



UNIVERSITY
OF SOUTHERN
QUEENSLAND

Change of Grade Go Online

Session 6009
7th of November 2018



Presenters

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Functional Analyst

About USQ

Campuses in Toowoomba, Springfield and Ipswich

Approximately 27,000 students with 75% studying online



USQ & Oracle

V7.6 implemented in 2002

V9.0 implemented in 2009

V9.2 implemented in 2016

We are currently patched up to PUM 5

Tools version 8.55.21

USQ also uses PeopleSoft HR and Finance, and Oracle Service Cloud



Overview

1. Timeframes and Resources
2. Key Functionality
3. Before Upgrade/Change of Grade going online
4. After the implementation,
 - ♦ what functionalities have been delivered and how do they work
 - ♦ what are the benefits
5. Conclusion
6. Questions



Timeframe & Resources

- ♦ **Requirements collection and engagement with stakeholders (Working Group)**
 - 2 to 3 Working Group meetings
 - 5 to 6 meetings and email/phone communications with the stakeholders
- ♦ **Design document preparation and sign off**
 - approx. 5.5 weeks for drafting, stakeholders review and sign off
- ♦ **Initial discussions with the development team** - 1 to 2 meetings
- ♦ **Functional Specification preparation and sign off** - approx. 4 to 5 weeks
- ♦ **Development** - approx. 8 weeks
- ♦ **Functional test timeframe** - approx. 6 to 8 weeks
- ♦ **User Acceptance Test** – 2 scheduled sessions and a couple of individual ones
- ♦ **Training** – 2 in-person sessions for professional staff; 6 in-person sessions and 4 online sessions for academic staff
- ♦ **Delivery** – gone live on the 24th of January
- ♦ **Overall** – about 8 months
- ♦ **Resources** – 1.5 full time development and 1.5 full time functional staff



Before 'Going Online'

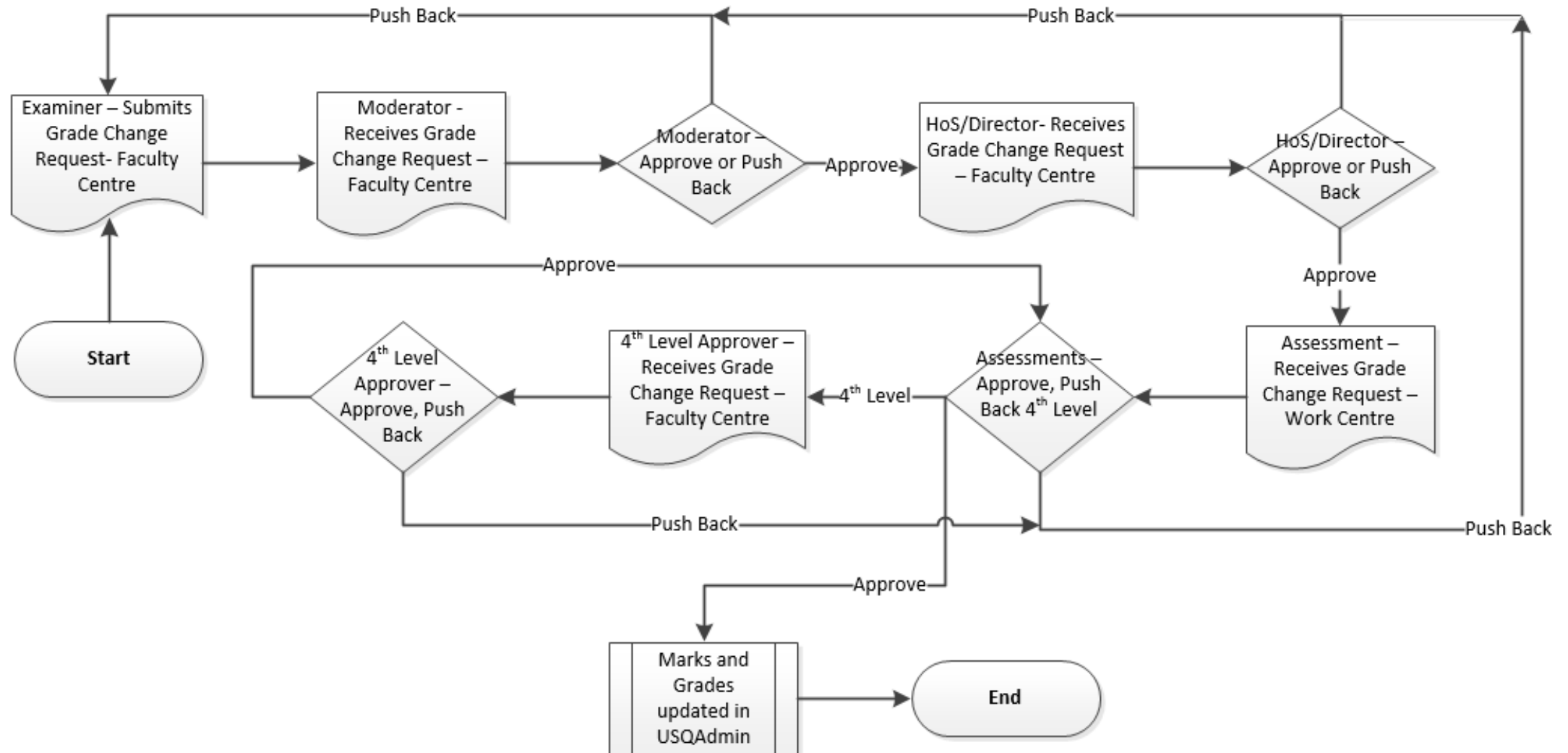
- Inconsistency - different work areas in Academic Division using various ways of submitting upgrade/change of grade requests
- Heavily relied on Faculty Assessment Team to monitor outstanding incomplete grades
- No automated workflow process and notifications sent
- No systematic way to track and monitor where things are at
- Marks and grades were updated manually via Enrolment Request
- Student communication handled manually



Key functionality

- ◆ Notifies course examiners to finalise incomplete grades from previous semester
- ◆ Allows course examiners to initiate change of grade requests via modified USQ Gradebook
- ◆ Triggers an automated workflow and send email notifications to the next level of approval
- ◆ Allows each level of approvers to 'approve' or push back' change of grade requests
- ◆ Facilitates automatic population of updated marks and grades back to Gradebook
- ◆ Enables creation and submission of a grade change Enrolment Request
- ◆ Triggers email notifications to students once the grade change has been processed

Process & Workflow Overview





Workflow is driven by '**Status**' and '**Access Control**' set up

- ♦ Grade Change Request **Status**
 - Pending Moderator
 - Pending Head of School
 - Pending Assessments
 - Pending 4th Level Approver (if applicable)
 - Pending Examiner (when pushback happens)
 - Approved
 - Withdrawn



