NOTICE OF MEETING

A meeting of the University Assessment Committee will be held at 1.00 pm on Monday 14 July 2014, video-conferenced between room 2.06 Bray Centre (N54) Nathan campus and room 2.27 Information Services (L03) Logan campus and room 1.04 The Chancellery (G34) Gold Coast campus.

Apologies may be advised by emailing Donna Kalaentzis at d.kalaentzis@griffith.edu.au or by telephoning ext 57879.

DISTRIBUTION LIST

Committee Members

The Chairperson of the Committee appointed by the Deputy Vice Chancellor (Academic), in consultation with members of the University Assessment Committee

Associate Professor Heather Alexander Two years, up to 31 December 2014

Deputy Chairperson of Academic Committee ex officio

Associate Professor Wendy Loughlin

Deans (Learning & Teaching) ex officio

Arts, Education and Law

Professor Glenn Finger

Griffith Business School

Professor Lorelle Frazer

Griffith Health

Professor Nicholas Buys

Griffith Sciences

Professor Richard John

Dean, Learning Futures or nominee

Associate Professor Heather Alexander

Director, Student Administration or nominee

Ms Cathy McGrath

Deputy Academic Registrar or nominee

Ms Karen van Haeringen

Director, Information Services (Learning and Teaching) or nominee

Mr Bruce Callow

Up to two members of Academic Staff with specialist expertise, appointed by the Deputy Vice Chancellor (Academic)

Associate Professor Ray Tedman up to 31 December 2015

Associate Professor Mark Brimble up to 31 December 2015

One student representative nominated by the Chair of the Learning and Teaching Committee

Vacant up to 31 December 2014
By invitation:
Ms Rebecca Seymour
Mr Gerald Reiger (Item 6.0)
Mr Richard Jeffares (Item 6.0)
Ms Kerry Young (Item 6.0)
Mr Mark Bick (Item 6.0)

Secretary: Ms Rachel Farnsworth

Other Copies (with attachments)
Binding copy (CARMS)
Spare copy

Committee Sharepoint Web Address


Use the left navigation bar to select the relevant folder. Username is your staff number and password is the same as your Portal login. Call the Secretary for advice or if experiencing difficulties.
AGENDA

1.0 APOLOGIES

Apologies may be advised by emailing Donna Kalaentzis at d.kalaentzis@griffith.edu.au or by telephoning ext 57879.

2.0 CONFIRMATION OF ACTION SHEET

The minutes of the 4/2014 meeting of the University Assessment Committee have been circulated.

To be taken as read and confirmed

3.0 DECLARATION OF INTEREST

Members are required to identify any conflict of interest, including family or other personal relationship/s as outlined in the University policies on Conflict of Interest and Personal Relationships in the Workplace, which exist in respect of any of the items on the agenda. When an interest has been declared, the Chair may resolve that the member:

- Leaves the meeting while the item of business is discussed; or
- Participates in the discussion but withdraw from the meeting before the vote and/or decision; or
- Stays but does not participate in either the debate or vote/decision; or
- Stays with full debating and voting/decision rights.

All declarations of interest will be recorded in the minutes, together with any ensuing action.

4.0 CHAIR’S REPORT

The Chair will report on the following items of business:

4.1 Membership

University Assessment Committee’s student representative Environmental Engineering student Elliot Jones has advised that he is unable to continue to serve as a member of the Committee as he has been awarded a scholarship under the Australian Government’s new Colombo Plan Scholarship Program. The Committee will wish to place on record Elliot’s contributions to the Committee and wish him well with his studies at the University of Hong Kong.

For noting

4.2 Governance of Assessment and online Assessment Applications

4.2.1 Each semester EXT asks academic Groups to advise the name of the Chair, School Assessment Board for the online student application
processes set out in the table below to ensure the workflow goes to the appropriate decision-maker.

4.2.2 The *Governance of Assessment and Academic Achievement Standards* procedures states the Chair of the School Assessment Board is ‘the Head of School or nominee as Chairperson’. The online assessment application draws this data from a Head of School table and when the Chair is a ‘nominee’ a manual work around has to be put in place.

4.2.3 Recently the Department of AFE raised with the Chair, University Assessment Committee the issue of the volume of online assessment applications and wished to delegate this responsibility to Discipline Heads.

