



Recognition Scheme for Educational Oversight: report of the monitoring visit of NYU in London, March 2023

Outcome of the monitoring visit

1 From the evidence provided in the annual return and at the monitoring visit, the review team concludes that NYU in London (NYUL) is making acceptable progress since the [March 2022 monitoring report](#).

Changes since the last QAA monitoring visit

2 The total number of students has returned to pre-pandemic levels of 831 enrolments compared with 835 in 2019-20. The intermediate years had been reduced to 504 and 76 enrolments respectively. In the autumn cohort there were 95 first-year students and of those 30 were in the First-Year London programme and 63 were in the Liberal Studies first-year. There were 24 students on the summer 2022 programme and NYUL anticipate that summer 2023 will have slightly more at 35 students. During the current semester, there are 491 students enrolled on the Level 6 NYUL Study Away programme and nine students enrolled on the NYU MA in Historical and Sustainable Architecture.

3 There has been a change of Executive Director on 1 January 2023 and other senior management roles have new incumbents - for example, Academic Director, Site Director, Associate Director of Administration, Human Resources Manager, Assistant Directors of both Academic Affairs and Student Affairs. There are two full-time and 86 part-time academic staff, plus 29 full-time, two part-time and four temporary administrative staff. There has been a change of staffing structure from 1 January 2023 with new roles and positions created.

Findings from the monitoring visit

4 NYUL continues to make acceptable progress in monitoring, evaluating and enhancing its higher education provision. The review team considered the Annual Monitoring Form which contained actions developed since QAA's March 2022 annual monitoring report and originally developed in response to QAA's Higher Education Review (Foreign Providers) (HER(FP)) in March 2021. The review team also considered supporting evidence, supplementary evidence sent prior to the monitoring visit, and discussions held with students, senior management and academic staff at the visit. From evidence provided, the conclusions are that NYUL continues to make progress in engaging with quality and standards and is effective in addressing actions set at QAA's HER(FP) in March 2021. For future reference, NYUL anticipates a full evaluation of its action plan in time for the next QAA cycle in 2023-24.

5 The 2022 review team reported on progress with two desirable recommendations from the previous report of March 2021. The first recommendation was that 'London partnership contracts are renegotiated and resumed as a matter of urgency', and that 'the formal agreements should set out the rights and obligations of all parties and should be monitored and reviewed on a regular basis'. The second was that 'assessment feedback for all students is comprehensive, helpful and timely'. The 2022 review team concluded that the established action plan was effective in addressing these recommendations. Partnership

contracts had been renegotiated and processes had been introduced to ensure more helpful and timely feedback on assessed work. The 2023 review team investigated developments since the 2022 review and confirm that NYUL is continuing to engage with the recommendation.

6 Actions which relate to the first desirable recommendation, continue. New partnerships are being negotiated and contracts reviewed, which NYUL views as necessary if it is to increase student numbers and courses. Arrangements with partners relate to the provision of library resources, internships, courses and laboratory facilities. NYUL and Senate House Library have extended their contract for the provision of library services. The agreement is set to be reviewed in spring 2023. Internship agreements with European Study Abroad (EUSA), which date back to 2012, were being reviewed semesterly during the pandemic and are currently extended through to December 2023. NYUL has comprehensive agreements in place with the Royal Academy of Dramatic Art (RADA) and the National Film and Television School (NFTS) for the delivery of specialised courses. Laboratory space for courses relating to Physics and Biology is provided through agreements with Birkbeck University, which continue to store NYUL's physics equipment. NYUL is in the process of identifying suitable laboratory space for courses relating to Chemistry as part of the University's commitment to STEM subjects. It is also planning to move to new premises to allow for growth.

7 With reference to the second desirable recommendation, the review team confirm that assessment feedback is comprehensive, helpful and timely. Following a model of continual assessment, students receive feedback on multiple pieces of work across each course and receive at least one piece of summative assessment by week 7. The week 7 assessment provides a mid-term grade that allows students to review their own performance and for faculty advisers to identify and support students who may be struggling or failing to meet assessment deadlines. The Senior Faculty Advisor supports the faculty in this process and gives advice, especially to new faculty staff. Students have an opportunity to discuss assessment with faculty and, if struggling, consider withdrawal from the course. Students that the review team met confirm that faculty are approachable if they require further assessment feedback and that they have the opportunity to book appointments with their teachers. Students also state that the assessment structure is made clear to them at the beginning of their course and confirm the regularity and usefulness of assessment feedback, stating it to be comprehensive and fair.

