

Community of Practice

Meeting 5: Reflecting



TRƯỜNG ĐẠI HỌC KINH TẾ QUỐC DÂN
NATIONAL ECONOMICS UNIVERSITY
HẾT NỖI TRI THỨC - VỮNG BƯỚC TƯƠNG LAI



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The Purpose of Reflection

By three methods we may learn wisdom:

First, by reflection, which is noblest;

Second, by imitation, which is easiest; and

Third by experience, which is bitterest.

- *Confucius*



What do we need to do here?

- ▶ Any process that we follow to examine where we are, what we are doing or where we want to be requires a period of reflection at the end of the process.
- ▶ Follow effective action with quiet reflection. From the quiet reflection will come even more effective action. -Peter Drucker
- ▶ The journey you have undertaken here will have given you a large amount of data and experiences to examine.
- ▶ However it will all have been wasted if you do nothing with it.



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In reality

What did we
experience?

What does it
mean?

What do we
do now?



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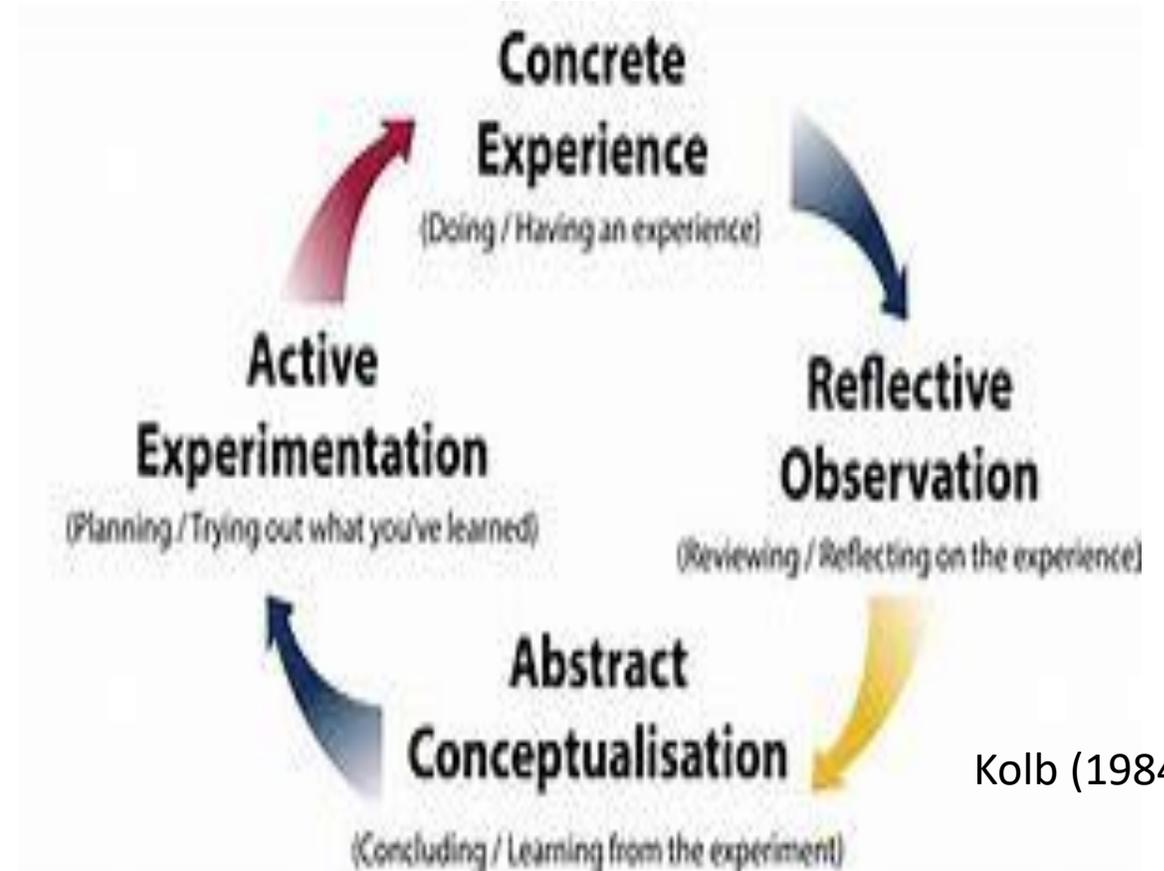
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Theories



Gibbs (1988)



Kolb (1984)



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Putting reflections together

- Reiteration of your objectives
- Examination of secondary data concepts and ideas and where this took us.
- Thematic Analysis of data collected from stakeholders in QA and QE processes. Where are their concerns of requirements?
- Case study analysis of how the various aspects of QA and QE would work for us (from the information above)
- Determine the possible courses of action for us, bearing in mind expertise, expense, and energy for change.)



Then?

Disseminate the proposed plans and gain feedback.

Adapt if required.

Take the plan and run with it. Don't let it sit on the shelf.



The NEU Project Case Study

1 of 2

- Project team at CMU believed that QA processes were the key to start the development with a focus on learning and teaching best practice and development.
- Initial surveys revealed an interest by Faculty and Students in a much broader sphere within QE processes.
- Initial workshops led to a clear willingness by the faculty to engage in processes of constructive alignment, student engagement and the need for a Community of Practice to bring these aspects together.



The NEU Project Case Study

2 of 2

Simultaneously the QE/QA function wanted to engage on the internal development of those systems.

Students workshops indicated a clear desire to incorporate their engagement into a wider field of activities.



Reflection

- Don't assume you know where a development project is going.
- Don't believe that the solution will be a straight-line or simple.
- Don't ignore chances to gather information whenever and wherever you can.
- Don't leave any affected stakeholders out of the data gathering processes.
- Don't assume that management will adopt ideas just because they are good, there are other considerations.
- Complete the processes as quickly as you can, time will get away from you if you let it.
- When you finish your first stage of action, reflect and design the next bit.



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Once we know something, we find it hard to imagine what it was like not to know it.

C & D Heath, (2007)

To learn and not to do is really not to learn.
To know and not to do is really not to know.”

Stephen R. Covey

