



IRISH UNIVERSITIES
QUALITY BOARD

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Irish Universities Quality Board

Fifth Annual Conference

**Institutional Research:
Benefiting the Student Experience
and University Performance**

12-13th October 2007, NUI Galway



Welcome from the Chief Executive

On behalf of the Irish Universities Quality Board, I am delighted to welcome delegates to the West of Ireland and I am grateful to the National University of Ireland, Galway for hosting the fifth in our series of annual conferences.

Institutional Research forms the theme for this year's conference and is a topic that is of particular interest and relevance at this time of exciting challenge and reform in Irish higher education.

IUQB is currently developing National Guidelines of Good Practice in Institutional Research with the active support of Irish higher education institutions. We welcome therefore the views of delegates on the Interim Report on this project which is being made available to you as part of the conference material.

As a further demonstration of the strong collaboration between IUQB and the universities we are using the occasion of the conference to launch the 2nd edition of A Framework for Quality in Irish Universities which is being jointly published by IUQB and the Irish Universities Association.

I believe that we have assembled a very interesting mix of national and international contributors and hope that you enjoy the conference and associated workshops.

Dr. Padraig Walsh

CONFERENCE PROGRAMME

Institutional Research: Benefiting the Student Experience and University Performance

Venue: Áras Moyola Building, NUI Galway.

FRIDAY 12 OCTOBER

CHAIRPERSONS:

Session 1: Marion Coy, Director of Galway-Mayo Institute of Technology.

Session 2: Roy Ferguson, Director of Quality, University College Dublin.

- 12.00** Registration in foyer of Áras Moyola
- 13.00** Light buffet lunch served in foyer
- 13.45** Welcome by Iognáid Ó Muircheartaigh, President NUI Galway
- 14.00** Opening address by Garret Fitzgerald, Chancellor of NUI
- 14.30** **Steering a University in the Light of Knowledge**, Richard M. Freeland
President Emeritus, Northeastern University (NEU), Boston
- 15.30** Tea / coffee
- 16.00** **The Irish Higher Education System**, Tom Boland, Chief Executive HEA
- 17.00** **Measuring Student Satisfaction with Teaching and Services**, Aoife Flanagan, IR Officer, NUI Galway
- 19.30** Gala Reception - Connemara Coast Hotel
Launch of framework publication
*A FRAMEWORK FOR QUALITY IN IRISH UNIVERSITIES:
Concerted action for institutional improvement*
- 20.00** Conference Dinner - Connemara Coast Hotel

SATURDAY 13 OCTOBER

CHAIRPERSONS:

Session 1: Mary Dooley, Bursar, NUI Galway.

Session 2: Tom Duff, Academic Registrar, Dublin Institute of Technology.

- 09.00** **University Ranking Systems: a Critique**, Torsten Källemark, former Head of the International Department, Swedish National Agency for Higher Education
- 10.00** **The Key Triad: IR, Planning and Quality**, Mark Putnam, Director of Planning and IR, NEU, Boston
- 11.00** Tea / coffee
- 11.30** **Key Performance Indicators and Balanced Scorecards**, Bruce Nelson, Academic Registrar & Deputy Secretary, University of Edinburgh
- 12.20** Panel discussion
- 12.45** Closing address, (to be invited)
- 13.15** Lunch
- 14.30** Six workshops on specific themes, in parallel (listed below)
- 16.30** Closing address by Catherine McGuinness, Chair, IUQB
- 16.30** End

Workshops

Playing the Ranking Game, facilitated by Mark Putnam, Northeastern University, Boston

Monitoring Student Retention and Graduation, facilitated by Dawn Geronimo Terkla, Tufts University, Medford, Ma

Key Performance Indicators for Irish Universities, facilitated by Dera McLoughlin, Mazars, Dublin

Surveying Third and Fourth Level Students in IUA Universities, facilitated by Liam Delaney, Geary Institute, UCD, Dublin

Assessing and Recognising Teaching Quality and Excellence, facilitated by Iain MacLabhrainn, CELT, NUI Galway

Measuring Research Performance, facilitated by a relevant expert

SPEAKERS



Iggy Ó Muircheartaigh became the eleventh President of NUI Galway in August 2000. Since coming into office he has presided over an unprecedented period of growth and expansion at NUI Galway, which has co-incided with a significant increase in student numbers, a major capital development programme as well as the establishment of a number of major new research initiatives at the University. Prior to his appointment as President, Dr Ó Muircheartaigh was Registrar & Deputy President of NUI Galway and Professor of Statistics.



Garret FitzGerald, former Foreign Minister, and Taoiseach, was elected to the Irish Senate in 1965, four years later, to Dail Eireann. From 1973 to 1977 he was Irish Foreign Minister and, in the latter year, became Leader of the Fine Gael Party in Opposition. Between June 1981 and March 1987, and again between December 1982 and March 1987, he was Taoiseach (Prime Minister) and, in the second half of 1984, he was President of the European Council. In 1983 he had established the New Ireland Forum as a preliminary to the negotiation of the 1985 Anglo-Irish Agreement.