Workflow is driven by 'Status' and 'Access Control' set up

- ♦ Existing Access Control
 - Course/Class Access Control (CCAC) – Examiner & Moderator against courses and classes
 - School Access Control (SAC) – Head of School
- ♦ New Access Control
 1. Delegate Access Control - Examiner/Moderator
 - To assign a person as Examiner Designee or Moderator Designee against a course or a particular offering/mode
 - Delegation period: Start Date and End Date
 2. Delegate Access Control – Head of School



Workflow is driven by 'Status' and 'Access Control' set up

1. Delegate Access Control - Examiner/Moderator

Examiner/Moderator Delegate

Academic Organization: School of Commerce

Semester: Semester 1, 2018

Course Code: ACC1101 - Accounting for Decision-Making

Delegate Role: Examiner Delegate

Delegate Access Control							
Campus	Class Nbr	Class Section	Examiner	Delegate		Start Date	End Date
Springfld	31120	Lecture		<input type="text"/>		<input type="text"/>	<input type="text"/>
Toowoomba	31124	Lecture		<input type="text"/>		<input type="text"/>	<input type="text"/>
Toowoomba	32807	Online		<input type="text"/>		<input type="text"/>	<input type="text"/>



Workflow is driven by 'Status' and 'Access Control' set up

1. Delegate Access Control – Head of School

HOS/Director Delegate

Academic Organization: School of Agric, Comp and Environ Sciences























Head of School/Director:

Semester: Semester 1, 2018

Delegate Role: Head of Sch/Director Delegate

Clear All

Copy first Delegate to all courses

Delegate Access Control					Find 	1-86 of 86
Subject Title	Delegate		Start Date	End Date		
AGR2303 - Agronomy	<input type="text"/> 		<input type="text"/> 	<input type="text"/> 		
AGR8001 - Food Security in 21st Century	<input type="text"/> 		<input type="text"/> 	<input type="text"/> 		
BIO1101 - Biology 1	<input type="text"/> 		<input type="text"/> 	<input type="text"/> 		
BIO1810 - Introduction to Food Science	<input type="text"/> 		<input type="text"/> 	<input type="text"/> 		
BIO2107 - Cell and Molecular Biology 1	<input type="text"/> 		<input type="text"/> 	<input type="text"/> 		
CHE1110 - Chemistry 1	<input type="text"/> 		<input type="text"/> 	<input type="text"/> 		
CHE2810 - Food Chemistry	<input type="text"/> 		<input type="text"/> 	<input type="text"/> 		



Examiners – Email Notification

- Notifies course examiners to finalise incomplete grades from previous semester



[Redacted]
[Redacted]@usq.edu.au

Your classes with incomplete grades

To

Dear Examiner,

The below courses have been identified as having students with incomplete grades which are now ready to be finalised.

- < ELE 4605 Semester 1, 2018 >

You can access Grade Changes that require finalising in your [Faculty Centre](#). Please update and submit as necessary. The submitted change of grade will be automatically forwarded to the Course Moderator for approval. You can track the status of your Grade Change submission via the Class Gradebook.

If you require assistance, please contact your [Academic Support Team](#).

Kind Regards
Academic Support Team



Examiners – Grade Change List

- Populates Grade Change - Course/Class list for course examiners

[Faculty Centre](#) [Advisor Centre](#) [Search](#) [Grade Change - Student](#) [Grade Change - Course/Class](#) [Grade Change Approval](#)

Grade Change - Course/Class

Your Classes with Grades for Review

Semester 1, 2018

[ENM2600 - Advanced Engineering Maths, Toowoomba On-Campus \(31953\)](#)
[ENM2600 - Advanced Engineering Maths, Toowoomba Online \(32983\)](#)
[ENM2600 - Advanced Engineering Maths, Springfield On-Campus \(31955\)](#)



Examiners – Initiate Grade Change Requests for finalising an incomplete grade

Gradebook

Semester 1, 2018 | Regular Academic Session | University of Southern QLD | Undergraduate

ENM2600 - LE01 (31953)

[Return to Grade Change](#)


Advanced Engineering Mathematics (Lecture - TW MBA)

 Assignment Notes Exist

 No Assignment Notes

AI: Academic Integrity

☒ Show Active Students Only

 **Students with an Incomplete Grade**

☐ Pushback[Submit Grade Change](#)

Count of students shown in table: 8

[illegible]



- Pops up a message to confirm the submission

Marks & GradesMark by AssignmentResult Reports

Gradebook

Semester 1, 2018 | Regular Academic Session | University of Southern QLD | Undergraduate

ENM2600 - LE01 (31953)Return to Grade Change

Advanced Engineering Mathematics (Lecture - TWMB)

Assignment Notes Exist

No Assignment Notes

AI: Academic Integrity

☒ Show Active Students Only

☒ Students with an Incomplete Grade

☐ Pushback

Submit Grade Change

Message

Your Upgrade/Change of Grade request/s have been submitted for approval. (24000,893)

OK

Student ID	Student Name	Reason for Change	Quiz 1 50/5%	Assign1 150/15%	Quiz 2 50/5%	Assign2 150/15%	2HRResExam 600/60%	Exam Status	2HRResExam Marks	Overall %	Official Grade	Calculated Grade
			45.00	58.00	40.00	99.00	219.00			46.00	IS	F
			45.00	74.00	50.00	123.00	169.00			46.00	IS	F



Examiner – changing a final grade to a different grade

- Grade Change – Student functionality provides a way for Examiners to initiate a grade change request for changing a final grade to a different grade against a student

[Faculty Centre](#) [Advisor Centre](#) [Search](#) [Grade Change - Student](#) [Grade Change - Course/Class](#) [Grade Change Approval](#)

Grade Change - Student

The Grade Change - Student functionality allows Examiners to submit an individual grade change for students enrolled in their courses/classes.

Search Student

*Term: Semester 1, 2018

*Course:

*Campus/Mode/Class:

*Student ID:



Examiner – submit a grade change

- The search student will be displayed on the page for initiating a grade change

Marks & Grades

Mark by Assignment

Result Reports

Gradebook

Semester 1, 2018 | Regular Academic Session | University of Southern QLD | Research

SCI9011 - DIR (33454)

Return to Grade Change

Master of Science Research Project A (Dir Study - IPSCH)

Assignment Notes Exist

No Assignment Notes

AI: Academic Integrity

Submit Grade Change

Student ID	Student Name	Reason for Change	Examiner Comments	PROGREPORT 1/100%	Overall %	Official Grade	Calculated Grade	Override Grade		
		Appeal Uph	testing	1.00	100.00	ONG	ONG	RN	Note	Release Note (1)

