unless they are Dunedin-based), so ask them if there is anything to be raised.
- The Convenor confirms lines of responsibility for questioning and drafting of text, follow up any issues arising from the Self-Review.
- Discuss the Panel Visit Programme and interviewees.
 - How will you organise meetings e.g. groups of people or individuals?
 - Student groupings should be decided and scheduled e.g. Residential Assistants or a service-user group may be best scheduled to join the Panel for a lunch or tea break.
 - Have you covered everyone?
 - Is there a particular order the Panel would like to see people in?
 - Are there people outside the Unit/College/University to see?
- Record and circulate notes from the Planning Meeting to all Panel Members.

4.10 Prepare Programme for the Panel Visit (see Appendix J)

Commence at least one month before the Review.

Note: book meetings for PVCs/Deans/HODs as soon as possible.

- This can be a protracted task, as some people will take a long time to get back to you with their availability, so starting early is recommended, particularly with students and staff groupings.
- Aim to complete the Programme, and have it approved by the Convenor, 1 week before the Panel Visit. Then send the confirmed Programme to each Panel Member. Remember the Programme is *confidential* to Panel Members only.
- Try and reserve sufficient break periods to allow for discussion/reflection.

- Include preparation/debrief time at the start and end of each day.
- Allow a 5 – 10 min buffer time between interviews.
- Schedule interview times for submitters. Allow 1 hour for the Director/Head of College, 30 mins for Administrators/2ICs, and adjust timings for group meetings as necessary.
- Schedule interview times for senior staff first.
- For College reviews, arrange a meeting for each of the following staff groupings: Domestic staff, Kitchen staff, Residential Assistants, and Tutors. The team leaders for these groups should be invited to meet individually with the Panel.
- Support participation from all staff, and schedule interview times for them. These meetings may be in groups or as individual.
- Contact the student reps, where applicable, early on as they often need several reminders before confirming attendance. Be very specific about the purpose of the meeting with student groups (e.g. what will happen, types of question, etc) as they often need reassurance about the process.
- For College reviews, suggest the Panel have lunch with the residents in the dining hall. If Panel Members are prepared to sit at separate tables they have the opportunity to talk directly with a large cross section of College residents and receive first-hand feedback. Be sure to schedule a debrief time straight after lunch so that the Panel can share their findings.
- The Managers of the Māori and Pacific Islands Centres may also be interested in making a submission to the Panel, especially for College reviews.
- Schedule a tour of the Unit's/College's facilities at the end of Day 1(if possible), so you can run over time if needed. Arrange for the Director/Head or their nominee to lead this tour. Allow time to walk there and back. If labs are included, allow for extra time.
- The Director, Property Services, may be a useful person to meet with, after the tour of the facilities. Liaise with the Director's Personal Assistant to schedule, if required.
- Send the draft Programme to Panel Members as soon as possible. Check they are happy with it and ask if they would like to add anyone else (they won't now but they will during the review!)
- Note: You may need to add in meetings after submissions have been received; so if you can, leave a few gaps for last minutes meetings.
- Leave Day 3 free of interviews (wherever possible) to allow time for the Panel to determine its key findings and to start writing their Report. The Head/Director is often called back for further information on Day 3, so make sure they know they may be needed.

- At the end of Day 3, the Panel will present its key findings to the Director/Head.
- After that initial presentation to the Head/Director the Panel will then present its key findings to the Unit's/College's staff. This is often best done within their own space (e.g. a College meeting seminar room) and you will need to book the room for this feedback session.
- Determine initial catering arrangements and provide an estimate of numbers and times that food is required; and when you want it cleared away (you don't want leftovers sitting around too long!). Remember dietary requirements e.g. allergies, gluten free, etc.
- Organise parking requirements for external interviewees, if required. Contact Judith Thompson, via judith.thompson@otago.ac.nz, ext 8250 for parking permits outside the Registry building. Other areas of the campus may have visitor parking e.g. Commerce, Residential Colleges.

4.11 Prepare list of submissions received

2 weeks before the Review.

- Send copies of submissions received, along with a covering list, to the Convenor and Panel either by email (PDF format) or hard copies. Mark CONFIDENTIAL and send to external Panel Members by email or Courier Post.
- Request that all panel members email you on receipt and remind them that these submissions are strictly confidential to the Panel.
- Note: be prepared to receive late submissions right up to and during the review visit.
- Check your email throughout the Panel Visit and make sure all Panel Members have an up-to-date list of submissions received.

4.12 Final check with out-of-town Panel Members

1 week before the Review.

- Confirm travel and accommodation arrangements.
- Book airport transfers (refer Appendix C) and send the company contact details to the relevant Panel Members.
- Make Panel Members have an out of hours contact number for you – especially if they are arriving at the weekend, in case of delays. Give them the Secretary's cell phone number and take that phone home with you.

4.13 Email Meeting Confirmation

1 week before the Review.

- Email confirmation of meeting times/place details, to individuals and groups being interviewed by the Panel, with parking details if required (see Appendix L). If you are using an off-campus venue e.g. Cumberland College, make sure they know to allow for a 10 min walk.

4.14 Circulate Review Documentation

1 week before the Review.

- Check that the Convenor and Panel Members have up-to-date documentation required e.g. late submissions, final version of the Programme, old Review Reports, , survey data, policies, etc.
- Make sure you have a full set of all documentation for this Review.
- Email a copy of the confirmed Programme to Megan at QAU – just in case we get any calls relating to the Review.

4.15 Finalise Catering

1 week before the Review.

- Confirm numbers and programme times, provide a dining schedule to the caterer indicating the time and location where food is required. Remind them of dietary requirements and times to clear food and plates e.g. 10 mins before your next meeting often works well.
- Re-confirm arrangements for the Panel Dinner (which is held the evening before the Panel Visit) with both the venue and the Panel Members.
- Confirm payment options for the Panel Dinner with QAU.

4.16 Prepare the Venue

Depending on the venue some of this may be done for you.

The day before the Panel Visit:

- Ask QAU to send the 'Review Kit' and printer to the venue.
- Collect laptop from QAU. You will need to provide your own USB stick. Have you registered as a wireless user with ITS (ext 8888)? Some venues have their own wireless provider and you can log on using your University username and password or the venue can provide guests with a log on.

- Do you need a key? Will the room be open on time?
- Prepare notices for doors and directions if necessary, and name-card holders/Badges for Panel Members.

