

COUNCIL ON HIGHER EDUCATION
HIGHER EDUCATION QUALITY COMMITTEE

UNIVERSITY OF ZULULAND
Audit Visit Schedule
15 – 19 March 2010
Final 11 February

(Saturday, 13 March)

SUB-PANELS FOR CAMPUS VISIT

Time	Session	Notes
Session 1 13:00 – 13:30	Lunch	At the Institution
Session 2 13:30 – 13:45	Initial introductions and purpose of visit is briefly explained	Audit Panel Member: Prof. X. Mbhenyane
Session 3 13:45 – 14:15	Infrastructure presentation of the Main Campus and Richards Bay Campus	Campus Management
Session 4 14:15 – 14:45	Presentation by students on their experience at University of Zululand	Students from all faculties (residence, class reps, day students, postgraduate) (maximum 10 students)
D Session 5 14:45 – 15:00	Photo Session	Audit Panel & UniZulu Executive Team
Session 6 15:00 – 17:00	The panel members to view infrastructure at Main Campus and Richards Bay Campus	Panel to split (Main Campus and Richards Bay)
Group 1: (Main Campus)	Group 2: (Main Campus)	Group 3: (Richards Bay Campus)
Prof Xikombiso Mbhenyane (Chairperson)	Dr Choice Makhetha (Chairperson)	Ms Annette Lansink (Chairperson)
Prof Denise Zinn	Dr Faroon Goolam	Dr Lynn Quinn
Prof Arthur Webb	Ms Belinda Wort	Prof Mashudu Maselesele
Prof Rudi Lidl	Ms Ziyanda Ngxabazi	Ms Marianne Feenstra
Dr Lis Lange		Dr Judy Backhouse
Mr. Luyanda Ndabankulu		Dr Lumkile Lalendle
Lecture Halls Administration Centre Science Laboratories Computer Lab Library Health Clinic Student Counselling	Registration Examinations Student records Certification Residences	Residences Laboratories Health Clinic Student Counselling Lecture Halls Registration Administration Centre
17h00 – 17h30	Panel to compile brief comments	

DAY 0 (Sunday, 14 March)
FULL PANEL

Day 0 – Sunday, 14 March

- 09:00 – 09:10 The Panel arrives at the institution
- 09:10 – 09:25 Welcome and Opening (**Chair**)
- 09:30 – 09:50 Document Orientation (**University Representative**)
- 09:55 – 10:35 Agenda:
- Revisiting purpose and conduct of audits, including the role of chair, “sub chairs” and auditors (**Audit Officer**)
 - Audit file orientation and site visit schedule (**Project Administrator**)
 - Updates and feedback from sub-panel visits to campuses (**Chair of Panel**)
 - Allocation of reading tasks for the review of on-site documents (**Audit Officer**)
- 10:40 – 11:10 **Brief welcome by the Vice-Chancellor**
- 11:10 – 11:15 Tea Break
- 11:15 – 13:00 Reading and review of on-site (supporting) documents
- 13:00 – 13:45 **Lunch**
- 13:45 – 15:00 Reading and review of on-site (supporting) documents
- 15:00 – 15:15 Tea Break
- 15:15 – 18:30 Finalise, review and allocate questions for interview sessions (**Day 1 & Day 2**)
- 18:30 – 19:30 Dinner (at the institution)
- 19:30 Auditors return to hotel to continue with preparations