4.2.4 The suggestion was made that such an arrangement could be put in place if the Discipline Heads were Chairs of Assessment Panels and the University Assessment Committee agreed to delegate this responsibility to Chairs of Assessment Panels. However such a process would require the establishment of a set of courses for which each Departmental Discipline Head is responsible and enhancements would need to be made to the online application to assign the appropriate decision-makers to the set of courses. This would also mean that AFE would conduct its end of semester processes through a series of Assessment Panels reporting to a Departmental Assessment Board chaired by the Head of Department. A responsibility for assessment would also need to be included into the position descriptions for those Discipline Heads.

4.2.5 Each semester a number of students dissatisfied with their review of grade application and the outcome of their appeal to the Dean (Learning & Teaching) seek an external review via the Queensland Ombudsman. A key consideration in deciding whether a decision is unreasonable is whether the decision-maker was unauthorised or did not have authority to make the decision. The Queensland Ombudsman has previously highlighted discrepancies between the decision-makers in policy and those allocated in the online assessment applications to make decisions. The establishment of *Governance of Assessment and Academic Achievement Standards* procedure was in response to the Ombudsman making findings in relation to review of grade applications.

4.2.6 To enact a change to decision-makers in the online assessment applications an EICP bid will be required and a business process established to collect and verify this more detailed information – of organisational element to courses to decision-makers versus organisational element to decision-maker.

<table>
<thead>
<tr>
<th>Assessment Application</th>
<th>Approving Authority</th>
<th>Delegate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Review of Grades</td>
<td>Chair, School Assessment Board</td>
<td></td>
</tr>
<tr>
<td>Application for Special Consideration</td>
<td>Chair, School Assessment Board</td>
<td></td>
</tr>
</tbody>
</table>

For discussion
ORDERING OF THE AGENDA

At this point in the agenda, members may propose that any matter on the agenda, not included in Section I, be so included.

SECTION I: MATTERS FOR DEBATE AND DECISION

5.0 UNIVERSITY ASSESSMENT COMMITTEE RETREAT

5.1 The Committee deferred discussions of the retreat to this meeting, providing an opportunity to reflect on discussions and to consider the issues identified and subsequent actions that may be required in the attached 2014 Work Plan (2014/0005276).

5.2 Issues to revisit include:
- Assessment types used – currently a high reliance on written assignments and examinations – selected response.
- Alignment between Program Learning Outcomes, Course Learning Outcomes and assessment types.
- Course Profiles and Course Profile System Enhancements to drive better alignment between Program Learning Outcomes, Course Learning Outcomes and assessment types.
- Professional Development around Course Profiles and assessment.
- Roles of School Learning and Teaching Committees and School Assessment Boards.

Recommendation

5.3 The University Assessment Committee is asked to decide what actions it wants to take as a result of its Annual Retreat and whether it wishes to adjust the attached 2014 Work Plan.

For discussion

6.0 STREAMLINING ASSESSMENT PROGRAM

6.1 There are two components to the Streamlining Assessment Program:
- Electronic Assessment Handling – implementation of TurnItIn
- Management of Marks and Grades – implementation of Gradebook solution

6.2 TurnItIn has been available in Learning@Griffith since early 2013 and policy issues associated with the use of TurnItIn were addressed in the Assessment Submission and Return Policy in 2014 for university-wide implementation. As a result semester 1, 2014 saw increased uptake of the tool and a range of technical issues identified and addressed. Responsibility for TurnItIn technical support has now been transferred to the Learning & Teaching Systems team. The focus for semester 2, 2014 is change management and ongoing training requirements associated with the operational transition from SafeAssign to TurnItIn. In semester 1, 2014, 50% of course sites used SafeAssign, 46% TurnItIn and 4% contained both (in order to overcome technical difficulties with particular submission points). At the University Assessment Committee Retreat members were advised that a range of technical issues associated with TurnItIn have been
resolved and the experience for semester 2, 2014 should be improved. Usage of the two text matching tools will continue to be monitored.

6.3 As identified and discussed at the 2/2014 meeting with the Blended Learning Advisors, critical to the implementation of the Gradebook solution is increased usage of the Marks Centre in Learning@Griffith. Recent discussions between the Gradebook Project Team and Schools have identified differing levels of usage of the Marks Centre and therefore readiness to adopt a Gradebook solution. A staged implementation from semester 2, 2014 – Semester 1, 2016 is proposed.

