TRIM9 Web Client User Instructions - SACO Electronic Case Records

Accessing the Web Client

TRIM9 can be accessed using the TRIM9 Web Client from a PC, Mac, laptop, iPad, iPhone or other mobile device. This includes UON maintained desktop/laptop computers accessed through the UON network, or any offsite computer or mobile device (e.g. at home) with internet access.

Note: To access the TRIM9 Web Client from offsite you will need the UON VPN (GlobalProtect) software installed on your device. Should you require assistance with VPN please contact the IT Service Desk (ServiceUON IT Service Portal or phone extension 17000).

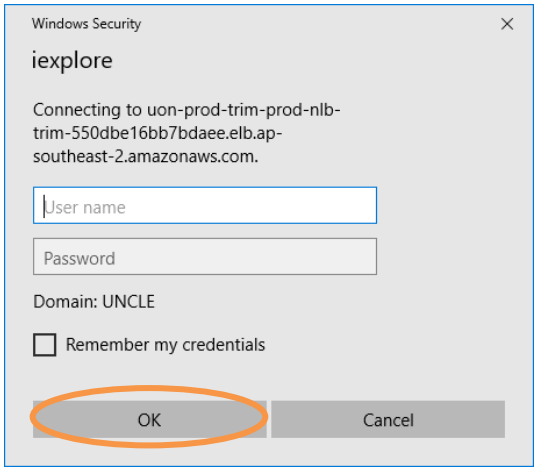
Note: Internet Explorer is the recommended browser for accessing the TRIM9 Web Client.

The URL to enter in your browser is:

- https://records.newcastle.edu.au

You will need to be a registered TRIM user to access the system. When accessing the TRIM9 Web Client via your browser you will be prompted for your UON network logon details.

Enter your credentials then select **OK**:



Note: This guide specifically contains instructions for Student Academic Conduct Officers (SACOs) on working with student misconduct records in the TRIM9 Web Client. For Web Client full user instructions please refer to the TRIM9 Web Client Guides located on the Records Governance Services website by clicking here.

Searching the Student Misconduct Register (SMR)

When a SACO has made a determination of Guilty during a student misconduct investigation, they need to check if the student has a "previous offence" before they work out what the appropriate penalty is for the current case. To search the SMR to verify whether the student has a previous case (or cases) listed:

1. Ensure the 'Search For' field is populated with the default option which is **RECORD**:

2. Click in the < Enter Search Query > field:

3. SACOs should first search by Student Number (leaving off the prefix 'c' if it exists). Type the Student Number followed by an Asterisk and press **Enter** on the keyboard (or click on the **magnifying glass** search button to the right of the **Search Area** as shown in the screenshot below) to run the search:
   Hint: (Shift + 8 on the keyboard to type an Asterisk)

4. Your search results will display under the **Search Area**. If a previous case exists, it will be represented by a **Red Folder Icon** or a **Grey Folder Icon** and the TRIM9 Record Number will have a prefix of **SAMR** or **SMR** as shown in the examples below:

Note: This search is **dependent** on the **student number** being in the **Title**

Note: The **Grey Folder Icon** indicates a **Non-Academic Student Misconduct record**. It was introduced in December 2020 and is used only by the **DVC(A) Office**.

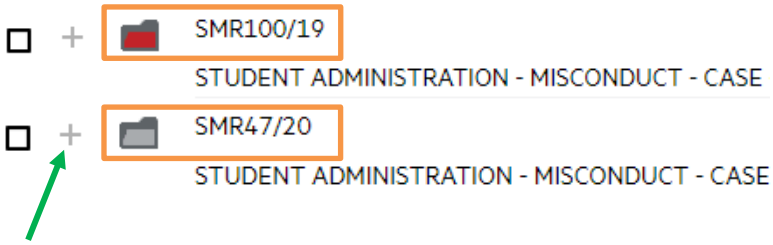
Hint: To access the documents enclosed in a folder click the **+** sign next to the folder.

If no results are returned after a Student Number Search, the SACO should also search by Student Name. Type the Student Name into the < Enter Search Query > field and press **Enter** on the keyboard (or click on the **magnifying glass** search button to the right of the **Search Area** as shown in the screenshot below) to run the search:

Note: Text searches in TRIM9 are not case sensitive.

Hint: If searching by Student Name you must enter the search terms in the same order that has been used in the title of the record. E.g. If **citizen john** does not return the result you are looking for, try **john citizen** or **citizen** instead. This will ensure you have conducted a thorough search of the SMR.

