

Centre for Quality Promotion and Assurance (CQPA)

The Centre for Quality Promotion and Assurance (CQPA) gives effect to its role in quality promotion and assurance through the development, implementation and monitoring of relevant systems and processes across the university. Whilst the role of the CQPA remains constant, through an ongoing process of planning and review, its staff strive to ensure that the operational functions of the Centre align both with the strategic goals and objectives of the university and with the prevailing national context.

At the beginning of 2008 the CQPA staff complement comprised the Director, two Quality Specialists, a Senior Administrative Officer, four Quality Promotion Officers (QPOs) and a Secretary. In June one of the QPOs resigned, one QPO was assigned a new role, and in the latter part of the year a new Quality Specialist was appointed with effect from January 2009.

The profile of the QPOs with regard to their role of quality promotion in the faculty and in quality assurance generally, is annually reviewed to ensure optimum support is provided. At the end of 2008, to strengthen the quality promotion of the CQPA it was agreed with the executive deans that the QPOs would become located in the faculties. Whilst the QPOs report to the Dean for matters pertaining to faculty quality promotion, they are members of the CQPA staff.

The CQPA continued to implement the Policy for the Review and Evaluation of Academic Programmes by conducting 21 programme reviews during the year. Whilst for various reasons three reviews were deferred, by the end of 2008 the first five-year cycle for programme review and evaluation was effectively completed. The key issues that emerged from the programme reviews were reported at meetings of the Vice-Chancellors Committee: Quality (VCC: Q which was established in 2007) and the Institutional Support Services Board.

The CQPA also monitored the progress of academic departments with the implementation of quality improvement plans developed in response to the findings and recommendations emerging from the programme reviews conducted in the preceding year(s). The monitoring was accomplished through conducting 37 follow-up meetings.



Mrs Bella Sattar
Director: CQPA

Resource and infrastructural issues constraining progress with improvements, but which were outside the control of the academic department, were reported to the relevant executive manager for appropriate follow-up action to be taken.

A pilot implementation of the 13 criteria and associated minimum standards (developed in 2007) was conducted during the review of the Surveying programme. The criteria and minimum standards were also captured in a database to enable the outcomes of programme reviews to be captured in the future. The full implementation of the minimum criteria remains work-in-progress. The completion of the first five-year cycle of programme review and evaluation was a significant milestone for quality assurance at the university. In alignment with the principle of continuous improvement the CQPA, during its annual planning, engaged in a comprehensive critical analysis of the systems and processes for programme review. As a consequence, recommendations for key modifications to the Quality Assurance policy were presented to relevant university structures for consideration.

Throughout the year the changes taking place in higher education at a national level continued to have implications for the architecture of learning programmes and the quality assurance activities associated with ensuring the integrity of academic standards. The CQPA continued to work on addressing the imperative for the development of robust systems for tracking and monitoring academic programmes. Those academic departments that were undertaking the extensive processes involved with the design, development, approval and accreditation of new programmes were given substantial support and assistance by the CQPA. The CQPA also provided support to staff for the processes associated with the internal approval of changes to subjects or learning programmes.

The electronic database designed and developed by the CQPA enables changes to academic programmes to be tracked. The database became known during the year by the acronym PeTALS (Programme, Teaching, Assessment, Learning, Subjects) to signal that it had expanded beyond the simple recording of the subject descriptors for each academic programme. Further developments to enhance the operational capacity of the database remain an ongoing project.

The concomitant influence of the changes at a national level on the design, development and management of new and existing academic programmes was identified by the CQPA as one of the priority areas for capacity development. Thus, a series of six faculty-based workshops entitled 'Programme Management in a University of Technology', were held between February and March 2008 for the respective executive deans and the heads of the academic departments. Each workshop focussed on the management of academic programmes from the following perspectives: the external and internal milieu; managing information for decision-making and planning; an introduction to the PeTALS database; and quality management and enhancement at departmental and programme level. A total of 102 academic staff attended these workshops.

Four workshops were also held with senior managers and heads of department in the support sector. The purpose of these workshops was to discuss current practices pertaining to cross-institutional review and evaluation; the development of a conceptual framework for quality management; ensuring quality of service; establishing a management system for the sector/departments; and the proposed high-level audits to take a 'snap-shot' of the extent of development of quality management systems. A total of 43 support staff attended the workshops. Nine high-level audits were conducted in the latter part of the year, at both the Durban and Midlands campuses where relevant.

From 16 - 17 April 2008, in response to an invitation from the CQPA, Prof Sid Nair (Interim Director: Centre for Higher Education Quality: CHEQ) and Dr Lorraine Bennett (Acting Director: Centre for the Advancement of Learning and Teaching: CALT) from Monash University, Australia visited the DUT.

Prof Nair and Dr Bennett met primarily with the staff from the CQPA and the key issues discussed included the management and administration of surveys and some of the strategies used at Monash for proactive response to student feedback and improvement of the learning experience.

Opportunities were also created during the visit for DUT staff to engage with Prof Nair and Dr Bennett around topics such as using survey data to build a staff portfolio for promotion purposes and an open discussion on the activities of the CHEQ and the CALT at Monash.

A total of 36 DUT staff members attended the discussion sessions held over the two days and there was lively interaction around the issues raised by the two visitors.

The CQPA continued to implement a range of user surveys at the university. The university is one of the South African reference sites for the implementation of the EvaSys software package and has made a significant contribution to ongoing development and refinement of the software by the German supply company.

Through the compulsory evaluation of subjects (PRE 001: 2nd Generation), by the end of September 2008, 357 subjects were evaluated and 12 297 students had completed the questionnaire. The evaluation of teaching and learning was significantly strengthened in October 2008 when the Senate approved a proposal for the implementation of teaching evaluation as a compulsory element of the DUT quality assurance system.

A survey of graduate experiences was conducted at all the autumn graduation ceremonies at both Durban and the Midlands. The results were reported at a meeting of the VCC: Q. The response rate of 71% was consistent with that recorded in 2007. The issues highlighted through analyses of the survey questionnaire are being addressed by the relevant executive managers.

