

Academic Division

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1. Office of Student Conduct, Complaints and Appeals (OSCCA)

1.1. Student Complaints

Revised procedures

As of 1 October 2017, the University is operating with a revised Student Complaints Procedure. Details of the Procedure, and how students can access the process is available here:

www.studentcomplaints.admin.cam.ac.uk/student-complaints.

The procedure includes an initial 'Local Resolution' stage, where students are encouraged to speak to the 'Responsible Officer' within the department, faculty or service or the person with responsibility for the matter of complaint. Where departments, faculties or services receive complaints, alongside their response they should be informing the student of the 'formal' stage of the complaints procedure if they remain dissatisfied, confirming the 28 day timeframe to raise a formal complaint and providing a link to the web page: www.studentcomplaints.admin.cam.ac.uk/student-complaints.

Contacts: Sarah d'Ambrumenil, Grace Parker or Susan Reed

Queries: studentcomplaints@admin.cam.ac.uk

1.2. Examination Review

New procedure

The University is operating a new Examinations Review Procedure for examination decisions received on 1 October 2017 onwards. Further information and relevant forms can be found here:

www.studentcomplaints.admin.cam.ac.uk/examination-reviews.

In order to comply with the requirements of the external ombudsman (the Office of the Independent Adjudicator) all Faculty Boards and comparable bodies, have been asked to ensure that an informal 'mark check' system is in place for students to check that their marks have been added up correctly. If a student considers something went wrong during the examination process there is an option for informing the University within 5-calendar days of the examination occurring, or once they receive their formal examination marks.

Degree Committees or other bodies who issue the formal results of examinations to students should inform students of the Examination Review Procedure, the 28-day timeframe and provide a link to the webpage: www.studentcomplaints.admin.cam.ac.uk/examination-reviews.

It is noted that the review of decisions of Faculty Boards not to permit students to progress to Part III of a Tripos or not to permit additional attempts of professional examinations are now considered under the Review of University Decisions Procedure – further information is available here:

www.studentcomplaints.admin.cam.ac.uk/reviews-decisions.

Contacts: Sarah d'Ambrumenil, Grace Parker or Susan Reed

Queries: studentcomplaints@admin.cam.ac.uk

1.3. Anonymous reporting of harassment, hate crime & sexual misconduct

New

The anonymous reporting mechanism is available to all students, staff or visitors of the University; anyone can report harassment, hate crime or sexual misconduct using the tool, available here: <http://www.studentcomplaints.admin.cam.ac.uk/anonymous-reporting>. Data collected allows the University to measure the prevalence of incidents and the impact of prevention initiatives.

Students can formally report incidents at www.studentcomplaints.admin.cam.ac.uk/reporting, whilst staff can report at www.hr.admin.cam.ac.uk/policies-procedures/dignity-work-policy.

Support for anyone affected is available through the University Counselling Service:
www.counselling.cam.ac.uk/.

Contacts: Sarah d'Ambrumenil
Queries: OSCCA@admin.cam.ac.uk

2. Educational and Student Policy (ESP)

2.1. Staff news

Change

There have been a number of changes over the past six months: Alice Benton is currently on leave; Melissa Rielly is on Maternity Leave, Alison Burgess has moved to Engineering, Vikki Forsyth has joined HEFCE and Holly Tilbrook is on secondment to the School of Physical Sciences. Consequently, there has been a re-allocation of some duties.

Isobel Humphrey has temporarily joined the ESP team as Acting Head of Educational and Student Policy, providing cover while Alice Benton is away.

Daniela Manca has joined the team as Acting Deputy Head, and will be the Liaison Officer for the School of Arts and Humanities and School of Technology for the time being. In addition, Daniela is the contact for the CCTL, the DTLS, the Timetable and the Teaching and Learning Innovation Fund.

Jane Clare has taken over the responsibility of appointment of internal and external examiners and will be working with Sarah Cook. For now, Jane is also the main contact for Turnitin policy enquiries and Programme Specifications.

Samantha Stokes joined ESP on 04 October to cover temporarily for Melissa Rielly and will be supporting us with various projects. Samantha will also look after Faculty Board elections and School elections.

Emma Dollard will be joining the team on 23 October 2017 to take up the position vacated by Alison Burgess. Emma will be the Liaison Officer for Faculties and Departments in the School of Arts and Humanities, and the Language Centre. She will also be responsible for managing General Board Learning and Teaching Reviews, the Foreign Travel Fund, and will support both the Senior Tutors' Education Committee and the Graduate Tutors' Committee.

