



STUDENT ACADEMIC PERFORMANCE TRACKING GUIDELINES

Approved by:	Academic Board	Date:	23 November 2017
Date Effective:	1 January 2018	Date of Next Review:	31 December 2017
Document No:	UOWC-AQ-GUI-03	Version:	2
Custodian:	UOWE Director Academic Performance and Governance		
Supporting Documents, Procedures & Forms:	Academic Quality Standards UOWC Benchmarking Procedure UOWC Register of Benchmarking Initiatives		
References & Legislation:	Higher Education Standards Framework		

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1 Purpose

- 1.1 UOW College is committed to monitoring the academic performance and outcomes of its student cohorts through courses of study, to enable review and improvement.
- 1.2 This document specifies:
 - 1.2.1 the process for monitoring academic performance and outcomes,
 - 1.2.2 the data collected and used for this monitoring,
 - 1.2.3 the timing of data collection and reporting,
 - 1.2.4 the reporting requirements, and
 - 1.2.5 the responsibilities and management structures implemented to enable effective and timely monitoring.

2 Scope

- 2.1 This document applies to all UOW College Higher Education Diploma programs accredited through the Tertiary Education Quality and Standards Agency (TEQSA).
- 2.2 Analysis of student academic performance outcomes will be conducted on a cohort basis.
- 2.3 Cohort analysis will be based on the following core data sets:
 - a. Progression
 - b. Grade distributions
 - c. Attrition
 - d. Completion
- 2.4 Each data set listed in clause 2.3 will be analysed in the context of:
 - a. entry path;
 - b. credit awarded;
 - c. study load;
 - d. location of study;
 - e. whether students are domestic or international students;
 - f. referral to and uptake of student support; and
 - g. findings of relevant benchmarking initiatives.

3 Definitions

Word/Term	Definition (with examples if required)
Academic Performance Data Report	Report extracted from UOWC Student System that provides the following data for each student (as a minimum): <ul style="list-style-type: none">• cohort / year of enrolment• course• entry path• credit awarded



	<ul style="list-style-type: none"> • study load • campus (i.e. location of study) • domestic/international
Academic Performance Review Report	<p>A report for a course of study for the period of one academic year (i.e. Autumn, Spring and Summer sessions), that presents and analyses the rates and trends of student attrition, student progress, course completion and grade distributions, by reference to the dimensions listed in clause 2.4.</p> <p>Each report contains the most recent data for each active cohort of students.</p> <p>The findings of internal and external benchmarking projects conducted related to student achievement (i.e. student attrition, student progress, course completion) are integrated into the analysis of student academic achievement and performance.</p> <p>Where necessary, the report contains actions with specific targets for the improvement of the rates and trends of student attrition, student progress, course completion and grade distributions.</p> <p>This report is compiled based on reports submitted to the Academic Board in the previous calendar year, and it submitted to TEQSA by 27 April each year.</p>
Attrition	<p>The 'drop out' rate, expressed as a percentage of the total number of students who enrolled and commenced in the course of study between 1 January and 31 December (i.e. Autumn, Spring and Summer session) but were no longer studying in the course at the end of Spring session in the following year, and had not completed the course of study or fast-tracked.</p> <p>The attrition rate is calculated per cohort (i.e. all students who commenced a course of study in a given year).</p> <p>Attrition rate calculation: $\frac{\text{Total cohort} - (\text{Completed course of study} + \text{Continuing in course of study})}{\text{Total cohort}}$</p> <p>Total cohort: The number of students who commenced the course of study between 1 January and 31 December (i.e. Autumn, Spring and Summer sessions)</p> <p>Completed course of study: The number of students who met the requirements for 'Course completion' or 'Course fast-track' by the end of Spring session in the year following commencement</p> <p>Continuing in course of study: The number of students who are enrolled in credit points or have a course status of 'Leave of Absence' at census date in Summer session in the year following commencement</p>
Benchmarking	<p>A formal process of comparing performance outcomes and/or processes against those of similar providers and/or courses of study, for the purpose(s) of:</p> <ul style="list-style-type: none"> • demonstrating accountability to stakeholders; • improving networking and collaborative relationships;



