



UTC Internal Action Plan 2018-19

This document sets out Union Theological College's response to feedback and recommendations from its various stakeholders including students, members of faculty, staff, and employers of UTC graduates.

A separate QAA Action Plan sets out Union Theological College's response to QAA reports, how QAA recommendations will be implemented, and how QAA points of good practice can be maintained and developed.

Both documents reflect Union Theological College's internal quality assurance process and its commitment to implementing The Quality Code.

Reviewed by Faculty	28 November 2018
Reviewed by Quality Action Team	5 December 2018
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Updated	
Review Date	

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Recommendation	Action to be taken	Date for completion	Action by:	Reporting to:	Success Indicators	Progress (with date)
<p>1. <i>From Student Survey 2017-18</i>: Around 20% of students completing the survey disagreed that student support arrangements were clearly explained.</p>	<p>Revise information about student support arrangements and make effort to ensure all students are informed through website and at Welcome Week.</p>	<p>1st October 2018</p>	<p>Prof WG Campbell</p>	<p>Faculty</p>	<p>Students report that personal support arrangements were clearly explained in student survey at end of 2018-19 academic year</p> <p>NSS results 2019</p>	<p>Student support arrangements explained clearly during the Induction programme. (26th Sept 2018)</p> <p>Faculty have met with personal tutees during first two weeks of first semester (5th Oct 2018)</p> <p>Group meeting of tutees (Nov 2018)</p>

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<p>2. <i>From Student Survey 2017-18:</i> Around 34% of students completing the survey disagreed that the availability of student computers was good.</p> <p><i>From Library Users' survey Oct 2018:</i> A desire expressed for wireless printing</p>	Increase the quality of wifi and availability of efficient student computers.	31 st December 2018	The Bursar	FPA and MC	Students report that computer facilities were good in student survey at the end of 2018-19 academic year	<p>All eight computers in Computer Suite have been replaced. (5 Oct 2018)</p> <p>New computers supplied for Librarian and Deputy Librarian. New search and self-issues computers (5 Oct 2018)</p> <p>Wifi upgraded in Library and Gibson Chambers (26th Sept 2018)</p> <p>Faculty request that students be surveyed to ascertain the quality of the wifi and also about printing costs (24 Oct 2018)</p> <p>Student survey indicated improvement in wifi quality and raised issue about printing. (November 2018)</p>

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3. <i>From faculty discussion of student survey:</i> Enhance the college community life by encouraging admin staff to join with students and faculty at coffee time and in worship times.	Admin staff be encouraged to share in coffee time and worship as part of their working day.	1 st October 2018	The Principal and Bursar	Faculty and CPL	Continued enhancement of the sense of community reflected in comments and student survey	Staff informed and encouraged to attend (26 th Sept 2018) Regular attendance of admin staff at college worship times (19 th Oct 2018) Completed (5 Dec 2018)
4. <i>From faculty discussion of student survey:</i> Revise student survey to give space for positive comments rather than desired improvements	Revise student survey	31st January 2019	The Principal	Faculty and CPL	Students have opportunities to express “grins” as well as “groans”.	

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5. From Ministry Student Council: Students more actively involved in planning and leading of College worship times.	Include students in planning of worship times	30 th September 2018	The Principal	Faculty and MSC	Greater attendance and involvement of students in leading and participating in College worship times.	<p>Students assumed responsibility for planning and arrangement of Thursday worship times. Good attendance at each worship time in first 4 weeks of the semester (19th Oct 2018)</p> <p>Faculty noted excellent contribution by QUB PCI Chaplain and members of the PCI chaplaincy team (24 Oct 2018)</p> <p>Continued good attendance at Tues and Thurs worship times (26 Nov 2018)</p> <p>Faculty decided to continue with same pattern in second semester (28 Nov 2018)</p> <p>Completed (5 Dec 2018)</p>

