

myUWE Management Group

Notes of the meeting 6 July 2009, room 5D6

Present: Steve Grive (Chair), Rich Egan, Simon Ramsden, Margaret Needles, Sid Baldwin, Karen West, Jon Hallett

1. Apologies

Apologies were received from: Emma Taylor, Sarah Hudson

2. Welcome to Michèle Wheeler

The chair noted that Michèle Wheeler would be joining the group but was not present at this meeting

3. Minutes of the last meeting : 8 June 2009

The minutes of the meeting on 8 June 2009 were approved without amendment.

4. Matters arising not on the agenda

No matters arising that are not on the agenda.

5. Online Registration 2009 and Centre for Sport Membership

Margaret Needles reported that there is contention for resources between online registration, addresses and academic record (results). The addresses development was originally linked to online registration but due to pressure of time given the resource constraints it will now be disconnected so that online registration can be tested and released separately.

myUWE has been competing for the same expertise as other University priorities – for example, the F12 development – and has lost time as a result. We are only two weeks away from the published release date for online registration and we haven't yet started testing – we are at least two weeks later than this stage in last year's development.

The most serious perceived risk is that the WPM component is not in place because we cannot expect the same response time for addressing issues arising from testing as we can from our own in-house teams. The chair asked whether or not the new functionality involved changes to WPM. Sid Baldwin confirmed that there have been two small changes to WPM registration this year – to accept additional data from ISIS and to then to include it in the data returned. Although the changes are small, they involve changes to the WPM interface with UWE systems and therefore require end-to-end testing before we can release to students.

Sid Baldwin reported that the vast majority of development for online registration has been completed but we need test data to conduct testing. The only development work expected now is to resolve issues from testing. Margaret Needles reported that the test data is in place for new students and that for returning students is almost completed. Simon Ramsden confirmed that the test data should be completed by the end of today.

It was agreed that the priority for ITS must be the release of online registration on Tuesday, 21 July. Addresses and academic record (results) will be released when available following testing. Margaret has agreed with Academic Registry colleagues that there are no serious implications in releasing results following online registration. Publication of results for the current examining boards is this week and as we are not able to release academic record (results) by then the next significant deadline is Tuesday, 15 September for the September results. Test data for both addresses and academic record (results) is almost complete.

Margaret Needles believes that our experience this year reflects the impact of other University projects affecting ISIS and the Business Systems team and we need to make it clear to those agreeing strategic development that we have finite resources in this regard. Simon Ramsden agreed and noted that the F12 development will definitely have an impact next year.

6. F12 Development

The F12 initiative is a change to the academic regulations intended to address the issue of non-submission. Although the development involves changes to ISIS, the exact details of which are not yet known or defined, the original expectation was that myUWE would not be affected.

However, Rich Egan, Sid Baldwin and Margaret Needles were invited to a recent meeting of the F12 Implementation Group to consider two issues that have the potential to involve the use of myUWE:

- a) development work to present a student with their possible referral opportunities and to enable them to choose which referrals to take, and the necessary support in myUWE;
- b) a myUWE interface to enable a student to pay online the requisite £50 administrative charge for each referral chosen.

The Academic Registry expectation was that this may constitute part of the academic record channel but the myUWE team do not believe this is necessarily appropriate; early thinking is that we need a separate tab with a call-to-action.

Whichever approach is agreed this appears to be a strategic requirement for new development in myUWE.

A preliminary meeting has been arranged but the chair decided that in the light of the risk to the delivery of online registration all involvement in new development must be postponed until after online registration has been released successfully. Whilst he recognised the strategic nature of F12, and the fact that there are funding implications, he believes the priority is not immediate, whereas the delivery of online registration is. The chair noted the new strategic development requirement.

Action: Rich Egan to contact the Academic Registrar to inform her that involvement from ITS staff required for F12 development cannot be accommodated until after the successful release of online registration.

7. Requirements Elicitation

In the light of the volume of existing myUWE development and the expectation of new strategic requirements Rich Egan recommended that the elicitation process for new myUWE development should stop for now. The chair agreed absolutely and agreed that we need a period of time to reflect on the existing functionality before eliciting anything new – he said perhaps we should spend some time questioning the benefit of any new development before agreeing to proceed.

Sid Baldwin agreed there is sometimes a sense that we spend a lot of time on development which appears to have little benefit. On the other hand there are aspects of academic record that are in demand from the students but we have been unable to develop because other strategic requirements, like GDP certificates, have taken their place. For example, students are still asking for a credit tally and classification calculator.

It was agreed that the elicitation of new myUWE development would stop for the time being.

8. CETTS requests

Sid Baldwin outlined five change requests received from CETTS and recorded in the notes of the previous meeting:

1. Display a full working week – we have agreed an approach with Dave Spiller in CETTS to use a scrollable area to show that there is more information than can be displayed on a single screen. This is in the process of being deployed to the dev environment and will be released once it has been tested.
2. Provide class lists from photosets in myUWE. At a recent meeting it was agreed that this is no longer a requirement because it is not necessarily the most appropriate data to be using and that this is more suitable to a SyllabusPlus application.
3. Signposting –all signposting will be reviewed when uPortal 3 is implemented.
4. CSS (Cascading Style Sheets) – we have agreed with Dave Spiller that the requested development of CSSS is not a high priority. It is more a “nice to have” and as such we will postpone it for the moment.
5. HSC timetables – this is now live for all students in the January 2009 intake.

