

Annual Academic Quality Assurance @ UQ



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Executive summary

This document provides:

- an outline of Academic Quality Assurance (AQA) for programs and courses at UQ, with specific focus on the annual AQA process, and
- information on systems and data supporting that process.

The annual AQA process consists of:

1. Establishment of annual criteria and focus areas for examination
2. Identification of programs and course offerings for review
3. Analysis of data for programs and course offerings to be reviewed, and contextualisation based on local knowledge.
4. Documentation of responses to the data and any proposed actions
5. Review and endorsement of responses and actions
6. Implementation of proposed actions

Useful links:

- **AQA webpage:** <https://itali.uq.edu.au/advancing-teaching/evaluation-teaching/academic-quality-assurance-aqa>
- **PPL 3.30.04b Annual Programs, Plans and Courses Quality Assurance – Procedure:** [3.30.04 Annual Programs, Plans and Courses Quality Assurance - Policies and Procedures Library - The University of Queensland, Australia \(uq.edu.au\)](#)
- **AQA prioritisation and detailed reports, Online Responses report:** UQ Reportal, <https://reportal.pbi.uq.edu.au/BOE/BI?startFolder=AdooY4Ri8oVJu.Ecjeq.91o&isCat=true>
- **Online Response System:** <http://pbi.uq.edu.au/clientservices/AQAResponseSystem>
- **Training videos:**
 - **Prioritisation reports:** <https://youtu.be/8a7kguyS2r4>
 - **Detailed reports:** <https://youtu.be/nP8NZZ16xoU>
 - **Online response system:**
 - **Requesting response:** <https://youtu.be/7jH9rxbtUmA>
 - **Responding to request:** <https://youtu.be/jmtzeZO8adw>
 - **Approving response:** <https://youtu.be/Fp5q0jf9KmQ>

Contact details

Please refer questions about:

- AQA process, roles, responsibilities, thresholds, and timeline: dvca.office@uq.edu.au
- AQA reports in UQ Reportal, data, and Online Response System: pbi-support@uq.edu.au

1. Introduction

Academic Quality Assurance (AQA) framework is a set of principles, policies, procedures, and guidelines that aim to:

- support and inform cyclical program and course quality enhancement activities;
- enhance evidence-informed decision making about matters of academic quality;
- minimise administrative burden associated with academic quality assurance;
- limit reporting responsibility to stakeholders with agency over an issue; and
- ensure regulatory compliance.

The AQA framework is supported by analytical reports which present key metrics that can inform assessments of academic quality, and an online response system to capture feedback and actions arising from the review cycle.

2. Annual AQA process

2.1 General workflow

The annual Academic Quality Assurance process for programs and courses involves the following major steps:

1. Establishment of annual criteria and focus areas for examination; UQ-wide thresholds and Faculty/School specific indicators and thresholds for review.
2. Identification of programs and course offerings for review based on thresholds and indicators across specified quality domains.
3. Analysis of data for programs and course offerings to be reviewed, and contextualisation based on local knowledge.
4. Documentation of responses to the data and any proposed actions to improve academic quality outcomes in future offerings.
5. Review and endorsement of responses and actions by appropriate parties, as per PPL.
6. Implementation of proposed actions, and reflection of previous responses and actions in the next annual reporting cycle.

Within each faculty, the Associate Dean Academic is responsible for identifying programs and courses that require responses.

For some metrics there are University-wide minimum thresholds applied. They are available on <https://itali.uq.edu.au/advancing-teaching/evaluation-teaching/academic-quality-assurance-aqa> page.

Faculty and School Teaching and Learning committees may determine specific focal areas to be considered in the annual AQA process or may use the prioritisation reports to identify particular domains of interest for that year. It is not a requirement that every domain or indicator is addressed every year.

Once the list of programs and courses that require response has been defined, ADAs can flag these programs and courses in the AQA Response System, and refer response requests to the relevant party.

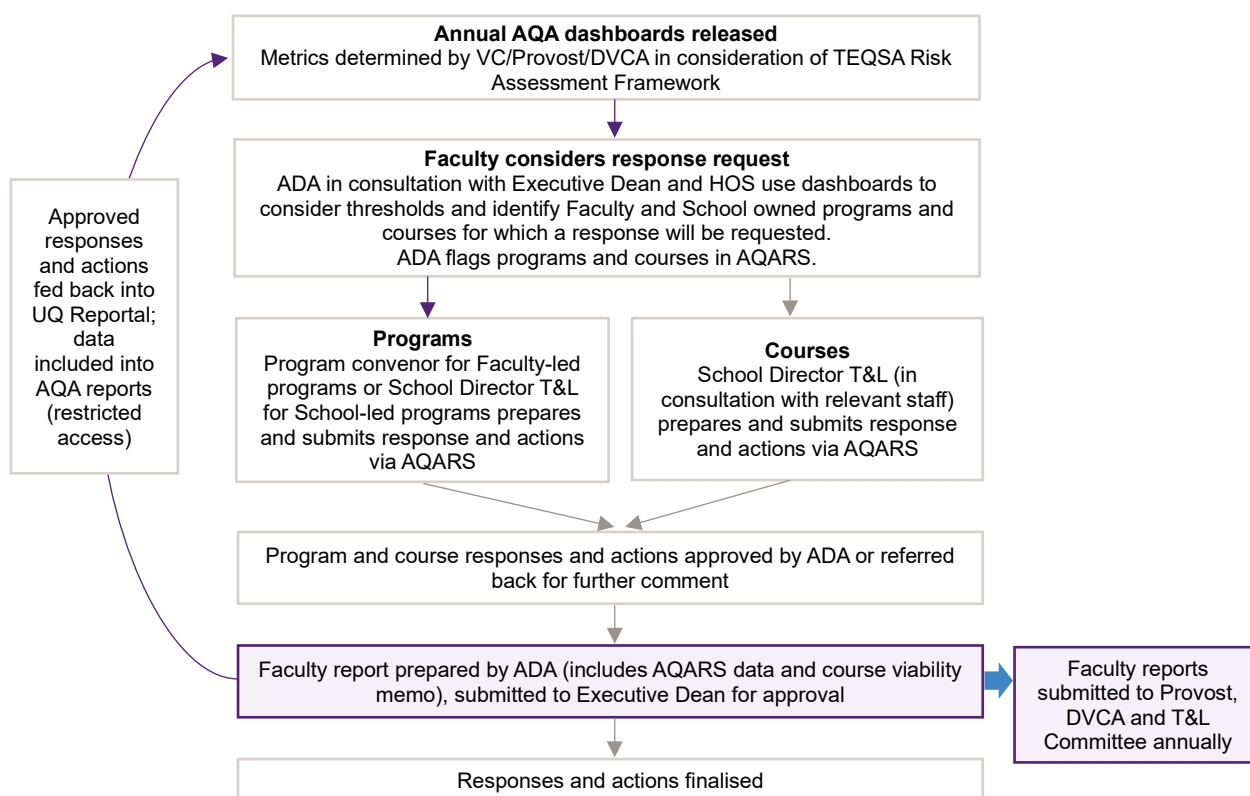
Note: an ADA or an Executive Dean can nominate staff members to assist with flagging by emailing staff full name and email address to planning@uq.edu.au.

The response coordinator (e.g., Program Convenor or Director, Teaching and Learning) in the relevant School will liaise with key staff (e.g., Course Coordinator) and provide a contextualised response through the Online Response System, including proposed actions if required.

After the response is submitted through the Online Response System, the ADA approves it or refers it back for further comment. In cases where the ADA is also the program convenor and provided the response, this should be considered in the Online Response System by the Executive Dean of the relevant faculty.

The approved consolidated reports are submitted to the Provost, Deputy Vice-Chancellor (Academic), and Teaching and Learning Committee of Academic Board.

Once fully approved, the responses and actions from that AQA round will be provided via UQ Reportal reports so they are available for the following year's process.



Further details about the process, roles and responsibilities are available in **PPL 3.30.04b Annual Programs, Plans and Courses Quality Assurance – Procedure**.

