



Report on the Quality Mailshot Initiative (2023-2024)

A) Introduction

In 2019, the Quality Assurance Committee (QAC) launched the Quality Mailshot Initiative in order to showcase good quality practices taking place across campus by means of occasional mailshots sent to staff and students. The mailshots feature a brief text with an accompanying image, drafted in cooperation with the entity relevant to the mailshot's content. A standard operating procedure (ZQA-001-02) was developed and updated to outline the whole process.

The schedule devised for the dissemination of these mailshots takes into account examination sessions and recess periods, with at least fourteen days between each mailshot. A degree of flexibility is maintained whenever time-sensitive issues arise, whereby some mailshots are shifted around or retained for future use in order to release mailshots deemed more relevant to the current circumstances. The full schedule of mailshots for academic year 2023-2024 is available at the end of this report.

Following the success of the first four series of mailshots, the initiative was renewed for academic year 2023-2024. Good practices from the below University entities have featured in this series:

- Faculty for the Built Environment
 - Faculty of Education
 - Faculty of Economics, Management & Accountancy
 - Faculty of Information & Communication Technology – Department of Artificial Intelligence and Department of Computer Science
 - School of Performing Arts
 - Chaplaincy
 - SEA-EU Affairs Committee
 - Quality Assurance Committee
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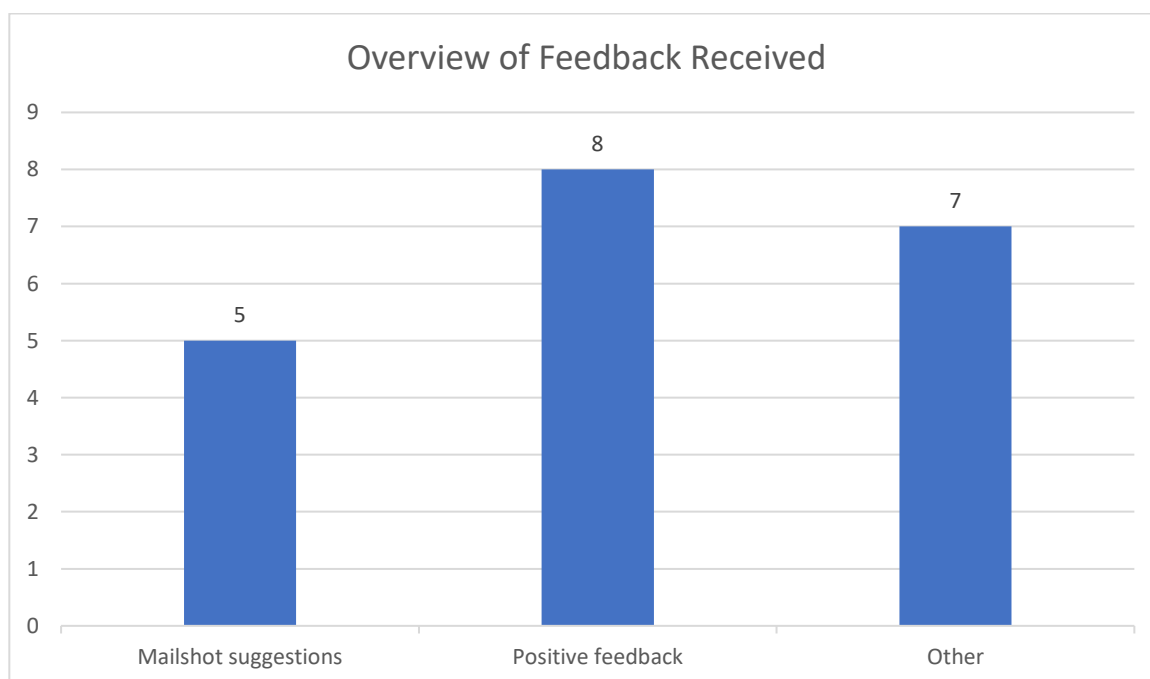
This year's series of mailshots has continued to highlight and make relevant connections between the mailshots' content and the University of Malta's Strategic Themes, as per the Strategic Plan 2020-2025. These links serve to reinforce UM's various strategic commitments while showcasing how the latter are being achieved in practice.

B) Overview of Feedback Received

During the academic year 2023-2024, a total of **14** mailshots were sent, and **20** responses were received. These responses generally fell under the following broad categories:

- 1) ***Suggestions for future mailshots***: At the end of every mailshot, recipients are invited to contact the QAC with examples of good quality practices from their own entity, for consideration as potential future mailshots.
- 2) ***Positive feedback for the practices shared***: A number of recipients thanked the QAC for sharing these positive practices.
- 3) ***Other***: Queries or other generic responses.

Below is a chart outlining the type of feedback received:



C) Overview of Action Taken

Whenever deemed necessary, relevant action was taken in line with the response received. Below is an overview of the type of action taken:

- Certain queries that could be dealt with expediently were answered by the QSU. Responses asking for particular details were forwarded to the most relevant department for follow-up.
- Suggestions for future mailshots were considered and those that were deemed relevant for dissemination were included in this year's series.
- Following certain feedback and queries received by members of staff and students in relation to certain mailshots, the QSU Senior Executive together with the Pro-Rector for International Development & Quality Assurance held clarificatory meetings.

D) Conclusion

A dedicated section on the QAC website features an [archive](#) of all mailshots sent to date. Apart from the mailshot text, the full mailshots are also made accessible in PDF format. For the fifth year running, the Quality Mailshot Initiative has been well-received by the University community and has generated appreciable interest. The success of this initiative is the result of joint efforts from the staff of the Quality Support Unit, the Marketing, Communications & Alumni Office, IT Services, and staff members from the UM entities involved in the mailshots themselves.

