

# Bespoke services case study: University of Exeter

In early 2018, QAA worked with the University of Exeter to review the University's programme and module approval and amendment processes, providing a report with recommendations for change and development. The University acknowledged that these processes, as an essential part of the University's internal quality assurance and enhancement systems, needed to be streamlined with more efficient use of data in order to provide more comprehensive and timely information to a wider audience.

Around 65 members of staff from the academic and professional services and Students' Union worked with QAA as part of the discovery stage, participating in focus groups to highlight key institutional challenges and giving air time to stakeholders from across the University.

The project resulted in a report that provided several recommendations, including the streamlining and simplification of business and academic approval processes, and the standardisation of data. It presented a cost/benefit and risk analysis for each recommendation along with sector benchmarking and examples of practice for consideration. The outcomes will be incorporated into a broader University project looking at process redesign, updates to policy and the teaching quality assurance manual, and will be built into the requirements specification for the procurement of a new online system for all programme and module information.

The University of Exeter found the process to be a positive and beneficial experience, working with higher education experts from QAA to formulate and create a roadmap for future development. On the back of the positive experience, the University is once again collaborating with QAA to review other strategic functions within their quality assurance framework.

“ I would definitely recommend the service to others, and would suggest QAA are uniquely placed to help specifically with things around quality assurance given their history. I found the people I dealt with to be very knowledgeable and professional in their approach. ”

**Roni Roberts, Head of Teaching Quality Assurance and Enhancement**

“ The exercise with QAA was really positive. Data nowadays drives everything we do, and is at the centre of everything we do, so bringing in QAA to help the University use and define data differently was a really beneficial process. ”

**Dr Andy Robinson, Taught Programme Support Manager**