

Project progress report

This Report is to enable progress monitoring of process improvement projects by the Operational Excellence Steering Group. An initial report should be completed by the Improvement Champion on completion of the Rapid Improvement Workshop, and then updated at 3-monthly intervals. The initial report and subsequent updates should be sent to the Chair of the OE Steering Group.

Project title:

Student Seminar Attendance Monitoring

Improvement champion(s): **Trixie Gadd**

Progress stage: **In progress**

Project reference/version

OESG approval date: **29th January, 2009**

RIW date: **16th January, 2009**

RIW facilitator(s): **Catherine Gordon**

Brief

Objective

To devise a process for the systematic monitoring of student attendance at teaching sessions to counter concerns over the pastoral care and participation of students and to meet requirements to report to the UK Border Agency.

Business rationale

The Undergraduate Programme currently monitors only first year seminar attendance on twelve modules, involving 1,344 discrete seminar sessions and 28,280 student attendance records. This will be extended in 2009-10 to 61 modules, having 3,959 seminar sessions and 77,506 attendance records, plus a currently unspecified number of postgraduate teaching sessions. The current monitoring system achieves only 47% complete records and consumes two person days per week of Undergraduate Office staff time, in addition to the time of seminar tutors (around 1000 hours per annum). There is therefore a clear business need to devise a process which will improve timeliness and accuracy of recording, reduce staff time consumed, and be scalable to much larger numbers.

This project will save the appointment of an additional 0.5 Undergraduate Programme Coordinator, and will reduce the time of seminar tutors who are currently logging attendance via my.wbs. Students will be able (and required) to log their own extenuating circumstances, and will receive guidance and chase-up notes on any required accompanying documentation, so data for examination boards will be more readily available, potentially saving 2 days of the Senior Tutor's time and additional programme management time at exam board time.

We must have a system in place to be able to report accurately to the UK Border Agency by the beginning of the academic year 2009-10, so we need to trial the first stage of the process during the Summer Term of 2008-09. Our current system will not enable us to meet these legal requirements.

Benefits expected

Benefit	For whom?	How & why?
Release of work capacity	0.5 Programme Coordinator for Undergraduate Programme, staff time in postgraduate programme offices, seminar tutor time currently spent in logging attendance via my.wbs	Reduction in time spent on manual logging of attendance (currently carried out by UG Office and seminar tutors) through automated system to scan forms and populate MIS data.
Simpler process	Teaching staff and programme teams	Simple circulation of attendance forms in class and return to programme office for scanning.

Better customer service	Students, Academic Office/UK Border Agency	Students will have access to the attendance data we hold on them and be able to notify extenuating circumstances directly in my.wbs. The system will allow us to meet the requirements for reporting to the Academic Office.
Cost savings	Postgraduate programmes	The streamlining of the process and the minimal programme intervention required will obviate the potential need for additional administrative staff to support extension of the current system to PG courses.
Other		

Resource estimates

Resource	How much?	Why?
Champion & implementation team	1 week	Provision of student chase-up criteria, approval of form, reports and interfaces, pilot ing activities.
Additional Budget		
Applications development	4 weeks	Development of new software application to scan attendance forms, plus additional reports and interfaces in my.wbs and MIS.
Other professional development		
Space		
Equipment		
Other		

Success criteria

Measure	Target	Progress	Comment
Ability to report on non-attendance of specified students under UK Border Agency regulations			
Reduction in time spent by teaching staff in manual logging of student attendance.			
Adoption of new process by teaching staff	100%		
Minimal disruption to teaching sessions			

Implementation plan

Action	When?	Progress	Owner
Submit project proposal to PROD	16/1/09	Done	TG
Design attendance monitoring form	31/3/09	Done	SH/TG

Automate emails to teaching staff, students, personal tutors and programme teams	15/9/09	10% completed	SH
Develop reporting tools and interfaces in my.wbs and MIS	15/9/09	Not started	SH/ME
Consider how copies of forms can be stored and retrieved electronically	15/9/09	In progress	GS/SH
Decide what is a legitimate (authorised) absence and what is not; decide when to chase and determine necessary follow-ups to absences (eg self-certification)	28/2/09	Done	KP
Pilot system	Term 3	Done	SH/TG
Produce guidance notes for teachers and programme teams	15/9/09	Not started	TG
Review project and determine customer satisfaction measures	31/12/09	Not started	TG

Implementation team members

Name	Team	Initials
Trixie Gadd	Undergraduate Programme	TG
Kate Parkinson	Undergraduate Programme	KP
Graeme Shaw	Undergraduate Programme	GS
Simon Harper	ISSU Development Team	SH
Michael Eardley	ISSU Development Team	ME
Paul Dawson	Specialist Masters Programme	PD
Lorna Slack	MBA Programme	LS

At project completion

Project team statement



OESG Comments and Conclusion

Report sign-off

Improvement champion	date
OESG chair	date

Please sign within the box next to your name. If your name does not appear on this list, please go to my.wbs (a) to check which session you should be attending and (b) to provide an explanation for your non-attendance at that session.

ANASTASIOU, Michalis (0530385)

Michalis Anastasiou

CHAN, Yen-pui (0526732)

Yen-pui Chan

CHIU, Szuwei (0533867)

Kate Chiu

DATTANI, Premal (0612539)

Premal Dattani

DHANAK, Ravi (0621542)

Ravi Dhanaik

DU, Peng (0532009)

Peng Du

FUNG, Mitchell (0610727)

Mitchell Fung

HASHIM, Imran (0620009)

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HULME, Stewart (0614199)

Stewart Hulme

JAMAL, Hazirah (0627562)

Hazirah Jamal

LEUNG, Eddie (0618786)

LIU, Yin (0625598)

Yin Liu

MANSET, Ladislav (0521853)

Ladislav Manset

ZIXIAO YE (0532789)

(Claudia) → Wing, CHOR (0615484)

Please return to the Undergraduate Office by Tuesday

Zixiao Ye
Wing Chor

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Design of Information

Critical Issues in Management

Week 22 Group 8 Select View All Weeks

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Week 22 - Seminar Group 8 - Wednesday, April 29 2009 - 9:00 - Ho.03 - Tutor: Ann-Christine Frandsen

Present	Name	Signature	Known Absence	Reason for Absence
<input checked="" type="checkbox"/>	ANASTASIOU, Michalis		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	CHAN, Yen-pui		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	CHIU, Szuwei		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	DATTANI, Premal		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	DHANAK, Ravi		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	DU, Peng		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	FUNG, Mitchell		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	HASHIM, Imran		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	HULIME, Stewart		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	JAMAL, Hazirah		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	LEUNG, Eddie		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	LIU, Yin		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	MANSET, Ladislav		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	MARNEY, Laura		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	OSKARSSON, Magnus		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	PENG, Shan		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	RADZALI, Nabillah		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	SAYA, Muzammil		<input type="checkbox"/>	
<input type="checkbox"/>	SCHENAVSKY, Felix		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	SHAH, Fauzan		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	SIMONS, Joanna		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	SO, Eric		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	SPANGENBERG, Elias		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	THEODOULOU, George		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	TODI, Varun		<input type="checkbox"/>	
<input type="checkbox"/>	WONG, David		<input type="checkbox"/>	

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