

Liverpool John Moores University – Academic Registry

# Collaborative Continuous Monitoring and Enhancement – Programmes

Guidance notes for Programme Leaders to assist with completing the online CME Programme Performance Summary form and Enhancement & Development Plans for collaborative programmes. All programme level reports are completed and can be viewed via the Webhub CME system

## CME Introduction

Continuous Monitoring and Enhancement (CME) is the University's approach for monitoring and reviewing its taught undergraduate and postgraduate provision.

CME adopts a risk-based, enhancement focused approach to monitoring, which facilitates reflective practice through the provision of quantitative and qualitative data and structured reporting templates.

The CME process has been designed to ensure that all stakeholders are able to fully engage in monitoring and, as a result, the process is compartmentalised into Module, Programme, and School level monitoring.

- Module reporting should take place once marks are posted. This activity is the culmination point of module delivery following mark verification, the posting of marks and receipt of student feedback. The module evaluation area can be accessed and updated at any point during the year and prior to programme level monitoring.
- Programme level monitoring, takes place at the end of programme delivery and before the University deadline of 14th November. This feeds into School level monitoring.
- School level monitoring reflects on the delivery of provision in the School as a whole and reports to Academic Quality and Standards Committee in February.

Programme Leaders are invited to complete the monitoring process in consultation with programme teams by reviewing and responding to outcomes within Programme Performance Summary reports and through the ongoing maintenance of the Programme Enhancement and Development Plan.

The following guidance has been designed to support Programme Leaders in completing their Programme Performance Summary reports, and the development of Programme Enhancement Plans within the WebHub CME System.

Further guidance on the CME process can be found within the [Guidance for Continuous Monitoring and Enhancement](#).

Should you have any questions or queries on this process, please contact colleagues in Academic Quality and Standards via 'HelpMe' on your LJMU Desktop.

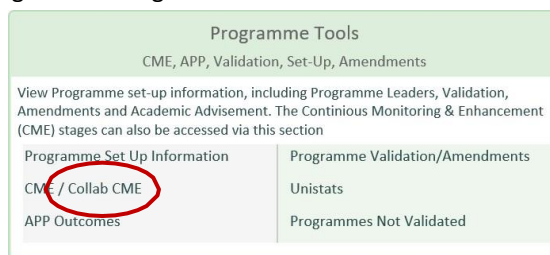
## Web Hub CME Programme CME – Quick Guide

Your Programme Performance Summary report and Enhancement and Development Plan for 2021/22 should be completed before the 14th November 2022.

- **Collaborative Staff:** Log on to WebHub >> select the **C.M.E.** option from the top menu bar:



- **Internal Staff:** Log on to WebHub > go to the Programme Tools button > select the CME option



- Select the **Create/Maintain Your CME Records** option from the main menu



- **Step 1: Create or select your CME record:**

- If you have not already created a CME record for your programme/one does not already exist that has been authored by someone else, complete the **CREATE A NEW CME RECORD:** form with the following information:
  - ✓ Programme 'Career' (i.e. Undergraduate or Postgraduate Taught)
  - ✓ CME Year – this is relevant to the module teaching term which will usually be the current academic year, unless the programme is non-standard, in which case it may be more relevant to select the previous term
  - ✓ CME Name – enter a name to easily identify your CME (e.g. for a single programme this may be the programme title/code, or a general name to identify a group of programmes)
  - ✓ Click the '**Save Details & Select Cohorts**' button
- You have previously set up a CME record for your programme(s):  
All CME's you have set up or have access to are listed under the '**My Existing CME Records**' heading:

View the programme(s) relevant to this CME here

Roll forward your CME for the next term

CME	Created By	CME Year	Manage Programmes	Programme Performance Summary	Development Plan	Roll Forward #	Delete CME
#1	Lucy McKenzie	2021/22	Programmes	Go to CME Report	Create	Create 2022/23	Delete

Click on the title of your CME to share editing access with a colleague.

Select Go to CME to view/complete your report

Create/Edit the Enhancement & Development Plan for your programme(s)

*(Skip steps 2 & 3 below if you have already set up your CME – go to 'Online Statistics')*

- Someone else has previously set up a CME record for your programme(s):  
Ask the previous author to give you access (refer to 1b above).