2.2 Annual review and response deadlines

The timeline for annual review and response for each reporting cycle is provided on the AQA webpage: <https://itali.uq.edu.au/advancing-teaching/evaluation-teaching/academic-quality-assurance-aqa>

2.3 Quality indicators

Program and course offerings are to be monitored annually using indicators selected from across the following quality domains:

Domain	Program indicators	Course indicators
Performance	<ul style="list-style-type: none"> Averaged GPAs of students enrolled in a program for courses done in that program, per year Average progress rate of students enrolled in a program for courses done in that program, per year 	<ul style="list-style-type: none"> Average pass rate for an offering (course/semester/session)
Retention (Attrition in course report)	Retention after the first year of study, per cohort commencement year: <ul style="list-style-type: none"> % domestic cohort retained at UQ and in program % international cohort retained at UQ and in program 	% withdrawn prior to census for an offering (course/semester/session)
Graduate outcomes	<ul style="list-style-type: none"> % in full-time employment (GOS), aggregated 3-year average % in further study (GOS), aggregated 3-year average 	-
Satisfaction	<ul style="list-style-type: none"> % respondents satisfied with the quality of overall educational experience (SES), aggregated 2-year average % respondents satisfied with the quality of teaching (SES), aggregated 2-year average 	Average SECaT scores for each of the course quality questions 1-8 for an offering (course/semester/session)
Demand	<ul style="list-style-type: none"> Number of commencements per year for programs except 1-year honours programs; number of enrolments per year for 1-year honours programs % Change in commencements (enrolments for 1-year honours programs) from previous year 	<ul style="list-style-type: none"> Number of enrolments for an offering (course/semester/session) % Change in enrolments from previous year for an offering (course/semester/session)
Sustainability	<ul style="list-style-type: none"> Revenue-to-cost ratio of load taken in program, per year % courses in course list with revenue-to-cost ratio <100%, per year 	Revenue-to-cost ratio for a course in semester

2.4 Data release

AQA prioritisation dashboards are populated with data annually and released around March. Most of the indicators are based on data for the previous enrolment year, except for costs and retention which are a year behind. It is expected the analysis and prioritisation to be undertaken using the latest data available at the start of the reporting cycle, taking into consideration the trend over time.

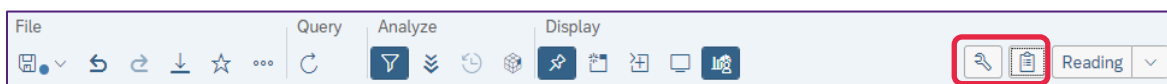
AQA detailed reports can be accessed via links from within the prioritisation dashboards and are designed to provide more contextual data (e.g., specific course offerings, student profile etc) for a selected timeframe.

3. System user guides

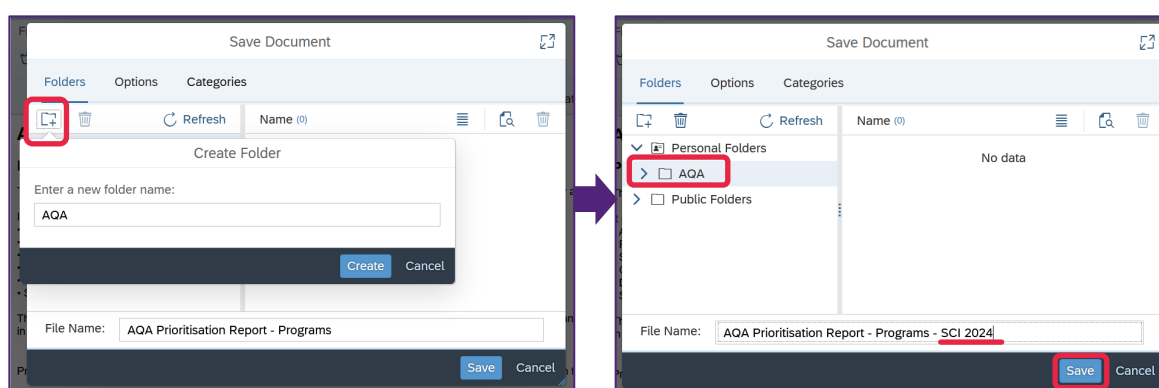
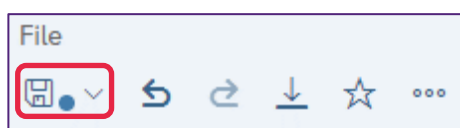
3.1 AQA Prioritisation Reports user guide

Prioritisation reports assist Associate Deans (Academic) and others in identifying programs and course offerings which require a response based on specific focus areas or performance against quality thresholds. A guide for using the prioritisation reports is outlined below.

1. **Access** the prioritisation reports via
<https://reportal.pbi.uq.edu.au/BOE/BI?startFolder=AdooY4Ri8oVJu.Ecjq.91o&isCat=true>.
2. When the prompt appears, select your faculty to return only programs/course offerings that are owned by your Faculty.
Note: if the Faculty is not selected in the prompt, data for all Faculties will be returned. You can then filter data for your Faculty using a drop-down menu in the report.
3. Close the side panel(s) to maximise the useful screen space:



4. Save the report into your Favourites folder to retain your settings. It is recommended that you create a new folder and rename the report to include the year so that you can find it easily.



5. Please read the Notes page in each report that contains an outline of the methodology and scope used for calculating each indicator.
6. Select a quality domain tab: click on the relevant tab at the top of the report.
7. On the quality domain tab (see Figures 1-2 for reference):
 - a. Use drop-down to select the year. This will sort the trend table(s) and re-plot the distribution chart(s).

Note: reports will default to the latest available year data for sorting and prioritisation, however you can adjust this if required.

- b. If needed, use the program/course offering owner drop-down to limit displayed programs/course offerings to selected faculty/school.
- c. You can use other drop-downs and menus to segment programs/course offerings. For example, you may want to look at values for undergraduate programs and postgraduate coursework programs separately if these cohorts are likely to differ in relation to a particular indicator. Similarly, you may want to review values for different course levels or disciplines separately.
- d. Examine the chart(s) that display the distribution of data for programs/course offerings for the selected indicator and year.
- e. Use data entry fields with purple **min/max** buttons that filter charts and tables to remove programs/course offerings with a sample size that is too small for the indicator value to be meaningful, and/or too large for the charts to be helpful.
- f. Re-examine the chart(s) to identify “outliers” that would warrant a response. These are programs/courses where the value for the selected indicator falls below/above specified thresholds, or where the values appear ‘extreme’ (e.g., a very high average GPA might be as concerning as a very low average GPA etc).
- g. Data entry fields with grey **min/max** buttons filter the tables only. Use these to help you to narrow down the list of programs/course offerings that require attention based on indicator value distributions.
- h. Examine the trend table(s) that display indicator values for multiple years. The tables are sorted by the indicator value in the selected year (column is highlighted grey), and the direction of sorting is denoted by the triangle in the column header.
- i. If desired, you can click on a program/course name to open the relevant Detail Report to explore the data more thoroughly.
- j. Continue working through the quality domain tabs which address the foci or areas of concern in your Faculty or School, repeating steps a-h and clicking on Save button periodically.
- k. If you see some of the values in red, this means the program or course was previously flagged for comment on the respective quality domain for a relevant year (all tabs except Programs > Satisfaction). This information is restricted to Faculty Executive and selected admin staff.

The training video can be accessed via <https://youtu.be/8a7kguyS2r4v>.

Please contact pbi-support@uq.edu.au, 07 336 x52595 if you have any issues or require help with UQ Reportal.