DAY ONE (Monday, 15 March)
FULL PANEL

SESSION 1 08:00 – 09:00	The Panel to interview the Vice-Chancellor	Vice-Chancellor
09:00 – 09:20	Panel Review	
SESSION 2 09:20 – 10:05	The Panel to interview members of Council	Include: - Chair/Vice-Chair of Council - Chairs or reps from key Council Committees e.g. Staffing Committee of Council (Maximum of 8 people)
10:05 – 10:20	Panel review	
SESSION 3 10:20 – 11:20	The Panel to interview the Senior Executive Management Team	Include: - DVC, Chief Financial Officer, Registrar & Director - Quality Promotion & Assurance (exclude Vice-chancellor)
11:20 – 11:35	Panel review	
SESSION 4 11:35 – 12:45	The Panel to interview Executive Deans	4 Faculties
12:45 – 13:30	Lunch	
SESSION 5 13:30 – 14:15	The Panel to interview members of Senate	(Exclude Senior Executive Management and Executive Deans) (Maximum of 8 people)
14:15 – 14:25	Break	
SESSION 6 14:25 – 15:25	The Panel to interview the Vice Deans of Faculties	(Panel to split into 2 groups) Include: 4 Faculties Group 1 – Faculty of Arts, Faculty of Commerce, Administration & Law, Faculty of Education, Faculty of Science & Agriculture Group 2 – Faculty of Arts, Faculty of Commerce, Administration & Law, Faculty of Education, Faculty of Science & Agriculture
15:25 – 15:55	Panel Review	
SESSION 7 15:55 – 16:40	The Panel to interview members of the Student Governance and Administrators	(Maximum of 8 people)
SESSION 8 16:45 – 17:30	The Panel to interview members of the Institutional Forum (IF)	(Maximum 8 people)
17:30 – 17:45	Chairperson and senior HEQC staff to have a brief meeting with the Vice-Chancellor and/or her delegate(s).	Feedback and possible concerns from the institution to the Panel.
17:45 – 19:15	Panel review of day 1: reflections, conclusions and issues for follow-up. Overview of the macro issues. Consider possible persons for recall session. Preparation for day 2 – review of sessions and questions.	
19:15 – 20:00	Dinner	At the institution
20:00	Panel members depart to hotel	

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(Maximum of 8 people)
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DAY TWO (Tuesday, 16 March)
FULL PANEL

SESSION 9 08:00 – 09:00	The Panel to interview the Executive Management Team (Admin/Support Group)	Focus on Resource Allocation, HR, etc. Include: <u>Group 1.</u> <ul style="list-style-type: none"> • <u>Director: Finance</u> • <u>Director: Facilities Management</u> <u>Group 2</u> <ul style="list-style-type: none"> • Deputy Registrar • Executive Director: Human Capital Management
09:00 – 09:15	Panel Review	
SESSION 10 09:15 – 10:00	The Panel to interview the Director of Quality Management Unit	<ul style="list-style-type: none"> • Director: Quality Promotion & Assurance
10:00 – 10:15	Panel Review	
SESSION 11 10:15 – 11:15	The Panel to interview the Heads of Departments	(Panel to split into 10 groups and meet with groups of a maximum of 6 people) <ul style="list-style-type: none"> • Heads of departments (spread of Faculties)
11:15 – 11:30	Panel Review	
SESSION 12 11:30 – 12:30	The Panel to interview Academic and Support Staff	(Panel to split into 10 groups and meet with groups of a maximum of 6 people) Group 1 – Recently appointed F/T academic staff Group 2 – Women Academic staff Group 3 – Senior Lecturers Group 4 – Part-time Lecturers Group 5 – Lecturers Group 6 – Professors Group 7 – Recipients of Rector's T&L Awards Group 8 – Teaching Assistant staff Group 9 – Faculty Administration Staff Group 10 – Technical support staff (spread of Faculties)
12:30 – 13:00	Lunch	
SESSION 13 13:00 – 13:45	The Panel to interview Representatives of the Province and City, Community and Business partners, Employers, Research Partners and Alumni	(Panel to split into 6 groups and meet with groups of a maximum of 6 people) Group 1 – Employers Group 2 – Business & Industry Partners Group 3 – Provincial, Municipal & Local Government Group 4 – Alumni & Convocation Group 5 – Research Partners Group 6 – Community Partners
13:45 – 14:30	Panel review	
SESSION 14 14:30 – 15:30	The Panel to interview Students	(Panel to split into 10 groups) Category A: Undergraduate Students from all Faculties (6 groups) (Include: disability, international, residential students, RPL, etc.) Category B: Postgraduate students from all Faculties (4 groups) Honours, Masters & PhD students (include course-work and research)
15:30 – 15:45	Panel review	
SESSION 15 15:45 – 16:15	The Panel to interview the Staff Union	NEHAWU (Maximum of 8 people)
16:15 – 17:30	Panel review	
17:30 – 17:45	Chairperson and senior HEQC staff to have a brief meeting with the Vice-Chancellor and/or her delegate(s).	Feedback and possible concerns from the institution to the Panel (at Vice-Chancellor's discretion).

