



Creating Time for Quality

Improving the academic experience

Jo Allbutt – Learning and Teaching Manager

Martin McCarron – Technical Services Manager

Science and Engineering Faculty, Queensland University of Technology

Sharing our story

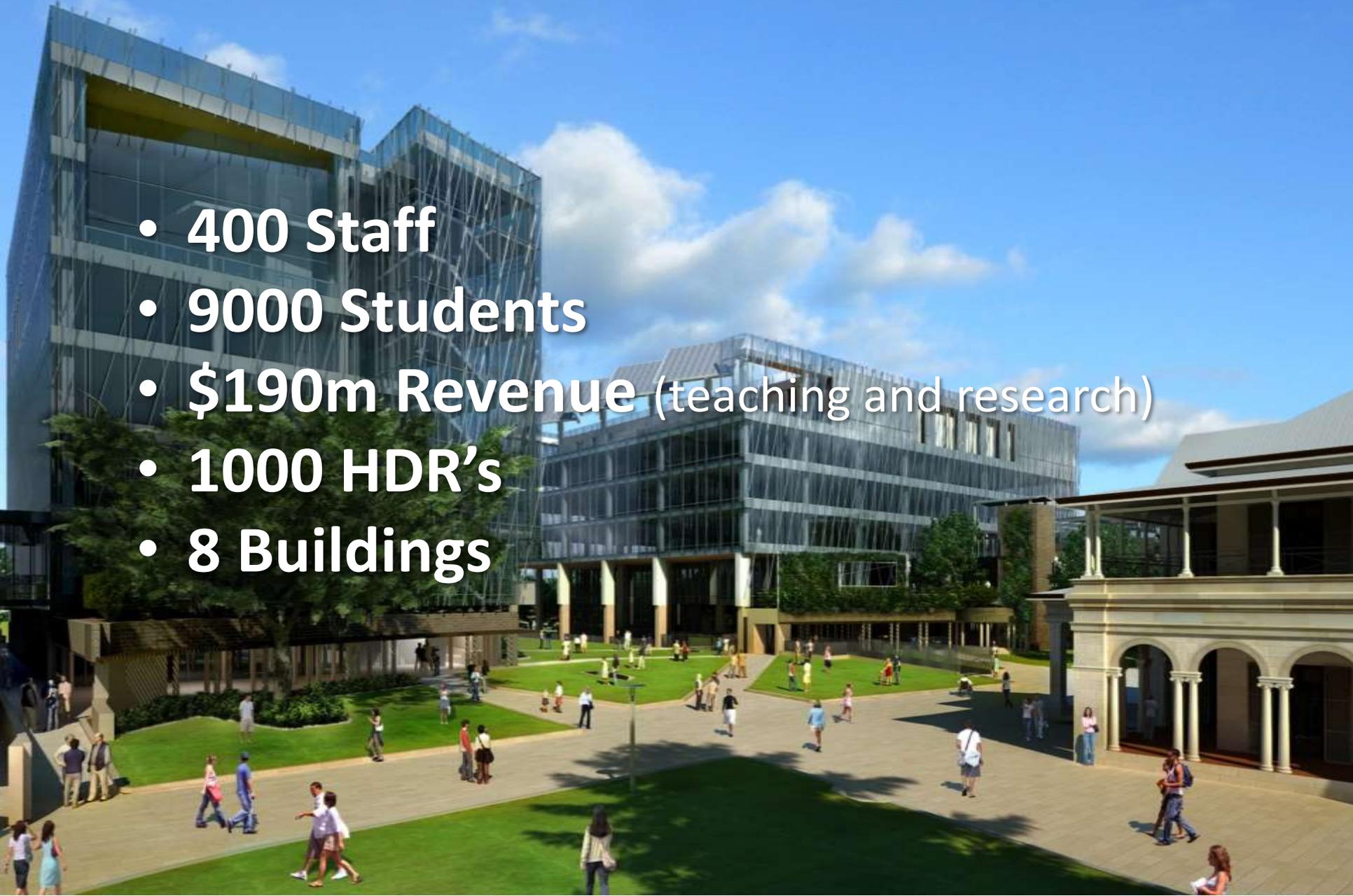
The context
Our journey
Lessons learned



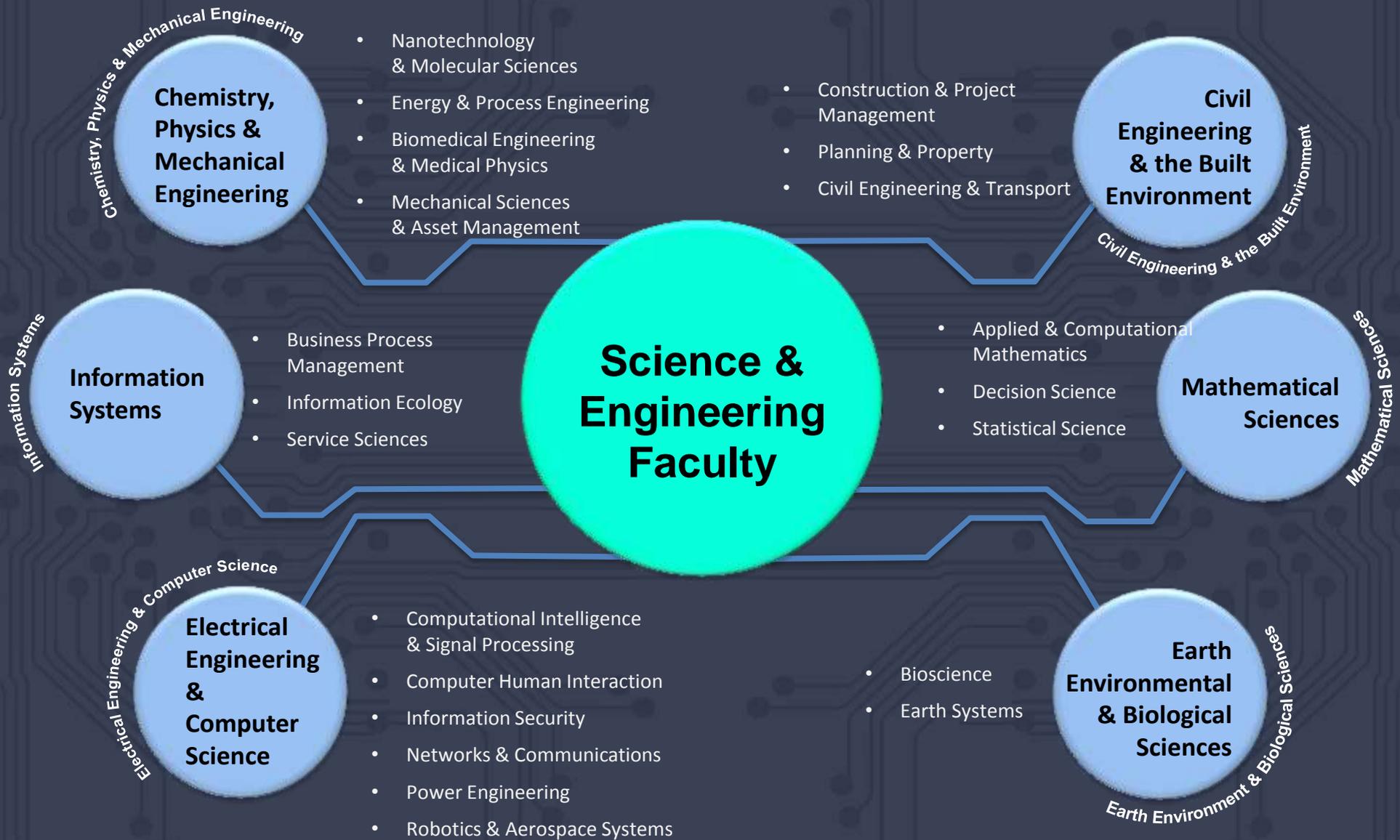
People are the ones who make up an organization and it is they who are the real source of and vehicle for change. (Smith, 2005 as cited in Ozsoy, 2012)

