

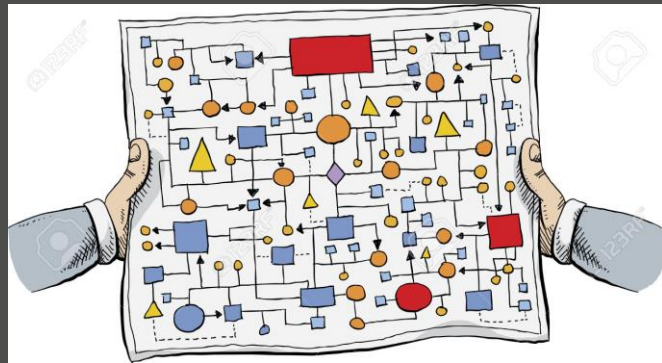
Review of Progress

The Mammoth Beast Tamed



Shellie O'Meara and Loretta Paine

THE NEED TO CHANGE

A stack of several overlapping spreadsheets or data tables. The tables contain columns and rows of data, with some rows highlighted in yellow and others in pink, indicating different categories or states of data.

THE CHANGE PROCESS

Stage 1

- Current process documented in detail and pain points identified
- Developed an ideal process – “wish list”

Stage 2

- Consulted widely in relation to options available
- First priority was to improve the student experience, second priority was to look at committee interface and documentation handling

Stage 3

- Implement changes
- Review changes

Stage 4

- Implement further changes - communication through CRM

Stage 5 and beyond

- Continual review on a 6 monthly basis and implement improvements where appropriate

THE OLD AND THE NEW

Student receives an email sent from 5 different outlook accounts



Email sent through CRM directly from student record

No follow up, if the student doesn't submit there is no way of knowing if they have read the document



Follow up email and text messages sent to the student if they have not opened the email

Student submits the word document 'Show Cause Statement' by return email



Student fills in the online form and is given the opportunity to meet with Student Advisor

No reporting on reason for students failing



Students select reasons for failing - reports available for further data analysis and provide assistance to students where needed

Student receives individual email from the Secretary acknowledging receipt of their statement



CRM generates automatic email to the student acknowledging the receipt of their submission

Student was invited to attend the committee meeting - students found this very confronting



Students no longer invited to attend an interview

Individual outcomes sent by manual mail merge in groups



One mail merge through CRM

Committee - documents printed in hard form, emailed to committee members and uploaded to blackboard



Paperless Committee. Documents uploaded to Sharepoint and hyperlinks created in the spreadsheet. Ability to add documents minutes before the meeting starts

Students who did not submit a statement would be automatically excluded from the Program for 12 months and would have to reapply through UAC



No automatic exclusions, each considered on a case by case basis

THE OLD



REVIEW OF PROGRESS Advice Sheet for Students asked to 'Show Cause'

What is involved in the Review of Students' Academic Progress?

As part of the University's role in supporting students to achieve success, each Faculty monitors the academic progress of its students each term. Students are 'At Risk' of not making satisfactory progress towards completion of their program of study if they have:

- Failed in 50% or more of the units attempted in a term; and/or
- Failed the same compulsory program component twice.

Students who continue to be 'At Risk' (that is fail to pass 50% or more of their units for two consecutive terms or, fail the same compulsory program component twice) are asked to tell the Faculty why they should be allowed to continue with their studies. This University process is called 'Show Cause'.

Please note, if a fail grade changes and you are no longer 'Show Cause' you will revert back to an 'At Risk' status

What does 'Show Cause' mean for you?

You are required to give in writing (using the enclosed 'Show Cause Statement' form) an explanation as to why your academic performance has been unsatisfactory. This explanation goes to the Faculty Progress and Appeals Committee. The written response can be sent:

- in hard copy
- by fax
- or by email

Faculty	Email Address
Business and Law	FBUSL_ROP@newcastle.edu.au
Education and Arts	FEDUA_ROP@newcastle.edu.au
Engineering and Built Environment	FEBE_ROP@newcastle.edu.au
Health and Medicine	FHEAM_ROP@newcastle.edu.au
Science and Information Technology	FSCIT_ROP@newcastle.edu.au

What should you put in your explanation?

The Committee wants to know the reasons why you are having difficulties with your studies. They also want to know what you are doing or, have done to improve your academic performance. These reasons should be supported with any documents or letters that you have. This could be a letter from a doctor, a letter from a counsellor, or documents that demonstrate that you have attended courses to help you with the difficulties. Usually you will need to show that attending this course made a difference to your academic performance.

