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**Sent by email to [c.g.johnson@kent.ac.uk](mailto:c.g.johnson@kent.ac.uk)**

**21 September 2016**

Dear Dr Johnson,

**Re: Institutional Response: External Examiner Annual Report 2015–2016**

I am writing further to the receipt of your External Examiner's Report for the COMSC undergraduate programmes.

Your Report has been considered by the School in accordance with our approved procedures. I am, therefore, now in a position to respond on behalf of the Vice-Chancellor to the main points you had raised.

**Issues Highlighted**

1. Your report of errors on examination papers despite the School's checking processes.
2. Your indication that two modules required heavy scaling and related comments and suggestions.
3. Your encouragement for the consideration of longer examinations.

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**The following response has been provided on behalf of the School:**

1. This has been raised more widely as an issue in the College of Physical Sciences & Engineering (to which the School of Computer Science & Informatics belongs), and a review of the Examination process is currently underway.  
The School's internal moderation process will also be reviewed by its Teaching Learning and Academic Quality Committee.
2. The School holds an annual Teaching Workshop at or near the start of each academic year. One session planned for this year's workshop will involve group work looking at ways of improving the uniformity of standards across modules (e.g. comparing each other's past examination question papers). Steps will be taken to confirm that all staff are aware of the importance of providing students adequate preparation for examinations, particularly in new modules.
3. The University is giving particular attention to the nature and volume of assessment at the moment, and one of its concerns is that some students are being over-assessed (both in terms of the nature and volume of the assessment, and the amount of time the assessments take to complete). Our examination lengths have been set according to their credit value in line with the University guidance on appropriate assessment load. However, the School will take this feedback into account when undertaking its programme and module reviews during 2016/17, with any changes being implemented for 2017/18.

**The University is pleased to note your positive comments including:**

1. your positive indications regarding the programme structure, academic standards and assessment process
2. your particular commendation of the level of student achievement and breadth of understanding demonstrated by final project work.

I hope that you will find this response satisfactory and we thank you for your continued support of the programme.

In order to meet the expectations of the QAA Quality Code, both the External Examiner Annual Report and this Institutional Response will be published on the University website and will be available to all students and staff.

The University's provision of the formal Institutional Response is not intended to constrain direct communication between schools and their External Examiners. Schools are encouraged to discuss with their External Examiners any matters of detail raised in their Reports and, more widely, any issues impacting on the quality and standards of awards, including possible changes to programmes.

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We are most grateful for your comments and for your support in this matter.

Yours sincerely,



Mr Simon Wright  
Academic Registrar