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, FP Dom, FPOS)

Travel

Planning and approval

\$3.1m (2012)

Research

Grant application

\$48.7m target

CPE

Starting a new course

\$1.9m (2012 est)

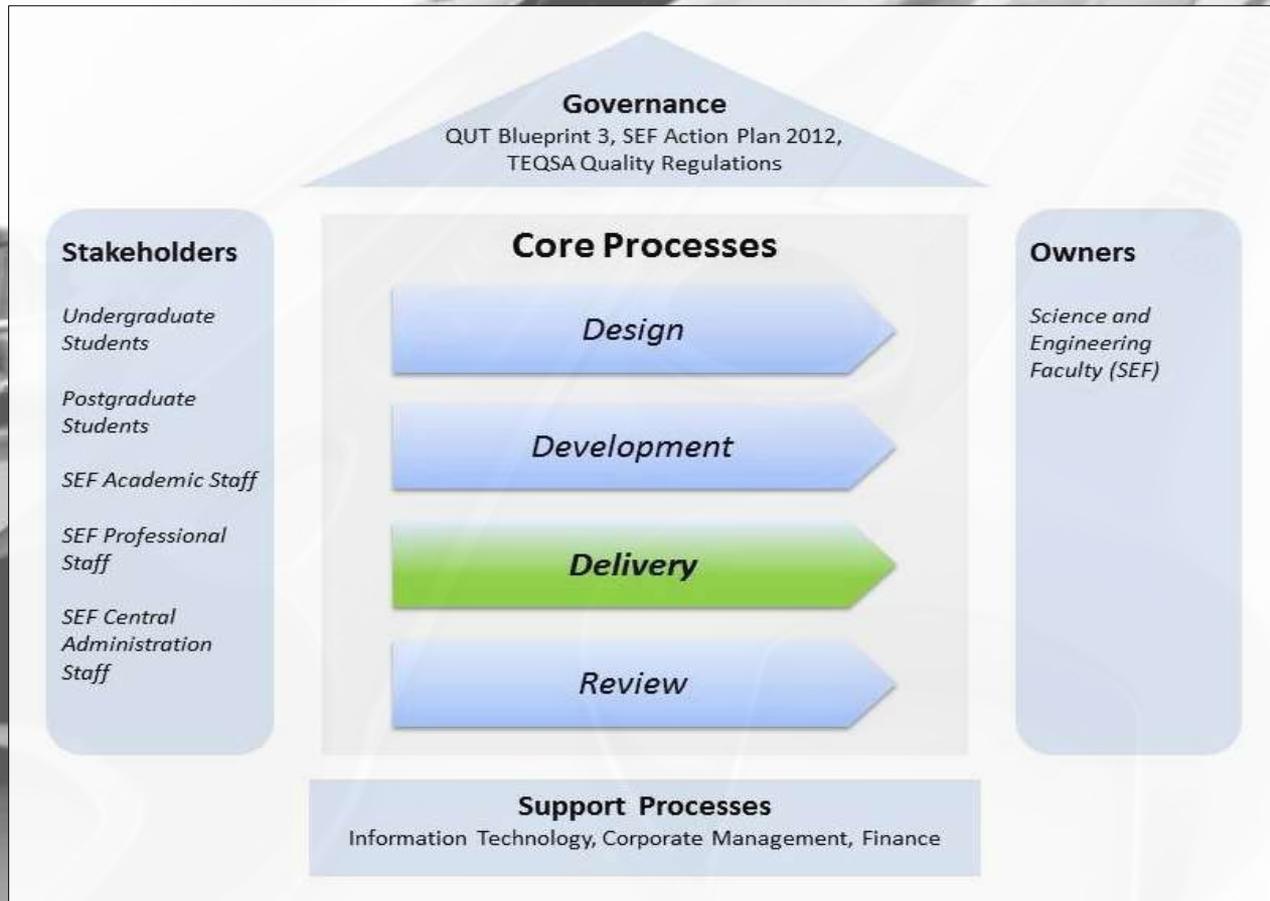
Our Journey: **new Vision for Course Management**

