

Review Report

The Review Panel produces a formal report of its findings, commendations and recommendations following the Review. Once released (see below) the Report is a public document within the University and can be obtained from the Quality Advancement Unit (QAU) by any member of the University community.

Time Frame: Reports are expected from the Panel within two months of the Review and are generally released for general distribution approximately one month later.

What happens to the Review Report?

Prior to finalisation by the Panel, the Convenor forwards a copy of the Review Report to the Head of the Unit who has two weeks to check for factual inaccuracies. The Report is then sent by the Convenor to the Deputy Vice-Chancellor (Academic). The DVC (Academic) holds a Report Approval meeting and discusses the Report's key findings with the relevant Pro-Vice-Chancellor, Dean (for Health Sciences), Convenor of the Review Panel and the QAU Reviews Manager, reflecting on the Review, the Report and the outcomes. The DVC (Academic) also discusses the Report's key findings with the Vice-Chancellor as appropriate.

Time Frame: Depending on schedules, this stage can take up to several weeks.

When will the Review Report be released?

The DVC (Academic) normally authorises release of the Review Report at the conclusion of the Report Approval Meeting. QAU then distributes the Report, initially to those directly involved in the Review, then broadly across the University, as per QAU distribution procedures. Notice of the Reports release is posted on the QAU website and an all-departments email sent.

Time Frame: Distribution usually begins the day following the Report Approval Meeting.

How are the recommendations implemented?

The Review process requires two formal reports in the follow-up phase, followed by a Four Year Mid-Cycle Assessment to determine the date of the next Review. Further details relating to this process is discussed in the next section.

Prior to the status reports and immediately following receipt of the Review Report it is suggested that an "Implementation Plan" is prepared by the Head of the Unit (and/or the Pro-Vice-Chancellor or Divisional Head). This plan does not need to be submitted to QAU - it is for the unit's own use and will provide a framework for action to be taken in response to the recommendations in the Review Report. The Plan can then be updated and used as starting point for the formal status reports which must be submitted. The Plan may, for example:

- prioritise the recommendations
- identify steps to be taken on each recommendation
- delegate responsibility for action
- provide a time-line for implementation.

A guideline for the Implementation Plan is available on the QAU website.

Where recommendations are targeted to areas or individuals outside the remit of the Unit reviewed (e.g. Property Services, ITS, etc.), it is the responsibility of the Head of the Unit to liaise with the relevant parties to discuss what steps or actions are required and develop a timeframe that ensures implementation of the recommendations.

Time Frame: An Implementation Plan should be developed within a month of receipt of the Report

How is implementation monitored?

Progress towards implementation of the Review recommendations is monitored through the submission of two Status Reports to the DVC (Academic) by the PVC or Divisional Head and the Head of Unit.

The Status Report is a detailed report on the progress made towards implementation of each recommendation in the Review Report. It reports on those recommendations implemented successfully as well as those not yet implemented, and the reasons for this. The preferred reporting format is for the Head of the Unit to submit a full Status Report to their PVC or Divisional Head, and then for the PVC or Divisional Head, and Dean where appropriate, to prepare their own Report(s); all reports are then submitted to the DVC (Academic).

For those recommendations targeted to areas or individuals other than the area reviewed, such as Property Services or ITS, it is expected that the Head of Unit will contact the relevant group to obtain an update in order that they can report on progress.

Two formal reports are required during the follow-up phase:

- the first Status Report: to be submitted to the DVC (Academic) after six months; and,
- the second Status Report: to be submitted to the DVC (Academic) after 2 years.

What format should the Status Report take?

There is no standardised style for reporting on review recommendations; however, the Status Report should record action taken and outcomes to date with respect to each recommendation. It can be useful to produce this report in tabulated form in order to record who or which roles are responsible for oversight of activity related to each recommendation and the timeframe in which action is expected. If a recommendation has not been addressed or has been rejected then a brief explanation of why should be included along with a timeline for any action planned.

(See 'Tips for Status Reports' below)

When are the Status Reports due?

The First Status Report is due six months after release of the Review Report. The Second Status Report is due two years after release of the Report. Official requests for the Status Reports will be sent by the DVC (Academic) to the PVC/Divisional Head approximately six weeks prior to the due date.