Contacts: Daniela Manca
Queries: Daniela.Manca@admin.cam.ac.uk

2.2. New courses and course review

Change

In the light of the analysis of HEFCE's revised operating model for quality assessment, Officers in ESP have been examining ways to incorporate qualitative and quantitative data into the University's various programme review processes. The General Board Education Committee has approved proposals for a New Programme Review scheme, a revised Annual Programme Review exercise, and possible amendments to the Learning and Teaching Review process. The proposed new processes will collect more data than hitherto, including numbers of students on each course and breakdowns of students' exam performance; the decision to include the latter is a result of HEFCE's movement towards a greater focus on student outcomes.

The new forms and processes are the first step in a broader policy review, therefore will be run as pilots for the first couple of years to allow for improvement if required.

Contacts: Daniela Manca and Jane Clare
Queries: Daniela.Manca@admin.cam.ac.uk and Jane.Clare@admin.cam.ac.uk

The University's new *When to Refer* document was launched at the start of 2017-18 as a Guide for student-facing staff working in Faculties and Departments.

Whilst we distribute a limited number of hardcopies, the Guide is also available to read and download as a pdf online: www.educationalpolicy.admin.cam.ac.uk/supporting-students-learning-and-teaching

The Guide was developed under the auspices of the University's Committee on Student Health and Wellbeing in close collaboration with the Senior Tutors' Committee. The impetus for its introduction is fourfold:

- All members of the Collegiate University community have a role to play in creating a healthy and supportive learning environment for our students. The Guide is just one of the resources available to help us to deliver on this responsibility.
- Whilst Colleges have a formal student welfare role, it is recognised that frontline academics and administrative staff in Faculties and Departments can find themselves in situations where they become a first point of contact for students with whom they interact on a regular basis.
- There is a significant amount of pastoral support available for our students both within and without Collegiate Cambridge. However, owing to the scale and complexity of our historic institution, navigating this student support network can sometimes present challenges; both for our students and for those in student-facing roles asked by students for information or advice on welfare-specific issues.
- This Guide is therefore intended to offer a handy reference point for frontline staff to help ensure that students receive the right support at the right time.

The document is the result of extensive collaboration across Collegiate Cambridge and we hope that *When to Refer* will become an essential reference point for staff in supporting our students.

Feedback on the usefulness of this Guide is welcomed and we rely on input from those using it regularly to ensure that it can be updated and improved year on year.

Contacts: Katherine Springthorpe

Queries: kas88@admin.cam.ac.uk

2.4. Student Surveys: Student Barometer to replace PTES and PRES**Change**

The General Board's Education Committee, at its meeting on 10 May 2017, agreed to adopt the Student Barometer as the University-wide survey for all students (excluding final year undergraduates who will continue to be surveyed by NSS). PTES and PRES will not be running again. The Student Barometer includes questions about the students' broader living experience as well as covering the same areas as PTES and PRES, and the Education Committee feels that it captures valuable feedback on broader topics. Questions students are asked to respond to, depend on the level/type of course they are on (e.g. undergraduates will not be asked about their experience in writing a dissertation).

Open/close dates: The survey will open on 10th November and close on 1st December 2017.

Bounce-back survey: follow up questions will be sent to all one year students in Lent, to capture their experience at a later stage about their course.

Promotion: Students will receive personalised links and Faculties/Departments and colleges will be asked to encourage all eligible students to complete the survey.

Eligible students: all research and taught postgraduate students, as well as non-final year undergraduates. The following students ***are not eligible*** as they will be invited to complete the National Student Survey:

- 3rd year students enrolled on the following programmes: Architecture, Anglo-Saxon, Norse and Celtic, Computer Science, Economics, Education, English, Geography, History of Art, HSPS, History, Land Economy, Linguistics, Law, Mathematics, Manufacturing Engineering, Management Studies, Music, PBS, Philosophy, Theology for Ministry, Theological and Religious Studies.
- 4th year students enrolled on the following programmes: Asian and Middle Eastern Studies, Chemical Engineering, Classics, Engineering, and Modern and Medieval Languages.
- Second year affiliated students.
- NST students completing their Part II.
- Medics and Vets in year 6 for the Final MB and year 4 for the Graduate Medical course.

Dissemination of results: results for the main survey are expected in February 2018.

Contact: Marianna Kaimaki

Queries: Marianna.Kaimaki@admin.cam.ac.uk

2.5. Master's Self-Evaluation 2017-18

Action

The Master's Self-Evaluation process will take place for the **final time** in Michaelmas Term 2017, for MPhil students only.