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(Maximum of 8 people)

17:45 – 19:30	Panel review of day 2: reflections, conclusions and issues for follow-up. Consider possible persons for recall session. Preparation for day 3 – review of sessions and questions.	
19:30 – 20:30	Dinner	At the institution
20:30	Panel members depart to hotel	

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DAY THREE (Wednesday, 17 March) FULL PANEL		
SESSION 16 08:00 – 09:00	The Panel to interview members of Student Services Department	<ul style="list-style-type: none"> • Dean of Students • Student Governance & Societies • Guidance and Counselling • Financial Aid and Bursaries
09:00 – 09:15	Panel Review	
SESSION 17 09:15 – 10:00	The Panel to interview members of the Quality Management Unit	<ul style="list-style-type: none"> • Faculty Quality Advisors • Information Management Specialist (Spread across faculties)
10:00 – 10:15	Panel Review	
SESSION 18 10:15 – 11:15	The Panel to interview members of the Senate Teaching and Learning Committee	<ul style="list-style-type: none"> • Committee representing all faculties (Maximum of 8 people)
11:15 – 11:30	Panel Review	
SESSION 19 11:30 – 12:30	The Panel to interview members of the Academic and Staff Development	<ul style="list-style-type: none"> • Director: Academic Development • Campus Director: Richards Bay Campus • HR Staff Development • Academic Co-ordinators
12:30 – 12:45	Panel review	
12:45 – 13:15	Lunch	
SESSION 20 13:15 – 14:15	The Panel to interview members of the Student Academic Administration Division and Centre for Cooperative Education and Experiential Learning	<p>(Panel to split into 2 groups)</p> <p>Group 1:</p> <ul style="list-style-type: none"> • Deputy Registrar, Admissions Department and Examinations Department, Graduation Officer <p>Group 2:</p> <ul style="list-style-type: none"> • Manager: CEEL (focus on short courses)
14:15 – 14:45	Panel review	
SESSION 21 14:45 – 15:30	The Panel to interview External Examiners and External moderators	<p>(Panel to split into 2 groups)</p> <p>Group 1: External examiners/moderators</p> <p>Group 2: External examiners/moderators</p> <p>Undergraduate level (spread across faculties)</p> <p>(Maximum of 8 people)</p>
15:30 – 16:00	Panel review	
SESSION 22 16:00 – 16:45	The Panel to interview the DVC: Academic Affairs & Research	
16:45 – 17:25	Panel review	
17:30 – 17:45	Chairperson and senior HEQC staff to have a brief meeting with the Vice-Chancellor and/or her delegate(s).	Feedback and possible concerns from the institution to the Panel (at Vice-Chancellor's discretion).
17:45 – 19:15	Panel review of day 3: reflections, conclusions and issues for follow-up. Consider possible persons for recall session. Sub-group preparation for interviews of day 4	

19:15 – 20:15	Dinner	At the institution
20:15	Panel members depart to hotel	
DAY FOUR (Thursday, 18 March)		
GROUP ONE (Teaching and Learning)		
SESSION 23 08:00 – 09:00	The Panel to interview members of Examination Board	(Maximum of 8 people)
09:00 – 09:15	Panel Review	
SESSION 24 09:15 – 10:15	The Panel to interview members responsible for the Management, Design and Review of Programmes	(Maximum of 8 people)
10:15 – 10:30	Panel Review	
SESSION 25 10:30 – 11:30	Panel to interview Faculty Board Members	Across faculties (Maximum of 8 people)
11:30 – 13:15	Sub-Panel Review on Teaching and Learning	
13:15 – 13:45	Lunch	
SESSION 26 13:45 – 14:45	Reading on site documentation	
14:45 – 15:30	Full Panel Review	

