

## Quality Enhancement and Standards Review (QESR)

### Action Plan

This action plan summarises the response from Glasgow Caledonian University to the review under the Quality Enhancement and Standards Review (QESR) method conducted by the Quality Assurance Agency for Higher Education (QAA) as part of Phase 1 of the Scottish Quality Enhancement arrangements 2022-24. The review was conducted on the 6 December 2023 and the subsequent report was [published](#) by the QAA on the 13 February 2024.

The QAA expressed confidence in the University's progress in continuing to monitor, review and enhance its higher education provision to ensure arrangements are in place for managing academic standards and the quality of our student learning experience. The QESR team identified two areas of good practice and made only one recommendation for action.

The good practice included our proactive response to the challenge of generative AI, which has become more prominent across the HE sector in recent years; and our support for mental health and our strong commitment to student wellbeing, which was positive and a reflection of our ongoing developments and enhancement activities in this area since ELIR 4.

The one recommendation was around the postgraduate research student (PGR) experience with the review team recommending we address support and expectations for PGR students to ensure consistent provision and experiences across all schools and discipline areas.

The Education Committee on behalf of Senate has primary responsibility for overseeing the actions arising from the outcomes of the QESR and progress on good practice. There continues to be close interlink with the Research Degrees Committee to promote and oversee the quality of the student experience within research programmes and where appropriate oversight by Research Committee in accordance with their respective terms of reference.

This action plan was approved by the Education Committee (1 May 2024), Research Committee (8 May 2024) and noted by Senate (5 June 2024), liaising with the Research Degrees Committee, as required.

June 2024

## Action Plan

**Recommendation: Postgraduate research students:** *Satisfaction among postgraduate research students is relatively low, particularly on the University's London campus (GCU London). This is a consequence of challenges related to tutoring responsibilities, lack of suitable study spaces and inconsistent experiences related to supervisory teams. The University should address the support for, and expectations of, postgraduate research students to ensure common levels of provision and consistency of experience within all Schools and subjects.*

Recommendation to be addressed	Planned actions	Timeline(s)	Lead/Committee(s)
Enhance our PGR students' overall satisfaction of their experience.	1. Build on the results of PRES (2023) and QESR outcomes to understand the underlying issues in the broad areas that have been identified as benefiting from enhancement at both the Glasgow and London campuses. The aim is to develop targeted interventions that can successfully address the causes. Themes identified include: research culture; our students' sense of community; health and wellbeing support for our PGR students; and consistency of experience and provision across Schools, subjects and campuses.	April – September 2024  Implementation of recommendations: from September 2024.	Research Degrees Committee
	2. Director of the Graduate School to facilitate meetings with key stakeholders in Schools, GCU London, Professional Services and the Students' Association using PRES results and QESR recommendations as a basis for discussion to identify recommendations for action.		Director of Graduate School
	3. A recommended action plan, with deliverables for consideration by University Executive Group.		Director of Graduate School
	4. An oversight group with cross University representation, including from the Student Association, will be set up to provide direction and guidance on delivering the action plan.		PVC Research
Address challenges related to tutoring responsibilities.	5. Convene a task and finish group to produce guidelines on appropriate teaching responsibilities for postgraduate research students who teach (who are not academic staff members). Group membership will include representation from: the Graduate School, ADSL, Academic Schools/GCU London, People Services, QAE and Students' Association.	April – September 2024	Research Degrees Committee

<b>Recommendation to be addressed</b>	<b>Planned actions</b>	<b>Timeline(s)</b>	<b>Lead/Committee(s)</b>
Enhance the provision of suitable spaces for our PGR students.	6. Monitor the new study spaces created at GCU London now accessible to PGR students and continue to seek feedback from GCU London Student Council.	New spaces created February 2024	Director of GCU London
	7. Undertake a review of current study space for PGR students in Glasgow with a view to developing a business case for future investment and enhancement of the PGR student physical environment.	By December 2024	Director of the Graduate School
Enhance the consistency of support to our PGR students.	8. Director of Graduate School to review existing support for PGR Supervisors, and identify areas for enhancement and implementation from 2024-25.	April – September 2024	Research Degrees Committee