He is currently Chancellor of the National University of Ireland which comprises four universities and six recognized colleges and presides over its Senate. He has been a weekly columnist in the Irish Times for most of the past 50 years. He is Chairman of the Future of Europe Committee of the Institute of European Affairs, as well as President of the Institute. He is also a Director of the Irish Chapter of Transparency International, Age Action Ireland and the Greater European Fund.



Catherine McGuinness has been Chair of the Irish Universities Quality Board since 2006. She is the President of the Law Reform Commission and a former Judge of the Irish Supreme Court. In addition to her Judicial career, Mrs Justice McGuinness has chaired the National Social Services Board, the Board of the National College of Art and Design, the Employment Equality Agency and the Forum for Peace and Reconciliation.



Richard M. Freeland was President of Northeastern University in Boston, Massachusetts from 1996 to 2006. Under his leadership, Northeastern focused on achieving excellence as a national research university that is student-centered, practice-oriented and urban. During his years Northeastern achieved a major strategic repositioning, transforming itself from an access oriented commuter institution to a selective, residential national university, while rising from 162 to 98 in the annual rankings of US News and World Report's "Best National Universities."



Tom Boland is Chief Executive of the Higher Education Authority (HEA) since January 2004. The HEA is a statutory body established to allocate public funding to Irish higher education institutions; to oversee performance of the higher education and research sector generally and to advise the Minister for Education and Science on the development of the sector.



Aoife Flanagan is the Institutional Research Officer at the National University of Ireland, Galway. She has a Bachelor of Commerce Degree (National University of Ireland, Galway), a Higher Diploma in Marketing Practice (National University of Ireland, Galway), a Higher Diploma in Systems Analysis (National University of Ireland, Galway) and a Diploma in Insurance Practice (Insurance Institute of Ireland).

SPEAKERS & FACILITATORS



Torsten Kälveborn is a graduate from Uppsala University in Sweden. He has recently retired from the Swedish National Agency for Higher Education where he served for several years as head of the international department. His publications include a study on university rankings in various countries. In addition he is the author of many articles dealing with international developments in the field of higher education.



Mark Putnam serves as the Senior Vice President for Executive Affairs and provides leadership for the executive division of Northeastern University. He is a member of the Executive Committee for the National Postsecondary Education Cooperative and serves as an evaluator for the New England Association of Schools and Colleges. He received his Bachelor of Arts degree in Philosophy from Nyack College, and Master of Arts, Master of Education, and Doctor of Education degrees in Higher Education Administration from Teachers College, Columbia University.



Bruce Nelson is Academic Registrar and Deputy Secretary at the University of Edinburgh. He has held several different posts at the University, including immediately prior to his current appointment being Director of Planning. He is currently Chair of the Association of University Administrators, the professional body for higher education administrators and managers in the UK and Republic of Ireland.



Dawn Geronimo Terkla is the Associate Provost for Institutional Research, Assessment, and Evaluation at Tufts University. Before coming to Tufts in 1985, Dawn held positions at Harvard University and the University of California at Berkeley. She has a doctorate in higher education research from Harvard University and her research interests include college-choice decisions, financial aid issues, retention issues, management information, assessment and evaluation. She is a member of several National Center for Education Statistics technical review panels and is a past President of both the North East Association for Institutional Research and the Association for Institutional Research.



Dera McLoughlin (B.Comm, ACA, CISA) is a chartered accountant and partner with responsibility for the consulting unit of Mazars, one of Ireland's largest audit and advisory firms, employing 6,000 people in 56 countries. Dera has worked for the Group for 12 years in Dublin, London, the USA and Paris primarily working with Irish and international higher educational institutions across a range of advisory and consulting services including strategic planning, risk management and governance, IT, decision support and performance management. Dera is currently responsible for the management of a project on behalf of the Irish Universities Association which involves research into performance management systems in place in universities on an international basis.



Liam Delaney is a senior researcher in the UCD Geary Institute and was recently appointed as a permanent lecturer in UCD holding a joint appointment with the UCD School of Public Health and Population Science and UCD School of Economics. He is currently conducting research involving strong collaborations with researchers in public health, social psychology, neuroscience, epidemiology, nutrition, microbiology, sociology and other fields.



Iain Mac Labhainn (Mac Laren) was appointed as Director of the (then) new Centre for Excellence in Learning & Teaching at NUI Galway in October 2002. Since then the Centre has grown in remit and resources and currently supports academic staff development, the use of learning technologies and work on civic engagement. In addition, it has a research strand focusing on higher education policy and practice, with projects funded by the HEA, the European Commission and other external funding agencies and foundations. A variety of research is pursued through a number of PhD studentships, the Centre's MA programme and international collaborations. Prior to his current appointment Iain was a Lecturer, then Reader in Physics and he holds a BSc (Astrophysics) from Edinburgh University and a PhD (Cosmology) from Durham.

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