

## **Project Workshop Breakout Feedback**

On the 25<sup>th</sup> March, 2008, the Online Program Development Project held a workshop to provide an overview of the project and the anticipated changes, benefits and impacts resulting from the project. The workshop was directed at participants that will be involved in the trial of the new online program management system and was attended by staff members from Schools/faculties, Academic Administration, Student Administration, INS, FLAS, External Relations and Griffith International.

This document provides a summary of the feedback that was received during the breakout sessions in which participants were asked to provide comments on their expectations of the system and project and the perceived advantages of the new system and program development approach. Participants were also asked to raise any concerns they had and whether the project had missed any key aspects in the design and development of the proposal templates and the new web based system.

### Expectations

- Proposal templates will provide clear instructions and guidance on what information is required.
- System will avoid duplication and repetition through automatic population of fields
- The system will provide version control at key decision points
- The system will provide tailored reports and queries to assist with tracking and monitoring
- Program review and professional accreditation to be one process
- Ability to capture professional accreditation reports
- Program convenors and first year advisors can be updated separately

### Advantages

- Participants generally acknowledged the benefits that the project aims to achieve, namely:
  - Easy access to ongoing program changes and a central location to track down why changes were made to a program;
  - Facilitates collaboration and improves communication between schools, Groups and approval bodies;
  - Automatic publication of information and timely updates.
- Many participants noted the future potential for:
  - Utilising the program information held in the system with other activities such as the SEP, SET and SEC;
  - Taking the focus off courses and back to program objectives eg, course learning outcomes should refer back to Program learning outcomes;
  - Matching graduate skills at the program level with graduate skills at the course level.
- Many considered a major benefit to be the ability to store program structures in the system so to easily identify programs that will be impacted by course changes. It was suggested that a future enhancement to the system would be automatic notification to those schools impacted by a course change.
- Promotes consistency in completing proposals through the provision of online help information, drop down lists and automatic population of fields.

### Concerns/Questions/Clarifications

- Several participants commented on a lack of understanding of how to complete the Health and Safety Risk Assessment section in the full program proposal and suggested standard

statements be supplied. It was further commented as to whether the Health and Safety section applied more to courses than the program.

- *The project will seek information from the Health & Safety team that will assist convenors in completing this section of the form.*
- Participants questioned who would be responsible for support and ongoing training of the system.
  - *A support model will be developed prior to the release of the trial.*
- Participants raised concerns about the release of the system at the same time as the PeopleSoft upgrade noting in particular technology failures and security access issues.
  - *The system will be phased in slowly which will allow for any security access and technology issues to be evident early and fixed prior to the full release of the system. Further the system is a stand-alone module that is a combination of a PHP and PeopleSoft application and therefore does not entirely rely on the PeopleSoft infrastructure.*
- Participants questioned whether uploading word documents and publishing documents would encounter similar timeout issues as encountered with the Course Outline System.
  - *The Online Program Management System uses different technologies to generate word documents to avoid the issues that can be encountered with the Course Outline System.*
- Participants raised concerns about how version control would work if multiple people are accessing the same proposal and making changes at the same time.
  - *The project will work with the planning teams to establish the best business process for collaboration for their areas.*
- Participants questioned how the system will cater for transitional arrangements and publishing transitional arrangements for the purpose of graduation checking and ESOS
  - *Any changes to program structures must be approved through the program approval process. All approved structures will be published to the Program Catalogue.*
- Participants requested clarification on the workflow for approval and timelines suggesting that a flowchart would be useful in explaining the new process.
  - *Group Academic Services Officers are in the process of customising the workflow for their Groups. The workflow will be communicated to schools during the trial.*
- Participants questioned who is responsible for submitting a proposal and highlighted the need to clarify roles in the program planning and development process.
  - *The Program Convenor role statement will be updated as part of the scope of the project.*

#### What's Missing?

- Participants commented on the need to further align the program proposal information with the course outlines as currently there are few mechanisms in place that require the course to be linked to the objectives of the program.
- It was also highlighted that currently, a connection between the program assessment and program objectives cannot be extracted easily for reporting purposes. It would be useful to store this information in a matrix form that can be easily queried and extracted.
- Many groups expressed the need to differentiate between Program Recognition and Program Accreditation in the proposals and in the Program Catalogue and indicated that the program proposal should provide the ability to include a link to the accreditation body or attach the document used to apply for accreditation.
- The FPP should be linked further to other key documents such as the internationalisation strategy, blended learning strategy etc

- Automatic notification to schools/faculties if they are not represented on planning teams or notified of changes.