

Contents

1.	CamSIS Improvement Programme: <i>progress update</i>	2
2.	Office of Student Conduct, Complaints and Appeals (OSCCA)	2
2.1.	Staff support guides and webpage: <i>for information</i>	2
2.2.	Preventing and responding to complaints effectively: <i>training date</i>	3
2.3.	Understanding the Examination Review Procedure: <i>training date</i>	3
2.4.	Request for academic staff volunteers to be Reviewers: <i>to action</i>	3
3.	Educational and Student Policy (ESP)	4
3.1.	New Student Wellbeing Pages: <i>to action</i>	4
3.2.	Lecture Capture and Audio Recording: <i>service provision</i>	4
3.3.	Graduate Outcome Survey: <i>notification of a change</i>	4
4.	Fees and Funding	5
4.1.	Graduate Funding Competition: <i>dates for your diary</i>	5
4.2.	US Federal Loan Audit: <i>record of audit outcomes</i>	5
5.	Examinations and Assessment	6
5.1.	Examination dates and deadlines: <i>dates for your diary</i>	6
5.2.	Examination Stationery: <i>reminder and date for your diary</i>	6
5.3.	Easter Term Examination Period & Timetables: <i>dates for your diary</i>	6
5.4.	Grade Rosters: <i>training date</i>	7
5.5.	Examination arrangements: <i>for your diary</i>	7
5.6.	Deadline for corrections: <i>date for your diary</i>	7
5.7.	List of candidates: <i>reminder</i>	7
5.8.	Question papers & Reprographics: <i>guidance & dates for your diary</i>	7
5.9.	Class Lists: <i>advanced notice</i>	8
5.10.	Examination Office: <i>dates & contact details</i>	8
6.	Degree Ceremonies 2018	8
6.1.	Ordinary congregations 2018: <i>dates for your diary</i>	8
6.2.	General Admission to Degrees 2018: <i>reminder to Colleges</i>	9

1. CamSIS Improvement Programme: *progress update*

The CamSIS Improvement Programme has been extended by four months following a recommendation by the Programme Board, on the advice of its Steering Committee, to the Student Information Systems Committee. The extension is necessary because work to convert all student data to a simplified Academic Structure has required more resource than originally anticipated. This work has had to take priority over all other aspects of the Programme because it underpins the whole system.

The Programme is now due to conclude on 31 December 2018. It will deliver 13 of the 16 projects that were prioritised by the Programme Board in June 2017 ([details available on the programme website](#)).

Key upcoming improvements

- A simplified academic structure will be introduced in CamSIS on 20 February 2018 which will improve record keeping and reporting across the different types of students. Administrative staff users should complete the [online training on Moodle](#) to make sure they understand the changes and how to report issues. Staff using CamSIS should also be aware the CamSIS will be unavailable between 17:00 on Thursday 15 February and 09:00 on Tuesday 20 February while the work completes. [More information](#)
- Phase one of the work to improve the administration of graduates' applications for Changes in Circumstances is due to complete in March 2018. In response to feedback received from users, for applications submitted after this there will be target due dates to ensure they are reviewed in a timely manner, progress update emails for students and reviewers at each stage of the process and new monitoring, tracking and reporting mechanisms on CamSIS. [More information](#).
- A new online user access request form will be introduced this term which will replace the paper-based form and make it easier for people to complete without errors. As part of the same project, a new tool will be available in CamSIS from March to help Approvers complete the twice-yearly audits. Approvers will be sent online training materials about how to use the tool in February. [More information](#)
- Student Self-Service will have a new look-and-feel from July 2018 which will make the system more intuitive for students and enable further improvements later in the programme. This change for students follows a pilot with administrators in College Tutorial Offices and Degree Committees in July 2017. The project team thanks all members of staff who submitted feedback about the new user interface, which has helped which has helped steer further refinements. [More information](#)

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

Contact: Kate Maxwell, Senior User Lead

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

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

2.1. Staff support guides and webpage: *for information*

OSCCA have recently updated their webpages, resulting in clearer navigation and a page dedicated to providing support to staff who are involved in OSCCA processes or are supporting students using OSCCA processes. On the page you can find a list of the staff-specific guides, the briefing sessions that are coming up and other relevant information. Further guides will be added in due course.

