	Student Performance Data Policy and Procedures
Document Type	Policy and Procedures
Administering Entity	Vice President – Academic, Vice President – Administration, Academic Regulations and Course Development Committee (ARCDC), the Learning, Teaching and Quality Assurance Committee (LTQAC), Director – Quality Assurance, Director – Accreditation and Regulatory Compliance, Registrar, Director – Examinations, Course Directors (Deans), Course Managers.
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1. Purpose

a. This document outlines the policy for the management of student performance data for all accredited courses offered by S P Jain School of Global Management (S P Jain /the School).

b. The aim of collecting student data is:
    i.   quality assurance and to ensure positive student outcomes;
    ii. to review the School's operations including admission requirements, assessment and curriculum;
    iii. to ensure that there is sufficient oversight in the collection, timing, accuracy, consistency and effective use of student performance data for each course and across each delivery site, and
    iv. monitoring and mitigation of academic risk at the School.

c. The data collected includes (but is not limited to), information relating to attendance, grades, performance, progression, outcomes, completions, feedback, complaints and breaches of academic integrity.

d. The use of the data includes (but is not limited to), analysis of student performance data

identification of at-risk students, subject pass rates, semester/term progression and course completion and attrition, to identify problems relating to course delivery, admission requirements, academic integrity, agents, and for reporting information to regulators.

e.   The data can be used by (but not limited to) a range of stakeholders, and in particular, by Deans, Director- Quality Assurance, Director - Accreditation and Regulatory Compliance, the Academic Board (and its sub-committees) and the Board of Directors.

2. Responsibilities

a. The Registrar has overall responsibility for ensuring that all record management requirements are met with regards to student performance data.

b. The Registrar and Director of Examinations (DoE) have the joint responsibility to:
   i.   accurately report student performance data to various regulatory bodies across a number of jurisdictions including TEQSA (Australia), the Department of Education and Training in Australia, CPE (Singapore), KHDA (UAE) and in relation to a number of legislative, regulatory and accreditation frameworks including the ESOS Framework for international students in Australia including reporting to the Department of Home Affairs in Australia as required.
   ii. providing detailed performance data by student and summary statistics to the Course Directors (Deans) and for their reference and use.

c. The Deans have the responsibility of:
   i.   using the student performance data for the management of academic at-risk students, and to monitor their subject pass rates, semester/term progression and course completion for their respective courses and for providing analysis and recommendations about the data in regular reports to the Academic Board.
   ii. using the student feedback data to provide an update to the Academic Board each quarter that includes data and analysis about student feedback on subjects, courses and campuses and recommendations for improvement.

d. The Academic Regulations and Course Development Committee (ARCDC) the Learning, Teaching and Quality Assurance Committee (LTQAC) and the Academic Board monitor key quality indicators such as course commencements, progression, grade distribution and completions, and to identify strategies to mitigate academic risk through more detailed cohort analysis.

e. The LTQAC arranges for external benchmarking of the key student performance data as detailed in the Benchmarking Policy and reports benchmarking findings to the Academic Board.

f. The Vice President - Administration reports on an annual basis details of all formal student grievances and other cases of misconduct to both the Academic Board and the Board of Directors.

g. All student data will be handled in accordance with all the provisions of the *Student Information Provision Policy* including as detailed in Section 5.e of the policy that "the staff responsible for the management of sensitive information about a student must ensure this information is stored and managed securely and confidentially".

3. **Students' Performance Monitoring and Analysis Framework and Plan**

a. S P Jain has a rolling five-year Students' Performance Monitoring and Analysis Framework and Plan to:
   i. Define the students by course, cohort and campus, monitor and analyse student's performance by course, cohort and campus for following key indictors listed in the TEQSA guidance note on Students Performance and Monitoring[1]:
   - Attrition rates
   - Progress rates
   - Completion rates
   - Grade distributions
   - Student satisfaction
   - Graduate success
   ii. Use the data to identify students/student groups at risk
   iii. Report to Academic Board the Course Directors' (Deans') quarterly report and half yearly Student Performance and Monitoring report the performance data through LTQAC and ARCDC.
   iv. Report the performance data and its analysis to the Board of Directors through the Academic Board Chair (also Board Member).
   v. Identify any gaps in student performance and develop and implement improvement strategies and external benchmarking outcomes.

4. **Procedure Guidelines for Management of Student Performance Data**

a. The quality indicators, 4. b-g detailed below are:
   i. Monitored, analysed and reported by the Course Directors (Deans), through the ARCDC and LTQAC to the Academic Board, and to the Board of Directors through the Chairman of Academic Board.
   ii. The improvement strategies implemented under the direction of Academic Board.
   iii. The causes for the gaps are analysed to enable reactive and proactive measures for the observed and predictive risks.

b. **Students at Risk through Early Assessment and Attendance**
   As detailed in the Student at Risk Policy individual student performance data is monitored by Course Mangers, Course Directors/Deputy Directors (Dean /Assistant Dean) and where required, these students are placed on a remediation and intervention strategy.

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[1] *https://www.teqsa.gov.au/latest-news/publications/guidance-note-monitoring-and-analysis-student-performance*

c. Attrition/ Progression/ Completion Rates

For courses, cohorts and campuses, the attrition rates, progression rates and completion rates are collated by the Registrar's office.

d. Grade Distribution

The Course Directors (Deans) are provided updates of the final grades for each unit in a semester/term performance by the DoE and Office of the Registrar.

e. Student Surveys and Feedback

i. As detailed in the Student and Staff Feedback Policy, a range of feedback mechanisms including surveys, focus groups, informal comments and other participatory activities are employed to obtain student feedback.

ii. Student grievance data across all campuses is collated and maintained by the Registrar's office.

f. Academic Integrity

Campus, course and cohort wise academic integrity and misconduct cases register will be maintained by the Registrar's Office.

g. Graduate Success/ Destination

The graduates in full-time study, full-time/ part-time work and continued to pathway courses are maintained by the Registrar's Office.

5. Related documents

a. Academic Integrity Policy and Procedures
b. Benchmarking Policy
c. Course Rules of Progression
d. Student Grievance and Mediation Policy and Procedures
e. Student and Staff Feedback Policy
f. Student Support Policy
g. Students at Risk Policy
h. Student Performance, Monitoring and Analysis Framework and Plan
i. Student Retention Strategy and Plan
j. Student Attendance Policy
k. Third Party Arrangement Policy
l. Third- Party Arrangement/ Partner Agreement
m. Quality Assurance Framework
n. Benchmarking Plan
o. Course Development, Review and Approval Policy