What happens to the Status Report?

The DVC (Academic) responds in detail to the Status Reports and reports back to the Vice-Chancellor on progress as appropriate. The DVC (Academic) response will comment on the progress made on each recommendation and may request that further action be taken and/or that further information be supplied. A copy of the Status Report will be supplied to the Review Convenor for their information.

Conclusion of the process

The process usually concludes with the DVC (Academic) response to the Second Status Report. On occasion, further follow up may be required by the DVC (Academic) prior to final closure.

Mid-Cycle Assessment

As a consequence of the extension of the Review cycle, an additional formal report, known as the Mid-Cycle Assessment, is now required at four years. This task is undertaken by the relevant PVC/Divisional Head in consultation with the Head of Unit and reported on using the following template.

The University norm for departmental, programme, area review is once every 10 years but the University's Quality Advancement Reviews Policy allows for earlier interim and targeted reviews to be undertaken as appropriate. The primary purpose of this Mid-Cycle Assessment is to confirm the next review date for the Unit concerned.

In conducting this exercise, consideration is to be given to any outstanding recommendations and an assessment of the level of commitment to the recommendations; the current status of the area including significant changes; commentary on whether the review has added value to the department/Division; a re-evaluation of the categorisation allocated at the time of the Review Report's release (see below); and, either a recommendation for an earlier review date, a targeted topic review to address particular outstanding issues, or confirmation of the 10 year review date will be required.

Heads of Unit and PVCs/Divisional Heads are requested to complete a pre-populated template for the Mid-Cycle Assessment; this will be submitted to the Quality Advancement Committee for discussion and approval.

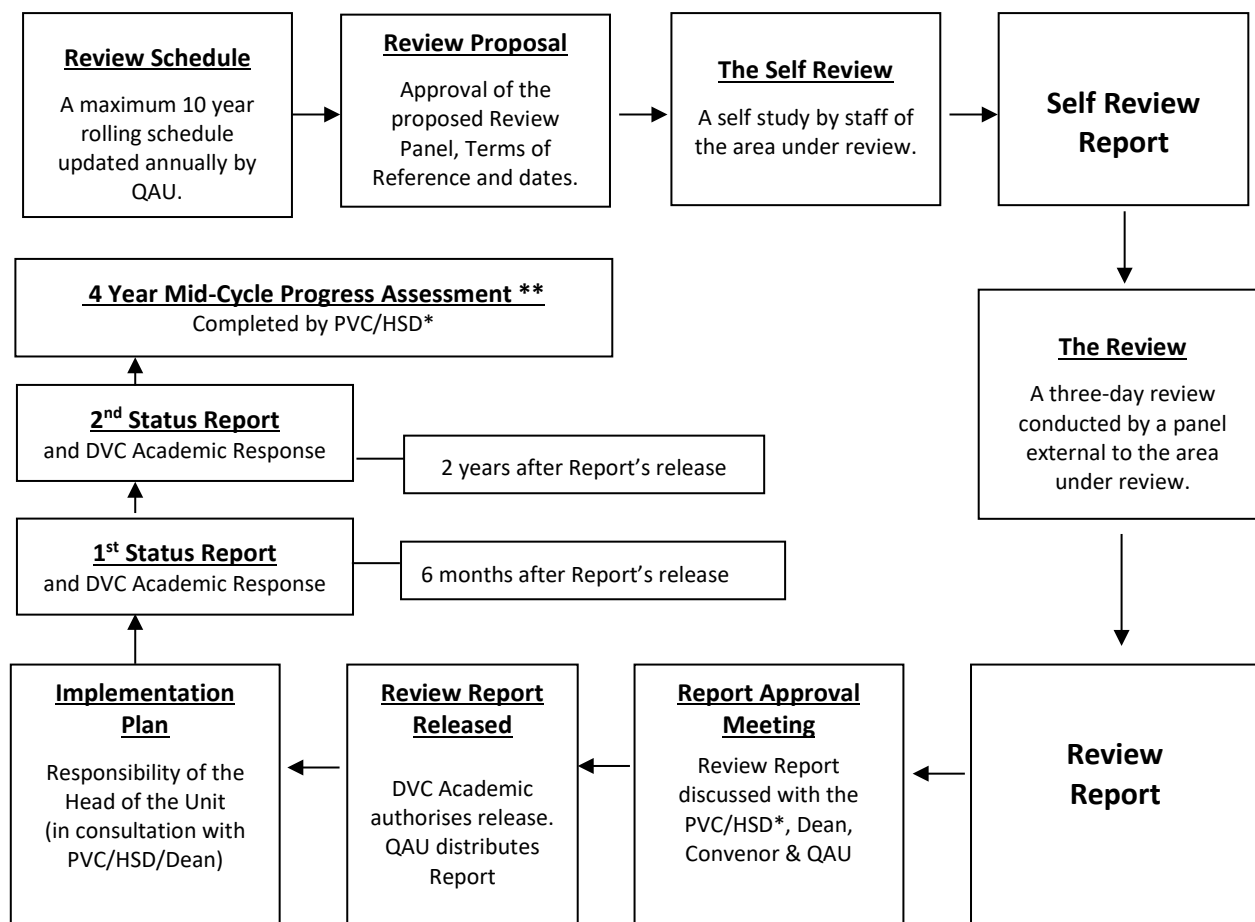
<i>Category A</i>	Business as usual, where a satisfactorily functioning department is the subject of a well-run review process. The review report comes to the conclusion that all is well, but as would be expected puts forward a number of suggestions (recommendations) for how a good department or program can become even stronger.
<i>Category B</i>	Describes an area that at the time of the review required transformation or restructuring, with those involved asking for outside assistance. These reviews may lead to substantial changes, whether to governance or teaching/research etc.
<i>Category C</i>	Refers to reviews where no major problems are expected but substantial problems emerge. Hence, the end result in the form of the review report is substantially different from what was envisaged before the review commenced, leading to recommendations for major change. Circumstances such as these cannot generally be predicted.