Message

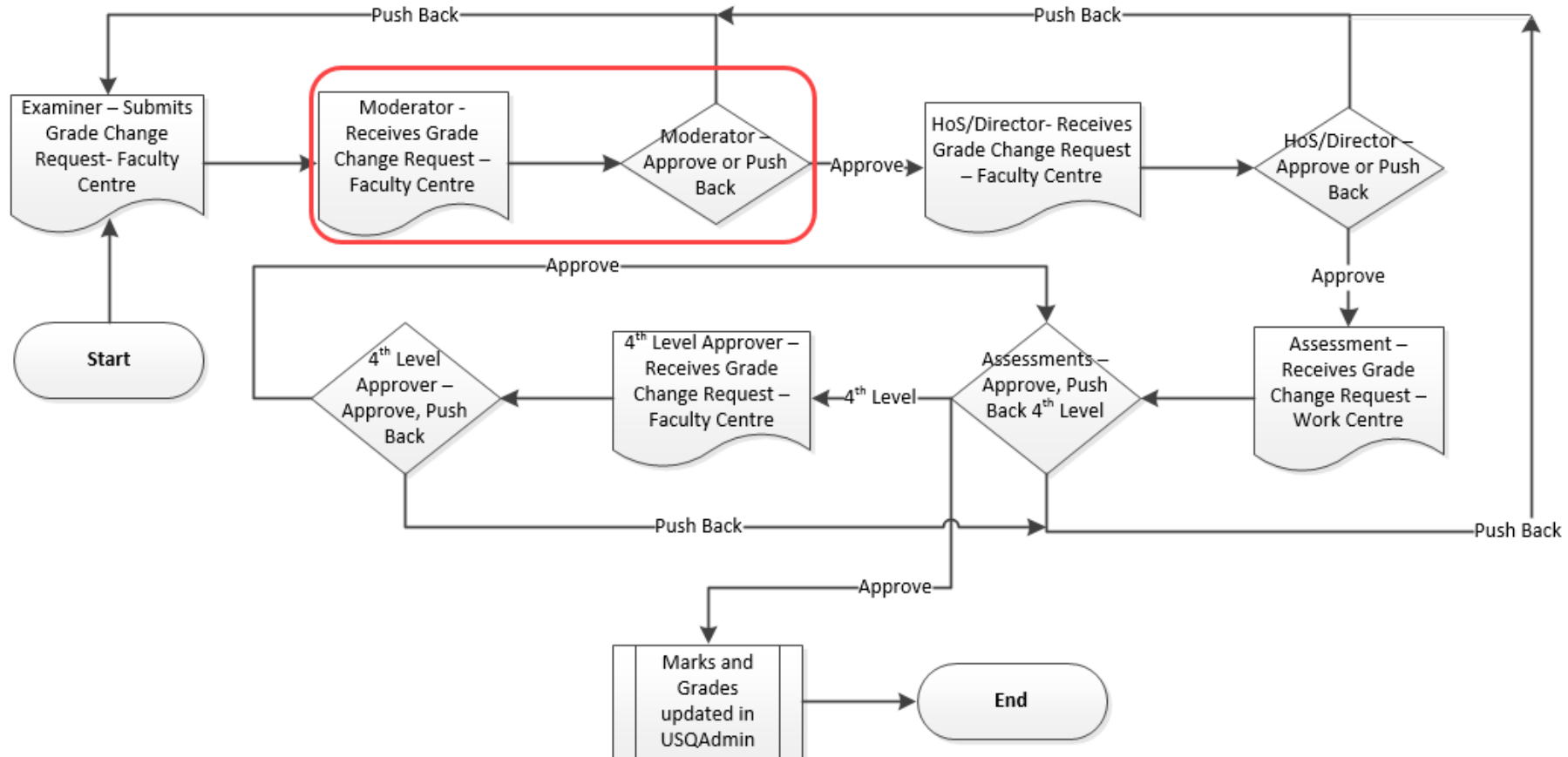
Your Upgrade/Change of Grade request/s have been submitted for approval. (24000,893)

OK



Approval Workflow kicks off

- Request status is now set at 'Pending Moderator'
- Based on the access control set up, the request is to be sent to the respective Moderator for review





Next level approver – Moderator -> Head of School

- Process – 'Email Notification to Staff' runs every 30 minutes
- Moderator receives the email for action



@usq.edu.au

Grade Change Request/s awaiting your approval

To

Dear Moderator,

The below course/s have been identified as having students with grade change requests approved and submitted by the Course Examiner. These are now awaiting your approval.

- < STA 3300 Semester 1, 2017 >

You can access Grade Change requests assigned to you for approval via your [Faculty Centre](#). Please assess and either approve or pushback each grade change as necessary. Once approved, the change of grade will be automatically forwarded to the Head of School/Director for next level approval.

If you require assistance, please contact your [specific assessment team contact](#)

Kind Regards



Next level approver – Grade Change Approval

- Review the submitted grade change request
- 'Approve' or 'Pushback'

[Faculty Centre](#) [Advisor Centre](#) [Search](#) [Grade Change - Student](#) [Grade Change - Course/Class](#) [Grade Change Approval](#)

Grade Change Approval

Please assess and save the grade change/s for further approval. Changes of grade for individual students are submitted by the Examiner who updates the student's marks and grades where appropriate. Prior approval details are recorded for each class.

*Approver Role:

▼ Semester 1, 2018 - AGR3304 - Soil Science, Toowoomba Online (32919)

Total Students: 1

Student ID	Student Name	Grade Change Evaluation	ASSIGN 1 150/15% Before	ASSIGN 1 150/15% After	DIS GROUP 150/15% Before	DIS GROUP 150/15% After	EXAM 700/70% Before	EXAM 700/70% After	Sup EXAM 700/70%	Overall % Before	Overall % After	Previous Grade	New Calc Grade	Reason for Change
		<div>Approve Push Back</div>	91.00	91.00	0.00	0.00				9.00	9.00	IDS	FNS	Other

Approve All

Push Back All

Clear All

Save

Examiner

Examiner Comments

Student was unable to attend



Next level approver – Pushback

- If the request gets pushed back, the approver needs to give a reason.

Faculty Centre Advisor Centre Search **Grade Change - Student** Grade Change - Course/Class Grade Change Approval

Grade Change Approval

Please assess and save the grade change/s for further approval. Changes of grade for individual students are submitted by the Examiner who updates the student's marks and grades where appropriate. Prior approval details are recorded for each class.