4.17. Programme Day 1

- Be there early – you will need at least 15 mins before the Panel arrive to set up laptop, documents, name card holders/badges etc and put out water glasses.
- Ensure correct signage is posted directed people to the waiting area.
- Be prepared for the tour of the facilities

4.18. Programme Day 3

- Support the Panel to determine their key findings.
- Provide the Panel with summaries of their key findings for the afternoon presentation sessions to the Head/Director and to Unit/College staff.
- Make sure that the Convenor has confirmed the next steps and any deadlines to the Panel e.g. draft text to the Convenor (cc'd to you) within 2 weeks.
- Confirm pick up venue and time for externals
 - Can they leave luggage at accommodation venue and pick up en route?
- Remind Panel Members that GST receipts must be supplied, with completed forms for reimbursement, and to send these to QAU
- Pack up boxes and phone the Campus Courier (via extn 8043) the next working day to have these returned to QAU.
- Go home, relax!

5. Debrief to the Quality Advancement Unit

- Follow up any action that might be needed beyond the period of the Review e.g. where an individual gave a written submission to the Panel and requested in their submission a copy of the Review Report after its release.
- Consider the following and report: What worked well? What didn't work so well? What could be changed to make improvements for the next review e.g. venue standards?

6. The Review Report

Report Completion is expected 6 – 8 weeks after the Panel Visit, or earlier.

- Assist the Convenor with the preparation of the Review Report as required. The level of assistance will vary and you may not be asked to do anything further; but you could still be asked to proof-read, edit, format or to follow-up on queries. Ask QAU for advice as we have worked with many Convenors and can probably give you an idea of the level of input expected.
- Once the Panel have agreed a final draft, it will be sent to the Director/Head for a check of factual accuracy. The QAU Fact Check Policy should accompany the draft. The draft Report remains confidential at this stage so although we understand that the Director/Head may need to consult to check facts, the Report should not be widely circulated. They may also want to change the narrative; but it is up to the Convenor and the Panel to decide if they wish to incorporate those changes.
- Once the Fact Check is completed and the changes made, the Report is to be submitted to Megan at QAU, for submission to the University. See the QAU Post-Review Flyer for more information on this.
- Panel Members will be sent a final copy of the Report once it has been released. QAU send these out along with official letters of thanks. See QAU website for details on release procedure.

7. Post Review

- Arrange for the confidential document disposal of all review material. Reaffirm confidentiality of all material generated by the Self-Review and the Panel Visit (i.e. submissions, drafts of the Review Report, notes taken during the Visit, electronic files including CDs and USB sticks). QAU has a confidential destruction bin if you prefer to send material to us for disposal.
- Return any clean additional copies of the Self-Review to the Director/Head.
- Retain one copy of the Self-Review and this send to QAU to be archived.

APPENDIX A: Overview and sample timeline

Week	Requirement	Checklist number
	Receive official letter from DVC (Academic & International)	4
On receipt of letter	Check you have received the Preliminary paperwork Contact the Convenor and arrange to meet	4.1
As soon as possible	Initial meeting with Convenor Organise venues for the review, planning meeting (if needed) and pre-review dinner Introduce yourself to Panel Members Arrange travel and accommodation Meet with Unit/College Director/Head & Administrator/Contact and staff meeting	4.2 4.3 4.4 4.5 4.6
8 – 10 weeks before the Review.	Advertise the review, send out notices	4.7
4 – 6 weeks before	Distribute Self-Review material and folders Planning meeting for Dunedin-based Panel Members	4.8 4.9
Commence at least 4 weeks before.	Prepare visit programme Keep Panel updated with preparations	4.10
2 weeks before.	Prepare list of submissions received and circulate to Panel	4.11
1 week before	Final check for out-of- town Panel Members Send out confirmation of meeting times to interviewees Circulate all final documentation for the review Re-confirm dinner reservation Confirm numbers and catering requirements to review venue host	4.12 4.13 4.14 4.15
Day before	Have review kit sent to venue Send copy of programme to Megan	4.16
Review visit	Be there early!	4.17
Post-review	Assist with preparation of review report if required	5 6
On release of review report	Arrange for confidential disposal of review material	7

APPENDIX B: Introductory email to Panel Members

This is a comprehensive version which may need editing depending on what contact the Convenor has already had with the Panel. Change the wording as you think best.

Tenā koutou katoa

You should, by now, have received a letter from Professor Vernon Squire, Deputy Vice-Chancellor (Academic & International) inviting you to take part in the Review of **Name of Unit/College**.

I am writing to introduce myself as the Secretary to the Panel. My role is to provide administrative and secretarial support to the Convenor and members of the Review Panel. **I work in the ??? and have been seconded to this role.**

I will be working closely with the Convenor to advertise the review, collate submissions and prepare the review programme.

Travel and accommodation may already be arranged - check with QAU

I am also responsible for arranging travel and accommodation for external panel members and will write separately regarding this. All Panel Members should note that there will be a Panel Dinner, for Panel Members only, which will take place on **Dates**.

The Panel Visit will take place in **venue** and you should expect that we will meet at 8:30am – 6:00pm approx. each day. We try to reserve the last day to draft and prepare findings to present to the **Unit/College** staff, and may finish at an earlier time. Times will be confirmed later once the Programme is confirmed.

Further information about the review process can be found at <http://www.otago.ac.nz/quality/reviews/currentrev.html>

The Self-Review is being prepared and I will notify you when you can expect to receive it. I will keep you updated on preparations, as necessary.

The Convenor would like to hold a Planning Meeting or the Dunedin-based Panel Members once the Self-Review has been received. I will contact you to arrange this meeting.

Please check that your contact details on the attached Panel Member list are correct and let me know if you have any special dietary requirements so that I may plan accordingly. Thank you.

I look forward to meeting and working with you. If I can be of any assistance please do contact me. My office hours are ?? should you wish to contact me by phone.

Hei kōnei rā

APPENDIX C: Travel, Accommodation and Internet

In most cases, QAU will already have arranged travel and accommodation.

If not, follow the guidelines below and talk to QAU if arrangements become complicated e.g. if a Panel Member is bringing partner/family; requests multi-stops on flights or an extended stay.

Accommodation

Panel Members should arrive at least the day before the Review. We expect NZ-based Panel Members to depart on the evening of the last day of the review. Overseas Panel Members often need to stay an additional night, depending on flight times/dates.

Preferred accommodation is the University's Executive Residence and you can book using the Executive Residence's internal booking enquiry via <http://www.business.otago.ac.nz/com/executiveresidence/index.html>. Full charge-back is allowed, but only during the review period.

If the Executive Residence is full try:

Alhambra Oaks - <http://www.alhambraoaks.co.nz/or>

Bluestone on George - <http://www.bluestonedunedin.co.nz/>

Air Travel

All air travel must be economy as per the QAU Air Travel Policy available on the QAU website.

If a Panel Member requests an alternative arrangement e.g. wants to upgrade or have unscheduled stopovers, contact QAU before you agree to anything.