5. Your search results will display under the **Search Area**. As mentioned above, if a previous case exists, it will be represented by a **Red Folder Icon** or a **Grey Folder Icon** and the TRIM9 Record Number will have a prefix of **SAMR** or **SMR** as shown in the examples below:

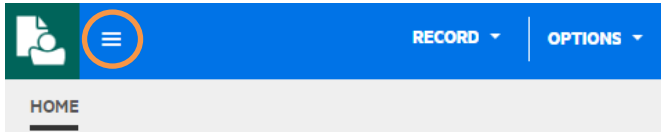


Hint: To access the documents enclosed in a folder click the **+** sign next to the folder.

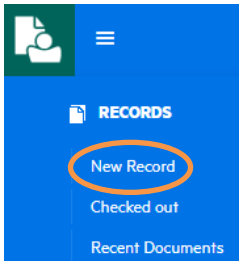
Creating a Student Misconduct File for a New Case

To register a new Student Misconduct case in TRIM9:

1. Click on the **Menu** button:



2. Select **New Record**:

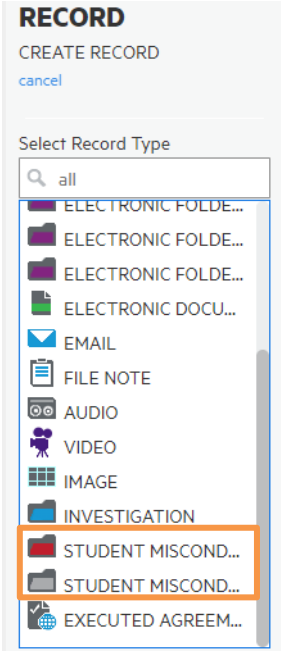


3. Scroll down to find the Record Type you need to create, and click on it once to select it:

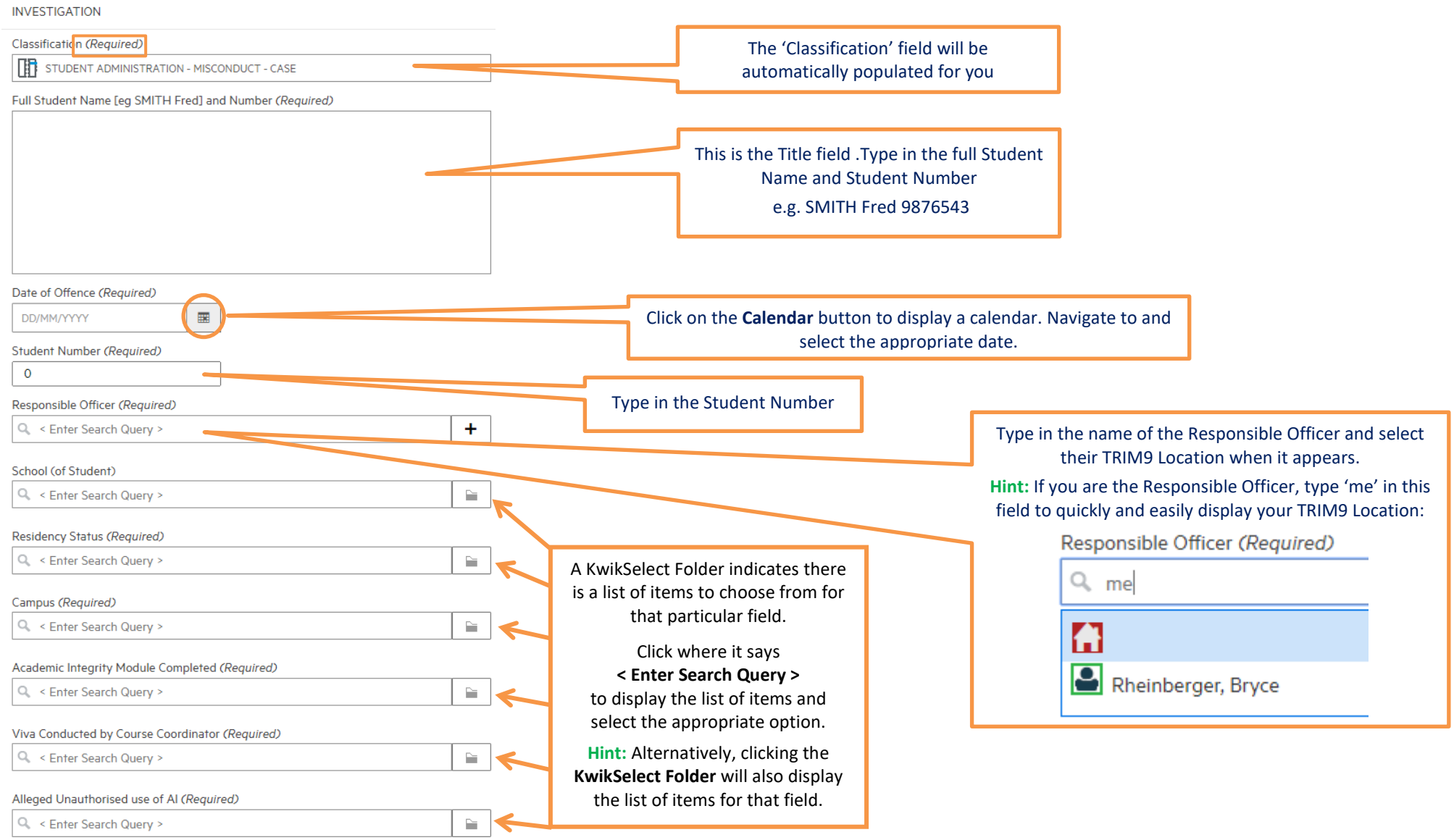
For **Academic Misconduct** select the **Red STUDENT MISCONDUCT Folder**.