In October 2008 the CQPA conducted a staff satisfaction survey and received 656 responses from a total staff complement of 1970 academic and administrative staff. The overall response rate of 33.3% was a noticeable reduction from the rate of 54% in the 2004 survey. The survey results, which were reported to the relevant executive managers, highlighted areas of serious concern for staff.

At the request of Executive Management, a survey was conducted in November 2008 to take a 'pulse-reading' of the current understanding of the context of being a university of technology. Of 1970 questionnaires sent out, a total of 271 completed questionnaires were received from academic and administrative staff (a 13.8% overall response rate). While the response rate was very low, the survey suggested that staff have positive perceptions about understanding what it means to be a University of Technology, and that being a university of technology has implications for curriculum design, teaching, learning, academic support, research, quality of service and staff qualifications. However, the outcomes of programme reviews suggest otherwise. A further investigation for example through focus groups and follow-up interviews may be necessary at a later date.

The CQPA continued to develop a quality assurance system for Work-Integrated Learning (WIL). A total of thirteen focus group meetings were held which included five meetings at the DUT, and two each at the University of Johannesburg; Nelson Mandela Metropolitan University; and the Tshwane and Cape Peninsula Universities of Technology. The transcripts of the meetings were analysed and the common emergent themes were identified. A comprehensive literature review was also initiated to inform the development of a conceptual framework for WIL in the context of being a university of technology. The development of this framework is work-in-progress which will be completed in the first semester in 2009.

The CQPA created a database of the programmes that include experiential time, as indicated on the PQM and verified against information contained in departmental handbooks. The database enables all programmes that have some form of WIL (not necessarily reflected on the PQM as experiential time) to be tracked. The database supports the monitoring of practices during, for example, a thematic review of WIL and the review of specific learning programmes.

Many of the activities initiated by the CQPA during 2008 were supported through the substantial funding provided under the auspices of the HEQC/Finnish Government Merger project. From the outset, the project was viewed as making a positive contribution to the establishment and/or improvement of quality management systems at the DUT. The project implementation plan, which commenced in 2005, was brought to fruition by September 2008.

The outcomes and successes of the project were shared with university staff during a celebratory breakfast function held on 27 October 2008.

The Director and one of the Quality Specialists continued to serve as members of the SATN Curriculum Committee. This committee was formed to support and advise on curriculum development activities at the universities of technology, primarily in response to the Higher Education Qualifications Framework that was gazetted in October 2007.

Two staff from the CQPA attended the SASCE/SATN international conferences, held back-to-back from 19 – 23 May, and hosted by the DUT. Two of the QPOs attended the HELTASA conference from 30 November – 3 December 2008.

The Director and one of the Quality Specialists visited Scotland and England in December 2008. The scope of the visit included the two quality assurance agencies, the Higher Education Academy and seven universities where focus group discussions were conducted with relevant staff. The purpose of the visit was to compare the current quality assurance systems, processes and structures at the DUT with other universities and investigate the concepts of 'quality assurance' and 'quality enhancement'. The insights gained from the visits enabled the CQPA to further refine the systems and processes for quality assurance at the DUT.

The final report of the HEQC Institutional Audit of the DUT was received in October 2008. The report contained six commendations and 21 recommendations.

The CQPA was instrumental in the development and finalisation of the strategic goals and objectives, as well as the revision of the vision and mission of the DUT.

LIBRARY REPORT 2008

MISSION STATEMENT

The DUT Library is a client-focused service that enables teaching, learning and research and encourages lifelong learning by:

- Acquiring information resources
- Providing information skills training
- Ensuring equitable access to information and facilities
- Using appropriate technology and skilled staff
- Engaging in resource sharing and community outreach.

OVERVIEW AND STRUCTURE

Staff Successes (Highlights)

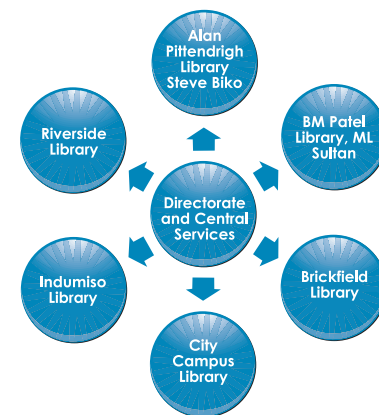
Four conference papers delivered at the Annual conference of the Library and Information Association of South Africa (LIASA). Two of these papers were co-presented by staff for whom this was a first experience.

A number of conferences and workshops were attended by Library staff, and the Staff Training & Development Committee arranged six different types of training interventions.

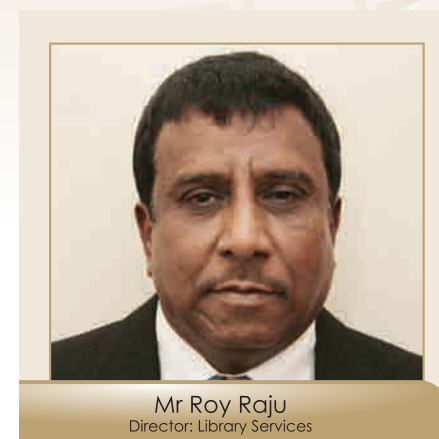
Structure

The Library service consists of a central core of services that support six sites of library delivery, at the various campuses. The Directorate (Director, Specialist, Manager: Other Sites, Secretary, Financial Officer, IT and training) and the Central Services department (Manager), Cataloguing, Periodicals, Acquisitions and Processing sections) form the centralized services.

The library sites are the front face of the library services, where engagement with users happens. Information Literacy training, information services, circulation and Inter Library Loans services form the core of activities at these sites.



A statistical profile of the Library, which appears as Appendix 1, gives a snapshot view of the Library.