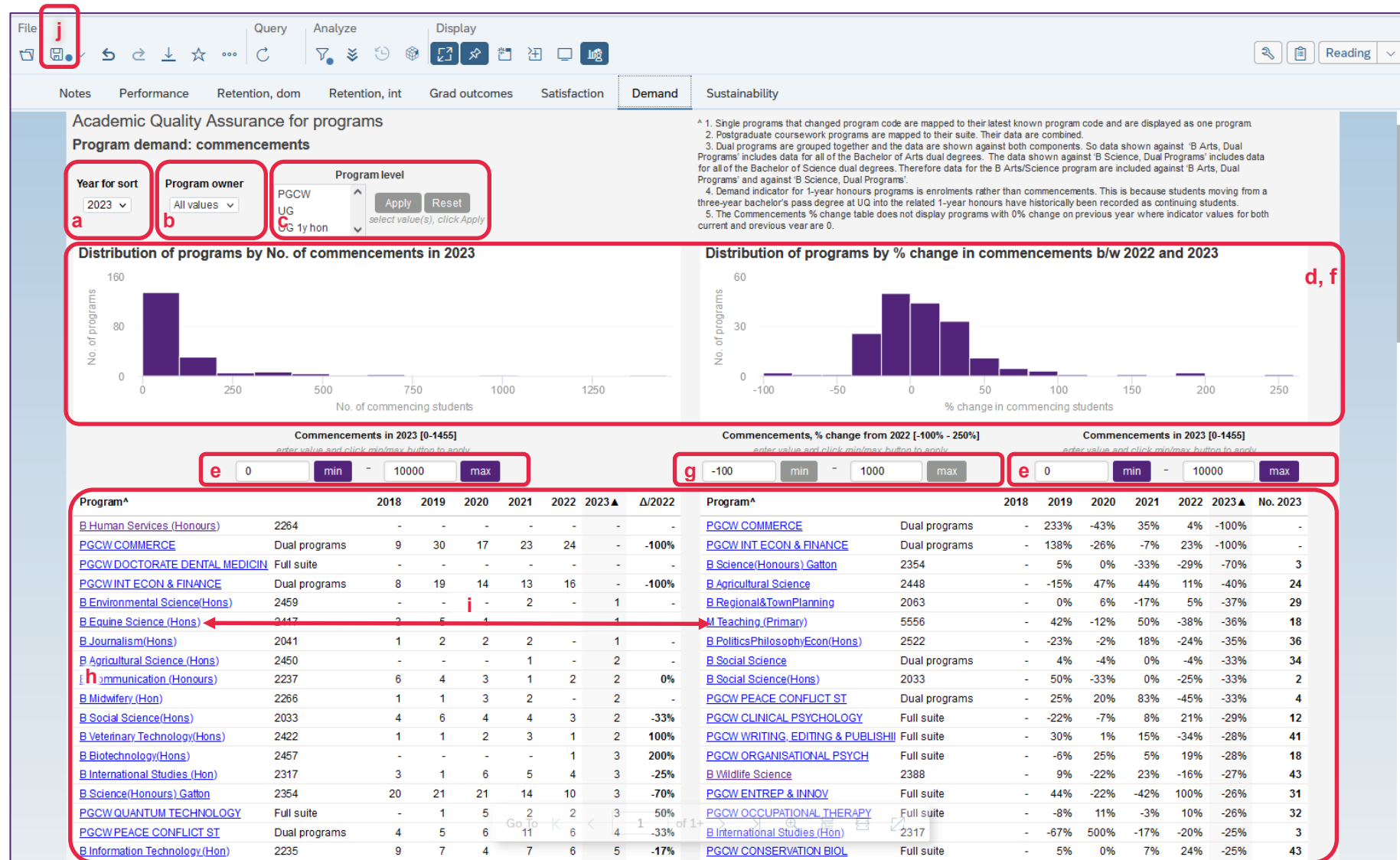


Figure 1 Prioritisation report for programs, Demand tab

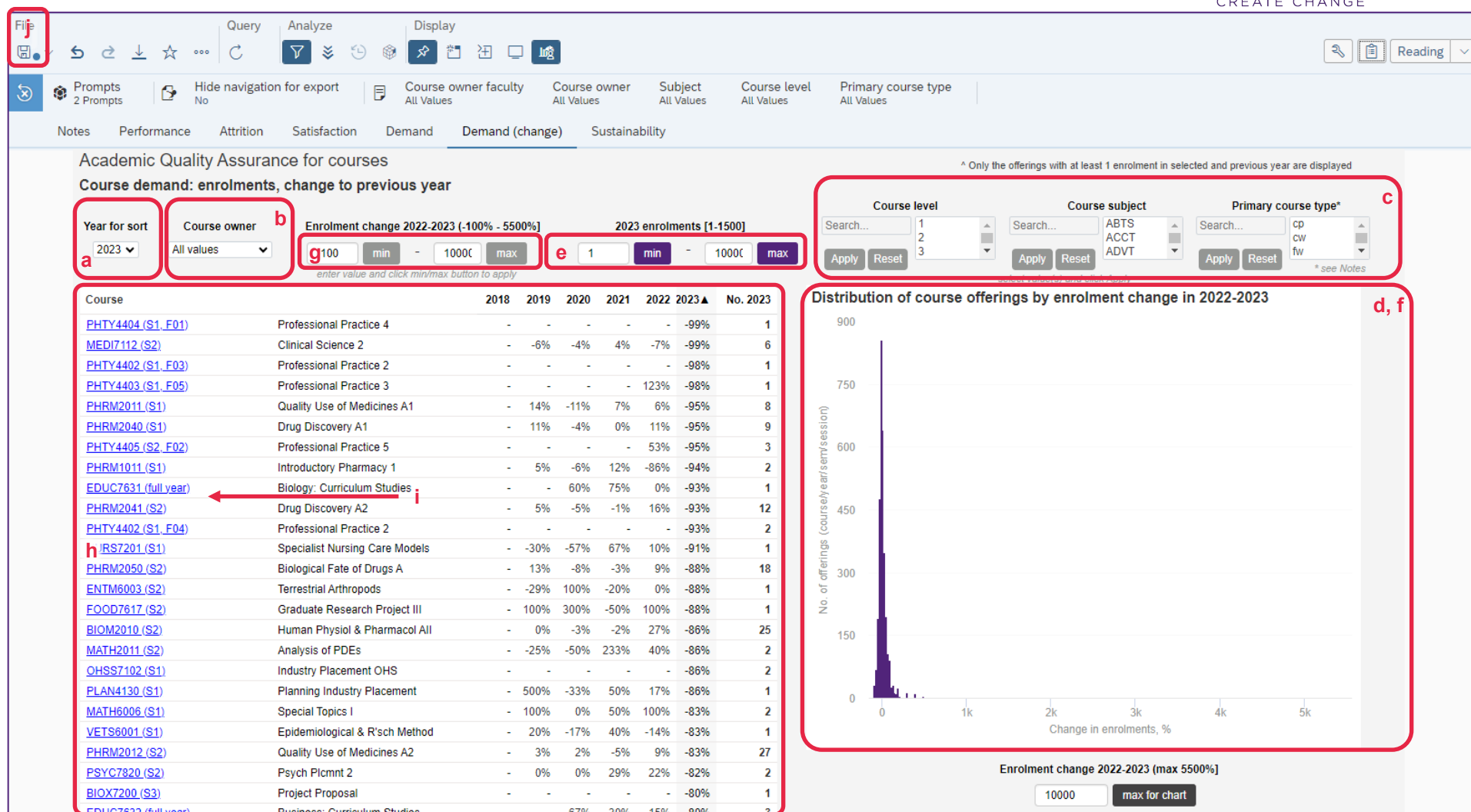


Figure 2 Prioritisation report for courses, Demand (change) tab

3.2 Consolidating prioritised program/course lists for easy flagging in Online Response System

Consolidating prioritised programs and courses into Excel worksheets facilitates flagging of all programs and courses on all relevant quality domains in the Online Response System “in one go”. The following example illustrates consolidation of programs but can be equally applied to courses.

1. Complete prioritisation of programs using the AQA Prioritisation Report – Programs.
2. Open the new empty Excel workbook.
3. Open the first tab of the AQA Prioritisation Report – Programs showing programs to be flagged in the Online Response System.
4. Highlight the contents of the trend table and copy it into the clipboard (right-click – Copy or CTRL+C)

Average GPA in 2020 [2-6.75]
enter value and click min/max button to apply

0 min - 7 max * graded enrolments only

Program		2015	2016	2017	2018	2019	2020▲	Enrls* '20
PGCW CLINICAL DENTISTRY	Full suite	-	-	-	-	-	2	1
PGCW QUANTITATIVE BIOLOGY	Full suite	-	-	-	-	-	2.96	2
B Nursing(Honours)	2243	6	4.33	5.75	-	6	3.25	2
PGCW ALCOHOL, TOBACCO, OTH	Full suite	4.84	4.66	4.19	4.69	4.91	4.18	11
B Veterinary Technology(Hons)	2422	-	-	6.63	5.71	6.63	4.38	2
B Information Technology	2453	4.34	4.4	4.48	4.49	4.52	4.83	431
B Biotechnology	2456	4.94	4.88	5.01	4.78	4.9	4.85	177
B Social Science	2506	4.2	4.53	4.66	4.57	4.74	4.85	113

- Paste the contents of the trend table into the Excel workbook (right-click – Paste or CTRL+V). Create an extra column to the right, call it “Indicator”. Enter the name of the tab in the AQA Prioritisation Report – Programs that data came from.

