

myUWE Management Group
Notes of the meeting of 15 March 2011
Room 5D6

Present: Steve Grive (Chair), Richard Dewfall, Sid Baldwin, Rich Egan, Jon Hallett, Kath Holden, Margaret Needles, Neil Porritt, Emma Taylor (Notes).

1. Apologies

Karen West, Jonathan Barton, Gail Wilson, Valerie Watson, Sharon Bohin, Dave Voss.

2. Online Registration 2011 and future

Margaret circulated a summary document demonstrating the extent of the scoping carried out. All but referred students are now outside the scope, but the development required to include referred students in the feed will be relatively straightforward. Undergraduate Full Time and Sandwich students can register fully and work has begun on finance and banking business processes for International students. Evaluation work is underway for 2012 on Postgraduate and International students and discretionary discounts. Hartpury have been excluded from online registration. Rich reported that a net payment model was being investigated, which would allow students to have a personal payment view. In answer to a query by Richard about any possible impact on ISIS, Rich advised that there would be more interaction with SITS to accommodate discretionary elements, which would then be rolled into ISIS. In answer to a query by Steve, Margaret advised that there were approximately 6,000 referred students within the scope. In response to a query by Neil, Margaret advised that, in 2010/11, (from memory) circa 75% of eligible students had registered to at least provisional. Of those eligible to register fully, over 60% had done so (again, from memory).

3. Mobile UWE integration with myUWE

Sid circulated a document showing screenshots of <https://m.uwe.ac.uk/> a web site targeted at mobile phones. Sid advised that there was no attempt to replicate the portal, and the intention was to provide information which would be useful to students when on the move. Student demand was being investigated. The un-authenticated home page will work in any browser and contains the following:

- myUWE system-level announcements;
- UWE news;
- Computer lab availability throughout Frenchay and some of St Matthias (subject to the data available);
- Bus data fed from the uLink web site (Sid advised that a project was in place to extend GPS monitoring of buses around Bristol and he would be getting direct access to this data feed);
- A standard contacts list; and
- A login screen to view personalised content.

Sid advised that the login creates a partnership between the mobile device and the mUWE site, which lasts for 28 days and allows access to some personalised content such as targeted announcements. The next step will be to include a notepad. Access to personalised information can be disabled if a mobile device is lost or stolen and work is underway to allow students to do this themselves via myUWE. In answer to a query by Richard, Sid advised that there were currently no plans for full authentication to access results and financial information and noted that SMS texting was outside the scope of this project. In answer to a query by Kath, Sid advised that the announcements shown were from myUWE, and not from Blackboard. In answer to a query by Neil, Sid advised that the partnership is created via a secure

connection in which students enter their username and password. A PIN is then generated and stored as a cookie, which is valid for 28 days. Sid also advised Neil that all announcements were shown minimized on-screen, and could be clicked to expand. Steve thanked Sid for his demonstration.

4. Update on developments

- Upgrade: Sid advised that, due to resourcing, the upgrade to uPortal 3 was currently on hold. A replacement programmer was being interviewed this week and the upgrade would be reviewed following their appointment. The upgrade gives some improvements and flexibility, but Sid assured the group that myUWE remains very reliable and there are no security concerns, so there is no rush to upgrade.
- Announcements: the maximum URL length has been increased to 255 characters to accommodate long CMS URLs.
- Pilot Tab: a pilot tab has been added to the Coursework Submission channel and is targeted at students with current live Blackboard pilot online submissions, to support Online Assessment.
- Addressees: Sid reported that a slight change is being looked at to give edit functionality. Currently, students must add a new address to replace an old or incorrect address. The underlying functionality will remain the same, but will be re-labelled.
- Registration channel: This is at the design stage and will show the Award registrations of a student.

5. Recruitment and staffing

Rich reported that interviews for a Java Programmer were being held on Friday 18th March. Since Christmas 2010, the portal team of five has been reduced to two, so the focus has been on maintenance.

6. Business change and innovation impact

Rich noted there had been a number of initiatives which had implications for the Portal:

Business Change & Innovation: The BCI programme aims to automate student support, and Rich was anxious to raise awareness as portal functionality is used almost exclusively by students.

HP initiative: this initiative will be using Sharepoint to introduce a staff-facing intranet, so ATG will be looking to re-purpose myUWE as a primarily student-facing facility. Kath and Neil noted that it was important for staff to have a view of myUWE to enable them to support students using it. Sid advised that allowing staff to see students' personal data would breach the Data Protection Act.

Marketing's Information Architecture Initiative: new information architecture will be launched on the UWE web site on 4th May, and will re-structure the web site to reduce the visibility of materials which are not considered to be public-facing. This prioritises the issue of how to support staff and student-facing information.

7. System Administration Report

Sid circulated access statistics and noted that year-on-year usage was now reaching a more constant level, averaging 600,000 logins per month. In answer to a query by Kath, Sid advised that the increase in student accesses probably reflected a greater uptake of myUWE and more use to deliver announcements.

Neil requested more screenshots in the myUWE guidance. Margaret asked Neil to identify the areas in which the screenshots are required.

ACTION: Neil to advise Margaret of the areas of myUWE guidance in which additional screenshots are required.

8. Dates of next meetings

10th May 2011, 5D6; 11th October 2011, Room 2A027. All 10:20 to 11:20.

9. Any other business

9.1. Marks in myUWE

Neil reported that he had received feedback from student reps about a perceived delay between marks disappearing from the Marks Checker and appearing in the Academic Record in myUWE. Margaret advised that Faculties control when marks appear in the Marks Checker and these would be available, up to one week before the Field Board. Currently, when Field Boards are locked, marks will appear in the Academic Record regardless of when the Award Board is scheduled. Margaret stressed that the Marks Checker is not intended to be used to publish marks, but is intended to give students the opportunity to check the marks recorded for them against the marks they have been given on returned coursework. Margaret also advised that no exam marks should go into the marks checker.