

## Emirates Aviation University Action Plan

Based on Key Findings of QAA's International Quality Review (IQR)  
(Posted - September 2022)

Good Practice				
#	Good Practice / Recommendation	Proposed Action		
1	The University Continued investment in , and use of high quality technical learning resources which enhance the student learning experience [Standard 1.6]	<p>6.1 The University has a wide range of learning and teaching resources that support and enable students to achieve both academically and professionally. Classrooms and computer laboratories allow for the delivery of in-person teaching; however, the University also has several specialist facilities to support the delivery of technical content. The Learning Resource Centre provides material and resources to support curriculum delivery.</p> <p>6.2 All programmes at EAU are facilitated by the Virtual Learning Environment (VLE). Students are enrolled automatically immediately after enrolment and payment of the relevant tuition fees. The VLE allows students to read news, review course content and submit assessments through plagiarism detection software. The University uses other platforms to promote discussion and collaboration between students and faculty, and also to effectively deliver interactive online learning.</p> <p>6.3 Students are assigned an Academic Advisor, who is responsible for helping students form educational goals and plan ways in which to achieve them. Each student is assigned an Academic Advisor within one month of arriving at EAU and thereafter should meet with their Academic Advisor at least twice each semester. The University requires the formal records to be kept of all supervisions.</p> <p>6.4 The Career Service Centre (CSC) is responsible for providing careers support and enhancing the employability of the University's students. The CSC organises a broad range of workshops, seminars, lectures, exhibitions and industrial visits with a view to providing as much information to students as possible. This work constitutes the EAU Career Advice and Career Development Programmes.</p> <p>6.6 The elected Student Council acts as a link between the Student Life and Activities Unit and the student community. The Student Council encourages students with common interests to form clubs and compete in national and international competitions. The Student Life and Activities Unit also arranges various sporting activities and supports several teams, coached by qualified staff. Alumni are encouraged to continue their relationship with the University after graduation.</p>		
Recommendations				
#	Good Practice / Recommendation	Proposed Action	Timeline	Responsibility
1	The University to implement the programme to advance the principles of equality and diversity to which the University is already committed in the Teaching and Learning Strategy [Standard 1.1]	<p>EAU has committed in its Teaching and Learning Strategy to the following actions that must permeate all study programmes:</p> <ul style="list-style-type: none"> <li>• Create equal opportunities for our students to succeed, regardless of gender, ethnicity, cultural and socio-economic background or disability.</li> <li>• Recognise students' diverse cultural backgrounds, identities and experiences by creating opportunities for them to learn from each other and to make their different backgrounds an asset.</li> <li>• Design a diverse range of teaching, learning and assessment approaches that recognise and support the needs of students both as individuals and as members of a learning community</li> <li>• Promote culturally mixed team-working to enable students to practise intercultural communication and collaboration and to build a sense of community across the university.</li> <li>• Consider cultural differences among our student when designing, reviewing and/or redesigning curricula.</li> </ul> <p>In addition, School Deans take the lead in implementing EAU's Teaching and Learning Strategy, including the application of the above strategies to address issues of diversity and equality. The Deans have been instructed by the Vice-Chancellor that they must ensure that all faculty members are frequently informed about good practices in teaching and learning, and EAU faculty are expected to implement the goals of this strategy in the context of their regular duties.</p> <p>The University has also set out a plan to conduct a series of workshops on equality and diversity to all faculty, staff, and students twice every semester. Recently, another EAU workshop on Diversity &amp; Equality in the Learning Environment and Workplace was conducted on the 11th of January 2022 by Dr Petya Koleva who is an Assistant Professor at the University and a Senior Fellow of the Higher Education Academy (UK). OPQA evaluated the workshop and demonstrated the satisfaction rate of the staff/ faculty who attended the session.</p> <p>EAU has instigated a programme of workshops to raise awareness of diversity and equality in the learning environment and workplace. As seen in the evidence base for the SED (Ref:003 - EAU Staff development timetable January 2019 by CU and Ref: 091 - Faculty Development Plan) professional development (PD) opportunities have in the past included topics in contemporary pedagogy and the current and ongoing series of PD events to address issues of diversity and equality, is an appropriate addition to the faculty PD portfolio. The workshops are complemented by agenda items on the Schools Councils and Academic Board, where faculty and staff highlight and share good practices related to diversity and equality.</p> <p>The first workshop was held on 18 October 2016 on ethical and diversity issues, OPQA evaluated and reported the satisfaction of the faculty members with the workshop attended.</p> <p>The Academic QA Committee (AQAC) oversees the delivery and review of the above workshops, in conjunction with OPQA to evaluate and report on the impact and participant satisfaction with the programme.</p> <p>Various instruments will be used to evaluate the effectiveness of the Equality and Diversity Awareness Programme at the year-end. For example, the Employer Survey has always questioned the level of understanding of professional and ethical responsibility, and the graduate's ability to work as a member of a team. The next round of survey will additionally include a question to ascertain the graduate's respect for, and ability to work with, colleagues of different cultural backgrounds, ethnicity and gender. Graduates will also be given an opportunity to comment on this aspect of their work environment.</p>	June 2022 - Ongoing	School Deans
		<p>The first workshop was held on 18 October 2016 on ethical and diversity issues, OPQA evaluated and reported the satisfaction of the faculty members with the workshop attended.</p> <p>The Academic QA Committee (AQAC) oversees the delivery and review of the above workshops, in conjunction with OPQA to evaluate and report on the impact and participant satisfaction with the programme.</p> <p>Various instruments will be used to evaluate the effectiveness of the Equality and Diversity Awareness Programme at the year-end. For example, the Employer Survey has always questioned the level of understanding of professional and ethical responsibility, and the graduate's ability to work as a member of a team. The next round of survey will additionally include a question to ascertain the graduate's respect for, and ability to work with, colleagues of different cultural backgrounds, ethnicity and gender. Graduates will also be given an opportunity to comment on this aspect of their work environment.</p>	Jan 2022 - Ongoing	OPQA and Schools
2	The University to enhance the approach for design of new programmes to fully involve students [Standard 1.2]	<p>Input on a range of issues from students and graduates, is taken through the School Councils, from the Student Exit and Graduate Destination Surveys and through open day surveys. EAU incorporated questions regarding prospective programmes of study at EAU for the open days.</p> <p>During the development period of new programmes the student body will be kept apprised of proposals for new fields of study through discussions with the Student Council members and through student representation on Schools Council (student representatives in School Councils have been requested to provide feedback on the development on new programmes in some cases.</p> <p>Any specific issues arising during the programme development phase will be aired at special student fora arranged by the Vice-Chancellor. The relationship between faculty and students at EAU, with an open-door policy, is such that informal feedback is constant and highly valued. This informal flow of ideas covers many topics but certainly includes the prospect of new courses, programmes and levels of study.</p>	Jan 2022 - Ongoing	School Deans and OPQA
				School Deans