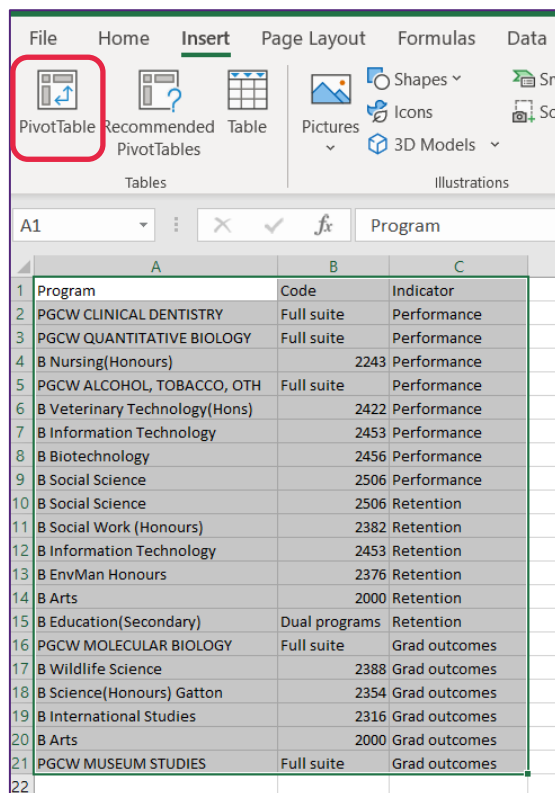
	A	B	C	D	E	F	G	H	I	J
1	Program		2015	2016	2017	2018	2019	2020▲	Enrls* '20	Indicator
2	PGCW CLINICAL DENTISTRY	Full suite	-	-	-	-	-	2	1	Performance
3	PGCW QUANTITATIVE BIOLOGY	Full suite	-	-	-	-	-	2.96	2	Performance
4	B Nursing(Honours)	2243	6	4.33	5.75	-	6	3.25	2	Performance
5	PGCW ALCOHOL, TOBACCO, OTH	Full suite	4.84	4.66	4.19	4.69	4.91	4.18	11	Performance
6	B Veterinary Technology(Hons)	2422	-	-	6.63	5.71	6.63	4.38	2	Performance
7	B Information Technology	2453	4.34	4.4	4.48	4.49	4.52	4.83	431	Performance
8	B Biotechnology	2456	4.94	4.88	5.01	4.78	4.9	4.85	177	Performance
9	B Social Science	2506	4.2	4.53	4.66	4.57	4.74	4.85	113	Performance

- Repeat with other tabs, bringing trend data for prioritised programs into the Excel workbook and noting which quality domains the data came from. Enter the Code title for the second column. Remove text formatting and hyperlinks.

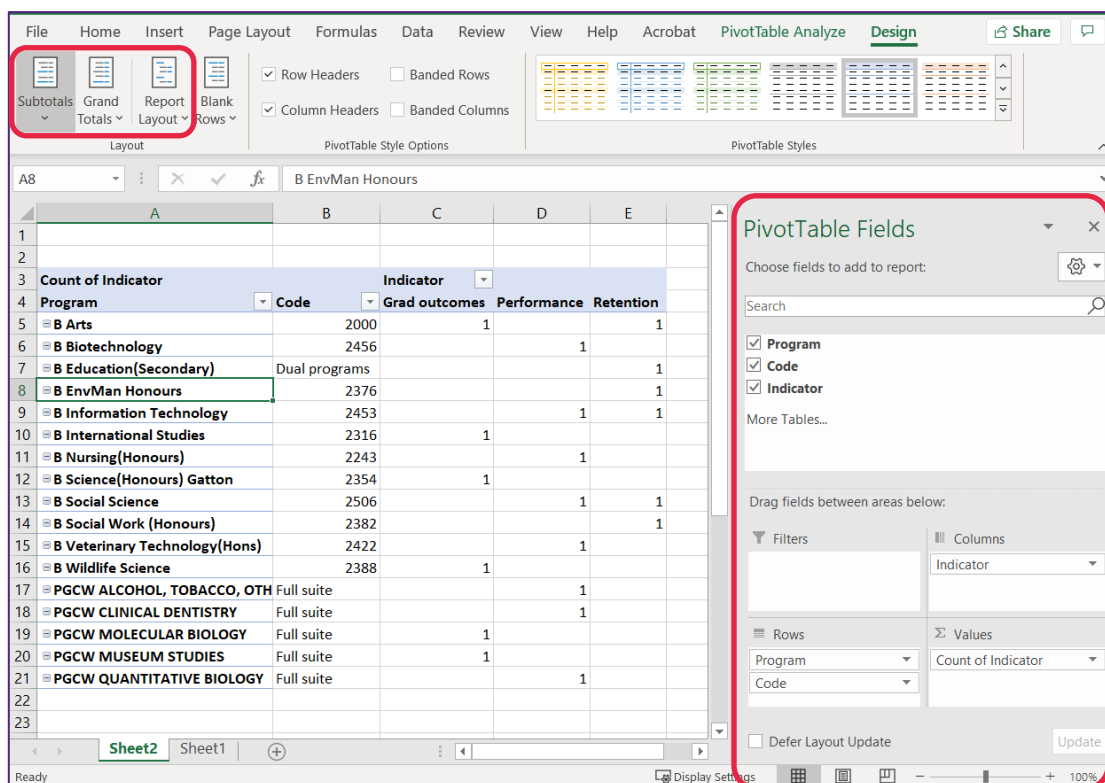
	A	B	C	D	E	F	G	H	I	J
1	Program	Code	2015	2016	2017	2018	2019	2020▲	Enrls* '20	Indicator
2	PGCW CLINICAL DENTISTRY	Full suite	-	-	-	-	-	2	1	Performance
3	PGCW QUANTITATIVE BIOLOGY	Full suite	-	-	-	-	-	2.96	2	Performance
4	B Nursing(Honours)	2243	6	4.33	5.75	-	6	3.25	2	Performance
5	PGCW ALCOHOL, TOBACCO, OTH	Full suite	4.84	4.66	4.19	4.69	4.91	4.18	11	Performance
6	B Veterinary Technology(Hons)	2422	-	-	6.63	5.71	6.63	4.38	2	Performance
7	B Information Technology	2453	4.34	4.4	4.48	4.49	4.52	4.83	431	Performance
8	B Biotechnology	2456	4.94	4.88	5.01	4.78	4.9	4.85	177	Performance
9	B Social Science	2506	4.2	4.53	4.66	4.57	4.74	4.85	113	Performance
10	B Social Science	2506	0.72	0.72	0.68	0.55	0.59	-	54	Retention
11	B Social Work (Honours)	2382	0.71	0.71	0.74	0.66	0.7	-	69	Retention
12	B Information Technology	2453	0.77	0.75	0.73	0.77	0.73	-	26	Retention
13	B EnvMan Honours	2376	0.7	0.71	0.73	0.64	0.74	-	73	Retention
14	B Arts	2000	0.75	0.72	0.7	0.71	0.74	-	895	Retention
15	B Education(Secondary)	Dual programs	0.78	0.76	0.77	0.81	0.74	-	214	Retention
16	PGCW MOLECULAR BIOLOGY	Full suite	-	-	0.29	14				Grad outcomes
17	B Wildlife Science	2388	-	0.33	0.3	37				Grad outcomes
18	B Science(Honours) Gatton	2354	-	-	0.42	12				Grad outcomes
19	B International Studies	2316	0.42	0.51	0.44	48				Grad outcomes
20	B Arts	2000	0.52	0.51	0.45	397				Grad outcomes
21	PGCW MUSEUM STUDIES	Full suite	0.46	0.47	0.46	28				Grad outcomes

- Remove trend data, leaving only the Program, Code and Indicator columns.

8. Select the cells containing data. On **Insert** tool tab select **Pivot Table**, click **OK**.



9. Drag and drop Program and Code fields into the Rows pane of the Pivot table. Drag and drop Indicator field into the Columns and Values panes.
10. On **Design** tool tab select:
- Subtotals:** Do not show subtotals
 - Grand Totals:** Off for rows and columns
 - Report Layout:** Show in tabular form
11. The 1s indicate on which quality domains the program-code combinations in the table need to be flagged the Online Response System.