Booking Flights

Complete bookings as per the University Travel Policy. Please use a QAU Purchase Order number when booking online through Orbit or getting quotes from a Mandated Travel Agent (i.e. Orbit or Brooker) for international flights.

Do NOT purchase insurance for domestic or trans-Tasman flights.

If a Panel Member wants to book flights themselves, ask them to get comparative quotes, as per University policy, and advise them that reimbursement will be based on the best quote that you have received.

Insurance for International travel

All applications for the University's International Travel insurance, business and private, are now made online via the University's web page/For Otago Staff "fly-out" menu <http://www.otago.ac.nz/staff>. Note: You can list Panel Member as

having pre-existing conditions as they are covered in the policy but do not have to be listed.

Further detail regarding travel insurance cover is available from via: <http://www.otago.ac.nz/financialservices/procedures/otago003226.html>

Airport Transfers

Book with Iconic Tours (i.e. a preferred supplier), and arrange for external Panel members to be met at the airport and transported to their accommodation and/or to the restaurant for the Panel Dinner. Use a QAU Purchase Order. Book via email, using bookings@iconictours.co.nz.

Alternatively, provide the Panel Member with a QAU taxi chit or arrange to reimburse their expense for this purpose.

Rental cars:

Book rental cars if required, as per University Policy. Use a QAU Purchase Order. We will only cover the cost of this for the Panel Visit.

Note that you do not need to include the rental car company insurance as the University Insurance Policy will cover this.

Expenses

QAU will cover all 'reasonable' expenses. Typically these include taxis, parking, mileage e.g. if they drove to the airport or review; meals e.g. at airport or on non-review dinner nights. 'Reasonable' and 'moderate' are good words to use i.e. no \$100 bottles of wine.

Panel members should use the QAU forms for reimbursement which are available on the QAU website.

Advise them to keep all receipts for reimbursements.

No receipt = no reimbursement!

Internet Access

If Panel Members are staying at the Executive Residence Panel Members will be provided access to UO-STAFF wireless.

If you are using a University owned or affiliated College as a review venue, they may also provide access. Just provide the Panel Member's name and email details to the College in advance.

APPENDIX D: All Departments Notice

The wording of this Notice may be used to send a general email notice to all University Departments or Otago Departments as appropriate. Review Secretary's details appear automatically from the fields you enter in the online form

REVIEW OF THE Unit/College name and review date

REVIEW OF NAME OF UNIT/COLLEGE
DATE OF REVIEW

Submissions Close: Friday, 26th July

As part of the University's quality assurance programme a Panel has been convened to review, evaluate and report to the Deputy Vice-Chancellor (Academic & International) on matters pertaining to the **Name of the Unit/College**

Convenor: **Name**

A copy of the full Terms of Reference, list of Panel members or further information may be obtained from the Review Secretary, **Name**, via email name@otago.ac.nz or telephone (03) 479 **????**; or via the Quality Advancement Unit web site:

<http://www.otago.ac.nz/quality/reviews/currentrev.html>

Written submissions

Interested parties are invited to make submissions relevant to the Terms of Reference to the Review Panel. All submissions will be confidential to the Review Panel.

Such submissions should be sent to **Name** at the email address above by **Day/Date**. Envelopes should be marked "Confidential: Submission for Review of the Name of Unit/College".

Oral submissions

Interested parties are invited to make oral submissions relevant to the Terms of Reference to the Review Panel. Please contact **Name** no later than **Day/Date**.

Warm regards/Ngā mihi mahara

APPENDIX E: Facebook/Website Notices

- Please note that Facebook Notices should be 70 words or less; and website notices should also be a similar length.
- Email your notice to Megan McPherson for placement on University Facebook/Web pages.
- Email your Notice to the administrator responsible for the Unit's/College's Facebook/Web page.
- Remember to check that these Notices have been removed after the Panel Visit.

Review of the Name of Unit/College

A Panel has been convened to Review the **Name of Unit/College** from **dates of Review Visit**

A copy of the full Terms of Reference, list of Panel members and further information may be obtained via the Quality Advancement Unit web site: <http://www.otago.ac.nz/quality/reviews/index.html>.

Feedback should be sent to your_name@otago.ac.nz by **Friday date of deadline** and all submissions will be confidential to the Review Panel.”

APPENDIX F: Sample Email - Staff

Remember to attach Terms of Reference
Convenor to annotate as appropriate.

Dear/Kia ora **name**

REVIEW OF THE **Unit/College** and Review Visit dates

You will be aware that Professor Vernon Squire, Deputy Vice-Chancellor (Academic & International) has set up a Panel to review and report on the quality and adequacy of the **Unit/College**. On behalf of the Panel, I invite you to comment on any matter which you feel to be important or relevant to the Review. Full Terms of Reference are attached.

Members of the Panel are:
Insert names and roles.

We would like to encourage all staff – academic, research and general to make use of the opportunity afforded by the Review process to make a submission on any of the matters covered by the Terms of Reference.

Written submissions should be sent to the Review Secretary **name and contact details** either by email (PDF format preferred) or post. Emails and envelopes should be marked “CONFIDENTIAL: Submission for the Review of **Unit/College Name** and are to be received no later than **date**. All submissions are confidential to the Panel.

If you would like to make an oral submission, either in addition to or as an alternative to a written submission, please contact the Review Secretary by **date**.

Specific individuals in the **Unit/College** will be invited to talk to the Panel and we will also be inviting representatives of staff groupings to meet the Panel. We will liaise with staff in the near future to make these arrangements.

If you require further information on any matter pertaining to the Review please contact the Review Secretary.

Yours sincerely/Nāku noa

Convenor Name
Convenor of the Review Panel
Encls

APPENDIX G: Sample Email to Stakeholders

Convenor to annotate as appropriate
Remember to attach the Terms of Reference

Dear/Kia ora name

REVIEW OF THE Unit/College and Review Visit dates

As part of its ongoing programme of Quality Assurance, the University is about to review and report on the quality and adequacy of the **Unit/College**. I have been advised you may be interested in this review, as a **research partner/alumni/employer**. Therefore, on behalf of the Review Panel, I invite you to comment on any matter which you feel to be important or relevant to the Review. The Terms of Reference are attached and you might wish to reflect on these.

Add appropriate detail in consultation with the Convenor.

Members of the Panel are:
List names and functions

The Review Panel may also like to meet/speak with you and the Secretary will contact you if this is required.

Written submissions should be sent to the Review Secretary, **your name**, by email **your email address** (PDF preferred) or by post to **your address**. Envelopes and emails should be marked "CONFIDENTIAL: Submission for the University of Otago **Name of Unit/College**". The Panel will treat your submission in the strictest confidence. Written submissions to be received no later than **date**.

You can find out more about the University's review process at www.otago.ac.nz/quality. If you require further information on any matter pertaining to the Review please contact the Review Secretary.

