

## D0\_100 Academic Structure Design Document v3.5

Ref #	Description	Subject Area
I-AS-001	Currently there is no standardisation to the naming of various academic units. Subdivisions within faculties are referred to as departments, divisions and schools. There is some consensus that having a standardised approach to the naming of various organisations within the University would have some benefit, however additional discussions need to be held to determine what those names might be.	Academic Structure
I-AS-002	There is also a general consensus that faculties could be categorised into two or three structures. This would facilitate more consistent reporting for UOG. However, the detail of the “template” structures still needs to be determined.	Academic Structure
I-AS-003	Although it has been agreed the basic level of detail required for the Subject value is approximately at the department level a complete list of subjects will still need to be developed prior to beginning the implementation. Account needs to be taken of departments with multiple subjects. Subjects may also cross Faculty boundaries and when they do so UOG/ATOS need to determine how one department will be defined as the lead department	Academic Structure
I-AS-004	A final decision on whether to have one Off Site Campus with several locations or have an individual Campus for each offsite validated programme or collaborative relationship is required.	Academic Structure
I-AS-005	The system(s) out of which additional physical location elements, those not already in the estates system, need to be identified.	Academic Structure
I-AS-006	There is a need to determine which Academic Organisation “owns” a student in each year he/she is studying at UoG. Although the student is admitted against a specific UCAS course code, they can change their direction of study one or more times during the first two years of their programme. In some Faculties these changes of study are not currently recorded in the system until the student makes a final declaration of their chosen course of study in their third year. Because of the delay in reporting this change in the student’s academic interest, they may be reported against a subject that has little to	Academic Structure

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	do with courses a student is actually undertaking. Examine how subjects are tied to department in the enrolment process workshops.	
I-AS-007	UoG needs to consider where the Science Support Unit will fit into the Academic Structure given its significance for UG Admission	Academic Structure
I-AS-008	A formal title for the DACE/CPD career could be Continuing Education or Life Long Learning. Formal title Life Long Learning agreed (13/11/2008) It is recognised that the DACE/CPD career crosses both UG and PG levels of study. However the specific levels of study could be separated at academic programme level.	Academic Structures
I-AS-009	Feedback indicates that there are concerns over the potential for confusion between fundamental elements of terminology used by both UoG and CS e.g. definition of UoG Programme versus a CS Plan as well as UoG Session versus a CS Term. Clarification is needed as to how much visible re-naming can occur within standard configuration.	Academic Structures
I-AS-010	There are concerns that CS does not offer flexibility to allow different access permissions to the same screen depending on type of student. Clarification required from ATOS	Academic Structures
I-AS-011	What are the implications of having two Academic Organisation Structures from an on-going maintenance point of view?	Academic Structures
I-AS-012	There may also be a need to ensure that Campus Solutions can map to other faculty-based systems where relevant and where the need for such systems has been clearly established. These systems however must have been clearly identified during the Due Diligence phase.	Academic Structures
I-AS-013	Examine how the values for Calendar Structure have a direct effect on enrolment and student financials workshops.	Academic Structures
I-AS-014	Clarification as to whether or not year of programme can be calculated in a future release of CS and if this is the case in what will the timescale be.	Academic Structures
I-AS-015	How would SFC funding subject group be derived for a plan	Academic Structures

Ref #	Description	Subject Area
I-AS-016	Subject change can have implications for SLC (Student Loan Company) payments. Whenever the code held by UoG and the one returned by the student vary there may be a delay in the provision of a student's load at the start of term.	Academic Structures
I-AS-017	Processes need to be developed to capture information for collaborative degrees, particularly with overseas partners.	Academic Structures

## D0\_122 Postgraduate and Direct Admissions Document v4.5

Ref #	Description	Subject Area
I-PG-001	The level of 'automated validation' required in the evaluation of applications may require a level of customisation as it is not a delivered part of standard CS product. Depending on the criteria to be applied this may be achievable through reporting.	Postgraduate Admissions
I-PG-002	Valid reject reasons to be coded to allow for accurate reporting and feedback to applicants. UoG will be free to define its own set of pre-defined 'reasons' which can then be selected during the evaluation process.	Postgraduate Admissions
I-PG-003	A move towards the central receipt and full processing of all PG applications will require structural change within UoG to ensure appropriate re-allocation of resources. This will also require change management within Faculties/Departments of the University that currently receive and process all aspects of admissions locally.	Postgraduate Admissions
I-PG-004	There are variations in practice within Graduate Schools regarding the process for evaluation of applications. There was some concern over the number times an application is handled, which may lead to inefficiencies and difficulties in meeting benchmark response times. Can a common policy be developed and agreed across all graduate school admissions in terms of selection and response protocols?	Postgraduate Admissions
I-PG-005	The ability to record academic staff against applicants is not covered by standard functionality – this is only available for admitted students in CS. This will require a minor customisation if UoG decides that the functionality is required.  Oracle to confirm if this requirement is likely to be addressed in a future release of Research functionality changes.	Postgraduate Admissions
I-PG-	There is a potential that the increased	Postgraduate Admissions

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006	speed and ease of generating communications to applicants could lead to a 'communication overload'. A policy may be required to establish key communication points and limits on the level of mail generated. This should be guided by UoG's communication strategy.	
I-PG-007	It is recognised that the introduction of the new Points Based Admissions system will have have an impact on this process design. This will have to be revisited by both Campus Solutions and UoG.	Postgraduate Admissions
I-PG-008	The process for managing and actioning fee waivers needs to be defined within the admissions process – this will be an output of the Student Financials workshops so will need to be reviewed in conjunction with that document.	Postgraduate Admissions
I-PG-009	There needs to be sufficient flexibility for role security to accommodate the differing subject norms required to evaluate applications. E.g. Arts (individual PGR project) vs Science (research group) and to support the development of research in a particular area.	Postgraduate Admissions
I-PG-010	UoG to clarify legal requirement of hand-written signature for PGR letters	Postgraduate Admissions
I-PG-011	UoG is planning to establish an Agent 'portal' where a specific Agent (or other external partner) can submit applications directly and view the progress on an individual basis.	Postgraduate Admissions
I-PG-012	Study Abroad applicants are currently able to select their preferred course choices as part of the admissions process. There is no delivered functionality to achieve this in Campus Solutions. This may need to be addressed through the development of additional tables and fields as part of the online application process.	Postgraduate Admissions
I-PG-013	A user-friendly applicant portal is crucial in the development of the new system. It is not referred to in this design document	Postgraduate Admissions
I-PG-	Reporting – An essential requirement	Postgraduate Admissions