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

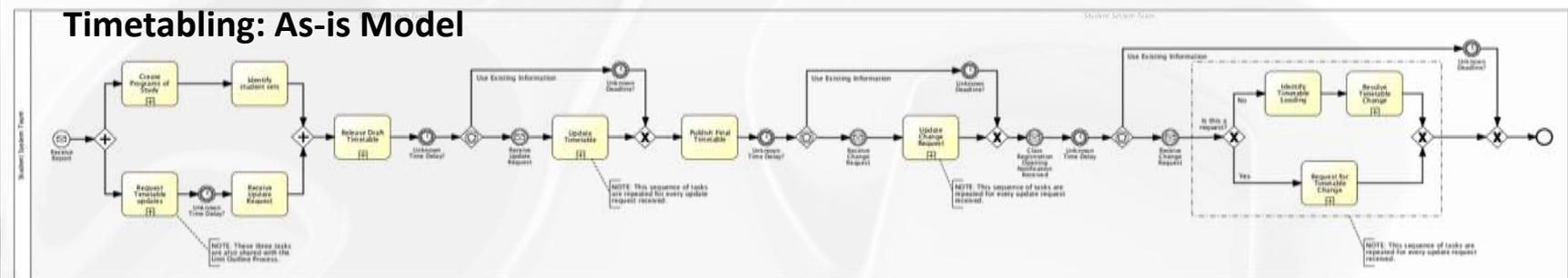
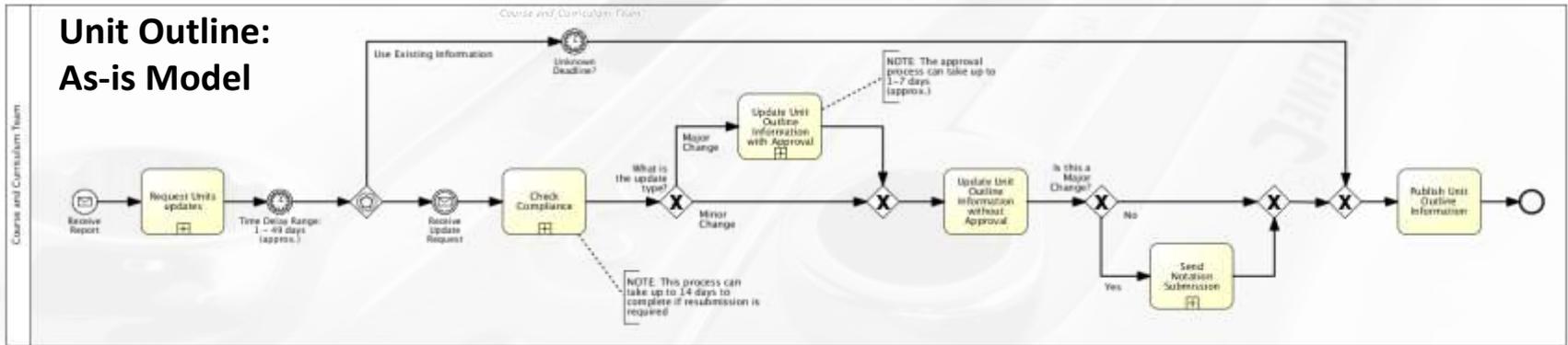
Enabled by **effortless processes**
and compliance

