



ACCREDITATION SERVICE  
*for*  
INTERNATIONAL COLLEGES

***(Please complete all comments/responses in bold type.)***

STAGE 3 ACCREDITATION INSPECTION  
STAFF QUESTIONNAIRE

As part of the accreditation process for online/distance learning universities, a great deal of importance is attached to the experiences of staff employed by the university. Could you therefore take a few minutes to answer the questions below?

You may feel that some of the questions are not relevant to your situation or employment. In these cases please just state NA.

Thank you for your cooperation.

Mr Maurice K Dimmock  
Chairman  
ASIC

*NB This questionnaire is intended for staff who were not met by the ASIC Inspectors during an accreditation visit.*

**Name of university: West Coast Bible College & Seminary**

**Role; academic or support: Academic**

**If academic, subjects taught and academic level: Missions**

**No of hours per week you teach: 10-12 hours**

**If support, main function(s):**

**A Premises and Health and Safety**

(This only applies if you either work from the Host or a Satellite campus, please state.)

**A.3\* Standard of the premises**

Please comment on:

- Toilet facilities
- Ventilation
- Heating

- Lighting
- (\*) Cleanliness

#### A.6\* Staff facilities

Do all staff have access to workspaces (including hot-desking) and IT?

Yes  No

Is there a dedicated staff work room with designated workspaces?

Yes  No

Comments on size of workspaces:

Is there effective IT provision?

Yes  No

(\*) Is there access to secure storage for your personal property?

Yes  No

If so, where?

(\*) Are there refreshment facilities?

Yes  No

If so, where?

#### A.7\* Teaching facilities

Please comment on:

- Classroom sizes
- (\*) Teaching resources, including projectors
- IT provision
- (\*) Specialist resources (*for practice-based Universities*)
- Supporting technology (*for English language classes*)

#### A.8 Understanding of health and safety policy and procedures

Have you been informed what to do in the event of fire?

Yes  No

Have you participation in fire drills?

Yes  No

Do you receive health and safety training on a regular basis?

Yes  No

Do you know who the first aiders are?

Yes  No

Do you know who the fire marshals?

Yes  No

## B Management and Staff Resources

### B.1 Views on staffing provision

Please comment on:

- Management

**The management is organized and focused.**

- Administrative /technical support

**The support structure is professional and effectual.**

- Teaching

**I agreed to teach when I heard the mandate to teach from a relevant biblical perspective.**

Is the University management supportive of its staff?

Yes  No

If so, in what ways?

**President Harrison and I text and email 25-30 times per week. As Proverbs 27:17 says, “As iron sharpens iron, so one person sharpens another.” He encourages me to pursue excellence in everything I do.**

### B.2\* Internal communication

Please indicate the methods of internal communication used within the university and comment on effectiveness

- Phone Yes  No
- Face to face conversations Yes  No
- Email Yes  No
- Regular meetings, with minutes recorded and actions identified and undertaken Yes  No

Is there effective collaboration and mutual support amongst all staff?

Yes  No

Comments:

**I live in a different country, so most of my communication is via text and email. However, I never feel as if I am left out of what is taking place at West Coast.**

### B.3 Employment

Comments on your working conditions including workloads:

**My working conditions are on my terms, which is a tremendous blessing to me!**

Are you aware of any formal complaints/grievance procedure?

Yes  No

Comments:

### B.5 Timetabling

How many days or hours per week do students attend or study?

**It depends on the student. They just have to finish their entire course within a two month time frame.**

Comments on the scheduling of classes for students:  
**Students are encouraged to take one class at a time so they can focus on finishing well!**

**B.7\* Staff support and staff development**

Do you have a copy of the Staff Handbook?

Yes  No

Did you sign for its receipt?

Yes  No

When was the Staff Handbook issued to you?

**When they hired me I was given a link to it. When I got back into the US, I was blessed to spend time with Dr. Harrison and receive instruction from him.**

Views on the Staff Handbook

**The staff handbook is exhaustive.**

Have you been involved in the following and how useful are they:

Induction?

Yes  No

Comments:

Appraisal?

Yes  No

Comments:

**I am newer on the team, but I have been asked to review the department and courses.**

(\* Is appraisal recorded and agreed targets established then actioned?

Yes  No

Is staff development encouraged and supported?

Yes  No

Comments:

**I rely on my interaction with Dr. Harrison and Dr. Condly for guidance. They have answered every question I have put before them.**

What type of staff development activities have you been involved in?

**Again, I'm new and out of the country, so I have not had any opportunities to this point.**

In what ways were these supported by the university?