DAY FOUR (Thursday, 18 March)		
GROUP TWO (Research)		
SESSION 27 08:00 – 08:45	The Panel to interview Research Office	Include: <ul style="list-style-type: none"> • Faculty Research Co-ordinator • Research Administration Office • Gender Equity Task Team (Maximum of 8 people)
08:45 – 09:00	Panel Review	
SESSION 28 09:00 – 10:00	The Panel to interview University Research Committees	<ul style="list-style-type: none"> • University Research Committee • University Ethics Committee • University Higher Degrees Committee Section (Maximum 9 people 3 persons per committee)
10:00 – 10:15	Panel Review	
SESSION 29 10:15 – 11:15	The Panel to interview members of the Community Engagement	<ul style="list-style-type: none"> • Community engagement working group (Maximum of 8 people)
11:15 – 11:30	Panel Review	
SESSION 30 11:30 – 12:15	The Panel to interview Postgraduate Supervisors	(Panel to split into 3 groups) Group 1 – Experienced Supervisors Group 2 – Newly-appointed supervisors Group 3 – Postgraduate Co-ordinators (Maximum of 6 people per group)
12:15 – 12:30	Panel Review	
SESSION 31 12:30– 13:15	The Panel to interview groups of Researchers	(Panel to Split into 3 groups) Group 1 – Rated Researchers & Research Fellows Group 2 – Women researchers Group 3 – Emerging researchers (Maximum of 6 people per group)
13:15 – 13:45	Lunch	
SESSION 32 13:45 – 14:30	Sub-Panel Review on Research	
14:30 – 15:30	Full Panel Review	

DAY FOUR (Thursday, 18 March)

GROUP THREE (Infrastructure and Support)

SESSION 33 08:00 – 08:45	The Panel to interview staff of the ICT Services Staff	(Maximum of 8 people)
08:45 – 09:00	Panel Review	
SESSION 34 09:00 – 10:00	The Panel to interview the Student Service Division	Include: <ul style="list-style-type: none"> • Student Survey Co-ordinator • Staff of Student Affairs • Student Counselling • Career Counselling • Student Health/medical clinic • Sports and Recreation
10:00 – 10:15	Panel Review	
SESSION 35 10:15 – 11:00	The Panel to interview staff of the Department of Residence Affairs	Include: <ul style="list-style-type: none"> • Director: Housing • Wardens • House Committees • Kitchen and catering
11:00 – 11:15	Panel Review	
SESSION 36 11:15 – 12:00	The Panel to interview staff from Student Academic Administration	Include: <ul style="list-style-type: none"> • Admissions • Student Enrolment • International Office
12:00 – 12:15	Panel Review	
SESSION 37 12:15 – 13:00	The Panel to interview members of Library Staff	<p style="text-align: center;">The panel to split into two groups</p> <p style="text-align: center;">Group 1</p> <ul style="list-style-type: none"> • Director: Library • Deputy Director: Library <p style="text-align: center;">Group 2</p> <ul style="list-style-type: none"> • Senior Librarian • Librarian <p>(Maximum of 8 people)</p>
13:00 – 13:15	Panel Review	
13:15– 13:45	Lunch	
13:45 – 14:30	Sub-Panel Review on Infrastructure and Support	
14:30 – 15:30	Full Panel Review	