Our Journey: **taming the tools**

The Process Architecture



Our Journey: taming the tools

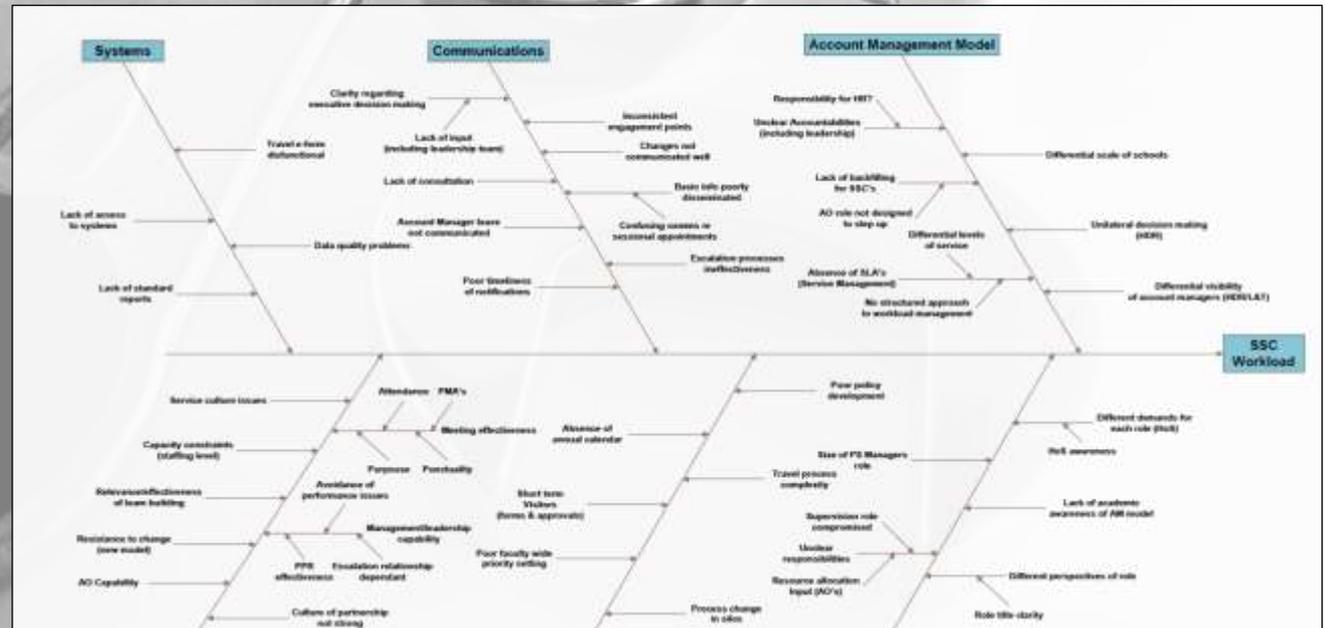


Our Journey: taming the tools

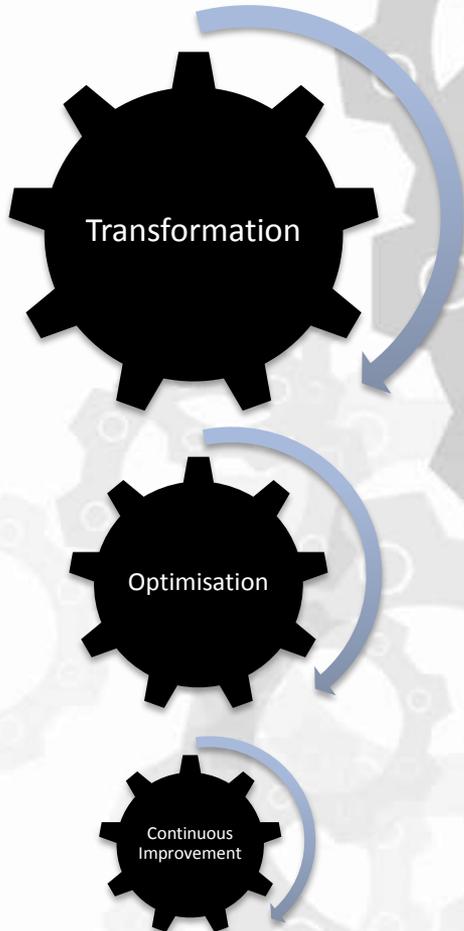
RACI Matrix: Unit Outline

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

- Trailed with Unit Outline and Timetabling processes

Revise Course Management roles

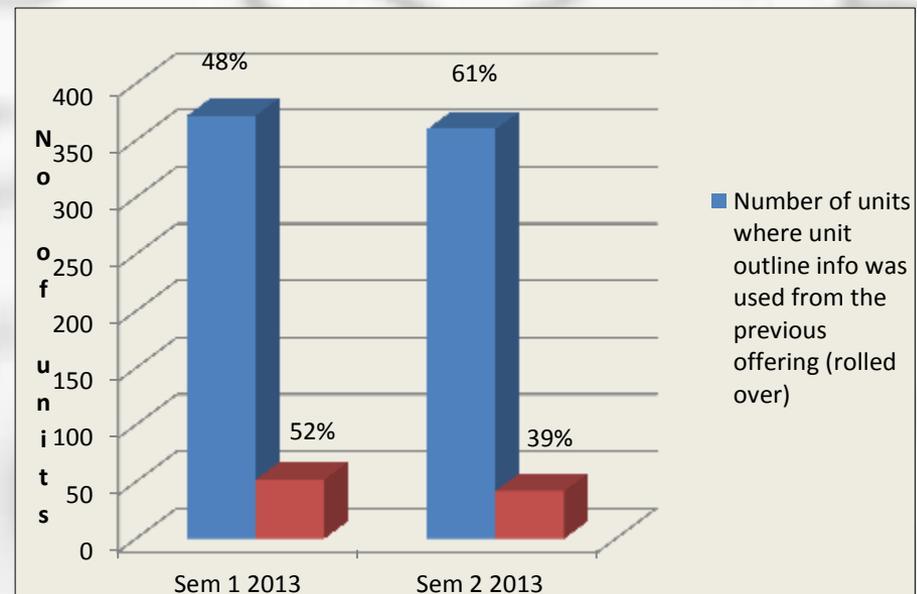
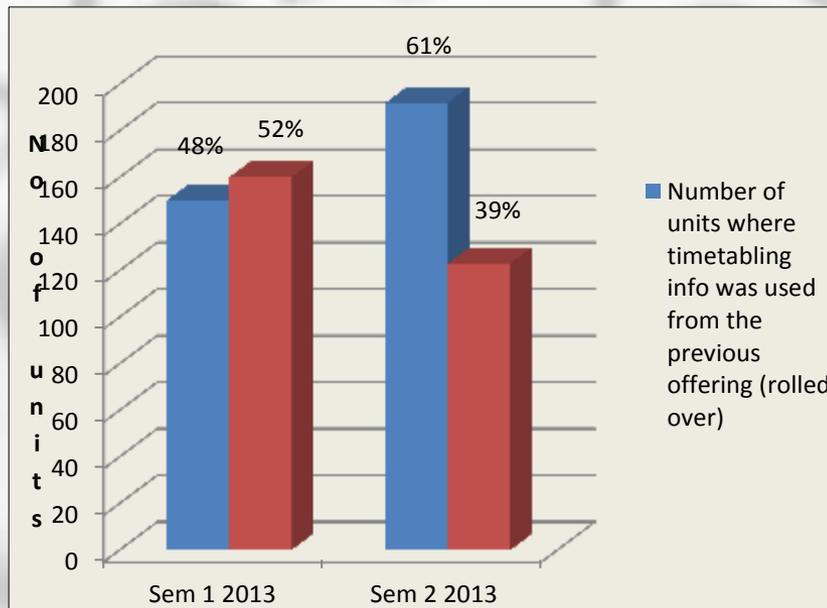
- Developing new course governance
- Technical Staff in Teaching Teams

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

A photograph of a rabbit and a turtle on a track. The rabbit is in the foreground, and the turtle is behind it. The rabbit has many footprints behind it, while the turtle has none. The text "What did we learn?" is in the top right corner.

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 railway track receding into the distance. The tracks are made of metal rails on wooden sleepers, set on a bed of gravel. The word "START" is painted in white on the wooden sleepers in the foreground. The background shows a line of trees and a clear sky. The overall scene is brightly lit, suggesting a 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 in a forest, shouting with his mouth wide open and his arms raised in a 'strongman' pose. He is wearing a light-colored t-shirt and dark pants. The background consists of many thin tree trunks and some green foliage.

**I STARTED
A DISCUSSION!**