	Management of Student Performance and Data Policy and Procedures
S P Jain School of Global Management DUBAI · MUMBAI · SINGAPORE · SYDNEY	
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1. Purpose

a. This document outlines the policy and procedures for the management of student performance data for all the courses offered by the S P Jain School of Global Management 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. While S P Jain has always collected student data for the purposes of quality assurance and to ensure positive student outcomes, this Policy documents and formalizes existing procedures already in operation.

This policy and procedure 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 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 Director of Examinations (DoE) is responsible for ensuring that examinations and other assessments are conducted in a just manner and that the results are declared in a timely manner, with necessary review and approvals by the Examination Board (EB).

c. The Registrar and DoE also have the joint responsibility to accurately report student performance data to various regulatory bodies across a number of jurisdictions including TEQSA (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.

c. The Registrar and DoE also have the joint responsibility of providing detailed performance data by student and summary statistics to the Deans of Courses 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, subject pass rates, semester/term progression and course completion for their respective courses and for providing periodic reports to the Academic Regulations and Course Development Committee (ARCDC) and the Academic Board (AB) for the Board's oversight.

e. The student performance data collected through these procedures is used by the Course Directors (Deans), ARCDC and the Academic Board to monitor key quality indicators such as course progression, grade distribution and completions, identify strategies to mitigate academic risk and for use in internal and external benchmarking activities .

3. Procedure Guidelines for Management of Student Performance Data

a. Attendance

i. As per the School's Attendance Policy unapproved absences impact the overall grade for the student in respect of the particular subject and therefore attendance for each student will be monitored and recorded by the Course Offices at each campus.

ii. Campus Course Managers will 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 will be placed on an intervention strategy by the Course Directors/Deputy Directors (Dean /Assistant Dean) and their performance will be monitored at regular intervals in line with the School's Student at Risk Policy and Procedure.

b. Assessment and Examination Procedures

i. On-going assessments including individual and group assignments will be managed by the teaching faculty and Campus Course Offices in line with the School's Assessment and Moderation Policy. This involves coordination and documentation of all assessments which are provided by the faculty to the Campus Course Offices.

ii. Invigilated mid-term and final examinations will be managed and overseen by the DoE who will work in close co-ordination with the Campus Course Offices.

iii. The Campus Course Offices will be responsible for obtaining two sets of question papers from the teaching faculty for each subject and forwarding the same to the DoE within the stipulated timelines.

iv. The DoE will review the papers for any repetitions and also gets the necessary approvals from the Head of Departments or faculty designated by the EB.

v. Thereafter the DoE will manage all invigilated examinations and their grading in close co-ordination with the Campus Course Offices.

c. Release of Marks and Grades

i. After completion of the examination, the Campus Course Offices will dispatch/hand the answer scripts to the faculty for marking under the oversight of the Office of the DoE.

ii. On receipt of the invigilated examination scripts the Campus Course Offices will collate all the assessments for each subject and forward the collated raw marksheet to the Office of the DoE for grading.

iii. The Office of the DoE will grade each subject marksheet as per the course "Assessment and Moderation Policy" and submit the final moderated grade sheets to the Examination Board (EB) for approval.

iv. On receipt of approval from the EB, these grades will be dispatched by the Office of the DoE to the Campus Course Offices and the Office of the Registrar.

v. The DoE will aim to declare letter grades (where possible) within 6 weeks of completion of final examination.

vi. The Campus Course Offices will upload these grades for the students on Blackboard and link them to transcript under the oversight of the Registrar.

vii. The Deans will also be provided updates of the final grades and term performance by the Office of the DoE and Office of the Registrar.

d. 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 Deans.

   ii.   After the results and letter grade declaration, where permissible (by the Assessment and Moderation Policy) students are provided retests opportunities.

   iii.   Students who fail the subject in retest or are unable to attend the subject due to some emergency will be further allowed to take such subjects via the school's policy of Independent Studies (IS)

   iv.   All retests and their grading by faculty will also be managed by the Campus Course Offices under the oversight of the DoE.

   v.   The Office of the DoE will receive the retest scores and submit the revised grade to EB for approval.

   viii.   Post EB approval the DoE will declare the revised letter grades.

   ix.   The Campus Course Offices will upload these revised grades for the concerned students on BlackBoard and link them to transcript under the oversight of the Office of the Registrar.

4. Record Keeping

a. The Campus Course Offices are the custodian of all assessments and examination papers and answer scripts.

b. All midterm and final examinations questions papers for all courses will also be additionally stored in the Office of DoE

c. Periodically, on completion of the course and as prescribed by the Office of the Registrar the full set of assessment and answers scripts for each intake will be transferred by the Campus Course Offices to the Office of the Registrar for centralised storage and maintenance as per record management policy.

5. Related documents

a. Record Management Policy
b. Students at Risk Policy
c. Rules of Progression
d. Academic Quality Assurance and Continuous Improvement Policy