Yours sincerely/Nāku noa

Convenor's name
Convenor of the Review Panel

APPENDIX H: Sample Email for group meetings

Use this email template to make contact with Residential Assistants, Students. This email is best to come from the Secretary, as students will need to respond directly to you.

You may need to send out at least two reminders!

Include an eye-catching subject line e.g. Lunch!

Dear/Tenā koutou *Students/Residential Assistants etc*

REVIEW OF THE Review name and date

As part of its ongoing programme of Quality Assurance, the University is about to review and report on the quality and adequacy of the **Unit/College**. This is a normal process; internal reviews occur every 5 – 7 years. You can find out more about this process at www.otago.ac.nz/quality. The Terms of Reference and list of Panel Members can be found here.

The Deputy Vice-Chancellor (Academic & International) has appointed a Panel who will visit from **dates** to conduct discussions with interested and relevant parties. It is important for the Panel to hear from the student body and therefore we invite you to meet with them. Lunch will be provided.

Date:

Time:

Venue:

RSVP by **date** (e.g. **2 weeks before the review visit**) to this email stating any dietary requirements.

The meeting will be informal and the Panel will probably ask you to introduce yourselves and to tell them a little about your experience with the **Unit/College**. They may have specific questions and you will have the opportunity to raise topics you feel are important to the review.

All discussions remain confidential to the Panel. Individuals are not identified in the final Report, which will become a public document within the University community.

If you have any questions about this meeting or the review process, please do contact me. I look forward to hearing from you.

Warm regards/Ngā mihi mahara

APPENDIX I: Sample Thank-you Email for Submissions

Dear/Tenā koe *name*

REVIEW OF THE Unit/College

Thank you for your submission to the Panel that is reviewing the **Unit/College**, at the University of Otago.

The Panel is very grateful to you for your time and effort in submitting comments. The information you have provided will be helpful to the Panel in preparing their recommendations.

Nāku noa/Yours sincerely

Review Secretary

APPENDIX J: Self-Review Tips

Self-Review Document

Matters for consideration and/or inclusion....

Introduction

- Name of area, key responsibilities and aims of the Unit/College
- Short history/evolution of the Unit/College
- What they want from the review process e.g. Panel ideas or endorsements or etc???

Structure:

- of the Unit/College – job titles and specific/key/stand out responsibilities
- Chart of management and reporting lines, with names of staff
- Describe committee structures (if any?)

Communication

- Describe connections with the wider University (i.e. teams and individuals)
- Describe connections with external stakeholders
- How is communication handled by the unit?

Operations - current

- Describe *what* the area actually does e.g. the service delivery aspects and *why* it is done
- Describe *how* this is done e.g. the administration side and professional development
- Describe H&S practice within the Unit/College
- Describe the Unit's/College's Space, IT and Resources
- Describe the Unit's/College's Bi-Cultural practice
- Identify that which it does well e.g. via a SWOT analysis
- Identify that which could be improved e.g. via a SWOT analysis
- Identify potential solutions/quality improvements

Operations – Future

- **What should the area be doing? Identify short- and long-term goals, with links to the University's current strategic plan, challenges, new targets, objectives**
- **How should the work be done and goals achieved? Benchmarking?**
- **What should change, to achieve all goals? And by what process should change occur?**

Appendices

These can include:

- **Handbooks**
- **Procedures Manuals**
- **Marketing material examples**
- **Organisational charts**
- **Job descriptions**
- **Planning documents**
- **KPI measures and achievements**
- **Survey - documents and summaries**
- **Financial data (if necessary)**
- **Headcount/Work flow data**
- **Project ToR/Parameters (if in project underway)**
- **Committee/Sub-Committee ToR/Guidelines (if in place)**
- **etc**

APPENDIX K: Sample Visit Programme

A Visit Programme for a Unit/College may look something like the following model, which includes people with different responsibilities, committees and group meetings.

Remember:

- Director/College: allow one hour and this should be the first meeting in the programme.
- PVC: allow 30 mins.
- Other individual meetings: as a general rule allow 20 mins; but have a 10 min buffer time.
- Group meetings: allow full 30 mins if more than three people.
- Try and time for the Panel to have discussions throughout the day
- Try to reserve some breaks for the Panel only.



**Review of the College of Excellent Novels
Tuesday 14 August – Thursday 16 August 2013
Venue: Green Room, Cumberland College**

CONFIDENTIAL

Panel Dinner

Date: Monday 13 August

Time: 6.30pm

Venue: Scotia Restaurant.

Tuesday 14 August	
8:30 – 9:00am	Panel convene
9:00 – 10:00am	Associate Professor Vanda Symon, Head of Department
10:00 – 10:15	Run-over time if needed/Panel break
10:15 – 10:45am	Professor Jane Austen, PVC Division of Books
10:45 – 11:00am	Morning tea
11:00 – 11:20 Submission no.4	Dr J.R. Tolkien, Lecturer (<i>requested to meet with the Panel</i>)
11:30 – 11:50	Dr Ian Rankin, Postgraduate coordinator
12:00 – 12:20	Management Committee: Professor J.K. Rowling; Associate Professor Janet Frame; Dr Margaret Mahy
12:20 – 12:45	Buffer time, prepare for student meeting
12:45 – 1:30	Lunch - with class reps (see attached list for names)
1:30 – 1:50	Professor Joy Cowley, HoD Children's Fiction

2:00 – 2:30 (note longer meeting time for group)	Research Group: Dr Maurice Gee (NZ fiction); Virginia Wolf (Feminist literature); Dr Seuss (Philosophical literature)
2:40 – 3:10 Group Submission. 3	Technical Staff: Harry Potter, Hermione Granger and Ron Weasley,
3:15 – 3:30	Afternoon tea
3:30 – 3:50	Dr Amos Diggory, Department Administrator
4:00 – 4:15	Panel debrief
4:30	Tour of Department
Own arrangements for dinner	

Wednesday 15 August	
8:30 – 9:00am	Panel convene
9:00 – 9:20	Barry MacKay, Property Services Director <i>(this one is for real!)</i>
9:30 – 9:50	Professor Dumbledore, Research Professor
10:00 – 10:20	Assoc. Prof. Bill Shakespeare , Coordinator Theatre Studies 101
10:30 – 10:45	Morning tea
10:45 11:05 Submission 10	Dr. Bill Manhire, Dr.Fay Weldon, Margaret Attwood (Centre for Fictional Development)
11:15 – 11:45 General Staff	Mr Huck Finn (Receptionist), Mr Tom Sawyer (Finance) and Ms Becky Thatcher (Dept Secretary)
11:45 – 12:00	Run-over time/panel discussion time
12:00 – 12:20	Professor Iain M. Banks, Director, Science Fiction Programme
12:20 – 12:45	Buffer time/panel time
12:45 – 1:30	Lunch with graduate students (see list attached)
1:30 – 2:00	Panel time – discussion, check emails etc.
2:00 – 2:20	Associate Professor C.K. Stead (joint appointment with Dept of Interesting Biographies)
2:30 – 2:50	Professor Emily Perkins (new appointment, June 2012) <i>Requested to meet with Panel</i>
3:00 – 3:20	Dr. Kate De Goldi, Research only appointment
3:30 – 3:45	Afternoon tea
3:45 – 4:05 Submission 8	Associate Professor Gareth Morgan, Divisional Financial Analyst
4:15 – 5:05	Available meeting time
Panel debrief	
Own arrangements for dinner	