Ref #	Description	Subject Area
014	of the new system will be to allow departments to generate their own easily accessible admissions statistics. This should be considered when developing standard reports.	
I-PG-015	How will the interface between CS and Residential Services interact and at what stage in the admissions process will applicants be able to apply or secure accommodation?	
I-PG-16	Reference is made to the requirements being specified in the ITPD, but it is not clear whether this statement means that all those requirements will be met (and if so is this without customisation) or whether the processes and requirements detailed in the workshop output in effect supersede the ITPD.	Postgraduate Admissions
I-PG-017	Issue added in error – same wording as I-PG-011	
I-PG-018	Issue added in error – same wording as I-PG-014	
I-PG-019	Issue added in error – same wording as I-PG-015	
I-PG-020	Criminal Conviction data collection should mirror the UCAS application advice with only a 'yes' option.	Postgraduate Admissions
I-PG-021	Issue added in error – same wording as I-PG-016	
I-PG-022	Identification of Fee Status: Identify applicant's who's fee status (residency) is unclear or potentially does not correlate to other information supplied by the applicant.	Postgraduate Admissions
I-PG-023	Development of an online applicant for candidates not admitted through UCAS. This includes Undergraduate part-time, Undergraduate overseas, and all Postgraduate applicants. The applications for each type student may vary slightly.	Postgraduate Admissions
I-PG-024	Workflow notification for local admissions processes. Throughout this process of 'local evaluation' the Central Admissions Office will use the dates and statuses recorded in the system (application stack or checklists) to track and monitor progress and ensure that benchmark	Postgraduate Admissions

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	<p>dates are being met. The system will automatically identify applications where deadline dates for activity have not been met and automatically generate an alert to inform the Central Admissions Office of this delay.</p>	
I-PG-025	<p>"PGR Offer Pack: When an offer is made to a Research student, there are two key pieces to the offer. The first is the offer of a place, the second a financial offer. These two aspects are sometimes condensed into one offer letter. However, some faculties chose to send these two offers under separate letters.</p> <p>The key issue is that the system does not contain any fee information at the point of admission that can be used to create these offers.</p> <p>On a related issue, there is also no delivered component for tracking proof of funding in Campus Solutions Admissions. Although this is not a requirement for the majority of departments, there are still some departments requesting this information. If this functionality is required, the scope of this modification may need to be extended."</p>	Postgraduate Admissions

## D0\_123 Short Course Admissions Document v3.5

Ref #	Description	Subject Area
I-SC-001	CS offers a powerful 'Quick Admit' function to allow rapid admission/enrolment in a single point of contact. Use of this has benefits for streamlined processing at key points, but also has an impact on the collection of reportable data. UoG needs to understand the impact of using this functionality and identify appropriate usage.	Short Course Admissions
I-SC-002	CS functionality does not include provision to attach applicants to specific courses or to manage 'waiting lists' for courses at the application stage.  This may be achieved through custom development of the system or through change in business process as detailed in section 2.1 (point 7)	Short Course Admissions
I-SC-003	Impact of holding data for <b>all</b> registered students (credit and non-credit bearing) on the main student records system. This will be a change in policy that will need to be managed through correct configuration of the system and identification of key reporting requirements.  Note: This is seen as a benefit since it would provide an easy way of compiling the non credit bearing (NCB) return to HESA. See specific comments	Short Course Admissions
I-SC-004	Standardisation of practice across a number of areas, including management of transition to a single system for the admission of students.	Short Course Admissions
I-SC-005	Financial reporting may need to be reviewed if all student activity is to be reported and costed through a single system. E.g. where students from different areas are enrolled on a single course it will be important to ensure that accurate revenue stream management can be achieved.	Short Course Admissions
I-SC-006	Should external agents, who may be a regular and significant input of applicants to CS, require a 'data load' process directly into CS to be built.  This will require a level of custom activity (although not directly a customisation to the CS system itself) but will have the benefit of increased efficiency and improved service to the external	Short Course Admissions



Ref #	Description	Subject Area
	customer.	
I-SC-007	<p>There is no delivered CS functionality to check course availability at the point of admission. This is due to the fact that in CS students are not admitted to specific courses (modules) so the information is not available to the system to perform this validation.</p> <p>To record specific course choices for applicants would require the creation of a new table within CS and screens to allow the data entry. This would be a customisation to the system.</p>	Short Course Admissions
I-SC-008	There is no delivered CS functionality to deal with debit cards or direct debits as forms of payment.	Short Course Admissions
I-SC-009	Some departments/schools require information regarding criminal convictions to be recorded.	Admissions
I-SC-010	Input error: issue already logged.	
I-SC-011	Input error: issue already logged.	
I-SC-012	Input error: issue already logged.	
I-SC-013	Online Application for Short Courses*. An online application form / CRM process to capture application, registration and enrolment data. This data will be loaded into standard CS Application Data tables using standard batch processing, including Search/Match processing. A member of UoG staff will be responsible for identifying and resolving search match suspensions.	Admissions