TEACHING AND LEARNING

Information Literacy programmes

The inclusion of Information Literacy (IL) in all teaching and learning programmes at DUT is critical. For an individual, being information literate means they can access, evaluate and use information efficiently and effectively. To ensure that students become information literate, the Library runs a series of planned interventions during the course of the year. These IL interventions are divided into two streams – the Extended Curriculum Programmes (ECP) and mainstream training. IL for the ECP is an intensive programme that is embedded in the curriculum, ensuring that an integrated approach to learning is achieved and a supportive environment for foundation phase students is created. The mainstream training programme has been revamped for 2008, but usually refers to library orientation, basic training and advanced training for all students. These interventions are designed to prepare students for learning in the information age; to develop a critical consciousness of information; exploit available resources; engage critically with the content; become more directed in their learning; and develop independent, transferable, research skills and avoid plagiarism through proper citing and referencing.

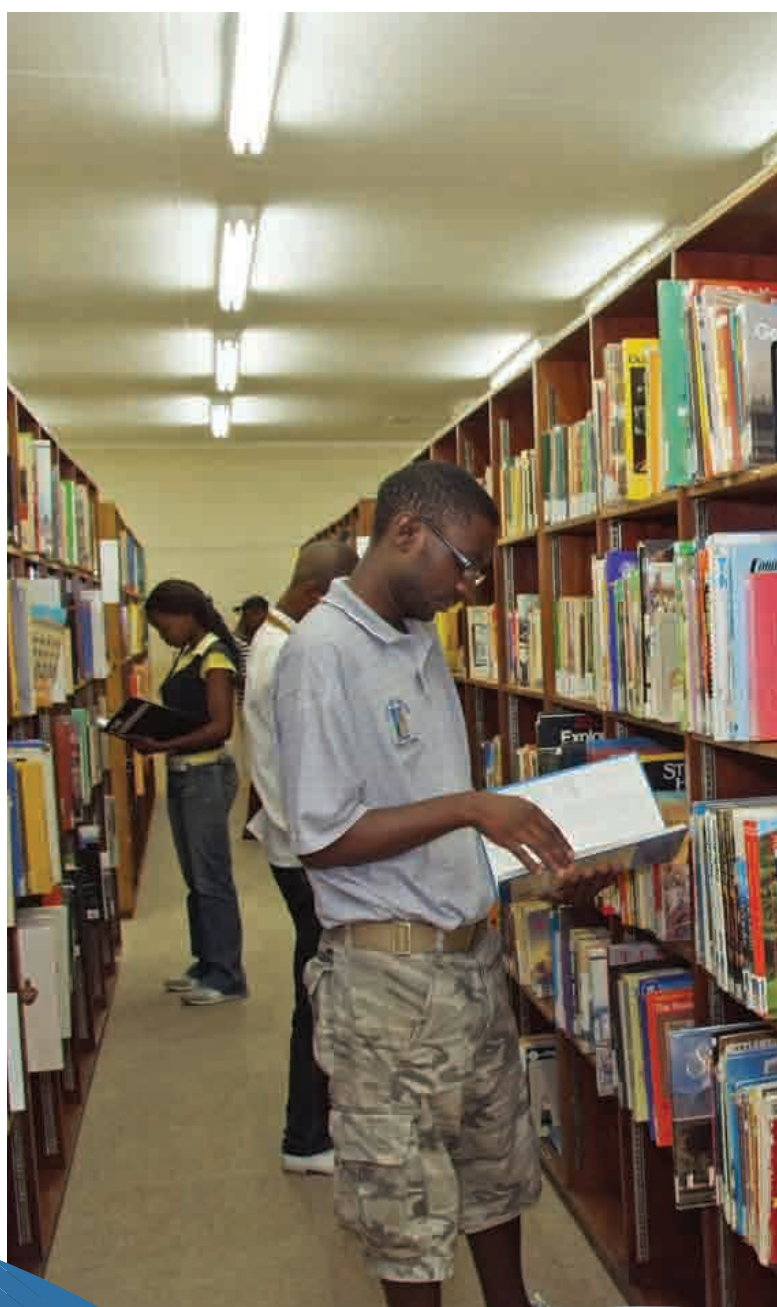
The delivery of the course has been approached by librarians in diverse ways. A mixture of both face to face interaction and online interaction in the form of lectures, presentations and demonstrations, discussion and peer teaching, online tutorials and exercises was used. The scheme of work and the lesson plan are merely guides and some librarians recognised quite early that they needed to be flexible in their approach, as students had immediate needs that had to be met. The nature of the academic programmes also meant that students' needs differed, for example, engineering students used the library less frequently than certain other disciplines. Librarians also availed themselves in their offices for consultation or queries after the lecture/session.

In all ECP interventions, summative assessments were administered at regular intervals. The ECP project being a joint teaching programme, some librarians set IL questions and marked examination scripts which were moderated and signed off. This was a steep learning curve for those librarians.

Formative assessments varied from reflective exercises to written tests. Results from these assessments /exercises were used to identify areas for revision. Summative assessments are popular, especially when IL is integrated into an assignment or project. The librarian is involved directly in marking parts of the assessment relevant to IL. Librarians have expressed their enjoyment in co-marking assessments, as the real impact of IL interventions can be seen. A guideline for using assessments needs to be developed for 2009. The use of online tutorials as a supplementary tool for IL interventions is a likely solution to both formative and summative assessments.

IL in 2008 was characterised by many positive changes:

- an increase in the number of ECP programmes; already there is interest for additional programmes for 2009;
- changes in delivery of IL activities: a move from a group of "core" teachers to subject librarians assuming responsibility for IL and also more librarians to teach IL;
- a growing awareness and demand for mainstream IL interventions;
- staff movements in the library, allowing for cross faculty teaching by librarians and usage of "fill in" librarians outside the Information Services Unit; and
- evaluations have been done by CELT and subject librarians, yielding positive responses.



TEACHING DEVELOPMENT GRANT

The Library's Teaching Development Grant (TDG) project, Enhancing academic integrity, continued for the second consecutive year in 2008.

