

All feedback on the KPI's contained within this report will be acknowledged.

Please forward this feedback to Arun Kumar, SLA Coordinator, Monash Research Graduate School and to David Pawley, Quality Adviser (SLAs), Centre for Higher Education Quality.

<b>Service: Manage and Administer Research Students</b>					
<p><b>Service description:</b> The provision of a comprehensive range of services for the management and administration of candidature for research students including: policy development and review; administration of doctoral and Master of Philosophy (MPhil) candidature from initial inquiry, admission to candidature, enrolment, re-enrolment and variations to candidature; annual review of candidature; management of the Research Training Scheme for funding research students; management of higher degree by research load planning; planning marketing and promotion of the university's postgraduate research programs; coordination of supervisor training; manage the Research Graduate Centre; exPERT seminar programs; and course and subject approvals for all research courses.</p>					
<b>KPI</b>	<b>Result</b>	<b>Date reported/ date to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
<p><b>Student Satisfaction with administration of doctoral candidature</b></p> <p>Measured by:</p> <p>85%+ of respondents answer 'Excellent', 'Very good' or 'good' when asked to rate the quality of the administration of candidature by the Monash Research Graduate School</p> <p>Number of complaints per 100 research students (for trend analysis)</p>	<p>1. 2006 Exit Survey: 60% thought the administration of candidature by MRGS was very good, 26% found it to be good and 11% found it to be satisfactory. (total = 97%)</p> <p>2. Nil complaints</p>	<p>May 2007 Exit Survey Report</p>	<p>1 January – 31 December 2006</p>	<p>Annually (Next May 2008 Exit Survey Report)</p>	<p>1. Monash Research Graduate School Exit Survey</p> <p>2. Non-academic complaints reported through complaint log together with statements of measures taken to resolve individual complaint and to avoid similar subsequent complaints</p>

<p><b>Strong performance in provision of quality postgraduate research services.</b></p> <p>Measured by:</p> <p>National benchmarking exercise co-ordinated through the University of Melbourne</p>	<p>In a benchmarking questionnaire of Go8, selected New Zealand and UK universities, Monash met all but one of the benchmarks in 8 of the 9 categories</p>	<p>Mid 2005</p>	<p>1 January – 31 December 2005</p>	<p>Further surveys and reports, if any, will be determined by the University of Melbourne</p>	<p>University of Melbourne School of Graduate Studies Report on benchmarking data for doctoral programs</p>
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**Further information: Due consideration of appropriate measures will be carried out in 2006 for services provided.**

Support services may wish to include a link to previous reports if available.

**Service: Administer Research Scholarships and Grants**

**Service description:** The provision of a range of services involved with administration of research scholarships and grants for HDR students; including the development and review of university wide policies; management of donor and centrally allocated awards, postgraduate grants and allowances; provision of scholarship and grant information; preparation of reports (financial and statistical); development of budgets and the maintenance of an extensive web site of research graduate matters.

KPI	Result	Date reported/ date to be reported	Period covered by statistics	Frequency to be reported	Measured by
<p><b>Student satisfaction with the administration of their scholarship.</b></p> <p>Measured by:</p> <p>85%+ of respondents indicate 'Excellent-Good' when asked to rate the quality of the administration of scholarships by the Monash Research Graduate School</p>	<p>The 2006 Exit Survey respondents indicated that the administration of their scholarship by MRGS ranged from excellent to good as follows:</p> <p>65% found it to be very good, 23% found it to be good, and 10% found it to be satisfactory (total = 98%)</p>	<p>May 2007 Exit Survey Report</p>	<p>1 January – 31 December 2006</p>	<p>Annually (Next May 2008 Exit Survey Report)</p>	<p>1. Monash Research Graduate School Exit Survey</p>

<p><b>Student and staff satisfaction with the administration of scholarships.</b></p> <p>Measured by:</p> <p>Number of complaints received by HDR students/supervisors etc</p>	<p>MRGS received seventy three (73) responses from academic and general staff as well as from HDR students strongly commending our efforts. Comments highlighted efficiency, professionalism understanding and cooperative team efforts of MRGS staff.</p> <p><u>Response data:</u></p> <p>Academic staff: 17</p> <p>General staff: 18</p> <p>HDR students: 38</p>	<p>January 2006</p>	<p>1 January – 31 December 2006</p>	<p>Annually (Next January 2008)</p>	<p>Non-academic complaints escalated to Manager or Director, MRGS reported through complaint log, together with statements of measures taken to resolve individual complaint and to avoid subsequent complaints.</p>
<p><b>Strong performance in provision of quality postgraduate research services.</b></p> <p>Measured by:</p> <p>National benchmarking exercise co-ordinated through the University of Melbourne</p>	<p>In a benchmarking questionnaire of Go8, selected New Zealand and UK universities, Monash met all but one of the benchmarks in 8 of the 9 categories</p>	<p>Reported in 2005</p>	<p>1 January – 31 December 2005</p>	<p>Further surveys and reports, if any, will be determined by the University of Melbourne</p>	<p>University of Melbourne School of Graduate Studies Report on benchmarking data for doctoral programs</p>
<p><b>Further information</b> (if appropriate)</p>					

<b>Service: Examine Doctorate and Master of Philosophy (MPhil) students</b>					
<b>Service description:</b> Administer and oversee thesis examination services including thesis examination support, information and advice; policy development; administrative coordination of the Postgraduate Publications Award scheme (PPA); conduct of the thesis examination; and post thesis examination administration.					
<b>KPI</b>	<b>Result</b>	<b>Date reported/ date to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
<p><b>Student Satisfaction with Thesis Examination Process</b></p> <p>Measured by:</p> <p>85%+ of respondents report that they are satisfied, overall, or better with the administration of thesis examination by MRGS</p>	<p>The 2006 Exit Survey respondents indicated that the student satisfaction with their thesis examination process ranged from excellent to good as follows:</p> <p>67% found it to be excellent, 17% found it to be very good, and 12% found it to be good (total = 96%)</p>	May 2007 Exit Survey Report	1 January – 31 December 2006	Annually  (Next May 2008 Exit Survey Report)	Monash Research Graduate School Exit Survey: separate question on thesis examinations developed in Exit Survey for 2006
<p><b>Student and supervisor satisfaction with Thesis Examination Process.</b></p> <p>Measured by:</p> <p>Number of complaints per 100 examinations conducted (for trend analysis)</p>	<p>Only one complaint was received relating to the examination process which were dealt with immediately and the procedures reviewed</p> <p>Numerous positive feedbacks were received from students, supervisors and academic heads who all expressed how well the School handled the Thesis Examination process in a very professional and diligent manner</p>	January 2006	1 January – 31 December 2006	Annually  (Next January 2008)	Non-academic complaints reported through complaint log, together with statements of measures taken to resolve individual complaint and to avoid subsequent complaints

<p><b>Timely Completion of Thesis Examination</b></p> <p>Measured by:</p> <p>Data on examinations undertaken in a given year</p>	<p>Results not yet available for 2006, but for 2003-2005 the trend has been:</p> <p>Median- 5 months for each year</p> <p>Average- has decreased from 7.5 months in 2002 to 6.4 months in 2005</p> <p>Note: the length of the examination has little relationship to the administration of the process- rather it relates to the vagaries of tardy examiners, the proportion of disputed results etc</p>	<p>January 2006</p>	<p>1 January – 31 December 2006.</p>	<p>Annually (next January 2008)</p>	<p>Monash Research Graduate School Statistical Report</p>
<p><b>Further information</b> (if appropriate)</p>					