



Senate

<b>Paper Title</b>	Introducing a Learner Analytics (LA) Governance Framework
<b>Outcome requested</b>	Senate is asked to <b>note</b> the report and <b>approve</b> the recommended approach.
<b>Points for Senate members to note and further information</b>	<p>Work is underway to develop a Learner Analytics approach for Queen Mary, which is based on the institutional IPACE values and aims to support learning and the student experience. Learner Analytics will also help staff to better understand student engagement and to develop engaging pedagogy. The overall approach is one which seeks to be supportive and reflective.</p> <p>A governance framework is being developed for Learner Analytics. Drafts of the governance documents are expected to be complete by mid-June. There has been wide consultation via the Learner Analytics Governance Task and Finish Group. Further consultation can also take place as may be appropriate.</p> <p>It is envisaged that the governance framework for Learner Analytics will be in place for the new academic year. As this is the last meeting of the Senate in 2020/21, Senate is asked to delegate authority to EQSB to approve the governance framework at its meeting in July 2021.</p>
<b>Questions for Senate to consider</b>	Is Senate content to approve the proposed approach?
<b>Regulatory/statutory reference points</b>	Both the GDPR and the Data Protection Act 2018 will be adhered to and referenced within the governance framework
<b>Strategy and risk</b>	LA as a tool for improving student engagement is part of the Improving Student Engagement strand of the QMUL Strategy 2030. The development of an LA governance framework is a way of mitigating risk that LA and associated data is used inappropriately.
<b>Reporting/ consideration route for the paper</b>	Previously considered by ESAT and EQSB.

<b>Authors</b>	Dr Christine Couper (Learner Analytics Consultant)
<b>Sponsor</b>	Professor Stephanie Marshall, Vice-Principal (Education) Professor Stefan Krummaker, Deputy Vice-Principal (Education)

## Queen Mary University of London

### Introducing a Learner Analytics Governance Framework

#### Briefing Paper from Learner Analytics Governance Task & Finish Group (LAGT&FG)

#### Action requested of EQSB

To approve the approach being taken by the LAGT&FG to develop a LA governance framework at QMUL and to agree the proposed timetable

#### Background

The further development of Learner Analytics (LA) is embedded within the Improving Student Engagement strand of the QMUL Strategy 2030. Currently there is a short-term project in place to make tactical improvements to the LA tool QEngage for 2021 including how it aligns and integrates with other learning support resources. Concurrently a longer-term LA strategy is being developed to deliver a solution that is more demonstrably effective at improving student engagement allowing students to meet their full potential. As part of the strategic review, work has begun to provide a governance framework for LA that underpins our strategic objectives. An LA Governance Task and Finish Group (LAGT&FG) has been set up with representation from across the university (Membership list - Annex 1) and a terms of reference (Annex 2) which focusses on the specific task of reviewing and revising draft LA governance documentation, the basis of which was prepared at sector level by Jisc and by members of the EU funded SHEILA (Supporting Higher Education to Integrate Learning Analytics) project.

Colleagues from the students' union have agreed to participate in this development which is very clearly identified as a student/staff partnership activity.

#### Our approach

At the first meeting of the LAGT&FG we agreed that the governance framework would be shaped so LA would not be considered as a monitoring or punitive tool. Instead it would be focussed on helping us to better understand how students are engaging with their learning and to better tailor support and pedagogy. The framework will ensure that LA data and processes are used positively to drive benefit and not to create problems or risks.

#### Timetable

1. Notify the **May meeting of EQSB** of the work being carried out by the LAGT&FG. This approach was endorsed by EQSB at its meeting on 19 May 2021.
2. Notify the **June meeting of Senate** of the work and request that decision-making authority is passed to EQSB or agree the governance framework at its July meeting. (If that is not possible then to allow limited approval at the July meeting of EQSB with final approval being agreed at the October meeting of Senate.)
3. The output from the Task and Finish Group, in the form of a governance framework customised to QMUL which has been agreed by key stakeholders, will be presented to the **July meeting of EQSB** with the aim of getting institutional approval.
4. Concurrently, the framework will be considered by the **Information Governance Group**, chaired by the Head of IT.

Assuming both committees give approval, the governance framework will be implemented by the end of July 2021. The documents would be approved for a year with the expectation that

they be reviewed and if necessary revised in spring 2022 as part of the on-going roll out of LA at QMUL.

#### The governance documentation under review

The governance pack currently consists of five documents which includes a definition of learner analytics, a Statement of Principles, the Purpose of LA at QMUL, an LA Policy and a Student Guide to LA. These need to be further revised and shaped to reflect the ethos and values of QM and to ensure there is full alignment with the new strategy.

In addition, a data protection impact assessment for LA will be carried out.

The current LA policy covers a set of key themes:

- Clarity of purpose
- Responsibility and Stewardship
- Transparency and Consent
- Privacy
- Validity
- Access
- Maximising positive interventions
- Minimising adverse impacts

The T&FG will reflect on each of the themes to ensure it reflects best practice. Once the review has taken place, we will submit the complete pack of revised documentation to the July meeting of EQSB for their input and approval. Once approved, the Student Terms of Registration will be updated to reflect the use made of LA at QMUL and to provide links to the governance pack which will be made widely available. A communications plan will be put in place to ensure that staff and students are aware of the LA development work that is taking place including the development of a governance framework that will support and protect students and staff.

## Annex 1: Membership of the LA Governance Task & Finish Group

<b>Participant</b>	<b>Representation</b>
Stefan Krummaker	Lead for Learner Analytics (LA) at QMUL
Yue Chen	S&E Faculty
Christine Couper	LA Strategy Group
Sarah Cowls	Student & Academic Services
Elizabeth Crooks	S&E Faculty
Janet De Wilde	LA Strategy Group
Stella Ekebuisi	Centre for Academic and Professional Development
Markman Ellis	H&SS Faculty
Simon Hayter	EQSB Committee Link
Lucie Langley	H&SS Faculty
Trudy Mason	UKVI Compliance
Marianne Melsen	Students' Union
Alistair Morey	Library
Vanessa Muirhead	SMD Faculty
Catherine Murray	LA Tactical Group
Paul Smallcombe	Information Compliance
Cameron Storey	Students' Union
James Strong	LA Strategy Group
Richard Young	LA Strategy Group

## Annex 2: Terms of Reference of the LA Governance Task & Finish Group

To act as a sub-committee of the Learner Analytics Strategy Group with the specific task of reviewing and redrafting draft LA governance documentation so it is consistent with the aims and objective of LA at QMUL as described in the Strategic Plan 2030.

To liaise with others as necessary to ensure that the policies and processes being developed meet the needs of all key stakeholders.

To recommend to the LA Strategy Group, and the Education Quality and Standards Board a set of LA governance documents which they will be asked to approve on behalf of Senate.

The LAGT&FG has met twice in May 2021.