For **Non-Academic Misconduct** select the **Grey STUDENT MISCONDUCT Folder**.

Note: Only the DVC(A) Office will be able to see and select the **Grey STUDENT MISCONDUCT Folder**.

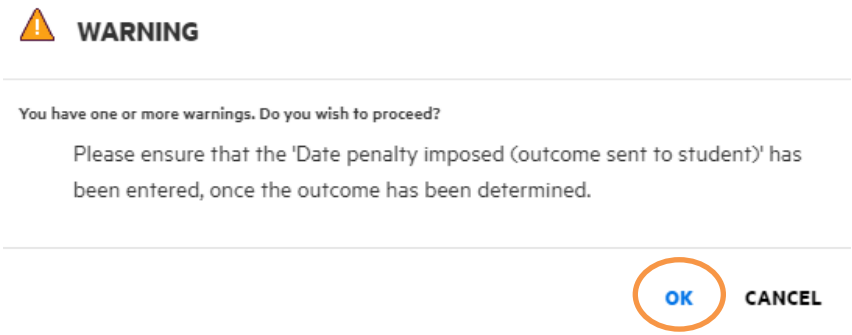


4. The **Record Entry Form** will appear on screen. Any field with '(Required)' at the end of its title is a mandatory field. Complete all the fields down to and including the field titled 'Viva Conducted by Course Coordinator'. Below is some guidance on completing each of the fields:



5. The new Student Misconduct Investigation File can now be saved into TRIM9. Scroll to the bottom of the **Record Entry Form** and select **SAVE**:

Note: You may receive a warning that the 'Date penalty imposed (outcome sent to student)' field hasn't been completed. If the outcome hasn't yet been determined, it is okay to proceed by clicking **OK**:



Uploading Documents and Emails to a Student Misconduct File

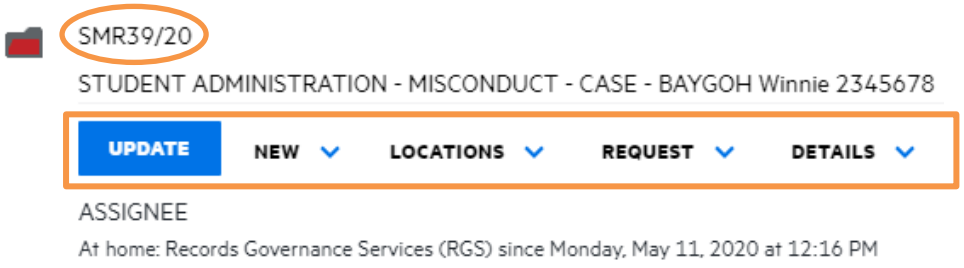
Note: In order to upload a document, spreadsheet, photo etc. to TRIM9 using the Web Client, you must already have it saved locally on your computer or available through Windows Explorer/Finder (e.g. on a share drive or in SharePoint).

Hint: Emails can be saved locally and uploaded as described above, however they do also have an alternate option where they don't have to be saved on your computer, and instead can be dragged and dropped straight from the Outlook Client (not Web Mail) into the TRIM Web Client.

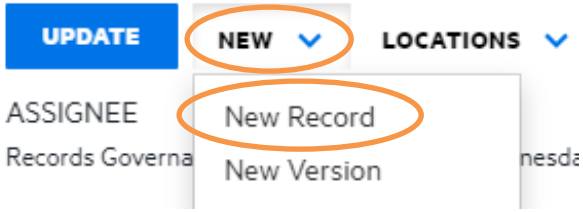
To create a document or email in the TRIM9 Web Client:

