

## Processes to Monitor, Review and Improve Student Progress

|                                   |                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Administrators Responsible</b> | Dean, Registrar, Program Administration,                                                                                                                                                                                                                                                                                                                                   |
| <b>Introduction</b>               | This document outlines the processes employed to monitor, review, and improve student progress at both the course and student cohort levels. The process also covers students who have been granted RPL. These processes are designed to ensure academic excellence, support student achievement, and align with TEQSA requirements for quality assurance and enhancement. |

| Monitoring Student Progress                     |                                                                                                                                                                                        |                                                                                      |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|                                                 | Process                                                                                                                                                                                | Tool                                                                                 |
| <b>Academic Performance Tracking</b>            | Regular assessments (assignments, exams, quizzes) are conducted to measure student understanding and skills acquisition.                                                               | Learning Management System (LMS) for real-time tracking of grades and participation. |
| <b>Attendance and Engagement Monitoring</b>     | Attendance is tracked for each class session, while engagement is monitored through participation in class discussions, group work, and online forums.                                 | Attendance management software integrated with the LMS.                              |
| <b>Early Identification of Students at Risk</b> | Students who show signs of academic difficulty (e.g., low grades, poor attendance, LMS engagement, submission of assignments) are identified early in the semester.                    | Automated alerts from the LMS and attendance software.                               |
| Reviewing Student Progress                      |                                                                                                                                                                                        |                                                                                      |
| <b>Periodic Academic Reviews</b>                | Academic performance and engagement levels are reviewed mid-semester and at the end of each semester by Program Administration                                                         | Faculty & Program Coordinators.                                                      |
| <b>Student Feedback Collection</b>              | Surveys and feedback forms are distributed to gather student input on their learning experience, challenges faced, and suggestions for improvement.                                    | Online survey platforms, focus group discussions.                                    |
| <b>Cohort Performance Analysis</b>              | Aggregate performance data for each cohort is analysed to identify trends, successes and areas needing improvement.                                                                    | LMS, Excel                                                                           |
| Improving Student Progress                      |                                                                                                                                                                                        |                                                                                      |
| <b>Tailored Support Services</b>                | Based on the review findings, targeted support services (tutoring, counseling, study skills workshops) are offered to students in need. This is covered in the Student Support Policy. | Program Administration & Student Support Services                                    |

The commitment to monitoring, reviewing, and improving student progress is fundamental to our mission of providing high-quality education. Through these structured processes, we ensure that every student receives the

support and resources they need to achieve academic success, while also contributing to the continuous enhancement of our educational offerings.

## TEMPLATE OF DEAN'S QUARTERLY REPORT TO THE ACADEMIC BOARD

**Table 1: Active Enrollments**

| Course                                 |                  | Gender (%)       | Average work experience (in months) |
|----------------------------------------|------------------|------------------|-------------------------------------|
| Master of Cyber Security               | January intake   | Male:<br>Female: |                                     |
|                                        | May intake       | Male:<br>Female: |                                     |
|                                        | September intake | Male:<br>Female: |                                     |
| Graduate Diploma in Cyber Security     | January intake   | Male:<br>Female: |                                     |
|                                        | May intake       | Male:<br>Female: |                                     |
|                                        | September intake | Male:<br>Female: |                                     |
| Graduate Certificate in Cyber Security | January intake   | Male:<br>Female: |                                     |
|                                        | May intake       | Male:<br>Female: |                                     |
|                                        | September intake | Male:<br>Female: |                                     |

**Table 2: Summary of Grade Analysis**

| Master of Cyber Security |    |   |   |   |   |   |       |
|--------------------------|----|---|---|---|---|---|-------|
|                          | HD | D | C | P | F | I | TOTAL |
| Unit 1                   | %  | % | % | % | % | % | %     |
| Unit 2                   | %  | % | % | % | % | % | %     |
| Unit 3                   | %  | % | % | % | % | % | %     |
| Unit 4                   | %  | % | % | % | % | % | %     |
| Unit 5                   | %  | % | % | % | % | % | %     |

**Table 3: Student Course Progression and Analysis Report**

|                                        |                  | Enrolled Students | Attrition | Attrition rate (%) | Deferred | Deferral rate (%) | Progressed | Progression rate (%) | Completed | Completion rate (%) |
|----------------------------------------|------------------|-------------------|-----------|--------------------|----------|-------------------|------------|----------------------|-----------|---------------------|
| Master of Cyber Security               | January intake   |                   |           | %                  |          | %                 |            | %                    |           | %                   |
|                                        | May intake       |                   |           |                    |          |                   |            |                      |           |                     |
|                                        | September intake |                   |           |                    |          |                   |            |                      |           |                     |
| Graduate Diploma in Cyber Security     | January intake   |                   |           | %                  |          | %                 |            | %                    |           | %                   |
|                                        | May intake       |                   |           |                    |          |                   |            |                      |           |                     |
|                                        | September intake |                   |           |                    |          |                   |            |                      |           |                     |
| Graduate Certificate in Cyber Security | January intake   |                   |           | %                  |          | %                 |            | %                    |           | %                   |
|                                        | May intake       |                   |           |                    |          |                   |            |                      |           |                     |
|                                        | September intake |                   |           |                    |          |                   |            |                      |           |                     |