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6. From "traffic light" data report: continue to seek best ways to enhance student writing skills for employability	<p>Include Learning Development Service representative in Welcome Week.</p> <p>Initiate a conversation with Institute of Theology to see how marking schemes and marking criteria can be adjusted to encourage the development of good writing skills.</p> <p>Monitor students with particular needs and enable them to access additional help.</p>	30 th June 2019	The Principal and Faculty	Faculty and CPL	Improved performance reflected in traffic light data at the end of academic year 2018-19	<p>Students' attention drawn to this aspect during Welcome Week with designated session on "How to Write an Excellent Assignment" (Sept 26th 2018)</p> <p>Faculty request that students' attention be drawn to on-line tutoring for Harvard referencing system (Oct 24th 2018)</p> <p>Library Users' Forum discussed drop-in training sessions for referencing and on-line tutoring provision (22 Nov 2018)</p>

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7. Faculty and staff are alert to issues of gender and diversity	All staff complete the on-line training on gender and diversity offered by the University.	31 st December 2018	The Principal and Faculty	CPL and MC	Students continue to report that Union College is a welcoming community for all.	Faculty noted that only QUB honorary lecturers can access on-line training (24 th Oct 2018)
8. Faculty develop and launch new on-line programmes in Reformed Theology (MTh) and New Testament Greek (Certificate and Diploma)	Programme Specifications prepared for each programme, approval given by PTFI and Management Committee.	30 th June 2019	Prof M McClenahan and Dr M Cowan	Faculty	Programmes launched and students registered.	First applications received (12 th Oct 2018) New website provides details of application process and facility to apply (Oct 2018)

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9. Faculty investigate the possibility of offering on-line Graduate Certificate and Diploma in Theology in cooperation with Third Millenium Ministries.	Programme Specifications prepared for each programme, approval given by PTFI and Management Committee.	30 th June 2019	Prof M McClenahan	Faculty and CPL and MC	Terms of relationship established and MOA signed	
10. Faculty investigate the possibility of offering PTFI Doctor in Philosophy programme or re-launching Doctor in Ministry programme	Programme specifications prepared for each programme and appropriate approvals sought.	February 2019	Prof D Gibson and Prof M McClenahan	Faculty, CPL and MC	Decision taken by PTFI to move forward with one or both of these programmes.	

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11. College considers developing a Widening Access and Participation Plan.	Faculty consider goals and principles contained in Dept of Economy (NI) "Access to Success" policy document, and prepare a WAPP in line with those goals and principles.	30 th June 2019	The Principal	Faculty, MC	WAPP approved by MC	The Principal and DMSD met with ministers of congregations in urban areas to ascertain how we might facilitate the "most able from the least likely areas". (5 th Oct 2018)
12. College to provide Virtual Learning Environment for all students to ensure excellence in delivery of online resources and for integrating new learning technologies.	Faculty to consult with technical provider.	31 st December 2018	Prof M McClenahan	Faculty, CPL	New VLE accessible to all ministry students	MOU signed with Biblemesh to provide VLE for all ministry students (10 th Oct 2018) Access to VLE requested for Youth Ministry students (24 th Oct 2018)

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13. College to develop new website which is “fit for purpose” and which enhances recruitment and advancement of College’s mission	<p>Prof McClenahan to consult with possible providers and to present tenders.</p> <p>Tech company appointed to construct new website.</p>	30 th September 2018	Prof M McClenahan	Faculty, CPL and MC	New website “live” for beginning of new academic year	<p>New website went “live” on 25th September 2018</p> <p>Content Management System training provided for admin staff (early Oct 2018).</p> <p>Agreement reached with website company on promotion of on-line programmes (Nov 2018)</p> <p>Completed (5 Dec 2018)</p>
14. Faculty requested that in absence of SSCC meetings some means be given for students to provide input into key decisions. (24 th Oct 2018)	<p>A meeting of the student body is held to elect members of the General Student Committee</p> <p>The Principal to arrange meeting between staff reps and GSC</p>	31 st January 2019	The Principal	Faculty, CPL	Students report that they have input into key decisions	<p>Student body meeting on 27 Nov 2018. General Student Committee elected.</p> <p>First meeting of GSC on 5 Dec 2018</p> <p>Completed (5 Dec 2018)</p>



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