Recommendations				
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3	The University to ensure that there are effective arrangements to enable the sharing of good practice within and between Schools and across the whole University [Standard 1.3]	Academic Quality Assurance Committee (AQAC) has now been assigned with the responsibility of managing opportunities for sharing educational practices between the Schools and across the whole University. AQAC will have "educational practices" as agenda items during meetings and outcomes and recommendations from these meeting will be submitted to the University Council and Vice Chancellor for approval.	May 2022 - Ongoing	AQAC
4	The University established arrangements for the monitoring and analysis of student complaints [Standard 1.3]	The University Planning and Operations Unit has assigned an officer (i.e. Student Complaints Officer) who will be responsible for recording student complaints on the University database. The Student Complaints Officer will submit the complaints to the Manager Planning and Operations who will then analyse the complaints and make recommendations. The Student Complaints Officer reports the outcomes and recommendations made by Manager Planning and Operations on all complaints to the Vice Chancellor and relevant Dean or Head of University Unit. The Students Complaints Officer will also submit an Annual Report on all complaint to the Manager Planning and Operations to be submitted to the University Council including the outcomes, recommendations and changes made in implementing the recommendations.	Jan 2022 - Ongoing	Manager Planning and Operations
5	The review team recommend that the University ensure the mechanisms in place for reviewing the appropriateness of assessment practices are applied consistently [Standard 1.3]	OPQA will perform an audit of the course files on a regular basis. OPQA will work closely with School Programme Coordinators to ensure that appropriate material on the efficacy of teaching methodologies, and data or information analysis of achievement of learning outcomes is included in course files. Such data/information in course files is important in proposing changes/improvements in the following round of course delivery.	March 2022 - Ongoing	OPQA
6	The University to strengthen the arrangements in place for the monitoring and oversight of student support services [Standard 1.6]	OPQA monitors the performance and satisfaction of students with the learning and teaching resources such as (engineering labs, computer labs, learning resource centre, Moodle, Turn-it-in, other activities related to teaching and learning, etc.). Results of survey conducted with students in October 2020 are included in the evidence. In order to strengthen the monitoring and oversight of student support services, the Planning and Operations Unit has also been tasked with the responsibility to work in conjunction with OPQA in monitoring student support services. In addition, the Planning and Operations Unit has already appointed a Student Complaints Officer to monitor and document students' complaints. The improvement should be added to the implementation plans of the support services	April 2022 - Ongoing	OPQA & Manager Planning and Operations
7	The University to complete the planned revision of the website to ensure that programme specific admissions requirements, learning outcomes and pass rates are available to prospective applicants. [Standard 1.8]	The University Manager Planning and Operations and IT Services Manager are working with Schools Deans and Student Committees in carrying out a major revision of the EAU website (Ref: 158 - List of Pending Issue -EAU Website) which is expected to be complete by September 2022. This revision of the website will ensure that information on programme specific admissions requirements, learning outcomes and pass rates are available to prospective applicants.	Aug 2022 - Ongoing	Manager Planning and Operations