

# EXTERNAL REFERENCING OF STANDARDS (E.R.O.S.) PROJECT

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# TEAM

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# BACKGROUND

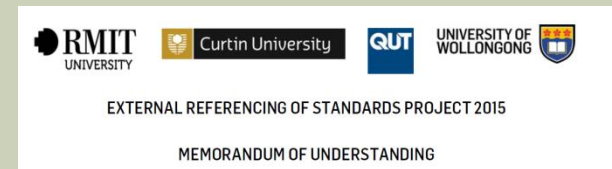
- TEQSA standards require external referencing and benchmarking activities to evidence quality assurance and quality enhancement - HES Framework.
- Influence of league tables ranking universities
- Focus on quality of university programs nationally through several OLT funded projects (Kerri-Lee Krause 2014)
- Initiatives already underway in the Group of Eight Verification ( QVS)and Innovative Research Universities (e.g Dr Sara Booth UTAZ)
- Current work is a collaboration between RMIT, Curtin University, QUT, and the University of Wollongong to establish a external referencing process.



# THE PROCESS

## ■ Design Stage

- Several face-to-face & online meetings of key stakeholders to establish the process.
- Timeline & milestones
- Referencing Framework (reviewers & reviewees)
- Supporting Documentation (e.g. sampling work, glossary)



## ■ Implementation Stage

- Memorandum of understanding
- Institutional Stakeholder engagement strategy (Call for E.O.I)
- “Matchmaking” – triangulation of programs
- Referencing of standards and reporting



## ■ Evaluation and Review Stage

# TRIANGULATION

- Pilot Phase - validating our process of external referencing
- Assessments that assure PLO's (avoiding capstones)
- Spring Session 2015 (300 or 400 level units)
- Program Matching: Nursing, Education, Marketing, Psychology, and Nutrition.
- Sharing of unit outlines and initial staff meeting to check matching and expertise.
- Assembling Assessment Pack & Collecting student work at various grade boundaries.
- Completing draft frameworks, sharing of information, online discussions, finalisation of reports.

## External Referencing of Standards (EROS) project



The information on this form may be published by the requesting University.

Date:

### Details of institution requesting the external referencing report

|                               |                                 |
|-------------------------------|---------------------------------|
| Contact Name:                 | Josephine Ryan, RMIT University |
| College/Faculty:              | DSC                             |
| Discipline/Professional area: | Media and Communication         |
| Area of expertise:            | Communication Design            |

## Checklist for the university requesting the external referencing

The requesting university will provide the reviewer with the following information:

### General points

- Program structure for the unit being reviewed
- List of Program Learning Outcomes (PLOs)
- Specific PLOs relevant to the Unit being reviewed.

### Unit

- Unit outline
- Unit Learning Outcomes (ULOs)
- Other unit learning guides that may be provided to students.



# INSIGHTS

- Shared Language
  - Glossary
  - Guides
- Sharing of student work
  - Redaction
  - Non Simple
- Communication
  - Triad Coordination
  - Centralised management
  - Data collection for evaluation



## External Referencing of Standards (EROS) project

### Selection of student work examples:

#### Example 1

University X has five grade bands within their institution, as follows:

|                  |        |
|------------------|--------|
| High Distinction | 80-100 |
| Distinction      | 70-79  |
| Credit           | 60-69  |
| Pass             | 50-59  |
| Fall             | 0-49   |

Unit X1 has the following distribution of marks for the final assessments:

| Student | Mark | Grade Band |
|---------|------|------------|
| 1       | 14   | Fall       |
| 2       | 23   | Fall       |
| 3       | 40   | Fall       |
| 4       | 43   | Fall       |
| 5       | 45   | Fall       |
| 6       | 50   | Pass       |
| 7       | 52   | Pass       |
| 8       | 55   | Pass       |

#### Example 2

University Y also has five grade bands, but with different boundaries compared with University X:

|                  |        |
|------------------|--------|
| High Distinction | 85-100 |
| Distinction      | 75-84  |
| Credit           | 65-74  |
| Pass             | 50-64  |
| Fall             | 0-49   |

Unit Y1 has the following distribution of marks for the final assessments:

| Student | Percent | Grade Band |
|---------|---------|------------|
| 1       | 29      | Fall       |
| 2       | 32      | Fall       |
| 3       | 36      | Fall       |
| 4       | 50      | Pass       |
| 5       | 53      | Pass       |
| 6       | 55      | Pass       |
| 7       | 58      | Pass       |
| 8       | 59      | Pass       |
| 9       | 60      | Pass       |
| 10      | 63      | Pass       |

**A** Great insight on this book report! Good integration of themes from the book. See the notes throughout the document.

Studying history teaches us of the past and prepares us for the future. In the book *Soldier's heart* by Gary Paulsen, I learned about young soldiers in between battles. I learned if a soldier gets shot in the arm or leg they amputated it so they were in great pain the whole time. The main character was a fifteen year old boy named Charley, he was from Minnesota. He was wanted to go and fight but that soon changed because he soon became very being killed. But most of all, I learned to never get into something you don't

**Fred B...**

**Key:**  
**Program:** Program / Course (collection of units of study leading to an award or qualification)  
**Unit:** Unit / Subject / Course (individual unit of study)

# EVALUATION METHODOLOGY

- Evaluation methodology is divided into two parts:
  - Evaluation of the academic methodology for QA & QE
  - Templates to track the time input of staff undertaking the external reference work

**PART B: Section 1** | Response of the requesting University to the external referencing report on the program *(to be completed by the Program Coordinator/Manager)*

| Priorities for implementation from the review | What are the anticipated enhancements to the quality of the program and learning experience of students? | Date for completion | Responsibility |
|---|--|---------------------|----------------|
|   |  |                     |                |

## External Referencing of Standards (EROS) project

### Template 1

Tracking time input - University Requesting the External Referencing

Program Name:

Unit Name:

Name of staff member:

| Task   | Hours | Comments  |
|--|-------|---|
| Please indicate the amount of time you spent on the activities detailed below  |       | Please include comments you wish to make against these items  |
| <b>Time related to:</b>  |       |   |
| 1. Preparation of documentation for review (program guides, program structure and unit guides) to send to reviewers in triangulation process |       |   |
| 2. Selection and de-identification of samples of student work  |       |   |
| 3. Initial introductory communication between collaborating universities in the triangulation process  |       |   |
| 4. Communication to discuss and clarify aspects of the information provided to reviewers in the triangulation process                        |       |   |
| #5. Additional preparation of information and resources not available in the program and unit information (excluding item 2 above)           |       | <i>Note: this is about whether staff are able to draw upon existing program and unit documentation or had to go to additional</i> |

# PROCESS EVALUATION

- Important to establish the cost of the process and hence efficiency and sustainability?
- Universities participating in the pilot have a total number of programs ranging between 250 and 500.
- We have agreed to an honorarium of \$600 per program review to help establish and evaluate the process.
- However, then it would become “business as usual” and be rolled into workload; for a University reviewing 50 programs per year this would have costs.



# SCALE OF ACTIVITY NATIONALLY

- My University web site shows there are ~7000 U/G programs, and ~7000 P/G
- This indicates the scale of activity nationally and the amount of work required.
- Even with the most efficient process it will be a substantial undertaking.
- How will the various initiatives like EROS and those past and future be integrated together and built upon?

# QUESTIONS

- *We must do the works of Eros, when Eros is not present.... And all good people know that this programme, modest as it sounds, will not be carried out except by humility, charity and divine grace; C.S. Lewis 1960*