The screenshot displays the Microsoft Excel interface with the 'PivotTable Analyze' and 'Design' tabs active. A PivotTable is set up on the 'Sheet2' worksheet, titled 'B EnvMan Honours'. The PivotTable Fields task pane is open on the right, showing the following configuration:

- Choose fields to add to report:** Program, Code, Indicator (all checked).
- Drag fields between areas below:**
 - Filters:** (Empty)
 - Columns:** Indicator
 - Rows:** Program, Code
 - Values:** Count of Indicator
- Defer Layout Update:** (Unchecked)

The PivotTable data is as follows:

Program	Code	Grad outcomes	Performance	Retention
B Arts	2000	1		1
B Biotechnology	2456		1	
B Education(Secondary)	Dual programs			1
B EnvMan Honours	2376			1
B Information Technology	2453		1	1
B International Studies	2316	1		
B Nursing(Honours)	2243		1	
B Science(Honours) Gatton	2354	1		
B Social Science	2506		1	1
B Social Work (Honours)	2382			1
B Veterinary Technology(Hons)	2422		1	
B Wildlife Science	2388	1		
PGCW ALCOHOL, TOBACCO, OTH	Full suite		1	
PGCW CLINICAL DENTISTRY	Full suite		1	
PGCW MOLECULAR BIOLOGY	Full suite	1		
PGCW MUSEUM STUDIES	Full suite	1		
PGCW QUANTITATIVE BIOLOGY	Full suite		1	

3.3 AQA Detailed Reports user guide

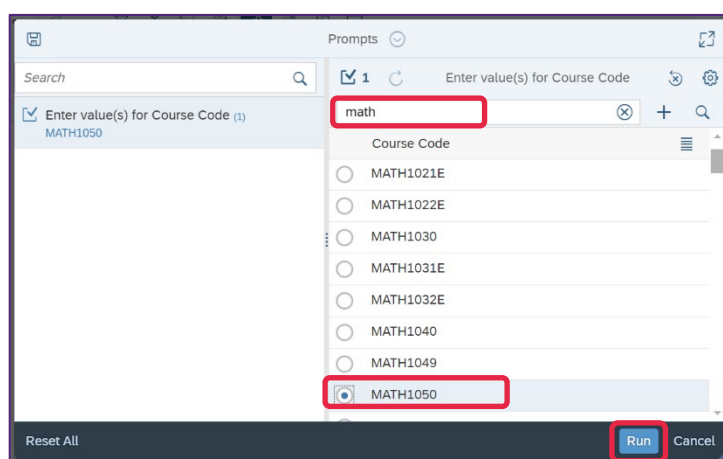
Detailed reports allow staff to access a wide range of contextual information on programs and course offerings. These reports have been designed to support the annual Academic Quality Assurance reviews but may also be used for other quality improvement activities outside of the formal AQA process.

1. **Access** the detailed reports via
<https://reportal.pbi.uq.edu.au/BOE/BI?startFolder=AdooY4Ri8oVJu.Ecjq.91o&isCat=true>.

2. To **run** the Detailed report, double-click the report name and:

a. For courses:

Type in the partial or full course code into the “Search or enter value(s) manually” field, press Enter, click the desired course and press “Run”.



The screenshot shows a web application interface for searching and selecting a course. On the left, there is a search bar with the text "Search" and a magnifying glass icon. Below it, a list of search results is displayed, with "MATH1050" selected. On the right, there is a "Course Code" list with radio buttons next to each code. The code "MATH1050" is selected. At the bottom right, there is a "Run" button highlighted with a red box. The interface also includes a "Reset All" button at the bottom left and a "Cancel" button at the bottom right.

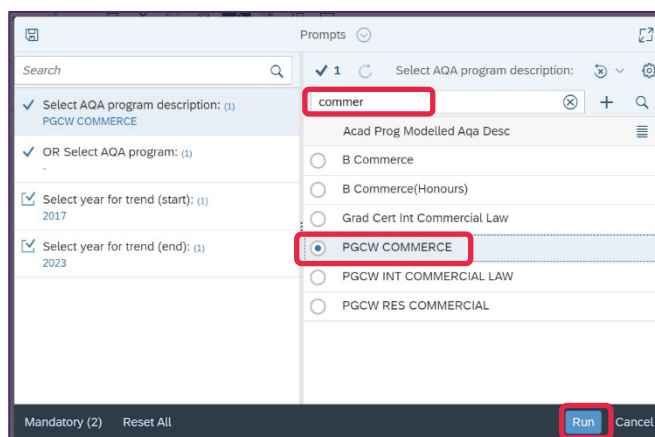
b. For programs:

- i. Using **Select AQA program description'** prompt:

Note: the prompt allows you to select an undergraduate program or a postgraduate suite description. Selecting an undergraduate program brings data for that program and all its duals, if applicable. Selecting a postgraduate suite brings all programs in the selected suite.

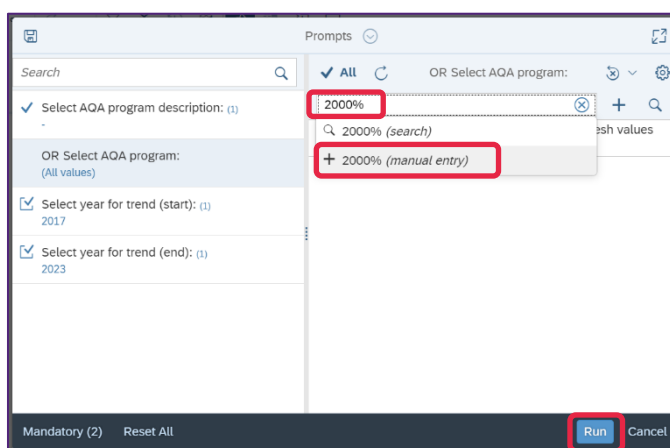
Partially enter the program or suite name into the “Search or enter value(s) manually” field, press Enter, click the relevant description to select it as a response to the prompt. Click “Run”.

ii. Using 'OR select AQA program' prompt:

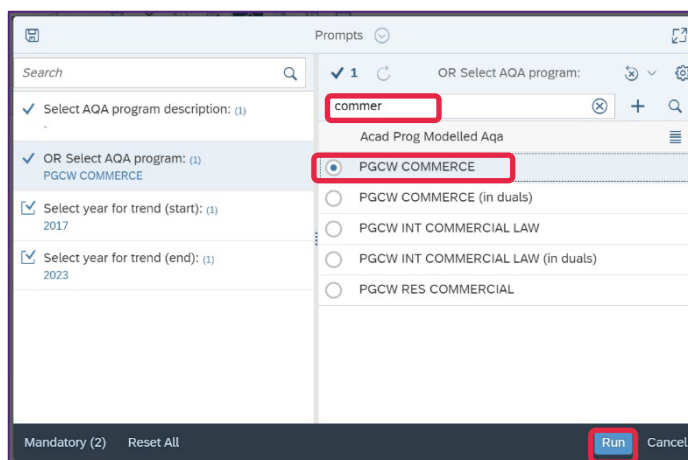


Notes: the 'OR Select AQA program' prompt is primarily used to automate transition between the Prioritisation report for programs and Detailed report for programs. It is recommended to use the 'Select AQA program description' prompt for convenience. Postgraduate coursework programs are listed by suite, e.g., PGCW Commerce.

1. For undergraduate programs enter the latest program code followed by the % sign into the “Search or enter value(s) manually” field. This will return the program and all its duals (e.g., 2000%, 2355%, 2461%). Click on “Manual entry” option. Click “Run”.



2. For postgraduate suites partially enter the name of the suite into the “Search or enter value(s) manually” field, press Enter and click the name of the relevant suite to select it as a response to the prompt. Click “Run”.



Search

✓ 1 OR Select AQA program:

commer

Acad Prog Modelled Aqa

☒ PGCW COMMERCE

☐ PGCW COMMERCE (in duals)

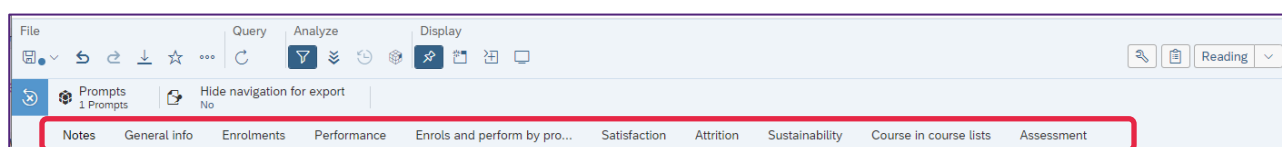
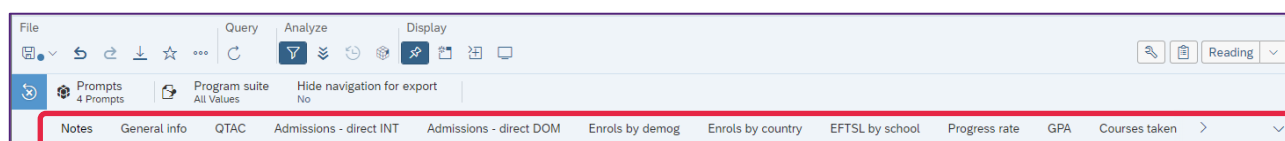
☐ PGCW INT COMMERCIAL LAW

