

Quality Improvement Plan (2017)										
	Theme	Action	Owner	Deadline	Success Indicator/s	Progress	Evaluation	Status	Evidence	
A	E-Learning	Conduct a user satisfaction survey to review VLE & Mahara form and functionality	LTA/e-Learning Manager	Mar-17	User satisfaction statistics gathered and used to inform VLE platform developments	On-line learning resource evaluation has been built into module surveys. Data dashboard being built to bring together qual/quant data on VLE usage and satisfaction.	This action has not moved forward with the velocity required. Related NSS scores are poor and require improvement	Ongoing- this action has been updated and rolled over from the 2016 QIP		
B	Assessment & Feedback	Monitor Student feedback on assessment and feedback to ensure knowledge of the full assessment process is imparted in the run up to each assessment period.	LTA	Jul-17	Increase in relevant (Assessment & Feedback) ICMP SS & NSS questions to a baseline level of 80%	Significant progress has been made according to feedback through NSS Student Focus groups. Students report a comprehensive understanding of the requirements and expectations of assessments. This is yet to be tested through NSS.	The action has been rolled forward, partly in anticipation of the next round of NSS, and also to ensure the culture of comprehensive and transparent assessment protocols is embedded	Ongoing- the impact of this action will be monitored via the Assessment & Feedback questions in the ICMP Student Satisfaction Survey and NSS.		
B	Assessment & Feedback	Assessment Feedback training to be provided across programme teams, and good practice guidance and examples to be provided via the VLE.	LTA	Jul-17	Increase in relevant (Assessment & Feedback) ICMP SS & NSS questions to a baseline level of 80%	This has been provided at a modular level for some modules on some courses	Good practice is in place but not yet rolled out consistently across all programmes. This is to be picked up as part of the Assessment and Feedback Review	Ongoing- the impact of this action will be monitored via the Assessment & Feedback questions in the ICMP Student Satisfaction Survey and NSS.		
B	Assessment & Feedback	Instigate an Assessment and Feedback Review and use the findings to develop an ICMP Common Assessment Framework.	Dean	Sep-17	Short term- Toolkit developed and implemented for 2017-18. Long term- increases in 2017-18 ICMP SS & NSS Assessment based questions. Improvements in module achievement, success and average marks. Improvements in Programme Success levels from 70% 1 st or 2:1 to 75% 1 st or 2:1.	Assessment and Feedback Review part of the new LTA Strategy launching January 2017		New action		
C	Planning & Academic Management	Refine timetable production procedure to allow the publication of the full academic year Timetable 1 month before the start of Semester A.	Education & Data Teams	Aug-17	Timetable released complete and on time; increase in relevant (Organisation & Management) ICMP SS & NSS questions to a baseline level of 80%	Programme organisation/planning for AY17-18 identified as Edu management team priority.	Previous timetable action not adequately met with too many instances of timetable disruption still in play. This has been refined, strengthened and rolled over as a new action	New action		
C	Planning & Academic Management	Monitor student engagement and satisfaction with the newly revalidated UEL Programmes, identifying any further refinements required based on analysis of key datasets (Attendance, RAS, Student Satisfaction)	Education Team	May-17	- Improvement in Attendance Rates - Module Satisfaction Scores of 4.0+ - 90%+ Module Achievement & Success rates	Minor modifications have been approved to eliminate minor anomalies/dissatisfactions with modules; specific problems with common modules identified and addressed for AY 16-17	The team consider it too early to fully assess success of this action. Rolled over to ensure modules are fully embedded as a result of ongoing change/update	Ongoing- monitoring of student satisfaction with the new programme structures will continue through 2016-17 and be rolled into the 2017 QIP.		
C	Planning & Academic Management	Deliver an orientation event for all new overseas students (international and EU non UK) prior to induction.	LTA	Sep-17	Improved transition experience for non-UK students to study in the UK at ICMP			New action		