1. Locate the Student Misconduct File you want to save the document in.

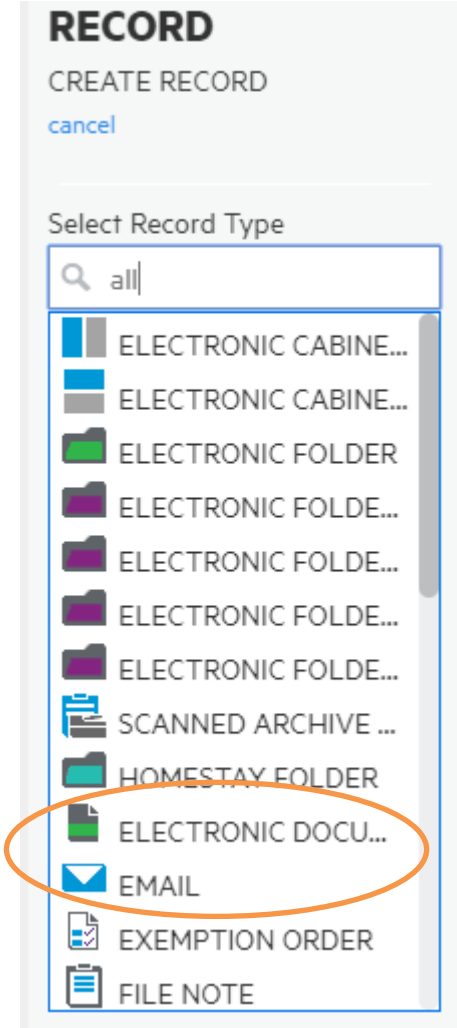
2. Ensure the options for the record such as UPDATE, NEW, LOCATIONS etc. are displayed. If not, click on the record number once to display them:



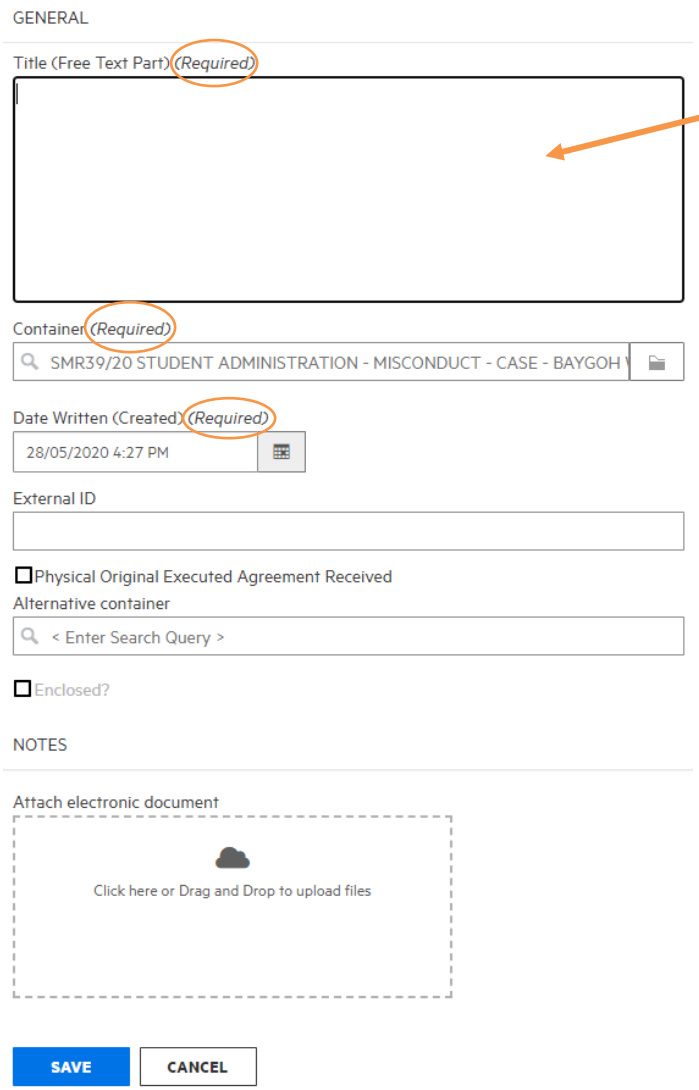
3. With the record options displayed, click on the **NEW** drop-down and select **New Record**:



4. The **'CREATE RECORD'** section will appear on the left of your TRIM9 Web Client screen with a list of record types to select from. Only record types which are able to reside inside your selected folder and which you have access to use will display. Click on the **record type** that corresponds to the record you are wanting to upload to TRIM9 (**ELECTRONIC DOCUMENT** or **EMAIL**):



5. The **Record Entry Form** for your selected record type will display. You may need to scroll down to see the entire **Record Entry Form**. Any mandatory field will have '(Required)' next to the field name:



6. Complete any 'Required' fields which haven't already been populated, and any optional fields for which you have information which you would like to record.

Note: For the 'Title' field, if the record you are going to upload is already well titled you can leave this field blank, and when you upload the record the 'Title' field will automatically populate with the title of the uploaded record.