Six faculty workshops for academics were held to look at issues around academic integrity and plagiarism. Dr Sioux McKenna, from the University of KwaZulu-Natal (UKZN) facilitated these workshops in which robust debate occurred, particularly around the draft Plagiarism Policy. This policy places the responsibility for plagiarism awareness and compliance at the feet of faculty managers and academics. Attendance was aimed primarily at academics, but staff from the Library, the Centre for Excellence in Learning and Teaching (CELT) and the Centre for Quality Promotion and Assurance (CQPA) also attended.

A project goal carried over from 2007 was the formulation and adoption of a Policy on Plagiarism. A task group consisting of Nicky Muller (Library, Convenor), David Hellinger (Registrar) and Shirley Thurborn (academic) was formed. A draft was tabled for discussion and comment at all Faculty Boards, at the Institutional Research Committee, the Library Committee, the Higher Degrees Committee, the Institutional Forum and the Student Services Board. Comment was also solicited from CELT and the CQPA. The final document was tabled and approved at the November Senate meeting, for implementation from 2009. The policy can be viewed at <http://library.dut.ac.za>

The TDG group also undertook investigations of good plagiarism detection software with the aim of identifying a reliable one for the Institution. Turnitin has been identified as the most commonly used product in South African universities and a demonstration was given to Deans and academic Heads of Department by a representative of the Turnitin distributors. A report has been presented to the Library Committee and a recommendation approved that the software be purchased.

Successes of the 2008 TDG project:

- the TDG support initiative has been put to good use in improving teaching and learning through the plagiarism awareness workshops conducted for academics;
- creating the understanding of the continued need for working on training, awareness, and detection of plagiarism which will contribute to enhancing the integrity and quality of teaching and learning;
- the widespread use of the plagiarism detection software will be a further tool to enhancing skills of academic literacy and writing; and,

- most importantly, the integration of this work into curriculum development ensures the integrity and quality of teaching and learning especially for the UoT sector as the time for the implementation of the HEQF is approaching.



RESEARCH

Institutional Repository (IR)

The highlight of the year was a workshop held in July to which supervisors of Masters' and Doctoral theses and dissertations, and prolific researchers, were invited. Two external speakers, Denise Nicholson (Wits) and Hussein Suleman (UCT) gave presentations on Open Access scholarly communication, and personal experience of the benefits of an Institutional Repository. The workshop was opened by the Principal, Professor Roy du Pré. An outcome of this workshop was a recommendation to establish an Advisory Board. The terms of reference of this Board served at the November Library Committee meeting, and it will be established in 2009. Thanks and acknowledgement is given to the Technology Transfer Directorate for providing the funding for this workshop.

The draft Institutional Repository Policy was circulated to all Faculty Boards, Faculty Research Committees as well as the Institutional Research Committee and the Higher Degrees Committee, for comment and input. This should be finalised in the first quarter of 2009.

Attempts to obtain copyright clearance for the archiving of published articles have proved difficult with some publishers. Following common practice, it has been agreed that after three attempts have been made to obtain such permission, the items will be uploaded into the DUT Institutional Repository (IR). All communications are kept as evidence of effort made by staff to secure permission. All permissions are scanned and attached to the relevant items.

Presentations on the Institutional Repository were made to a range of audiences during the year. These included presentations to the Senior Executive Team (SET), groups of researchers and the Library staff. The IR was launched during National Library Week.

Open Access remains a largely unknown or misunderstood phenomenon at the University. Pam Govender organised an open day at the B M Patel Library on the first International Open Access Day, October 14th. This was to help broaden awareness and understanding of Open Access and host an informal open session on the DUT IR as well as to encourage staff to deposit their research in the IR. She was assisted by Kusturie Moodley and Zethu Mazibuko.

The uploading of electronic theses and dissertations (ETDs) and research publications continues. To date 263 items have been uploaded, of which 113 were uploaded in 2008.



NEXUS DATABASE

The Nexus database, maintained by the National Research Foundation, is a database of current and completed research in South Africa. All higher education institutions and research entities are expected to provide relevant information for inclusion in this valuable research resource. Considerable work needs to be done to ensure that the University reports appropriately and timeously on the status of its many research projects. This will be taken up with the various Directorates and Faculty Offices. At present only the Faculty of Health Sciences is making submissions. During 2008, 74 submissions of current and completed theses and dissertations were sent to the NRF for incorporation in the database.

INTERNATIONAL CONFERENCE ATTENDANCE

The Library sent two staff members to International Conferences to present papers.

NATIONAL CONFERENCE ATTENDANCE

Seven of our staff members attended National Conferences and also presented papers.

EXTERNAL ENGAGEMENT

National Council for Library and Information Services (NCLIS)

In accordance with the National Council for Library and Information Services Act, 2001 (No. 6 of 2001), the Minister of Arts and Culture appointed Lucille Webster to the new National Council for Library and Information Services (NCLIS) for the term 1 January 2008 to 31 December 2010.

In April 2008 NCLIS, in consultation with the Department of Arts and Culture (DAC), brought together a team of people to form the Library and Information Services Transformation Charter Technical and Reference Team. Lucille Webster, as current NCLIS member, and Roy Raju, in his capacity as outgoing chair of Committee of Higher Education Libraries of South Africa (CHELSA) serve on the Reference Team. The Team's assignment was to define the challenges facing the LIS sector and to provide a clear framework of principles and mechanisms for effecting the changes needed for the sector to contribute to the elimination of illiteracy and inequality, and to build an informed and reading nation.

The Team consulted extensively with scholars, practitioners, users of services, civil society and political leaders both in and out of the sector, across all nine provinces. The annual LIASA conference in Cape Town was used to consult with practitioners. The first draft of the Charter was presented to the Minister of Arts and Culture in July, and the second

draft was presented to the National Summit early in December for public scrutiny and deliberation. It is expected that the final draft will be presented to the Portfolio Committee of Parliament in March 2009.

