1. **Meeting Attendance**

   **Present:**  
   **Staff** – Professor Michael Brünig (Head of School), Ms Jennifer Croud, Ms Karen Kinnear, Dr Mithulan Nadarajah, Mr Richard Newport, Ms Alexandra Peake, Mr David Reeves, Dr Philip Terrill, Dr Stephen Viller (Director of Coursework Studies)

   **Students** – James Stuart (Chair), Ajay Hemanth, Alexandra Crawley, Anastasia Laczko, Ankit Sharma, Artemio A Redulla, Evan Hughes, Josephine Tuntomo, Sacha Borowski-Davies, Sam Gray, Waseem-Ahmed Karim,

   **Apologies:**  
   **Staff** – Dr Hanna Kurniawati, Ms Lorna Macdonald, Dr Ben Matthews, Dr Marius Portmann

   **Students** – Anna Truffet, Egide Ndazimana, Guneet Kaur, Henry O’Brien, Jack French, Jacqueline Barton, Jimmy Ching Sze Po, Jordan Corser, Katherine Dunne, Louis Yang, Madeline Lockyer, Matthew O’Meally, Matthew Rumanang, Michael Lim, Min Jae Lee, Robert Fraser, Siddharth Amarsee, Sin Jen-Wei, Tia Dimbek Gabron, William Garske

2. **Confirmation of Minutes – Meeting 3, 2018**

   The Minutes of the meeting held on 23 August 2018 were taken as read and confirmed.

3. **Business Arising from the Minutes**

   **3.1 Submission of the ITLC furniture feedback report**

   Sacha Borowski-Davies advised that the report would be sent through. Stephen Viller confirmed that there is no timeline for spending.

   **3.2 Plagiarism procedures**

   In previous meetings inconsistencies between courses, raising awareness in first year students, feeding back to Course Coordinators and looking into how the School could communicate to students more clearly were discussed. It was agreed that plagiarism procedures would be reviewed again in the next semester.

   **3.3 Mental health Awareness for ITEE Students**

   Alexandra Peake reported that materials (PowerPoint slides) were distributed to Course Coordinators and signs were posted throughout General Purpose South and noted that the meeting was taking place during mental health week and a range of activities offered by Student Services were taking place over the week.

   **3.4 Vending Machine**

   It was noted that the School had not yet received a proposal regarding the vending machine but that Anna Truffet was not at the meeting so follow up would need to take place outside of the meeting.

   Richard Newport emphasised that, when drafting the proposal, consideration would need to go into storage for the spare parts and accounting for the funds.

   **3.5 Graduation Check Turnaround**

   Karen Kinnear reported that she had contacted the EAIT Faculty about the wait times that students were experiencing when requesting graduation checks and was advised that a number of factors contributed including staff absences, over 800 enquiries at the start of semester and prioritisation of more urgent queries due to the number of queries.

   The Faculty is working on some processes to improve graduation checks including providing a template for students to do self-graduation checks and, in the future, taking a more proactive approach by contacting students with #16 remaining to ensure they have undertaken a check and know what they need to study in their final year.
Additionally there is a UQ wide initiative to simplify programs and an online planner in production (currently being tested by Arts) which, if successful, will be implemented for all programs and which will, hopefully, be able to be used as a graduation checker.

Phil Terrill commented that often it can be difficult to prioritise requests as, as with academic advising, some questions can wait for several semesters and some questions are urgent. In some cases students can utilise the other services available i.e. meet with an academic advisor to ask simple questions. Evan Hughes mentioned that there is a University plan to move to an automated graduation checking system and Phil suggested that, while some simple programs/situations could be automated, the more complex cases (i.e. dual programs, program changes, or rule changes) are unlikely to be able to be automated.

The full text of the EAIT Faculty's response is attached to the minutes as Appendix 1.

3.6 Reporting of Maintenance Issues
Alexandra Peake advised that signs had been posted around General Purpose South and encouraged students with more questions to visit the ITEE office in 78-425.

4. Matters for Consideration
4.1 Feedback Box / Facebook Page
No feedback was left in the Feedback box or on the Facebook page.

4.2 Items from Representatives
4.2.1. Late Return of Assessment Marks
The Chair advised that he had multiple concerns raised by students regarding the late release of assessment marks, particularly in courses where assessment was held prior to the Census date but marks were not released until much later in the semester.

Stephen Viller advised that he was not aware of any systemic problems but there are multiple factors that may contribute to this including workload and tutor delays. Stephen made the point that while some courses do plan assessment around Census so that students can judge their progress in the course students often confuse marks with feedback and that feedback should allow students to judge not only their progress in the course but also whether the course was of interest to them.

James advised that much of the feedback he had received had indicated that in some courses neither marks nor answers were made available meaning students had no gauge. Another member of the committee related that in two of their courses they had not received results or feedback in a timely manner and in one the deadline listed in the ECP for the release of an assignment had not been met.

