



## **TSS Materials Review 2007**

### **Background**

Management of materials and materials editing was previously a function of Transnational Support Services. In the review of TSS 2005/2006 it was recommended that the materials management function be returned to schools. Since this time a lot of confusion has arisen regarding materials deadlines, responsibility for and availability of administrative support and the use of different processes across the schools. In addition a large number of complaints have been received from the partners relating to overdue materials and lack of quality. As a result of a discussion between Div Mgr & Mgr TSS it was agreed that TSS would undertake a review of current Materials processes and timelines.

### **Introduction**

The aims of the Materials Review were to improve:

- processes relating to the development and dissemination of materials
- the quality of materials
- relationships with all stakeholders involved in the TSS materials process.

Initial consultation with key stakeholders, including Deputy Heads of Schools (DHOS), Program Directors (PD), Course Coordinators (CC), School Executive Officers (SEO) and partner administrative staff (PA), the following were highlighted as issues/areas of concern (See also Appendix 1 materials review responses):

1. processes allowing timely appointment of teaching staff
2. due dates/timelines and how these were set for course lecturers/moderators
3. variations to approved course texts
4. support for editing of course materials
5. use of templates and overlap of information contained in CIB and PG
6. timely supply of handouts to facilitate partner printing requirements.

Each of these areas is discussed in detail below and recommendations related to each one are specified. The review has also resulted in TSS modifying a number of processes associated with the areas of concern highlighted above. Draft processes are available on the TSS Website for your review:

[http://www.unisa.edu.au/tss/ac\\_resources/ac\\_resources.asp](http://www.unisa.edu.au/tss/ac_resources/ac_resources.asp)

## **Components of Review & Recommendations**

### **1. Appointment of teaching staff**

DHOS were concerned that they were not given enough notice from TSS about when and where courses were running when requested to appoint teaching staff/moderators.

### ***Recommendation***

DHOS & academic staff to be given access to the TSS Consolidated Timetable. The timetable shows all courses running over a 1 year period.

When teaching staff cannot be found within the appropriate timeline, the local CC will take on the role of meeting deadlines until the appointment has been filled.

PDs and CCs were concerned about not being notified of the fact that they are teaching until TSS had sent out TPIs.

### ***Recommendation***

School Resource Officer to complete contract and payment information arrangements prior to notifying TSS of teaching staff.

PD's and CC's to be given access to the TSS Consolidated Timetable.

DT&L to review how roles are communicated to CC's and work with HOS/DHOS to ensure that requirements are written into employment contracts.

Please review **proposed processes** to address issues relating to appointment of teaching staff:

1. [Appointment of UniSA Academic teaching staff](#)
2. [Appointment of Partner Academic paid by UniSA](#)
3. [Non Paid Partner Academic teaching staff](#)

## **2. Course timelines for course lecturers/moderators**

Course timelines varied between programs and locations. Apparently 'soft' deadlines were being given to academic staff by TSS in timeline information packs.

### ***Recommendation***

Modified course timelines to be implemented as described at: [Semester Timeline Info for CTI](#)

TSS staff to meet with partners in July regarding their required timelines with a view for all partners to work within proposed timelines.

Please see [Semester Timeline Info for CTI](#)

## **3. Textbooks**

For academic reasons, offshore textbooks are sometimes different to textbooks used onshore and the differences are not always approved by School/Division boards and listed on approved course statements. This is against University policy and puts academic and the University at risk.

### ***Recommendation***

All textbooks should be set at the beginning of each year and reviewed as new editions become available. If there is a need for different texts in different locations, these texts need to be approved by School/Division Boards and recorded by the Division Office as per University policy. TSS can then determine texts for each course offering through the official course statement and notify partners accordingly. Changes to textbooks can be communicated to TSS using Textbooks and Reference books process within the appropriate timeframe outlined in the process and [Semester Timeline Info for CTI](#).

Please review **proposed processes** to address issues relating to [Textbooks and Reference books process](#)

## **4. Support for editing**

Most academic staff agreed that administrative support for editing would be useful in dealing with new templates and formatting issues. However, neither TSS nor the Schools are adequately staffed to assume the task of editing materials the large number of materials produced every year.

### **Recommendation**

The preparation of teaching materials such as CIB's, Study Guides and Handouts are specifically included in the job description of the UniSA Transnational Course Coordinators and on appointment staff are reminded that this is an important task included in their payment schedule.

That Schools review the processes they use to quality assure teaching materials and where possible appoint a materials coordinator, who, at the very least monitors the quality of materials produced prior to their being lodged with TSS Materials.

