myUWE Management Group
Notes of the meeting of 9 June 2008
Room 4D24, Frenchay Campus

Present: Barry Cawthorne (Chair), Terry Davies, Kath Holden, Simon Ramsden, Karen West, Polly Smith, Sid Baldwin, Rich Egan, George Coulsting, Kevin Foreman, Margaret Needles, Emma Taylor (Notes).

1. Apologies
Richard O'Doherty, Becca Danes, Ben Wynne, Chris Griffiths.

2. Minutes of last meeting 14 April 2008.
Margaret requested a clarification of the third bullet point in Item 7, as she had recommended that Hartpury not be included in online registration only if any additional problems emerge. In answer to a query by Kevin, Margaret confirmed that NHS-funded students at Hartpury would be able to register online.

3. Matters arising not elsewhere on the agenda

3.1. End-of-April progress report
Rich noted that there had been some scope-creep on the Academic Record Report as a printable view of notification of results and credit had been requested. Sid confirmed that the Portal Team were currently refining the output. Margaret advised that this would be completed by mid-July when the first Award Boards are locked.

4. Update on current programme of work

4.1. Online coursework submission
Rich reported that the pilot has now concluded and Margaret has collected feedback. The intention is release the system in October 2008. Barry noted that there are currently no protocols in place and these are awaiting development by the Academic Registry. There is therefore a need for a user guide to be developed for the system and its management.

4.2. Library portal and library record
Rich confirmed that a proof-of-concept was in place for the Library portal and record but this was dependent on Single Sign-On. Access to the Library portal through the new Single-Sign-On is pending approval by Library Services.

4.3. Photograph collection and updating
Margaret advised that the deadline had changed in response to a request by the Academic Registry for paper forms to be used to avoid confusing students. The new target delivery date is now Tuesday 7th October.

4.4. Student access to financial status in Agresso
Barry noted that this was dependent on the upgrade to Agresso 5.5. Sid and Margaret have met with Finance and representatives from Agresso. The portal will summarise Agresso information and provide a single sign-on link into the Agresso system. The intention is to authenticate via Active Directory.

4.5. Supplying photographs by additional groupings
Rich advised that the intention is to have a feed in place for a proof-of-concept by the end of June. Rich noted that there had been some scope-creep, but the target date remained.

4.6. Student status letters

Margaret reported on the two types of letter which could be generated:

- A general status letter which could be taken to Banks, Sports Centres etc. Business analysis has been undertaken with the Nat West who have advised that they would not accept a student-produced letter. This matter is now with their Retail Risk department. Margaret noted that this was worth pursuing as students could be asked to take responsibility for the letter being accepted or not.
- A Council Tax Certificate with strict criteria. Margaret noted that she had been working with the Academic Registry and some Councils were willing to take part in a pilot.

Rich reported that work was ongoing to develop a means of imprinting letters with a unique identifier, which the recipient can use to verify the letter online. This work is on target for October 2008. Margaret noted that there was a dependency on the Academic Registry.

4.7. Online registration 2008

Margaret noted that there had been significant problems in identifying the scope. All students except research and referred students will see the Registration tab and all students whose fees can be calculated will be able to pay online. Automation of the online registration process has been increased to allow funded students to go directly to 'ON', rather than going to provisionally registered. Testing will begin soon and the intended release date is 15th July. In response to a query by Barry, Margaret noted that Hartpury were being included in online registration at the moment, but she still had concerns that their practices were not sufficiently in-step with the rest of the university. Margaret noted that online registration had been developed as far as possible without changes to the fees structure. Sid noted that accommodation of multiple awards would require major re-engineering for relatively few beneficiaries. It was agreed that the issue of the fees structure should be re-visited at the next meeting. Barry thanked Rich, the Portal Team and the Business Systems Team.

ACTION: Fees structure and online registration to be considered at the October meeting of MMG.

5. Single sign-on (myLogin) report and demonstration

Rich reported that significant improvement had been made in terms of security. Sid confirmed that single sign-on also allowed a single sign-off. Clicking log out takes users to an ISA confirm logout page, which will confirm logout of the central service and will also cancel all individual sessions. UWE Live functionality has been added, to SSO, which will allow easier integration with other systems in the future such as Outlook Web Access (staff e-mail) and Sharepoint. Rich noted that integration with LiveMail was particularly beneficial as the ISCG has agreed that all new students will use LiveMail. Rich advised that Sid's team had developed a component to support SSO, and had received expressions of interest from other universities. This was pioneering work which we could give back to the sector. In answer to a query by Barry, Sid advised that the next developments would be single sign-on into the library portal and staff Outlook Web Access.

6. Outcomes from the elicitation groups and prioritisation of them by the RPSG

Barry advised that the current portal development work was likely to take until November 2008 to complete, but confirmed that the Academic Group (MAG) and Business Group (MBG) had met and gave a summary of the outcomes of the prioritisation process. The group approved the following recommendations:

High priority with high time constraints (H1):
- MBG023 Exam timetables (combined with MAG007): Barry noted that this was required by January 2009. Karen advised that a bookmark to the Exam Timetable system was now available for staff.
- MGB026 Student allocator: The ISCG has decided that the university will adopt the student allocator as its method of collecting option choices, and has asked Karen for a roll-out plan for 2009. Barry clarified that only option choices would be offered and self-allocation would remain in pilot. This needs to be in place for the 2009-10 option choices which are made in Feb, March, April 2009.
- MBG034 Coursework submission forms: This development should be relatively small and will provide students with personalised front-covers for coursework submission, which will reduce administrative overheads and reduce errors.