EASTERN SEABOARD ASSOCIATION OF LIBRARIES (esAL)

The esAL Steering Committee met four times during the year.

During the course of the year DUT staff have communicated with staff members of the two other esAL institutions in the cataloguing, acquisitions and periodicals sections in an attempt to resolve various issues on the shared database such as the duplication and amending of records. Periodicals Acquisition staff also assisted University of Zululand staff with various procedures such as registration and activation of e-journal subscriptions and placing orders.

The esAL authority file clean-up project which began in October 2007 was completed at the end of January 2008. The cleaned-up bibliographic records, a total of 179 196 new authority records as well as the vendor's reports on the project (which included extensive lists of unmatched and partially matched headings), were received on 30 January. The 299 600 bibliographic records returned by the vendor were uploaded on to the live server on 31 January.

For maintenance and quality control of the authority files, it is important that members from all three esAL institutions participate, however both MUT and UniZul have indicated that they are unable to do so due to staffing constraints. In the interim DUT has initiated a process for authority maintenance and Camilla Thumbadoo has drawn up guidelines for the team. Cataloguers are currently proposing and validating new authority headings, a task which has now become simpler with the availability of the SmartPort facility for downloading authority records.

LIBRARY AND INFORMATION ASSOCIATION OF SOUTH AFRICA (LIASA)

LIASA KwaZulu-Natal branch

The terms of office of three staff members who served on the executive of the KZN branch of LIASA, namely David Thomas, Mandla Ndaba and Lucille Webster, came to an end in September 2008. Lucille Webster's term as an executive member of the national body as well as a member of the Representative Council came to an end. Hloni Dlamini and Shirlene Neerpath have both taken up positions on the KZN branch executive committee for the next term of office.

IGBIS-KZN (Interest Group for Bibliographic Standards)

The KZN branch of IGBIS met four times during the course of 2008. DUT Library hosted the first meeting which was held at the Curries Fountain Sports Development Centre. DUT cataloguing staff had two or three representatives at each meeting. Topics such as training of LIS students, Dublin Core, copyright, searching the Web and institutional repositories were covered. As secretary of IGBIS-KZN, Trish Gierke took care of various administrative duties such as minute taking, agendas and compiling an annual report for LIASA.

SABINET ONLINE STANDARDS COMMITTEE (SOSC)

Louise Cloete, as a representative for KwaZulu-Natal, attended the annual SOSC meeting in Pretoria in March. At this meeting a decision was taken that the focus and composition of the group would change to incorporate not only cataloguing issues, but also user services, collection development and Inter Library Loans. It was also decided that a new committee would be formed with the objective of improving the quality of services to libraries and other clients.

International Federation of Library Associations (IFLA)

Lucille Webster continues to serve as an elected member of the IFLA standing committee on Libraries Serving Disadvantaged Persons Section for the period 2007-2011. She attended the annual meeting for this body in France in February 2008.



Technology, Innovation and Partnerships

The restructuring of the higher education landscape in 2003 in South Africa led to the reclassification of some "technikons" as universities of technology (UoTs). Characteristics of significance to UoTs included an emphasis on applied and multidisciplinary research, strong links with industry, work-integrated learning, technology transfer and innovation, and internationalisation.

To assist in the process of driving Durban University of Technology (DUT) as a university of technology, the DVC: Finance and Information Services portfolio was refocused as DVC: Technology, Innovation and Partnerships (TIP), at the beginning of 2008. In order to bring DUT in line with the structure of a university of technology, three new directorates were established (Postgraduate Development and Support; Technology Transfer and Innovation; and International Education and Partnerships), while the Centre for Research Management and Development, the Co-operative Education Unit and Information and Technology Support Services department, were consolidated within the TIP division.

One of the main priorities for DUT over the next few years is to meet the Department of Education (DoE) benchmarks in terms of research outputs, namely:

- Increase in doctoral graduates, which will result in more promoters, supervisors, researchers, innovations, inventions and subsidy income. It will also lead to an improvement in the success rates, graduation rates and quality of teaching;
- Increase in Masters graduates, which will lead to an increase in research capacity as well as an improvement in success rates, graduation rates and quality of teaching;
- Increase research publications. The TIP division contributes to the above priorities by;
- Coordinating activities of research units to ensure optimal functioning;
- Refocusing of staffing, funding and space to ensure optimum operationalisation of the research units;
- Coordinating the securing and administration of funding from various funding agencies for research development;



Prof. Annelie Jordaan
DVC: TIP (Acting)

- Facilitating and supporting an increase in research outputs, which includes Masters and Doctoral students;
 - Promoting multidisciplinary research ("research without borders");
 - Promoting applied research;
 - Facilitating cooperation between the units to promote, facilitate and host visiting professors, guest lecturers, and postdoctoral researchers locally and internationally;
 - Arranging appropriate fora for researchers to inform and disseminate their research findings;
 - Promoting work-integrated learning;
 - Strengthening Industry partnerships;
 - Promoting internationalisation through international staff and postgraduate student exchange programmes;
 - Facilitating benchmarking and networking.
- In 2008 each of the research directorates / units / departments had been tasked with a specific focus:
- The Centre for Research Management and Development (CRMD) to coordinate and manage research capacity development. (This centre was subsequently renamed Centre for Research Capacity Development [CRCDD] to clearly indicate its new focus);
 - The Postgraduate Development and Research Directorate (PGDR) to establish, develop and manage a "one-stop" office for postgraduate studies;

- The Technology Transfer and Innovation Directorate to guide the strategic direction of the university in conjunction with faculties and other support units in the areas of technology transfer and innovation;
- International Education and Partnerships (IEP) to establish and develop an office that combines all international components on campus into one;
- The Co-operative Education Unit to facilitate and support work-integrated learning (WIL) within the academic departments, while strengthening links;
- The Information Technology Support Services (ITSS) Department to provide high-level IT support services to the entire institution.

Further refocusing of the Technology, Innovation and Partnerships research directorates, units and departments will continue in 2009 to ensure optimal continuous support in alignment with the core functions of DUT, namely teaching, learning, research, innovation and knowledge transfer.