☐ PGCW INT COMMERCIAL LAW (in duals)

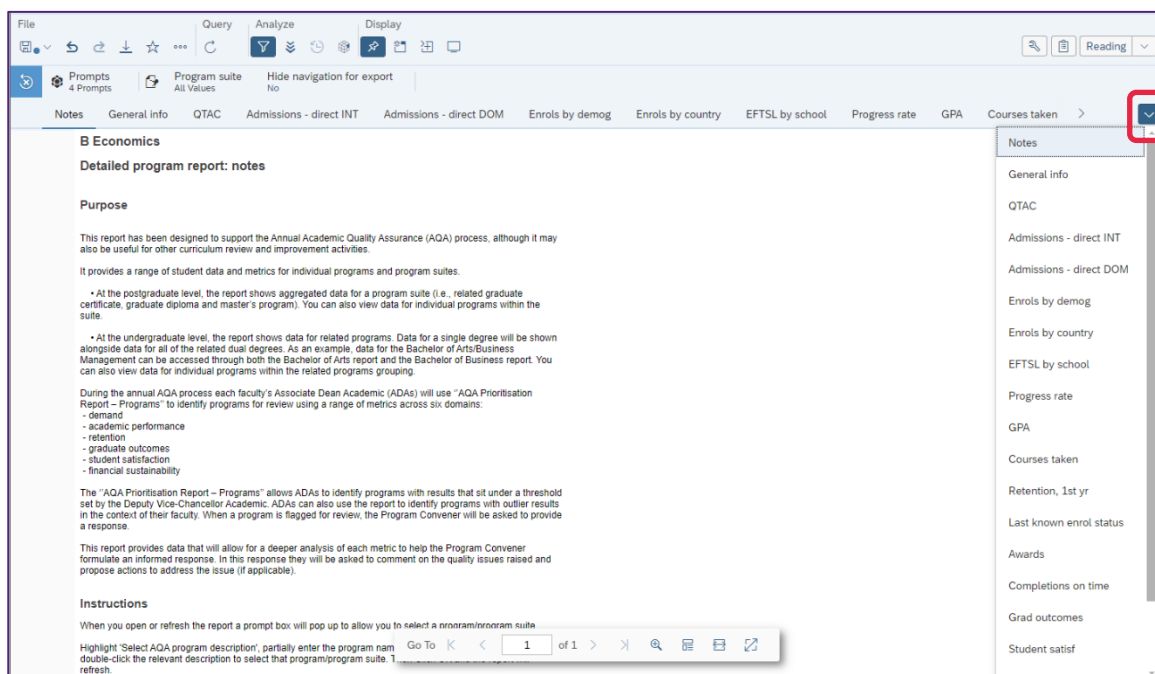
☐ PGCW RES COMMERCIAL

Mandatory (2) Reset All Run Cancel

3. After the detailed report is run, **explore data** using the tabs at the top of the page. Each tab contains charts and tables for a particular indicator or topic.



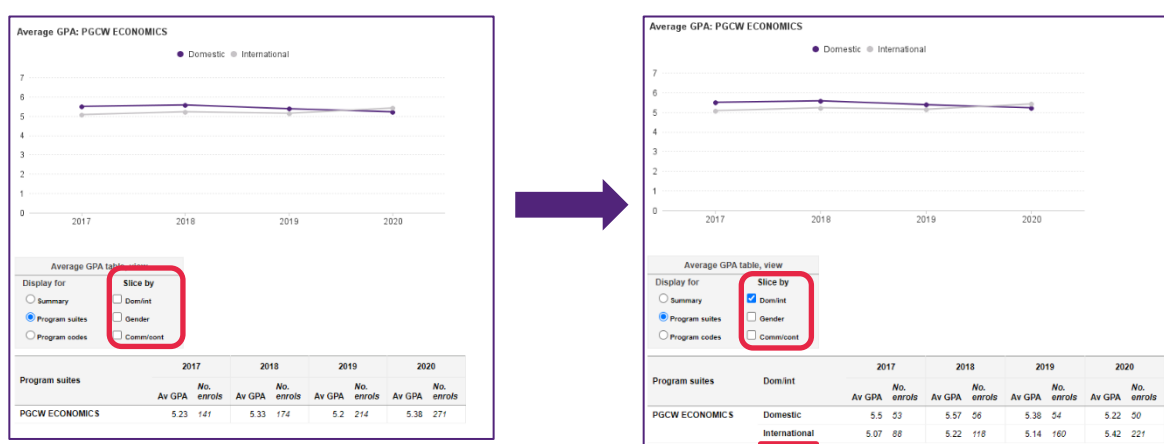
- You can see the list of all report tabs, and navigate through the tabs, using the Navigation drop down in the right top.



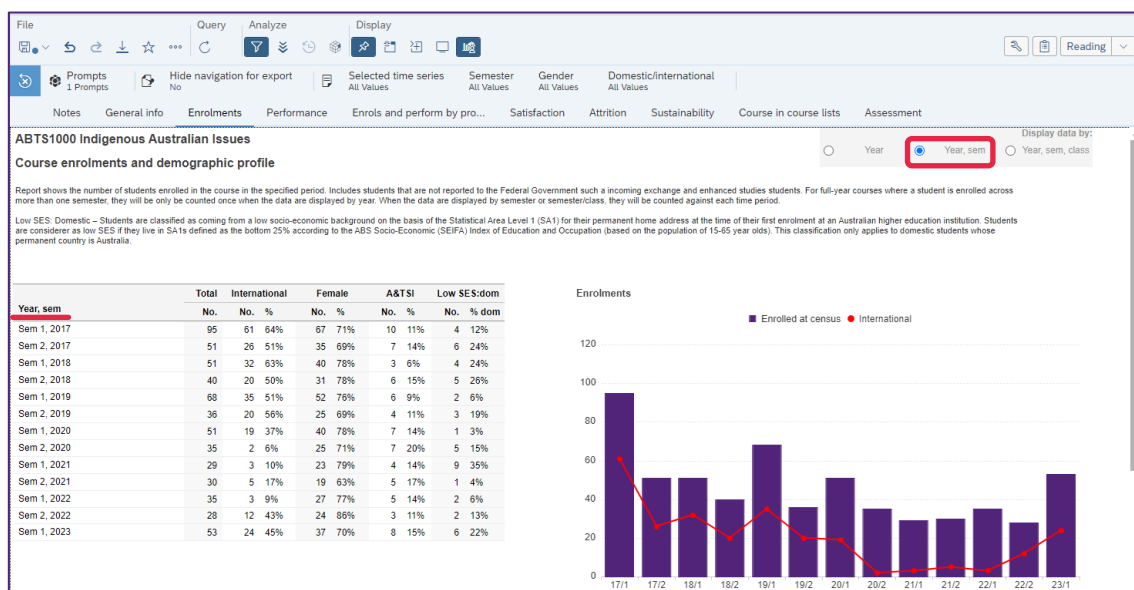
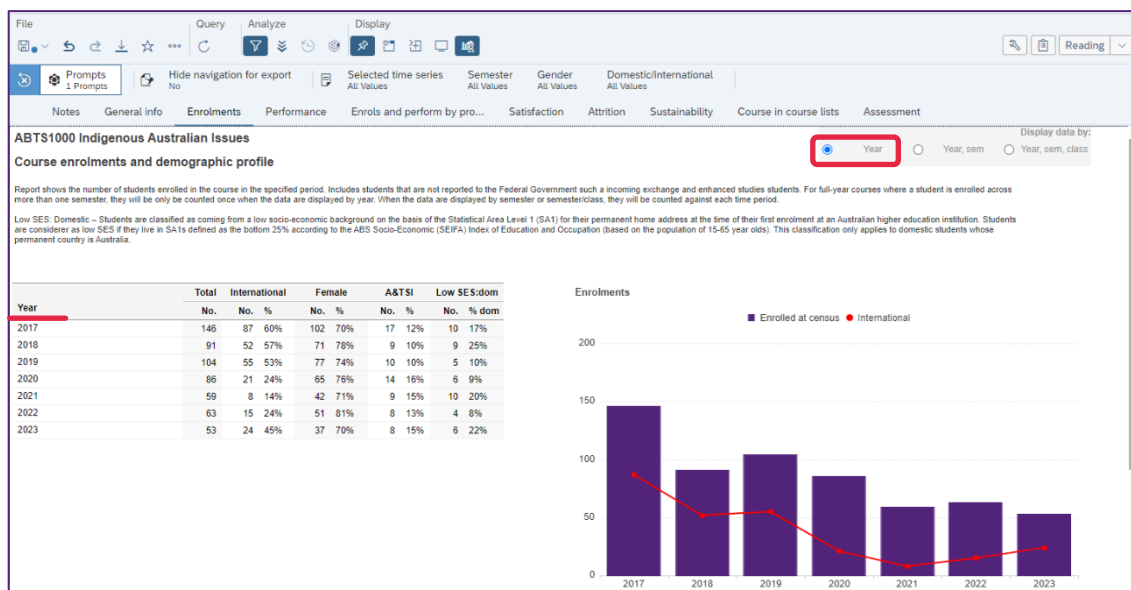
The screenshot shows the 'B Economics' report page. The navigation dropdown menu is open, showing a list of report tabs: Notes, General info, QTAC, Admissions - direct INT, Admissions - direct DOM, Enrols by demog, Enrols by country, EFTSL by school, Progress rate, GPA, Courses taken, Retention, 1st yr, Last known enrol status, Awards, Completions on time, Grad outcomes, Student satisf, and Grad satisf. The 'Notes' tab is currently selected.