Thursday 16 August	
8:30 – 9:00am	Panel convene and prepare preliminary findings No meetings scheduled for today apart from presentations. Vanda Symon available for call back this morning
10:30	Morning tea
12:30	Lunch
3:00	Finalise presentation and agree next steps i.e draft text due date
3:15	Walk to Dept seminar room
3:30 – 4:00pm	Presentation of findings to Vanda Symon in his office
4:00 – 4:30pm	Present findings to staff – in seminar room

Panel Departures:

- Erika Leonard to leave at 5:00pm for check in at 5:50pm.
- George Eliot to leave at 4:30pm for check in at 5:30pm

Notes:

- List those who were asked to meet the Panel but were unavailable or declined.
- List names of e.g. Residential Assistants for group meetings
- Any other things you think the Panel need to be reminded of!

APPENDIX L: Sample email confirming meeting time

Remember to attach the Terms of Reference and list of Panel Members to this email.

Include directions/map to venue and waiting area if needed.

Dear/Kia ora

REVIEW OF THE NAME OF UNIT/COLLEGE

This is to confirm that your meeting time with the Review Panel is on:

Date

Time

Venue

+ directions to venue as appropriate.

Please allow for a 10 min walk from campus (e.g. *if venue is e.g. Cumberland College/Carrington College/Abbey College*).

On your arrival, please take a seat **state exactly where** and you will be invited in.

Attached for your information please find:

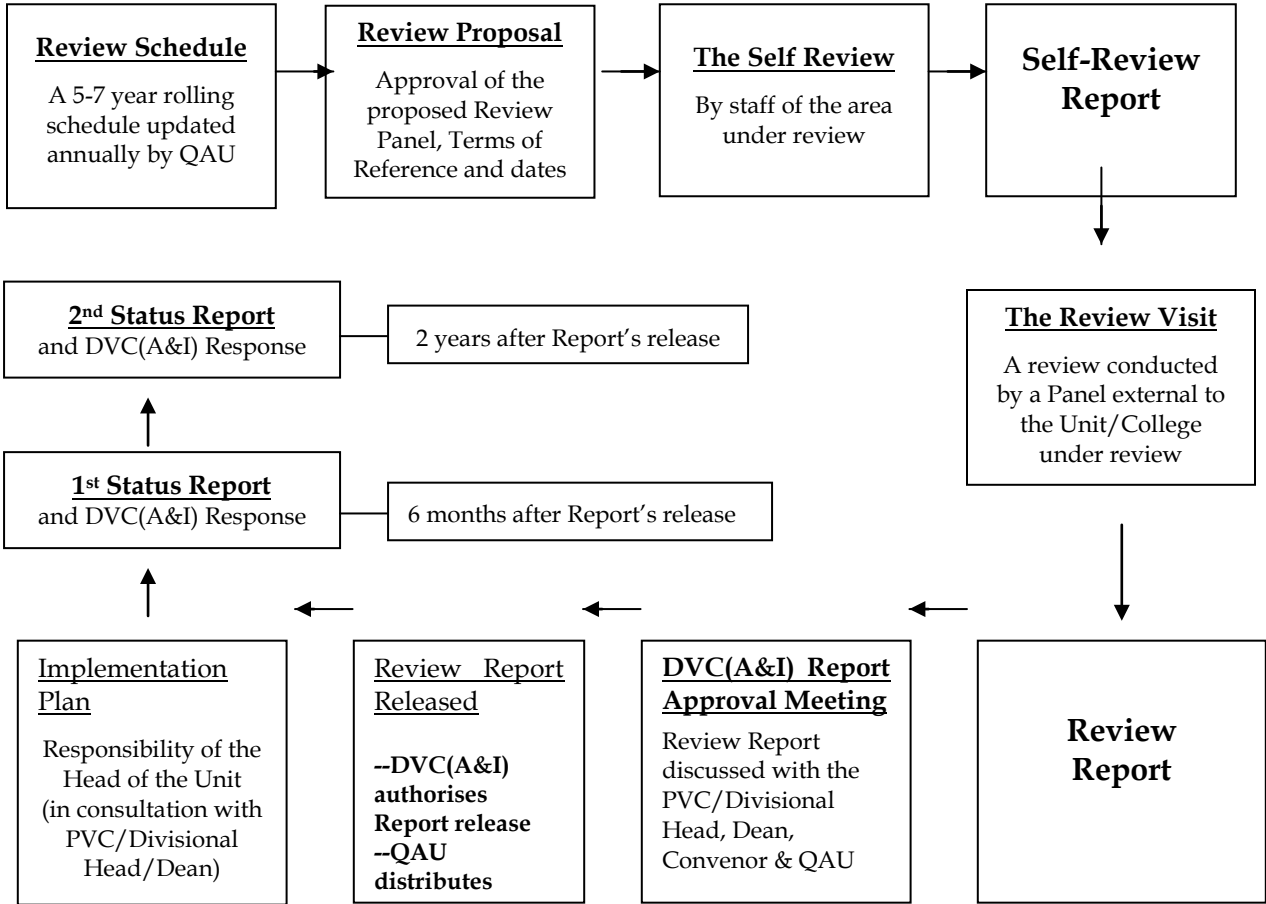
- A list of the **name of Review Panel** members
- The Terms of Reference of the **name of Review**

Thank you for making yourself available to meet the Review Panel at this time.

If you have any questions, please do contact me.

