

**myUWE Management Group
Notes of the meeting of 26th November 2007
Room PR01, Frenchay Campus**

Present: Barry Cawthorne (Chair), Simon Ramsden, Rich Egan, Kath Holden, Sid Baldwin, George Coulsting, Richard O'Doherty, Terry Davies, Polly Smith, Chris Griffiths, Ben Wynne, Margaret Needles, Karen West, Emma Taylor (Notes).

1. Apologies

Kevin Foreman, Becca Danes.

2. Minutes of last meeting 8th October 2007.

Approved with one correction to Item 8. Barry noted that the student reps database would provide a university-wide benefit and requested that the last sentence of this item be removed.

3. Matters arising not elsewhere on the agenda

None.

4. To note dates of, and faculty and service membership of, the Requirements Prioritisation Sub-Group.

4.1. Dates: Tuesday 20th November 2007; Tuesday 26th February 2008; Wednesday 28th May 2008.

4.2. Membership: Terry Davies and one of Polly Smith, Ben Wynne, Karen West and Chris Griffiths invited by the chair dependent on the business of the meeting.

5. To note membership of consultation groups

myUWE Academic Group: Barry Cawthorne (Chair), Rich Egan (ITS), Sarah Mackie (BBS), Jason Briddon (Library), Kevin Burnside (Environment & Technology), Richard Edwards (Social Sciences & Humanities).

myUWE Business Group: Margaret Needles (Chair), Kath Jago (Social Sciences & Humanities), Jan Richardson (Environment & Technology), Andrew Cameron (Creative Arts), Cynthia Garland (Health & Life Sciences), Maddie Sandall (BBS), Esther Williams (AIR), Julia Weston (Marketing & Communications), Dave Spiller (House Services), Chris Griffiths (Academic Registry), Richard Dewfall (Finance), Lesley Donnithorne (HR), Steve Grive (ITS).

myUWE Student Forum: Becca Danes (Chair), membership comprising Student Reps.

6. Update on current programme of work

6.1. Staff timetable channel

Rich confirmed that this was now live for staff identified in the feed as having a timetable available.

6.2. Academic Record channel extension

Margaret reported that she was working with Chris to prioritise the next phase and develop a full specification.

6.3. Online coursework submission

Rich reported that online coursework submission was being run in managed mode as the full system functionality had not been fully tested in last year's pilot. The interface has been developed in response to student feedback. Margaret confirmed that 42 coursework items were eligible for online submission, which will allow fuller testing. Referral coursework will also be submitted online, with all 42 items due on the same day. Barry noted that this was the least well-understood channel. It was intended for specific groups, such as distance learners and staff who wished to mark online, and was never intended for university-wide use.

7. Next work stream

Barry confirmed that the output of the three consultation groups had been sent to Rich and Sid for a best-guess indication of the likely amount of work required. Barry stressed that the requirements were un-specified and subject to caveats from Rich and Sid given in the Technical Notes. The Requirements Prioritisation Sub-Group has ranked six of the requirements as 'High' and Barry asked the Group to identify five of the six to take forward, subject to dependencies. Barry noted that the requests hadn't been filtered but stressed that the initial scope was to identify developments which would have a university-wide application and benefit. Barry noted that any work on finance, library, or personnel facilities would require connection with Agresso, Unicorn and the library portal, and SAP respectively. The current advice from the Head of ITS was that any work on SAP would require consultancy and would be difficult and expensive. In order to determine whether we can connect to Agresso, student finance status has been selected as a small, closed finance development. Furthermore it was agreed work deferred to accommodate online registration. Rich advised that it was not yet possible to put a timescale on high priority developments. Barry enquired whether further requirements should be elicited in February 2008, given the amount of work already identified. Barry stressed the need to manage expectations and to conduct a careful review in January 2008.

MAG001 Extension of Academic Record Channel: Barry noted that this was work in progress and should not appear on the prioritisation list.

MAG002 Generic exam feedback channel: This item was previously agreed but deferred to allow the extension of online registration so had been ranked as high. Chris suggested that this item may be deferred as feedback was being discussed at LTAC and elements of feedback may be in the wider plan for the Academic Record channel. Margaret clarified that this was generic, rather than individual feedback. It was agreed that this item should be ranked as Medium.

MAG003 Incorporation of the Library portal into myUWE through a single sign-on: Incorporation of the library portal was ranked as high. Ben gave a demonstration of the functionality, which provides a searchable web interface to electronic library resources. Barry noted that any connection to the library portal should also include access to the Unicorn library system. Sid requested and received clarification that the library facility was not to be duplicated in myUWE.

MAG004 Personalised links to (and between) programme and module specifications: Recommend defer as this relies on the development of a consistent and maintained hyper linked set of module descriptions and programme specifications.

MAG005 E-mail communication with tutorial groups: Out of scope.

MBG001 Student status letters: Supported strongly at the RPSG by the facilitator of the Student Forum. Barry noted that this would benefit both students and faculty administrative staff, but a lot of analysis would be required. This was ranked as high but with caveats.

MBG002 Student and staff photograph submission: This has been ranked as high. Margaret confirmed that she and Rich had met with Chris Abbot from House Services and he also supported this.

MBG003 Staff personal information: Requires connection to SAP. There has been a clear steer against this from the Head of ITS as noted above.

