

FACULTY OF PHARMACY

FIRST PROGRESS REPORT ON RECOMMENDATIONS FROM PHASE THREE

Recommendation 1	That the Faculty develop clear mechanisms by which it can measure the effectiveness of its new leadership structure.
Action taken by the Faculty	<p>The Faculty is currently undergoing a strategic planning process in which its leadership structure is being reviewed. This includes discussions about how different roles within the leadership interact and what additional or different roles may be required. The process began with a strategic planning retreat for the Professoriate and Executive Committee. A significant focus of this retreat was an evaluation of the current leadership structure and recommendations for some changes, including the concept of Year Coordinators (reporting to an Associate Dean Learning and Teaching).</p> <p>Since then the Faculty held a Learning and Teaching retreat for academic and relevant professional staff during which the concept of Year Coordinators was put forward. The Faculty Strategic Planning Committee is currently working on position descriptions for these roles.</p>
Further action planned but not yet implemented (if appropriate)	More Faculty consultation is expected in early 2010 before a final revised structure and position descriptions is agreed on.
Faculty's evaluation of the success of action taken	Academic staff are supportive of the proposed introduction of Year Coordinators.
Recommendation 2	That the Faculty develop more effective mechanisms to ensure that its communication processes work well at all levels of staff and students.
Action taken by the Faculty	<p>The Hygieia faculty newsletter is published online twice a semester and features student and staff achievements and events.</p> <p>Internal staff communications have been addressed with a review of the staff intranet. A new Faculty SharePoint site was launched in October 2009, intended as the new staff intranet. The move is in its final stages, with a continual review and updating of content. This should assist staff to finding relevant Faculty information and be more aware of Faculty events, common resources and news.</p> <p>There is also a Faculty Forum held monthly to keep staff and HDR students updated about changes and issues. The practice of hosting Friday morning teas have also been successful in providing staff and HDR students with opportunities for more general interaction.</p> <p>The Faculty has also been working on its communication with students. The student email system is used much more effectively now that students are using it as a main mode of communication with the Faculty. Additionally the Sydney University Pharmacy Association (SUPA) has been more active and working more closely with the Faculty management.</p>

Further action planned but not yet implemented (if appropriate)	The Faculty is planning to engage even more with SUPA to maximise the communication with the student body and help them become more involved.
Faculty's evaluation of the success of action taken	The staff intranet is already working well even in its current state. It has already become a central Faculty calendar hub and document storage and sharing area.
Recommendation 3	That the Faculty consider how it can improve its system of student representation so as to facilitate student involvement in its strategic planning process.
Action taken by the Faculty	<p>The Faculty now has enthusiastic and active representation from undergraduate students on the LTC. Three undergraduate students are involved so there is always at least one student present. These students report back to the student body through SUPA. It is envisioned that these students will also be eager to participate in the strategic planning process.</p> <p>During the recent New Zealand and Australian Pharmacy Schools Accreditation Committee (NAPSAC) site evaluation team visit to the campus for the accreditation of the Faculty's professional degrees, student body consultation figured highly on the agenda. The evaluation team spent half a day interviewing 24 students from all years across the two professional degrees.</p>
Further action planned but not yet implemented (if appropriate)	The Faculty is planning to survey sections of its student population, such as 4 th year Honours students, to better understand any student issues and how to add value to their experience. This will assist the Faculty to understand how the Honours program fits in with the Faculty's overall strategic goals and whether student needs are being met.
Faculty's evaluation of the success of action taken	<p>Early signs are positive as there is more engagement with the different student cohorts and better methods of communication.</p> <p>The Faculty has received the report from the Site Evaluation Team from NAPSAC and the feedback on the discussions with students was very positive. The students also found the experience an interesting one and were pleased to have been consulted.</p>
Recommendation 4	That the Faculty develop mechanisms whereby it can assess the effectiveness of the strategies it has designed to meet the expectations of students and stakeholders, with particular reference to research students and Master of Pharmacy students.
Action taken by the Faculty	<p>The Faculty has instituted a more formal engagement of Master of Pharmacy students by ensuring their representation on SUPA (Sydney University Pharmacy Association).</p> <p>The Master of Pharmacy now has a nominated student representative for each year who acts as a point of contact between the course coordinator and the students.</p>
Further action planned but not yet implemented (if appropriate)	<p>The Faculty is considering organising a focus group for students each semester to provide a more formal feedback mechanism.</p> <p>The Faculty is also reviewing position descriptions within the</p>