*Approver Role:

▼ Semester 1, 2018 - AGR3304 - Soil Science, Toowoomba Online (32919)

Total Students: 1

Student ID	Student Name	Grade Change Evaluation	Grade Change Feedback	ASSIGN 1 150/15% Before	ASSIGN 1 150/15% After	DIS GROUP 150/15% Before	DIS GROUP 150/15% After	EXAM 700/70% Before	EXAM 700/70% After	Sup EXAM 700/70%	Overall % Before	Overall % After	Previous Grade	New Calc Grade	Reason for Change
		<input type="text" value="Push Back"/>	<input type="text"/>	91.00	91.00	0.00	0.00				9.00	9.00	IDS	FNS	Other



Approve All

Push Back All

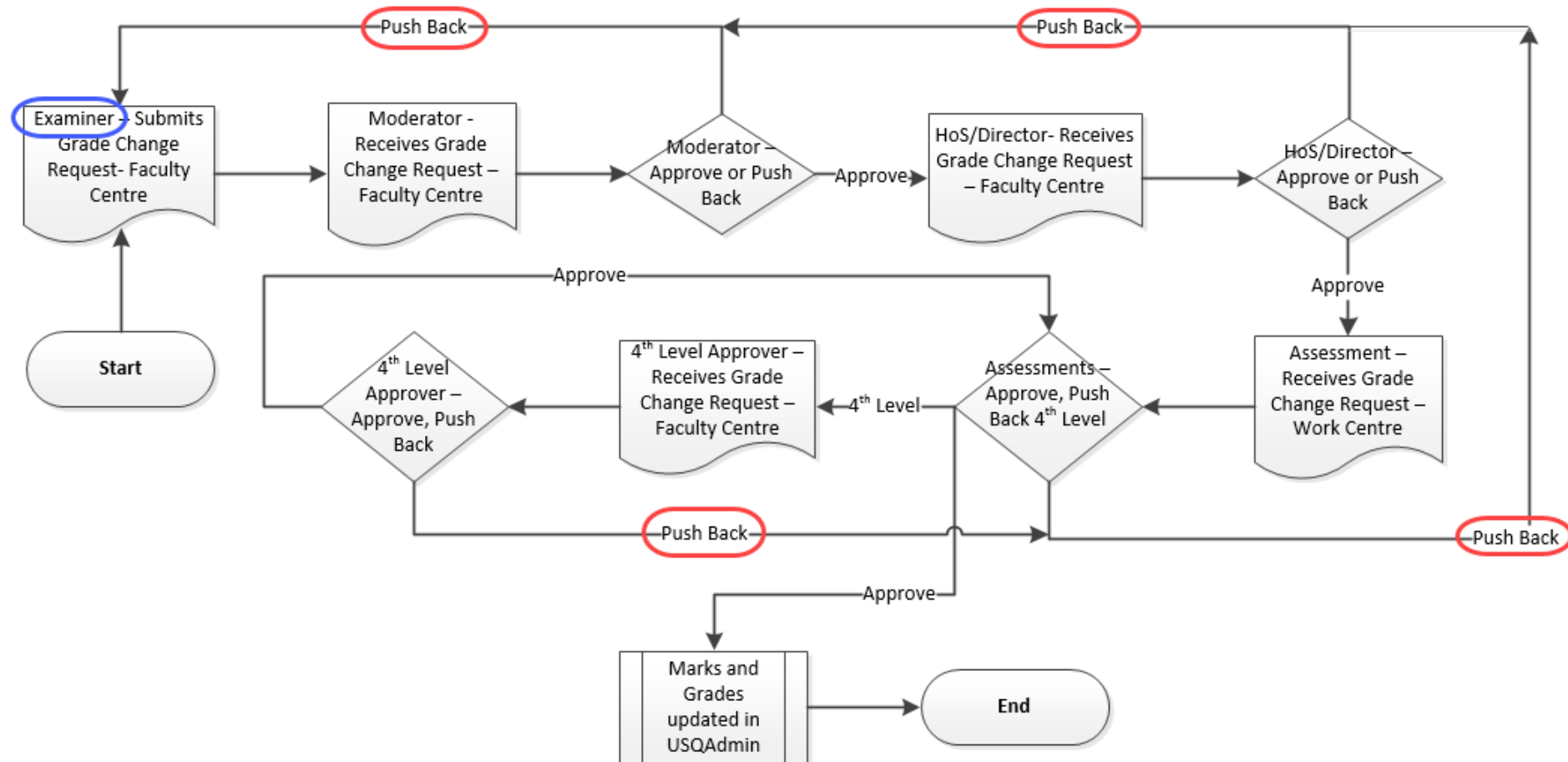
Clear All

Save



Approvers - Pushback

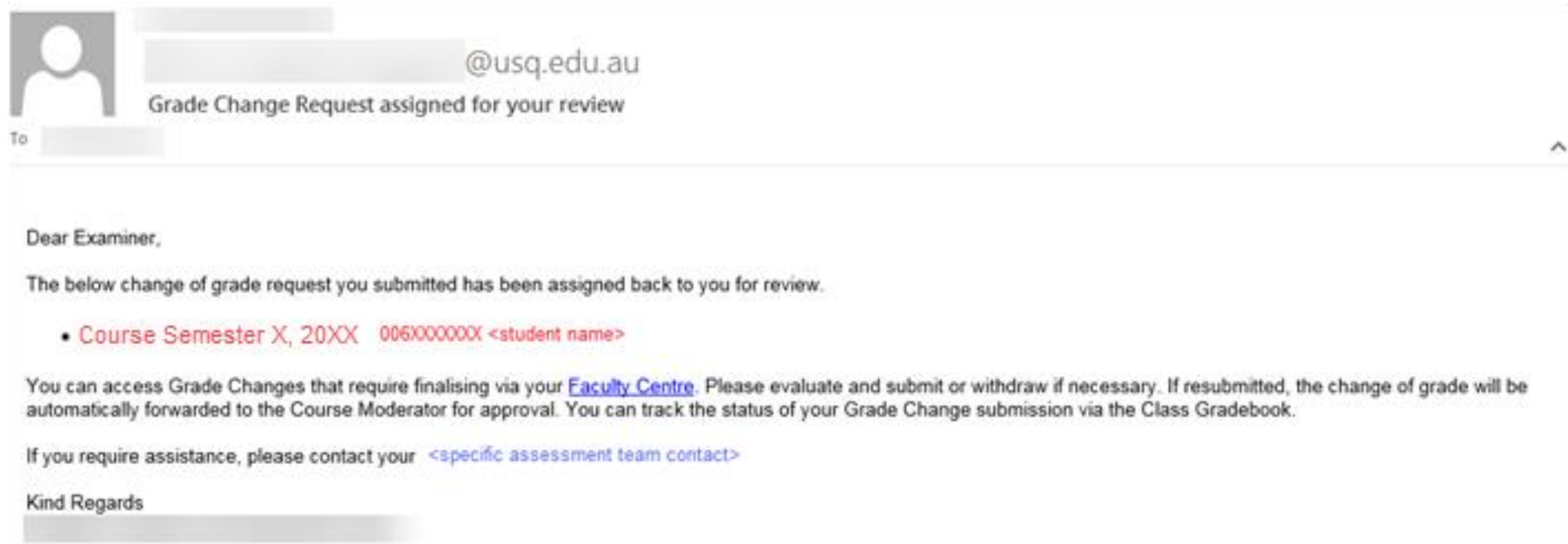
- When 'Pushback' happens, the request is to be pushed back to the Examiner for review
- The Examiner can cancel or resubmit the pushback request





Course Examiner – Pushback

- Examiners will receive an email notification when a request gets pushed back





Course Examiner – cancel a pushback request

- Examiners can cancel a pushback request

Submit Grade Change											Count of students shown in table: 2	
Student ID	Student Name	Reason for Change	Status	Cancel Request	Pushback	ConfProp 100/99%	ProgReport 1/1%	Overall %	Official Grade	Calculated Grade	Override Grade	Grade Change Feedback
0000000000		Upgrade	Pending Examiner		<input checked="" type="checkbox"/>	1.00	1.00	2.00	RN	F	Note	<div>19/07/2018 9:06 AM If this student is to remain on an 'RN', this Grade Change does not need to occur. Please withdraw the upgrade if this is the case.</div> Release Note (3)



