APPENDICES

APPENDIX A: Interview protocol for Academics

Purpose of HE and role of academics in universities

In your view, what ought to be the main aim or purpose of Higher Education?

What is the main role/purpose of an academic in a university in your view?

What is quality in higher education?

When we talk of trying to improve quality in higher education, what is it that we should be trying to improve?

Has quality in the university improved, stayed the same or declined during your time here?

What makes it easy or difficult to achieve quality in this university?

What would you regard as a good outcome of your work with students

Definitions of quality

Some people talk about quality in the following ways. Which would be most in line with your thinking?

Excellence: surpassing a minimum set of standards

Value for money: a focus on efficiency and effectiveness, measuring outputs against inputs

Fitness for purpose: relates quality to a purpose or mission, defined by the provider, or to a particular programme's aims and learning outcomes.

Fitness of purpose: relates quality to a purpose defined elsewhere, or to external aims and objectives

Transformation: education is about doing something to the students, a qualitative change results

What would you trace your beliefs about Quality back to? Where do your beliefs about quality come from?

Changing university environment

What changes in the university environment have you experienced over the past 5 years or so that have impacted your work most?

Quality assurance activity

For the record: Interviewee's QA activity in faculty

Are you involved in any Quality Assurance activity in the faculty? Have you always done this work?

What do you see as the main reasons for the increase in activity around quality assurance in recent years?

What has been your response to this increased activity around QA – how would you describe your reaction to this increased QA activity?

How would you say this increase in QA activity has impacted your work most?

Do others in your faculty share your attitude? What has their reaction been, is there a range of reactions?

Responses to quality policy

What was your reaction to news of the HEQC audit?

What outcome are you expecting or hoping for from the HEQC audit?

Were you involved in the preparation of the self-evaluation report and did you find any value in the preparation process?

Have you read the self-evaluation report and how do you feel about its content?

Role of the state

What changes, if any, have you noticed in the relationship between the state through the DOE and higher education over the years?

APPENDIX B: INTERVIEW PROTOCOL for Institutional Managers

Purpose of HE and role of academics in universities

1. In your view, what ought to be the main aim or purpose of Higher Education?

2. What is the main role/purpose of an academic in a university in your view?

What is quality in higher education?

3. When we talk of trying to improve quality in higher education, what is it that we should be trying to improve?

4. How would you assess the quality of an institution? What kinds of things would you focus on?

5. Has quality in the university improved, stayed the same or declined during your time here?

6. What makes it easy or difficult to achieve quality in this university?

Definitions of quality

7. Some people talk about quality in the following ways. Which would be most in line with your thinking?

Excellence: surpassing a minimum set of standards

Value for money: a focus on efficiency and effectiveness, measuring outputs against inputs

Fitness for purpose: relates quality to a purpose or mission, defined by the provider, or to a particular programme's aims and learning outcomes.

Fitness of purpose: relates quality to a purpose defined elsewhere, or to external aims and objectives

Transformation: education is about doing something to the students, a qualitative change results

8. What would you trace your beliefs about Quality back to? Where do your beliefs about quality come from?

Responses to quality policy

9. What was your reaction when you heard that UWC would be going through and HEQC audit in 2007?

10. What outcome were you expecting or hoping for?

11. How do you feel about the HEQC's Audit report, now that you've seen it?

Role of the state

12. What changes, if any, have you noticed in the relationship between the state through the DOE and UWC over the years?

13. What has been the impact of these changes on academics and on their working lives?

Last amended: for Rector's interview. 2 July 2008

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