

**Continual Monitoring, Evaluation & Enhancement**

# programme Journal Guidance

**Owner:** Quality Support Service

**Version number:** 1 03

**Effective date:** March 2023

**Date of next review:**

*This document is part of the University Quality Handbook, which governs the University’s academic provision.*

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| 1. **Overview**
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This guidance document is designed to support Programme Directors in the completion of the Programme or Portfolio Journal, covering:

* the process for journal completion
* key themes and evidence for inclusion
* data sources and related availability
* where to find advice and guidance.

The Programme Journal is a key part of the University’s Continual Monitoring, Evaluation and Enhancement Process (CMEE). CMEE enables the University to assure the maintenance of academic standards and enhance the quality of learning opportunities for students. As a dynamic process the CMEE facilitates responsive evaluation, feedback and action planning to support ‘real time’ enhancement.

*For further information on where to find information on the overarching approach to CMEE please see Section 4 of this document.*

The Journal is a ‘live’ document that is updated by Programme Directors throughout the academic year, enabling timely reflection, intervention and effective enhancement activity. Programme Directors are invited to record, reflect upon, and respond to the student experience at programme level through the referencing of key indicators, results and feedback. It is essential that Programme Directors exercise ownership of the Journal; that they proactively seek relevant data; and that they engage in a constructive way with the colleagues who deliver the modules from which the programme is built, with the students who follow the programme, and with relevant services and directorates of the wider university community.

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| 1. **Completion of the Programme Journal**
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All undergraduate and taught postgraduate programmes/portfolios should be monitored and enhanced using the Programme Journal. The Journal is completed using a set template and responds to key information and data sets available at different points throughout the academic year. *For information on where to access the template please see Section 4 of this document.*

Programme Directors are responsible for completion of the Journal. Where Academic Units deliver similar programmes, it is possible to group these programmes together as a portfolio within one journal. This must be agreed with the relevant Head of Academic Unit.

Although completion of the Journal is continual, completion of this document and any matters for note will be monitored by the owning Academic Unit. Therefore, the Journal will need to be submitted at set points in the year as advised by the relevant academic unit. The owning Academic Unit will monitor completion, with oversight by the Faculty Education and Student Experience Committee. Enhancement themes and actions are discussed at programme team review meetings with in year feedback being provided to students via the usual response mechanisms.

Points for escalation or note are shared by Associate Dean’s Education at University level through the University Committee structure. The information is then used to produce the annual Institutional report for Council, (a mechanism by which the University assures itself of the quality and standards of its provision.)

*A process chart is available which maps out the above. Please see Section 4 of this document.*

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| 1. **Key Themes and Evidence for Inclusion**
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The below sections cover the main areas for inclusion in the Journal. These are key themes relating to the student experience which are used within the Office for Students (OfS) and Quality Assurance Agency (QAA) conditions and requirements for registration and therefore must be referenced.

When completing the Journal, evidence should be provided to support cited areas of good practice or innovation, and some examples are included below.

*Data availability and timeframes are included as appendices to this document.*

1. **Recruitment**
* Please detail any key changes in application or enrolment trends, e.g. high or low application/enrolment numbers, changes in enrolment in accordance with the stated entry tariff, any external influences and proposed action(s) if needed.

 **b. Continuation and Completion (Pass Rates and Progression)**

* Please detail any programmes where there are significant changes in retention and continuation and note potential contributing factors including any trends for students with protected characteristics, and the actual/anticipated impact of the student learning experience.
* Please detail if the programme is exceeding or not achieving the expected level of degree classification when compared to other awards in the Faculty, University or Sector and detail any contributing factors.

**c. Module Review**

* Please detail any areas of good practice or actions that are necessary/have been taken to enhance practice at the module level to ensure programme level student satisfaction and student success.

**d. Student Feedback**

* Student Satisfaction surveys including, but not limited to, MEQs, International Student Barometer (ISB), Hull Student Survey (HSS), NSS, and Postgraduate Taught Experience Survey (PTES)- Where possible at programme level, please detail any areas of good practice or areas to address in relation to the (1) teaching on the programme, (2) assessment and feedback practices within the programme, (3) academic support practices within the programme and the (4) availability and quality of IT and student & library resources (e.g. books, online services and learning spaces) and any programme-specific resources (e.g. equipment, facilities, software, collections). Where data is not available at programme level, please consider reviewing subject level data sets, especially when doing a portfolio journal.
* Student Feedback. Please detail any areas of good practice or areas to address in relation to the student voice, including how the programme communicates to students about the use of their feedback.

