

Institutes of Technology and Polytechnics Quality

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Academic Audit

Summary Report

Eastern Institute of Technology
(August 2006)



INTRODUCTION:

Eastern Institute of Technology Hawke's Bay (EIT) is the major provider of tertiary education and training in the Hawke's Bay and eastern region of the North Island of New Zealand. Since its inception in 1975, EIT has grown into a vibrant and viable Institution offering 42 certificate, 29 diploma, 11 first degree and 4 postgraduate programmes.

The vision statement of EIT is "educate-innovate-transform", and its mission statement is:

"EIT will support the economic and social development of our diverse community by providing relevant, high quality and accessible education and training to individuals, professionals, businesses, community organisations and iwi."

The Institution's quality philosophy is one of continuous improvement and the application of best practice in everything it does. Quality is defined as "... continuously improving everything we do to meet agreed standards arising from our clients' stated and implied needs".

EIT's student numbers peaked in 2003 and have since declined, largely because of the phasing out of the Māori Radio adult and community education course. In 2005, 3207 EFTS were achieved, but this total is projected to drop to 2835 in 2006, with Te Manga Māori experiencing a further significant decline in enrolments. The number of students who participated in the programmes and courses run by EIT's five faculties in 2005 are reflected in the following EFTS totals:

- *Arts and Social Sciences* **764 EFTS**
- *Business and Computing* **944 EFTS**
- *Te Manga Māori* **306 EFTS**
- *Science and Technology* **634 EFTS**
- *Health and Sport Science* **558 EFTS**

The Institution's main campus is in Taradale and there are small campuses located in Hastings (131 EFTS projected for 2006), Central Hawkes Bay (66 EFTS projected), Flaxmere (34 EFTS projected) and Wairoa (3 EFTS projected)¹.

EIT has a mature quality management system (QMS) with individual policies and procedures listed under each of the twelve ITP New Zealand Academic Quality Standards. Each service section manager is responsible for the review and ongoing improvement of the policies and procedures related to their area of responsibility.

SUMMARY OF FINDINGS:

The first full audit of the Eastern Institute of Technology was conducted in October 2001 by NZPPC (the predecessor of ITP Quality) in accordance with NZQA's delegation of powers under Section 258 and 259 of the Education Act 1989. Acting on the recommendation of the audit team, the NZPPC Board awarded the EIT Quality Assured Status for four years. A Mid Term Review conducted by ITP Quality in July 2004 confirmed that EIT was using effective

¹ EIT Hawke's Bay Profile 2006-2008
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internal audit and review processes to help maintain academic quality consistent with its Quality Assured Status.

The second full audit, to which this report refers, was undertaken in accordance with the agreed schedule of audits by ITP Quality to determine the continuation of Quality Assured Status. The Audit was conducted against the twelve ITP New Zealand Academic Quality Standards, over four days in May 2006. A team of four ITP Quality accredited Auditors sampled eleven programmes of study delivered by five faculties and supported by four support service areas.

The audit team was impressed with the effectiveness of EIT's systems, policies and procedures. A culture of continuous improvement was evident throughout the Institution and EIT's quality management system was found to be comprehensively applied by staff. Evidence of the Institution's high standards of excellence in education, training and research, was found in all faculties and sections, and at all levels. EIT is committed to implementing the principles of the Treaty of Waitangi, and the audit team noted several instances where Treaty issues had informed decisions, practices and programme content.

Academic programmes are regularly reviewed, evaluated by students, and externally moderated. Stakeholders are regularly consulted, and kept informed about current educational programmes, student performance, and staffing matters.

The auditors were impressed by the student-focus, competence and commitment of staff at all levels of the organisation. EIT's policies and procedures for staff appraisal and development were found to be particularly effective. A comprehensive range of student support services is provided, housed in a modern building.

All students consulted were enthusiastic and positive about the overall EIT experience. There was evidence of consistency of evaluation and that student feedback on programmes and teaching is carefully considered and, where possible, promptly acted upon. EIT has identified teaching and learning as its key focus, and strategies are being implemented to develop policy, innovation in teaching and learning, and reflective practice.

The audit team found that corrective action was necessary to obtain formal approval for the delivery of two courses at an overseas institution under EIT's accreditation.

Ten areas of good practice were highlighted by the auditors, including:

- The Pettigrew Green Sports Arena, as an outstanding example of partnership between an institute of technology and a local body, the community and private enterprise;
- The processes for Peer Observation, Staff Appraisal of Managers and Manager Observation of Tutors;
- The use of student coaches to support students on some programmes;
- The procedures used to examine student research theses.

Eight recommendations were made and these are summarized below:

- That a delegation register or schedule be developed and approved by Council;
- That EIT develop and implement a plan to conduct ongoing internal performance reviews of compliance with the Code of Practice for the Pastoral Care of International Students;
- That the processes used for complaints reporting and registering be reviewed;

- That contractual arrangements with a local Private Training Establishment be updated and subjected to a formal annual review process;
- That all contractual arrangements and memoranda of agreement/ understanding/ cooperation with other training providers be checked for compliance with EIT's quality management system and external requirements;
- That EIT and its faculties take a more strategic approach to fostering a productive research environment for staff and senior students;
- That, in the event of different recommended grades for a thesis, the internal and external examiners be asked to agree on the final result;
- That the internal audit process be reviewed.

The audit team concluded that Eastern Institute of Technology continues to meet all twelve ITP New Zealand Academic Quality Standards, and recommended that the ITP Quality Board confirm the Institution's Quality Assured Status for a further period of four years.

ITP Quality Board Decision (7 August 2006)

That Eastern Institute of Technology be awarded Quality Assured Status for a further four years, consistent with ITP Quality requirements.