Further information

For further information about the internal review process please contact:

Megan Wilson, Reviews Manager at the Quality Advancement Unit
m.wilson@otago.ac.nz, ext. 6528
or consult the QAU website at www.otago.ac.nz/quality.

Overview of the Review Process



*HSD = Head of Service Division

** Submitted to Quality Advancement Committee

Tips for Status Reports

The Head prepares an "Implementation Plan" for their own use, within a month of receipt of the Review Report, to:

- prioritise the recommendations;
- identify steps to be taken on each recommendation;
- delegate responsibility for action;
- and provide a time-line for implementation.

NOTE: The Head is also responsible for following up and reporting on recommendations made external to their Unit.

QAU will request Status Reports at the 6-month and 2-year marks to monitor implementation of the recommendations.

Status Reports should include:

- detailed feedback on the progress of each recommendation, including who or what role has oversight of activity, indicative timeframe for actions;
- feedback on those recommendations successfully completed and
- the reasons/details as to why recommendations are NOT yet implemented and an indicative timeframe for action.

PVC/Dean comment is required before the Status Report is returned to QAU, and this may be embedded in the HOD’s Status Report or added in a separate document.

BE PREPARED – as the DVC Academic will comment on your progress, report to the Vice-Chancellor as necessary, and may request further action or ask for additional information.

There is no standardised format for responding to Review recommendations, however a template is available on request. Alternatively, the following examples may be considered for the Status Report structure:

1.

Recommendation written in full	6-month Status report	2-Year Status report
	Comments from HOD	Comments from HOD
	Comments from PVC	Comments from PVC
Recommendation written in full	6-month Status report	2-Year Status report
	Comments from HOD	Comments from HOD
	Comments from PVC	Comments from PVC

2.

<p>6-Month Status Report</p> <p><i>Recommendation 1:</i> cut and paste from Report</p> <p>Comments on progress PVC/Dean response</p> <p><i>Recommendation 2:</i> Cut and paste from Report</p> <p>Comments on progress PVC/Dean response</p> <p>Etc...</p> <p>2-Year Status Report</p> <p>Repeat for each Recommendation as above...</p>
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