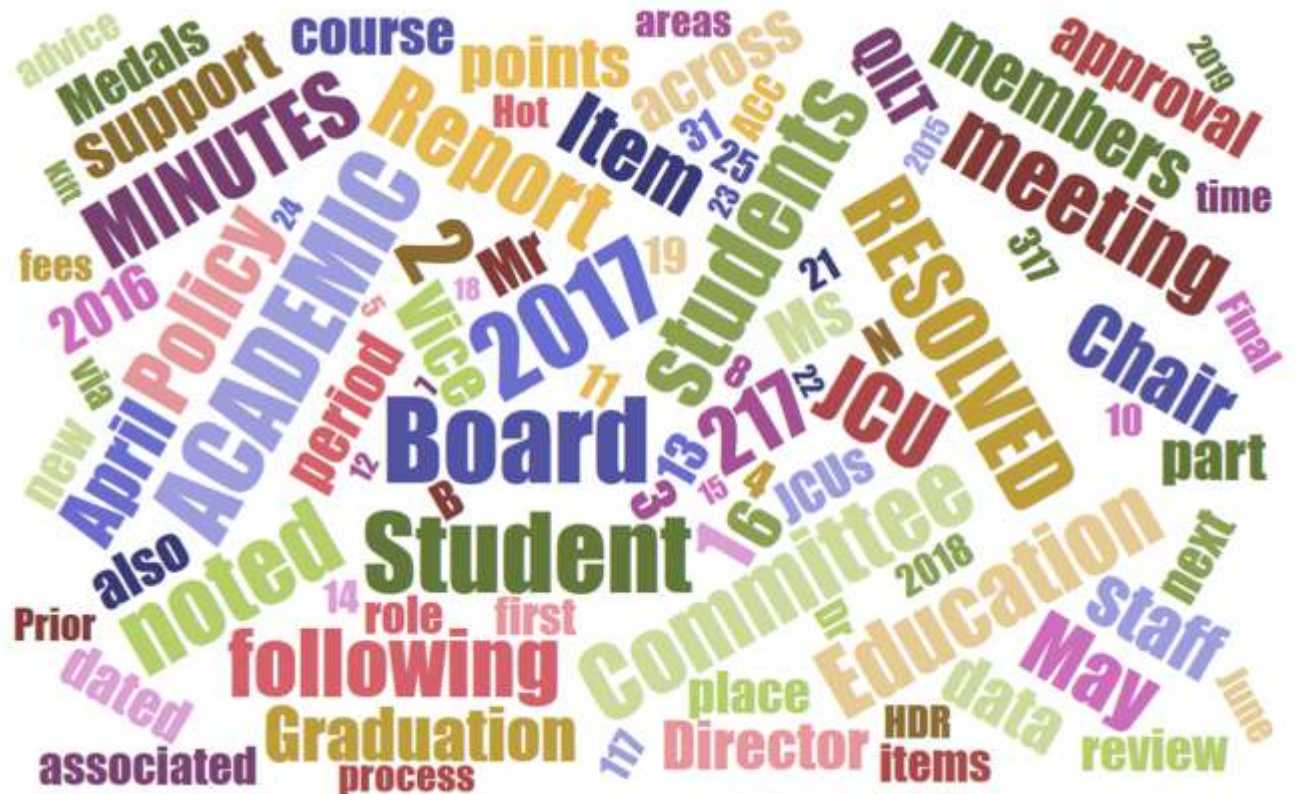


CAB Forum May 2017

Professor Stephen Naylor
Chair, Academic Board

Agenda

- Question with Notice
- Academic Board Minutes summary
- Key presentations from Academic Board
- Academic Offerings
- Delegations
- Q & A



Key features from the minutes

- Vice Chancellor's report
- Chair of the Academic Board report
- Chair of the Research Committee report
- Chair of the Education Committee report
- Academic calendar – study period management
- Award criteria and graduation processes
- Hot topics – student experience
- Amendments to policies and procedures
- Report on results of the QILT report for 2016
- Academic offerings
- Other matters

Reports

VICE CHANCELLOR'S REPORT

- Higher Education Reform and the Higher Education Reform Package;
- Respect. Now. Always. initiative;
- Severe Tropical Cyclone Debbie;
- TEQSA Renewal of Registration;
- Federal Budget