## D0-103 Undergraduate Admissions Document v3.5

Ref #	Description	Subject Area
I-UG-001	Much of the interview ranking data is captured on paper documents and transcribed to spreadsheet manually. UoG would like to use elements of interview data to produce letters to applicants to inform them why they were not admitted. This would require either significant (4,500 items for medics) data entry in Campus Solutions, or development of a standard component interface spreadsheet.	Undergraduate Admissions
I-UG-002	Though the desire is to remove the UCAS form entirely, there is still a requirement, especially where applicants are interviewed, to produce a printed report for academic interviewers to review.	Undergraduate Admissions
I-UG-003	The potential introduction of Post-Qualification Application (PQA) may have an impact on the future design of the Oracle UCAS localisation. Any proposal for custom design work must take into consideration that it might have a limited shelf life because of this significant change to operation (expected in the next five years)	Undergraduate Admissions
I-UG-004	UCAS design is likely to change so that applicants write a personal statement per application rather than one to cover all applications. The localisation and any proposed development should be robust enough to cope with this.	Undergraduate Admissions
I-UG-005	UCAS *J Data (information passed by UCAS to institutions after applicants have been admitted, and to be passed to the institutions to HESA as part of the HESA return) needs to be validated by the Planning Office before submission to HESA, so that only the appropriate qualifications are returned. This does not happen in the existing system and consequently UoG's qualification on entry profile in the league tables is not as high as it could be.	Undergraduate Admissions
I-UG-006	If paper forms are to be removed entirely it will be necessary to provide an enhanced screen design that will allow (especially academic) staff to view as much of the application as possible on a	Undergraduate Admissions

Ref #	Description	Subject Area
	single screen. This will require a customisation to the standard product.	
I-UG-007	<p>Process speed is currently very good. The UCAS cycle starts on 15 September, and at this stage, decisions are normally returned to UCAS for the main group (i.e. not special cases: 80% of apps) within 24 hours of receipt. The peak loading coincides with the general UCAS application closing date of 15 January. All decisions for the main group are returned by the end of the third week in February.</p> <p>This efficiency needs to be maintained in Campus Solutions operation. Additionally the University is targeting a significant increase in applications (up to 50%) which will have an impact on the processing of applications as the University moves towards being a more selecting institution. The need to avoid over-recruitment must be taken into account when considering efficiency of the process.</p>	Undergraduate Admissions
I-UG-008	<p>A decision is required on whether UoG wishes to add a custom algorithm to maintain the speed of turnaround of applicants.</p> <p>There is a trade-off between implementing a system with no algorithm and the attendant cost of fully manual activity, and the benefit that might be obtained in speed of turnaround by having a level of automation in this part of the UCAS application process.</p> <p>The customisation should not be undertaken just because it matches or exceeds what the University currently does, but that might become a key consideration.</p> <p>Additionally, this is a complex customisation that it may not be possible to develop and test in time for the 2009 Admissions process.</p> <p>A full cost-benefit evaluation would be required to determine whether there is advantage in one approach or the other.</p>	Undergraduate Admissions

Ref #	Description	Subject Area
I-UG-009	<p>If UoG decides to proceed with a custom algorithm for offer making, consideration should be given as to whether there is any means to simplify the types of offer made, as well as the variety of types, without sacrificing any of the benefits achieved from making more complex offers.</p> <p>Where complex conditional offers are deemed necessary the offer making process should facilitate this.</p>	Undergraduate Admissions
I-UG-010	UoG requires confirmation that automated offer to results matching based on Assessment Board Linkage will be delivered as part of the standard product in time for the 2009 Admissions process. If not, an alternative process for confirming offers will need to be established.	Undergraduate Admissions
I-UG-011	<p>Confirmation is required that near-miss management (one grade down processing) will be delivered as part of the standard product in time for the 2009 Admissions process. If not, an alternative process will need to be identified.</p> <p>Also, the process of near-miss management needs to be investigated further. For example, should criteria other than 'one point down' be considered or should applicants from clearing be considered before near-miss applicants?</p>	Undergraduate Admissions
I-UG-012	There is a requirement to track whom a Disclosure Scotland form has been sent to. The UoG has to establish whether to continue to record this information manually against the applicant's record or to use a bar-code reader to scan the number from the form and store it. Using a bar-code reader would require an interface to scanner software and some customisation to ensure the data is captured correctly.	Undergraduate Admissions

Ref #	Description	Subject Area
	The number of forms distributed by all interested parties in the institution is a key consideration, as is the extent to which Disclosure Scotland intends to audit its processes	
I-UG-013	If the Disclosure Scotland process determines that the applicant has a disbaring criminal record, then the application, including any outstanding offer, will be withdrawn. UoG needs to establish if this holds true for all faculties concerned.	Undergraduate Admissions
I-UG-014	Standard Campus Solutions does not have the means to allocate applicants to interview slots in bulk. Whether this could be addressed by use of the standard population update tools or a custom process is required needs to be established.	Undergraduate Admissions
I-UG-015	UoG should consider whether to manage the uploading of UKCAT/LNAT scores centrally or locally.	Undergraduate Admissions
I-UG-016	It should be established that the Campus Solutions reporting functionality will adequately satisfy the UoG requirement of alerting admissions officers to their UCAS transaction errors when they log on to the system.	Undergraduate Admissions
I-UG-017	UG admissions policy needs to be developed in line with goal to be a selecting university including moving to a gathered field of all applicants before making decisions; the role academic expertise/ vs professional admissions staff in reviewing personal statements; transparency in using additional tests and how to make decisions between competing students who have achieved over the minimum tariff in "general" faculties.	Undergraduate Admissions

D0\_114 - W20 Alumni Process v3.3

Ref #	Description	Subject Area
I-AL-001	There is no table seating functionality in Contributor Relations.	Alumni
I-AL-002	There is no Gift Aid functionality in Contributor Relations. It is important that any developed functionality includes the ability to process tax claims following HMRC rules as well as the processing of tax refunds where tax has been claimed in error.	Alumni
I-AL-003	Contributor Relations does not seem to have been adopted by any other UK universities. Examples from other institutions - whether in the UK or the USA - would provide a better understanding of the application.	Alumni
I-AL-004	There is a requirement to record information on fund-raising prospects – ie. individuals identified as potential donors, whether for legacies or for major gifts. For instance, the application should have the facility to record the prospect's area of interest, the fields they are likely to support and the approximate level of gift we expect. This would apply also to potential legators. Information is required on how the system would do this.	Alumni
I-AL-005	Confirmation is needed that the functionality will exist to manually assign a specific donor's gift level with each contribution or pledge made to a given campaign as well as automatically do it.	Alumni

