

myUWE

Channels : Business Implications

Version 1.3

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This document identifies where each portal channel might have a potential impact on faculty processes. It may safely be assumed that not all are relevant to a given Faculty.

This version notes new channels introduced to support online re-enrolment, but text for the business implications of these channels is pending.

Addresses channel

The addresses channel accesses and updates *ISIS* records in real-time, with users effectively writing new addresses to *ISIS* through the web.

The channel is built on *ISIS* address maintenance protocols, and does not allow *myUWE* users to perform tasks which are not allowed when maintaining an address directly through *ISIS*. For example, a *myUWE* user cannot delete a past or current address.

Paper-based systems will still be required

The addresses channel only supports the entry of addresses which can be validated against the QAS address-checking system (the address-checking system used for *ISIS*). QAS draws upon Royal Mail data, and does not include international addresses, or some addresses not recognised by the Royal Mail (including some flat numbers, for example). Existing paper-based systems, or other alternatives (for example, an e-mail link or web page), will be required to support address changes which cannot be validated against QAS.

Notification of address changes

The address channel does not support notification of address changes at the time of change. Where faculty processes are in place which depend on secondary notification (e.g. an address change is entered in *ISIS*, then forwarded to a grants office), alternative arrangements will be required. To support this, the *ISIS* Generic Reporting Tool can now deliver summaries of all address changes over a given period. This method eliminates duplication of address maintenance processes, and ensures a definitive source of data.

Announcements

The Announcements channel allows designated staff to post announcements to groups of users (e.g. module run, faculty). The staff who can post announcements must be explicitly identified as “announcers”. Announcers are then attached to groups to which they can post announcements: this takes a pseudo-hierarchical form, in that a member of staff attached to a “module” group can make announcements to all users attached to that module, but also any one or more module runs which belongs to that module. A user with announcer rights at the “faculty” level can post an announcement to any group which is owned by that faculty.

At present, identification of announcers and group attachments is manually managed within the portal.

Bookmarks

This channel has no impact on faculty processes. It allows each user to maintain a set of favourite web site addresses in the portal.

E-mail channel

This channel has no impact on faculty processes, over and above the availability of a University e-mail account to all students.

Personal Details channel

This permits students to view some personal details recorded in ISIS, and change personal email and telephone number. To date this has had no implications for working practice, although expansion of this section is open for debate by SAWG.

The myDetails channel is a dependency of online re-enrolment.

Provisional Module Marks channel

Delivery of module marks through the portal is subject to review, pending the introduction of an announcements channel.

The purpose of this channel is to allow students the opportunity to check the marks held in ISIS before they go to the field board, thus reducing the chance of incorrect marks being presented to the field board and all the resultant “unpicking” that is required to accommodate changes after the board.

The content of the portal channel is derived from *ISIS*, and controlled through the **Release marks to the portal** button on the marks entry screen. The *ISIS Mark Entry* application has been changed to facilitate this.

Provisional module mark entries have a finite availability through the portal, which can be set to a number of weeks in *ISIS*. Marks will always be made unavailable at least one week before the field board to which the module run is

attached — this is to allow faculties to manage the field board process without having to deal with student marks queries at such a busy time.

Some faculties currently give students the opportunity to check coursework marks by posting them on a notice board for a given period of time, and taking queries as long as the marks are posted. Releasing marks to the portal reflects exactly this process — the marks are released for a given period of time (decided by the faculty) and removed after that time has elapsed (subject to the limitation that all marks are *automatically* removed one week before the field board to which the module run is attached).

Other faculties provide students with the opportunity of checking marks by sending out individual forms, produced from *ISIS*, showing all provisional coursework marks held so far and taking queries to a given deadline. For obvious reasons this process is carried out once each year and towards the end of the academic session, but not so close to the field board as to provide its own problems of managing yet another process at a busy time of year. For the same reasons the portal Provisional Marks channel need not include all coursework marks for the year.