DIRECTORATE: POSTGRADUATE DEVELOPMENT AND SUPPORT (PGDS)

The Postgraduate Development and Support (PGDS) Directorate was established on 1 February 2008 with Prof. A. Jordaan appointed as Director. The objectives of the PGDS Directorate are to:

- Increase postgraduate student numbers.
- Increase postgraduate outputs in terms of Masters and Doctorate graduates.
- Provide support for postgraduate students to graduate in the allocated time frame.
- Provide support to supervisors and promoters.
- Build research capacity by improving staff qualifications.

To operationalise its objectives, the Directorate is intended to be a "One-Stop" support office, that is, be the first point of contact for the prospective student whereafter the prospective postgraduate students are directed to the relevant heads of department. The Directorate assists with the new registration process, provides support to Faculty Officers, oversees examination processes, and provides development and support to both staff and students (academic AND non-academic sector) through its award and incentives schemes to this end, during this critical intervention period in 2008, the following has been achieved:

- The implementation of the Postgraduate Awards and Incentive Scheme.
- An exponential increase in postgraduate students and staff across DUT.
- More attention being paid to completion rates of existing postgraduate students.
- A tracking system was developed to manage the awards funding structure and monitor the progress of postgraduate students.
- Numerous workshops, seminars and courses were hosted and conducted to provide support for both students and supervisors/promoters in their postgraduate activities.
- Many local and international study visits by staff members, as well as international student exchanges have been funded and facilitated.
- Specialist services by visiting professors, researchers and scientists have been acquired to support the faculties.
- There has been an increase in the number of staff qualified at postgraduate levels; staff registering; and staff intending to register for postgraduate qualifications. A staff qualification audit will be undertaken on a bi-annual basis from 2009 onwards to monitor DUT progress towards DoE qualification attainment requirements.

Operational aspects initiated in 2008:

- Implementation of pre-registration.
- Establishment of the "One Stop" support office.
- Establishment of an Academic Centre, Statistical Centre, and Editing/Proofreading Centre.
- Standardization of postgraduate fees.
- Launch of a Postgraduate Student Forum.
- Purchase of Endnote and NVIVO software for the researchers.
- Initiated processes for the establishment of postgraduate laboratories on campuses in Durban and Pietermaritzburg.
- Supported a number of departments by providing research equipment.
- Undertook a national benchmarking exercise with the Faculty Officers. It was found that many of the PGDS processes and procedures are amongst the best if not better than most.
- Held meetings and presentations within the faculties to promote postgraduate development.
- Held a workshop with the Faculty Officers and Faculty Research Coordinators to review policies, guidelines and processes for postgraduate research.

The PGDS Directorate strives to continue with these positive exciting initiatives and aims at developing new ones in 2009 in order to fast track the realisation of the objectives that have been set.

Professor Jordaan Director: PGDS served as acting DVC: TIP as from 1 September and Raveen Naidoo filled in as Acting Director: PGDS

DIRECTORATE: TECHNOLOGY TRANSFER AND INNOVATION

The Technology Transfer and Innovation (TTI) Directorate was established on 1 March 2008 with Prof Gerhard Prinsloo as Director. The launch of TTI signalled a strategic change in direction by management as it finds new ways to practice as a university of technology but seeks to commercialise research, promote entrepreneurship, encourage innovations and new inventions and seeks to support start-ups and spin-offs. TTI also seeks to attract funding for large academic projects and seeks and supports contract research.

Recognised at Innovation Fund Awards

The Minister of Science and Technology, the Honourable Minister Mosibudi Mangena acknowledged Durban University of Technology (DUT) at the 2008 Innovation Funds Awards function. The function, held in Cape Town, hosts this awards ceremony annually on behalf of the Science and Technology Ministry and the Innovation Fund.

The Technology Transfer office at DUT entered the university for the Most Innovative Higher Education Institution (HEI) Competition. DUT won two very prestigious and coveted awards, voted the Most Innovative Newcomer in 2008 and ranked among the top ten best Innovative Higher Education Institutions in South Africa. The adjudicators were impressed with the visioning, structure and mechanisms that have been established at DUT to deal with innovation, technology transfer and entrepreneurial activity.

Third Stream Income Policy

The long awaited third-stream income policy was released by TTI. This is a Policy on the management of commercial and intellectual property rights, commercial activities as well as the application and distribution of associated returns/benefits. The Policy is applicable to DUT as well as associated legal entities locally or internationally.

The goals and objectives of the policy are to create a framework and vehicle for Commercial Technology Transfer and Innovation as well as to assist DUT staff, students and divisions to identify, participate and execute multidisciplinary commercial activities (in support of the DUT brand). The policy has created much excitement and expectation and the TTI office is inundated with nervous and excited staff championing their (existing) and new ideas.

TTI CISCO Programme

The Vice-Chancellor tasked TTI to reconstitute the strategic relationship of DUT with CISCO. A task team was set with TTI managing this process. To date ten DUT staff members have been trained in the CISCO Network Administrator course 1 and 2. The staff now has the competency to train industry and students. This represents the biggest single skills transfer in ICT at DUT.

Mr Price Foundation

This was a small "40 PCs a year" project until the Vice-Chancellor supported and encouraged a dramatic scaling of the project "in a manner that befits our size, scope and influence." Leveraging on this executive support, DUT has delivered another 200 new machines to ten deserving schools @ 20 PCs per school. The PCs are all brand new DELL PCs sponsored by Mr Price at a cost of over R2.5 million annually in hardware alone.

DUT assists at a strategic level and also trains the teachers who are mostly digitally illiterate. TTI conceptualised, conducted and adjudicated a special competition this year with the participating schools. The winning team won a scholarship to study at DUT.

The programme fulfils crucial tenets of DUT's agenda viz Community Engagement in a technological relevant manner, branding of DUT in our catchment areas to attract the best students, and skills (technology) transfer to schools. The success may be measured by the fact that Mr Price has already committed to run for another year. This is the largest privately funded project of its kind in South Africa.