- Step 2: Use the search facility to list relevant programmes, and then select all that are relevant to this CME by clicking the **Add** button:
  - ✓ Programmes are split by Plan School, Plan Title and Cohort Month
  - ✓ Adding multiple programmes/cohorts to a single CME record will result in the statistics being aggregated to include all students on your selected programmes.
- Step 3: Once you have added at least one programme click the '**Go >>**' button to generate your Programme Performance Summary Report

Programme Performance Summary report

- Online Statistics: The report will contain various statistical data relevant to your programme(s).



Click the figures within the tables to view a breakdown by student [Help links](#) are available next to each report for further explanation

- Complete the [online form](#):

**SAVE YOUR STAGE 1 PROGRAMME PERFORMANCE SUMMARY CME REPORT**

Further Information	Comments (observations regarding the performance data)
Validation	Action taken to address recommendations from validation and review
Evaluation of Feedback from Students	Student Feedback Mechanisms
	Student Feedback and Evaluation
Student Complaints	Number Student Complaints Recorded
	Evaluation of Student Complaints

Where applicable, enter your comments into the yellow boxes

The on-screen form provides further detail on the information required for each section

**If you are not entering any comments please click the 'No Action/Comment Required' check box**

- : No Action or Comments Required
- : No necessary enhancements for the Enhancement and Development Plan identified

Save CME >>



- Click the '**Save CME**' button to ensure your online form has been saved – *please also click this button if you have selected the 'No Action/Comments Required' tick box.*
- Your Programme Performance Summary report is now complete. You can return to the form and edit the information required (via the '**My Existing CME Records**' section)

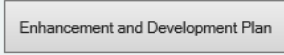
- Click the '**Download Programme Summary**' button to access a printable version of the Programme Performance Summary report.

## Enhancement & Development Plan

Enhancement and Development Plans are ongoing and should be maintained throughout the year. Create/Edit your Plan in one of the following ways:



- Select the option from within the 'My Existing CME Records' section
- Click the Enhancement and Development Plan button at the bottom of your Programme Performance Summary report screen.



➤ Complete the online form to begin adding actions to your Enhancement and Development Plan:

### 1. Programmes:

All programmes attached to your CME record will automatically be included. If this action is only relevant to a particular programme/cohort untick those that should not be included in this action.

Identified issue and source

Risk Level  
Likelihood:  Impact:

Proposed Enhancement to address issue

Anticipated Impact of enhancement

Actions to Achieve

Timescales and Lead

Resource Implications

Status

Status Commentary

### 2. Enhancement details and risk of impact

- ✓ Enter any information you have into the text boxes.
- ✓ You must select a 'Likelihood' and 'Impact' score from the risk level section.
- ✓ Status will default to 'Ongoing'. Once the action has been completed, this can be updated so that the action is no longer displayed in blue on screen.

Click the 'Save Details' button to ensure the action has been saved to the Enhancement & Development Plan

Multiple actions can be added to the plan for any of the programmes attached to the CME

➤ Update the online form on an ongoing basis with the current status of your plans:

### Current Enhancement and Development Information:

Status of Development Plans to Export:

Click the text from the list below to view/update any the information, green indicates the plan is Completed. If you have made any changes please click the SAVE button to update the record

1. A clear 'why'..... >>

- ✓ At a glance view - Blue items are ongoing. Green are completed.
- ✓ Click on the text to view/update any information.

1. A clear 'why'..... >>

Identified issue and source:  
A clear 'why'

Proposed Enhancement to address issue:  
Is specific

Anticipated Impact of enhancement:  
Is measurable

Actions to Achieve:  
Are systematic

Timescales and Lead:  
Are judicious with a defined end point.

Resource Implications:  
If appropriate AND additional

Delete this plan (ID of Plan is 1064)

**Request this plan be deleted**

Reason:  Request Deletion >>

Risk Level  
Likelihood:  Impact:

HIGH RISK (Gross Score 20)

Please set your plan as complete or add additional comments in this section.  
Status:

Is current

Record Created By: MASLMCKE - 07/02/2020 13:43

SAVE CHANGES >>

- ✓ If actions are completed - the status can be changed using the dropdown menu.
- ✓ If actions have been created in error, please request Deletion.