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DAY FOUR (Thursday, 18 March) – Afternoon FULL PANEL		
SESSION 38 15:30 – 16:00	The Panel to recall the Vice-Chancellor	The Vice-Chancellor has the option to invite the DVC Academic and Research
16:00 – 16:15	Panel review	
SESSION 39 16:15 – 17:00	Recall session	The Panel may clarify issues with the DVCs, Deans, permanent staff members, etc. (Panel will make a request for recall the day before)
SESSION 40 17:00 – 17:45	Open session Maximum of 10 minutes per presentation; no discussions	Any member of the institution (including alumni and partners) may approach the Panel to address them on quality issues. (This should be organised through the contact person of the University) (Institution to inform panel the day before)
17:45 – 19:00	Panel review and consolidation of findings Prepare spoken feedback Panel members to prepare their written notes	
19:00 – 20:00	Dinner	At the institution
20:00	Panel members continue to prepare their written notes	

DAY FIVE (Friday, 19 March) FULL PANEL		
SESSION 41 08:00 – 10:30	Panel review and finalisation of spoken feedback	
SESSION 42 10:30 – 11:15	Oral feedback to the Vice-Chancellor	With the Vice-Chancellor and whomever she wishes to have present. The feedback is read by the chairperson of the Panel. There is no discussion on the feedback. The Vice-Chancellor concludes the audit site visit with a few comments.
11:15	Panel departs	The Panel greets the Vice-Chancellor and senior staff who are present and departs.

Further explanations required and request for additional documents:

- Research publications: List for last 3 years
- Annual Report from 2004 to 2008
- Guidelines for Programme Review

Further supporting documentation to be available on site:

- Agendas and minutes of Senate, Council, Management Executive Committee and Faculty Boards.
- Agenda and minutes of Research Ethics Committee
- Agenda and minutes of the University Research Committee
- Agenda and minutes of Senate Teaching and Learning Committee
- Report for external moderators from each faculty (data over 3 years)
- Module packs / learner packages per faculty
- Students' tests and assignments (marked)
- Samples of examination papers for the past three years per faculty
- External examiners' report on postgraduate dissertation and thesis
- Learning guides (Arts & Culture, Law, Humanities, Nursing and Education)
- Sample of Dissertations and Thesis
- Report from Professional Council (Nursing, Engineering and Zoology)
- Report on Community Projects

Notes:

The HEQC would appreciate it if UniZulu note the following:

1. Individual panel members may break from interview sessions in order to read the supporting documentation provided.
2. During the interview sessions, the panel will circulate short notes among themselves to pursue a particular line of discussion.
3. Arrange, if possible, for a separate room for supporting documentation to be available for review.
4. Please ensure that there are **not more than 8 persons** for interview in any one interview session, and **not more than 6 interviewees** when the auditors interview individually.
5. Please supply the names and designations of those in each interview in electronic format (in Word format and not in tables for ease of blocking and pasting in 9 point, Arial font – please do not use an Excel format) to the HEQC audit administrator by **04 Thursday, March 2010**.
6. UniZulu is asked to inform all interviewees of the purpose of the audit visit and the protocol of the interviews. This includes making known the names of the members of the audit panel.
7. UniZulu is requested to provide a briefing on the audit to its external partners invited for interviews.
8. UniZulu is requested to notify all members of the institution that there will be an open session where any member of the UniZulu community can address the audit panel on any quality related matter.
9. UniZulu is further requested to provide name cards for each of the interviewees, with their designation of department or faculty. The interviewees will be asked to place these cards in front of them to assist the panel and scribe to appropriately identify and address the interviewees.
10. UniZulu is also requested to provide the following venues:
 - a. A main interview room (to accommodate approximately 15 panel members and a separate table for support staff).
 - b. Several break away rooms according to the schedule

- c. Main interview room to contain a computer with internet access, printer and copier.
11. If agreeable to the Vice Chancellor, the HEQC would like to arrange for the taking of a group photograph with the VC and his team, and the audit panel. **Possibly on Saturday, 13 March 2010**
 12. UniZulu is further requested, if possible, to provide internet access for use by the auditors during the course of the site visit.
 13. Please provide modest refreshments for the panel, including water, tea, coffee, sandwiches, fruit, etc.
 14. UniZulu is requested to provide dinner to the panel from **Sunday 14 March – Thursday, 18 March**. The cost of these dinners will be for the account of the HEQC.