Hint: Below are some examples of good titling for Student Misconduct records:

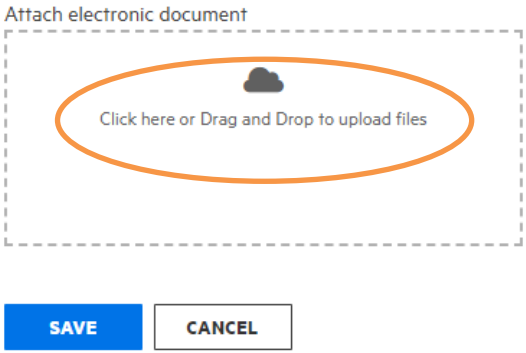
- **SURNAME Transcript**
- **SURNAME Preliminary Assessment Report**
- **SURNAME Misconduct Outcome**

Hint: If uploading multiple investigation records in a Zip file, below are some examples of good titling:

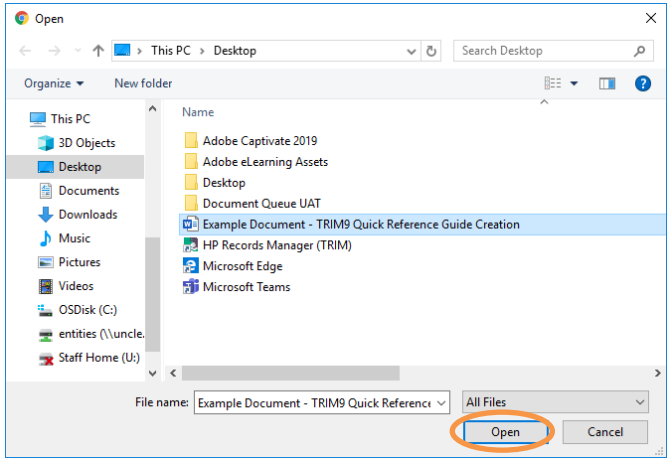
- **SURNAME SACO Records and Correspondence**
- **SURNAME Academic Integrity Documents**

7. Click in the area titled **Attach electronic document**:

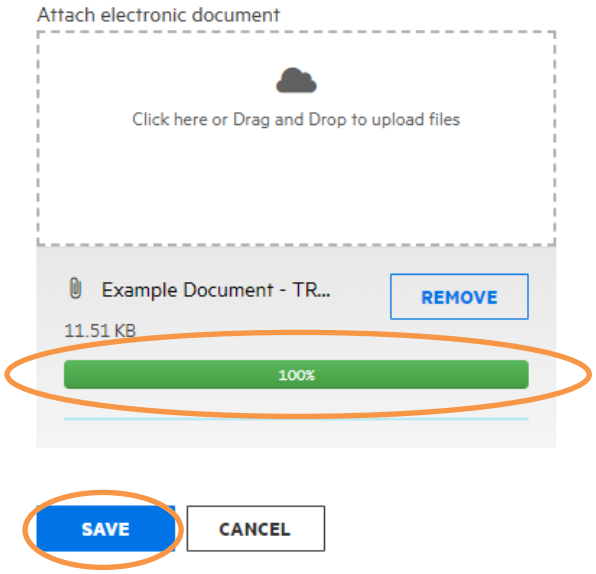
Hint: You can instead choose to drag and drop the document you want to upload into this **Attach electronic document** area, and then skip forward to **Step 9**. This includes dragging and dropping an email straight from the Outlook Client.



8. File Explorer/Finder will open. Navigate to where the document you want to upload is saved, click on it once to select it, then select **Open**:



9. The record will upload and show a green 100% bar when complete. Click **SAVE** to complete the upload process and create the record in TRIM9:



Note: If you didn't type in a title for the record in the 'Title' field, and instead left it blank so that it automatically populated with the title of the uploaded record (and didn't make any amendment to the automatically populated title), then you may have to click the **SAVE** button twice to complete the upload process and create the record in TRIM9.

10. Click the **+** next to the File you added the document or email to in order to see your newly created record:

Determination and Outcome of Investigation

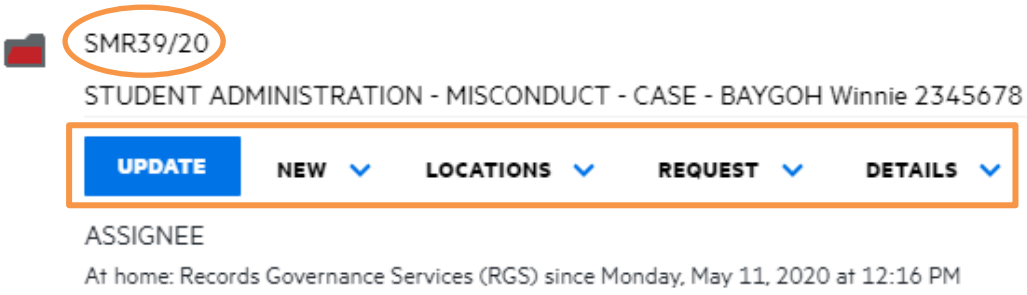
Once an investigation is complete, you will need to navigate to the relevant Student Misconduct File in TRIM9 to complete the remainder of the fields on the **Record Entry Form**.