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C	Planning & Academic Management 4	Launch and implement the new ICMP LTA Strategy.	LTA	From Jan-17	Actions from LTA Strategy Y1 agreed and met		New action	
C	Planning & Academic Management 5	Set up a diversity working group with the aim of ensuring the ICMP portfolio is attractive to a diverse range of students. This group should review areas such as range of genres studied and programme staffing profiles.	AcBo	Jun-17	Improved WP statistics in line with national benchmarks		New action	
D	Data Development & Analysis 1	Conduct an analysis of student withdrawals against admission profiles with the aim of developing indicators for high withdrawal risk students.	Dean/Working Party	Jun-17	Improvement in Programme Retention rates to 95%+	Admissions analysis/metrics has taken place; withdrawals working group to be establish Jan/Feb 2017 to identify trends and explore intervention strategies	We have a clearer picture than previously around reasons for withdrawal and now have more secure processes for tracking and monitoring. The working group will bolster this and feed into the proposed tutorial system	Ongoing- this action has been updated and rolled over from the 2016 QIP
D	Data Development & Analysis 2	BASW Programme Leader to be tasked with identifying the cause of the falling Programme level achievement rate.	BASW PL	Apr-17	Improvement in BASW Programme Achievement rate to 90%+			New action
D	Data Development & Analysis 3	Consider initiatives to balance the gender split of the BMus.	BMus PL	Sep-17	Gender Balance to move from 70/30 Male/Female towards 50/50 Male/Female	This action is likely to be delayed depending on appointment date of Bmus Programme Leader		New action
E	ICMP Student Community 1	Develop the Student Voice scheme by supporting the student body in setting up a Student Union; further enable students' physical access to Institute departments; further enable students' virtual access to Institute departments via suitable social media platforms.	Deputy Academic Registrar	Sep-17	- Founding of a ICMP SU - base level results of 80% in Student Voice NSS Question Banks	A NUS Officer experienced in supporting institutions to set up Students' Unions has now been assigned to ICMP. An initial diagnostics meeting has taken place and a report and suggested project plan is being developed by the NUS officer.	Some progress has been made but due to staffing change overs at the NUS this action has stalled twice. This will need to be rolled into the 2017 QIP to allow more time for completion.	Ongoing- this action has been rolled into the 2017 QIP
E	ICMP Student Community 2	Review Hub and Events Team activities to ensure they provide opportunities for our shifting student demographic, as well as those students that are under 21.	Education Team	Mar-17	baseline score of 80% achieved in the 2017 NSS Learning Community Question Banks			New action
E	ICMP Student Community 3	Develop a series of engaging events (physical and digital) to keep students engaged with ICMP over the summer break.	Education Team	May-17	Improvement in Programme Retention rates to 95%+			New action
F	Student Support 1	Monitor achievement and feedback of Theory for Songwriters.	LTA	Jun-17	Improvement in Module achievement rate to 90%+			New action

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		Develop a ICMP transition to HE diagnostics toolkit, to better identify support areas new students need through the first weeks of study.			- Improvement in Programme Retention rates to 95%+ - Improvement in level 4 module Achievement & Success rates to 90%+ -Improvement in level 4 module average marks	This is likely to be subsumed into the tutorial model project as it develops (F3)		New action		
F	Student Support	2	LTA	Aug-17	- Improvement in Programme Retention rates to 95%+ - Improvement in Module Achievement & Success rates			New action		
F	Student Support	3	Dean/Education Team	Aug-17	Base score of 80% achieved in relevant (The Teaching on my Course) ICMP SS & NSS Question Banks			New action		
G	Staff Development & CPD	1 Monitor attendance rates weekly to identify student disengagement with specific modules, and use this to trigger OTLs and focus groups to identify the cause and put in place corrective action.	Education Team	May-17	Faculty pool refined and prepared to delivery new ICMP LTA Strategy			New action		
G	Staff Development & CPD	2 Conduct a Faculty Review based upon Student Satisfaction data, 2Module statistics and OTL reports.	Education Team	Jun-17	Base score of 80% achieved in relevant (The Teaching on my Course) ICMP SS & NSS Question Banks			New action		
G	Staff Development & CPD	3 continue to promote the UEL PGTLHECE to ICMP Tutors, pushing another cohort of 10-14 in 2017-18.	Education Team	Aug-17	Base score of 80% achieved in relevant (The Teaching on my Course) ICMP SS & NSS Question Banks			New action		
G	Staff Development & CPD	4 Develop and launch the Attributes of ICMP Teacher, using this set of attributes to frame, tutor recruitment, OTLs, peer observations and steer CPD activity at ICMP.	Dean of Academic Studies	Jun-17	Base score of 80% achieved in relevant (The Teaching on my Course) ICMP SS & NSS Question Banks			New action		
H	NSS	1 Ensure NSS participants are not rushed in their responses and are promoted to commit to a positive or negative response.	Education Team	Jan-17	Improvement in all NSS question to 80% +			New action		
H	NSS	2 Manage the second year of the ICMP NSS, maintaining 2016 response levels but using targeted actions and communications to improve results.	NSS Project Team	Mar-17	Improvement in all NSS question to 80% +			New action		
I	Public Information	1 Review BACM marketing materials to ensure they clearly register students with any first instrument may join the course.	BACM PL/Marketing	Jan-17	Increase in applications from non Guitar, Bass, Drums and Vocals Instrumentalists	There is improved internal awareness of distinctions in course portfolio but this is not yet sufficiently recognised in marketing materials	Ongoing- marketing approach to BACM still to undergo further refinement. This action will be rolled into the 2017 QIP			