# Results Processing System – Service level agreement (April 2015)

## General

See Appendix A (below) – Glossary of terms

1. The Systems Administration Office provides a functional Result Processing System to RPS “Users”.
2. The users provide certain information to the Systems Administration Office in accordance with this procedure document and meeting published deadlines.

## System and data management

1. The Systems Administration Office with the support of MIS shall maintain and endeavour to make available RPS in working hours and any previously arranged out of hours and provide necessary support to the users.
2. The Systems Administration Office will publish data input deadlines for the processing period annually in the Spring Term.
3. The Systems Administration Office and users shall be responsible for ensuring that all use of data complies with University policies and procedures.
4. The Systems Administration Office will provide technical advice on the use of RPS and on potential or proposed enhancements and developments.
5. At the request of the Systems Administration Office the users will provide the data necessary for the effective operation of RPS, namely:
   * confirmation of all rules for calculating marks, progression and overall results
   * changes as they arise during the academic year to all rules
   * any information relating to an individual student that may affect the system
6. Users will undertake to refer to the checklist set out in Appendix B (below) and to complete the relevant actions before final grids are printed.
7. Users will undertake to refer to the checklist in Appendix C (below) and to complete the relevant actions in the appropriate circumstances.
8. The Systems Administration Office and users shall each take reasonable steps to keep each other informed of any special requirements applicable to comply with this statement of service provision.

## Training

1. The Systems Administration Office will provide one-to-one training where appropriate for new members of staff and refresher training for existing staff where appropriate. The relevant offices should notify the Systems Administration Office of their requirements as soon as possible.
2. The Systems Administration Office will write and maintain on-line help for RPS, accessible via RPS. This incorporates a definition of the rules as well as explaining terminology used and describing the functions within the system.

## Confidentiality

1. Users should ensure at all times that RPS is not left open on their computer or that hard copies of data are left unsupervised.
2. Exam candidate numbers should not be disclosed to staff not involved in the departmental administration of examinations and assessment.
3. Detailed results (eg. examination marks) must not be published until the board of examiners has ratified them and the overall results have been published by means of a pass list.
4. Results must not be disclosed to telephone callers.

## Reporting problems

1. Any fault known to the Systems Administration Office office should be reported to the users with details and the anticipated timescale for the fault to be rectified. All faults should be reported using the [online RPS Issues Report Form](https://www1.essex.ac.uk/staff/academic/rps-fault-report.aspx).
2. Any query on RPS functionality found by a user should be reported to the Systems Administration Office, specifying the following:
   * effect on screen or reports being used
   * screen Number
   * options Selected
   * buttons Pressed
   * urgency of Issues
3. Any problems with calculation of the marks should be reported to the relevant Academic Officer in Registry who will report to the Systems Administration Office if needed.
4. The Systems Administration Office will report to MIS and back to the user as soon as the issue is resolved, or report any reason for delay.

## Unforeseen circumstances

If a situation in relation to the Systems Administration Office or users which affects or may affect the fulfilment of any of the above obligations occurs, the party concerned should notify the other party as to the circumstances and extent.

## Review/enhancements

1. The Systems Administration Office will carry out an annual review of the year’s processing in October (ie. once July and September processing is complete) and will ask all users for input to the review and to submit any requests for enhancements.
2. The Systems Administration Office and MIS will consider all enhancement requests, in consultation with users in central administrative offices and departments. Enhancements will normally be prioritised in accordance with the number and range of users expected to benefit and in accordance with the programming time available\*. Enhancements to the system will be reported each year by the Systems Administration Office when the system goes live.

\*Each year a number of enhancement requests result from changes to rules of assessment or other policy decisions made by University Committees. These enhancements require programming time which reduces the resource available to implement desirable but not essential changes to RPS functionality.

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## Appendix A Glossary of Terms

|  |  |
| --- | --- |
| **RP** | Result Processing System |
| **SRDB** | Student Records Database |
| **Systems Administration** | The Systems Administration Office, Academic Section |
| **MIS** | Management Information Systems, Information Systems Services Section |
| **Dept Users** | Any user of RPS in an Academic Department |
| **AS User** | Any user of RPS in the Academic Section |
| **Users** | All users |
| **Working Hours** | Hours Monday to Friday 8.30 – 5.00 |
| **Out of Hours** | Support available out of “Working Hours” |
| **CM Rule** | The rule that determines the split between the Coursework Average and Exam Mark Average |
| **MM Rule** | The Rule that determines a Year Mark Average |
| **DM Rule** | The Rule that determines a overall Degree Mark Average |
| **P Rule** | The rule that determines a Non Final Year or Postgraduate taught course student Module result |
| **DC Rule** | The rule that determines a Final Year student Degree Class |
| **Module Credit** | Weigh of the module in the Stage |
| **ROA** | Rules of Assessment |