Staff support webpage: <https://www.studentcomplaints.admin.cam.ac.uk/home/staff-support>

OSCCA homepage: <https://www.studentcomplaints.admin.cam.ac.uk/>

Contact: Sarah d'Ambrumenil, Head of OSCCA

Telephone: (7)65440

Queries: sed52@admin.cam.ac.uk

2.2. Preventing and responding to complaints effectively: *training date*

OSCCA is running a briefing session on preventing complaints and how to respond appropriately to informal complaints. The session will cover the principles of the University's Student Complaints Procedure in addition to practical tips and things to avoid when initially dealing with challenging matters. The session is running on **Wednesday 21 March, 2pm-3:30pm** in Seminar Room B, 17 Mill Lane.

The session is aimed at all staff who handle informal complaints within their department or service, but is also suitable for staff who support students during their time at University. For further information and to book onto the session go to: <https://www.training.cam.ac.uk/oscca/event/2438457>.

Contact: Grace Parker, Deputy Head of OSCCA

Telephone: (7) 66237

Queries: Grace.Parker@admin.cam.ac.uk

2.3. Understanding the Examination Review Procedure: *training date*

OSCCA is running a briefing session on the new Examination Review Procedure for staff involved with supporting students or supporting examination administration. This will provide you with an overview of the Examination Review Procedure, including: guidance on mark checks; how some matters might be dealt with at an Examiners' Meeting; how an investigation is undertaken once a student raises a formal complaint regarding their results; and possible outcomes that Examiners may be required to undertake. The session includes a series of case studies, giving you the opportunity to understand how the Examination Review Procedure works in practice.

The session is taking place on **Thursday 19 April 10am-11:30am**, in Seminar Room B, 17 Mill Lane; for further information and to book, go to: <https://www.training.cam.ac.uk/oscca/event/2449770>.

Contact: Grace Parker, Deputy Head of OSCCA

Telephone: (7) 66237

Queries: Grace.Parker@admin.cam.ac.uk

2.4. Request for academic staff volunteers to be Reviewers: *to action*

OSCCA are looking for academic staff who are willing to take a formal decision-maker role within the Review of University Bodies Procedure. This Procedure allows students to request a review of a decision made by a formal University body on limited procedural grounds. The type of decisions reviewed through this Procedure include exam allowances, extension decisions or Faculty Board decisions not to permit students to continue to Part III of a Tripos. The Reviewer will consider the information provided and decide whether any of the grounds for review are met. If any ground is met then the review is upheld and the Reviewer can provide a remedy or send the case back for re-consideration to the original decision-making body.

Staff who volunteer for this role will be formally considered and appointed by the University Council. Staff who are appointed will receive a full briefing and ongoing support from OSCCA. A Reviewer might expect to receive 1-3 cases pa, but will always be asked for their capacity before being given a case.

OSCCA are keen to hear from any academic staff who may be interested in this role. To find out more information or to put yourself forward for the 'Reviewer' role, please contact OSCCA as detailed below.

Contact: Sarah d'Ambrumenil, Head of OSCCA

Telephone: (7) 65440

Queries: sed52@admin.cam.ac.uk

3. Educational and Student Policy (ESP)

3.1. New Student Wellbeing Pages: *to action*

The new [student wellbeing pages](https://www.cambridgestudents.cam.ac.uk/) were launched on 5 January 2017, and are accessible via the Welfare and Wellbeing tab on the Cambridge Student site: <https://www.cambridgestudents.cam.ac.uk/>

We would be grateful if any links provided on Faculty, Department or College websites that previously went to old subpages of the Welfare and Wellbeing information on the Cambridge Student site could be updated accordingly. Feedback on the webpages is welcomed.