## D0-108 Assessment Document v3.3

Ref #	Description	Subject Area
IS-A-001	<p>(25/2/09 - revised wording para 2)</p> <p>UoG to agree CS as being sole system for storage and publication of final grades.</p> <p>Depends on decision on 003 there will be a need for initial calculation and evaluation to be done in departments outside Campus Solutions.</p> <p>(original )</p> <p>should local systems (e.g. spreadsheets) still be used for initial calculation and evaluation?</p>	Assessments
IS-A-002	The University should investigate to what extent Moodle is being used to record detailed assessment information and whether departments using it in this way are using other local systems at the same time.	Assessments
IS-A-003	UoG needs to agree policy on level at which grades should be recorded in CS and/or published to students.	Assessments
IS-A-004	Maintenance of assignment details (due dates etc) requires resourcing – departments need to identify where responsibility for this task lies.	Assessments
IS-A-005	Interfaces to existing assignment submission systems may be required in order to transfer submission details to CS.	Assessments
IS-A-006	University to establish which level of staff should have access to a student's full academic records.	Assessments
IS-A-007	The University should agree what level it is prepared to allow the use of local systems for capturing complicated information that Campus Solutions cannot accommodate Does this matter? Is it not more important that the University takes a view on what information needs to be entered into CS across the institution? Is this already captured in Issue 002?	Assessments
IS-A-008	It is not proposed to record external examiner details on CS. UoG should agree if recording specific details of which externals had moderated scripts is required.	Assessments

Ref #	Description	Subject Area
IS-A-009	Gradebook is intended to be used primarily by academic staff. UoG to consider if there is merit in developing policy to encourage/enforce academic entry of marks. Some development of system may be required to facilitate administrative marks entry (which may be required regardless).	Assessments
IS-A-010	CS does not have delivered 'mark history' records so development may be required. UoG to confirm the level of history required (e.g. all mark changes or just 'last' mark).	Assessments
IS-A-011	UoG to determine need for consistent format for examination board papers or screens to display details during board meetings – should variations be required and developed? Adoption of a consistent approach will help UoG to avoid excess maintenance costs, replication of effort by staff etc.	Assessments
IS-A-012	UoG policy needed on the recording of 'notes' against course grades. What type of information should be recorded? Is it advisable to record information that is not intended to be seen by students?	Assessments
IS-A-013	UoG to decide if students should have access to all weighted component marks before the ratified course grade is published.	Assessment
IS-A-014	Customisation of the Gradebook calculation algorithms will be required in order to facilitate the various aggregation methods in use. It will also be necessary to clarify the aggregation method to be used for each course – justifying where a course differs from the Code of Assessment.	Assessments
IS-A-015	UoG to consider whether it wishes to establish a policy for recording changes to overall grades.	Assessment
IS-A-016	There is no delivered functionality for resit assessments in CS. This will require a substantial amount of new development and customisation to achieve. UoG will also need to clarify the regulations applying to resit assessments to ensure that rules and systems can be developed and applied consistently by the system.	Assessments



Ref #	Description	Subject Area
IS-A-017	The delivered rules and processing for determining final awards will not meet UoG requirements. It will require the development of new custom rules engines and processes to enable the system to calculate results using UoG regulations.	Assessments
IS-A-018	Campus Solutions has no delivered functionality to upload marks in the form of spreadsheets. Other institutions have designed methods of uploading marks into CS so this is technically possible. This facility is available currently in GU and is a requirement of the new system – Oracle to take this on board.	Assessments
IS-A-019	Need to simplify the resit process described in the document (2.9)	Assessments
IS-A-020	<p>Gradebook - Grade Format Changes: Vanilla Gradebook will not accept marks to be entered using the current UoG Code of Assessment – Gradebook will accept only numeric grades and the UOD Code of Assessment requires assignment to be marked using the alphanumeric grades (A1, B2, C3 etc).</p> <p>In order to allow Gradebook to accept this marking scheme it will be necessary to customise the marks entry pages and records, and for Gradebook to convert the grade entered into the appropriate 'aggregation score equivalents' numeric mark for the purpose of calculating an overall cumulative mark for the assessment.</p>	Assessments
IS-A-021	Student Centre View of Final Degree Results. Students should ideally be able to access final degree results through Student Centre however this information is not currently displayed in Student Centre.	Assessments

## D0\_104 Course and Prog Mgmt Document v4 .4

Ref #	Description	Subject Area
I-CP-001	University to review the extent to which further development of the generic degree regulations is possible, and the requirement for additional regulations to be allowed.	Student Records
I-CP-002	<p>UoG to consider how:</p> <ul style="list-style-type: none"> <li>the process of creating a framework for advisement rules pertaining to each Plan</li> <li>extraction and transfer of existing data on the rules for pre and co-requisites</li> </ul> <p>are undertaken, whether by an interface or manually, and where the responsibility is to be located for doing so.</p>	Student Records
I-CP-003	More detailed analysis of the precise nature and configuration of the academic advisement rules for UoG programmes is required. UoG to identify who will be responsible for this.	Student Records
I-CP-004	<p>The creation and maintenance of the complex advisement rules is an additional system task that does not have a similar parallel in current UoG processes. This needs to be recognised as a new administrative task (unless significant customisation work is undertaken).</p> <p>UoG needs to take a number of related decisions on the following aspects of rules for academic advisement:</p> <ul style="list-style-type: none"> <li>to determine levels of access and security</li> <li>to identify the appropriate staff who will have responsibility for the creation and maintenance of rules.</li> <li>to identify the specialist training requirements.</li> <li>to manage this information in a systematic way to preserve the integrity of the system.</li> </ul>	Student Records
I-CP-005	DACE course approval process for	Student Records