Karen West confirmed that this has all been agreed with CETTS and raised some additional issues that she had initiated at a meeting with Rich Egan and Margaret Needles. She believes the business issues associated with and the CETTS resources required for maintaining the

timetable in myUWE means that a better approach for the timetables would be for it **not** to be embedded in myUWE as it is now but for it to be a separate system accessed through myUWE like Blackboard. The chair questioned the size of this myUWE development.

Sid Baldwin said this would be a big piece of work but that it sits better with the way we display third-party data -for example, the library and Blackboard - and as such it would be desirable and worth the investment of time. We would wish to support a summary channel in the portal (for example, today's courses), with a single sign-on link to the Syllabus Plus web service.

9. Student status letters pilot

Simon Ramsden reported that the pilot would be run by Sarah Hudson and would be in BBS – the contact person for which is Ian Stratton. Sarah will pick up the work of liaising with Ian once online registration has been released to live on 21 July. The expected start date of the pilot is Tuesday, 15 September.

10. Calendar aggregator

For the reason stated previously – that there is no clearly defined source of data - this development has been put on the back burner for the time being. The Students' Union has expressed an interest in providing data for their calendar but this has not been pursued for now.

11. Coursework submission forms

The pilot of coursework submission forms is scheduled for November and development so far means that we expect to be able to have the application available by then. The myUWE style sheets are in place for producing the cover sheets and the scanning process is in place so we now need to test the various aspects ready for the pilot.

12. Council Tax Certificate

The council tax certificate development is closely allied to the status letter in that both documents will eventually be presented in the same "personalised documents" channel. This will use a new eligibility check in the ISIS webservice to decide a student's eligibility to the various documents on the page, which will be used initially for council tax certificates and status letters but could be extended to include other documents personal to an individual student.

The implementation plan is for the current pilot (BBS) to start using the new "personalised documents" webservice for council tax certificates from Tuesday, 1 September 2009. This will then be made live for all students on Tuesday, 15 September when status letters will be in pilot for the same group of students in BBS. Depending on a successful pilot of status letters, both documents will be made live in "personalised documents" on Tuesday, 13 October 2009:

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| 1 September 2009: | deploy the new webservice - "personalised documents" - for council tax certificates in the current pilot for BBS |
| 15 September 2009: | "personalised documents" for council tax certificates live for all students |
| 15 September 2009: | status letters in pilot in BBS, using a similar webservice as "personalised documents" |
| 13 October 2009: | "personalised documents" live for all students with council tax certificates and status letters. |

Jon Hallett asked how easy it would be to include other personalised documents in this service; he was looking into providing a service where students could print their own library tickets, including an identifying bar code. Sid Baldwin described the pdf generation and the retrieval and archiving process and agreed that the service is potentially re-usable but that all development so far has been connected to ISIS data and has used the Business Systems webservice. For coursework cover sheets we have produced a bar code that can be read into ISIS.

13. Photos upload

Rich Egan circulated a paper prior to the meeting – Student Photo Submission – and explained that we have completed the work in myUWE to enable a student to submit a photograph electronically. He said that the expectation grew beyond our initial intention and myUWE has been drawn into what is an internal Facilities issue. He believes Facilities should have a project to consider the photograph approval and the production of the student ID card. In his discussion

with other ITS colleague it is clear that this is being considered elsewhere as part of the new student card and he recommends that we remove it from the myUWE list of projects.

The chair agreed and student photograph submission will be noted as complete for myUWE.

14. Finance channel

Sid Baldwin reported that the development is almost complete and we are well on target for a pilot, scheduled to start on Tuesday, 15 September. We are expecting some small presentational changes as a result of testing but we haven't received them from Finance to date. Sid explained that this is the first time we will have two pilots running at the same time and we have the processes in place to enable this. The pilots will be with two separate groups of students:

Finance pilot: Law

Status letters pilot: BBS

If a student has a record in both schools they will get two pilot tabs, so that they are completely distinct and separate.

15. System administration report

The myUWE usage statistics were tabled and Sid Baldwin pointed out the peak on Friday, 26 June. We believe this was as a result of the completion of the field boards and students were looking to see their results. Unfortunately, school administrative staff were still inputting marks at the same time, resulting in the ISIS tables locking and a loss of service to myUWE. This behaviour is different from previous years where we expect a load increase following the award boards where the impact on ISIS is not so severe. This raises the question about how to manage this in the future.

Simon Ramsden said that there is a level of inevitability when several people were attempting to access the same data in the ISIS database. There could be a technical solution to this by removing the required data to another location for access by myUWE. Margaret Needles said that the F12 development may have an impact on the timings and that there is a possibility that marks are not released in myUWE until after the award boards – in which case this problem may be resolved. She said perhaps we should wait until the impact of F12 is known before we attempt significant development.

Rich Egan agreed and said that we could improve the management of expectation on the part of the students and perhaps suspend the service for a published period to avoid the clash in data access. The chair agreed and said we should wait for the outcome of F12 and then consider this again.

16. Dates of meetings for 2009-2010

No dates have been agreed for the new academic year. Emma Taylor will arrange and circulate dates to members.

17. Any other business

There was no other business for the meeting.