Student Wellbeing pages: <https://www.studentwellbeing.admin.cam.ac.uk/>

Contact: Katherine Springthorpe

Telephone: (3) 32583

Queries: Katherine.springthorpe@admin.cam.ac.uk

3.2. Lecture Capture and Audio Recording: *service provision*

The General Board approved a recommendation from the General Board's Education Committee (GBEC) that the University takes steps to develop a Lecture Capture Service that could be offered to Faculties and Departments. A project board will oversee the development of this service, ensuring it is in line with the University strategies and policies, and engage with Faculties and Departments throughout the process.

Communication has been circulated to Faculties and Departments and the Project Team will contact Faculties and Departments to express their interest in taking part in the next phase of the project.

GBEC recognises that service implementation will be gradual and so, where Lecture Capture or a Departmental/Faculty recording facility is not provided, the University is developing a policy on Audio Recording. This is being drafted in collaboration between ESP, DRC and Legal Services Office, and will set the University's position around circumstances in which students may or may not make personal audio-recordings of lectures. Further information will be circulated in due course.

Further information: www.cctl.cam.ac.uk/projects/university-pilot-project-lecture-capture

Contact for Lecture Capture: Daniela Manca and Margaret Griggs

Telephone: Daniela: (7) 64855, Margaret: (7) 65563

Queries: Daniela.manca@admin.cam.ac.uk or Margaret.Griggs@admin.cam.ac.uk

3.3. Graduate Outcome Survey: *notification of a change*

The Graduate Outcomes survey will replace the DLHE (Destination of Leavers from Higher Education) survey and will be run centrally by HESA. DLHE is a mandatory survey whose results provide every University with a measure against one key performance indicator: the proportion of graduates going into employment (and the type and level of employment), entering further study, taking time out and still seeking employment (i.e. unemployed). Further details on Graduate Outcomes¹ are available online.

The data is released by HESA into the public domain and widely used for league tables and comparisons. The data also provides the Careers Service with valuable information to help shape its own strategy and direction of effort.

All students completing their course after 1st August 2017 will be covered by the new Graduate Outcomes survey, rather than DLHE, and will be surveyed 15 months after completion. The responsibility

¹ (HESA - Graduate Outcomes <https://www.hesa.ac.uk/innovation/outcomes>)

for running the survey for the University sits with the Careers Service, but with willing and valuable support from other Departments and Colleges.

Key risks:

- The University has to supply contact details for all graduating students 13 months after graduation to an external survey contractor overseen by HESA. The greatest risk is that a high proportion of contact data may not be active.
- If contact data is not available, or is of low quality, target response rates will not be met.
- If Colleges / Departments conduct their own destination surveys between June 2018 and 2020 there is a significant risk that graduates will not respond to Graduate Outcomes, which is the only official source of destination data and therefore informs league tables, quality measures and TEF.

Preparing for Graduate Outcomes

The Careers Service is actively working with CUDAR and taking part in a HESA trial to test the quality of graduate email and telephone contact data. The results of this trial and whether we have sufficient, reliable contact data will be known in spring 2018. A strategy for increased proactive engagement with recent alumni will be actioned in 2018, this may include working collaboratively with other Russell Group universities to support locally based unemployed graduates.

Contact: Daniela Manca

Telephone: (7) 64855

Queries: Daniela.manca@admin.cam.ac.uk

4. Fees and Funding

4.1 Graduate Funding Competition: *dates for your diary*

Round 2 of the Graduate Funding Competition is currently open for Department scores and nomination.

Key dates:

8 February at midday 2018	Department deadline for scores to be entered on TOAST
9 - 26 February 2018	Moderation of department scores
2 March 2018	Ranked list available to view via Moodle -
From 5 March 2018	Offers made to students

More information is available from the Graduate Funding Moodle site. If you require access, email graduate.funding@admin.cam.ac.uk

Contact: Jessica Barrick, Deputy Head, Finance and Studentships

Queries and TOAST amendment requests: email funding.nominations@admin.cam.ac.uk

4.2 US Federal Loan Audit: *record of audit outcomes*

This year, the annual US federal loan audit took place between 6 and 10 November 2017. The audit reported no findings, which is a fabulous result considering all the compliance requirements. We wish to extend a huge thank you to everyone who helped with the audit process, including showing the auditor supervision/lecture rooms at the Colleges and colleagues who work with students with US federal loans. We very much appreciate your hard work and support.