6.4 A draft Organisational Change Management Strategy for the Implementation of Gradebook is attached (2014/0005287). The Project Team welcomes feedback from UAC members on this document. There was an expectation that this document would be presented to the Project Board, but due to unforeseen circumstances the Project Board meeting has been cancelled.

6.5 The University currently has a set of Guidelines for Staff Engagement with Learning@Griffith which states the following:

   As a minimum, the following should be included in course pages on Learning@Griffith:

   a) Assessment details, including standards, criteria, and explanations, including method of submission, return of assignments, notification of marks and feedback, and academic integrity. (These details will not be a variation to information provided in the Course Profile, which is the official public University document, but may expand on information contained therein.)

   Principle 8 of the Principles and Standards for Griffith Online Courses and Programs states ‘Marks must be made available to students through My Marks’.

6.6 To further facilitate use of TurnItIn as a text matching and online marking tool and usage of My Marks in Learning@Griffith changes are proposed to the attached:

   • Guidelines for Staff Engagement with Learning@Griffith (2014/000524)
   • Assessment Policy (2014/000514)

   To be accompanied by further training about usage of My Marks during semester 2, 2014.

Recommendation

6.7 The University Assessment Committee is asked to make recommendations to the Learning and Teaching Committee about:

   • The strategy and approach of a staged implementation of the Gradebook solution;
   • The clarity of the messages about the use of My Marks as a requirement for assessment management at Griffith;
   • Revised Guidelines for Staff Engagement with Learning@Griffith; and
   • Revised Assessment Policy.

For consideration

7.0 REPORT ON STUDENT APPEALS IN RELATION TO ASSESSMENT MATTERS

7.1 TEQSA requires as part of its core evidence requirement for re-registration, the following in terms of Provider Standard 6.4 Grievance Processes:
• Evidence of student grievance processes in place, including the number of complaints over the past 12 months and analysis of nature of complaints;
• Latest report to governing body on student complaints and grievances.

7.2 Attached for consideration and discussion of the Committee is the document Assessment Appeals – 2013 Academic Year (2014/0005283). Also attached is a document setting out previous data in relation to student academic misconduct cases and appeals. Data about 2013 Honours classifications is also attached to put the appeals data in context (2014/0005288).

Recommendation

7.3 The University Assessment Committee is asked to provide advice to Learning and Teaching Committee about student appeals and complaints in relation to assessment in 2013.

8.0 STUDENT REVIEW AND APPEALS POLICY AND PROCEDURES

8.1 The University Assessment Committee (8/2013 meeting) recommended a full review of the Student Grievances and Appeals Policy asking the Chair, University Appeals Committee and the Deputy Academic Registrar to develop a proposal for consideration by the Vice President (Corporate Services).

8.2 The Committee (8/2013 meeting) noted the Policy specifies those matters that are for review and appeal and those related to complaints. The Committee was not averse to the document being split in two, however indicated it was user friendly for both staff and students to have information about these processes in the one document. Further suggestions made by the Committee at that time are specified in the attached 8/2013 (2014/0005286) minute extract.

8.3 Attached for the Committee’s consideration are the following documents:
• Student Review and Appeals Policy (2014/0000510)
• Student Review and Appeals Procedures (2014/0000511)
• Review of Decision Form (2014/0000515)
• Notice of Appeal Form (2014/0000516)

8.4 Student representatives of the University's Academic Committee and sub-committees as well as representatives from the Student Guild and SRC have been invited to participate in a Focus Group for the purpose of reviewing the newly developed Student Review and Appeals Policy and Procedures and accompanying forms. The dates of these meetings are as follows:
• Tuesday 29 July 12 – 1 p.m. at the Gold Coast
• Monday 4 August 12 – 1 p.m. at Nathan

8.5 In its review of the policy and procedures the Committee is particularly asked to confirm that the designated review officers and appeals body are appropriate for all of the decision types listed in Tables 1-3. Following the Committee’s confirmation of the roles and responsibilities the policy, procedures and forwards will be circulated to those identified with a role in the review or appeals process for feedback.

Recommendation

8.6 The University Assessment Committee is asked to recommend to Learning and Teaching Committee the following documents for its consideration:
• Student Review and Appeals Policy (2014/0000510)
For consideration

9.0 STUDENT COMPLAINTS POLICY AND PROCEDURES

9.1 The University Assessment Committee (2/2013 meeting) considered making a number of amendments to the Policy on Student Grievances and Appeals in response to the Ombudsman’s report and recommendations on Complaints Management.