Ref #	Description	Subject Area
	non-accredited and low credit courses to be investigated against proposed design to determine whether special requirements will continue to be required.	
I-CP-006	<p>UoG to evaluate the best option for the management of the programme and course approval process, either within CS or to customise an interface with PIP.</p> <ul style="list-style-type: none"> <li>Initial cost, long-term cost of ownership, resources and risk all require investigation in order that a full assessment can be made and an appropriate decision made.</li> <li>UoG to consider the point at which continued development of PIP should cease, in order to establish a stable system to which an interface can be built.</li> <li>UoG and ATOS to identify the extent of development and customisation to create this interface and ensure transfer of all relevant data between systems.</li> <li>UoG to evaluate the implications of continuing with an in-house solution in this area yet seeking to replace others.</li> </ul>	Student Records
I-CP-007	<p>Although academic staff can be associated with a 'Plan' (i.e. a specific award title) within the delivered Campus Solutions functionality, a customisation may be necessary to link particular years of study with members of staff. UoG to investigate extent of demand in support of such customisation.</p> <p>The issue of how to assign staff to programmes in undergraduate Medicine also requires consideration.</p>	Student Records
I-CP-008	<p>UoG to consider the extent to which external examiner information should be recorded on the system and whether external examiner management should continue to take place out with the central system, given that CS cannot deliver full functionality.</p> <p>UoG to investigate the extent of</p>	Student Records Senate Office

Ref #	Description	Subject Area
	interfaces between CS, the bespoke external examiner system and HR which are required, to improve the overall management of external examiner activity.	
I-CP-009	The level of course scheduling information required on Campus Solutions is significantly greater than is currently recorded centrally. This needs to be reviewed to identify responsibility for 'ownership' of this data and for how the maintenance of the data is to be resourced.	Student Records
I-CP-010	UoG to consider: <ul style="list-style-type: none"> <li>the amount of class scheduling information to be recorded and displayed</li> <li>the time lines for allocation of teaching responsibilities in relation to scheduling of classes</li> <li>the resource implications required for the transfer of teaching space data into CS, whether by manual entry or by an interface.</li> <li></li> </ul>	Student Records
I-CP-011	ATOS to investigate the capabilities of the version of CMIS currently used and the options for developing an interface. (It is noted that the CMIS supplier is in the process of developing APIs to enable interfaces to be built, although timescales are unknown at present).	Student Records
I-CP-012	UoG to review the management and systems used for allocation of teaching space and course scheduling.	Student Records
I-CP-013	The 'ownership' of the Schedule of Classes within Campus Solutions will need to be determined as the maintenance of this data is key to all enrolment activity.	Student Records
I-CP-014	UoG to consider the extent to which specialised class allocations are required, as the CS way of managing these is complicated. It cannot support certain discipline-specific methods of class allocation currently in use, which will necessitate continued manual* intervention if required. UoG to consider how class allocation can be undertaken in such cases. *UoG to	Student Records Student Experience

Ref #	Description	Subject Area
	investigate whether CMIS has functionality to allocate students to groups using departmental criteria.	
I-CP-015	<p>UoG and ATOS need to explore the detailed customisation that would be required to automate the transfer of assessment information and weightings from PIP to CS, both when courses are created and amended.</p> <p>UoG to identify the resource which would handle this process if it is to be undertaken manually.</p> <p>Limited access to data that requires approval will also be necessary.</p>	Student Records
I-CP-016	<p>UoG to review course code structure:</p> <ul style="list-style-type: none"> <li>to develop a logical coding scheme that will fit the Campus Solutions field requirements and which will enable degree regulations to be adhered to.</li> <li>to enable accurate searching by SCQF level, given that CS does not record 'level' as a standard searchable attribute.</li> <li>to be more user-orientated.</li> <li>Recoding should take account of best practice to develop a structure which is robust in the long term (e.g. by evaluating the risks and precedents associated with embedding the 'level' within the course code)</li> </ul> <p>UoG to consider whether customisation to make 'level' a searchable attribute, in a separate field is required.</p>	Student Records
I-CP-017	<b>Issue no not used</b>	
I-CP-018	<b>Issue no not used</b>	
I-CP-019	UoG to consider the extent to which specialised class allocations are required. The CS way of managing this is complicated.	Assessments
I-CP-020	DACE course approval process for non-accredited and low credit courses to be investigated against proposed design to determine whether special requirements will continue to be required	Assessments
I-CP-021	"Auto-Creation of Assessment Information. To provide automated	

Ref #	Description	Subject Area
(17/2/09)	<p>process for creating course assignment information or building the components of assessment in Campus Solutions.</p> <p>Campus Solutions will require assessment types and weightings to be recorded in order to allow assessment marks to be input directly into the system and reported to students (if required by UoG).</p> <p>As this information is collected at the point of an initial course proposal it should be available to be created in Campus Solutions at that point however there is no delivered automated process for creating the course assignment information or building the components of assessment in Campus Solutions.</p> <p>If this information is currently created and held in PIP, then could it not be part of the interface between CS and PIP (assuming this is the preferred option for managing all course and programme information)</p> <p>We need to also consider the role of Moodle for creating assignment info."</p>	