Course Examiner – review a pushback request

- Examiners can review a pushback request by selecting the Student ID hyperlink

Submit Grade Change											
Count of students shown in table: 2											
Student ID	Student Name	Reason for Change	Status	Cancel Request	Pushback	ConfProp 100/99%	ProgReport 1/1%	Overall %	Official Grade	Calculated Grade	Override Grade
0000000000		Upgrade	Pending Examiner	✖	<input checked="" type="checkbox"/>	1.00	1.00	2.00	RN	F	Note Release Note (3

- A separate page opens up

Semester 1, 2018 SCI9012 Master Science Research Proj B TWMBBA ONCAMPUS Class Nbr 31610														
Student ID	Student Name	Request Status	ConfProp 100/99% Before	ConfProp 100/99% After	ProgReport 1/1% Before	ProgReport 1/1% After	Sup/Def Exam Status	Sup Work Marks	Sup Work Maximum Marks	Overall % Before	Overall % After	Previous Grade	New Cal Grade	Override Grade
		Examiner	1.00	1.00	1.00	1.00				2.00	2.00	RN	F	RN



Course Examiner – resubmit a pushback request

- Examiners can resubmit a pushback request

Submit Grade Change

Count of students shown in table: 1

Student ID	Student Name	Reason for Change	Status	Cancel Request	Pushback	ASSIGN1 100/5%	ASSIGN2 100/15%	2HREXAM 100/50%	ASSIGN4 100/15%	ASSIGN3 100/15%	Sup/Def Exam Status	Overall %	Official Grade
		Other	Pending Examiner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	99.71	78.50		91.11	95.33		45.00	IDS

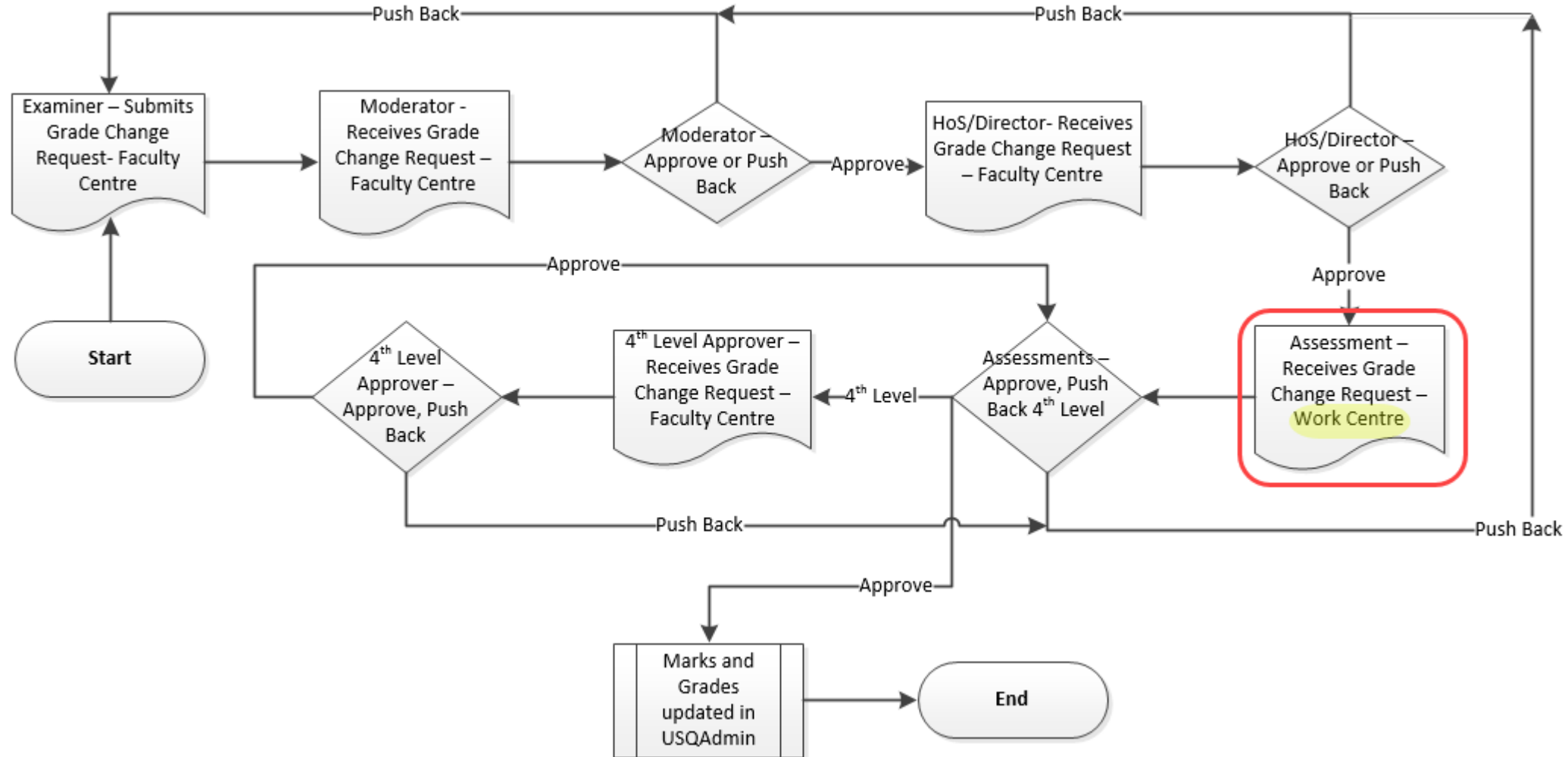
Submit Grade Change

Count of students shown in table: 1

Student ID	Student Name	Reason for Change	Examiner Comments	Status	Cancel Request	Pushback	ASSIGN1 100/5%	ASSIGN2 100/15%	2HREXAM 100/50%	ASSIGN4 100/15%	ASSIGN3 100/15%	Sup/Def Exam Status	Overall
0061030305	Trevis, Jacob Peter	Other	Student	Pending Examiner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	99.71	78.50		91.11	95.33		45.0



Approved requests received by Assessment Team





Assessment Team – Work Centre

BELA Assessment Team

Grade Change Navigations

Grade Change Work List

Assessment Team work list for Grade Changes

Change Grade Audit (Student)

Change Grade Audit (Student view)

Change Grade Audit (Course)

Change Grade Audit (Course view)

Delegate Access Control - E/M

Examiner Delegates for Grade Change Requests. Moderator Delegates for Grade Change Approval.

Delegate Access Control - HOS

Head of School/Director Delegate for Grade Change Approval.

USQ Gradebook

USQ Gradebook

Student Enquiry

View an at-a-glance overview of a student's information.