Student Conferences

TTI has leveraged the availability of students to undertake the registration process and website for the following functions at DUT: Homecoming, World of Work, SASCE and SATN 2008.

RFID was used as a prototype to test this new technology and allow students to experience its usage in a real environment. Our team of students entered won the regional competition and entered the national Microsoft Firefly competition. A research project has already started with conferencing software being developed and a US company wishing to work with us.

Incubator

The country only has three ICT incubators attached to universities (Tshwane University of Technology, Pretoria University and DUT.) The DUT incubator is three years old and has attracted visitors from UK, Ethiopia, the World Bank, India and the rest of South Africa. We have received many citations in the press and have been part of many studies (one Masters and one Doctorate current). It is supported by SBTI (a multi-million Gauteng incubator), the World Bank, SEDA, the KZN Province DED and eThekweni Municipality. This past year the incubator has received considerable DUT support and the incubatees have been tasked with supporting post-graduate students.

Research

TTI has, with its limited funds, supported many researchers in their endeavours. It has also helped fund many business plans and proposals. It is now helping incubatees and start-ups grow their business, within our existing network.

The TTI Directorate is currently engaged in renewable energy projects targeted at rural Kwa-Zulu Natal, three dimensional modelling to promote innovation among students, and entrepreneurs and technologies developed to manage the environment.

With a small team TTI did not expect the dramatic response that it received actually got. The response is heartening and TTI pledges to reduce the backlog. To this end the team has decided, as far as possible to only work with the staff and students of the DUT.

Prof Gerhard Prinsloo has been Director:TTI since the directorate was established in 2008.

CENTRE FOR RESEARCH CAPACITY DEVELOPMENT (CRCD)

In 2008, the Centre for Research Capacity Development (CRCD) at the Durban University of Technology (DUT) was primarily responsible for:

- Developing research capacity through increasing the number of research niche areas and researchers.
- Catalysing and optimising the research output of the university.
- Managing research development at the university.

The National Research Foundation (NRF) of South Africa was one of the key funders of research at DUT. The following Research Niche Areas were funded:

- Water and Wastewater Technology
- Dynamical Systems Research
- Plant Biomass Processing
- ICT Linked Development for rural KZN

The NRF's Thuthuka Programme supports researchers in the following categories:

- Researchers in Training
- Women Researchers
- Researcher Development Initiative for Black Academics (REDIBA)

Researchers from five of the six faculties were funded in the Thuthuka Programme.

The Women in Research initiative focused on fast-tracking the completion of higher degrees by women researchers as well as assisting those women researchers who want to establish their research careers. A total of 12 women researchers were supported in 2008.

Major capital equipment grants of up to R 100 000-00 each were awarded to eight staff members.

Grants were awarded for the Researchers-in-Residence programme; Writers-in-Residence programme; publication writing workshops; and participation in local and international conferences.

The number of NRF-rated researchers increased by two new rated researchers, and one researcher was re-rated by the NRF bringing the total number of NRF-rated researchers at DUT to 13.

The number of Post Doctoral Fellows increased from nine in 2007 to eleven in 2008.

Research output is critical to the sustainability of research at DUT. Peer-reviewed research publications and postgraduate students (under the Postgraduate Development and Support Directorate) who graduated in 2008 contributed to this output.

Prof Gansen Pillay is the Director: CRCD

DIRECTORATE: INTERNATIONAL EDUCATION AND PARTNERSHIPS (IEP)

In 2008 the IEP Directorate hosted two visiting students from Ravensburg University of Co-operative Education, Management School, Germany; two from Dresden in Child and Youth Development, Germany; and one American student in Fine Arts. The two students from Ravensburg won an award for Best International link for 2008.

Five DUT staff members visited partner institutions in Europe. Two members benchmarked for Human Resources purposes and two visited for purposes of collaborative research conducting a short course, conducting lectures, establishing a relationship on joint postgraduate supervision and meeting with Industry on a Co-operative Education benchmarking exercise. One staff member undertook an international study visit to fast track a Masters Degree.

Accademic Department Liaison and Support

The International Education and Partnerships (IEP) Directorate worked with 27 academic departments/programmes on new partnerships and opportunities; these included sharing of good practice, hosting international conferences, off-shore opportunities to offer DUT programmes, staff and student exchanges, and logistical support for international activities.

Immigration Act/Home Affairs Workshop

The IEP Directorate organised and hosted a Home Affairs workshop. It was attended by 60 delegates which included participation from other regional HE institutions and the KZN Provincial Head of Immigration. The purpose of this workshop was to deal with implications of the Immigration Act on HE Education Institutions. This resulted in a cluster that has smoothed out immigration processes and with improved relationships with Home Affairs the hope is that this results in a MoU between Home Affairs and the four Universities in KZN.

Co-operative Education also facilitated the accreditation of DUT by City and Guilds of London. Other collaborative agreements facilitated by Co-operative Education include those with Msunduzi Municipality and the Pietermaritzburg Chamber of Commerce which were signed at an industry breakfast hosted by Co-operative Education in Pietermaritzburg.

In August, the SA Qualifications Authority (SAQA) hosted a breakfast meeting with the Insurance Industry at DUT's Hotel School. The keynote speaker was Shakeel Ori, the Director of Co-operative Education. In 2008, the Director also made keynote presentations to the CHIETA Forum and the Dept of Labour-Intersecta Forum of KZN.

By invitation, a Co-op presentation was also made to the Staff of Namibia Polytechnic in Windhoek, where the Director and Dr SS Pillay also participated in the Polytechnic's Public Administration Advisory Board.

Co-operative Education facilitated the signing of an MoU between DUT and Namibia Polytechnic. One of the key elements of this MoU is that DUT will assist the Namibia Polytechnic in developing Co-operative Education. Mr S Ori was again invited to present a workshop with industry and academics at Namibia Polytechnic.

