

PURPOSE

The purpose of this document is to describe the main processes and procedures associated with the delivery of key services and activities of the Student Academic Administration Office (SAA).

The primary aim of the SAA Office is to provide support to students for the duration of their time here at the University. Central support is also provided to all academic staff that is involved in delivering programmes and modules to students. Advice is provided on course design, academic regulations, procedures and academic progression of students. SAA produce the class and examination timetables for all students and manage the administration of end of semester examinations. A student help desk is also provided to assist student queries. The office also develops and administers procedures for the compliance by all students and staff in support of the University's Academic Regulations and Marks and Standards. Faculty and staff are also provided with specific contacts within SAA to provide support to them. [\(See link to Flowchart\)](#) All staff are members of various teams for each sub process as it occurs. Please refer to the list of teams on our share drive [\(put in link\)](#) and please also reference our weekly operating notes for details of each person's responsibility of activities.

The purpose of this is to outline the 5 Key Business Processes within SAA.

1. Programme Management
2. Student Records
3. Class Timetable
4. End of Semester Examinations
5. Student Helpdesk.

RESPONSIBILITY

Resourcing, planning and management of the staff in the Student Academic Administration Office is the responsibility of the Student Academic Administration Officer.

Listed below are the may Key Business Processes for SAA

1. PROGRAMME MANAGEMENT RESPONSIBILITY

There is one Executive Administrator responsible for the management of the team involved in delivering the programme management process. The team can vary depending on where we are in the academic year. The Student Academic Administration Officer has over responsibility for the management of the SAA office and its process. Please refer to the list of teams on our share drive [\(put in link\)](#) and please also reference our weekly operating notes for details of each person's responsibility of activities.

PROCEDURE

Programme Management

All accredited programmes recommended by APRC (Academic Programme Review Committee) and approved by Academic Council are maintained on the student records system and it is the responsibility of SAA to maintain and keep up to date.

1. Consult with Course Directors to advise on programmes being modified or created in advance of submission to APRC.
2. Provide comments to Director of SA in advance of APRC meetings to highlight
3. Following APRC implement recommendations and create/module new/existing module/programmes on SI.
4. Reflect any change of modules that may arise on a semester by semester basis as a result of Heads of Department deciding on which specific modules will run in a given semester. Any impact on students' records is also reflected. E.g. if a department decide not to run a specific elective that a student has choose they will be advised as to what they can change to and the update is reflected on the student records systems. Normally these changes become apparent at the data gathering phase of the class timetable process.
5. Set up all records in advance for each academic year to facilitate the on-line application process run by the admitting offices.
6. Maintain records through each academic year and semester and are required for all other operating processes.

DOCUMENTATION

Specific details of how this process is carried out please refer to our Quality Procedure documents QP005, QP005A, QP055 and QP054. This process is fundamental to all other processes as it requires accurate programme management and systems to be in place to facilitate students and staff.

RECORDS

Refer to UL's [Records Management and Retention Policy](#).

All programme records are maintained on our Student Records System. Original documents are submitted via the APRC accreditation workflow site and are manually uploaded to SI. SAA adhere to the University's records management and retention policy.

PROCESS VERIFICATION

Identify how the effectiveness of the process is evaluated (e.g. Self/QMS audits). List any metrics / key performance indicators (KPIs) related to the process.

Evaluation of all SAA process effectiveness is carried out using internal (SAA) self assessment reviews, any changes are recorded on the working guidelines procedural document. SAA also get evaluated via the divisional auditing process.

2. STUDENT RECORDS

RESPONSIBILITY

The Records Team are responsible for implementing the associated procedures for the Student Records Process. The Student Academic Administration Officer has overall responsibility to ensure deadlines and resources are in place for this process.