All MPhil students who have been admitted in Michaelmas Term 2017 will be prompted to complete their Self-Evaluation report in CamSIS in the week commencing 13 November, with prompts being sent to assigned Supervisors and College Graduate Tutors by email as each student submits their self-evaluation. Academics will have until 12 January 2018 to respond.

In preparation for this process, we kindly request that Faculties/Departments and Colleges

- ensure that all MPhil students admitted in MT 2017 be assigned a Principal Supervisor and College Graduate Tutor in CamSIS as soon as possible during Michaelmas Term and by the end of October 2017 at the latest;
- display a copy of the 2017-18 poster as soon as possible. Download the poster and find technical guidance on the webpage: www.educationalpolicy.admin.cam.ac.uk/student-engagement/masters-self-evaluation-process.

We appreciate your ongoing co-operation with the evaluation process and feedback is again welcome.

Contact: Katherine Springthorpe

Queries: kas88@admin.cam.ac.uk

2.6. MPhil Assessor Fee

For information

GBEC has agreed to reinstate the MPhil Assessor appointment fee until such time that a review of the Examiners' fee table can be conducted.

Contacts: Daniela Manca and Jane Clare

Queries: Daniela.Manca@admin.cam.ac.uk and Jane.Clare@admin.cam.ac.uk

2.7. Lecture Capture

Advanced notice

The Lecture Capture pilot project, which ran during the 2016-17 academic year, forms part of the Digital Strategy for Education, supporting the University's Learning and Teaching Strategy 2015-2018. The pilot's aims were to set up, run and evaluate the use of lecture capture within a range of teaching scenarios to support or enhance the educational experience across the collegiate University. It tested the anticipated benefits to students and staff, and enabled reasonable conclusions to be drawn regarding costs and benefits of University-wide rollout.

The Digital Teaching and Learning Sub-committee recommended that the University should take steps to establish a lecture capture service that would be offered to Faculties and Departments. Institutions that were involved in the pilot will be able to continue using the lecture capture infrastructure until a new service can be established. We will be asking for expressions of interest in Lent with the hope of offering the new service to 'early adopters' before the end of the academic year.

Further information on the pilot can be found on <http://www.cctl.cam.ac.uk/projects/university-pilot-project-lecture-capture>

Contacts: Daniela Manca and Margaret Griggs, lecture capture project manager

Queries: Daniela.Manca@admin.cam.ac.uk and lecture.capture@admin.cam.ac.uk

3. Graduate Students

3.1. Board of Graduate Studies Annual Report

For information

The Board approved the Annual Report for 2016-17 on 3 October 2017. Below is a summary of activity in 2016-17; the full report is available on request.

- Confirmed requirements for Research degrees
- Drafted Terms of Reference for Degree Committees following a review of their activity & structure
- Reviewed and revised guidance relating to internships and changes in circumstances
- 21,500 applications for graduate study were processed
- 1149 doctoral degrees were approved
- 47 applications for examination allowances were considered
- 2171 applications for changes to circumstances were considered

Contact: Kerri Gardiner

General queries: kerri.gardiner@admin.cama.c.uk

3.2. E-thesis project

Change

From October 2017, all doctoral students who submit their final hardbound version of their thesis will also be required to submit an electronic version of their thesis into the University's Apollo repository. Students can apply for a restriction of access to their thesis, and any restriction granted will apply to both the hardbound and electronic versions of the thesis. Further information can be found at <http://osc.cam.ac.uk/theses>.

Contact: Dan Ford (Student Registry)

General queries: recordsandexams@admin.cam.ac.uk

Technical queries: support@repository.cam.ac.uk

3.3. Examination allowances for Master's students

For information

Students on an MPhil by Advanced Study, MRes, MSt, CPGS or other graduate diploma or certificate whose performance on an exam or assessment has been impacted by illness or other grave cause may be eligible for an examination allowance. The guidance and procedures for examination allowances have recently been updated, and can be found at <http://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-graduate>.

Contact: Kerri Gardiner
Queries: Kerri.Gardiner@admin.cam.ac.uk

3.4. Changes to the working restrictions

Change

Doctoral students are now permitted to undertake up to 10 hours of work per week either in an academic related field or in an activity related to their future career development. Academic related work must take place within the collegiate University. Further restrictions may apply.

For more information see <http://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/working-while-you-study#>.