9.2 Attached for the information of the Committee is an overview of the nine principles specified in The Australian Standard Customer satisfaction – Guidelines for complaints handling in organizations (AS ISO 10002-2006) and how the attached revised Student Complaints Policy and Student Complaints Procedures address the principles:

- Australian Standard AS ISO 10002-2006
- Student Complaints Policy (2014/0000512)
- Student Complaints Procedures (2014/0000513)
- Student Complaint Form (2014/0000517)
- Formal Student Grievance Form (2014/0000518)

9.3 Student representatives of the University's Academic Committee and sub-committees as well as representatives from the Student Guild and SRC have been invited to participate in a Focus Group for the purpose of reviewing the newly developed Student Complaints Policy and Procedures and accompanying forms. The dates of these meetings are as follows:

- Tuesday 29 July 12 – 1 p.m. at the Gold Coast
- Monday 4 August 12 – 1 p.m. at Nathan

Recommendation

9.4 The University Assessment Committee is asked to recommend to Learning and Teaching Committee the following documents for its consideration:

- Student Complaints Policy (2014/0000512)
- Student Complaints Procedures (2014/0000513)
- Student Complaint Form (2014/0000517)
- Formal Student Grievance Form (2014/0000518)

along with feedback from the student focus groups and key stakeholders.

For consideration

10.0 STUDENT NOTINGS ON TRANSCRIPTS AND UPDATED POLICY PROVISIONS

10.1 The Academic Committee (2/2014 meeting) considered a Discussion Paper on Notings on Academic Transcripts (2014/0000505) which explored whether notings
related to exclusion on grounds of failing to maintain academic good standing or due to disciplinary reasons should be recorded on a student’s official academic transcript and if so, whether such notings should remain permanently.

10.2 The Academic Committee resolved that:

- The PeopleSoft student system is to retain permanently all academic standing and disciplinary actions in relation to a student.
- All actions related to failure to maintain academic good standing including exclusion are to be recorded on the Unofficial Academic Transcript for students in the undergraduate and postgraduate careers as well as Higher Degree Research candidates.
- All actions with the exception of exclusion for disciplinary reasons are to be retained on the Unofficial Academic Transcript for a period of five years after the student/HDR Candidate has graduated or terminated their enrolment with the University.
- The noting ‘Excluded for Disciplinary Reasons’ is to be recorded on the Official Transcript for a minimum of 10 years after the student has had their enrolment terminated unless a student is re-admitted or successfully applies to have the noting removed.
- A provision for readmission three years after exclusion is to be incorporated into the Student Academic Misconduct Policy and the Student Misconduct Policy. Applications for readmission will be considered by the Academic Provost or nominee on the advice of the relevant Dean.
- Request amendments be made to the following policies:
  
  o **Student Academic Misconduct Policy** and the **Academic Misconduct Policy – Higher Degree Research Students** to include provisions for readmission after exclusion and updating existing provisions related to the recording of the student’s exclusion for disciplinary reasons as a noting on the Official Academic Transcript to include a minimum timeframe of 10 years;
  o **Student Misconduct Policy** to include provisions for recording of the student’s exclusion for disciplinary reasons as a noting on the Official Academic Transcript as well as the minimum timeframe of 10 years. Provisions for readmission after exclusion need to be revised in terms of the timeframe and the decision-makers;
  o **Academic Standing, Progression and Exclusion Policy** to include provisions for recording academic good standing actions, including exclusion, on the Unofficial Academic Transcript for a period of five years after the student has graduated or terminated their enrolment with the University;

10.3 Attached for the Committee’s discussion are the relevant extracts (2014/0005285) from the proposed Student Review and Appeals Policy and Student Review and Appeals Procedure about recording of disciplinary penalties on academic transcripts. Also attached are amended policies:

- **Student Academic Misconduct Policy** (2014/0000519)
- **Academic Misconduct Policy – Higher Degree Research Students** (2014/0000520)
- **Student Misconduct Policy** (2014/0000521)
- **Academic Standing, Progression and Exclusion Policy** (2014/0000522)

**Recommendation**
10.4 The University Assessment Committee is asked to recommend to Learning and Teaching Committee amendments to the following policies for its consideration:

- Student Academic Misconduct Policy (2014/0000519)
- Academic Misconduct Policy – Higher Degree Research Students (2014/0000520)
- Student Misconduct Policy (2014/0000521)
- Academic Standing, Progression and Exclusion Policy (2014/0000522)