PROCEDURE

Student Records Management

SAA are responsible for the management of all course and student records on the Student Records System (SI). This database holds all the records for the entire University. SAA's process commences with Programme Management as mentioned earlier, and then moves to other admitting offices to enrol students, SAA then take over the management of all student academic records from the time they register for modules in semester one until they graduate. SAA manage historic graduate records also. This process is managed under the following sub-processes; please refer to the operating procedure for further details:

1. **Student Module Registration/Pre-registration –**
 - a. Following enrolment on admission to the University SAA facilitate an on-line registration process for students to confirm their module selections. (QP006/007/021/010) This is critical as it facilitates student's access to the University's Learning Management System (Sulis), it facilitates students getting a complete timetable for labs and tutorials for incoming students. It is also critical data for the preparation for the end of semester exam timetable.
 - b. There are occasions where SAA have to facilitate manual registration also. (check which QP is for manual)
 - c. SAA also validate all registrations (QP050) to ensure students are compliant with their programme. Identify students who have not registered and follow up on their status.
 - d. Week 5 Pre-registration system is setup (QP044) to capture students' module choices for the next semester, this is for the purposes of forecasting and inclusion for the class timetable.
 - e. SAA also manage the payment of maintenance grants to students awarded by SUSI on a monthly basis. (QP009)
 - f. SAA facilitate the HEA annual returns on behalf of the University during November and March each year. (QP048)
2. **Module Grading/ Progression / Results –** SAA facilitate the submission of grades by academics for each module via the Module Grade Entry System (MGE) at the end of each semester. Outlined below are the steps involved.
 - a. SAA prepare the SI system in advance of opening so that the relevant academic can submit their grades on-line directly to the student database. (QP026/QP016)
 - b. SAA monitor all submissions from the day of opening to the grading deadline to ensure that all data is submitted correctly. Provide support to users via a dedicated email account.
 - c. Manual grading occurs also for students on study abroad or cooperative education placements. (QP036/QP039)
 - d. Grade changes are also handled manually when an academic changes a grade which can be initiated by a module leader or by students via grade rechecks/appeals. (QP018)

Student Academic Administration – Key Business Processes

- e. SAA facilitate all data for the Academic Council Grading Committee (ACGC) by gathering progression decisions from faculty via the on-line PDE system and issuing performance reports to all depts. (QP051)
 - f. SAA run data integrity checks after all grades are submitted so that the system can calculate all students' progress. Certain checks are done to ensure that the system is actually doing what it is expected to do. Identifying the non-standard students and ensuring calculations are accurate. (QP053)
 - g. SAA open the on-line Progression Decisions Entry System (PDE) for two days to allow all exam boards to submit their progression decisions in advance of ACGC .
 - h. All decisions have to be compliant with the academic regulations(put in link to [Handbook of Academic regulations and Procedures](#), SAA check all non-standard decisions and random sample the standard before issuing to students.
 - i. SAA update the student records system to reflect all progression decisions. (QP008)
 - j. SAA release results to all students on-line. All progression decisions and transcripts of those that are actionable are emailed to the student email account at the same time.(QP049)
 - k. Students that are not actionable receive their results by logging on to the student portal.
3. **Graduate Examboard & Conferring Preparation** – SAA facilitate and coordinate all data being presented to the University's many graduate exam boards throughout the academic year. This process is handled immediately after the Academic Council Grading Committee so that external examiners can review data for prospective graduates.
- a. SAA issue all prospective graduate reports and broadsheets to all Course Directors following the submission of all grades.(QP022/QP033)
 - b. Changes to grades are facilitated prior the University's exam board. (QP040)
 - c. Broadsheets are finalised with exam boards and presented to the University's exam board for award recommendations.(QP033)
 - d. Following the exam board, SAA reflect all final awards on the Student Records System and any students who are deferred are issued with a progression decision.
 - e. Results are released as outlined above for all students. (QP049)
 - f. The final reconciliation of graduates facilitates the production of the schedule for conferring. Once this is approved SAA update the student records to reflect this schedule.
 - g. Preparation for conferrings can begin, labels are produced for each ceremony and forward to Concert Hall for ticket production.(QP023/QP029)
 - h. Preparation for conferring booklets commences.
 - i. SAA issue graduate award documents (Digitary) following the conferring ceremonies. (QP028a)
 - j. SAA generate the graduate statistics at the end of each academic year. (QP037)
 - k. Honorary Parchments are also generated as required by SAA.
4. **Student Status Management** – three times a year SAA facilitate Student Status Committee meetings for faculty and provide data to enable them to make decisions such as Leave of absence, internal programme transfer, readmission, or appeals to progression decisions for all undergraduate and taught postgraduate programmes. Research students who have such requests are handled at times determined by the supervisor. (QP020, QP008)
5. **Data Integrity** – all of SAA's processes are underpinned by data integrity checks that we do daily, weekly, monthly. These are critical for all procedures. (QP053)