Whichever process is currently used - and some faculties do neither of the above – if faculties wish to use this provision they will have to adopt a working practice to support it, including using *ISIS* to facilitate the release of provisional marks through the portal.

Re-enrolment channel

A criterion for re-enrolment online is for a student to have a (current) RASP (Reporting Attachment Study Period) enrolment status of EE (eligible to enrol).

An enrolment status of EE occurs for a continuing student when administrative staff “tip” their record from one academic year to the next in *ISIS*. The first tipping routine is pre-resit tipping when students who have passed all assessments tip cleanly from one RASP to the next and those with referrals remain on the current RASP until the referrals are completed. Post-resit tipping follows the referrals when all students are tipped from the RASP to the next one - some tip to the next year of study and others remain on the same year, depending on the credit criteria for “progression”. The timing of tipping is critical to the assessment process as well as to the enrolment process.

For the pilot application of online re-enrolment in 2005 the students eligible to use the application were only those who had a 2005/06 RASP enrolment status of EE following pre-resit tipping. In other words students who passed all their assessments at the July award boards. The business implications for the pilot were relatively straightforward and were managed by the administrative staff, to a great extent, in their normal enrolment processes. However, if the application is developed the business and administrative implications will grow.

The student record has to be “tipped” before the enrolment channel is available to the student. The impetus for “tipping” has hitherto been the separation of students for referrals (pre-resit tipping) and the actual enrolment in *ISIS* by administrative staff, both of which fit into a faculty’s administrative calendar according to that faculty’s individual working practices. For example, the

process of postal enrolment does not depend on a current RASP enrolment status of EE until the student has returned all documentation and the enrolment is processed in ISIS – and can therefore be started before the students are tipped – leaving a period of time when the record can remain in an “untipped” condition. The timing of tipping is to a great extent dictated by the assessment process and the production of award board records and only affects enrolment when the point is reached when enrolment in ISIS is about to take place. In effect, enrolment follows assessment. Some faculties do not perform pre-resit tipping and wait until all referrals have been completed. Quite clearly, in order to provide (re)enrolment online faculties’ working practices must take account of the pre-requisite of tipping to create the appropriate enrolment status.

Photosets

The photosets channel allows staff attached to seminar or tutorial groups in Syllabus Plus (the timetable) to view photographs of the students in each of those groups, arranged alphabetically.

The channel depends on the data in Syllabus Plus being current and matching student and staff records in ISIS. It demands that certain Syllabus Plus conventions (for example, group coding) be observed.

The photosets channel concatenates data from Syllabus Plus, ISIS and a database of photographs derived from House Services. The photographs are those used for identity cards.

For reasons of privacy, staff are not permitted to view groups to which they are not attached.

Timetable (Syllabus Plus) channel

Timetables through the portal can only be supported for faculties (or parts of faculties) which timetable in the standard UWE format (for which a direct match between *Syllabus Plus* data and the *myUWE* student ID can be inferred without manual intervention).

The format is as follows:

- Student Name field in format: Surname, Forename(s)
- Student Host Key field: [Student id number as in ISIS]
- Student attached to appropriate programme of study and modules.
- Student attached to student set, which is in turn attached to the appropriate taught activities (via activity templates).

The timetable channel draws upon *Syllabus Plus*. Data is administered directly through *Syllabus Plus*, as present.

UWEonline channel

myUWE makes announcements posted in *UWEonline* (Blackboard) visible in another context: the portal. It distinguishes between course announcements and system-wide announcements, as in *UWEonline*. Anyone following a link from a *UWEonline* announcement visible in *myUWE* will be taken to the same web location as if they had clicked the link in *UWEonline*.

myUWE also makes module run and student group enrolments visible, where these are supported by *UWEonline* courses or community organisations. The visibility is controlled from *UWEonline* (Blackboard) in real-time: staff and student attachments are as in *UWEonline*, controlled from a nightly ISIS feed to *UWEonline*. Staff with instructor rights on a course or community organisation in *UWEonline* control its availability, and thus its visibility through *myUWE*.

Welcome channels

These channels have no business implications at present.