	<ul style="list-style-type: none"> generating management information; developing an increased understanding of practice, process or performance; and/or garnering insights into how improvements might be made. (TEQSA) <p>External benchmarking refers to benchmarking conducted with other educational providers.</p> <p>Internal benchmarking refers to benchmarking conducted within the provider (e.g. between UOW College's courses of study).</p>
Cohort	<p>All students commencing in a course of study in a particular year with UOW College.</p> <p>(Analysis may also be conducted based on all students commencing in a particular course of study in a particular session with UOW College.)</p>
Completion	<p>The successful completion of all the academic requirements of a course of study which includes any required attendance, assignments, examinations, assessments, dissertations, practical experience and work experience in industry.</p> <p>The course completion rate is calculated per cohort.</p> <p>Course completion rate calculation: Number of completions of students within the minimum course time plus one year / Number of students who commenced study (measured at census date)</p>
Course fast-track	<p>The successful completion of requirements within the course of study which enables the student to meet entry to a higher level qualification without completing all the academic requirements of the course of study (to 'fast-track'), either at UOW College or at the University of Wollongong.</p> <p>Course fast-track is an indicator of a positive outcome for the student, demonstrating the student's strong academic performance in the relevant course of study and therefore enabling the student to make faster progress along their pathway of study.</p> <p>The course fast-track rate is calculated per cohort (i.e. all students who commenced a course of study in a given year).</p> <p>Course fast-track rate calculation: Number of students who fast-track within the minimum course time plus one year / Number of students who commenced study (measured at census date)</p>
Credit	<p>Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.</p> <p>Credit can be given in the form of specified or unspecified credit.</p> <p>Analysis will be classified by:</p> <ul style="list-style-type: none"> students with credit for up to a third of the course,



	<ul style="list-style-type: none"> students with credit between one-third and two-thirds of the course, and students admitted with no credit awarded.
Domestic / International	<p>A student is classified as 'domestic' if they are:</p> <ul style="list-style-type: none"> an Australian citizen; an Australian permanent resident (holders of all categories of permanent residency visas, including humanitarian visas), or a New Zealand citizen. <p>A student is classified as 'international' if they are:</p> <ul style="list-style-type: none"> a temporary resident (visa status) of Australia, a permanent resident (visa status) of New Zealand, or a resident or citizen of any other country.
Entry path	Basis of admission (e.g. School leaver, Mature Age, Internal pathway) to current course of study.
Grade distribution	<p>Each student is assigned a final mark and a grade for each subject they complete. Refer to UOW College Assessment Policy for grades used.</p> <p>Grade distribution is analysed annually at the subject level.</p>
Graduate outcomes	For the purposes of benchmarking, graduate outcomes are measured based on the Graduate Destination Survey (GDS) results. See: https://www.qilt.edu.au/about-this-site/graduate-destination-survey-(gds)
Location of study	The physical location (i.e. campus) from where a course of study is being delivered. For e-learning (online) or other distance education courses, this is the location where the electronic course material is maintained.
Progress / Progression	<p>Progression rates provide a measure of educational achievement and the effectiveness of educational delivery. The student progress rate measures successful student subject load. A progression rate may be calculated at a subject, session, and course of study level.</p> <p>For the purposes of this procedure, student progress is measured per cohort. The progression rate will be reported annually (including the Autumn, Spring and Summer session progression data).</p> <p>Progression rate calculation: Number of credit points passed / Number of credit points enrolled at census date.</p>
Student support	<p>For the purposes of student performance analysis, referral to and uptake of academic skills and content support services will be analysed. As at July 2016, these student support services include:</p> <ul style="list-style-type: none"> Peer Assisted Study Sessions (PASS) Intervention Strategies (i.e. referral and probation course status support mechanisms) Reasonable Adjustments (formalised through UOW Disability Services) Learning Hub Support (face-to-face academic and language support) Your Tutor (online academic tutoring) <p>Note:</p> <ul style="list-style-type: none"> Subject- and course-level student support usage analysis will be provided for all cohorts up to and including 2016. Student-level support referral and uptake analysis will be provided for all cohorts from 2017.