**e. External Feedback and Reviews**

* Please detail key areas of good practice or innovations identified by External Examiners and indicate how this has been shared with relevant colleagues or list significant concerns.
* Any internal/external reviews – please detail any internal or external reviews undertaken (e.g. by a Professional Statutory Regulatory Body) that have resulted in any conditions set, recommended enhancements and/or positive features.

**f. Graduate Outcomes Results**

* Please detail any good practice or areas to address in relation to the enhancement of student employability and entrepreneurship*.*

**g. Programme Development**

* Throughout the life of the programme, please comment upon changes to programme and module content, reflecting upon how these may have impacted upon the nature of the approved programme, and if so the rationale for any revised focus. This may be through summary information on major or minor modifications, comparing these with the original programme content (e.g. any changes to approaches to teaching and learning, inclusivity and assessment).

**h. Other**

* Academic misconduct and complaints - please detail any issues arising through academic misconduct and complaints processes across the programme.
* Any other areas of practice identified as worthy of note, or requiring enhancement - please detail any other areas raised at about the programme throughout the year.

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| 1. **Further Advice and Guidance Documents**
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* University Code of Practice: Continual Monitoring, Evaluation and Enhancement
* Programme/Portfolio Journal
* Continuing Monitoring, Evaluation and Enhancement Process Chart

*The above documents are available on the University of Hull Quality and Standards webpages under the Monitoring and Enhancement section.*

* Please contact relevant Associate Deans Education/Student Experience for queries in relation to journal content and faculty processes.
* Please contact qss@hull.ac.uk with any queries relating to the CMEE process in general and the documents listed above.
* For general advice and guidance on approaches to monitoring and evaluation please see [UK Quality Code - Advice and Guidance - Monitoring and Evaluation](https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/monitoring-and-evaluation)

SEPTEMBER

OCTOBER

Recruitment

NOVEMBER

T1 Mid-module Feedback

DECEMBER

Retention aligned with 1 Dec census

JANUARY

MEQ results, dashboards, reflections

Continuation

Recruitment

FEBRUARY

T1 module marks (after module boards)

T1 Module Reviews

MARCH

T2 Mid-Module Feedback

ISB

APRIL

MAY

MEQ results, dashboards, reflections

HSS/PTES/PRES

JUNE

T2 module marks (after module boards)

T2 Module Reviews

Programme Marks/Degree Outcomes (after prog boards)

Completion (after prog boards)

JULY

T3 Mid-Module Feedback

Graduate Outcomes

EE reports

NSS.

AUGUST

MEQ results, dashboards, reflections

T3 module marks (after module boards)

T3 Module Reviews

Programme Marks/Degree Outcomes (after prog boards)

Completion (after prog boards)

**APPENDIX: DATA AVAILABILITY TIMEFRAMES**

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| **Data Area** | **Data** | **Obtained from** | **When available**  | **Notes:** |
| Student Satisfaction | NSS | HUMID | July | Box link in Dashboards to comments |
| HSS/PTES/PRES | HUMID | May |
| ISB | HUMID | March |
| MEQ results and Module Leader reflections/reports | HUMIDModule Leaders | Dashboards in JanuaryReflection reports end of Trimester |  |
| Student-Staff Forums (SSFs) | Student Reps/Faculty |  |  |
| Retention | Institution’s current data on whether a student is here | HUMID | Monthly |  |
| Recruitment/Enrolment | Applicants enrolled  | HUMID | Continuous/live | Not all staff may have access |
| Entry Tariff | HUMID\* | October/January |  |
| Completion and Degree Outcomes | Programme marks by level | eVision (SITS) | End of exam boards (early June?) |  |
| Final degree awards | eVision (SITS) | End of prog/exam boards (mid-late June) |  |
| Graduate Outcomes | Graduate Outcomes results | SPBI/HUMID | July | Not all staff may have access |
| Programme Development | Approved programme specification and subsequent modifications | Faculty/QSS |  |  |
| External Examiner | EE reports | Prog Directors | July/August |  |
| Student Engagement | SSFs | Faculty |  |  |
| Attendance | SEATS | Continuous/live |  |
| Library use | Library Skills Team |  |  |
| Careers service | Careers Team |  |  |
| Student-Staff Partnership Scheme | Faculty |  |  |
| Student Reps | HUSU |  |  |
| Engagement | HUMID | Continuous/live | \*Entry tariff here |