

## Student Reviewer Training

### Sample Quality Review Practice Two

#### **PROFESSIONAL SERVICES UNIT SER ANALYSIS**

*You are a Student Reviewer within a Quality Peer Review Panel for a Professional Services (PS) unit of the university. Student reviewers usually receive a copy of the unit's Self-Evaluation Report (SER henceforth) a few weeks before the site visit (SV, henceforth).*

*As a Panel member, you are required to critically read the SER to prepare for the Unit's Site Visit. In fact, at the first meeting, all Panel members are expected to share their main observations arising from their individual reading of the SER.*

*However, for this exercise, you have been given only three short extracts from three different and anonymised SERs, which were submitted by three UCC PS Units in the past, as part of their quality review processes.*

#### **TASK**

In preparation for the group discussion at Student Reviewer training, read and reflect on each of the given SER's excerpts, using the questions below as prompts. Please write down your points for each of the prompting questions for each excerpt.

- In your opinion, what are the main points of consideration from a student perspective arising from this excerpt? (think of three and write them down)
- As a Student Reviewer, what questions/requests for clarifications would you ask the unit's staff during the site visit on the basis of your reading of this SER's excerpt? (Think of three and write them down)
- What should a unit's vision, mission, principles and practices align with? (Applicable only to Excerpt 1)

- **Professional Services Unit Self-Evaluation Report: Excerpt 1**

#### ***Mission Statement and guiding principles***

In common with its parent organisation, University College Cork, the Unit has both a cultural and an educational purpose. Its core mission is to promote the exploration, understanding and enjoyment of art

for all ages and abilities. The current mission statement and guiding principles are currently under review as part of the strategic planning process for 2018-2022.

### ***Mission Statement***

TO RESEARCH AND EDUCATE THROUGH THE ARTS

### ***Statement of purpose***

The Unit enhances the cultural and intellectual life of the university community and the wider region through the exhibition and interpretation of art. It identifies with the educational mission of the University and supports the objectives outlined in UCC's Strategic Plan. It actively engages student participation in its programmes and provides a significant resource for the teaching and research of visual culture on campus. It aims to be accessible to all and an integral part of public cultural provision both nationally and in the region.

### ***Outline of guiding principles***

#### *Cultural provision*

- The Unit will link the educational mission of the University and the cultural life of the region in a dynamic civic space. It will enrich the cultural infrastructure and historical environment of the University for visitors to the campus.
- The Unit will present quality artworks and exhibitions to the highest professional standards and create a forum that facilitates the exploration of the social and cultural contexts in which art is made. It will found its exhibition programme on the principle of academic freedom and thus penetrate and explore all aspects of visual culture without hindrance. It will display a range of innovative and intellectually stimulating exhibitions and encourage the scholarly investigation of visual culture from national and international sources.
- It will exhibit, interpret and develop the University Collection for the enjoyment of the public and as a significant resource for teaching and research.
- It will act as a catalyst for the critical evaluation of visual art and new publications on visual culture. It will inspire and facilitate the creation of art in the region.

#### *Education*

- The Unit will enable students and University staff to access all areas of visual art and foster an understanding of visual culture in tomorrow's decision-makers.
- It will represent the excellence associated with the University and complement its achievements in all areas of intellectual endeavour. It will facilitate interdisciplinary exchange between visual art and other areas of expertise within the university community.
- It will support academic curricula and contribute to the instruction of visual culture on campus. It will provide professional training opportunities and practical curatorial experience for UCC students.

Outreach

- The Unit will encourage the wider public to participate in its activities and introduce local communities and potential students to the university. It will develop educational, civic and business links at a local, regional and international level and create partnerships with leading national and international cultural institutions.

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- **Professional Services Unit Self Evaluation Report: Excerpt 2**

***Communication with Users***

The Office is in regular communication with our colleagues across the University, in particular, OCLA, the Deputy President & Registrar’s Office, Finance Office, Information Services, Health & Safety Office and HR. The Unit’s remit requires engagement with a wide variety of stakeholders which includes the Students Union, UCC subsidiaries, Senior Management staff and the President. The staff participate on numerous committees across the University as outlined in Appendix A. The Director attends UMTO and the Finance Committee with regard to the Capital Programme as required. In addition, the Director presents annually to Governing Body and is a member of the University Risk Committee and Emergency Management Team. With regard to all projects, communication with stakeholders takes place in the early stages of project development and continues right throughout the lifecycle of a project.

The Unit’s Helpdesk receives approximately 10,000 calls per annum from users across the University. This communication channel is the mechanism for users to engage with the Office to report any issues that arise. We are currently putting a system in place that will enable users to provide us with feedback once a job has been completed. This will hopefully generate an opportunity for us to measure the services within this area and it is current practice in NUIG.

Many of our staff are in front-faced roles that require engagement with staff, students and visitors on a daily basis.

Communication with our users is also made through social media platforms and Newsletters.

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- **PS Unit Professional Services Unit Self Evaluation Report: Excerpt 3**

**External Links/Community Engagement**

The Department engages with the wider community (...). A new candidate brief was launched in November 2021. This has been designed to create content that communicates who we are as an employer and contains real-time relevant information for any potential new hire. We are also engaging with social media and advertising platforms showcasing UCC (...) and Cork as a great place to live and work.

Contained within our candidate brief is a new Equality Statement. We encourage applications from everybody, regardless of age, care-giving status, disability, ethnicity, gender and/or gender identity or

expression status, nationality, marital status/civil partnership, pregnancy and maternity, race, religion/creed, and/or sexual orientation. We are committed to supporting all staff through flexible working schemes, family-friendly policies, training and development, and staff networks. We value the enrichment that comes from a diverse community and seek to promote equality, prevent discrimination and protect the human rights of each individual in line with equality legislation.

We would consider participating in Community Week with UCC Civic & Community Engagement and EDI to promote UCC as a place to work with the wider community.

The Unit (...) maintains engagement with the retired staff community through our involvement with the (...) Association providing support (financial and administrative) to the Association.

The Unit (...) has engaged with CUBS students of the MSc XXX programme for the last two years. This involves Applied Research Projects (ARP), a collaboration with XXX students, which was a very positive endeavor whereby the students conducted research projects on relevant issues, providing their thesis to the Department on completion covering topics such as induction; male participation in training programmes; and experiences of coaching.

The Department also provides hourly occasional work to students (aka student help) every year and in fact students have become staff members.

(...)

The Unit's Staff have availed of opportunities in the past for Erasmus+ (the European education programme that promotes exchanges between students, teaching staff and administrative staff throughout participating countries) and this should be further promoted to aid staff learning and development now that travel restrictions are lifted.