Ngā mihi mahara/Warm regards

APPENDIX M: Overview of the Review Process

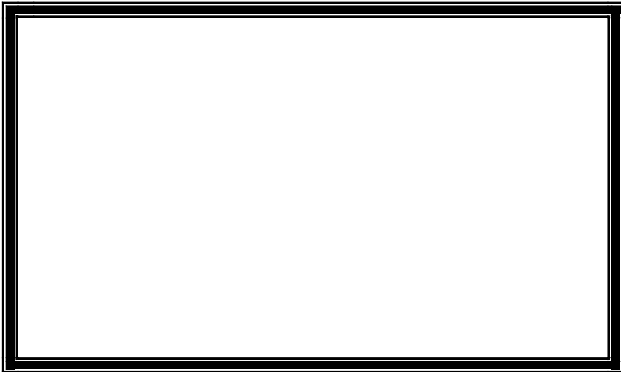
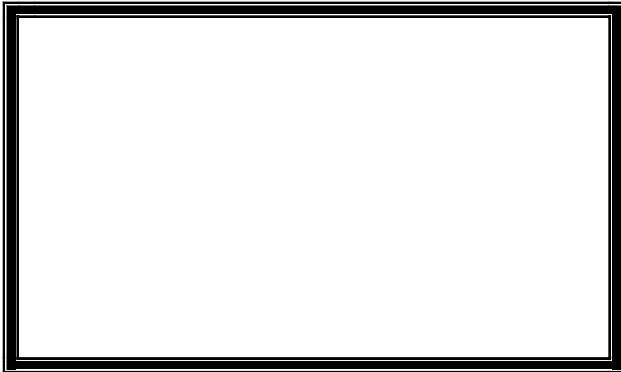
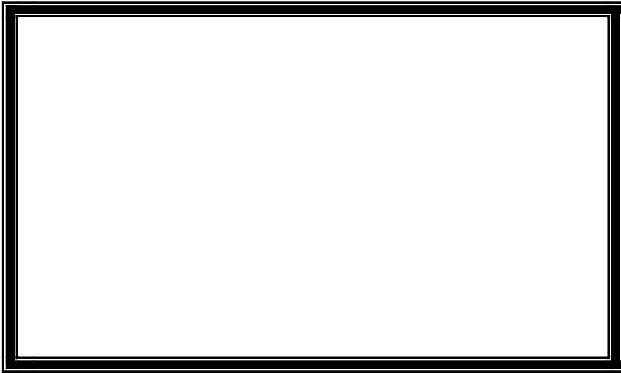
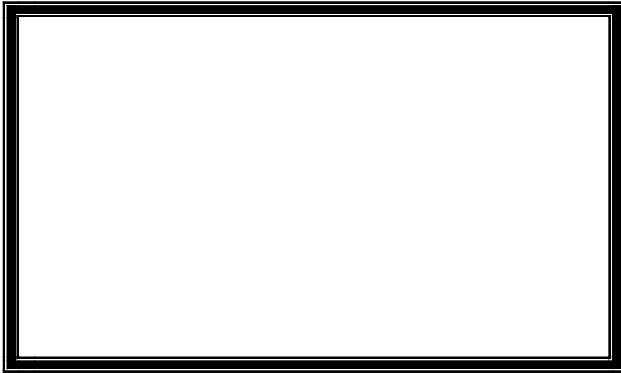
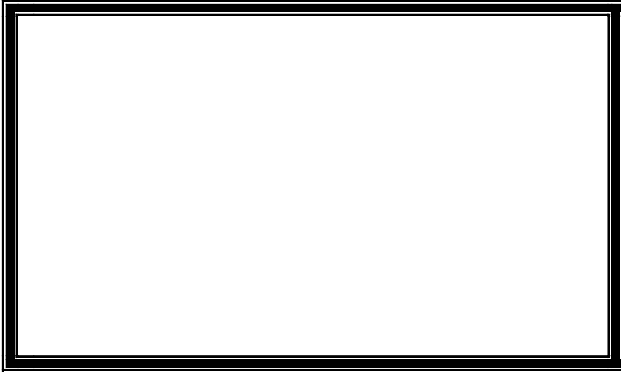
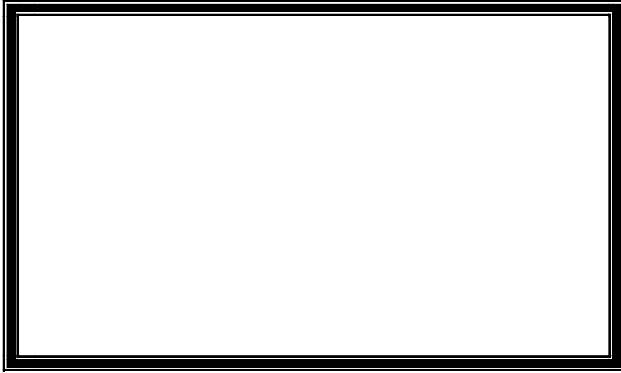
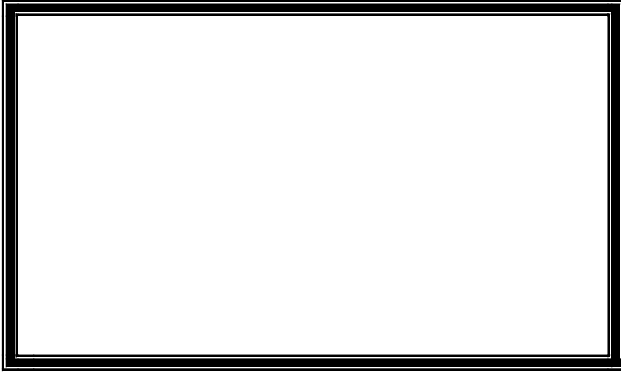


