

Warwick Business School

RIW2 Coursework assessment feedback

23rd - 25th April 2008



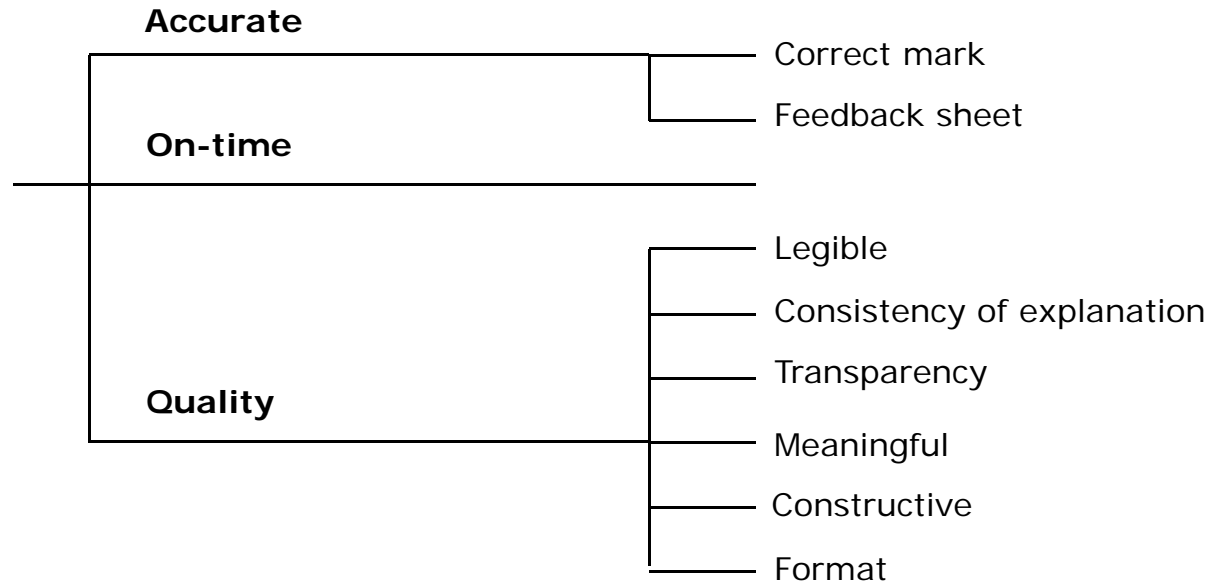
Scope process

| Supplier | Input | Process | Output | Customer |
|---|--|---|---|--|
| <ul style="list-style-type: none"> • Student • NIE • Prog office • Personal tutor • Course director • Academic staff • WBS IT Group • IT Services | <ul style="list-style-type: none"> • Written work • Marking criteria • Std marking scheme • Wordcount • Marking proformas • Submission deadline • Return date • Agreed extensions • Markers • Reasons/ concerns • Complaints • General comments sheet • MIS | <p>Assessment process from</p> <p>Submission of written work to</p> <p>Students receive feedback (for detail see as-is)</p> | <ul style="list-style-type: none"> • Sample scripts (hard copy) • Marks by student • Feedback sample • Consolidated marks | <ul style="list-style-type: none"> • Student • External examiner |