	student services area to streamline the process for student contact with the faculty administration.
Faculty's evaluation of the success of action taken	Involvement in SUPA has led to a greater sense of belonging by MPharm students and has also encouraged them to participate in more networking social events with other Pharmacy students. The MPharm student representatives are also working well as they greatly facilitate communication with the course coordinator.
Recommendation 5	That the Faculty consider how it can respond to the wishes of the students to improve the value of clinical placements in their training.
Action taken by the Faculty	As part of the development of the new curriculum, the clinical placement program in the Bachelor of Pharmacy has been reviewed. Substantial changes are being introduced from 2010 to clarify the objectives of placements, increase the amount of placement time over the final 2 years of the degree and increase opportunities for students to experience different placement environments.
Further action planned but not yet implemented (if appropriate)	The Pro-Dean will take strategic ownership of Faculty clinical placements to ensure improved coordination and communication with preceptors.
Faculty's evaluation of the success of action taken	It is too early for an evaluation of this measure. The implementation of the new 3 rd year curriculum will occur in 2010 and the 4 th year curriculum in 2011.
Recommendation 6	That the Faculty ensure that all students are made aware of the mechanisms through which they can provide feedback on all aspects of their courses and candidatures and how this feedback will be addressed. In particular, there may be a need to provide a specific focus for responding to research student feedback.
Action taken by the Faculty	The Faculty has undertaken to expand the role of the current Student Services – Postgraduate to include both coursework and research students. This will assist students by providing a central point of contact in the Faculty administration. As also described in this document earlier, the Faculty is undergoing a significant review of its website and is progressively streamlining and simplifying the information for students and staff.
Further action planned but not yet implemented (if appropriate)	As part of the new website, it has been suggested that a feedback form be made available so that students could provide feedback (or ask for further information) on specific issues. The feedback could be anonymous if desired, however, students would be encouraged to leave their name. The feedback (or question) along with the faculty's response could then be posted on a webpage – similar to the VC's Q&A page.
Faculty's evaluation of the success of action taken	This is an ongoing area for improvement but one in which the Faculty is determined to work on to continue to provide meaningful feedback fora for all its students.
Recommendation 7	That the Faculty continue to explore mechanisms for meaningful

	national and international benchmarking to drive improvements in both teaching and research.
Action taken by the Faculty	The Faculty has undertaken some initial benchmarking exercises with Group of Eight Schools of Pharmacy, especially Monash University and The University of Queensland.
Further action planned but not yet implemented (if appropriate)	The Faculty plans to expand its current benchmarking activities with universities in both Australia, New Zealand and internationally and a plan has been developed to initiate communication with a select number of comparable research-intensive Schools of Pharmacy, such as the National University of Singapore School of Pharmacy in 2010 with respect to benchmarking.
Faculty's evaluation of the success of action taken	It is too early to provide an evaluation.
Recommendation 8	That the Faculty consider how it can ensure how students are better informed on the programs that it has in place to provide support to all students.
Action taken by the Faculty	With the appointment of a new Marketing and Communications Officer in August 2009, the Faculty website has been undergoing a review, especially in light of the introduction of a new brand for the university in 2010. The review of the student (UG and PG) pages is already in progress to make this information to students more accessible. The introduction of Year Coordinators should also provide an avenue of support for students.
Further action planned but not yet implemented (if appropriate)	It is anticipated that all the information on the website will be updated by the end of Semester 1, 2010. The Faculty is planning to profile current students who've participated in these programs to raise awareness of opportunities.
Faculty's evaluation of the success of action taken	Information about student programs available is available on the Faculty website and in the Faculty handbook. While the handbook lists everything, it is understood that the website is the preferred method of information retrieval by students and staff alike. The review of the website content and structure was both necessary and timely.
Recommendation 9	That the Faculty investigate how it can improve the experiences of Master of Pharmacy students, particularly with respect to the quality of and access to space, facilities and materials.
Action taken by the Faculty	<p>The Faculty has recognised the need expressed by the Master of Pharmacy students to have more access to the facilities by making study rooms available (under supervision) at pre-determined times.</p> <p>As the Master of Pharmacy cohorts are much smaller than the undergraduate cohorts, their lectures are generally delivered in smaller venues (not always able to automatically provide the same advanced technical features such as lecture recording). The Faculty has addressed this issue by liaising with lecturers to ensure they understand student expectations and, where possible, arrange for lectures to be recorded while in the smaller venues. Student expectations are also being managed by pointing out that the benefits to students. The smaller interactive lectures function more</p>