Note: Prior to doing this, please ensure that you have uploaded all required documents and emails to that particular Student Misconduct File in TRIM9.

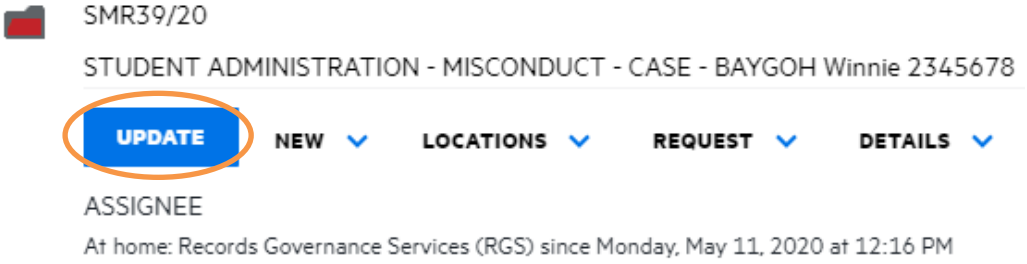
Hint: Using **Favourites** to manage your current investigations will make it very quick and easy for you to locate your current Student Misconduct Files. Please refer to the **Hints and Tips Section** at the end of this guide for more information.

1. Locate the relevant Student Misconduct Investigation File.

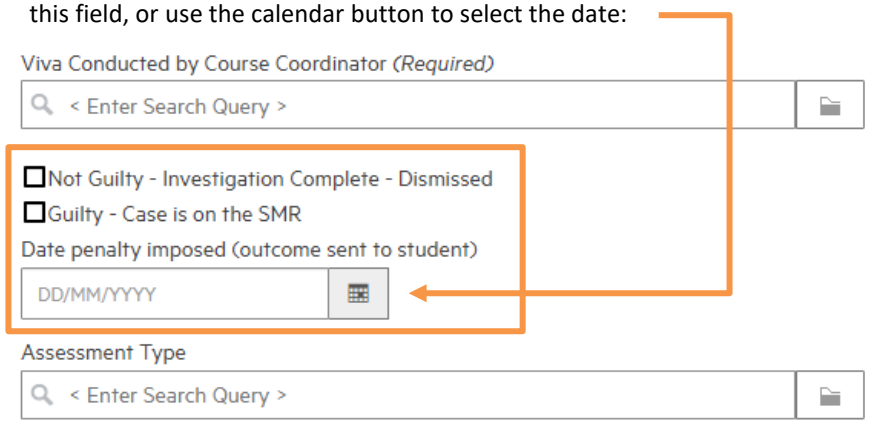
2. Ensure the options for the record such as UPDATE, NEW, LOCATIONS etc. are displayed. If not, click on the record number once to display them:



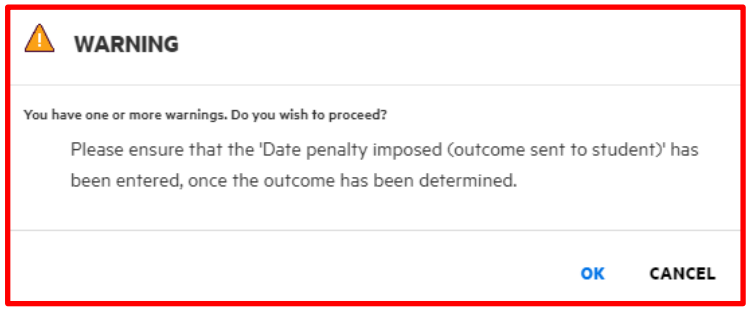
3. Select the **UPDATE** button:



4. The **Record Entry Form** will display. Scroll down to the 'Not Guilty' and 'Guilty' checkboxes:
   - If determination is **Not Guilty**, check the box titled 'Not Guilty - Investigation Complete - Dismissed'. Once you have saved your changes, Records Governance Services will automatically be notified, and the File and metadata will be de-identified and updated from 'Case' to 'Investigation'.
   - If determination is **Guilty**, check the box titled 'Guilty - Case is on the SMR', and add the date the outcome was sent to the student to the 'Date penalty imposed (outcome sent to student)' field. You can either type the date into this field, or use the calendar button to select the date:



Note: If you forget to add the date that the outcome was sent to the student to the 'Date penalty imposed (outcome sent to student)' field, the below warning will display when you select **SAVE** at the bottom of the **Record Entry Form**:



5. Complete the remaining metadata fields:

Assessment Type

< Enter Search Query >

Student Academic Offence Investigated

< Enter Search Query >

Course Code (eg EDUC1000)