CHAIRPERSON OF THE ACADEMIC BOARD – REPORT

- **Academic Expert Working Group**
- working parties reviewing and implementing Delegations

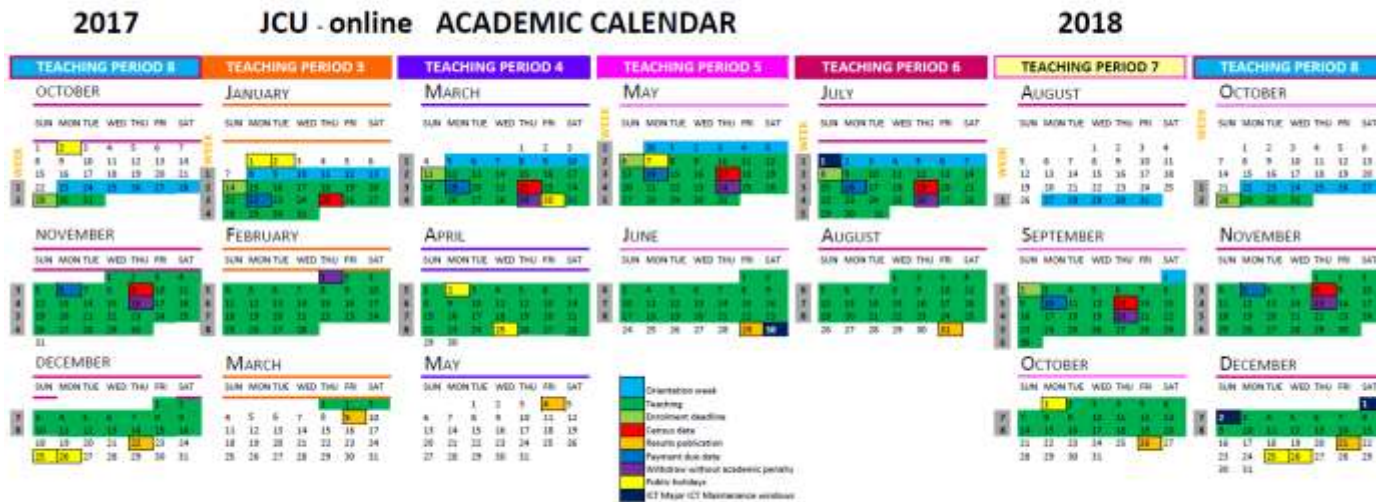
CHAIR OF EDUCATION COMMITTEE REPORT

- **Automatic Publishing Of Venue Captured Lectures**
- **Student Advisory Forum**
- **Careers Fairs – Cairns and Townsville**
- **LTSE Grants and Citations**

CHAIR OF RESEARCH COMMITTEE REPORT

- Apology from SDVC

ACADEMIC CALENDAR – STUDY PERIOD MANAGEMENT



- Ms Murray and Mr Shaw non-standard calendar presentation
- Keypath - requirement for a second academic calendar to operationalise program offerings
- would be outside the standard academic calendar

AWARD CRITERIA AND GRADUATION PROCESSES

Ms Midson Director of Student Services

- December 2016 – April 2017
3096 students graduated (287 were absent and 516 graduated in absentia)
- Need for development of an holistic single approach graduation policy
- eligibility criteria for Awards and Medals



“Hot topics” – The Student Perspective. Dr Kuttainen

- work together to put students first
- integrate systems
- integrated across all campuses
- integration of academics and professional staff through regular dialogue and processes
- less reliance on e-mails and cultivation of other communication pathways
- speaking across units and Divisions, prior to refusal of an enrolment
- allow clients to close a job
- policies and procedures should align with students
- better solutions to ensure students have accurate and appropriate access to support
- include orientations on systems/support
- mystery shopper - empathy
- professional development for staff in experiencing JCU through the eyes of a student
- value for money for students (higher expectations of service delivery)