Contact: Dan Ford
Queries: recordsandexams@admin.cam.ac.uk

3.5. Paid internships

Change

Doctoral students may now apply to intermit to undertake paid internships or placements. Previously the rules only permitted intermission for unpaid activities. For more information see <http://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical>

Contact: Dan Ford
Queries: recordsandexams@admin.cam.ac.uk

4. Invitations for Partner Funding in 2018 and Research Council funded student

Reminder

Colleges were contacted on Tuesday 10 October with details of the opportunities for Colleges to participate in funding scholarships for graduate students via the Graduate Funding Competition. Interested colleges need to respond to the appropriate contact outlined in the letter. The letter is also available to view on the Graduate Funding Moodle Site.

Departments were reminded in September of the need to check the submission dates for current students as the Student Registry will be submitting the data for the Submission Rate Survey in early December. The deadline to complete this was 30 September.

Departments are also required to add the funding details for all new MT2017 Research Council funded students (with the exception of ESRC and AHRC) onto JeS by 30 October.

For further information and guidance documents please see the Graduate Funding Moodle Site.

More information: <https://www.vle.cam.ac.uk/login/index.php> - Graduate Funding Moodle Site

Contact: Jessica Barrick, Deputy Head, Fees and Funding
Queries: jessica.barrick@admin.cam.ac.uk or graduatefunding@admin.cam.ac.uk

5. Examination Operations

5.1. Examination enrolments and key dates

For Information

Tripes and Prelim enrolments

The examination enrolment and approval period is open. Students should be encouraged to make their enrolment options as soon as practicable, and Directors of Studies should be urged to approve them soon after.

MPhil enrolments

Course administrators will be able to enter enrolment information for MPhil examinations from 30 October 2017.

In Lent term, certain MPhil courses add further enrolment data into CamSIS after liaison with the Registry.

The dates for enrolments are as follows:

Date	Task
1 October – 2 November	Tripes and Prelim Enrolment Window
30 October – 16 November	MPhil enrolments for Lent and Easter term modules
30 October – 15 December	MPhil enrolments for Easter term modules
Start of September	Michaelmas Term Examination timetables published

Contact: Craig Belcher

Queries: craig.belcher@admin.cam.ac.uk

5.2. Examination timetables

Important dates

The examination timetable for the Michaelmas term is now available online and the examination timetables for the rest of the academic year will be published:

- Week commencing 6 November, for examinations in the Lent term
- February, for examinations in the 'Early' period (April and May)
- Week commencing 2 April, for examinations in the 'Main' period (May and June)

More information is available at: www.cambridgestudents.cam.ac.uk/your-course/examinations/all-students-timetable

Contact: Craig Belcher

Queries: craig.belcher@admin.cam.ac.uk

5.3. Faith provision for examinations

Important dates

The University recognises that timetabled examinations may clash with religious observance. As a result, the University aims to minimise these clashes but this cannot always be guaranteed and it might be possible to make alternative arrangements.

Students must submit a completed self-declaration form (by deadlines given below) to identify possible days or dates which might clash with University Examinations.

Please find further information regarding faith-provision in University exams [here](#)

The **deadlines for 2017-18** are as follows

University Examination Period	Deadline for receipt of form
Lent term 2018	Monday 16 October 2017
Easter term 2018	Monday 6 November 2017
Medic and Vet MB Examinations (September 2018)	Monday 11 June 2018
Contact:	Karen Morris
Queries:	exam.arrangements@admin.cam.ac.uk

6. Examinations Policy and Guidance

6.1. Secretary's Annual Report

For Information

The Secretary presented her annual report to the Board of Examinations on 27 September 2017. Below is a summary of the examination activity in 2016-17; the full report is available online (via Raven access).

- The University scheduled 2,306 examinations in 2016-17, compared to 2,334 in 2015-16
- 66,679 candidatures sat examinations over the year, compared to 66,553 in 2015-16
- Examinations occurred every month from September to July
- 1,871 (82%) examinations took place in May and June
- 53,950 candidatures (81%) sat examinations in May and June
- The early examination period ran from 24 April – 12 May
- The main examination period ran from 22 May – 16 June
- 4,965 candidatures sat papers on Tuesday 6 June, the busiest day
- 32% examinations were scheduled for less than or more than three hours
- 1,396 candidates (10.6%) received examination arrangements in the Easter term, compared to 1,277 (10.5%) in 2015-16
- 10% increase in examination adjustments for reasons of mental health/depression
- 24% increase in examination adjustments for reasons of anxiety
- Nineteen alternative modes of assessment approved

Full Secretary's Report: www.student-registry.admin.cam.ac.uk/about-us/board-examinations

Contact: Catherine Fage, Secretary of the Board of Examinations

Queries: catherine.fage@admin.cam.ac.uk

6.2. Examination Guide

New

The Examination Review identified that whilst responsibility for examining students falls to many and the support to students is spread amongst the collegiate University, there is no single summary of the University of Cambridge's undergraduate examinations. Consequently, there was a desire to provide a transparent, comprehensive, and singular guide to undergraduate examinations for all staff who have a

role in those examinations as well as for undergraduate students who wish to understand examinations at Cambridge.