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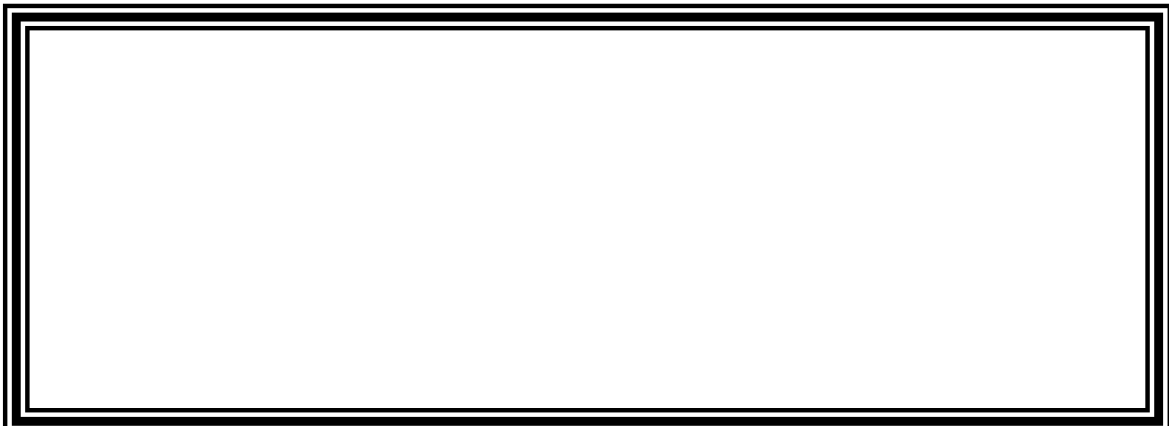
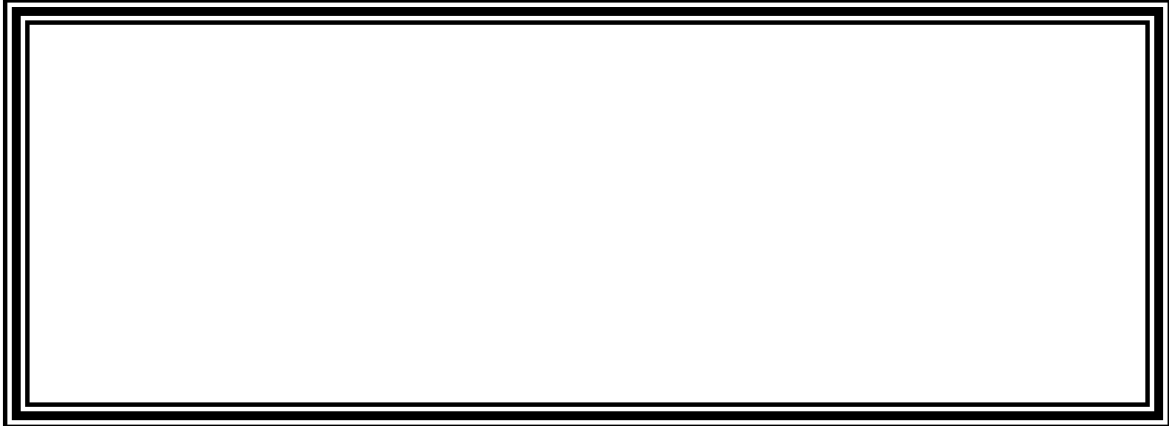
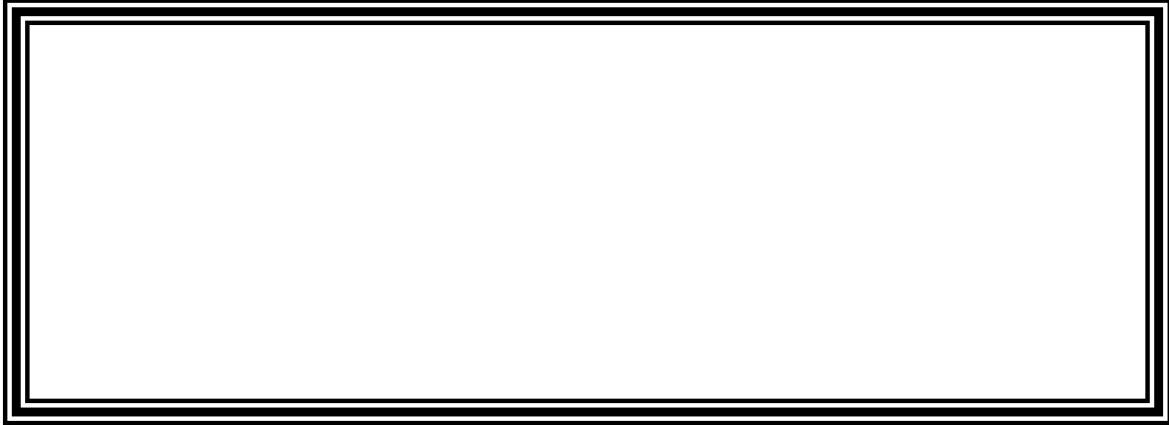
* PVC = Pro Vice-Chancellor

APPENDIX N

Template for Badges (Fits the standard clear plastic ones)



**APPENDIX O: Template for place cards holders
(QAU have these)**



APPENDIX P: Confidentiality Notice to be inserted within Panel Folders.

Please remember that all information pertaining to the Review is confidential. Please either return to the Secretary or dispose of appropriately (document destruction bin) once the report is finalised. This includes all electronic material.

Thank you for your attention to this.

APPENDIX Q: Register of past Review Secretaries

Note: Annabel and Chriss are permanent Review Secretaries within QAU. Listed below are those who have recently served as adjunct Review Secretaries.

Reviews 2012	Secretary
Radiation Therapy, UOW Public Health, UOW	Ann Thornton, Support Services, UOW, QAU Review Secretary
Director's Office, Academic Services	Inge Andrew, Research & Enterprise
Pacific Islands' Centre	Eleanor Harrison, Office of the Vice-Chancellor
Salmond College	Kerri Fraser, Proctor's Office
School of Physiotherapy	Sarah Lines, Office of the DVC (A&I)
Anatomy	Rachal Watts, DSM Administration
Career Development Centre	Corrina Robertson, Office of the Chief Operating Officer
Quality Advancement Unit	Kez Wallis, ITS Management Support Services
Centre for Science Communication	Angela French, HEDC
Humanities Divisional Office	Chris Haig, Economics

Review 2011	Secretary
Postgrad Programmes in Public Health	Kez Wallis

APPENDIX R: Review Venues and Meeting rooms

Review venues and meeting rooms for pre-review panel meetings

Review Venues	Location	Contact	Phone	Catering	Facilities/notes
Academic Common Room, St Margaret's	Leith St Central	Karen Culpeper Conference Manager	479 5540 conference@smc.ac.nz	Yes	All. Affiliated College – so try University venues first.
Billiard Room	Staff Club	Kate Cooper, Staff Club Manager	021 279 5311 kate.cooper@otago.ac.nz	Yes	Renovated – not used as at this update.
Leith Room	Staff Club	Kate Cooper		Yes	Very small – only suitable for small panel. Facilities as for Billiard Room. Not noisy though.
Green Room, Cumberland College	Cumberland St	Peter Walker, Head of College	5574 pr.walker@otago.ac.nz	Yes	All. Very helpful. 2 parking spaces available – ask Peter. Green Room backs on to one way system so can be bit noisy (and rescue helicopter!). Good for Health Sciences Reviews, otherwise long way from campus.
Arana College	Clyde Street	Jane Dawson	Jane.dawson@otago.ac.nz x5516	Yes	Two rooms to choose from. Great space, Needs good sign-posting. Notify attendees of distance and uphill walk. No parking. Great food and staff very helpful.
Abbey College	Castle St	Gretchen Kivell Head of College	4892 gretchen.kivell@otago.ac.nz	Yes	All – Suggest liaise directly with kitchen staff on catering. Parking available. Off campus so only suitable to some reviews. 3 different venues available.
Carrington College	57 Heriot Row Dunedin	Steve Joint Domestic Services and Conference	steven.joint@otago.ac.nz	Yes	Linton Lounge – lovely space for reviews. OHP, whiteboard, phone lines, wireless internet all easily available. But cold in Winter with

