

myUWE Management Group
Notes of the meeting of 27 April 2010
Room 4D24

Present: Steve Grive (Chair), Richard Dewfall, George Coulsting, Neil Porritt, Kath Holden, Jonathan Barton, Polly Smith, Sid Baldwin, Margaret Needles, Rich Egan, Gail Wilson, Emma Taylor (Notes).

1. Apologies

Kevin Foreman, Nadine Fry, Karen West, Jon Hallett, Dave Voss.

2. Minutes of last meeting 16 March 2010

Approved with two corrections: Margaret requested that the second sentence in the second bullet point in Item 4 be amended to clarify that consideration of self-funded students was required by both Hartpury and Finance:

- Hartpury had also asked for consideration of self-funded students but this requires careful consideration between Hartpury and Finance Department before this group of students can be included in full registration.

Margaret also requested that the final sentence of Item 7.1 be amended to clarify that photographs are not held in ISIS, but accessed by it:

These will be held in a central repository and are accessed by ISIS as well as the card production system; and a process needs to be put in place to distinguish between photographs requiring production of an ID card and those submitted as updates to existing photographs.

3. Matters arising not elsewhere on the agenda

3.1. Finance information in myUWE

Richard reported that UWE's solicitors had reviewed online registration and had been happy with the system and that he, Rich, Margaret and Sid had met to look at possible developments in the provision of finance information in myUWE. Discussions had included the presentation of bursary payment information via myUWE, and the use of single sign-on. There had also been discussion of the new UWE Campus Card. The intention was for the card to be released in October 2010, but the Campus Card Project Board had requested that the card did not go live until the balance of the card could be displayed to students in myUWE and further investigation was required.

4. Online Registration 2010

Margaret reported that responsibility for the registration process had moved from the Academic Registry and now lay with Andrea Cheshire in Planning. Following discussion of reporting and qualification checks, it had been agreed that these would have no effect on online registration this year and that development would be minimal. Margaret noted that there was a need to improve applicant communications.

5. Online submission

Rich requested that it be formally noted that UWE were still in discussions with Blackboard Inc about the Assignment Handler. The intention remains to move coursework collection to Blackboard but Rich noted that this has been delayed as he had been asked to extend the project considerably. For this reason, Rich requested that online submission be removed from the agenda until work began to decommission the Portal OCS system. Development to release work items in ISIS

had been completed and work had also been completed in myUWE to notify users of coursework due.

6. Coursework Cover Sheets Pilot

Margaret advised that coursework cover sheets were no longer in pilot and had gone live on 30th March. Sid circulated usage statistics and reported that 2,900 cover sheets had been generated during the pilot and, since going live, over 9,500 cover sheets had been generated.

Gail reported that feedback from students had been on two main issues and had come mostly from BNE. The issues raised were anxiety caused by a delay in receiving receipts, and enquiries about the effects of maintenance weekends on the issue of receipts. Margaret noted that the students most affected by this were BNE and HLSS as they were the only students who had previously received paper receipts for their assignments submissions. Margaret explained that coversheet bar codes were scanned by faculties, receipted directly into ISIS, and this was shown in real time in myUWE. Margaret noted that faculties had a 5-day service level agreement for coursework to be logged and confusion may occur if students saw a scanned date and time for their assignment which was after the submission date. In order to address this, the wording in myUWE will be changed to advise students that their assignment had been received in time. Gail agreed that this change in wording would help to ease students' anxieties. Sid confirmed that maintenance weekends ran from 16:30 on Friday to 08:30 on Monday with the next one taking place on 16th to 19th July. There are a small number of hand-ins on 21st and 28th July but the times at which systems are unavailable should not impact on the receipting process. Sid stressed that, while there was a policy of taking myUWE down for maintenance weekends which would prevent students from checking for receipts, the receipt status won't have changed during the maintenance weekend as receipting is done during administrative working hours. In answer to a query by Rich, Gail anticipated that students were likely to have issues with both receipting and access to cover sheets during maintenance weekends.

Margaret reported that, while the feedback had largely been positive, there had been some expressions of concern at the cost of printing. Margaret noted that this had been a relatively small number (six complaints from 9,000 coversheet downloads). Margaret reminded the MMG that the request for online cover sheets had originated from the student and administrative strands of the elicitation process. Rich confirmed that he would be reporting formally on the pilot to the Information Systems Co-ordination Group meeting of 30th April. It was agreed that this item be removed from the agenda as the service was now live.

ACTION: Coursework Cover Sheets Pilot to be removed from the MMG agenda. Online Submission and Cover Sheets are now a combined service and no longer a pilot.

7. Student ID card review

Margaret reported that the latest meeting with the supplier, Leigh Visual, had been positive but a meeting between UWE and Leigh Visual technical staff had raised questions about data flow.

7.1. Photograph submission in myUWE

Margaret reported that Sid had developed a new photo submission application which made it clear to users that a formal photograph was required, rather than the type of photograph that may be used on a social networking site. In order to address any possible concerns, the application had been demonstrated to the Deputy Faculty Academic Registrars who would be managing the distribution and

rejection process. Sid advised that the system allowed students to upload, crop and preview photographs within a sample ID card and contained several reminders of the type of photograph required. Before the formal commitment of a new photograph, facial detection analysis will also be applied. This won't prevent the submission of a photograph, but will warn the user if a photograph doesn't meet the guidelines.

8. BNE integration

Rich reported that the intention was to support BNE in adopting Blackboard in the 2010/2011 academic year but during this period there would still be a need to provide some resources via BNE web. In order to facilitate this, IT Services were looking at putting BNE Web behind single sign-on and adding RSS feeds and bookmarks to myUWE which were targeted at BNE students. Rich noted that further work would be required to open up this facility to other faculties.

9. System Administration Report

Sid circulated access statistics and reported that there had been over 12 million logins since myUWE went live. Following the maintenance weekend of 16th-19th April, there were intermittent problems with the database servers as the Microsoft security patches applied had removed our resilience. One of the two servers has been upgraded to a new service pack but Sid had been advised that the one remaining was in use as a Blackberry server so couldn't be interrupted as it was needed for communication with staff who were abroad during the travel disruptions caused by volcanic ash. Sid advised the group that, until the second server could be upgraded, myUWE was running at risk.

10. Date of next meeting

29 June, 09:30-10:30, Room 4D24.

11. Any other business

11.1. University of Bristol visit

Sid reported that a group of staff from the University of Bristol had visited UWE to talk about the Portal and Blackboard. Bristol will shortly be hosting a meeting of JSIG, the uPortal parent body. The meeting was useful, but nothing specific had arisen. Sid noted that the University of Bristol had a predominately staff-facing portal rather than the university-wide developments provided by UWE.