

08.5.2025

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**Title**

Supporting quality timely PhD completions : delivering research outcomes / Susan Gasson

**Publication year**

2015

**Source/Footnote**

In: Quality in higher education. - 21 (2015) 1, S. 79 - 88

**Inventory number**

38946

**Keywords**

Promotion : allgemein ; Kommunikationstechnik ; Multimedia / Internet ; Ausland : Australien : Studenten, Studium, Lehre ; Ausland : Australien : einzelne Hochschulen

**Abstract**

The case study used a three-phase organising process to explain how design and implementation of an accessible and interactive electronic thesis submission form streamlined quality assurance of theses and their timely dissemination via an online thesis repository. The quality of the theses submitted is assured by key academics in their final sign off of the form. It describes the role of shared cultural value in ensuring ready acceptance of a change process within one university and highlights the value of communication in achieving positive change. Quality standards as defined by an external policy framework are shown to be interpreted at the local university level to enhance the PhD completion experience. It describes the impact of moving quality assurance processes to an online environment on research activities; considering the potential for quality assurance to improve universities' teaching, learning and research activities by facilitating academic oversight of the quality assurance process and reducing the overheads associated with monitoring, measuring and reporting on quality assurance measures.(HRK / Abstract übernommen)