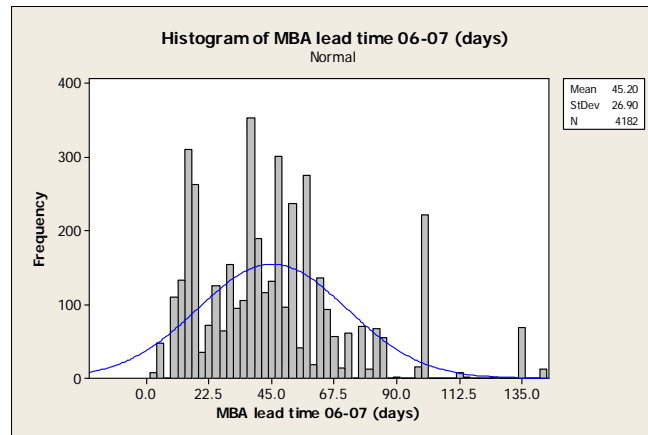
Customer needs

Students



Baseline performance

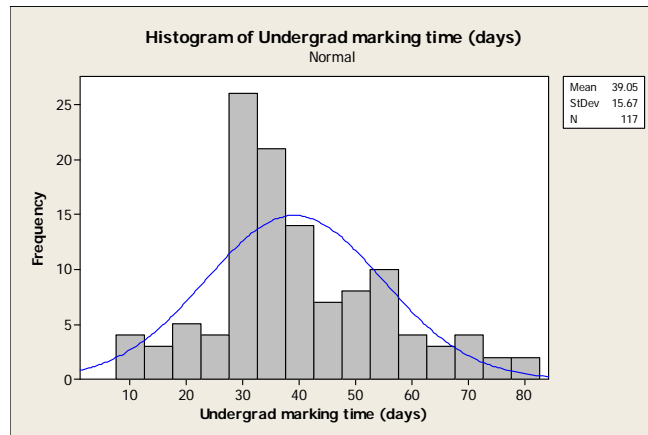
Lead time



MBA

Mean = 45 days