It was generally agreed that, while delays such as illness can happen, communication was key.

4.2.2. 2019 Course Offerings
The Chair advised that students had been asking about 2019 course offerings including summer offerings and courses that had been advertised as being offered in 2018 but had not run and commented that this uncertainty could be stressful for students, particularly students in new programs.

Stephen Viller advised that the courses listed on School’s webpage under the ITEE Course Offerings list (https://www.itee.uq.edu.au/courses) are based on the courses that are scheduled in advance so there shouldn’t be anything listed there that does not run. Stephen commented that there has been some confusion around special topics courses and explained the nature of special topics courses.
Stephen also advised that Summer courses are rarely offered due to staffing levels over the Summer break and said that courses that are run on an occasional basis have also led to confusion in the past and are being removed from course lists.

James queried whether an email could be sent to student cohorts when new courses are added or programs are updated/changed. Stephen advised that in past years sessions had been run prior to the beginning of each semester to provide these updates but that attendance was so low that the sessions were discontinued. It was agreed that the method of communicating such information to students needed to improve.

4.2.3. Graduation Checks and Communication with EAIT
Discussed under agenda item 3.5.

5. Other Business
5.1 Parking
A committee member queried whether the School could assist with parking queries but was advised that the School has no control over this.

5.2 ENGG2800 Team Project
Evan Hughes raised an item from 2017 – commenting that ENGG2800 Team Project I appeared to be running well and that he had not received any feedback or complaints regarding the projected timetabling/resource clashes. Evan commented that ENGG2800 would run again in Semester 1 2019 and queried whether there would be any procedures in place to prevent students attempting to take ENGG2800 at the same time as CSSE2010 or similar courses. A general discussion ensued about the difficulties involved in regulating/enforcing students’ enrolment and study plans in general.

5.3 School Review
Head of School, Michael Brünig, discussed the School Review and the recommendation from the Review Panel of the need to improve the dialogue between the students and the School.

Michael raised the possibility that the Committee may not currently be meeting that requirement and alternative methods for students to provide feedback to the School may need to be considered. Michael also noted the Review Panel’s feedback that the School has not been sharing what is happening within the School to the desired degree (ie regarding staffing, space, planning, etc).

Michael initiated a discussion seeking ideas for providing a safe pathway for students to feed back to the School and for the School to communicate information to the students (ie regular updates to the Committee on staffing/space/planning).

It was concluded that a two-way discussion would be beneficial so that students understand the reasoning behind School decisions and that informal discussions had, in the past, been beneficial but there is currently no facility for this. It was agreed that the problem could not be solved in this meeting, the Committee was encouraged to think further about the possibilities and the matter would be revisited at the next meeting.

5.4 Thanks to the Committee
The Committee was thanked for its service in 2018.

6. Next Meeting
The next meeting is due to take place in Week 5, Semester 1, 2019.
Appendix 1

Melissa Vickery, Assistant Manager (Acting), Student and Academic Administration, Faculty of EAIT
10/10/2018

I guess the first point to raise is that in our peak period, for example July this year, we had over 800 enquiries at any one time in our inboxes and most of them were students requesting graduation checks. This is on top of providing orientation to commencing students, processing admission to programs and assisting students who were due to graduate. We always receive an influx of graduation check requests around the commencement of semester, so where we can we encourage students not to leave questions about their enrolment to the last minute and to plan their enrolment in advance, that way they will not be waiting for a response to an enrolment question during peak period at the beginning of the current semester. We will also prioritise students who are in their graduating semester, to ensure that we can assist them with fixing their enrolment, if required, in order to graduate on time.

A couple of things that we have implemented to try and assist with this is:

- We are asking students to do a self-graduation check first, and then to contact us to have it checked or answer any specific question they may have. We have create a template that explains clearly step by step how to do a graduation check. This is really important for a couple of reasons, mainly that it ensures that students are aware and have an understanding of the program rules and requirements. This will hopefully reduce errors in student enrolments and ensure that they remain on track throughout their program.

- We are identifying students who are within 16 units of completing their program requirements, and sending them a graduation preparation email which includes ensuring that their plan is correct and again asking them to do a self-graduation check to check their enrolment early and get in contact with us if they have an concerns.

The University also has a few projects running at the moment to try and simplify program rules and requirements. There is also a project being run to produce online program planners for students. This would allow students to plan their enrolment throughout their degree, and also gives functionality to send this to the Faculty for checking. They started with the BA online planner (https://program-planner.my.uq.edu.au/2000) and will be looking at development for this in other programs. The hope is that once these planners are up, that they can be flipped to produce a grad checker for students. This is still in development so it is a little while away, but I think it is important to note that discussions are being had across the University to try and improve this process.

My take home message would be for students to do the self-graduation check and complete an enrolment plan for their program, and send it through to us early to have it checked. If they have questions about their Semester 1 2019 enrolment, I would encourage them to get in contact with us in December 2018.