myUWE Management Group
Notes of the meeting of 6 October 2009
ITS Conference Room, Building 640, Bristol Business Park

Present: Steve Grive (Chair), Sid Baldwin, Rich Egan, Kath Holden, Sarah Hudson, Margaret Needles, Richard Dewfall, Karen West, Gail Wilson, Emma Taylor (Notes).

1. Apologies
Simon Ramsden, Kevin Foreman, Polly Smith.

2. Minutes of last meeting 6 July 2009
Approved. Rich confirmed that he had contacted the Academic Registry as actioned in Item 6.

3. Matters arising not elsewhere on the agenda
None.

4. Online Registration 2009 report
Margaret reported that online registration had been released on schedule and was working successfully. There had been a few issues affecting UWE Live accounts and user ID creation, but over 70% of eligible students had registered online with 50% of all eligible students registering fully online by the first day of term. Margaret confirmed that she would be holding a registration review meeting in late October.

5. Online Registration 2010 planning
Margaret noted that development including registration for more international students would need to be run as a cohesive project. Margaret and Sarah have met to identify which students could be accommodated. Rich raised the need to identify where registration was being co-ordinated and proposed that a list of issues be taken to ISCG following the wash-up meeting. Margaret expressed concern that the online aspect of registration had been split out from registration briefings, and she had addressed this by running separate online registration briefings for Schools. Richard reported that Bevans, the UWE Solicitors had asked to review the data kept by UWE and had requested a run-through of the student-facing online registration process. Margaret advised that issues arose as ISIS data is dynamic and snapshots are not taken.
ACTION: Margaret to provide Steve with questions from the wash up meeting to take to ISCG.

6. Personal documents
This service allows students to download personalised documents. Sid advised that the following documents would be available:
- Academic Record Results (available from July in the Academic Record portlet).
- GDP certificates (will be introduced as a pilot on 13/10/09).
- Council Tax letters (introduced as a pilot to all BBS students on 01/09/09, made live 15/09/09).
- Student status letters (released as a pilot to BBS students, due to go live on 13/10/09 in a new 'Personalised Documents' channel if no issues are reported by BBS).

7. Finance channel
Sid reported that the Finance channel was released as a pilot to approximately 900 Law students on 15th September, providing financial statements on course fees, accommodation fees, Direct Debits and a link to the Agresso payments system. Following performance tuning, the intention is to make the channel live on 13/10/09. Margaret noted that the pilot within Law had highlighted the issue of timing in the

management of payment processes, and the need for awareness-raising in Finance as financial information was now visible to students. Richard confirmed that the Finance Office had been informed of this and had been working to ensure that data was displayed correctly.

8. **Coursework Submission**

   8.1. Cover sheets
   Margaret reported that this development was progressing well and had now been picked up as a project with the intention to pilot with SOLS in mid-November 2009, subject to the receipt of final submission dates. An ISIS interface will be released on 26/10/09. Margaret has met with Faculty staff and awareness is good. Pilot students will be able to print bar-coded cover sheets for work items which can then be scanned and receipted directly into ISIS by administrative staff. 10 barcode readers have been received and Margaret will be running a workshop for SOLS administrative staff in early November with Sharon Burden of the Business Systems Team in preparation for the scanning of submitted work in early December. This process will eventually form part of the ISIS training for mark entry.

   8.2. Online submission
   Rich advised that adjustments to OCS would be required to accommodate the F12 changes. A paper on online submission had been taken to LTE in July recommending that until a decision was made whether to continue using OCS or to use the new Blackboard assignment submission tool, no changes should made to OCS other than the accommodation of F12. Margaret noted that this represented an operational problem as OCS was currently live with old regulations and stressed that a significant group of MA Translation students were relying on OCS, and she would need to inform their faculty. Rich, Margaret and Simon are meeting the Academic Registrar to discuss this. Margaret noted that two coursework items were being released shortly and stressed the need to be mindful of operational requirements as notice is required to develop the system to include new regulations. Kath requested that the MA Translation Award Leader be informed of this.
   ACTION: Margaret to inform Kate Beeching of the issues affecting online submission.
   Rich, Margaret and Simon to meet with Academic Registrar.

9. **uPortal 3 upgrade**
Rich reported that the intention had been to upgrade to uPortal 3.1.2 in November, but this had been postponed indefinitely due to resourcing issues caused by the absence of a Java Developer in the Portal Team on long-term sick leave. Sid confirmed that myUWE was running on uPortal version 2.5.3, and he had been advised by developers that it was appropriate to remain on this version. Sid noted that development work was continuing in the background on interface design.

10. **Principles for defining future development**
Rich noted that the priority in portal developments to date has been the student experience, but recent advice from the Vice Chancellor had raised the need for future developments to take into account cost savings in business administrative processes. Margaret confirmed that the Vice Chancellor's vision had an expectation of an increase in student self-administration. Steve requested that the elicitation process by re-visited at the next meeting.
ACTION: Elicitation process to be an agenda item at the next meeting.

11. **F12 development**

Rich noted that two aspects of the F12 changes impacted on the portal: changes to the Online Coursework Submission system and a requirement for the re-sit fee to be administered through the portal. These issues will be discussed at the meeting with the Academic Registrar.   Karen advised of her understanding that marks would not be released for students who had not paid for their re-sits.

12. CETTS requests
Karen reported the following:
- The 'display full working week' facility has been released, showing timetables to 21:00.
- Class lists from photosets have now been superseded and are not delivered via the portal.
- Signposting will be reviewed when uPortal 3 is implemented.
- CSS development is not a high priority.
- HSC timetables are available to the January 2009 intake only.
- There is a need to start discussing the extraction of timetables from myUWE into a third-party system.

Rich advised that there were now regular meetings between CETTS and the Portal Development Team.

13. System Administration Report
Sid circulated access and usage statistics. From September 2009, 28,000 different users had accessed myUWE, compared with 25,900 in September 2008.   On Monday 5th October at 12:45, myUWE recorded its highest level of accesses to date with 984 simultaneous users, and no performance issues were seen with this level of usage. A total of 923 different users have accessed the pilot Student Status Letter tab, but Sid noted that it wasn't yet possible to monitor the generation of the PDF letters. Take-up of the 'Check Payments and Fees' channel has been relatively slow, and no feedback has been received to date.   Sid advised that, as shown on a breakdown of page views, the Welcome page had received the greatest number of views. The timetable and Blackboard were the most viewed services, followed by the Academic Record. Income from registration has reached £3.5 million and there is an indication that registration is now starting to tail off. Sid advised that there were no server issues to report.

14. Dates of meetings for 2009-2010
Tuesday 3rd November, 11:30, venue tbc.

15. Any other business

15.1. SMS text messaging
Sid reported that a project was under way to allow staff to SMS course-related information to students, such as lecture cancellations. The first stage of the project will give students the option to opt out of receiving messages and from Tuesday 13/10/09, functionality will be released to allow students to record a preference not to receive messages via an opt-out tick box in the Personal Details area. A mobile number validation facility will also be released on this date. Sid confirmed that the SMS service itself would be introduced in December.

15.2. Finance information in myUWE
Richard requested a discussion of the Phase 2 portal developments for Finance, including single sign-on into finance systems.
ACTION: Richard to arrange a meeting with Sid, Margaret and Rich to discuss Finance functionality in the portal.