## D0\_111 Exam Management Document v4.4

Ref #	Description	Subject Area
I-EM-001	ATOS to confirm whether CS has functionality to handle the requirements of all disciplines with regard to creation and updating of course examination data.	Exam Management
I-EM-002 amended	University to confirm grade which will signify that students have been offered the resit opportunity as a first attempt.	Exam Management
I-EM-003 amended	University to review processes for audit of student enrolment data on central system and consider a range of developments to encourage proactive checking of data by students and staff. Policy change on the time period during which course changes can be effected, may be necessary.	Exam Management
I-EM-004	A two way interface to CMIS exam timetabling system is required, to support CS functionality regarding storage of exam scheduling data.	Exam Management
I-EM-005 amended	ATOS to confirm the need for, and extent of, customisation to create a page which will enable students to view details of their personal examinations online through their Student Centre, along with a range of specific supporting information about the University's examinations.	Exam Management
I-EM-006	University to review of the role of VALE in the light of the implementation of Campus Solutions, given the highly specific requirements of the Medical School.	Exam Management
I-EM-007 amended	ATOS to provide a more detailed analysis of the different configuration options and recommend the optimum solution so that UoG has a clearer understanding of the extent of development required for detailed tracking and recording of exam paper submissions, for which Registry is responsible.	Exam Management
I-EM-008 amended	As there is no CS functionality for secure circulation or submission of exam papers, University should investigate the use of Documentum for these purposes so that if possible, it becomes part of the process design.	Exam Management
I-EM-009 amended	Functionality for recording or managing invigilation recording is limited in CS, but may be possible through configuration and/or modification. As an alternative, University may consider that using CMIS to centrally record this data is more advantageous, depending on future use of externally appointed invigilators.  ATOS to provide a more detailed analysis of the different configuration options and recommend the optimum solution so that UoG has a clearer	Exam Management

Ref #	Description	Subject Area
	understanding of the extent of development required.	
I-EM-010	As more detailed candidate lists can be produced through CS, University to consider whether the use of such lists should become mandatory for all exams in future.	Exam Management
I-EM-011	University to consider: <ul style="list-style-type: none"> <li>• whether the 'double' approval arrangement (SDS and Clerk of Senate) should continue;</li> <li>• Whether the standardised list of valid arrangements for students with special examination requirements should be reviewed to ensure there is not an unnecessary proliferation of arrangements;</li> <li>• A standardised coding system is required, which will streamline the use of free text phrases as these currently contribute to over-complications for departments in the setting up of special arrangements.</li> </ul>	Exam Management
I-EM-012	University of Glasgow to consider the role of Registry in special examination arrangements, given the extent of change management in this area.	Exam Management
I-EM-013 new	ATOS to provide a more detailed analysis of the extent of development required to take account of linked exams/simultaneous scheduling requirements.  Noted that there are a number of 'Course Attribute' fields that could be configured to achieve this, as well as to allow reporting and interfaces to the timetabling system, to take account of this data.	Exam Management
I-EM-014 new	UoG to identify the point at which the credit value being undertaken by visiting students is known (if less than the 'full' credit value) and who will be responsible for updating the system.	Exam Management
I-EM-015 new	Training requirements for departments to be defined so that the complexities in exam arrangements (such as linked or ordered paper exams) can be successfully achieved.  The Registry role in offering guidance to departments in relation to exam data is significant and should not be lost.	Exam Management



Ref #	Description	Subject Area
I-GR-001	<p>The current version of Campus Solutions (v9) does not include bespoke functionality for 'Graduation Ceremony Management'. It is possible to use the delivered 'Events Management' functionality but this will require a level of customisation and does not provide automated processes to transfer students into 'Events' lists.</p> <p>Oracle has 'targeted' functionality in this area for a future release but details of the timing of this, or the scope of functionality to be included, are not yet known.</p>	Graduation
I-GR-002	<p>UoG to consider a consistent policy for registration of students with outstanding assessments.</p> <p>If students need to be assessed within an academic session should they be required to register for that session?</p>	Graduation
I-GR-003	<p>Delivered 'apply for graduation' functionality allows all students to apply – a customisation may be required to ensure that only eligible students can do this.</p> <p>Alternatively, it may be possible to manage this through security roles.</p>	Graduation
I-GR-004	<p>UoG to determine the implications of students 'missing' the deadline to apply for graduation (e.g. reducing ticket allocations or making a 'late' charge).</p> <p>The system would need to know how to process these applications.</p>	Graduation
I-GR-005	<p>Does the University require a physical, signed record of attendance at the graduation ceremony for archiving purposes? Could registration at the ceremony be recorded electronically?</p>	Graduation
I-GR-006	<p>UoG may wish to review the format and content of formal graduation documents and stationery – particularly with regard to improved security measures and production methods.</p>	Graduation

Ref #	Description	Subject Area
I-GR-007	UoG to review recording of University Prizes & Awards.	Graduation
I-GR-008	UoG to decide if allocation of students to graduation ceremonies should be an automated process. Customisation of Campus Solutions may be required.	Graduation
I-GR-009	Do additional tables need to be created in order to cope with the requirement for dates on parchments to be in Latin?	Graduation
I-GR-010	UoG to decide on a policy for dealing with records of students who are sitting on the Student Records System (SRS), as 'qualified to graduate', but have not paid the fee to become a member of the General Council, and have therefore never graduated, either in person or in absentia.	Graduation
I-GR-011	No mention is made of the hierarchies of presentation of degrees within a ceremony. There is a prescribed order for faculties with the oldest faculties being presented first. There is also a hierarchy of programmes	Graduation
I-GR-012	Intended profession has been recorded in the General Council Register for years. Did someone take a decision not to record this or has it been accidentally missed?	Graduation
I-GR-013	Diploma Supplements: There is no delivered functionality to support the production of Diploma Supplements – this is a UK requirement for all students.  The Diploma Supplement is an expanded transcript that includes details on the institution and the programme in addition to the student's own record	