The World of Work Careers Fair at DUT was held in August and proved to be popular with students and industry. Several representatives from various industries claimed that this was the best organized of all the university career fairs in which they had participated in. In October, Mr Msukwini participated in the WACE Asia Pacific Co-op Conference in Sydney, Australia. He also visited Victoria University in Melbourne. Mr Ramjugernath visited several institutes in India.

In November and December 2008, Mr Ori visited several institutions and industries in India with the intention of developing partnerships with them.

Guest lecture by Dr Kavita Sharma

A distinguished guest lecture was delivered by this leading Indian academic. The lecture was well received by a diverse audience of 120. This also served as an opportunity to profile DUT.

Fulbright Scholarships

A presentation was arranged to Academic Executive Management on the full range of the Fulbright scholarships. A workshop is to be arranged.

Visit from State Secretary, Baden-Württemberg, Germany

IEP hosted the State Secretary of Science and Technology from the Baden-Württemberg region in Germany, with the view of collaborating in this field especially since some of DUT's existing partners come from this part of Germany.

Newlinks/partnerships/initiatives facilitated

The signing/initiating of MoUs and joint research projects with the following institutions were facilitated:

- Chalmers' University of Technology, Göteburg
- Nash School of Journalism, Singapore
- Savannah State University
- Elizabeth State University
- Boise State University
- Bahamas College of Higher Education
- L'Aquila University, Italy
- Namibia Polytechnic
- St Georges University and Kingston University – Emergency rescue care
- Brighton University
- Leeds Metropolitan University
- Bremen Hochschule für Kunst
- CPE Lyon
- Nantes L'Ecole De Design

Relationships with the Durban Diplomatic Core

Established interaction with the Durban Diplomatic core has prevailed during 2008. A good working relationship has resulted in assistance with Visa applications, joint projects such as guest lectures, advice on Higher Education in other countries, and scholarships (US and India). Numerous meetings were held including profiling DUT at Open Day. IEP also participated in numerous National days, and had visits from the Consulates of USA, China, India, Italy, Belgium, Denmark, Spain, the UK, Malta, Austria, and Sri Lanka amongst others. This has resulted in new networks for DUT.

International student support

Orientation Programmes were held for new international students at the beginning of the year. Facilitations were held for the application of Visa and Study permits and medical aid. Students were assisted with securing accommodation. A farewell function was held for the final year students. Liaison took place between students, DUT and Governments regarding sponsorship of students, and patrol and logistical support for accommodation, immigration, housing, etc. were arranged.

Dr Lavern Samuels is the Director for International Education and Partnerships.

CO-OPERATIVE EDUCATION UNIT

In the last year, Co-operative Education has strengthened its relationships with long-standing partners in Commerce, Industry and Government as well as developed relationships with many new partners. This has seen an increase in the placements of students for Work-Integrated Learning as well as graduate placements. International partnerships have also increased.

Co-operative Education has also played host to several events in 2008. In March 2008, Co-op Education and the SA National Editors Forum (SANEF) hosted the Judge-President of SA, Chief Justice Pius Langa, who spoke about the Media's relationship with the Judiciary.

The Conference Theme "Co-operative Education @ Work" was especially enhanced by DUT students participating actively in the conference organization as well as demonstrating their skills during the interactive exhibitions that ran throughout the conference. Somatology and Chiropractic students also provided welcome massages for conference delegates.



Report of the Institutional Forum

INSTITUTIONAL FORUM

The Institutional Forum of the Durban University of Technology had a productive year in 2008. Its advisory role to Council continued, with a new Council at DUT having taken office late in 2007. The Institutional Forum was able to advise Council on a number of matters including Policies, senior management appointments as well as other types of advice sought by Council.

Amongst the issues dealt with by the Institutional Forum during 2008 was advice given to Council on a policy on the management and commercialization of intellectual property and a policy on a third stream income generation. This task was undertaken by a Task Team within the Institutional Forum. The work of this Task Team involved benchmarking these policies against similar policies at more than 20 other universities both nationally and internationally. The Policies and recommendations that emerged after much deliberation at the IF, were submitted to Council and resulted in what we believe, is progressive and ground breaking policies on these matters. These landmark policies will serve as a catalyst for taking forward the drive of the DUT towards shaping itself as a leading university of technology.

The Institutional Forum also grappled with an HIV/Aids Policy for DUT. The Policy was recommended for approval by Council with minor changes. Council sought advice from the Institutional Forum on mechanisms to improve communication between DUT stakeholders and Council.

A set of recommendations was presented to Council which has resulted in a DUT stakeholder being invited to make a short presentation at every scheduled Council meeting. This invitation comes from the Vice-Chancellor in conjunction with the Institutional Forum.



Dr. Lavern Samuels
Chairman: Institutional Forum

The Institutional Forum also recommended for approval policies on access and acceptable use of electronic resources by staff and students at DUT, a policy on an institutional code of ethics as well as a policy on academic staff promotions. All of these policies contributed to DUT having a comprehensive suite of policies to guide and drive its activities.

The annual Institutional Forum Dinner -Dance was yet again a success in bringing together Durban University of Technology staff members across the different campuses, to celebrate their common DUT citizenship. The Institutional Forum at the Durban University of Technology also participated in a research project that was commissioned by the National Department of Education that looked at functioning and factors affecting the functioning of Institutional Forums across the country.

The Institutional Forum at DUT received recognition for the level at which it functions and its national standing, by way of an invitation from the National Department of Education to its Chairperson to conduct workshops on Institutional Forums and related governance issues at other South African Universities.

The Institutional Forum at DUT remains focused, disciplined and enthusiastic in its mission to advise Council in the best interest of the DUT and undertake such other matters that the Council requests of the Institutional Forum. We believe that the DUT is poised for an exciting and seminal phase in its developmental trajectory. The DUT Institutional Forum is ready to play its role earnestly and optimally on this path ahead.

Dr. Lavern Samuels
Chairman: Institutional Forum