Student Support Data Report	Report compiled from UOWC Student Support Services staff that provides the following data for each student (as a minimum): <ul style="list-style-type: none">• cohort / year of enrolment• course• campus (i.e. location of study)• domestic/international• support service used• referred from (where available)• referred to (where relevant)
Study load	The proportion of an Equivalent Full Time Student Load (EFTSL) enrolled in during a specified study period, where: 1.0 EFTSL = 48 credit points within a 12-month period Analysis will be classified by: <ul style="list-style-type: none">• students who take less than a full-time study load (<1.0 EFTSL),• students who take exactly a full-time study load (1.0 EFTSL) and• students who take greater than a full-time study load (>1.0 EFTSL)
TEQSA	The Tertiary Education Quality and Standards Agency (TEQSA) is Australia's independent national regulator of the higher education sector.

4 Cohort Demographics

- 4.1 A summary of the demographics will be completed and reported alongside each cohort analysis.
- 4.2 The cohort demographics summary will include, at a minimum:
 - a. entry path;
 - b. credit awarded;
 - c. location of study; and
 - d. whether students are domestic or international.

5 Progression Analysis

- 5.1 UOWC seeks to ensure that students have equivalent opportunities for successful progression through their course of study, irrespective of their educational background, entry pathway, study load or place of study.
- 5.2 For each cohort, progression through a course of study is analysed to determine whether students have equivalent opportunities for successful progression through their course of study, and to address differences where these are identified.
- 5.3 A progression target will be established for each course of study, and will be revised as part of each formal Course Review based on outcomes of benchmarking initiatives. Where data is available from benchmarking partners, progression targets will also be established for cohort sub-groups (e.g. domestic/international).
- 5.4 The progression target(s) will be approved by the Academic Board.
- 5.5 The UOWC General Manager is responsible for ensuring that UOWC has appropriate mechanisms in place to support attainment of progression target(s).
- 5.6 Due to the short duration of UOWC courses, analysis of progression over a one-year period will be conducted at a minimum once for each cohort, based on the 'Progression rate calculation' provided in Section 3.



- 5.7 Cohort analysis of progression will be:
 - 5.7.1 Reported to the College Education Committee, and
 - 5.7.2 Reported to the Academic Board.
- 5.8 The Academic Board will provide a summary of key findings and actions arising from each analysis to the UOWC Ltd Board.
- 5.9 Where a cohort's progression rate is outside the target range, the Academic Board will consider the actions implemented to address progression rates and/or trends, and direct further action where necessary. The Academic Board will refer the matter to the UOWC Ltd Board where it deems this appropriate.
- 5.10 For each cohort, the following progression information will be included in the Academic Performance Review Report provided to TEQSA:
 - 5.10.1 Rates and trends of progression, analysed against entry, credit awarded, study load, campus, domestic/international, and referral to and uptake of student support,
 - 5.10.2 An evaluation of whether students have equivalent opportunities for successful progression through their course of study, irrespective of their educational background, entry pathway, study load or place of study, and
 - 5.10.3 Actions implemented to address any lack of equivalence in opportunities for successful progression through their course of study and whether such actions have been effective to date.

6 Grade Distribution Analysis

- 6.1 UOWC seeks to ensure consistency across subjects, courses and cohorts through analysis of grade distributions.
- 6.2 Grade distribution analysis will be conducted for all subjects. Grade distribution analysis for each subject will include analysis of performance against the target range for the pass rate and average mark for that subject. Each grade distribution analysis will include trend data over five sessions.
- 6.3 Target ranges for the pass rate and average mark for each subject will be approved by the Academic Board.
- 6.4 Grade distribution analysis for each subject will be reviewed each session by the College Education Committee, will include details of any recent changes made to address previously identified issues and whether such changes have been effective.
- 6.5 Where a subject's performance is outside the target range, the College Education Committee will consider the actions implemented to address subject performance, and will refer the subject to the Academic Board for monitoring. The College Education Committee may refer the subject to the Academic Board for action where it deems this appropriate.
- 6.6 The Academic Board will consider the grade distribution analysis for each subject referred to it by the College Education Committee.
- 6.7 Outcomes of benchmarking initiatives will be used to review the grade distribution, pass rate and average mark for each subject, at least once every five years.