## D0\_121 - W13b Placements Process Document v4.5

Ref #	Description	Subject Area
I-PL-001	<p>Educational placements are managed through a external, system known as Practicum. This is a national requirement.</p> <p>UoG to consider the costs and benefits of an interface between CS and Practicum to minimise the effort of maintaining placement information in two systems.</p>	Placements
I-PL-002	<p>UoG requires a self service mechanism to collect key data for self-proposed placements. Currently there is electronic functionality for MBChB students to provide details regarding these placements.</p> <p>However, there is no mechanism in CS self service to collect this information. Using the system as delivered, staff would have to key in data regarding the self proposed topic, as well as all contact details pertaining to the placement.</p> <p>It was suggested at the workshop that a future delivery of CS may offer functionality to allow the configuration of data collection pages and UoG needs clarification/confirmation on whether this will be available in V9.1.</p> <p>Current CS functionality will require manual processing of data by staff which is currently undertaken by students; which does not deliver any business benefit.</p>	Placements
I-PL-003	<p>UoG requires a mechanism to enable placement organisations to key in an evaluation document. Currently there is electronic functionality for MBChB students to provide details regarding these placements. There is a need to extend this for other subjects</p>	Placements

Ref #	Description	Subject Area
	<p>(e.g. Education).</p> <p>CS advises that this requirement can be fulfilled by configuring security in the system for key members of placement location staff. However, there may be training implications with this approach due to the high number of placement providers.</p> <p>It was suggested at the workshop that a future delivery of CS may offer functionality to allow the configuration of data collection pages and UoG needs clarification/confirmation on whether this will be available in V9.1.</p> <p>Current CS functionality will require manual processing of data by staff, which does not deliver any business benefit.</p>	
I-PL-004	<p>Currently, very little information on previous placements can be provided to Veterinary students because of data protection in relation to placement locations. Currently, these are requested to check a box if their information can be released.</p> <p>It was suggested that an 'opt-out' box to decline the release of information may legitimately generate more information for current students.</p> <p>UoG to pursue this option with the Data Protection office to ensure the approach is legal.</p>	Placements
I-PL-005	<p>The means by which the full list of school placements undertaken can be captured on the University transcript requires investigation by ATOS, as this activity is currently very labour intensive and independently produced.</p>	Placements
I-PL-006	<p>CS should include functionality to produce an</p>	Placements

Ref #	Description	Subject Area
	electronic report which shows the full history of student placements, as this activity is currently very labour intensive.	
I-PL-007	A link will be required between CS and VALE to take account of the extensive amount of data which is held in VALE's document management system.	Placements
I-PL-008	UoG to evaluate how the Nursing Placements, which are administered by Glasgow Caledonian University, can be managed in a more electronic means than at present.	Placements
I-PL-009	UoG to identify the types of placement activity which should be recorded in the University Transcript, recognising that PDP recording is appropriate in some, but not all cases;	Placements
I-PL-010	ATOS to provide a means of recording the location of different student placements, to ascertain the spread of geographical location for insurance and strategic objective purposes.	Placements
I-PL-011	UoG to consider how the appropriate levels of risk assessment, duty of care, insurance cover and quality assurance in regard to different types of placements can be managed electronically.	Placements
I-PL-012	ATOS to identify a means by which CS can manage the many locations which apply within each of the multiple cohorts of the MBChB programme.	Placements

Ref #	Description	Subject Area
I-PL-013	ATOS to advise whether the process for recording other types of placements (e.g. European and international exchanges) requires further discussion.	Placements
I-PL-014	A regular feed of data is required to keep student details up to date in systems such as VALE and Practicum.	Placements
I-PL-015	UoG to compare the document management systems of VALE and Documentum for assurance that MBChB requirements can be managed through Documentum.	Placements

## D0\_109 Student Progression v4.3

Ref #	Description	Subject Area
I-PR-001	Campus Solutions does not contain delivered functionality to process student progression. This will require the development of a significant custom built process by the University in order to automatically process student progression.	Progression
I-PR-002	Investigation will be required to confirm if all UoG assessment / progression rules can be created in academic advisement rules.	Progression
I-PR-003	There are differences in progression rules / requirements between faculties/ depts. even for the same degrees. This causes lack of clarity for students and will complicate the configuration of automated processing. The University may wish to review the needs for increased standardisation.  Note: There is variation in faculties/departments as to whether grades need to be attained at a first sitting or whether a re-sit grade is acceptable.	Progression
I-PR-004	Individual subjects currently have very varied and different progression requirements (not just the courses that are pre-requisite). The ownership of, and responsibility for, maintaining these rules on CS will need addressing.  Note: A lot of the information about course pre-requisites already exists in PIP but if there is not an interface between PIP and CS, would this mean entering information twice in two systems? This could lead to errors in data and consequently inaccuracies in progression rules.	Progression
I-PR-005	Development of a system to manage the UoG specific honours progression process will require a significant custom development on CS.	Progression
I-PR-006	Adding the facility for students to make provisional choices of honours options as part of the honours progression may require further customisation.	Progression
I-PR-007	The practice of allowing students to transfer back to honours after Level 3 is limited to specific subjects. To manage this CS will require an additional level of customisation – the University may wish	Progression

Ref #	Description	Subject Area
	to decide if this is justifiable for a small number of subjects. Alternative ways of managing this process could be found – with the outcome still being recorded on CS.	
I-PR-008	If such a system is introduced it will have to be able to take account of the fact that some students will not have third year honours results until midway in their fourth year when grades obtained overseas are converted (e.g. approximately 50% of LLB students).	Progression
I-PR-009	A decision is required on whether the functionality provided by the CRM module or 'comment codes' is sufficient for UoG's needs in terms of logging, monitoring and reporting on formal appeals and complaints, or is a customisation required?	Progression