High priority with lower time constraints (H2):

- MAG006 Calendaring Aggregator: Rich advised that, by using the iCal format, information from a number of different calendaring services could be aggregated within myUWE and UWE calendars could be offered to staff and students.
- MAG008 Online Notepad: Barry noted that this represented a small but useful and achievable facility with no scope-creep or dependencies.
- MBG029 Car parking: In response to a query by Kevin, Sid advised that this would not include visitor parking permits. It was agreed that this facility would bring benefits for staff. The target date for delivery is September/October 2009.
- MBG031 Academic Record Phase 3: Margaret noted that the development of credit summaries is dependent on the requirement being specified. It was agreed that this should have a target date of early 2009, but has dependencies on the Academic Registry.
- MBG037 Changes to the addresses channel: Margaret noted that it had become clear from the online registration project that changes to the addresses channel were needed, but these can't be done in time for this year's registration.
- MBG038 Provide details of a student's registrations: Margaret noted that this would allow students to see the degree on which they are registered and the state of their registration, so would help students with support enquiries.

Medium priority:

- MAG009 E-mail aggregator: It was agreed by the RPSG that this could only be offered if all e-mail services could be aggregated.
- MBG032 Late work and extenuating circumstances: This feature will provide receipting for applications for extenuating circumstances or receipt of late work.

Low priority:

- MAG010 Notification of expenses: Barry noted that this would require integration with SAP, which is probably the most difficult university system to connect to, and stressed that it had always been stated that we would connect to one new system at a time, with the Library Portal being next,

followed by Agresso and the Student Allocator. Only when this is completed will we consider integration with SAP.

- MAG011 Publication of referral work to referred students: This is already published online by faculties, so would offer no additional benefit.
- MBG024 Exam photosets: Barry noted that evidence was required that impersonation in exams was a problem. Karen confirmed that students could bring alternative (non-photo) ID to an exam if they didn't have their student card, so there was a small possibility of impersonation occurring; but there appeared to be no evidence that it had occurred. In response to a query by Terry, Karen clarified that exam photosets would differ from module photosets as they would be generated by room.
- MBG028 Centre for sport booking: It was agreed that this would require a large amount of work for a relatively small benefit.
- MBG030 Van driver schedules: Karen advised that this facility could be delivered with the staff timetable, which is already in place.

Deferred:

- MAG012 Staff profile pages: Requires an in-principle decision on the external publication of contact details. The ISCG has requested that this be referred to the Web Management Group. Rich confirmed that he would take this to WMG.
  ACTION: Rich to report on the WMG view
- MBG022 Student accommodation contracts: Deferred as requires a connection to the Kinetics system. Karen noted that there was a facility in Kinetics which allows students to apply for accommodation, and which could be accessed via a bookmark.
- MBG033 Module Run Enrolment online: This has been deferred as it is dependent on the ISIS Academic Infrastructure. The infrastructure exists in ISIS but has not been switched on and has not been consistently maintained by all faculties. A prerequisite of online MRE is a stable, accurate, maintained and available ISIS Academic Infrastructure.
- MBG035 Staff details from SAP: This would provide additional functionality for staff, but has been deferred as it requires a connection with SAP (see item MAG010 above).
- MBG036 Graduate Development Programme (GDP): Deferred as Margaret is awaiting further information on requirements.

Out-of-scope:

- MBG025 Room timetables: Out-of-scope as this feature cannot be personalised. Karen confirmed that access to the existing room timetable system could be accommodated through a bookmark.
- MBG027 Internal events booking: Karen advised that this service would be personalisable to ensure that it was only used by authorised users. Barry confirmed that he would put this item back on the agenda but cautioned that it was unlikely to be prioritised as high.

Accommodate through Blackboard:

- MAG002 Generic Exam Feedback: The new Blackboard policy for 2008/09 that there is an expectation that all module runs have a presence in Blackboard removes the argument to deliver this via the Portal. The MMG noted that it was now the intention of the Blackboard Management Group to deliver this facility though Blackboard.

7. Reflection on 2007-2008 elicitation process and proposal for the 2008-2009 process

Barry noted that the latest round of the elicitation process had generated approximately one year's work and the intention has always been to review the process at the end of the first year. It was noted that the MAG had never had a full membership (two faculties had never provided nominees), many apologies were received by the last meeting, and the Student Forum had never met as intended.

Rich outlined a proposal to use two web-based systems to receive both feedback and proposals for new services as an alternative to the process used in 2007-2008:
- A general feedback form, 'myIdea' for requests for new features and functionality.
- A service-specific form on each channel, which will allow users to suggest developments and improvements for existing services.

Rich stressed the need to authenticate requests to allow checks for multiple requests from individuals and to allow queries to be answered. Rich noted that the existing anonymous feedback had compromised our ability to help users who were experiencing problems. The requests received will be stored in a database and will be fed into the existing Requirements Prioritisation Sub-Group, which will collate a summary of the feedback. In response to a query by Karen, Margaret and Barry confirmed that consideration of the impact of requests on business processes across the university would be part of the review, categorisation and prioritisation process. Rich confirmed that updates on progress would be placed on the myUWE support site. Barry proposed that this system be used for one year, and then reviewed. This was agreed.

8. Portal feed report

Simon confirmed that work to simplify the feed would be undertaken by the end of the month.

9. System and performance report

Sid circulated usage statistics and noted that these were now starting to tail off at the end of term. There was no evidence of a change in usage on Wednesday 4th June when Single sign-on had gone live. Access data appears to indicate a consistent average of two logins per day for users.

10. Proposed dates of meetings for 2008-2009

6 October 2008; 24 November 2008; 12 January 2009; 2 March 2009; 27 April 2009; 8 June 2009. All scheduled from 11:00-12:30 in venues to be announced.

Barry noted that he would confirm these dates when the Academic Board committee calendar had been published.

11. Any other business

None.