



# Creating Time for Quality

**Improving the academic experience**

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# Sharing our story

The context  
Our journey  
Lessons learned



***People** are the ones who make up an organization and it is they who are the real source of and vehicle for change. (Smith, 2005 as cited in Ozsoy, 2012)*

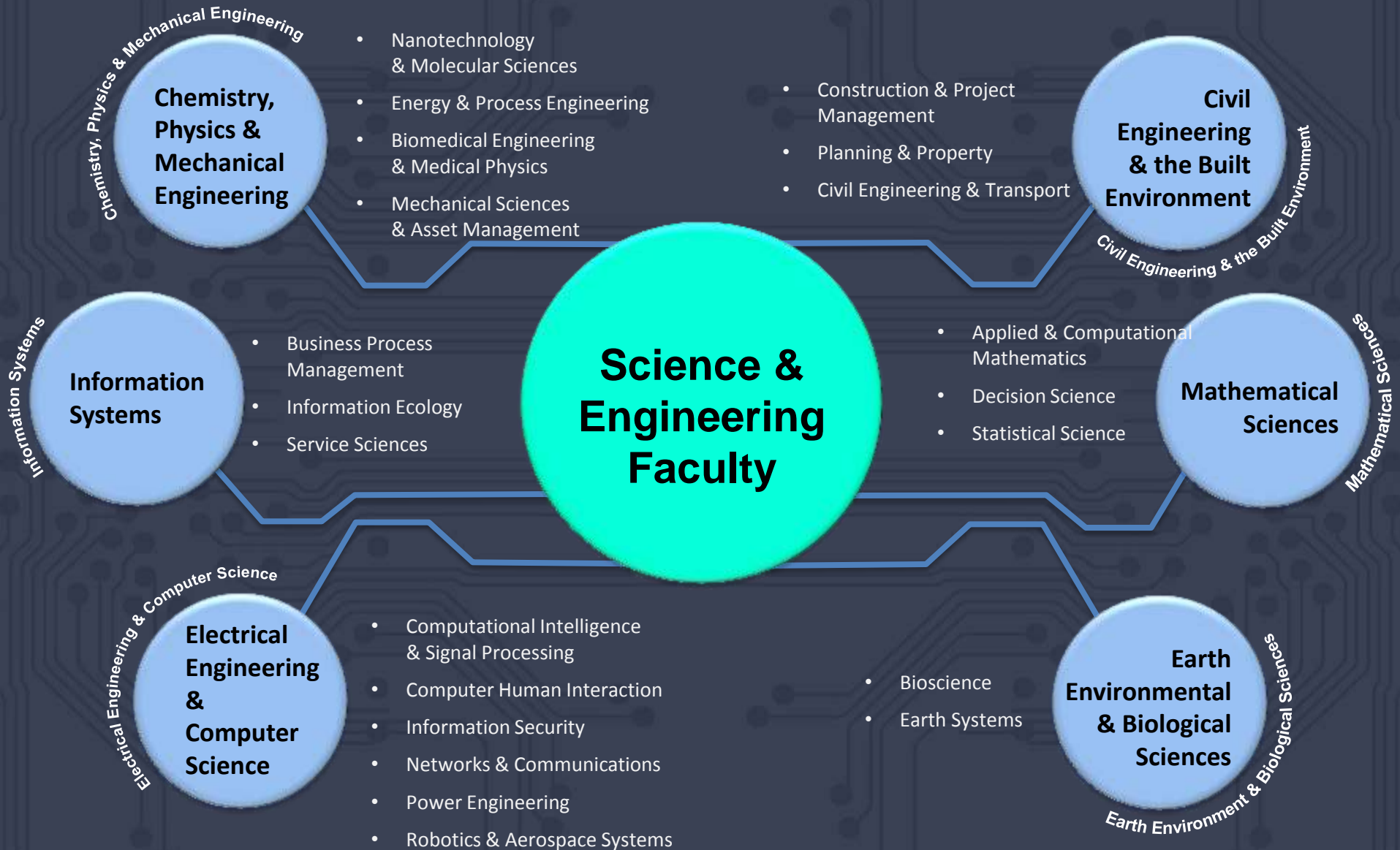


# The Context? **Institutional restructure**

- **400 Staff**
- **9000 Students**
- **\$190m Revenue** (teaching and research)
- **1000 HDR's**
- **8 Buildings**



# The Context? A very different discipline mix



## The Context? A familiar Story

- More students
- New courses
- Ambitions for growth
- Less staff
- Transformed pedagogy
- Tightened budgets
- Increased compliance