		Manager			little sun and noisy heaters if all were going at once. BBQ fantastic in warmer months. Limited parking in semester time so best for reviews outside of semesters.
Selwyn College <u>N/A 2 weeks prior and during exam periods</u>	Castle Street		477 3326 admin.selwyn.otago.ac.nz	Yes	Affiliated College. Good size meeting room with own kitchenette, toilets, entrance/exit. Waiting area adjacent. In house catering. Wireless. Copier access. <u>Out of use 2 weeks prior and during exam periods.</u>
University College <u>N/A in exam periods</u>	Union Street	Sue Kennedy	X5580 sue.kennedy@otago.ac.nz	Yes	Board room (note only use for max of 6 panel members), Wireless, copier access. Waiting area downstairs. In house catering. Not good for disabled access but can use seminar room downstairs and for group meetings. Other rooms available
Commerce Divisional Board Room	Commerce	Jenni Wright Operations Coordinator	8149 jenni.wright@otago.ac.nz	No	Wireless no copier access. No private waiting area unless you book seminar room as well. Use photocopier downstairs in reception. Do not provide any glasses/crockery etc. Have to clear up and load dishwasher at end of day. Check about rubbish removal.
Seminar Room, Centre for Innovation	Cnr St David's/Castle	Claire Dickie Tenant Services Administrator	8469 claire.dickie@otago.ac.nz	No	Not tried yet but looks to be good space with good facilities. Check on crockery etc.
Octagonal Room	Hospital	Sonya Boereboom PA to the Dean, DSM	5118H dsm.dean@otago.ac.nz	Yes	Good facilities, copier access in DSM round corner. Bit claustrophobic as have to have blinds drawn for confidentiality. But convenient for hospital based departments. Hospital will cater for you.

Board Room	College of Education	Michelle Byers (timetables)	5499 michelle.byers@otago.ac.nz	No	Not tried yet. No wireless access but ports available, DP, request copier access. Waiting rooms & kitchen access with crockery etc available. Need to clear up food things. Have to book this through Univ timetables
Meeting rooms – for pre-review panel meetings					
Leith Room Billiard Room	As above				Suggest you use this if available. You can order tea/coffee on arrival and charge to the Review code.
Library Committee Rooms <u>Access 8:30 – 4:30pm only</u>	First floor library	Amy McGhie Library Administration Manager	amy.mcghie@otago.ac.nz	No	Good space – kitchen in both rooms. Some glasses and crockery. No good for full reviews as rooms not soundproofed and access limited.
Committee Room North	1 st floor, Registry	Judith Thompson PA to the Registrar	8250 judith.thompson@otago.ac.nz to order tea/coffee contact Rhonda Bzsika on x 8201 registry.bookings@otago.ac.nz	Tea/coffee	You will need to tell Judith what the meeting is for. Rhonda ext 8201 will provide tea/coffee for your meeting at no charge – if group is under 10 people. Be aware that your meeting may be moved to make way for more important ones!!

APPENDIX S: Restaurants

These restaurants listed below may be used for the Pre-review Panel Dinner and are an example of venues we have used. Your Convenor may have a preference and we suggest booking a good restaurant that is not outrageously priced i.e. Pier 24 is deemed to be expensive.

If you need to take a Purchase Order, check with the restaurant first to see if they will accept it.

Ask for a table that is relatively private or if they can accommodate you in a private space/room, as this is a working dinner.

Restaurants we use regularly are:

Plato (open on Sunday)

2 Birch Street

Tel: 477 4235

Can be noisy as it is very popular (especially with University staff!), so not good if you have lots of confidential things to discuss.

Customhouse Restaurant (open on Sunday)

Cnr Wharf & Fryatt Streets

Tel: 477 1950

Table 7

Cnr George & Hanover Streets

Tel: 477 6877

(doesn't usually open on a Sunday but has done so in the past on request)

Scotia

199 Stuart St

Tel: 477 7704

www.scotiadunedin.co.nz

The Palms www.palmsrestaurant.co.nz/

Phone: 03 477-6534

(Have a private dining room)

Ombrellos <http://www.ombrellos.co.nz>

Tel: 477 8773

(Have a private dining room)

Café Rue

Moray Place

Tel: 477 3406

APPENDIX T: Resources and Key Contacts List

Review Guidelines and Processes

Student/Graduate Opinion Surveys; Course Experience Questionnaire (CEQ)

**For enquiries and clarification of Review Processes*

**Refer also to www.otago.ac.nz/quality/*

Megan Wilson (Reviews)

ext 6528

m.wilson@otago.ac.nz

Romain Miroso (Surveys)

ext 8726

romain.miroso@otago.ac.nz

Planning and Funding Office

The Planning and Funding Office facilitates planning within the University, and meets the University's key obligations in reporting information to government agencies for planning, funding and statistical purposes. The office is a useful first point of contact for general information on the University.

**Key roles include:*

- Providing a planning framework and support for the University.
- Preparing key corporate documents for the University community.
- Dealing with external government agencies in regards to policy and operational matters.
- Providing EFTS enrolment, other statistical information and analysis for the University community.

**Key services include:*

- Providing a range of EFTS based data (and some headcount information)
- Providing EFTS funding advice.
- Providing general University statistics.

Planning and Funding Contact Details

Naomi Weaver:

ext 4955

naomi.weaver@otago.ac.nz

Official Documents

- University of Otago Charter
- Ngāi Tahu & University of Otago Memorandum of Understanding
- Strategic Direction to 2012 and 2020 (currently in draft form)
- Annual Report 2012 and previous Annual Reports
- Student Charter
- Campus Master Plan

All of the above can be found at http://www.otago.ac.nz/about/official_documents.html
Quality Portfolio <http://www.nzuaau.ac.nz/otagocycle4>

Academic Services Project Office

The Academic Services Project Office is the home of Datamart. Datamart is a very large collection of registration or enrolment data about individual student registrations from 1994 to the current year. It is automatically updated nightly and is structured to facilitate flexible reporting. Statistical information can be split in many ways, e.g. programmes and combinations of programmes (including majors and minors), papers; student analysis by age, gender, ethnicity, and more. Departments/Programmes are welcome to get in touch if any information that falls within the above capabilities is required.

Project Office Contact Details

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Publications/Outputs Office

The Publications/Outputs Office collects and records research outputs to showcase the University's achievements and provide relevant and timely information for a variety of essential reporting requirements such as annual reports, Unit/College reviews, accreditation requirements, funding applications.

Citation lists and statistics in various styles and for various time periods can be provided by the Publications/Outputs Office for use in Unit/College reviews and accreditation processes. Please contact the Publications/Outputs Office with your specific requirements.

The publications/outputs are also available via:
<http://www.otago.ac.nz/researchpublications/>

For information about publications/outputs see:
<http://www.otago.ac.nz/research/otago005115.html>

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