N/A

**B.8\* Review of teaching**

Is there review/observation of teaching with a view to achieving continuous improvement in standards? Yes  No

How often does teaching observation take place?

**I was told of an annual review.**

Who observes the teaching?

**Dr. Harrison, Dr. Condly, and Dr. Garcia.**

Is feedback provided?

Yes  No

Is the feedback recorded?

Yes  No

(\*) Examples of identifying and addressing issues arising from the observation of teaching:

**Well, I'm putting together a new set of lectures because I was told the students requested more lectures, but in a slightly shorter format. It made a lot of sense to me, given the way students learn in shorter increments in this day.**

**C Learning and Teaching: Course Delivery****C.4\* Course delivery**

Are you required to provide lesson plans and/or teaching schedules? Yes  No

Do you provide handout materials? Yes  No

Are students given written feedback on their work? Yes  No

Are there written procedures/guidance notes for providing feedback to students? Yes  No

Comments on student workloads:

**Our course syllabus breaks down the learning into a daily schedule, showing the students that completing the course takes consistency.**

Is there a teaching and learning platform? Yes  No

If so, comment on its effectiveness and main functions:

**I'm still learning the system, but it's been very simple for me to use. I'm sure the students will also find it easy.**

**C.5\* Library**

Views of on-line library provision, facilities, plans for its development

**I've used a lot of different systems in my years of education and this one is one of the best!**

Which on-line system(s) is/are used?

**Questia.com**

## D Quality Assurance and Enhancement

### D.1\* Annual course review

Do you participate in annual course review? Yes  No

If so, what form does this take?

**I have been asked to, although it has not occurred yet for me. I've only been teaching for 5 months.**

### D.3\* Student feedback

Are you informed about feedback given by students on:

Staff performance? Yes  No

Course delivery? Yes  No

Welfare/counselling support? Yes  No

(\*) Examples of action being taken by the University in response to student feedback:

**The changing of the number of lectures is the only that directly affected me to this point.**

### D.4\* Quality assurance and enhancement

Are you aware of any written procedures to improve and enhance the quality of provision? Yes  No

What do these procedures cover?

• course delivery and review Yes  No

• teaching and learning Yes  No

• formative assessment Yes  No

• monitoring student progress Yes  No

Are you involved in creating records of the following?

• timely completion of programmes by students Yes  No

• retention rates Yes  No

• completion rates Yes  No

• pass rates Yes  No

• attendance rates Yes  No

### D.5 Internal courses – development and standards

Have you been involved in curriculum development/course design? Yes  No

If so, in what ways:

**I have been asked to help redesign my program of teaching to help student better the practical side of their ministry calling and how it is played out on a daily basis.**

## E Student Support

**E.2\* Welfare support**

What are the welfare and counselling arrangements for students?

**I have heard that Miss Becky is the answer to this question. She is the VP of Student Services.**

**E.5 Support for special needs**

Is there support for students with: learning needs?

Yes  No

medical needs?

Yes  No

physical needs?

Yes  No

Comments:

**I've been told that we work with each student and assess their personal situation.**

**F Awards and Qualifications**

**F.4 Academic misconduct**

How and when are students guided about academic misconduct and the consequent penalties?

What categories of academic misconduct are covered?

Cheating

Yes  No

Personation

Yes  No

Collusion

Yes  No

Fabrication

Yes  No

Plagiarism

Yes  No

How do you ensure that the person taking assignments is the person enrolled on the course?

**The people in grading do this.**

Please describe any proctoring arrangements within the university:

**There are none that I am aware of.**

**G Marketing and Recruitment**

G.1 Are you involved in the recruitment of students?

Yes  No

If so, are you aware of the university ethics policy relating to student recruitment and do you receive training in this respect:

Comments:

**G.4 Selection of students**

Have students demonstrated that they are qualified to study at the level of their current course, including their English language ability?

Yes  No

Comments:

**The students I have dealt with are native English speakers.**

## H Systems Management and Compliance with Immigration Regulations

### Staff Appointments:

#### H.8 Staff appointments

Do you have:

A job description?

Yes  No

A contract of employment?

Yes  No

What appointment process did you go through?

**Dr. Harrison asked me to come on board after we met at a seminar. They offered me a contract and I accepted. It is a blessing in my life and the fulfilment of a dream.**

#### H.9 Staff files

Are you aware of the system for updating your personal details?

Yes  No

Please give details:

**I email Miss Becky and she will update my info.**

#### **Any other comments on the university and its operation?**

**West Coast has been an incredible gift to me, as I know it is for so many students around the world. It provides ministerial training with the lowest tuition prices I know of personally. I'm serving with them because of their heart.**

**Date:** 24/5/16