## Appendix B

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| **Accuracy Check – In preparation for the Board** | **Who is Responsible** | | **Done yes/no** |
|  |  |  |  |
|  | **UG Schemes** | **PG Schemes** |  |
| **Coursework Marks** |  |  |  |
| Have all the marks for relevant pieces of work been input into COR? | Department | Department |  |
| Are the weightings between pieces of work and the final coursework aggregate calculation correct in COR? | Department | Department |  |
| Have the correct marks come across from COR to RPS? | Department | Department |  |
| Have any marks which have been input directly onto RPS been double-checked for accuracy? | Department | Department |  |
| If students have had an opportunity to check their coursework marks (eg output from COR) have any errors been corrected? | Department | Department |  |
|  |  |  |  |
| **Exam Marks** |  |  |  |
| Have the marks for the separate exam questions been added up correctly? | Department | Department |  |
| Have the marks been transferred correctly onto a marks sheet? | Department | Department |  |
| Have the marks been entered correctly on RPS? | Department | Department |  |
| Have the exam absences (ABS, NAB) been recorded correctly? | Department | Department |  |
|  |  |  |  |
| **Coursework/Exam/Aggregate Marks** |  |  |  |
| Is the weighting of c/w to exam calculating correctly according to the approved rules of assessment (NB: report any errors to the Academic Officer. | Department | Department |  |
| Have the penalties for academic offences been input correctly? | Department | Department |  |
| Have all amendments made as a consequence of markers responding to feedback by External Examiners been recorded correctly? | Department | Department |  |
| Have marks from the previous year been entered correctly for students resitting exams without attendance? | Department | Department |  |
|  |  |  |  |
| **Stage Mark** |  |  |  |
| Is the year mark calculating correctly? | Secretary of the Board//Dept for pre-board | Department |  |
| Is the overall degree mark calculating correctly? | Secretary of the Board//Dept for pre-board | Department |  |
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| **Credits awarded** |  |  |  |
| Do the credits awarded tally with the proposed result? | Secretary of the Board//Dept for pre-board |  |  |
|  |  |  |  |
| **Module Class** |  |  |  |
| Are the correct classes assigned to individual Modules? | Secretary of the Board//Dept for pre-board | n/a |  |
| Is a weighted aggregate mark being displayed against each component? | Secretary of the Board//Dept for pre-board | Department |  |
|  |  |  |  |
| **Proposed Result** |  |  |  |
| Is the proposed result accurate? | Secretary of the Board//Dept for pre-board | Department |  |
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| **Extenuating Circumstances** |  |  |  |
| Is the grid showing the presence of extenuating circumstances? | Secretary of Exam Bd Meeting | Secretary of Exam Bd Meeting |  |
| Are relevant comments being carried forward from previous years? | Secretary of Exam Bd Meeting | Secretary of Exam Bd Meeting |  |
| **Entered by Registry for UG in Additional Information Screen via Marks Input Entered by Department for PGT in Additional Information Screen via Marks Input**  If you are aware of the fact that a student has extenuating circumstances, please ensure that you or a colleague advises the student to submit an extenuating circumstances form.  Forms are available from the extenuating performance website  <http://www.essex.ac.uk/students/exams-and-coursework/ext-circ.aspx>  Any evidence of extenuating circumstances not submitted to Registry by this method will be discounted by the Board of Examiners and during any appeal. | Secretary of the Board//Registry Staff | Department |  |

## Appendix C

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| **Accuracy Check – Post Board** | **Who is Responsible** |  |
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|  | **UG Courses** | **PG Courses** |
| **Results** |  |  |
| Have all changes to marks, course/component classes, degree classes, etc been recorded on RPS? | Education Manager/Secretary of Exam Bd Meeting | Department |
| Has a result been decided for all students in the Faculty on RPS? | Education Manager/Secretary to the Boards | Department |
| Has notification of any undecided results been given to the Systems Administration Office & Graduation Office? | Education Manager/Secretary to the Boards | Department |
|  |  |  |
| **Pass Lists** |  |  |
| Has a Pass List been produced for all Boards? | Education Manager/Secretary to the Boards | Department |
| Has the Pass List been submitted to Registry (PGT) (**Note must be submitted within 48 hours)** | n/a | Department |
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| **Crossload of Data from RPS to SRDB** |  |  |
| Has each stage been flagged for Crossload \*note that results cannot be put onto the web until the stages have been crossloaded and a Pass List received by Registry and approved | Education Manager/Secretary to the Boards | Education Manager |
| Has the Board Approved box been selected? | Education Manager/Secretary to the Boards/Systems Administration Office | Systems Administration Office |
| Have all stages been crossloaded? | Systems Administration Office | Systems Administration Office |
| Check Web result data | Systems Administration Office | Systems Administration Officer |
| Have the pass lists been given to the Graduation Office to initiate running of Certificates and Transcripts? | Systems Administration Office | Systems Administration Office |
|  |  |  |
| **Notification of Marks which must be Changed** |  |  |
| Have you notified the Registry Office – these changes must be notified in writing (or by e-mail)? | Department | Department |
| Has the Dean approved the changes (if necessary)? | Education Manager/Secretary of the Boards | Education Manager/Secretary to the Boards |
| Has the SRDB been updated? | Education Manager/Secretary to the Boards | Education Manager/Secretary to the Boards |
| Has the Student been notified? | Registry | Education Manager/Secretary to the Boards |
|  |  |  |
| **Change to Student Outcome** |  |  |
| Have the relevant offices been notified? SMO, Exams Office, **Graduation, Registration Office** | Registry | n/a |
| Has the SRDB been updated on the Assessment Screen? | Registry | n/a |
|  |  |  |
| **Web Results** |  |  |
| Web results will be published within 60 hours of the Board of Examiners subject to the above being met | Systems Administration Office | Systems Administration Office |