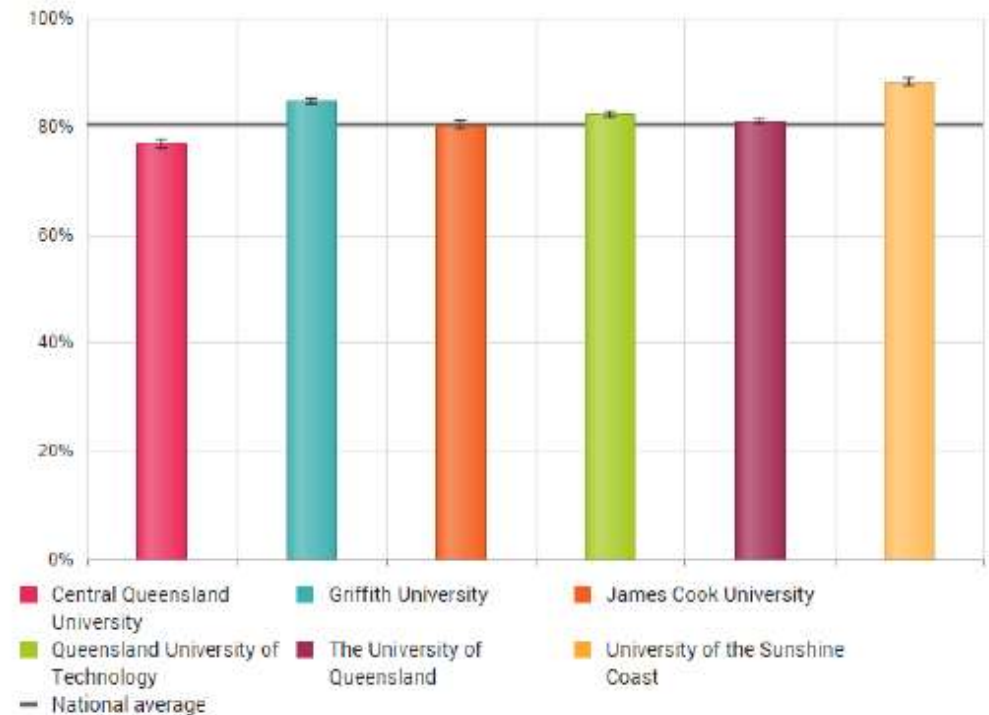


REPORT ON RESULTS OF THE QILT REPORT FOR 2016

- alert The Board to the updating of results of student surveys on the Quality in Teaching and Learning (QILT) website
- collates the data of the Student Experience Survey (undergraduate only) and the Graduate Outcomes Survey (CEQ and GDS).
- Continued attention to the postgraduate student experience

Student Experience - Undergraduate

Overall quality of educational experience ⓘ



STUDENT COMPLAINT MANAGEMENT REPORT 2016

Complaints processed under the *Student Complaint Management Policy and Procedures* by Principal Issue and Type of Student (2016)

Table 2.2.2 Campus location of complainant

Campus	2016	2015
Beijing	0	0
Brisbane	22	34
Cairns	31	48
Singapore	1	0
Townsville	48	47
Other	0	1
Total	102	130
Anonymous / not admitted	1	1

Issue	Total	Undergraduate	Postgraduate Coursework	Postgraduate Research	Anonymous / not admitted
Assessment	25	16	8	1	0
Conduct	7	6	1	0	0
Course and subject	19	13	4	2	0
Enrolment	8	4	4	0	0
Equipment	11	11	0	0	0
Fees and fines	9	1	4	3	1
Library	0	0	0	0	0
IT	2	1	0	1	0
Student support	22	13	9	0	0
Total	103	65	30	7	1

AMENDMENTS TO POLICIES AND PROCEDURES

Student Results Policy, procedures for

- Finalisation and Publication of Student results;
- Appeal of Final Subject Result;
- Distribution of Results,

Attendance monitoring policy English language programs

- Attendance Monitoring Procedures English Language and Foundation Programs
- removal of interim status



ACADEMIC OFFERINGS

ALL MINOR AMENDMENTS ARE LISTED IN THE **ACADEMIC BOARD MINUTES**

Division of Tropical Environments and Societies

New Courses

- MBA (LEADERSHIP)

Division of Tropical Health and Medicine

New Courses

- Nil

Other Business

- Terms of reference for Research Committee – revised
- Update – JCU renewal of registration with TEQSA
- Questions
- Ideas
- Comments