Query Viewer

Review existing queries.

BELA Assessment Team

Change of Grade Report

Green Amber Red

Category	Green	Amber	Red
FBELA - Examiner	0	0	1
FBELA - Moderator	5	1	0
FBELA - Assessments	0	0	1

Full Query Results

Grade Change Transaction Error

Request ID	ID	Career	Acad Prog	Acad Group	Term	Subject	Catalogue	DtTm Created	Status
------------	----	--------	-----------	------------	------	---------	-----------	--------------	--------

Full Query Results



Traffic Light Report – detailed data

- Select a coloured bar to view the details of the requests
- Which students, course and class
- Which approver/s the pending requests are sitting with and their email address

USQ_GRADE_TRAFFIC_AMBER_DETAIL- USQ_Grade_Traffic_chart_detail

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (3 kb)

View All

First 1-5 of 5 Last

	Semester	Faculty/Section	Student ID	Student Name	Course	Course Name	Class Campus	Class Mode	Class Number	Pushback to Examiner	Request Status	Level	Updated Date	Created Date	Staff Id	Staff Name	Staff Email
1	S1, 2018	FBELA			ACC3118	Auditing	TWMBA	ONCAMPUS	31769		Pending Moderator	AMBER	24/10/2018 6:23:52PM	24/10/2018 6:23:52PM			
2	S1, 2018	FBELA			ACC3118	Auditing	TWMBA	ONCAMPUS	31769		Pending Moderator	AMBER	24/10/2018 6:23:52PM	24/10/2018 6:23:52PM			
3	S1, 2018	FBELA			ACC3118	Auditing	TWMBA	ONCAMPUS	31769		Pending Moderator	AMBER	24/10/2018 6:23:52PM	24/10/2018 6:23:52PM			
4	S1, 2018	FBELA			ACC3118	Auditing	TWMBA	ONCAMPUS	31769		Pending Moderator	AMBER	24/10/2018 6:23:52PM	24/10/2018 6:23:52PM			
5	S1, 2018	FBELA			CIS1000	Information Systems Concepts	TWMBA	ONLINE	32805		Pending Moderator	AMBER	24/10/2018 11:09:35AM	24/10/2018 11:09:34AM			



Assessment Team – Grade Change Work List

Grade Change Work List

Search Criteria

Faculty/Dept:

Semester:

Student ID:

Course:

Campus:

Assigned:

Class:

Mode:

Search

Course List

Personalize | Find | View All | | First 1-9 of 9 Last

	Semester	Course	Course Name	Campus	Mode	Class	Student Count	Assigned To
1	2530	CSC8407	Wireless & Internet Technology	TWMBA	LE01	8529	1	<input type="text"/>
2	2530	NUR2199	Clinical AA Situated Practice	IPSCH	DIR	10051	1	<input type="text"/>
3	2550	CIV3907	Civil Systems Practice	TWMBA	EXT	25345	1	<input type="text"/>
4	2560	HEA8302	Culture Determinant of Health	TWMBA	ONL	32872	2	<input type="text"/>
5	2560	NUR1100	Introduction to Nursing Praxis	IPSCH	LE01	34244	1	<input type="text"/>
6	2560	NUR3099	Clinical D Nursing Communities	TWMBA	DIR	31456	1	<input type="text"/>
7	2560	PMC1101	Public Health	IPSCH	LE01	32238	3	<input type="text"/>
8	2560	PMC1104	Paramedic Skills	IPSCH	DIR	33465	1	<input type="text"/>
9	2560	URP1001	Intro to Urban & Regional Plan	TWMBA	ONL	32978	1	<input type="text"/>



Assessment Team – Grade Change Approval

Grade Change Approval

Please assess and save the grade change/s for further approval. Changes of grade for individual students are submitted by the Examiner who updates the student's marks and grades where appropriate. Prior approval details are recorded for each class.

*Approver Role:

▼ Semester 1, 2018 - PMC1101 - Public Health, Ipswich On-Campus (32238)

Total Students: 3

Student ID	Student Name	Grade Change Evaluation	Project 50/50% Before	Project 50/50% After	Quiz 50/50% Before	Quiz 50/50% After	Overall % Before	Overall % After	Previous Grade	New Calc Grade	Reason for Change	Examiner	Examiner Comments	Moderator	Head of School
		<div><div>▼</div><div>4th Level Approver</div><div>Approve</div><div>Push Back</div></div>		15.50				16.00	RN	FNC	Other				
			15.00	15.00	29.79	29.79	45.00	45.00	IM	F	Other				
		<div><div>▼</div></div>		32.00	40.43	40.43	40.00	72.00	RN	B	Other				

Approve All

Push Back All

Clear All

Save

Return



Assessment Team – assign a request to '4th Level Approver'

- ad-hoc workflow approval
- request status updates to 'Pending 4th Lv Approver' to push the request to the assigned staff and to trigger email notification going to that staff

Grade Change Approval

Please assess and save the grade change/s for further approval. Changes of grade for individual students are submitted by the Examiner who updates the student's marks and grades where appropriate. Prior approval details are recorded for each class.

*Approver Role: Assessment Team

▼ Semester 1, 2018 - PMC1101 - Public Health, Ipswich On-Campus (32238)

Total Students: 3

Student ID	Student Name	Grade Change Evaluation	4th Level Approver ID	4th Level Approver	Project 50/50% Before	Project 50/50% After	Quiz 50/50% Before	Quiz 50/50% After	Overall % Before	Overall % After	Previous Grade	New Calc Grade	Reason for Change	Examiner	Examiner Comments
		4th Level Approver ▼ <input type="text" value=""/>				15.50				16.00	RN	FNC	Other		



'4th Level Approver' – email notification



[Redacted]

[Redacted]@usq.edu.au

Grade Change Request/s awaiting your approval

To

[Redacted]



Dear 4th Level Approver,

The below course has been identified as having a student with a grade change request submitted by the Course Examiner and approved by the Moderator and Head of School/Director. This request is now awaiting your approval.

- < PMC 1101 Semester 1, 2018 >

You can access Grade Change requests assigned to you for approval via the [Faculty Centre](#). Please assess and either approve or pushback the grade change as necessary. Once approved, the change of grade will be automatically forwarded to the Assessment Team for final approval and processing.

If you require assistance, please contact your [Academic Support Team](#).

Kind Regards
Academic Support Team



'4th Level Approver' – Grade Change Approval

Grade Change Approval

Please assess and save the grade change/s for further approval. Changes of grade for individual students are submitted by the Examiner who updates the student's marks and grades where appropriate. Prior approval details are recorded for each class.