# Our Journey: **Picking our targets**

## **BPI Project**

### **Course Management**

Planning our offerings

## **Product Value \$**

\$136m (gross from CSP, FPDom, FPOS)

### **Travel**

Planning and approval

\$3.1m (2012)

### **Research**

Grant application

\$48.7m target

### **CPE**

Starting a new course

\$1.9m (2012 est)

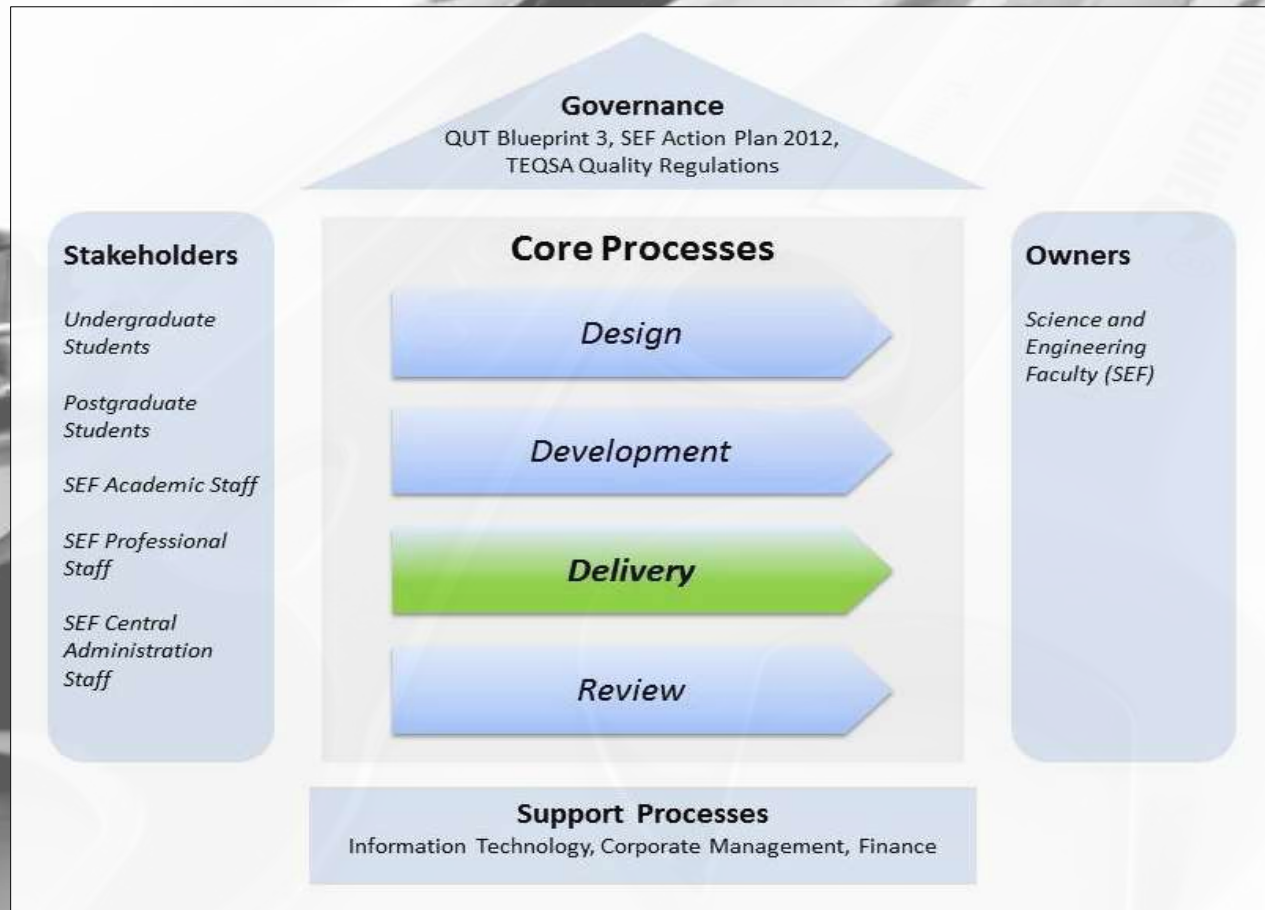
# Our Journey: **new Vision for Course Management**

Creating time and **transforming**  
**the academic experience** of  
course management to one of  
**quality improvement** and  
academic excellence