That the Materials Coordinator lodges materials with TSS Materials after final CC sign off to ensure quality check has been completed and that materials are lodged by the deadline.

A checklist of requirements should be developed by School Materials Coordinators in collaboration with TSS CTWO.

Complaints regarding quality of materials to be forwarded to DT&L and DHOS/HOS to review with CC as performance management issue.

Please review **proposed process:** [CISG processes](#)

## 5. Templates

Academic staff were concerned with differences of information between Course Information booklets and Program Guides. There was often conflicting information about examinations and other important information. There were also concerns about the number of templates (partner specific) and the duplication of effort these required if the course was offered in a number of locations. A request was made to remove additional information from the CIB template. We have added this content to the Program Guide but removal from the CIB template was not approved. We will continue to lobby for the removal of this information for the UniSA CIB 2008 version. As many of you are aware there is a proposal for developing an online system for updating CIB's. If this is introduced in 2008 it will override the anticipated TSS 2008 CIB template.

### ***Recommendation***

New program guide template and BUE Transnational CIB template to be created for use across all programs. It is not anticipated that academics who have already updated materials for this year will need to do it again. CIB 2007 template can be used for courses requiring updating for 2007.

In 2008 an updated version of the template will need to be made available to reflect new changes in the Academic Policies and Procedures Manual.

Remove late assignment penalty information from the Program Guide. These penalties to be set by the teaching academic specific to their course and must be included in the CIB.

New Templates are available

1. BUE Trans [Program Guide Template 2007](#)
2. BUE Trans [CIB Template 2007](#)
3. BUE Trans [SG Template 2007](#)

## 6. Handouts

Handouts were a concern to both academic and administrative staff. On a few occasions, handouts had been sent to TSS and not passed on to partner staff. TSS was double handling handouts unnecessarily by posting them to staff only partner materials websites.

### ***Recommendation***

Academic staff will upload their lecture handouts (PowerPoint presentations etc) directly to their Course website/Seminar materials folder. Partner staff will download materials directly from the course website for printing. This will also enable students to access the information before they collect printed copies.

TSS will no longer be responsible for forwarding lecture handouts. Handouts that are not available by the due date without prior arrangement with the partner may not be printed for students and available in class.

Please review **proposed process:** [Handout processes](#)

## 6. TSS Review of Process

As a result of the TSS Materials review additional processes have updated and/or reviewed. For your information:

- [CTI Master \(Course Timeline Information\) formerly known as TPI \(Timeline and Payment Information\) \(Taylors' Programs\)](#)
- [CTI Master \(Course Timeline Information\) formerly known as TPI \(Timeline and Payment Information\) \(all programs except Taylors NOT MODERATED\)](#)
- [CTI Master \(all programs except Taylors MODERATED\)](#)
- [AV process](#)
- [Course Readings process](#)
- Assessment submission & Final Grade entry:
  - [AssignIT for non moderated assignments process](#)
  - [AssignIT for moderated assignments process](#)
  - [Hardcopy submission of non moderated assignments process](#)
  - [Hardcopy submission of assignments for moderation process](#)
  - [Hardcopy submission of non moderated exams & grade entry process](#)
  - [Hardcopy submission of exams for moderation & grade entry process](#)
  - [Final assessment grade entry process if not an exam](#)
  - [AssignIT set up and download Manual](#)
  - [Grade Entry through Web Interface Manual](#)

## Conclusion

TSS staff plan to visit schools to go through major changes to processes during June. Ideally we would like schools to provide one source of official feedback to [TSSMaterials@unisa.edu.au](mailto:TSSMaterials@unisa.edu.au). Questions may be directed to Lianne Gore.

Processes should be implemented division wide (barring IGSB) for consistency of practice across all programs. Final amendments and approval of all processes is to be sought from Schools by the end of June for implementation in July. Offshore academic training session and meetings with partner administrative staff will be occurring mid July.

### Timeline for feedback and implementation

<b>Monday 28 May</b>	Document sent to PRM, SEO, DHOS, HOS, Div Mgr, DT&L
<b>Monday 4 June</b>	Initial feedback due from PRM, SEO, DHOS, HOS, Div Mgr & DT&L
<b>Wednesday 6 June</b>	Review and processes to be advertised in the TSS Newsletter with overview of major changes.

**June 2007**

TSS presentations of major changes to school boards. School staff to provide feedback to SEOs for collated response.

**w/e 29 June**

TSS meet with SEOs and DHOSs for final feedback and negotiation of issues. Schools sign off on processes

**Friday 6 July**

Final Processes are posted to TSS Website and effective dated 6 July.

**14- 24 July**

Processes presented to offshore partner administrative staff. Offshore Academic Staff Training undertaken

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