Authored by academic staff of diverse disciplines, the guide contains summaries of each of the stages in the journey towards, through and after an undergraduate examination; highlights responsibilities, and links to more detailed guidance. The Guide is relevant to the academic year 2017-18.

Staff can access the online version here: <https://www.student-registry.admin.cam.ac.uk/policy-guides>

Students can access the same version from the student facing pages, here:

<http://www.cambridgestudents.cam.ac.uk/your-course/examinations/undergraduate-exam-information>

Chairs of Examiners will be notified of the Guide in their appointment letter.

Contact: Catherine Fage, Secretary of the Board of Examinations

Queries: catherine.fage@admin.cam.ac.uk

6.3. Permitted Examination Access Arrangements

New

The Examination Review set up a working group to consider alternative examination arrangements.

One of the outcomes of this group was to develop a **Guide to Permitted Examination Access Arrangements for Written Examinations**, which provides examples of the typical range of permissible examination access arrangements for written examinations, by disability category. This is in place for 2017-18. It is aimed at those who diagnose to enable them to recommend adjustments most relevant to the disability and that are appropriate within the Cambridge environment.

A **standard template letter for GPs** is progressing through Committees and is intended to be used particularly for those students who fall ill close to examinations and so enable the GP to confirm the diagnosis whilst also indicating adjustments most relevant to the illness and that are appropriate within the Cambridge environment.

Contact: Catherine Fage, Secretary of the Board of Examinations

Queries: catherine.fage@admin.cam.ac.uk

7. CamSIS Improvement Programme

The programme to improve the student administration services provided to students and staff around the Collegiate University is now into its second and final year, with the plan extending to August 2018. There is a balance of work underway across four improvement areas: [Admissions](#), [progression](#) and [exam support](#), all underpinned by improvements to [user experience](#).

Improvements for administrative and academic staff that have already been introduced as part of the programme include:

- New task-based homepages for 272 administrators in College Tutorial Offices and Degree Committees. This pilot group is providing feedback on the new functionality in order for further refinements and full roll out for all administrators over the course of the programme.
- System improvements resulting in the automated student fees calculation process taking nine hours as opposed to 72, reducing the waiting time for CamSIS users in the Colleges and Finance division. It is also now quicker to set up student fees on CamSIS and setup errors are less likely to occur. More information is available on the [programme website](#).

- Phase one of improving CamSIS user access and the approvals process has completed, which means that having consulted with staff at Colleges, Departments, Central Offices and NSIs, standardised jobs have been introduced and the account request form can be filled in electronically before being approved and sent to the CamSIS Helpdesk by local Approvers. A policy is available on the CamSIS support website.
- System improvements to allow administrators to store results data from the new Admissions Assessments in CamSIS.

CamSIS Academic Structure improvements

As you should now be aware, a new, simplified structure for academic student information will be introduced in CamSIS on the morning of 20 February 2018. Information about the changes and the project's aims and benefits is available on the [programme website](#). The [Steering Committee](#) has scheduled the final data conversion work for between 5pm Thursday 15th to 9am Tuesday 20th February 2018 during which the system will be unavailable, having taken into account when critical work that requires access to CamSIS will be taking place.

Impacted users will be provided with online training in November 2017 so they are ready for the changes. In the meantime, administrative staff who were unable to attend the familiarisation training sessions that have been delivered between May and September are encouraged to watch the five-minute summary video available on the [programme website](#) and contact Project Manager [Beata Oxlade](#) with any questions.

Please note that, as part of this important project, The [CamSIS Improvement Programme Board](#) have agreed that there will be no changes to functionality in CamSIS or project changes going live in the system from 1 October 2017 until the [new Academic Structure](#) goes live on 20 February 2018. Only business critical, statutory, and technically critical changes requested through helpdesk calls and approved by the Steering Committee will be made during the period.

More information: www.camsis.cam.ac.uk/programme

Contact: Kate Maxwell, Senior User Lead

Queries: kate.maxwell@admin.cam.ac.uk