

NYU London Action Plan in response to QAA HER (Foreign Providers) May 2016

NYU London's programme was reviewed by QAA under the arrangements of the HER (Foreign Providers) framework in May 2016. We were delighted to receive positive outcomes, with all judgements meeting UK expectations, building on the RSEO reports 2012-2014 - <http://www.qaa.ac.uk/reviews-and-reports/provider?UKPRN=32892#.V-PtnTUXd-8>

Below is the Action Plan we have established for addressing the findings and recommendation made in the May 2016 report and which will continue the development and improve further the provision of Higher Education at our site.

	Findings/Areas for development	Actions to be Taken	Completion date	Action by	Success Indicators	Progress
	Good practice					
1	Auditioning and selection procedures for NYUTL students are meticulous, constructive and systematically matched against conservatoire programme requirements (Expectation B2)	Following thorough review of written applications continue good practice of NYU Tisch School of the Arts (TSOA) and NYUL holding personal auditions of students.	Each semester	Directors of NYUL and TSOA faculty and staff, as appropriate	Course assessment outcomes; performance reviews	
2	Internships are carefully and thoughtfully managed, and offer students a work experience that is aligned with their academic studies, and which they greatly value (Expectation B4)	Build on good practice. NYUL plans to continue the close, triangular relationship between the site, NYU Global Programs office and internship provider EUSA. NYU will continue to use the established rubric for reviewing applications for this programme. Student applicants to the programme will be selected carefully and EUSA staff will work with individuals directly to ensure suitable matches with internship sites. NYUL staff will liaise closely with EUSA staff during the placement process and	Each semester	Senior Programme Manager, NYUL Academic Affairs	EUSA mid semester and end of semester evaluations; programme and course evaluations	

		monitoring student progress.				
3	The extensive and effective academic and personal support provided by staff and appointed student officers assures and enhances the student experience (Expectation B4)	Build on good practice. NYUL and NYUTL staff will remain active and available to students accepted into the programmes from pre-arrival to departure. Extensive work will continue to be carried out in liaison with colleagues at the degree awarding sites to prepare students as thoroughly as possible for studying in London and provide continual academic and personal support whilst on site. Staff will continue to review the support provided to ensure it is of a high standard and to make any necessary adjustments or improvements	Ongoing; regular reviews by departments and in light of programme evaluations	Assistant Director, Student Life; Assistant Director, Academic Affairs; Director, NYUTL; Clinical Psychologist/Wellness Counsellor	Course and programme evaluations	
Recommendations						
4	Ensure that all teaching faculty make consistent and effective use of the virtual learning environment as a teaching and learning tool (Expectation B3)	Introduction to NYU Classes (VLE) at new faculty induction; ensure all faculty, undergraduate and postgraduate, can access VLE; training for faculty available on individual and group basis; targeted information and training on-site and online; monitoring of usage	Spring semester 2017	Academic Director; Assistant Director, Academic Affairs; Director, NYUTL; Graduate Programme Coordinator	Monitoring usage; faculty meetings; course evaluations	
Areas for development						
5	Expanding provision for student representation (Expectation B5)	Partner more closely with Student Senators Council (SSC) and coordinate with other student representatives e.g. site ambassadors; LSSC	Fall semester 2016	Senior Programme Manager, Student Life	Meeting minutes; programme evaluations	
6	Improve and make more readily and centrally	Create NYUL mini-guide(s) to distribute physically and	Fall semester 2016	Student Life department	Programme evaluations	

	available key information about the programme in an easy portable format (Expectation C)	electronically at key moments in the semester.				
7	Improve system of recording and monitoring student absences from class (Expectation B4)	Introduce online system available to all faculty in classrooms and accessible remotely	Fall 2016	Assistant Director, Academic Affairs	Faculty meetings; regular monitoring by Academics staff	
8	Extended use of formalised, minuted meetings (Expectation B4)	MA faculty meetings to be regular, agenda led and minuted; new Student Leadership Team meetings to be minuted	Fall 2016	Graduate Programme Coordinator; Senior Programme Manager, Student Life	MA faculty meeting minutes; minutes from Student Leadership Team	
9	Faculty reviews (Expectation B3)	Develop more fully a system to support faculty through performance reviews working closely with sponsoring departments	Summer 2017	Academic Director; Director; Assistant Director, Academic Affairs; Academic Director	Faculty meetings; course evaluations	
10	Revision of orientation programme (Expectation B5)	Review all aspects of orientation and to make recommendations to ensure the activities cover all essential elements of student academics and living but in formats that are accessible and have maximum impact	January 2017	Academic Director; Assistant Directors, Student Life and Academic Affairs	Programme evaluations; dedicated orientation evaluation	
11	Upgrading of classroom technology (Expectation B3)	Continue to monitor and if necessary upgrade connectivity in classrooms to facilitate lecturer access to teaching technology	Ongoing	Manager, Technical Services; Assistant Director, Academic Affairs	Senior management meetings; faculty meetings; course evaluations	
12	Diversity and Inclusion Awareness and Action (Expectation B4)	Site wide developments to enact university drive to increase awareness of diversity and inclusion, reflect our commitment, and how to address	Ongoing	Director; Academic Director; Associate Director; all directorial and managerial staff	Programme evaluations; faculty and staff meetings	

		associated issues. Action aimed at staff, faculty and students				
13	Affordability (Expectation B4)	Action to be taken to help to make the NYUL experience as affordable as possible for students through direct and indirect processes	Ongoing	All staff	Budget monitoring; programme evaluations	
14	Mental Health Awareness training for staff (Expectation B4)	Appropriate, targeted workshops; on-site and off-site training for student facing staff and relevant outsourced workforce	Summer 2017	Clinical Psychologist and Wellness Counsellor; Assistant Director, Student Life	Department meetings; staff meetings; programme evaluations	
15	New professional qualification for NYUTL students taking <i>Shakespeare in performance</i> course (Expectation B4)	Relationship initiated with British Academy of Stage and Screen combat so that students are eligible for tests to acquire professional qualifications that are portable to USA	Fall 2016	Academic Director; Director, NYUTL	Awards of qualifications	