For consideration

11.0 END OF SEMESTER CENTRALLY ADMINISTERED EXAMINATION POLICY

11.1 At the 4/2014 Meeting, the Committee asked that the End of Semester Centrally Administered Examination Policy include advice about the action to be taken when an end of semester examination paper is compromised immediately prior to the conduct of the exam. At that meeting and following a presentation at the University Assessment Committee Retreat from Mr Naveen Sharma in relation to security of assessment, Mr Sharma was asked to propose changes to the policy to improve the security of marks and grades. The proposed changes note the requirement to abide by the University’s Information Technology Code of Practice and identify a number of practices to ensure security of documents.

11.2 Attached for the Committee’s consideration is an updated End of Semester Centrally Administered Examination Policy (2014/0005284).

11.3 Examinations and Timetabling have also proposed two minor amendments to the policy to reflect current business processes:

- **Change 1:** Removal of the text that says an alternate examination sitting may be scheduled as a deferred examination during the deferred/supplementary examination period, depending on the circumstances of the student.

  This change has been requested because alternate examination sittings are only scheduled during the end of semester examination period.

- **Change 2:** Students currently only have one week to apply for an alternate examination sitting. EXT is proposing that this be increased to two weeks to provide students with more time to apply for this. The earlier publication of the examination timetable has provided EXT with more time to prepare for the examination period. This extended deadline would benefit students and could be accommodated by EXT. The reference to the exact week that applications are due has also been removed as this can vary depending on the academic calendar.

**Recommendation**

11.4 The University Assessment Committee is asked to recommend to Learning and Teaching Committee the amendments to the End of Semester Centrally Administered Examination Policy as described in (2014/0005284).

For discussion
12.0 GOVERNANCE OF ASSESSMENT IN OUA COURSES

12.1 Learning and Teaching Committee at its 1/2014 meeting considered University Assessment Committees recommendation that the transfer of OUA Assessment processes to the Schools proceed in semester 2, 2014 regardless of the delay in the Gradebook project implementation.

12.2 University Assessment Committee has been asked by Learning and Teaching Committee to liaise with Examinations and Timetabling to develop a business process which clearly outlines the workflow requirements. The Committee provided feedback to the working draft document at the last meeting. A revised document (2014/0005281) is attached for the consideration of the Committee.

12.3 The Senior Manager Exams and Timetabling will introduce this item.

Recommendation

12.4 The University Assessment Committee is asked to recommend to Learning and Teaching Committee the business process (2014/0005281) for governance of assessment in OUA courses.

For discussion

13.0 ASSESSMENT SUBMISSION AND RETURN POLICY

13.1 The Learning & Teaching Systems team as part of the service pack upgrade of Blackboard in August, will be releasing a new function called "in-line grading" that is effectively a "Word track changes" type of functionality that can be used with the native Blackboard assignment submission tool.

13.2 The availability of this tool for use with the Blackboard assignment submission tool has been included in the attached revised


Recommendation

13.3 The University Assessment Committee is asked to recommend to Learning and Teaching Committee amendments to the Assessment Submission and Return Procedures as described in (2014/0000523).

For consideration

SECTION II: MATTERS REQUIRING RATIFICATION OR EXECUTIVE ACTION

NIL

SECTION III: MATTERS FOR NOTING AND WHERE APPROPRIATE, ACCEPTANCE OF RECOMMENDATIONS

NIL
14.0 OTHER BUSINESS

15.0 NEXT MEETING

The next meeting of the Assessment Committee will be held on Monday 4 August 2014 at 1.00pm.

<table>
<thead>
<tr>
<th>Meeting Date</th>
<th>Venues</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 August</td>
<td>N54_2.06 / G34_1.04 / L03_2.27</td>
<td>1pm – 4pm</td>
</tr>
<tr>
<td>8 September</td>
<td>N54_2.06 / G34_1.04 / L03_2.27</td>
<td>1pm – 4pm</td>
</tr>
<tr>
<td>13 October</td>
<td>N54_2.06 / G34_1.04 / L03_2.27</td>
<td>1pm – 4pm</td>
</tr>
<tr>
<td>10 November</td>
<td>N54_2.06 / G34_1.04 / L03_2.27</td>
<td>1pm – 4pm</td>
</tr>
</tbody>
</table>