- Use on-page selectors (e.g., radio buttons, tick boxes, drop-down menus) and input controls to **slice, dice, and filter data**, as required, for example:

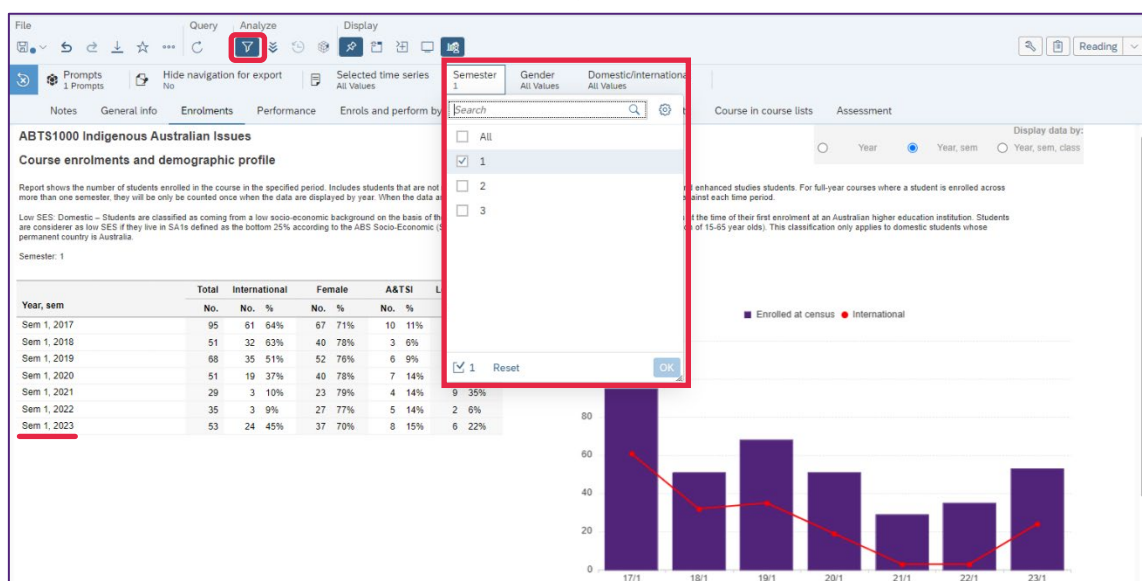
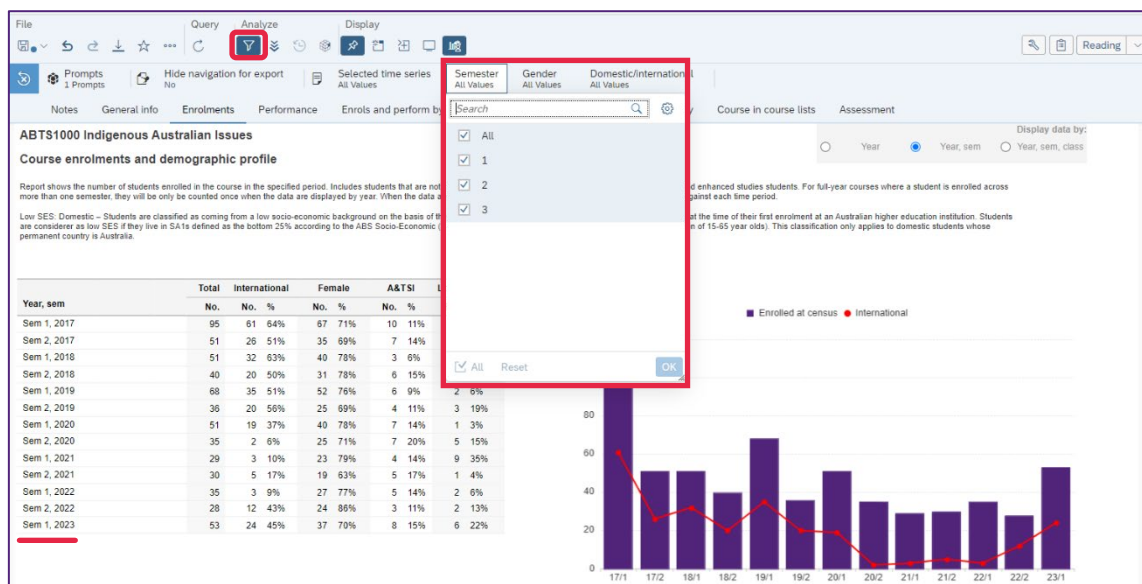
a) View data for programs as a summary or by domestic/international indicator:



b) View data for courses by year, year/semester, or year/semester/class:



c) View course data for all semesters or for a specific semester:



The training video can be accessed via <https://youtu.be/nP8NZZ16xoU>.

Please contact pbi-support@uq.edu.au, 07 336 x52595 if you have any issues or require help with UQ Reportal.

3.4 AQA Online Response System user guide

The AQA Online Response System allows selected UQ staff to request, submit, review, and approve comments and actions for a selected number of programs and courses identified under the annual Academic Quality Assurance review process.

First use the prioritisation reports as outlined above to identify which programs and courses require feedback under the annual AQA thresholds/focus areas.

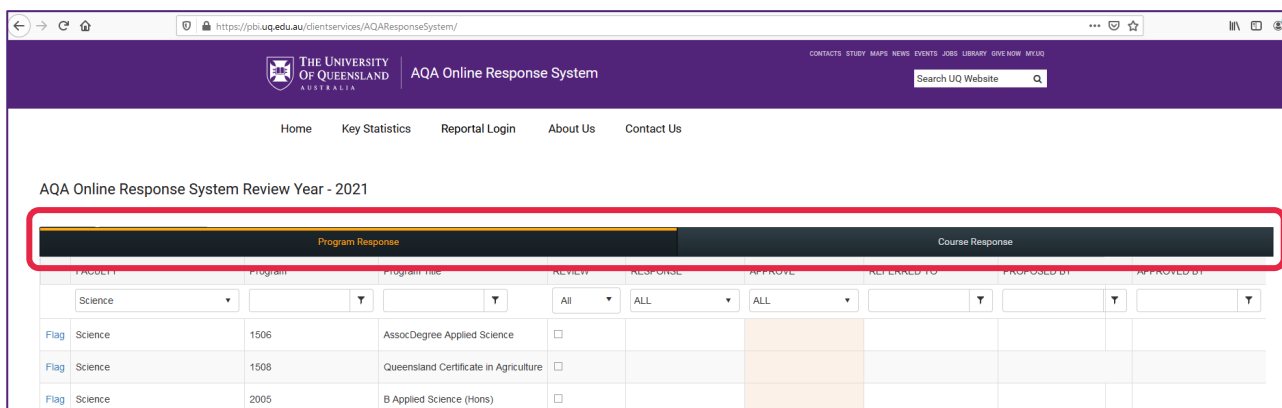
3.4.1 Requesting response for program/course offering (usually ADA or delegate)

Once the list of programs and courses that require response has been defined, ADAs can flag these programs and courses in the AQA Response System, and refer response requests to the relevant party.

Note: an ADA or an Executive Dean can nominate staff members to assist with flagging by emailing staff full name and email address to planning@uq.edu.au.

The training video can be accessed via <https://youtu.be/7jH9rxbtUmA>.