Standard deviation = 27 days



Undergrad

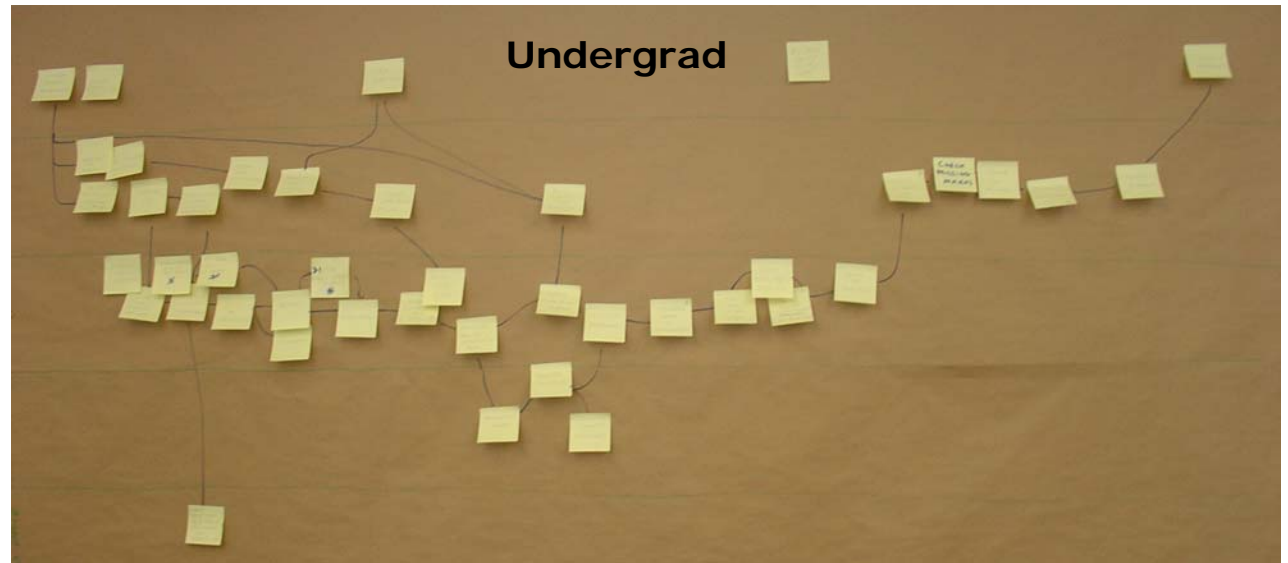
Mean = 39 days

Standard deviation = 16 days

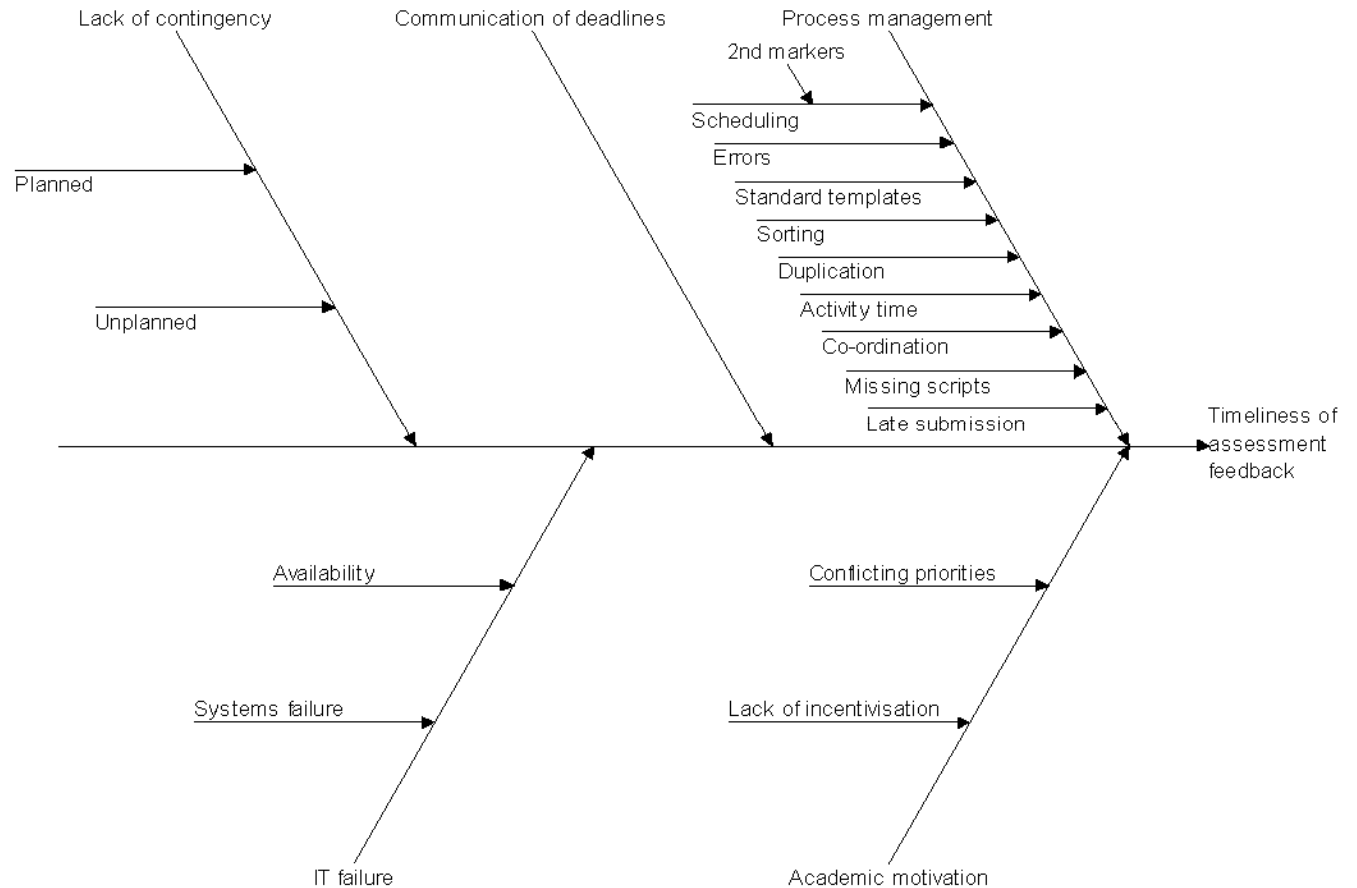


[Tool: Histogram]