MBG004 National Student Survey and First Destination Survey: This isn't personalised functionality and may be supported in other ways.

MBG005 Award Ceremony booking: Margaret noted that this would require the online finance store to be personalised and would only benefit one third of students. It was agreed that this would be low priority.

MBG006 Human Resource reporting: This would have a small audience and require a SAP connection. It was recommended that this be deferred.

MBG007 Announcements to include Timetabling Groups and SMS and MBG008 Student photosets, not by Syllabus Plus grouping: Announcements to Timetabling groups has been included in MBG008. Barry has referred SMS announcements to the Information Systems Co-ordination Group (ISCG) as a policy decision and advice on the budget are required. The amended MBG008 has been designated High priority. The amended MBG007 is deferred pending clarification of SMS policy.

Sid circulated a diagram representing the structure of announcement and photosets groupings and requested that a formal note be made that, when the student photosets channel was first developed, the access given had been based on legal advice relating to data protection. Photosets had been made available only to staff associated with activities in Syllabus Plus, but Sid has received reports from Dave Spiller that faculties have been creating ad-hoc Syllabus Plus activities to allow staff to access photosets. Sid raised the concern whether the provision of announcements and e-mailing to Syllabus Plus groups may exacerbate this ad-hoc creation of activities and whether this would, in turn, allow staff viewers and announcers to access photosets which they don't have a legal right to view. Barry shared Sid's concerns about data protection issues. Margaret explained that CEMS had stopped taking their own photographs of students on the condition that their need could be met through myUWE, so a placements module had been set up in Syllabus Plus to allow staff to see photosets of the placement students they would be visiting.

MBG009 Bursary information: This will be tied in with the review for 2008 of online registration.

MBG010 Email alerts to unread messages: This would not be possible across all three e-mail systems and would not bring a significant benefit. Low priority.

MBG011 Profile of interests: Probably not possible.

MBG012 Personalised links to (and between) programme and module specifications: This is the same request as MAG004.

MBG013 Module preferences indication: This is deferred as the facility will be provided through the Student Allocator project which is currently being piloted by BBS and FAS. An interface to the Student Allocator may be developed in the future.

MBG014 Student ambassadors: Tiny audience, out of scope.

MBG015 Academic Calendar: It was agreed that creation and maintenance of the necessary data was an issue and that this would be ranked as medium.

MBG016 Staff expenses claims: This would be a very large project, which would require a connection to Agresso so it is recommended that MBG021 be done first.

MBG017 Booking training: Out of scope.

MBG018 Parking permits: Low priority.

MBG019 Budgetary information: This has a small audience and is probably out of scope but requires clarification.

MBG020 WAP version of myUWE: Rich noted that this technology was fluid and would need a disproportionate amount of work for the benefits provided. It was recommended that this be deferred and reviewed in one year.

MBG021 Links to Agresso giving students real-time access to and reports of their financial status: This work had been deferred to accommodate online registration but was identified as high priority by students and by the Requirements Prioritisation Sub-Group. Richard O'Doherty enquired how many students were likely to use this service. Margaret advised that most students would have debt at some point in the year and a link to their financial status would allow them to identify their debts, saving a substantial amount of distress for students and administrative work for staff.

SF001 Student representative database: Barry noted that this request had been referred back to the Student Forum but had been received late (tabled) at the RPSG and had therefore not been estimated or ranked. Rich noted that any assessment of size was predicated on what was being requested. Giving students a means of identifying their module run/primary award and representative assumes the need for a back-end to store data and an interface to populate it. ISIS was offered as such a back-end. If the portal is required to interrogate ISIS, this would be a medium sized project. Simon estimated 2-3 weeks of ISIS work followed by 2-3 weeks of ISIS Application Server work. There would then be portal development work. It was agreed that this item should be ranked as Medium.

8. Online registration

Margaret noted that extension of this channel would bring work to the ISIS and Portal teams and that she was picking up requirements and matching these to what could be achieved. Extension of the students eligible to enrol would be the most obvious next step, but requires more liaison with IT Services and faculty colleagues. Margaret confirmed that she would analyse the requirements and bring back an indication of the work required. Chris requested that SAAG was involved in this process. Margaret confirmed that she was a member of SAAG but would also need to consult with people outside that group.

ACTION: Online registration to be a substantive item on the next MMG agenda.

9. Performance and access report

Sid reported that there had been high levels of staff access in November. Student access in October and November had remained at a similar level. There had been a small number of issues affecting provision:

- The ITS shutdown weekend of 19th – 22nd October.
- Two bugs affecting service which were addressed as quickly as possible. One coincided with the Blackboard re-branding of 5th November and an unrelated database connection issue, which took three days to identify and rectify, resulting in three days where access was difficult for some users. In response to this, steps had been taken to allow direct access to Blackboard temporarily.
- Estates had requested a last-minute power-down in B Block on Friday 23rd November. As a result, some systems outside the direct control of myUWE weren't working at full service. As a result, one user had difficulty submitting coursework because of problems with the authentication system outside myUWE.

Rich asked to record his thanks to the Blackboard and Portal team members who had come into the university over the weekend of 24th and 25th November to keep these systems running.

10. Dates of remaining meetings for 2007-2008

14th January 2008, 3rd March 2008, 14th April 2008, 9th June 2008, all in room 4D24. All meetings scheduled from 11:00-12:30.

11. Any other business

None.