*Approver Role: Approver

▼ Semester 1, 2018 - PMC1101 - Public Health, Ipswich On-Campus (32238)

Total Students: 1

Student ID	Student Name	Grade Change Evaluation	Project 50/50% Before	Project 50/50% After	Quiz 50/50% Before	Quiz 50/50% After	Overall % Before	Overall % After	Previous Grade	New Calc Grade	Reason for Change	Examiner	Examiner Comments	Moderator	Head of School
		<div>▼</div>		15.50				16.00	RN	FNC	Other				

Approve
Push Back

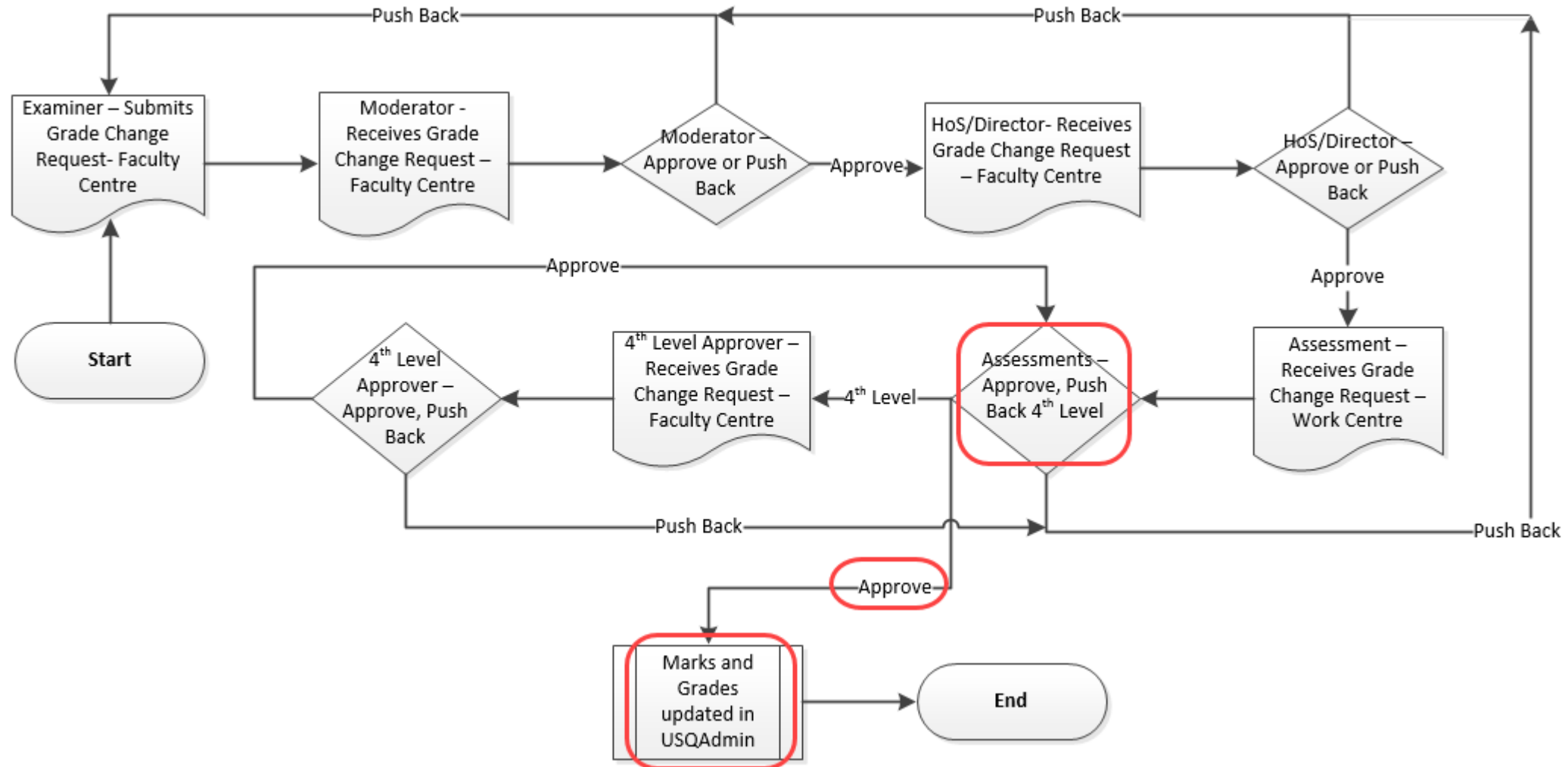
Approve All

Push Back All

Clear All

Save

Approval Workflow – final status of the request 'Approved'





What will happen automatically once a request is 'Approved' by Assessment?

- Marks for outstanding assessments, including supplementary marks, will be saved in the Gradebook automatically
- Grade change will be automatically processed via Enrolment Request – Grade Change
- Updated marks and grades will be published to the students via their Student Centre
- Email will be sent to the students advising a grade change via Oracle Service Cloud



Student Communication

- Once a grade change request has been fully signed off and finalised by the Assessment staff

The email template features the USQ logo at the top right. Below it is a large blue banner with a white border containing the text 'Change of Grade'. The main body of the email is white and contains the following text:

Dear [Redacted]

A change of grade has been processed to your Academic Record for the following course/s:

- STA2300 Data Analysis - Semester 1, 2017

Please log in to your [Student Centre](#) to confirm your grade. If you have any questions concerning your change of grade, please contact your Course Examiner.

Kind Regards
Academic Support Team
Faculty of Health, Engineering and Science



Grade Change Audit Page – by Student

Change Grade Audit (Student)

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Academic Institution	begins with ▼	<input type="text" value="USQAU"/>	
Academic Group	begins with ▼	<input type="text"/>	
Term	begins with ▼	<input type="text"/>	
Class Nbr	= ▼	<input type="text"/>	
Empl ID	begins with ▼	<input type="text"/>	

Search

Clear

Basic Search

Save Search Criteria

Search Results

View All							First		1-4 of 4		Last
Academic Institution	Academic Group	Term	Subject Area	Catalogue Nbr	Class Nbr	Empl ID	Campus	Description	Request Status		
USQAU	FHESC	2540	AGR	2301	17624		TWMBA	Agricultural Science	Approved		
USQAU	FHESC	2540	ENG	1100	17788		TWMBA	Intro to Engineering Design	Approved		
USQAU	FHESC	2540	ENG	1901	17793		TWMBA	Engineering Practice 1	Approved		
USQAU	FHESC	2560	ENG	3003	31340		TWMBA	Engineering Management	Approved		



Grade Change Audit Page – by Student

- Marks and Grades page

Marks and Grades Approval Details Communications

Semester 2, 2017 ENG1100 Intro to Engineering Design TWMB A ONCAMPUS Class Nbr 17788

Student ID	Student Name	Request Status	ASSIGN 1 300/30% Before	ASSIGN 1 300/30% After	ASSIGN 2 300/30% Before	ASSIGN 2 300/30% After	ASSIGN 3 400/40% Before	ASSIGN 3 400/40% After	Sup/Def Exam Status	Sup Work Marks	Sup Work Maximum Marks	Overall % Before	Overall % After	Previous Grade	New Cal Grade	Override Grade	Enrolment
		Approved	141.00	141.00	88.00	88.00	221.00	221.00		102.00	200.00	45.00	45.00	IM	C		000314537