**Table 4: Course Feedback Comparison Report**

| Course Name |        | January intake                 | May intake | September intake |
|-------------|--------|--------------------------------|------------|------------------|
|             |        | (Feedback rating is out of 10) |            |                  |
| Semester 1  | Unit 1 |                                |            |                  |
|             | Unit 2 |                                |            |                  |
|             | Unit 3 |                                |            |                  |
|             | Unit 4 |                                |            |                  |
| AVERAGE     |        |                                |            |                  |

## TEMPLATE OF REGISTRAR'S QUARTERLY REPORT TO THE ACADEMIC BOARD

**Table 1: Summary of Support Services and Their Effectiveness**

| Course Name |                           | January intake                 | May intake | September intake |
|-------------|---------------------------|--------------------------------|------------|------------------|
|             |                           | (Feedback rating is out of 10) |            |                  |
| Semester 1  | Tutoring Services         |                                |            |                  |
|             | Counseling Support        |                                |            |                  |
|             | Internships Support       |                                |            |                  |
|             | Career Excellence Support |                                |            |                  |

**Table 2: Student-at-Risk (SAR) Register Template**

| Student ID | Name | Program/Course | Risk Indicator(s) | Date Identified | Action Taken | Responsible Staff | Follow-Up Date | Outcome | Notes |
|------------|------|----------------|-------------------|-----------------|--------------|-------------------|----------------|---------|-------|
|            |      |                |                   |                 |              |                   |                |         |       |
|            |      |                |                   |                 |              |                   |                |         |       |
|            |      |                |                   |                 |              |                   |                |         |       |
| ...        | ...  | ...            | ...               | ...             | ...          | ...               | ...            | ...     | ...   |

### Key Metrics Explained:

|                           |                                                                                                                                                     |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Student ID:</b>        | A unique identifier for the student.                                                                                                                |
| <b>Name:</b>              | The full name of the student.                                                                                                                       |
| <b>Program/Course:</b>    | The specific program or course the student is enrolled in.                                                                                          |
| <b>Risk Indicator(s):</b> | Specific signs indicating the student is at risk (e.g., low attendance, poor grades, mental health concerns).                                       |
| <b>Date Identified:</b>   | The date on which the student was identified as being at risk.                                                                                      |
| <b>Action Taken:</b>      | Immediate steps or interventions taken to support the student (e.g., academic counseling, tutoring services, referral to student support services). |
| <b>Responsible Staff:</b> | The staff member responsible for overseeing the intervention or support provided to the student.                                                    |
| <b>Follow-Up Date:</b>    | Scheduled date for following up on the student's progress post-intervention.                                                                        |
| <b>Outcome:</b>           | The result of the intervention or action taken (e.g., improved attendance, grade improvement, ongoing support).                                     |
| <b>Notes:</b>             | Any additional information relevant to the student's situation or support needs (e.g., part-time work, family issues).                              |

**Table 3: Student Agent Performance Monitoring (Bi-Annual)**

| Agent ID | Agent Name | Region/Country | Number of Students Recruited | Student Satisfaction Score | Response Time (hrs) | Conversion Rate (%) | Retention Rate (%) | Compliance with Policies (%) | Notes/Feedback |
|----------|------------|----------------|------------------------------|----------------------------|---------------------|---------------------|--------------------|------------------------------|----------------|
| 1        |            |                |                              |                            |                     |                     |                    |                              |                |
| 2        |            |                |                              |                            |                     |                     |                    |                              |                |
| 3        |            |                |                              |                            |                     |                     |                    |                              |                |
| ...      | ...        | ...            |                              |                            |                     |                     |                    |                              |                |

**Key Metrics Explained:**

|                                      |                                                                                                              |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <b>Agent ID &amp; Agent Name:</b>    | Unique identifier and name of the student agent for easy reference.                                          |
| <b>Region/Country:</b>               | The geographic area the agent is responsible for.                                                            |
| <b>Number of Students Recruited:</b> | The total number of students successfully recruited by the agent within a specific timeframe.                |
| <b>Student Satisfaction Score:</b>   | Average satisfaction score from students recruited by the agent, measured through surveys or feedback forms. |
| <b>Response Time (hrs):</b>          | Average time taken by the agent to respond to student inquiries.                                             |
| <b>Conversion Rate (%):</b>          | Percentage of initial inquiries or applications converted into enrolled students.                            |
| <b>Retention Rate (%):</b>           | Percentage of recruited students who continue their studies beyond the first year or semester.               |
| <b>Compliance with Policies (%):</b> | The agent's adherence to institutional and regulatory policies, measured as a percentage.                    |
| <b>Notes/Feedback:</b>               | Any additional comments, notable achievements, areas for improvement, or other relevant feedback.            |