What happens if you do not 'Show Cause' why you should be allowed to continue?

Under the University's Review of Progress Procedure 000967, if you do not give a written response by the given time period you will be automatically excluded from the program for a period of one calendar year. If you then want to resume your studies after this period of exclusion, you will have to reapply for admission to the University through the relevant admission centre. Readmission is not guaranteed.

What might be the outcome of the 'Show Cause' process?

The Faculty Progress and Appeals Committee will look at your academic record and progress, your 'Show Cause statement', your supporting documents and your oral evidence (if you choose to come to the Committee hearing).

Under the University's Review of Progress Procedure 000647, the Committee may decide to:

1. Allow you to continue in your current program; or
2. Allow you to continue in your current program with conditions (such as putting a limit on your enrolment load to 10, 20 or 30 units per term for a given period of time); or
3. Suspend you from the program or the Faculty for a given period (e.g. one year); or
4. Exclude you from the program or the Faculty for a given period.

What is meant by Suspension?

Suspension from the program or the Faculty means that you are not allowed to enrol or study courses for the time of the suspension period. Domestic students will be allowed to re-enrol in the next term of study immediately after the suspension period. **Students studying in Australia on a Student Visa need to read the 'Important Information' at the end of this document.**

What is meant by Exclusion?

If you are excluded from the program or the Faculty, you will not be allowed to enrol in or study courses for the time of the exclusion period and you will need to apply for re-admission to the University. Re-admission to your program (or any other offered by this University) is not guaranteed. **Students studying in Australia on a Student Visa need to read the 'Important Information' at the end of this document**

Where can you find the Review of Progress Procedure?

The Review of Progress Procedure is available to all students and staff of the University at: <http://www.newcastle.edu.au/policy/000967.html> Program Management Policy and Procedure Manual – Coursework Section 9 Student Progress.

This Procedure outlines the need to maintain steady academic progress. It gives information about what steps the University follows when it looks at poor academic performance and the possible outcomes of any review. There are some useful definitions for the terms that are used.

Students should also be aware that there is a maximum time for completion of their program and can refer to the Maximum Time for Completion of Programs Schedule at the following link <http://www.newcastle.edu.au/policy/000962.html>.

How can you find out more information?

Please contact the relevant Faculty Progress and Appeals Committee Secretary listed in the table on page 1 of this Advice Sheet, also check out the My Support website at <http://www.newcastle.edu.au/service/mysupport/ROP/>

Important Information for International Students Studying in Australia

If you are suspended or excluded from your studies, this may affect your eligibility for current and future student visas. The University will cancel your enrolment and this is then reported to the Department of Immigration and Citizenship (DIAC). DIAC may then cancel your student visa for three years.

International students can approach International Student Support at any time for assistance. They will ensure that you are referred to other services that can also provide you with support.

THE NEW



Review of your Academic Progress

Action required by Friday 21 July 2017

Dear Student,

To help our students succeed at university we regularly monitor your academic progress. As a result of this process you have been identified in the University's formal Student Progress review process because you are a domestic student who has failed more than 50% of their attempted units in two consecutive terms; and/or have failed the same compulsory program component twice.

What you need to do. The University asks you to explain the factors affecting your studies to allow us to recommend the best course of action for your individual circumstances.

How to do this. Complete and submit an online statement explaining your circumstances by Friday 21 July 2017. Read our [advice sheet](#) to guide you through the process. Then, submit your [online statement](#).

 **SUBMIT YOUR STATEMENT ONLINE NOW**

You may wish to supply [relevant supporting documentation](#) with your statement. You can do this online when submitting your statement or send them through after. If you choose to provide them after you will be given instructions on how to do this.

What's next? Your statement (and supporting documentation, if supplied) will be reviewed and your case will be considered by your Faculty's Progress and Appeals Committee. Outcomes may include:

- Allowing you to continue in your program
- Allowing you to continue with a reduced study load
- Asking you to seek assistance from teaching and support staff
- Suspending or excluding you from your program.

You will be advised of the outcome via your student email account by Friday 4 August 2017.

What else do you need to know? We want to help you get back on track and succeed in your studies. We have a range of resources and support services available:



Academic Progress information



I need academic help or study tips



Insights from our Online Counsellor



Other support available to you at UON

If you have any further questions, make sure you [contact us](#).

Yours sincerely,

Director Student Central and Academic Registrar

You're receiving this email because you are a student at the University of Newcastle.