DOCUMENTATION

Where relevant, list documents to be used with this process (e.g. work instructions) and provide hyperlinks to each.

All of the above steps are detailed with the Quality Procedure number.

RECORDS

Refer to UL's [Records Management and Retention Policy](#).

SAA adhere to the University's Records Management and Retention Policy.

PROCESS VERIFICATION

Identify how the effectiveness of the process is evaluated (e.g. Self/QMS audits). List any metrics / key performance indicators (KPIs) related to the process.

Evaluation of all SAA process effectiveness is carried out using internal (SAA) self assessment reviews, any changes are recorded on the working guidelines procedural document. SAA also get evaluated via the divisional auditing process.

3. CLASS TIMETABLE

PURPOSE

The purpose of this process is to describe the main procedures associated with producing the Class Timetable each semester for the University.

RESPONSIBILITY

Specify who is responsible for this process and who will implement the procedure.

The scheduling team are responsible for production of the Class timetable in Autumn and Spring semesters. The centralised scheduling function is available to all academic departments that wish to have their modules/programmes included in the timetable. There is one Executive Administrator responsible for leading and managing this team. The Student Academic Administration Officer has overall responsibility for ensuring the timetable is produced on time. All staff are members of various teams for each sub process as it occurs. Please refer to the list of teams on our share drive ([put in link](#)) and please also reference our weekly operating notes for details of each person's responsibility of activities.

PROCEDURE

Outline what is to be done, by whom and how (i.e. list sequentially the precise actions involved).

CLASS TIMETABLE

SAA are responsible for the production of the Class Timetable for all students for autumn and spring semester. The central scheduling function produces a personalised timetable for students and academics for those that choose this process. This process is managed under the following sub-processes:

1. **Data Collection**- SAA prepares the data for the next semester's class timetable (see Programme Management Process also). SAA facilitate the 28 academic departments by making the on-line data gathering system (ASCS) available to submit their teaching requirements. (QP011a/b) Only modules and programmes that wish to avail of the central scheduling process In advance of opening the system the team prepare and test the system. SAA liaise with users over a four week period to get all required data submitted.
2. **Forecast/SI to CMIS setup**- SAA liaise with admitting offices to finalise new intake numbers and the CMIS scheduling database is set up to receive all data from ASCS. (QP011c)
3. **Scheduling and Student Fit**- the actual scheduling activity is done using the CMIS system. This process begins to schedule all events within the constraints supplied, when all events are scheduled students are fitted to ensure that they get a personalised class timetable. (QP011d-e)
4. **Publication**- when all events are scheduled the timetable is published to faculty and students prior to the start of the semester.

5. **Teaching Space Bookings (Ad hoc)** – SAA facilitate the ad hoc booking of teaching space only after the class timetable is completed. Bookings are handled on a first come first served basis using the booking form on SAA website.

DOCUMENTATION

Where relevant, list documents to be used with this process (e.g. work instructions) and provide hyperlinks to each.

The production of the class timetable is a very complex process and all details are available in the Quality Procedure Documents QP011 and QP011a to e and QP012.

RECORDS

List any records created as a result of using this process, where they are stored and for how long.

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PROCESS VERIFICATION

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4. END OF SEMESTER EXAMINATIONS

PURPOSE

The purpose of this process is to describe the main procedures associated with the delivery of end of semester examinations timetable and administration. This centralised function caters for all academic departments who wish to include their modules in the designated end of semester examinations timeframe.