	like tutorials, with greater student/lecturer communication and so the reliance on technology.
Further action planned but not yet implemented (if appropriate)	The Faculty is seeking to expand the access to the facilities by providing more unrestricted access to study rooms (i.e. without requiring supervision).
Faculty's evaluation of the success of action taken	Successful. Students are happy to have more access to facilities and are also more able to see the value of the smaller interactive lectures.
Recommendation 10	That the Faculty focus on building its research profile through strategies involving staff support and development mentoring to achieve higher national competitive research grant success and greater inclusion of HDR students in the Faculty's research culture.
Action taken by the Faculty	<p>The Faculty's Research Committee has developed a Mentoring Program to focus on building the Faculty's research profile through strategies involving staff support and development.</p> <p>To encourage greater inclusion of our higher degree research students in the Faculty's research culture we re-established the Postgraduate Research Sub-Committee. The aim of the Committee is to work with the postgraduate research student community to identify and implement general and social programs to enhance the postgraduate research experience and to improve infrastructure support. Activities include:</p> <ul style="list-style-type: none"> - Postgraduate Information Sessions twice a year - Faculty of Pharmacy Postgraduate Newsletter - Monthly Postgraduate Workshops - A Postgraduate Induction Booklet is currently being drafted
Further action planned but not yet implemented (if appropriate)	None.
Faculty's evaluation of the success of action taken	Successful. The feedback from research students about the initiatives has been positive.
Recommendation 11	That the Faculty consider how it can provide improved infrastructure support for research students.
Action taken by the Faculty	<p>The Faculty has conducted a space audit to ensure that all available space has been allocated in an equitable manner, with space reallocated and redistributed as necessary.</p> <p>The space audit allowed the Faculty to update its Space Allocation Policy, which clearly outlines the space and infrastructure allowances for new and current higher-degree research students and a transparent process for allocation of space and facilities.</p> <p>Some infrastructure refurbishments have also been completed with improvements in HDRS seating areas (including computers and printing facilities).</p>
Further action planned but not yet implemented (if appropriate)	None.

Faculty's evaluation of the success of action taken	Successful. The refurbishment of the HDRS spaces has been well received. Faculty staff and students are now aware of the new policies and space and infrastructure entitlements and have commenced adhering to the new allocation process.
Recommendation 12	That the Faculty designate one senior academic staff member, possibly the Associate Dean (Research and Innovation), to whom research students can address any issues relating to their candidature and who can act as a conduit for communication with research students generally.
Action taken by the Faculty	The Faculty has designated the Chair of the Postgraduate Research Sub-committee as the senior academic to whom research students can address any issues relating to their candidature and who can act as a conduit for communication.
Further action planned but not yet implemented (if appropriate)	The general staff roles of the Research Support Officer and Postgraduate Student Services Officer are also being reviewed. The position descriptions are expected to be amended to reflect a greater emphasis on student support by the Faculty.
Faculty's evaluation of the success of action taken	Successful.