Contact: Jane Armitage, Student Loans Administrator

Telephone: (3) 37971

Queries: Jane.Armitage@admin.cam.ac.uk

5. Examinations and Assessment

5.1. Examination dates and deadlines: *dates for your diary*

Date	Deadline for....
Friday 23 February	submission of stationery needs for early and main exam period
Thursday 1 March	queries relating to draft timetable
Friday 2 March	registration for grade roster training
Friday 9 March	submission camera ready examination papers requiring proof (early period)
Tuesday 13 March	outstanding supporting evidence for examination arrangements
Friday 16 March	corrections to enrolments for the main Easter term exam period
Tuesday 27 March	submission camera ready examination papers not requiring proof (early period)
w/c 2 April	Publication of final examination timetable
Friday 6 April	Submission camera ready examination papers requiring proof (main period)
Friday 20 April	Submission camera ready examination papers not requiring proof (main period)

Examination period:

- Early examination period runs from Monday 9 April to Tuesday 13 May
- Main examination period commences Monday 21 May and ends on Friday 15 June

Contacts: Jo Overhill, Craig Belcher, Karen Morris

Queries: recordsandexams@admin.cam.ac.uk

5.2. Examination Stationery: *reminder and date for your diary*

At the start of January, we issued Departments with a pre-populated list of anticipated examination stationery requirements for the Easter term examinations. This also contained details relating to script delivery and contact details. We asked Departments to check that data and add:

- any special stationery requirements e.g. specialised graph paper, formulae booklets and
- where known, which examiners are attending for the first 20 minutes.

The deadline for receipt of this information is **Friday 23 February**. It is important that we receive such detail by the deadline to ensure that we have what you require, on site, for the examinations.

Please send your return, and e-mail any queries to recordsandexams@admin.cam.ac.uk

5.3. Easter Term Examination Period & Timetables: *dates for your diary*

At the end of January, Departments received an email containing the draft Easter term examination timetable (main period). Departments have been asked to respond by **Thursday 1st March 2018**.

We strongly advise against sharing the draft timetable with students; as it is subject to, and liable to, change. Students will be able to view the final published timetable in the week commencing **2 April**.

5.4. Grade Rosters: *training date*

Departments and Faculties now use the Grade Roster facility in CamSIS to upload directly the results and marks awarded to students. To offer you continued support, there will be a demonstration of the process from **11.00am-12.00pm on Tuesday 27th March** in Room 6 of the Mill Lane Lecture Rooms. The demonstration is intended for colleagues who will be uploading classes and marks for the first time.

To book a place, email grade.rosters@admin.cam.ac.uk by **Friday 2 March**.

5.5. Examination arrangements: *for your diary*

Information regarding exam arrangements, including the deadlines for 2018 is available at:

www.student-registry.admin.cam.ac.uk/examinations-further-guidance-staff/colleges/examination-arrangements

The deadline for applications into CamSIS is **Tuesday 13 February**. All supporting evidence must be received by **Tuesday 13 March**.

Contact: Karen Morris

Queries: exam.arrangements@admin.cam.ac.uk

Late fallers Procedure: Colleges are reminded that the procedure for late fallers is in the 'Guide to In College Exams', available [here](#).

Due to the change in venue of the Strong Room from 2018, information on how to report late fallers in the main examination period will be circulated in due course.

For any late fallers not in the main period, please contact the Registry on ext. 38389 / 64694.