NEWCASTLE | CENTRAL COAST | PORT MACQUARIE | SYDNEY | SINGAPORE

The University of Newcastle
Callaghan NSW 2308 Australia
Tel: 1300 ASK UON
Int'l Tel: +61 2 4921 5000
Find your answer at AskUON

Email:
ProgramAdvice@newcastle.edu.au
www.newcastle.edu.au
CRICOS Provider Number: 00108J

THE OLD



NEW

The University of Newcastle
Review of Progress
SHOW CAUSE STATEMENT 2015
Please return this statement to the Faculty.
Refer to all Faculty contact details on the enclosed Advice Sheet.



PERSONAL DETAILS	
Student Number:	Date:
Given Name:	Family Name:
Contact Address:	
Program:	
List reasons for your academic performance over the past two terms (add an attachment in insufficient space):	
List any remedial action undertaken:	
List plans for improving your academic performance:	
List of attachments (if any):	

Please ensure you have completed all necessary fields in this form. Once completed this statement will be forwarded to your Faculty Progress and Appeals Committee for consideration. After you have submitted this form you will receive a confirmation email with a copy of what you have submitted and instructions for providing supporting documentation.

First Name Last Name

Student Number Email Address

Program Name Location

Select the main reasons for your academic performance over the past two terms and provide more information in the box below to support these reasons:

- Work
- Mental health (eg. Depression, PTSD, Anxiety, OCD, Social Phobia)
- Family and community responsibilities (eg. dependent child, volunteering responsibilities, religious participation)
- Academic skills (essay/report writing, referencing)
- Finances
- Maths/Statistics knowledge
- English language
- Trauma or disruptive life event currently impacting your study (eg. death, domestic violence, serious illness of a family member)
- Learning Challenges (eg. ADHD, colour vision deficiency, auditory processing disorder, Irlen syndrome, dyslexia)
- Course content
- Physical health
- Social life and connection

Please provide more information to support the above reasons:

List any remedial action undertaken and plans for improving your academic performance:

Will you provide additional documentation to support this statement (optional)?

Yes No

Submit

STUDENT FEEDBACK

“It was a clean and concise method, I can’t think of anything to improve it”

“Simple, concise and hopefully effective”

“It was easy to use to explain clearly what happened”

“Maybe an example of supporting documents”

WHAT'S NEXT?

- **Continuous improvement**
- **Enhancing student experience**
- **Reducing professional and academic staff workload**
- **Reporting capabilities**

EARLY SUPPORT

Select the main difficulties you experienced this term and we will link you with the free help that may assist in future terms. **My main difficulties were:**

Work

Finding a balance at Uni can be difficult, and juggling your commitments is a skill of its own. To structure your term of study and get some resources to make the most from your study time check out the [Learning Development](#) resources and workshops.

Also, if you are looking for more casual or flexible work, make sure you drop in to the Careers team for help with [resume and interview skills](#) and also to check out the employment opportunities listed on CareerHub.

Family and community responsibilities (eg. dependent child, volunteering responsibilities, religious participation)

Juggling your family and community obligations can be difficult while you are studying, however it is important that you keep involved in family and community life with a balance.

We recommend that for every 10 units you are enrolled in, you allocate 10 hours of study per week. For instance if you enrol in units 40 units that is equivalent to full time work.

To assist with time management, set a schedule for the term and try to stick to it. We have a [Learning Development team](#) that provide time management resources to help in scheduling time and also planners can be downloaded through 'Learning Development' in your Blackboard site to help you set the study and commitments schedule for the term.

Mental health (eg. Depression, PTSD, Anxiety, OCD, Social Phobia)

Academic skills (essay/report writing, referencing)

Finances

Maths/Statistics knowledge

Did you know that we have Maths and Stats help at UON? Learning advisors with specialist knowledge in maths and statistics are available to help you [develop your skills and knowledge](#).

English language

Trauma or disruptive life event currently impacting your study (eg. death, domestic violence, serious illness of a family member)

Learning Challenges (eg. ADHD, colour vision deficiency, auditory processing disorder, Irlen syndrome, dyslexia)

The [AccessAbility team](#) can offer practical assistance and advice to students with a permanent or temporary disability or medical condition. Contact the team to discuss your individual support needs and how the team can help.

Course content

Physical health

Social life and connection

Thank you for taking the time to complete the Progress to Success Plan. We are here to help you and ensure that the help you receive is right for you. If you would like to go through your options with a staff member please select 'yes' below.

Yes

No

**THE WORLD
NEEDS NEW**



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA