

Administrative Reviews of Student Services

Framework and Terms of Reference

(Amended Jan 2014)

QA

QUALITY ADVANCEMENT

Framework

Administrative Units are encouraged to see a review as an opportunity to critically analyse their goals and objectives and to receive affirmation that their plans will have long term benefits to their staff, the students and the wider University community. The key part of the review is the Unit's self review in which the following questions need to be addressed in light of terms of reference below:

- What is the current situation of the Unit?
- Where does the Unit want to be in 5 years' time?
- What does the Unit need to do to get there?
- What can the University do to support the Unit to achieve this goal?
- What does the Unit do well and what could it do better?

The purpose is to review and evaluate the Unit with reference to:

- its core activities as appropriate (to be determined for each individual unit)
- the Unit's administration, operational processes, equity, support structures for staff and students, including adequate space, facilities and resources both within the Unit and the Student Services Division and through other central areas of the University;
- the Unit's internal, regional, national and international contexts – including alignment to and implementation of the Division's Mission/Vision/Values, Goals and Objectives and University Strategic documents;
- the Unit's commitment to the Treaty of Waitangi as expressed in the University's Māori Strategic Framework;
- the Unit's support for and contribution to the University's sustainability initiative;
- the Unit's future direction, strategic planning and goals and challenges in achieving those.

Terms of Reference

In relation to the core activities of the Unit, to review and evaluate:

- the range and scope of the Unit's services and activities with reference to its internal, regional, national and international contexts, and the continuing relevance of these activities;
- the identification of key stakeholders (including internal and external clients), the services and activities provided to meet their needs, including the provision of appropriate information and materials;
- the processes and procedures for monitoring, and where necessary improving, the quality of services and activities offered to clients

- the processes and procedures for introducing, revising, resourcing and rationalising services and activities undertaken by the Unit to ensure effective and efficient use of resources, including plans for new services and activities or improvements to existing services;
- the processes and procedures for considering the Unit's services and activities with reference to its internal, region, and national context;

In relation to Student Welfare and Support, to review and evaluate the standard (quality, appropriateness, effectiveness and efficiency) in the Unit of:

- provision of guidance and advice to students, including pastoral care and support;
- identifying and addressing problems raised by students;
- responsiveness to students with special needs;
- responsiveness to students from different cultures;
- responding to the University's Code of Conduct;
- provision and use of information technology services.

In relation to administration and operational processes, to review and evaluate the standard (quality, appropriateness, effectiveness and efficiency) in the Unit of:

- structure and management – including institutional oversight, committee structure, leadership in regard to developing and maintaining the professional standing and reputation of the Unit, ensuring employee capability through mentoring, training and development, and the PDR process;
- monitoring and evaluation – including consultation and liaison with staff, students and other members of the University and wider community, incorporating feedback into planning, core activities and operations, identifying and making improvements to the core activities;
- physical and IT resources;
- Health and Safety;
- sustainability – demonstrating practices that promote sustainability, reduce the Unit's environmental footprint, improve resource efficiency and enhance the quality of life on campus.
- budgeting and reporting.

In relation to planning, to review and evaluate:

- planning – including identifying, considering and responding to problems and challenges, and alignment to Divisional and University strategic plans;
- the Unit's commitment to the Treaty of Waitangi as expressed in the University's Māori Strategic Framework.

Any other aspect of the Unit considered appropriate by the Review Panel.