It is pertinent to note that in the report¹ drafted by the review panel following the External Quality Assurance (EQA) audit carried out at UM in May/June 2023, the Quality Mailshot Initiative was highlighted as an example of good practice within the ambit of Standard 1 (*Policy for Quality Assurance*). This commendation is very encouraging and further evidences the value and meaningfulness inherent in this initiative.

Dr Jonathan Xuereb
Quality Support Unit
31 May 2024

¹ While the MFHEA has finalised the report and shared it with UM, its publication is expected after UM submits its action plan.

E) Full List of Mailshots

Academic Year 2019-2020

- [Quality Mailshot Initiative](#) (4 December 2019)
- [UM ranking in U-Multirank](#) (18 December 2019)
- [UM ranking in Webometrics](#) (8 January 2020)
- [Citations in Google Scholar](#) (5 February 2020)
- [Reviewing courses through department-led student feedback](#) (19 February 2020)
- [SOP Portal](#) (4 March 2020)
- [Online learning](#) (18 March 2020)
- [Peer-to-peer observation and reflection](#) (1 April 2020)
- [Disposal of chemical hazardous waste](#) (22 April 2020)
- [Upskilling of UM staff](#) (6 May 2020)
- [Most cited publications by UM scholars](#) (20 May 2020)
- [The University's institutional repository](#) (27 May 2020)
- [INACSL certification for nursing labs](#) (3 June 2020)

Academic Year 2020-2021

- [Quality practices in translation studies](#) (20 October 2020)
 - [UM's top scholar by H-Index](#) (3 November 2020)
 - [Positive QA initiatives by MATSEC](#) (17 November 2020)
 - [Student progress meetings](#) (1 December 2020)
 - [Recognition of CLS work with Eurofound](#) (15 December 2020)
 - [The NOHA master's programme in international humanitarian action](#) (5 January 2021)
 - [The KSU Buddy System](#) (19 January 2021)
 - [UM improves Webometrics Ranking](#) (23 February 2021)
 - [Donation of publications to UM Library](#) (9 March 2021)
 - [Assisting migrant integration through education](#) (23 March 2021)
 - [UM academics: publications and citations](#) (13 April 2021)
 - [E-portfolios for nursing students](#) (27 April 2021)
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- [Away Day for freshers](#) (11 May 2021)
- [The use of AI in digital games](#) (25 May 2021)
- [Person-centred curricula at the Department of Mental Health](#) (14 July 2021)

Academic Year 2021-2022

- [ICT student meetings](#) (5 October 2021)
- [‘Bite-sized concerts’ for Music Studies students](#) (19 October 2021)
- [UM joins the International AI Doctoral Academy](#) (2 November 2021)
- [Community engagement through applied research](#) (16 November 2021)
- [Initiatives at the Department of Disability Studies](#) (18 January 2022)
- [UM ranked in top 2.85% in Webometrics](#) (15 February 2022)
- [The Office of the Registrar issues Digital Credentials to all graduands](#) (1 March 2022)
- [Using action to achieve results at the Department of Gender & Sexualities](#) (15 March 2022)
- [UM reduced capped programmes](#) (29 March 2022)
- [Students’ voice matters](#) (26 April 2022)
- [Riċerkaturi: Maltese research outreach](#) (10 May 2022)
- [Staff and Student Mobility](#) (24 May 2022)

Academic Year 2022-2023

- [Online teaching and assessment: What we have learned from the Pandemic Era](#) (5 October 2022)
 - [Higher education and industry](#) (19 October 2022)
 - [Student societies’ involvement in feedback exercises](#) (2 November 2022)
 - [The MSc in Tourism Development & Culture \(TourDC\)](#) (16 November 2022)
 - [Il-Barokk: Sharing the Baroque Age on TV](#) (30 November 2022)
 - [Encouraging critical thinking through literature and experiences](#) (14 December 2022)
 - [Diversifying assessment methods following students’ feedback](#) (11 January 2023)
 - [The Faculty of Dental Surgery within the community](#) (15 February 2023)
 - [UM improves Webometrics ranking](#) (1 March 2023)
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- [Embedding industry knowledge in the learning experience at MEDAC](#) (15 March 2023)
- [Assimilating knowledge and experience through simulation at the Department of Nursing](#) (29 March 2023)
- [Broadening UM's engagement with worldwide universities](#) (19 April 2023)
- [Kollezjoni Programmi tal-Festa](#) (3 May 2023)

Academic Year 2023-2024

- [How UM connects with the next generation in the world of AI](#) (4 October 2023)
 - [UM is now a QAA International Associate Member](#) (30 October 2023)
 - ['Speak Your Mind': Encouraging student feedback](#) (15 November 2023)
 - [Embrace the UM community: Free Wednesday lunches at the Chaplaincy](#) (29 November 2023)
 - [The SEA-EU Affairs Committee](#) (14 December 2023)
 - [Research proposal incubator at the Faculty of Education](#) (4 January 2024)
 - [Beyond academic boundaries: ASCS Malta explores essential life topics](#) (18 January 2024)
 - [Expert insights - How industry ICT leaders are shaping education at UM](#) (25 January 2024)
 - [Boost your visibility thanks to Google Scholar](#) (15 February 2024)
 - [UM improves Webometrics ranking](#) (29 February 2024)
 - [Student-centred curriculum development](#) (14 March 2024)
 - [UM's top scholars by h-index](#) (28 March 2024)
 - [The School of Performing Arts launches the SPACE Project](#) (11 April 2024)
 - [Kickstarting UM's Academics for Quality Assurance \(A4QA\)](#) (25 April 2024)
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