

myUWE Management Group
Notes of the meeting of 2 March 2009
Room 4D24, Frenchay Campus

Present: Barry Cawthorne (Chair), Katy Phillips, Kath Holden, Margaret Needles, Sarah Hudson, Simon Ramsden, Rich Egan, Kevin Foreman, Polly Smith, Karen West, Emma Cooper (Notes)

1. Apologies

Chris Griffiths, Sid Baldwin, Jon Hallett, Nadine Fry, Emma Taylor (Notes).

2. Minutes of last meeting 12 January 2009

Approved.

3. Membership: Environment and Technology

Barry apologised that he had only recently asked Martin Boddy for a replacement representative. He has suggested to Martin a replacement should be nominated for the next meeting on 27 April 2009.

4. Matters arising not elsewhere on the agenda

4.1. Fees structure

Barry advised that the issue was taken to the January ISCG meeting and it was accepted.

4.2. Coursework submission forms

Margaret explained to the group that this had moved from the initial requirements of providing a front cover sheet and accurately pre-populating to a more detailed form containing a bar code for recording and receipt. Margaret noted that this depended on the updating and maintenance of the assessment infrastructure in ISIS but that there was unanimous support from faculties to accept this cost if they would benefit from some kind of receipting. It is being looked into whether ISIS could encode the necessary information in a bar code. Margaret stressed that this would be a much bigger project than the initial requirement and would require a lot of work on the ISIS side but that all faculties were on board.

In answer to Barry's question about what happens when a piece of coursework is submitted with a barcode, Margaret explained that the coursework would be received at the faculty and scanned by them and sorting is not necessary. The receipt will be recorded in ISIS and this could be displayed in myUWE. The student would have a list in myUWE with all coursework items displayed and those received showing the receipt details. Margaret confirmed that some school specific information should not prove difficult to provide; for example, the additional anonymity clause for the HSC declaration. The difficulty would be in securing funds for the hardware (scanners). Margaret advised that the paper for ISCG had been accepted and agreed by John Rushforth and Rich advised that John had confirmed that the resources will be found.

Polly Smith enquired whether there had been any communication overlap about international students recording 10 contacts. Margaret confirmed that she was aware of the Border Agency points-based system but was unsure as to whether or not coursework submission would count as one of those 10 contacts. She believed this should be addressed in the specification currently under consideration.

In answer to Kevin's query about where the hardware would be located, Margaret explained that the scanners would be in the faculties but it was intended that the cost would be covered by the myUWE project and not the faculties. Margaret stressed that the benefits would need to be sold to students as well as staff because some concerns had been raised about students bearing the cost of printing the cover sheets.

Margaret informed the group that it may be possible at a later stage to introduce the recording of dates when marked coursework is received back into faculties and also when results are added. Barry noted that this is a big project with a large amount of data required. Margaret advised that faculties are already working on getting this data together. She also advised that expectations need to be managed as it cannot be said that this will be delivered by the start of the next academic year.

4.3. Photos upload

Rich advised that Photos upload had been temporarily suspended from pilot. He explained that the channel in myUWE does work, however, there were 2 issues:

- a) A fundamental question about what is acceptable for an ID card (e.g. passport photo) has emerged. Other dimensions not included in the myUWE guidance were being added by Security. This was causing photographs to be rejected and subsequently queried by students. Some photographs printed very well on ID cards even though they did not meet the passport photograph requirements.
- b) The Sharepoint Approvals process was not working in a way acceptable to the Security staff and the interface needs changing. Security had not enjoyed using the interface, it was designed to fit what they thought would be required but in practice this was not the case. Margaret is addressing this with Facilities and has received strong support from the Director of Facilities to resolve any issues preventing us from providing a photograph submission process in myUWE.

Rich noted that there were successes to be taken from the pilot: the data flow had been proved; and the quality of photographs received from students was high when reproduced on test ID cards.

5. Requirements elicitation update

Rich advised that suggestions continue to be received and that the next step would be to collate and review. Barry confirmed that next phase of work arising from the elicitation process wouldn't be looked at until at least the June meeting.

