

APPENDIX B: INSTITUTIONAL RESPONSE TO THE AUDIT FINDINGS

Lingnan University (LU) extends its heartfelt gratitude to the Quality Assurance Council (QAC) and the Audit Panel for their thorough and insightful assessment during the Third Audit Cycle. LU has critically evaluated our academic governance, and quality assurance (QA) and quality enhancement (QE) frameworks throughout the audit process. We sincerely appreciate the constructive feedback, which aligns seamlessly with our steadfast commitment, as outlined in the Strategic Plan 2022-28, to provide a world-class liberal arts education in the digital era.

The Audit Panel identified that LU has robust governance and quality management systems for managing academic standards and academic quality, which are aligned with our Vision and Mission (paragraph 1.3).

LU has a comprehensive set of policies and procedures for programme and curriculum development, approval, and programme and course monitoring with clearly defined review schedules (paragraph 2.1), which are data-driven. The key review mechanisms are the Annual Programme Report (APR) and the Five-year Programme Review, with our Senate mandated the inclusion of data for analysis and continuous improvement (paragraphs 2.6 and 2.9). LU has implemented an additional meta-review since 2019-20 by a ‘Small Group’ to scrutinise APRs for taught postgraduate programmes, and the Registry for undergraduate programmes. The Audit Panel considered this initiative a feature of good practice (paragraph 2.10).

LU is fully committed to reviewing and improving teaching and learning through a comprehensive, data-driven, and institutionalised approach. The Audit Panel found that LU has deployed a range of evaluation metrics to both inform and improve quality. LU’s teaching and learning strategy articulates its commitment to quality education and is aligned with the overall LU’s strategic area of ‘Optimising Liberal Arts Education in the Digital Era’ (paragraph 3.1). The Audit Panel highlighted that our strong teacher-student relationship is an example of quality education and a feature of good practice at LU (paragraph 3.15).

LU has rigorously followed the recommendations from the 2016 QAC Audit to add diversity to our assessment. We have demonstrated a strong commitment to fair, transparent, and effective assessment of student learning, and used external academic, industry advisors, and benchmarking exercises to assess our academic standards rigorously. The Audit Panel acknowledged that the way LU currently develops and embraces diverse forms and formats for assessment with students’ feedback is a feature of good practice (paragraph 4.11). We are especially proud of the Panel’s recognition of our equitable and innovative assessment practices, enhanced through the integration of Generative Artificial Intelligence (paragraphs 4.1 and 4.7).

LU is committed to providing comprehensive and effective student support. The Audit Panel identified evidence of effective out-of-classroom learning in alignment with Graduate Attributes, our robust student support systems, and proactive academic

support, including the Early Alert System, which was also recognised as a feature of good practice by the Audit Panel (paragraph 5.3).

The theme of this QAC Audit is the collection, analysis and usage of data. The Audit Panel noted widespread evidence of data analysis and application, such as the development of our Teaching and Learning Data Warehouse, which consolidates teaching and learning data to provide comprehensive insights for stakeholders. The Audit Panel commended our acceleration of strategic focus on digital innovation since the appointment of the new President, which is reflected in the current Strategic Plan. This strategic shift is exemplified by the establishment of the School of Data Science in 2024 (paragraph 6.1).

LU has taken every step in developing and recognising our distinctive educational approach, which prioritises holistic student development, nurtures strong teacher-student relationships, and fosters global engagement. This approach reflects our dedication to blending the finest elements of Chinese and Western liberal arts traditions, equipping our students to excel in an interconnected world. In response to the Audit Panel's recommendations and suggestions, LU is fully committed to implementing a comprehensive action plan across multiple areas, including a regular policy review recommendation. (paragraph 1.19). LU will take relevant actions to strengthen our qualitative feedback mechanism and learning analytics for a more comprehensive understanding of student experiences and learning outcomes (paragraph 2.17). In addition, LU will formulate a proactive student support plan aligned with our strategic planning process (paragraph 5.2).

LU remains resolute in preserving its institutional strengths while diligently acting on the Audit Panel's recommendations. This audit has reinforced our determination to provide an exceptional liberal arts education that prepares students for the challenges and opportunities in the digital era. Our progress will be rigorously monitored through our QA and QE framework, with regular updates submitted to relevant committees to ensure transparency and accountability.

Going forward, we are eager to strengthen our partnership with the QAC and other institutions to advance our quality assurance and share best practices. By embracing both the affirmations and opportunities for growth highlighted in this audit, LU is well-positioned to elevate its reputation as a leading liberal arts university in Asia and beyond. With our unique geographic proximity to mainland China, LU is committed to advancing our deep collaboration with institutions at the Greater Bay Area and contributing to Hong Kong's status as a premier international educational hub.