As-is process



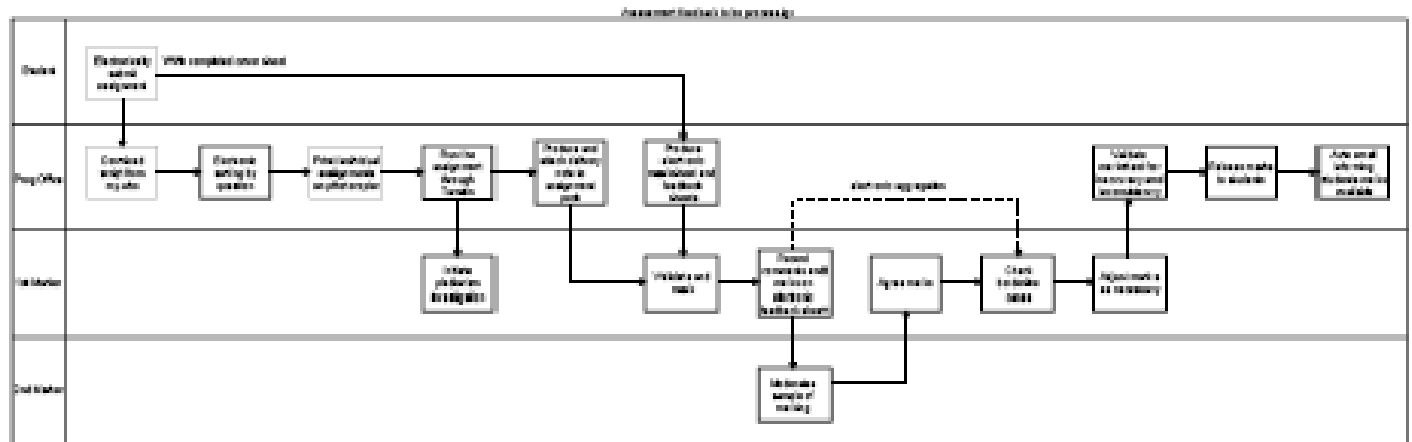
Cause effect analysis cause effect.igx



[Tool: Ishikawa diagram]



To-be process



For detail see [Assessment Feedback to-be process.pdf](#)



Implementation plan

| | Action | Owner | Date |
|----|---|-------|------------|
| 1 | Group secretaries update 1st marker and 2nd marker details to MIS as part of TAP planning cycle | VS | 30/06/2008 |
| 2 | Academic services provide marking schedule for members of teaching group from MIS yearly by 30th June | VS | 30/06/2008 |
| 3 | Define standard 'Delivery note' proforma including module title, marker, agreed 2nd marker, date scripts passed to marker, no. scripts, no. further scripts and RETURN DATE (university Rubric) and provide to Ruth | MC | 28/04/2008 |
| 4 | Provide electronic reminders to markers 1 week before, 1 day before and on day of submission date | SH | 01/08/2008 |
| 5 | Create standard student cover sheet including wordcount, question number with CATS | SH MC | 01/08/2008 |
| 5 | Develop electronic feedback sheet for my.wbs including design input and consultation with APPC | SH | 01/08/2008 |
| 6 | Implement automated reminder for non-submission pre and post submission | SH | 01/08/2008 |
| 7 | Publish documented assessment process on my.wbs | JW | 02/05/2008 |
| 8 | Disseminate new policy including enforcement of electronic submission, turnaround time expectation (within 4 weeks) and printing on local photocopiers | JW | 30/06/2008 |
| 9 | Develop downloadable and re-uploadable spreadsheet of marks | SH | 01/08/2008 |
| 10 | Develop MIS to handle group submission | SH | 01/08/2008 |
| 11 | Provide NIE with specification of key assignment details required by programme office | PD | 02/05/2008 |
| 12 | Incorporate and factor in marking performance in annual review outcome | DW | 01/10/2008 |
| 13 | Introduce feedback into the metrics for teaching evaluation timeliness | DW | 01/10/2008 |
| 14 | Collect, audit and review the length, type and number of assessment components per module | JL | 09/05/2008 |
| 15 | Communicate findings from action 14 with heads of groups in order to reduce marking workload | RD | 30/06/2008 |
| 16 | Implement Paul Edwards GTA proposal | PE | 01/09/2008 |
| 17 | Pilot using GTAs as above on specialist masters programmes | SR | 01/10/2008 |
| 18 | Develop and implement marking induction programme for staff | JS | 01/10/2008 |
| 19 | Enhance annual course reports by incorporating timeliness marking data by module | JW | 01/09/2008 |
| 20 | Provide Heads of Groups with marking timeliness performance data by module (to use in action 12) | JW | 01/11/2008 |
| 21 | Introduce and communicate student lead time expectation of 4 weeks subject to holidays | RD | 30/06/2008 |
| 22 | Ask Abigail to get people together to review feedback from stakeholder group and develop comms strategy | RD | 30/06/2008 |



Assessment feedback to be process.igx