Enabled by **effortless processes**  
and compliance

# Our Journey: **taming the tools**

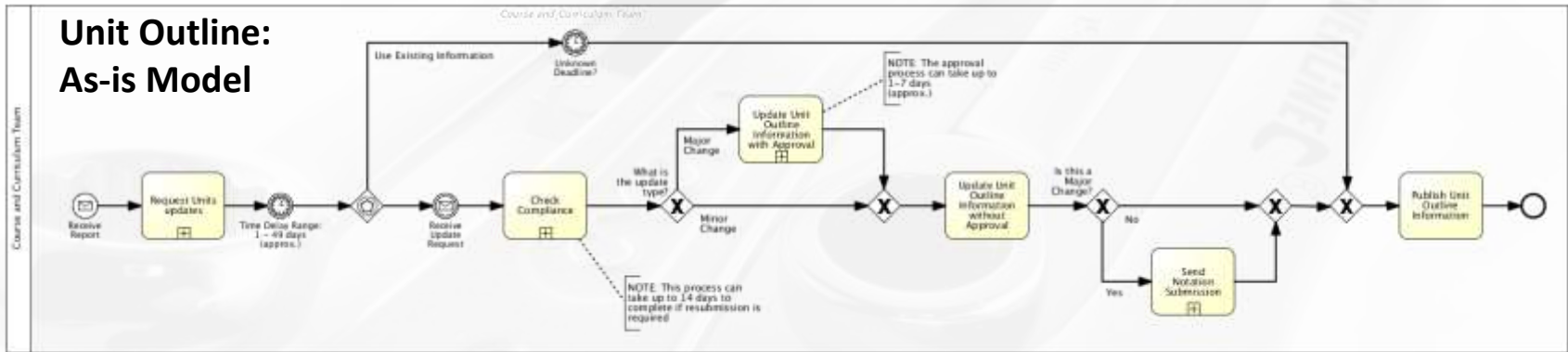
## The Process Architecture



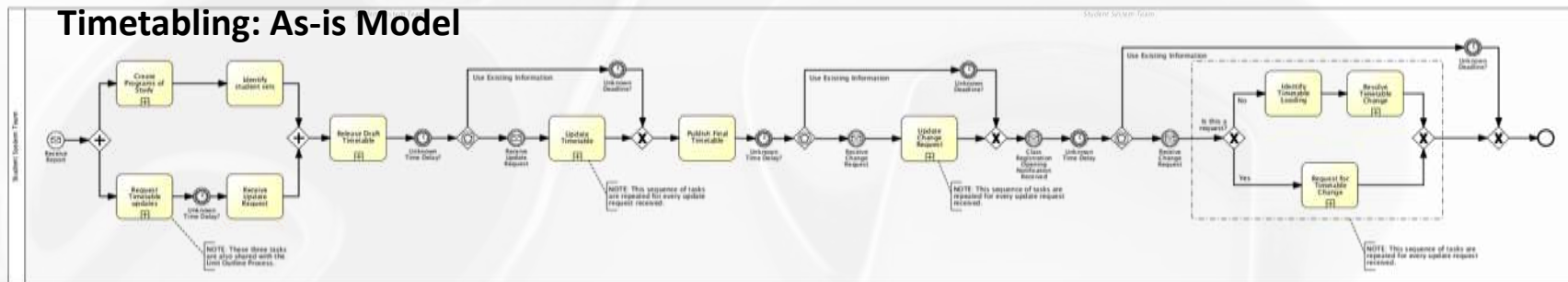


# Our Journey: taming the tools

## Unit Outline: As-is Model



## Timetabling: As-is Model

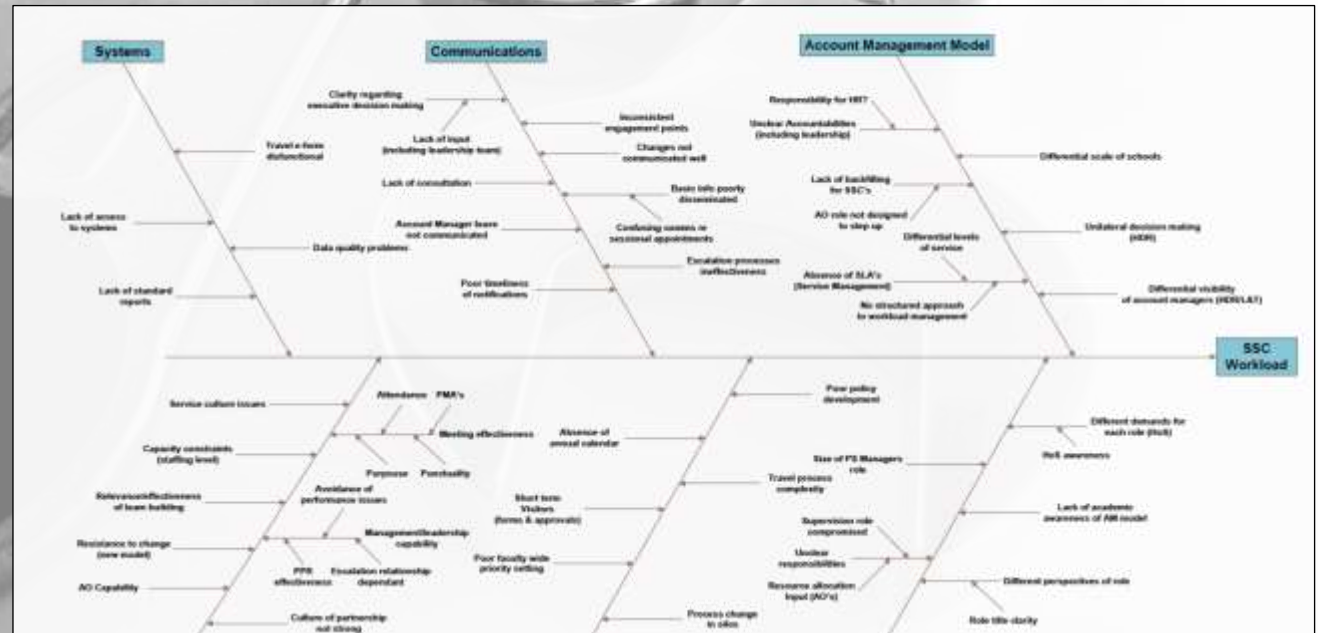


# Our Journey: taming the tools

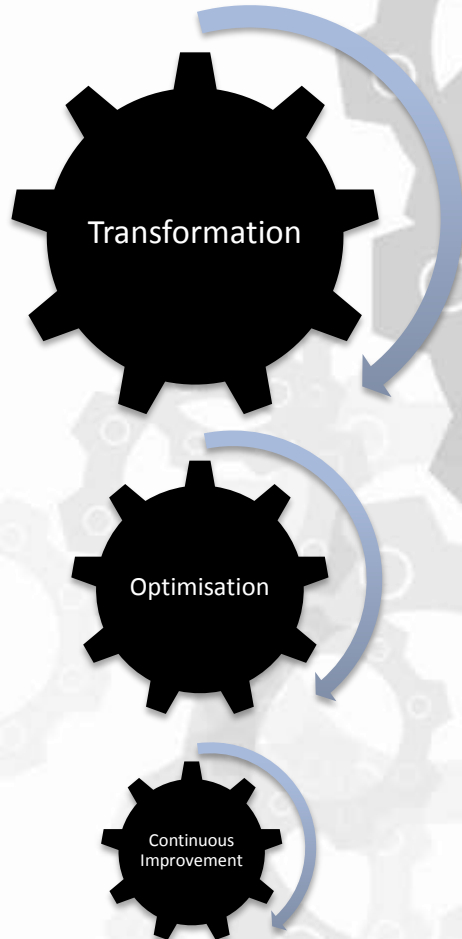
## RACI Matrix: Unit Outline

Activity	Course and Curriculum Team	Student Business Services	Unit Coordinator	Course Coordinator	Subject Area Coordinator	Academic Program Director	Head of School	Faculty Academic Board	Senior Services Coordinator	Student	Academic Staff Member
Request Units Update	R										
Check Request Compliance	R										
Request Re-submission of Update Request	R		A								
Seek Update Approval	R		C	C	C		A	R			
Update Unit Outline Information (SAMS)	R										
Request SAMS Update and Activation	R	A									
Update Unit Outline Information (Acad. DB)	R										
Send Notation Submission	R										
Publish Unit Outline Information	R										