5.6. Deadline for corrections: *date for your diary*

Requests for changes to enrolments for subjects examined in the Main Easter term exam period must be submitted by **Friday 16 March**. Email your corrections to recordsandexams@admin.cam.ac.uk or attach a completed '[Examination Entry Correction Form](#)'

5.7. List of candidates: *reminder*

Departments and Colleges can run Lists of Candidates from CamSIS at any time using the guidance found here: www.student-registry.admin.cam.ac.uk/examinations-further-guidance-staff/colleges/guides-colleges

Final Lists of Candidates may be requested from the Student Registry at the start of the Easter term.

5.8. Question papers & Reprographics: *guidance & dates for your diary*

Guidance notes for the production of examination question papers are available [here](#) together with a Specimen Question Paper. The Board of Examinations is monitoring adherence to this guidance.

You must **explicitly articulate reading time** in the rubric of each examination paper and this should be in addition to the total length of the paper. Following some confusion of reading time in previous years, the General Board's Education Committee determined that students are **not** permitted to write during this reading time.

If you are **adding a date and time to your question paper**, use the information in the draft timetable, unless you raise a query.

You must **submit question papers** to reprographics for printing by:

Friday 9 March	Camera ready examination papers requiring proof (early period)
Tuesday 27 March	Camera ready examination papers not requiring proof to Reprographics (early period)
Friday 6 April	Camera ready examination papers requiring proof (main period)
Friday 20 April	Camera ready examination papers not requiring proof to Reprographics (main period)

If you require a proof copy of your questions paper, you must contact Reprographics to make an appointment – it is not possible to arrive unannounced. Their location and contact details are [here](#).

5.9. Class Lists: *advanced notice*

Faculties and Departments will be contacted later in the Lent term to confirm the publication dates for Class Lists. The Student Registry will then make the timetable available.

5.10. Examination Office: *dates & contact details*

This year, the Examination Office will be located at the Pitt Building. The office will:

- be a first point of contact for all aspects of the administration of examinations;
- coordinate delivery of examination stationery to exam venues;
- arrange for the collections and subsequent distribution of examination question papers; and
- distribute the completed examination scripts to examiners.

The Examination Office will be open as follows:

Monday 23 rd April – Friday 11 th May Includes Bank Holiday Monday 7 May closed Saturdays.	8.00am – 5.00pm
Monday 21 st May – Friday 15 th June Includes Saturdays and Bank Holiday Monday 29 May.	7.30am - 6.30pm

Contacts: Jo Overhill & Craig Belcher

Examination Office telephone: (3) 34488 or (7) 64995

Queries: recordsandexams@admin.cam.ac.uk

6. Degree Ceremonies 2018

6.1. Ordinary congregations 2018: *dates for your diary*

The dates for degree ceremonies for 2017/18 and 2018/19 can be found online [here](#).

Colleges should note that the two ‘March’ sessions fall on 24 March and 7 April in 2018. College allocation between the dates is the same as for 2016/17, and a reminder email will be circulated.

Contact: Nicolas Watkins-Wright

Queries: student.registry@admin.cam.ac.uk

6.2. General Admission to Degrees 2018: *reminder to Colleges*

Colleges are reminded that the revised regulations for General Admission (reviewed by the Council and amended by Grace after a consultation early in 2016) now come into operation. Please see;

<https://www.admin.cam.ac.uk/reporter/2015-16/weekly/6415/section1.shtml#heading2-7>

<https://www.admin.cam.ac.uk/reporter/2015-16/weekly/6415/section9.shtml>

Under the revised regulations, only the following degrees can be conferred at General Admission in June: B.Th., B.A., Vet.M.B., M.Eng with B.A., M.Sci with B.A. or M.Math. with B.A.

The LL.M. and M.C.L. degrees cannot be conferred then, neither can the M.Eng, M.Sci and M.Math. without the B.A. taken at the same time, nor can the M.B. degree.

Colleges should ensure that their internal procedures and information provided to students graduating in 2018 or beyond, including any information on College's websites, reflect this change.

Contact: Nicolas Watkins-Wright

Queries: student.registry@admin.cam.ac.uk