7 Attrition Analysis

- 7.1 UOWC seeks to ensure that students are admitted at an appropriate level, to an appropriate course of study, and are supported with appropriate student support mechanisms, thereby minimising attrition.
- 7.2 For each cohort, attrition from a course of study is analysed to determine whether students have equivalent likelihood of retention in their course of study, irrespective of their educational background, entry pathway, study load or place of study.
- 7.3 The UOWC General Manager is responsible for ensuring that UOWC has appropriate mechanisms in place, including student support, to minimise attrition.
- 7.4 Analysis of attrition will be conducted once for each cohort, based on the 'Attrition rate calculation' provided in Section 3.
- 7.5 Cohort analysis of attrition will be:
 - 7.5.1 Reported to the College Education Committee, and
 - 7.5.2 Reported to the Academic Board.
- 7.6 The Academic Board will provide a summary of key findings and actions from each analysis to the UOWC Ltd Board.
- 7.7 Where a cohort's attrition rate is outside that deemed appropriate by the Academic Board, the Academic Board will consider the actions implemented to address attrition rates and/or trends, and direct further action where necessary. The Academic Board will refer the matter to the UOWC Ltd Board where it deems this appropriate.
- 7.8 Where an initiative is implemented to address attrition, an attrition target may be approved by the Academic Board as a guide to the intended impact of the initiative.
- 7.9 Annual reports on rates and trends of attrition in each course of study will be considered as part of each formal Course Review.
- 7.10 For each cohort, the following attrition information will be included in the Academic Performance Review Report provided to TEQSA:
 - 7.10.1 Rates and trends of attrition, analysed against entry, credit awarded, study load, campus, domestic/international, and referral to and uptake of student support,
 - 7.10.2 An evaluation of whether students have equivalent likelihood of retention in their course of study, irrespective of their educational background, entry pathway, study load or place of study,
 - 7.10.3 An analysis of reasons for attrition, including an adjusted attrition rate where appropriate, and
 - 7.10.4 Actions implemented to address any lack of equivalence in likelihood for retention in a course of study and whether such actions have been effective to date.

8 Completion Analysis

- 8.1 UOWC seeks to ensure that students are admitted at an appropriate level, to an appropriate course of study, and are provided with appropriate academic and general student support mechanisms, to enable completion of their chosen course of study.
- 8.2 UOWC seeks to ensure that students have equivalent opportunities for successful completion of their course of study, irrespective of their educational background, entry pathway, study load or place of study.



- 8.3 For each cohort, completion of the course of study is analysed to determine whether students have equivalent opportunities for successful completion of that course of study, and to address differences where these are identified.
- 8.4 A completion target will be established for each course of study, and will be revised as part of each formal Course Review based on outcomes of benchmarking initiatives. Where data is available from benchmarking partners, completion targets will also be established for cohort sub-groups (e.g. domestic/international).
- 8.5 The completion target(s) will be approved by the Academic Board.
- 8.6 The UOWC General Manager is responsible for ensuring that UOWC has appropriate mechanisms in place to support attainment of completion target(s).
- 8.7 Analysis of completion will be conducted once for each cohort, based on the 'Completion rate calculation' provided in Section 3.
- 8.8 Cohort analysis of completion will be:
 - 8.8.1 Reported to the College Education Committee, and
 - 8.8.2 Reported to the Academic Board.
- 8.9 The Academic Board will provide a summary of key findings and actions from each analysis to the UOWC Ltd Board.
- 8.10 Where a cohort's completion rate is outside the target range, the Academic Board will consider the actions implemented to address completion rates and/or trends, and direct further action where necessary. The Academic Board will refer the matter to the UOWC Ltd Board where it deems this appropriate.
- 8.11 For each cohort, the following completion information will be included in the Academic Performance Review Report provided to TEQSA:
 - 8.11.1 Rates and trends of completion, analysed against entry, credit awarded, study load, campus, domestic/international, and referral to and uptake of student support,
 - 8.11.2 An evaluation of whether students have equivalent opportunities for successful completion of their course of study, irrespective of their educational background, entry pathway, study load or place of study, and
 - 8.11.3 Actions implemented to address any lack of equivalence in opportunities for successful completion of the course of study and whether such actions have been effective to date.