## Fishbone Diagram: SSC Workload



# Our Journey: **Transforming Course Management**



## **Reimagine curriculum information management**

- Develop an ‘intelligent unit plan’
- Central project being formed

## **Manage by exception**

- Trained with Unit Outline and Timetabling processes

## **Revise Course Management roles**

- Developing new course governance
- Technical Staff in Teaching Teams

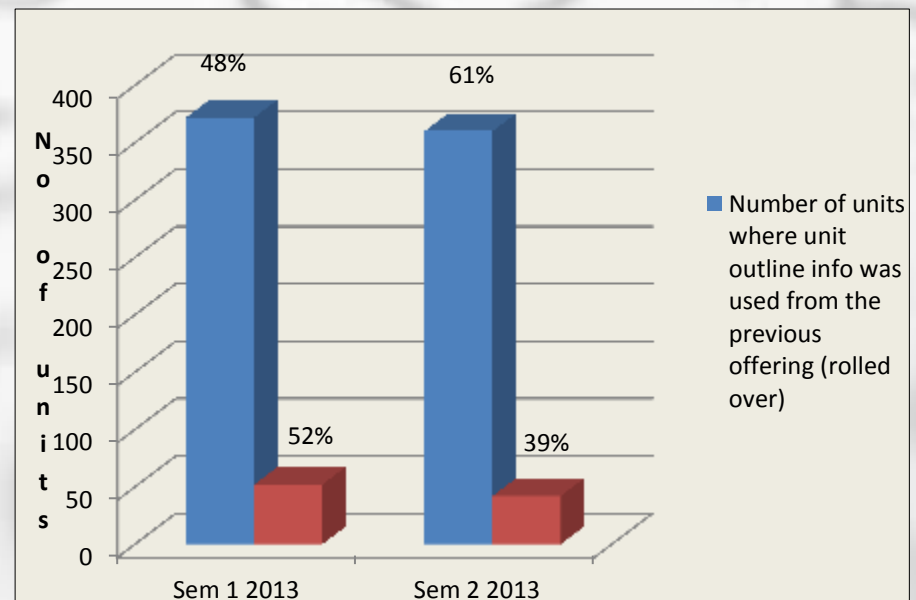
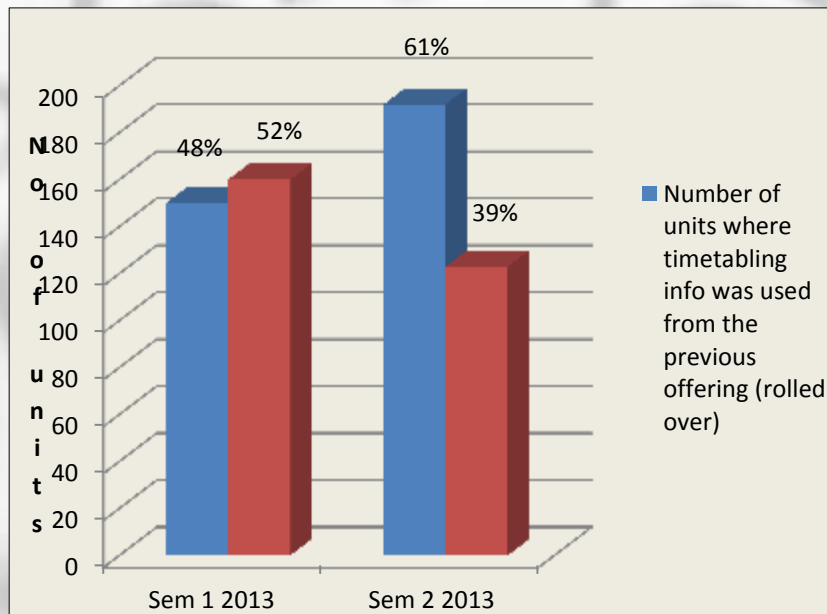
## **Coordinate information requests**

- Streamlining communication processes



# Our Journey: making a measurable difference

- Manage by exception
- Reduce noise
- Collaboration
- More time for quality



What did we learn?

Lessons  
learned

What did we learn?



**bPi stands for People**



What did we learn?

Visionary

Take time  
to form **your vision**



What did we learn?

# Success lives outside the Silo's





What did we learn?

Adapt to your  
surroundings  
& stay pragmatic



What did we learn?

Go fast, but  
be sure to go far

What did we learn?



Think different.

Success demands  
**different thinking**



A photograph of a railroad track receding into the distance. The tracks are made of steel rails on wooden ties, set on a bed of gravel. The track curves slightly to the right in the distance. In the foreground, the word "START" is painted in white on a wooden tie. The surrounding area is overgrown with grass and weeds. The lighting suggests a bright, sunny day.

What did we learn?

It's a journey  
not a destination



Questions or comments?

A man with a beard and a black cap is standing in a forest, his arms raised in a celebratory gesture. He is wearing a light-colored t-shirt and dark pants. The background is a dense forest with many trees. The text "I STARTED A DISCUSSION!" is overlaid in large, bold, yellow letters.

**I STARTED  
A DISCUSSION!**