	Student Performance Data Policy and Procedures
S P Jain School of Global Management DUBAI · MUMBAI · SINGAPORE · SYDNEY	
Document Type	Policy and Procedures
Administering Entity	Vice President – Academic, Vice President – Administration, Course Directors (Deans), Registrar, Director – Examinations, Course Managers
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Last Approval or Amendment Date	August 23, 2018 (erstwhile Management of Student Performance and Data Policy)
Approval Authority	Board of Directors and endorsed by the Academic Board
Indicative Time of Review	September 04, 2021

1. Purpose

a. This document outlines the policy for the management of student performance data for all the courses offered by S P Jain School of Global Management (S P Jain) so as to ensure that there is sufficient oversight of the collection, timing, accuracy, consistency and effective use of student performance data for each course and across each delivery site.

b. This Policy documents and formalises existing processes already in operation and to ensure continuation of these processes into the future.

c. S P Jain collects a range of data including information relating to student attendance, grades, student performance including progression, outcomes including completion, feedback including complaints and breaches of academic integrity.

d. S P Jain collects student data for the purposes of quality assurance and to ensure positive student outcomes. The monitoring of student data is used to inform the School's operations including admission requirements, assessment and curriculum.

e. This policy also enables the monitoring and mitigation of academic risk at the School through analysis of student performance data identification of at risk students, subject pass rates, semester/term progression and course completion and attrition. This information is used by a range of stakeholders, and in particular, by the Course Director (Dean) and the Academic Board.

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 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.

c. The Registrar and DoE also have the joint responsibility of providing detailed performance data by student and summary statistics to the Course Directors (Deans) and for their reference and use.

d. The Course Directors (Deans) supported by the Registrar and DoE have the responsibility for 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.

e. The student performance data collected through these procedures is used by the Course Directors (Deans), Academic Regulations and Course Development Committee (ARCDC) and the Academic Board to 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.

f. Course Directors (Deans) use 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.

g. The Learning, Teaching and Quality Assurance Committee arranges for external benchmarking of the key student performance data as detailed in the Benchmarking Policy and reports benchmarking findings to the Academic Board.

h. Reporting student performance data detailed in 2 e-g to the Board of Directors is facilitated by the Academic Board or at request of the Board by the Vice President – Academic and Vice President – Administration.

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

3. Procedure Guidelines for Management of Student Performance Data

a. Attendance

i. For courses/units where prescribed class attendance is required for students, the rolls are monitored by the relevant Course Manager.
ii. Campus Course Managers report the list of students who fail to meet the attendance requirement, and therefore may be at risk, to the Course Directors/Deputy Directors (Dean/Assistant Dean).
iii. Where required, these students are placed on an intervention strategy by the Course Directors/Deputy Directors (Dean /Assistant Dean) and their performance is monitored at regular intervals in line with the School's Student at Risk Policy and Procedure.

b. Release of Marks and Grades

i. The Course Directors (Deans) are provided updates of the final grades and semester/ term performance by the Office of the DoE and Office of the Registrar.

c. Performance monitoring

i. Students' subject and semester/term performance is monitored at regular intervals as detailed in the Rules of Progression and Student at Risk Policy and Procedure for each course by the respective Course Directors (Deans).

d. 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.

e. Academic Integrity

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

4. 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. Students at Risk Policy