ACTION: add to June 09 agenda

6. Update on work in progress

6.1 Single Sign-on into Student Allocator

Rich informed the group that this was live and working well. He noted as we only conduct one Single Sign-on project at a time, the Finance channel development had been postponed pending implementation of Single Sign-on into Student Allocator. The portal team have now resurrected this development. He explained that there were two strands:

- Single sign-on into Agresso
- Summary information available within myUWE (how a debt breaks down)

Barry requested that as student allocator was now live, to remove from agenda but replace with single sign-on Finance/Agresso

ACTIONS: replace SSO Student Allocator with SSO Finance/Agresso agenda item

6.2 Calendaring aggregator

Rich advised that development was underway and that he was expecting a demo of the proof-of-concept. Katy advised that she had taken this to the Student Representative Council to get ideas about what kind of information students would like - some good ideas were received and she was awaiting the report.

6.3 Academic record phase 3

Margaret noted that there was no change from the previous meeting notes other than a delivery date of July 09.

6.4 Car parking

Rich advised that he had been expecting to drop this item but had just been handed a spec by Karen. Karen advised that the paper was asking for details about what could be done, plus how and when it could be done. Rich noted that we are building a backlog of requirements as new ones are added and there is a need to manage expectations and review prior commitments in light of this.

6.5 Centre for Sport membership

Rich advised that this and 6.7 (online registration) would be part of post registration online services with Sports membership being the proof-of-concept. Margaret explained that it would be like a shopping basket. The development is being done in Finance and connection would be through myUWE.

6.6 SMS announcements

Rich advised that this was ongoing as part of the SMS pilot. Katy noted that the recent UWE closures due to snow were an example of the type of useful information wanted by students through SMS. She reported that Hartpury students had been very pleased with the texts received and other students were already excited about this facility. Rich noted that a policy on the use of SMS needs to be written and agreed. In response to Barry's query, Margaret advised that a project was underway between IT Services, Marketing and Academic Registry about acceptable use of SMS and the issues around subscribing/unsubscribing. Barry requested a conversation offline with Rich to move this further. Rich informed the group that Emmanuelle Goldson-Croix in ITS is managing the project to provide SMS but that he is not clear about ownership of policy for use.

Katy advised that students do not want to receive marketing texts and they had already told her that they would opt out if this happens. She stressed that it should only be used for essential information affecting that day at UWE and perhaps things like hand-in dates. Margaret also noted that there is the issue of the cost of receiving these messages and that she has a concern that students will remove their mobile numbers via myUWE.

ACTION: Barry and Rich to discuss how to move this on

6.7 Online Registration

Margaret advised that the first business meeting with administrative colleagues had taken place and that the requirements were fairly modest but that updating the Terms and Conditions, specifically Entry Level Qualifications, was a big area. Margaret explained that student funding is based on qualifications at registration and that the initial requirement is - if a student cannot confirm their qualifications,

they would not be able to register online. She believes this will need to be reviewed because of the non-availability of some of this data. Sarah advised that she is working with the group addressing the collection, verification and recording of qualifications and there are still issues around responsibility between AIR and the Academic Registry for collecting and recording the required information.

Simon advised that this group has been given a deadline of the 3rd week in March to clarify responsibilities and to agree a specification for what ISIS development is required to roll in the necessary information from SITS to ISIS – that is, what in SITS needs to be rolled in to ISIS to record the necessary qualifications.

6.8 Student Council Tax Certificates

Rich advised that Council Tax Certificates had been held back in pilot as work is progressing on Student Status letters and the intention is to have a joint pilot. Sarah advised that she is waiting on feedback from Academic Registry to get responsibility about caveats etc., i.e. using for identification purposes. Sarah confirmed that a final meeting with faculties was planned for this week.

ACTION: keep as an agenda item

7. Upgrade to uPortal 3.0

Rich explained that the portal team had hoped to move to uPortal 3.0 this summer. However, with the move to Office 2007 and also Blackboard 9 NG happening around that time, he is concerned about the volume of change over the summer. He therefore recommended that we aim to upgrade towards the end of October / beginning of November 09. Students would then receive fair warning about the change on their return. This was agreed.

8. System and performance report

Rich noted that in the previous week we came within 80 logins of the highest number of users at the same time – the highest being when numerous library users were logged in.

9. Dates of meetings for 2009

27 April 2009; 8 June 2009. All scheduled from 11:00-12:30 in 4D24.

10. Any other business

None