Details Where Offence or Assessment Type is Other

Seriousness Rating: Academic Discipline Convention

< Enter Search Query >

Seriousness Rating: Knowledge of Regulations

< Enter Search Query >

Seriousness Rating: Level of the Student

< Enter Search Query >

Seriousness Rating: Nature/Extent of Dishonesty

< Enter Search Query >

- ☐ Counselling and training
- ☐ Attempt assessment again W/OUT loss of marks
- ☐ Assess the material excluding any dishonest parts
- ☐ Attempt assessment AGAIN with capped mark
- ☐ Award no marks for assessment item
- ☐ Student Referred to the PVC
- ☐ Student Referred to the DVC (A)

Hours Taken to Process

0.01

Note: The 'REFERRAL' and 'APPEAL' tabs at the bottom of the **Record Entry Form** are used by the DVC(A) Office only. If applicable, you can click on these to display and complete the metadata fields:

REFERRAL TO PVC

REFERRAL TO DVC(A) OR SMC

REFERRAL TO DOGS/DVC(R)

APPEAL TO DCV(A)/DVC(R)/VC/SMAC

6. To add the summary note to a record, there is a **'NOTES'** tab at the bottom of the **Record Entry Form**. Select the **'NOTES'** tab once, then type your note in the 'NOTES' field:

NOTES

Click to display

Type your note here

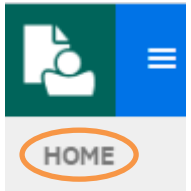
7. Select **SAVE** at the bottom of the **Record Entry Form** to save your changes:

SAVE CANCEL

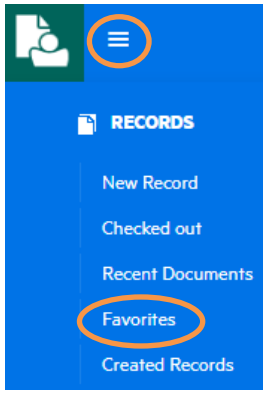
Hints and Tips

Favourites

Favourites are your favourite/regularly used records. Your **Favourite Records** are available either on the **HOME** tab at the top left of your TRIM9 Web Client screen:

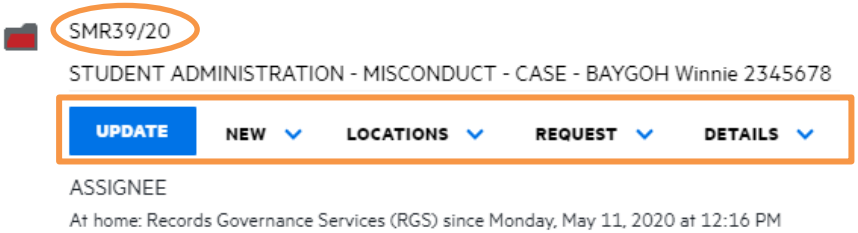


or by clicking the **Menu** button and selecting **Favourites**:

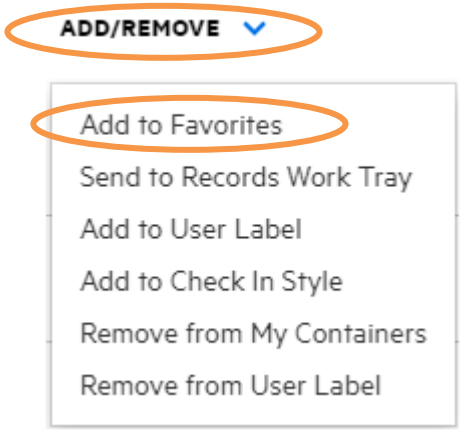


It is a good idea to add Student Misconduct Files you are working on to your Favourites so that locating them in TRIM9 is quick and easy for you. To add a record to your Favourites:

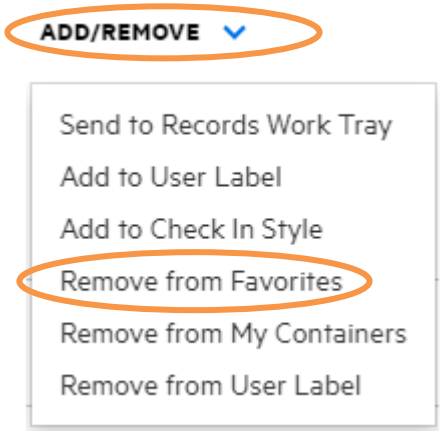
1. Ensure the options for the record such as UPDATE, NEW, LOCATIONS etc. are displayed. If not, click on the record number once to display them:



2. Click on the **ADD/REMOVE** drop-down and select **Add to Favourites**:



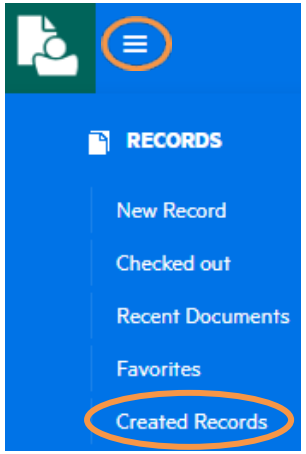
Note: Once you no longer require a particular Student Misconduct File to be in your Favourites, you can remove it by clicking the **ADD/REMOVE** drop-down for that File and selecting **Remove from Favourites**:



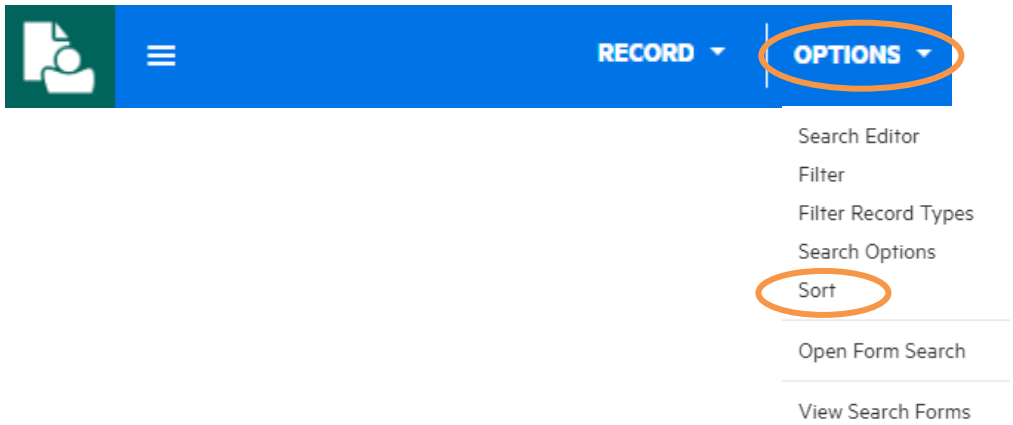
Created Records

Created Records is automatically populated with every record you have ever created in TRIM9.

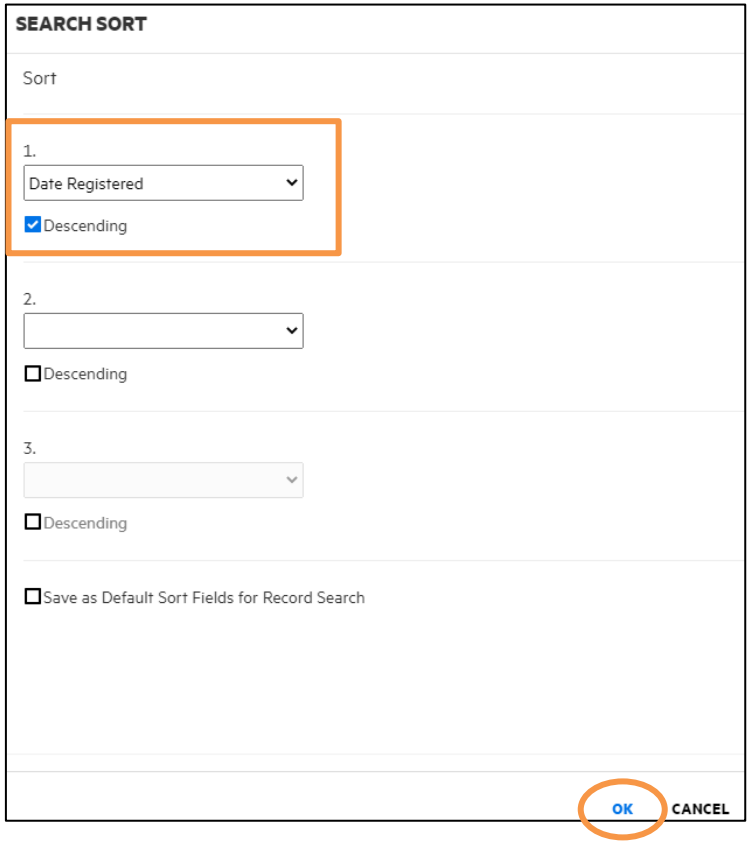
1. Your **Created Records** are available by clicking the **Menu** button and selecting **Created Records**:



2. To display your most recently created records at the top of the list, click the **OPTIONS** button then select **Sort**:



3. The **'SEARCH SORT'** window will appear. Populate the first sort field with **Date Registered** and place a tick in the 'Descending' checkbox by clicking it once. Then select **OK** to display your created records sorted by the date they were registered:



Deleting SACO Records

Should you ever need to have a record deleted, please email records@newcastle.edu.au requesting the deletion of the record, being sure to include in your email the below information about the record which requires deletion:

- Record Number
- Record Title
- Reason why the record requires deletion. E.g. Duplicate (if it is a duplicate, please also provide the Record Number of the record it is a duplicate of.