RESPONSIBILITY

Specify who is responsible for this process and who will implement the procedure.

The scheduling team are responsible for the management and administration of the end of semester examinations. The Student Academic Administration Officer is ultimately responsible for these processes. All staff in SAA are responsible for implementing the associated procedures. All staff are members of various teams for each sub process as it occurs. Please refer to the list of teams on our share drive ([put in link](#)) and please also reference our weekly operating notes for details of each person's responsibility of activities.

PROCEDURE

Outline what is to be done, by whom and how (i.e. list sequentially the precise actions involved).

END OF SEMESTER EXAMINATIONS

SAA are responsible for producing the end of semester examinations timetable (Aut, Spg and Annual Repeats). This process includes the gathering of data to produce an examination timetable and the management of all of the exam centres during this 12 day period. These 12 days are for the standard programmes SAA also facilitate exams for non-standard programmes e.g. GEMS. The management of the exam centres includes scheduling invigilators, taking receipt of examination papers and administering each centre for the duration of exams (12 days, with 3 sessions of exams per day). There are (>100) invigilators required for this process across XXX no of exam centres. There are separate facilities put in place to manage the students with a disability. This process is outlined in the following sub-processes

1. **Exam Timetable Preparation** – SAA are responsible for producing a provisional timetable in week 9 and a final timetable in week 11.
 - a. In advance of that SAA facilitate an on-line data gathering system ASCS to all academic departments in week 2 so that they can submit their exam requirements.
 - b. SAA use CMIS to produce the exam timetable and liaise with class representative and academics once the provisional timetable is released to allow any adjustments that need to be made.
 - c. Final timetable is published in Week 11.

2. **Exam Administration Preparation** – SAA prepare all packs for the exam centres and all relevant information packs for invigilators. An invigilator schedule is also produced. The disability requirements are then facilitated and a separate schedule of invigilators is arranged for the disability students. Exam papers are received by SAA in advance of the examinations, they are logged, checked and stored.
3. **Duration of Exams** - for 12 days (3 sessions per day) the main exam centre is managed by a team of people. This team ensures that all exam centres have the correct invigilator cover, information packs and exam papers in advance of each exam session. Any queries from exam centres are directed to this dedicated office.
4. **Post examinations** – immediately following exams all scripts are signed out. Tidy up of all of the centres is carried out. All invigilators time sheets are crossed checked and once their times have been submitted to core portal, they are approved for payment. A full report on running of exams is produced which includes the full costing element.

DOCUMENTATION

Where relevant, list documents to be used with this process (e.g. work instructions) and provide hyperlinks to each.

Details of this process are outlined in the Quality Procedures ([QP013](#), [QP014](#), [QP015](#))

RECORDS

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PROCESS VERIFICATION

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5. STUDENT HELP DESK

PURPOSE

The purpose of this process is to describe the main procedures associated with managing the Help Desk/Front Counter Services offered by the Student Academic Administration Office. This help desk is available to all students and its purpose is to provide support with any queries or requests they may have, particularly around peak processes, e.g. week module registration, examinations, and results. Faculty and staff are also provided with specific contacts within SAA to provide support to them. (See link to Flowchart)

RESPONSIBILITY

Specify who is responsible for this process and who will implement the procedure.

There is one administrative staff member who manages the front counter activities. A team of staff also provide support for this service at peak times.

PROCEDURE

SAA facilitate a Student Help Desk where student can get their queries answered. SAA also facilitate replacement ID cards, letter and transcript requests. Customer feedback is monitored. All mail requests are also handled by the Student Help Desk Team. SAA's dedicated email account is managed by this team.

QP001

SAA also manage the running of the administration for SAA e.g. Office supplies and web maintenance.

QP002 and QP004. SAA staff development is managed via the PDRS process and we actively have a training and induction process QP024. SAA have very defined working procedures that we maintain as part of the quality management system. QP041. All of our IT systems are maintained and new versions are tested on an annual basis or as requested – QP035, QP028, QP056, QP052.

DOCUMENTATION

Outlined above in red.

RECORDS

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