- Approval Details page

Marks and Grades Approval Details Communications

Semester 2, 2017 ENG1100 Intro to Engineering Design TWMB A ONCAMPUS Class Nbr 17788

Student ID	Student Name	Request Status	Reason for Change	Examiner Comments	Examiner/Designee Approver	Date/Time	Moderator/Designee Approver	Date/Time	HoS/Director/Designee Approver	Date/Time	4th Level Approver
		Approved	Upgrade of Incomplete Results			25/01/18 2:52PM		16/02/18 8:44AM		28/02/18 3:32PM	



Grade Change Audit Page – by Student

- Approval Details page – cont'd

Marks and Grades

Approval Details

Communications

Semester 2, 2017 ENG1100 Intro to Engineering Design TWMB ONCAMPUS Class Nbr 17788

Student ID	Student Name	Request Status	Reason for Change	Examiner Comments	Examiner/Designee Approver	Date/Time	Moderator/Designee Approver	Date/Time	HoS/Director/Designee Approver	Date/Time	4th Level Approver	
		Approved	Upgrade of Incomplete Results			25/01/18 2:52PM		16/02/18 8:44AM		28/02/18 3:32PM		

4th Level Approver	Date/Time	Assessment Team Approver	Date/Time	Pushback	Grade Change Feedback
			28/02/18 3:47PM		



Grade Change Audit Page – by Student

- Communications page

Marks and Grades Approval Details **Communications**

Semester 2, 2017 ENG1100 Intro to Engineering Design TWMBBA ONCAMPUS Class Nbr 17788

Student ID	Student Name	Communication Type	Description	Date/Time Created	Status
		GRDAPPR_1	Approved Change of Grade	28/02/18 3:47:24PM	Success



Grade Change Audit Pages – by Course

- This functionality works similarly as the Grade Change Audit – Student
- Search and page details are on Course basis

Change Grade Audit (Course)

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Academic Institution	begins with ▼	USQAU	🔍
Academic Group	begins with ▼	FBELA	🔍
Term	begins with ▼	2560	🔍
Subject Area	begins with ▼		🔍
Catalogue Nbr	begins with ▼		
Description	begins with ▼		

☐ Case Sensitive

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

Search Results

View All						First	1-100 of 191	Last
Academic Institution	Academic Group	Term	Subject Area	Catalogue Nbr	Description	Campus		
USQAU	FBELA	2560	ACC	1101	Accounting for Decision-Making	TWMBA		
USQAU	FBELA	2560	ACC	1105	Accounting Principles	TWMBA		
USQAU	FBELA	2560	ACC	2113	Management Accounting I	TWMBA		
USQAU	FBELA	2560	ACC	2115	Company Accounting	TWMBA		
USQAU	FBELA	2560	ACC	3114	Management Accounting II	TWMBA		
USQAU	FBELA	2560	ACC	3116	Accounting and Society	TWMBA		
USQAU	FBELA	2560	ACC	3118	Auditing	TWMBA		
USQAU	FBELA	2560	ACC	5202	Accounting	TWMBA		
USQAU	FBELA	2560	ACC	5216	Accounting Theory	TWMBA		

Change Grade Audit (Course)

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Academic Institution	begins with ▼	USQAU	🔍
Academic Group	begins with ▼	FBELA	🔍
Term	begins with ▼	2560	🔍
Subject Area	begins with ▼	ACC	🔍
Catalogue Nbr	begins with ▼	1101	
Description	begins with ▼		

☐ Case Sensitive

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

Search Results

View All						First	1 of 1	Last
Academic Institution	Academic Group	Term	Subject Area	Catalogue Nbr	Description	Campus		
USQAU	FBELA	2560	ACC	1101	Accounting for Decision-Making	TWMBA		



Grade Change Audit Pages – by Course

- By selecting one of the search results, it opens up all the pending and finalised grade changes of that course/class
- Same as 'by Student', it provides each grade change transaction records of Marks & Grades, their Approval Details and Communications

Marks and Grades

Approval Details

Communications

Semester 1, 2018

ACC1101 Accounting for Decision-Making TWMBALINE Class Nbr 32807

Student ID	Student Name	O/L TEST 1 20/10% Before	O/L TEST 1 20/10% After	O/L TEST 2 30/15% Before	O/L TEST 2 30/15% After	ASSIGNMENT 90/15% Before	ASSIGNMENT 90/15% After	EXAM 100/60% Before	EXAM 100/60% After	Sup/Def Exam Status	Sup Work Marks	Sup Work Maximum Marks	Sup EXAM Marks	Overall % Before	Overall % After	Previous Grade	New Cal Grade	Override Grade	Enrolment Request ID
		11.00	11.00			67.20	67.20							17.00	17.00	RN	FNS	FNS	0003224656
		14.00	14.00	22.25	22.25	70.02	70.02	39.00	40.00					54.00	54.00	IS	C		0003218660
		19.00	19.00	27.75	27.75	79.02	79.02		73.00					80.00	80.00	RN	A		0003218659



Grade Change Audit Pages – by Course

- Approval Details page

Marks and Grades

Approval Details

Communications

Semester 1, 2018

ACC1101 Accounting for Decision-Making

TWMBBA ONLINE

Class Nbr 32807

	Student ID	Student Name	Request Status	Reason for Change	Examiner Comments	Examiner/Designee Approver	Date/Time	Moderator/Designee Approver	Date/Time	HoS/Director/Design Approver
1			Approved	Other	Informed via email from Kristy Sheedy dated 12 July that student did not sit for exam.		12/07/18 10:46AM		16/07/18 1:13PM	
2			Approved	Other	Revised exam mark from 39 to 40 after moderation.		09/07/18 4:35PM		11/07/18 7:59PM	
3			Approved	Other	Late exam script arrival now assessed.		10/07/18 11:35AM		11/07/18 7:59PM	



Grade Change Audit Pages – by Course

- Communication page

Marks and Grades

Approval Details

Communications

Semester 1, 2018

ACC1101 Accounting for Decision-Making TWMB A ONLINE Class Nbr 32807

Student ID	Student Name	Communication Type	Description	Date/Time Created	Status
		GRDAPPR_1	Approved Change of Grade	16/07/18 1:43:05PM	Success
		GRDAPPR_1	Approved Change of Grade	12/07/18 10:01:18AM	Success
		GRDAPPR_1	Approved Change of Grade	12/07/18 10:01:16AM	Success



Conclusion – something to share ...

- More in-depth testing would be ideal (more resources required though)
- Early engagement with the stakeholders is valuable
- Understand the business requirements – what are the 'must have' and what are the 'nice to have'
- Keep the functional design transparent to the stakeholders (be informed) at all times and be open to feedback (take them on board)
- Delivered a solution which the business users are happy with (because of their early involvement!!)
- Review the solution together with the stakeholders after delivery for a couple of months
→ this helps to generate constructive feedback



Questions?



Thank you!

Find out more:

@ KaWing.Leung@usq.edu.au

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