9 Benchmarking

- 9.1 UOWC conducts benchmarking to achieve the following objectives:
 - 9.1.1 Establish targets,
 - 9.1.2 Determine UOWC's position in relation to other institutions, and
 - 9.1.3 Provide data to analyse UOWC performance, identify areas for improvement, and address these areas
- 9.2 UOWC is committed to engaging in on-going benchmarking initiatives in the following areas, with at least one active initiative in each category in each calendar year:
 - 9.2.1 Student academic performance outcomes, including progression, attrition and completion rates
 - 9.2.2 Student experience



- 9.2.3 Graduate outcomes
- 9.2.4 Assessment practices
- 9.3 Progress and outcomes of benchmarking initiatives will be reported through the College Education Committee and/or Academic Board.
- 9.4 Outcomes of benchmarking initiatives will be incorporated into the relevant course(s) of study, subject(s) and/or support mechanisms as part of UOWC's regular review cycle, and will be used to inform targets.
- 9.5 Benchmarking initiatives will be conducted in line with the UOWC Benchmarking Procedure.
- 9.6 Refer to 'UOWC Register of Benchmarking Initiatives' for current active initiatives.

10 Recording and monitoring improvements and changes

- 10.1 It is anticipated that analysis of student academic performance will identify opportunities for improvement. These will be considered and incorporated into the relevant course(s) of study, subject(s) and/or support mechanisms as part of UOWC's regular reporting cycle.
- 10.2 Improvements made to one course of study will also be applied to other courses of study where appropriate. Systemic changes will be evaluated for their impact on all courses of study.
- 10.3 Changes made to a course of study will be considered when conducting analysis of progression, attrition and completion for a cohort.
- 10.4 A report for each course of study will be presented to the Academic Board at least once each calendar year. Each report will present and analyse the most recent student performance data for each active cohort within that course of study. This data will then form the Academic Performance Review Report for each course of study in the subsequent year (see Section 11 below).
- 10.5 Records of actions arising from Academic Board review of course of study reports, and progress against these actions will be maintained. Details will be incorporated into the Academic Performance Review Report submitted to TEQSA annually.

11 Academic Performance Review Report

- 11.1 Each year by 27 April, UOWC will submit to TEQSA an Academic Performance Review Report for each course of study.
- 11.2 Each Academic Performance Review Report will provide a summary of the academic performance of students in the relevant course of study for the previous calendar year, as reported to the Academic Board through the progression, grade distribution, attrition and completion analyses.
- 11.3 Due to the timing of data collection and analysis, each Academic Performance Review Report will include the following (*sample years provided in italics for clarity, based on the 27 April 2020 submission*):
 - 11.3.1 Demographics for each cohort covered by the report (*2017 & 2018 cohorts*)
 - 11.3.2 Progression analysis (*2018 cohort*)
 - 11.3.3 Grade distribution analysis (*2019 paper submissions*)
 - 11.3.4 Attrition analysis (*2017 cohort*)



11.3.5 Completion analysis (2017 cohort)

- 11.4 Each Academic Performance Review Report will be endorsed by the UOWC Ltd Board prior to submission to TEQSA.

