

## CENTRAL CURRICULUM MANAGEMENT CUSTOMER SATISFACTION SURVEY – 2015 RESULTS AND ANALYSIS

### ‘You Asked – We Did’

Suggestion for improvement - 2015 Survey	Action taken
Would like to be able to open all units at once during the final check for unit availabilities to enable single submission	Completed – Bulk September updates allow many units to be submitted at once
It would be good to get some more structure around NSTP (in particular, to make them re-usable by many units)	On track to be completed by February 2017
Many of the fields with non-standard teaching periods is repetitive and perhaps could be merged	
Reduce the need for a rationale for every change	Completed – 31% of fields no longer require rationale
Better reporting/informing at an early change stage between owning School/Faculty and other Schools/ Faculties with significant stakeholder interest in unit/major/course	Completed – any change to courses which include units from other Faculties now alert those Faculties on submission
The system could do with better integration of fields and the support staff is helpful. The system is sometimes slow during busy times and doesn't always save data properly which is concerning despite using the browser that best supports CAIDi.	Ongoing – Improving system functionality continually being investigated and improved upon, where possible. For instance search speed has been improved.
One improvement could be making ‘course’ information better searchable eg For Honours you can't search what course codes different unit-sets/ majors are offered in, you can only view the major/unit-set itself. Honours programs should not only be listed/approved as a unit-set, but by course (course code) as well	No action required - CAIDi does not manage the undergraduate degrees, but the degree course for each major or honours is listed on its Summary page and you can filter your search results for those curriculum types by Degree.
The frequency of teaching period changes should also be addressed. More work needs to be done to ensure better thought goes into proposing teaching periods accurately when initial approval is sought for units, so changes are minimal. This doesn't seem to be a priority at the time of approval and it is assumed that it will just be changed later.	Referred to Faculty whose responsibility it is to ensure data provided in relation to teaching periods is accurate.
Thought should also be put into choosing the teaching period in which a course will commence, as this determines the admission periods that are set-up. Manual work-arounds often have to be used to get around mistakes, rather than setting course up correctly the first time.	
It would be nice to see CAIDi develop into a one source of truth tool.	Ongoing - CAIDi was designed as a short/medium term curriculum approval process, pending further development of Callista (or its successor). A single source of truth tool is part of the IT Transformation project and supported by the central Curriculum Management Team