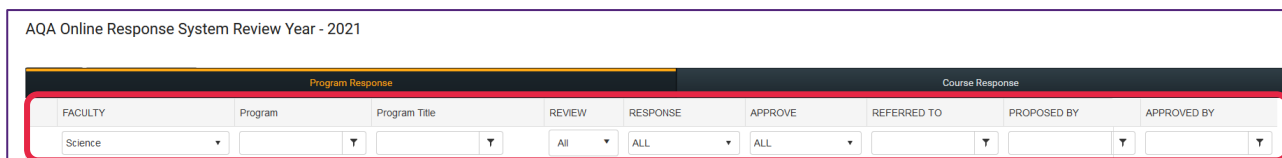
1. **Access** the online response system via <https://pbi.uq.edu.au/client-services/AQAResponseSystem/>
2. Select Program Response or Course Response part of the system using the black menu bar, as required:



AQA Online Response System Review Year - 2021

Program Response				Course Response				
FACULTY	Program	Program Title	REVIEW	RESPONSE	APPROVE	REFERRED TO	PROPOSED BY	APPROVED BY
Science	1506	AssocDegree Applied Science	<input type="checkbox"/>					
Science	1508	Queensland Certificate in Agriculture	<input type="checkbox"/>					
Science	2005	B Applied Science (Hons)	<input type="checkbox"/>					

3. Use filters in column headers to find a specific program/course offering you wish to request the response for or browse the full list of programs/courses owned by your Faculty, flagging programs/courses as you go.



AQA Online Response System Review Year - 2021

Program Response				Course Response				
FACULTY	Program	Program Title	REVIEW	RESPONSE	APPROVE	REFERRED TO	PROPOSED BY	APPROVED BY
Science			All	ALL	ALL			

- Click 'Flag' to the left of the program/course.

AQA Online Response System Review Year - 2021

Program Response			
	FACULTY	Program	Program Title
	Science ▼		
Flag	Science	1506	AssocDegree Applied Science
Flag	Science	1508	Queensland Certificate in Agriculture
Flag	Science	2005	B Applied Science (Hons)

- In the response details panel select one or more quality domains from the Referral Domains list. Select a 'Referred to' staff member who is required to provide a response (usually the Program Convenor or School Director of Teaching and Learning). You can also provide a referral reason or further comments in the "Referral Comments" field, which will be visible to the staff member being asked to respond.

Flag Program for Response

Review Flag: ☒

Faculty: Science

Program Name: AssocDegree Applied Science

Program: 1506

Referral Domains: ▼

Referred to: Select a Staff ▼

Referral Comments:

Flag Course for Response

Review Flag: ☒

Faculty: Science

School: BIOLSCI

Course: CONS7024

Referral Domains: ▼

Referred to: Ward Selina - uqsward ▼

Referral Comments:

- Press 'Save Changes' button.

Notes:

1. The system sends notifications every Monday to staff who are required to respond to the AQA requests for comment. Every staff member who has any requests with a status “Pending” receives an email with a link to the Response System and an invitation to respond. Refer to the Section 3.5 for more information on Response System report that facilitates sending notification emails manually.
2. Unflagging a program or course will remove the response request, when next saved, unless the response has already been submitted in the system.

3.4.2 Responding to request for response

The training video can be accessed via <https://youtu.be/jmtzeZO8adw>.

1. If you receive an email advising you have been asked to respond via the AQA response system, click on the Response System link in the email, or on <https://pbi.uq.edu.au/clientservices/AQAResponseSystem/> link in this guide.

Note that all staff can access the prioritisation and detailed reports to view the data for a specific program/suite or course via the links and instructions provided earlier in this document.

2. Log in to see the list of programs/courses that have been referred to you for response.
3. To enter a response, click Edit in the left column of the summary table.

AQA Online Response System Review Year - 2021

Program Response					Course Response				
FACULTY	Program	Program Title	REVIEW	RESPONSE	APPROVE	REFERRED TO	PROPOSED BY	APPROVED BY	
Science			All	ALL	ALL				
Edit Science	1506	AssocDegree Applied Science	<input checked="" type="checkbox"/>	Pending		Vaynberg Alexandra - uqavaynb	Vaynberg Alexandra - uqavaynb		

4. Enter a brief contextual response, and outline any proposed action to address concerns, in the relevant panel fields available for data input. To save your response without submitting it, click ‘Save Changes’ button.

Note: if providing a response for programs in duals, use the detailed program report to analyse performance of individual dual programs that contributed to unsatisfactory performance of the dual group on the metric, and liaise with owners of other components to provide commentary.

It may be appropriate to liaise with other areas contributing to the program/suite, or with the course co-ordinator for further information before responding.

- Once you are ready to submit the response, tick the 'Submit Response' box and click 'Save Changes' button. This completes the response.

Flag Program for Response

Review Flag: ☒

Faculty:

Program Name:

Program:

Referral Domains:

Referred to:

Referral Comments:

Program Convenor Response

Response:

Actions:

Submit Response: ☐

Approve Program Response

Approver Comment:

Response Status:

3.4.3 Reviewing and approving response

The training video can be accessed via <https://youtu.be/Fp5q0jf9Kmq>.

- Access** the online response system via <https://pbi.uq.edu.au/client/services/AQAResponseSystem/>. Filter the programs/courses using Response column to those with responses submitted, for convenience.

AQA Online Response System Review Year - 2021

EDIT USERS | ADA

Program Response					Course Response				
FACULTY	Program	Program Title	REVIEW	RESPONSE	APPROVE	REFERRED TO	PROPOSED BY	APPROVED BY	
Science			All	Submitted	ALL				
Edit	Science	1506	AssocDegree Applied Science	<input checked="" type="checkbox"/>	Submitted	Vaynberg Alexandra - uqavaynb	Vaynberg Alexandra - uqavaynb		
View	Science	2007	B Agribusiness	<input checked="" type="checkbox"/>	Submitted	Approved	Gill Jennifer - arjrober	Gill Jennifer - arjrober	
View	Science	2063	B Regional & Town Planning	<input checked="" type="checkbox"/>	Submitted	Gill Jennifer - arjrober	Gill Jennifer - arjrober		

- Click 'Edit' to the left of the program/course summary table to open the approval panel. This will display the initial reason for referral, together with the received response.
- Review the response. Either approve the response or refer it back with comments. Click 'Save Changes' button to apply changes.

Note: Once response is approved, it is not editable.

Flag Program for Response

Review Flag: ☒

Faculty:

Program Name:

Program:

Referral Domains:

Referred to:

Referral Comments:

Program Convenor Response

Response:

Actions:

Submit Response: ☒

Approve Program Response

Approver Comment:

Response Status:

View	Science	2007	B Agribusiness	<input checked="" type="checkbox"/>
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3.5 AQA Online Responses report user guide

The AQA Online Responses report allows selected UQ staff to view requests, submissions, and approvals of comments and actions for programs and courses submitted through AQA Online Response System. The access to data is approved by a relevant Faculty's Associate Dean (Academic).

The report facilitates tracking of work associated with the annual AQA process, and sending manual notifications to staff members required to respond. **Note that every Monday the Online Response System sends automatic emails to everyone who are yet to respond to requests for comment referred to them ("Pending" response status).**

The report data source gets refreshed from the Online Response System every 10 minutes. If working with the report for a prolonged period of time, press Ctrl+R to bring the latest available data from the data source.

1. **Access** the Online Responses report via
<https://reportal.pbi.uq.edu.au/BOE/BI?startFolder=AdooY4Ri8oVJu.Ecjq.91o&isCat=true>.
2. To **run** the report, click the report name. The report automatically brings all data currently in the Online Response System.
3. **Full details** tab provides the table containing all flagged programs and courses. Use the input controls on the left side to filter the data to your Faculty (for programs and courses) or owning School (for courses only), and to display only responses that are pending, or submitted but yet to be approved.
4. **Emails of staff w pend reqs** tab provides a list of email addresses of staff with outstanding requests to comment on a course or program, as well as a proposed text of the notification email.
 - a. Using left-side input control panel, filter data to your faculty.
 - b. Export the tab into Excel.
 - c. Open the exported file. Copy and paste "Referred To Email Address" column into the To, Cc or Bcc field of your Outlook message.
 - d. Copy and paste the proposed text into the body of the email or compose your own.
5. **Details by respondent** tab
 - a. Using left-side input control panel, filter data to your faculty and to the desired response status, if necessary (by default, the report filters to "Pending" requests).
 - b. Export the tab into Excel.
 - c. Click on Email Address to create a new Outlook message for the recipient. Manually add other email addresses for the recipient, if known.
 - d. Copy and paste proposed text into the body of the email message or compose your own. Copy and paste tables referred to the recipient.



Contact details

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CRICOS Provider Number 00025B