

QILT DATA ANALYSIS CASE STUDY

Turning QILT results into strategy at Western Sydney University



BACKGROUND

Western Sydney University (WSU) is a large, multi-campus university that was in the middle of a major transformation agenda when this work was underway. The establishment of the Division of Education and Students brought together most student-facing functions under a single umbrella, supported by flagship initiatives including a new and innovative retention program, a renewed curriculum strategy, portfolio-wide product review, integrated WIL and careers governance, and a Red-Tape Task Force to streamline processes.

Like many universities, WSU receives significant volumes of Quality Indicators for Learning and Teaching (QILT) data, including the Graduate Outcomes Survey (GOS), Employer Satisfaction Survey (ESS) and Student Experience Survey (SES). The Education Quality and Policy team wanted to move beyond “point-in-time reporting” to a more strategic, story-driven approach that could:

- give Senate and senior leaders a clear view of graduate outcomes and experience
- connect results directly to the university’s reform agenda
- lay the foundations for integrated cross-survey analysis over time.

DVE was engaged as an independent partner to analyse WSU’s QILT data and redesign how results were communicated to Senate.

SOLUTION

DVE worked alongside WSU’s Education Quality and Policy team to design and deliver a new model for QILT data analysis and Senate reporting, including:

Independent analysis and Senate papers

- GOS employment outcomes and labour-force indicators across study level, discipline, citizenship, equity cohort, and other key sub-groups
- Course Experience Questionnaire (CEQ) results for teaching quality, generic skills and graduate qualities
- Postgraduate Research Experience Questionnaire (PREQ) results for supervision, research skills, infrastructure, thesis examination and industry engagement
- Trend analysis across the 2020–2025 series to distinguish genuine shifts from normal year-to-year movement.

For each report cycle, DVE prepared a Senate paper plus a concise summary of findings and a detailed technical report, with clear explanations of QILT definitions to support confident interpretation.

Designing a Senate-ready reporting structure

To ensure future reporting is streamlined and reusable, DVE worked with WSU to develop a new Senate report structure built around:

- a concise Cover Paper highlighting purpose, key findings, strategic considerations, areas for improvement, and recommendations
- a set of summary sections that provide high-level analysis and trend commentary of core domains (employment, course experience, graduate attributes, research experience)
- detailed attachments containing in-depth analysis, charts, and explanatory notes for specialist users.

From data to strategic focus areas

Rather than only describing results, DVE distilled the analysis into a small number of cross-cutting focus areas that leaders could act on, for example:

- Study-to-outcomes pathways – how effectively different study cohorts move from study into meaningful employment or further study, and where specific groups are falling behind.
- Cohort and discipline gaps – where experience and outcomes differ across disciplines, equity groups and modes of study, and whether those gaps are widening or narrowing over time.
- Teaching, assessment and skills signals – what students and graduates are saying about teaching quality, feedback, workload and skills development, and how that aligns with current education and curriculum work.
- Preparedness and qualification fit – how confident graduates feel about their readiness for work and the extent to which their qualification is being used as intended.
- Postgraduate research experience – supervision, infrastructure and scholarly community signals that have implications for progression, completion and research culture.
- For each focus area, DVE clarified what the data was saying, why it mattered, and which existing institutional levers (e.g., curriculum, student support, careers/WIL, research supervision) could realistically shift the dial.

OPPORTUNITY

WSU faced three core challenges with their QILT data:

- **Volume and complexity** – thousands of data points across study levels, equity cohorts, citizenship, study areas, and employment indicators made it difficult to see the signal through the noise.
- **Limited internal bandwidth** – internal teams were deeply involved in delivering major initiatives and had limited time to rebuild the QILT reporting model from the ground up.
- **Gap between data and strategy** – Senate received detailed numbers but not always a clear, cohesive narrative that linked outcomes to WSU's transformation program or highlighted practical improvement opportunities.

WSU needed an approach that was analytically robust, regulator-aligned, and accessible to non-technical audiences – while still detailed enough for Education Quality and faculties to use in their own planning.



Use each QILT cycle to refine your story, not just refresh your numbers. The greatest value comes when QILT data is tied directly to your student-experience strategy, portfolio decisions, and improvement projects - and when your governing bodies receive a clear, structured narrative they can act on.

Reflecting on the process, DVE's contribution was instrumental in helping us move QILT reporting beyond point-in-time data toward a clear, Senate-ready narrative. What stood out to me was their expertise and ability to translate complex results into practical focus areas aligned with WSU's priorities, which strengthened the quality of our governance conversations and made the insights far more meaningful and usable across the institution. I personally appreciated the collegial, collaborative and responsive experience I had working with DVE on this project.

Rose Cutts, SFHEA
Western Sydney University

Director, Education Quality, Standards & Integrity |
Quality and Integrity Portfolio | Division of Education
and Students
Senior Fellow, Higher Education Academy

OUTCOME

With DVE's support, WSU now has:

- A reusable QILT reporting model – A consistent structure for Senate papers, summary findings and detailed technical reports, reducing rework and making future cycles more efficient.
- Stronger governance conversations – Senate papers focus on what the results mean and where to act, rather than working through raw tables and technical definitions.
- Sharper alignment with strategy – QILT results now explicitly provide feedback on major initiatives such as curriculum renewal, WIL & career integration, and student retention.
- Practical focus areas – The reports distil large data sets into a number of evidence-based improvement priorities, which Education Quality and Policy can reuse with faculties and portfolios.

The work has shifted QILT from 'data received and filed' to a recurring input into WSU's academic quality, employability, and research-experience conversations.

VALUE ADD

DVE brings together deep sector knowledge, hands-on regulatory experience, and practical analytics to help universities turn complex data into confident decisions. Our team works across both governance and organisational improvement – from TEQSA-aligned partnership structures and acquisitions to quality assurance, survey analysis, and executive reporting – giving clients advice that is rigorous, realistic, and ready to implement.

Whether you need to redesign a single report or build a whole-of-institution QILT insight framework, DVE provides clear structures, clean narratives, and support that goes beyond data dumps to genuine decision support.

Need help making sense of your QILT data?

With QILT cycles and governance reporting rounds coming up every year, now is the right time to strengthen your analysis and narrative.

Call us today on **1800 870 677** or email us at info@dvesolutions.com.au to get started.