8 Since the 2022 annual monitoring review, NYUL has introduced many new courses and 14 new faculty staff. The introduction of new faculty staff is a result of the new courses as well as staff turnover and increased student numbers. The review team explored the established structures to support new courses and faculty staff, and concluded that they are sufficient to ensure that quality and standards are maintained. New courses and faculty staff require approval by sponsoring departments at NYU. With respect to new faculty, an in-person induction is provided that includes training on the virtual learning environment and guidance provided by NYUL and through the Academic Office, including on matters such as quality of assessment feedback. The new faculty that the review team met found the induction to be valuable and confirm correspondence with appropriate points of contact at NYUL. For new faculty staff and new courses, students are given the opportunity to articulate opinions on what is working well and what is not working well through anonymised mid-term surveys. Students that the review team met provided an example of concern they expressed over a teacher's style of teaching which led to positive adjustments. Senior managers are aware that the recruitment of large numbers of new faculty may become a common feature at NYUL so are consequently considering enhanced ways to support new staff.

9 A related theme that the review team explored was the extent and value of student feedback. The review team concludes that NYUL provides effective channels for students to articulate concerns and ideas, and that NYUL is receptive to the student feedback received. In addition to the mid-term surveys, course evaluations are systematically reviewed. Faculty staff that the review team met expressed the importance of the evaluations to support them tailor their delivery to the students' needs. Students complete a pre-departure survey before they arrive in London and they are also able to articulate opinions about their full experience in London through an Experience Survey. The Experience Survey provides a comprehensive and comparative survey of the student experience which includes matters relating to premises, accommodation and the overall learning experience. On the master's programmes, the Academic Director in New York visits each semester providing all graduate students with the opportunity to provide feedback. Recent issues raised by students highlight their preference for greater emphasis on sustainability which has led to course changes.

10 There is no data on student performance and progression for a US study abroad programme in which students are integrated into the NYUL system. Nevertheless, performance indicators highlight the value to students of studying a year abroad. To evaluate the success of an international study experience on student outcomes, NYUL participates in the Consortium for Analysis of Student Success through International Education (CASSIE). Research by CASSIE shows that, across all participating institutions, students who have studied abroad are significantly more likely to complete their studies earlier and have a higher cumulative grade point average (GPA) compared to those who do not study abroad. These same patterns are identified at NYUL. Research indicates that students who have studied at NYUL are more likely to complete their studies when compared to those who have not studied abroad. They are also more likely to have completed their studies faster. Performance data is consistently good as an average across both undergraduate and postgraduate students. Undergraduate students are achieving an average GPA of higher than 3.5 across all periods of study over the previous two years. Postgraduate students are achieving a higher GPA across a smaller cohort, from which 14 students graduated in 2022.

Progress in working with the external reference points to meet UK expectations for higher education

11 The documentation provided by NYUL does not reference the UK Quality Code for Higher Education (the Quality Code) although the HER(FP) in March 2021 highlighted that policies, procedures and practices do align with the Quality Code. Senior staff confirm that the main external reference point for NYUL continues to be New York University (NYU) which is accredited in the USA by the Middle States Commission on Higher Education. NYUL is required to meet the standards set by NYU and comply to the policies and procedures of the Office of Global Programmes.

12 NYU's sponsoring departments provide direct oversight of the employment and support of new faculty staff, the introduction of new courses and the approval of course syllabi at the beginning of each term. Sponsoring departments approve marking and grading criteria which are set out in the individual syllabi and have an opportunity to review grades to ensure congruity. Faculty staff subsequently design and mark the assessment items. The review team notes that double-marking is not required except in grade dispute cases. Rather, grading standards are discussed at faculty meetings, and reviewed by the Academic Office.

Background to the monitoring visit

13 The monitoring visit serves as a short check on the provider's continuing management of academic standards and quality of provision. It focuses on progress since the previous review. In addition, it provides an opportunity for QAA to advise the provider of

any matters that have the potential to be of particular interest in the next monitoring visit or review.

14 The monitoring visit was carried out by Richard Samuels, Reviewer, and Kevin Kendall, QAA Officer, on 30 March 2023.

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