12 Roles & Responsibilities

- 12.1 UOWC Academic Quality Manager is responsible for obtaining the Academic Performance Data Report and providing it to the UOWC Academic Program Manager as required for data analysis.
- 12.2 UOWC Student Services Manager is responsible for providing the Student Support Data Report to the UOWC Academic Program Manager as required for data analysis.
- 12.3 UOWC Academic Program Manager is responsible for leading the analysis of the data provided in the Academic Performance Data Report and the Student Support Data Report in relation to progression, grade distribution, attrition and completion for the relevant cohorts, and documenting these findings in reports to the College Education Committee, the Academic Board, the UOWC Ltd Board and to TEQSA via the Academic Performance Review Report.
- 12.4 UOWC General Manager is responsible for reviewing and approving reports prior to submission to governance committees and to TEQSA.
- 12.5 UOWE Academic Governance and Performance Manager is responsible for ensuring internal governance consideration of the Academic Performance Review Report as per the schedule provided in Appendix A, and maintaining oversight of adherence to this Student Academic Performance Tracking Procedure.
- 12.6 UOWE Regulatory Compliance Coordinator is responsible for submission of the Academic Performance Review Report to TEQSA annually. \

13 Version Control Table

Version Control	Date Effective	Approved By	Amendment
1	18/07/2016	UOW College Academic Board	First Version
2	23/11/2017	Academic Board	Re-classification as guideline as part of the transitional arrangements resulting from the introduction of the Academic Quality Standards.



Appendix A: Calendar of Student Academic Performance Tracking

2016	
August	Report to College Education Committee <ul style="list-style-type: none"> Grade distribution analysis (Autumn session)
December (end Spring session: 29 November)	UOWC Academic Program Manager coordinates analysis of: <ul style="list-style-type: none"> Completion analysis (2014 cohort) Grade distribution analysis (Spring session)
December / January (Summer session census: 7 December)	UOWC Academic Program Manager coordinates analysis of: <ul style="list-style-type: none"> Attrition analysis (2014 cohort)
2017	
January	Management review of: <ul style="list-style-type: none"> Progression analysis (2015 cohort) Attrition analysis (2014 cohort) Completion analysis (2014 cohort)
February	Report to College Education Committee <ul style="list-style-type: none"> Progression analysis (2015 cohort) Attrition analysis (2014 cohort) Completion analysis (2014 cohort) Grade distribution analysis (Spring session)
February / March (end Summer session: 10 February)	UOWC Academic Program Manager coordinates analysis of: <ul style="list-style-type: none"> Progression analysis (2016 cohort)
March	Report to Academic Board <ul style="list-style-type: none"> Progression analysis (2015 cohort) Attrition analysis (2014 cohort) Completion analysis (2014 cohort)
April 27	Submit Academic Performance Review Report to TEQSA <ul style="list-style-type: none"> Progression analysis (2015 cohort) Grade distribution analysis (2016 paper submissions) Attrition analysis (2014 cohort) Completion analysis (2014 cohort)
May	Report to College Education Committee <ul style="list-style-type: none"> Grade distribution analysis (Summer session)
August	Report to College Education Committee <ul style="list-style-type: none"> Grade distribution analysis (Autumn session)
December (end Spring session: 28 November)	UOWC Academic Program Manager coordinates analysis of: <ul style="list-style-type: none"> Completion analysis (2015 cohort) Grade distribution analysis (Spring session)



December / January (Summer session census: mid-December)	UOWC Academic Program Manager coordinates analysis of: <ul style="list-style-type: none">• Attrition analysis (2015 cohort)
2018	
January	Management review of: <ul style="list-style-type: none">• Progression analysis (2016 cohort)• Attrition analysis (2015 cohort)• Completion analysis (2015 cohort)
February	Report to College Education Committee <ul style="list-style-type: none">• Progression analysis (2016 cohort)• Attrition analysis (2015 cohort)• Completion analysis (2015 cohort)• Grade distribution analysis (Spring session)
February / March (end Summer session: 19 February)	UOWC Academic Program Manager coordinates analysis of: <ul style="list-style-type: none">• Progression analysis (2017 cohort)
March	Report to Academic Board <ul style="list-style-type: none">• Progression analysis (2016 cohort)• Attrition analysis (2015 cohort)• Completion analysis (2015 cohort)
April 27	Submit Academic Performance Review Report to TEQSA <ul style="list-style-type: none">• Progression analysis (2016 cohort)• Grade distribution analysis (2017 paper submissions)• Attrition analysis (2015 cohort)• Completion analysis (2015 cohort)