## D0\_105 Registration and Enrolment Document v3.3

Ref #	Description	Subject Area
I-RE-001	<p>A decision is required on whether to use the portal provided by Campus Solutions or whether to develop a UoG portal in line with other University portal developments.</p> <p>The use of a portal is key to some of this proposed design. Although these parts of the design could be removed without affecting the later process it would potentially reduce benefits to be gained.</p>	Registration and Enrolment
I-RE-002	<p>UoG will need to agree at which stage in the admissions process prospective students should be given access, and where the responsibility lies for the issuing and auditing of accounts.</p>	Registration and Enrolment
I-RE-003	<p>The 'Registration' process is not delivered as part of Campus Solutions v9.0, it is proposed functionality for a future release and it is not currently known whether this will be available in time implementation of this project. <i>If it is not delivered by Oracle in UoG timescales, it will be necessary for UoG to develop a custom version.</i></p>	Registration and Enrolment
I-RE-004	<p>The production of a single, centralised Class Schedule to support enrolment will require a full review of UoG policy and processes for the ownership and timetabling of academic teaching space.</p>	Registration and Enrolment
I-RE-005	<p>An online payment provider is required to support payment of fees through Campus Solutions</p>	Registration and Enrolment
I-RE-006	<p>It is possible for much of the basic course selection guidance and audit currently undertaken by advisers to be automated through Campus Solutions. UoG may wish to discuss the precise role of the adviser and of the 'Faculty Approval' process.</p>	Registration and Enrolment
I-RE-007	<p>The nature of the interface between Campus Solutions and the University's ID card system needs to be reviewed to ensure that data can be passed to support this process.</p>	Registration and Enrolment

Ref #	Description	Subject Area
I-RE-008	A customisation will be required to allow recording of the 'Faculty Approval' and 'Registered' status on Campus Solutions. This will require the creation of new tables and screens to hold and maintain this data.	Registration and Enrolment
I-RE-009	There is no delivered process for the automated allocation of advisers to students. <i>If this is a requirement for UoG it will require a customisation.</i>	Registration and Enrolment
I-RE-010	There appears to be a lack of clarity or consistency over the handling/application of sanctions for students with outstanding debts or other issues. If UoG wishes the system to apply sanctions automatically there will need to be agreement on standard policy,	Registration and Enrolment
I-RE-011	There is no delivered functionality in Campus Solutions to enable students to make appointments directly with advisers. If this is a requirement for UoG it will require a significant level of customisation.	Registration and Enrolment
I-RE-012	Currently a student wishing to change course requires approval before it can be confirmed on the system. However, in Campus Solutions a change of course is effective as soon as the student makes the change via the Student Centre. If the approval process is to be maintained, it may be necessary to build a customised process to allow the student to make a change but to delay full processing until an adviser gives final approval.	Registration and Enrolment
I-RE-013	UoG to consider whether the 'Planner' functionality should be made available to new students	Registration and Enrolment
I-RE-014	There is no delivered functionality within Campus Solutions to mark a group of students as 'Faculty Approved' in bulk. This process requires a customisation to the system.	Registration and Enrolment
I-RE-015	UoG to consider the setting of a deadline date after which students will be unable to make any course changes.	Registration and Enrolment

Ref #	Description	Subject Area
I-RE-016	The current registration and enrolment process is used to confirm the student is physically at the University as this is a statutory requirement of the institution. UoG should consider if it is still practical to use the process for this purpose and if so, agree on which stage constitutes the student as being physically at the University. If the process is not deemed suitable, the University needs to identify an alternative means to meet the statutory requirement.	Registration and Enrolment
I-RE-017	A decision is required on the terminology to be used for each of the Registration stages, namely pre-registration, faculty approval, registration and class enrolment.	Registration and Enrolment
I-RE-018	Once the Registry has decided that a student has not met the conditions for full enrolment, and is no longer entitled to be provisionally registered a decision needs to be made on what to do with their record. A suggestion is to remove the pre-registration flag. This can be done by using the delivered 'Cancel Enrolment' functionality in Campus Solutions which cancels all programme and course information for the student for a specified academic session. However, if a student subsequently finds themselves in a position to fully register would they be expected to complete the stages of pre-registration and faculty approval again?	Registration and Enrolment
I-RE-019	UoG needs to establish how other information / materials are to be disseminated to students if attendance at class enrolment sessions is to be removed from the process.	Registration and Enrolment
I-RE-020	Although Campus Solutions can auto-allocate students to groups it cannot assign students to courses/classes based on very specific criteria e.g. Medicine organise groups of students into separate 5 week blocks and wish to ensure that students are allocated with a different selection of students	Registration and Enrolment

Ref #	Description	Subject Area
	in their subsequent 5 week blocks.	
I-RE-021	<p>Enabling students to enrol themselves on labs/tutorials/seminars etc as part of the pre-registration process gives rise to the problem of certain students, who require taking a certain instance of a class due to other timetable commitments, being unable to take a class because the instance they require is full. Similarly, students who are perhaps delayed in making their class selections, through no fault of their own, may find themselves unable to take the subjects they wish because the classes are full.</p> <p>A decision is needed on when to open class enrolments so the above problems are minimised.</p>	Registration and Enrolment
I-RE-022	<p>Uploading Student Photographs. Create page to allow students to upload photograph for use on</p>	Registration and Enrolment

Ref #	Description	Subject Area
I-RP-001	Reporting Strategy - Although there are many individual issues that will be highlighted in the course of the document, the overarching requirement that came out from the workshop was need for UoG to develop a comprehensive reporting strategy. ACTION – further session to be scheduled at senior management level to determine UoG Reporting Strategy.	Reporting Strategy
I-RP-002	Operational Measures - UoG requires to identify internal KPIs to evaluate efficiency and effectiveness of the business and related processes. and their support of the strategic plan. It is recommended this be conducted as part of the implementation of any Business Intelligence Solution. ACTION – further session to be scheduled following I-RP-001 to determine requirements.	Management Reporting
I-RP-003	UoG to identify tools & architecture required to support Reporting activity at all levels  Currently, there is a significant amount of ad-hoc querying and reporting done at UoG using the Bi-Query tool. It was agreed that it is a requirement for the project to provide a new tool to deliver as a minimum existing functionality while supporting a standardised framework However, it was not agreed the best approach for delivering this functionality nor the deployment across UoG.	Reporting – All Levels
I-RP-004	UoG will need to make a number of decisions regarding how existing transactional reports will be created during the implementation.  Is the existing transactional report still required in the system and who will be responsible for re-developing it?	Transactional Reporting
I-RP-005	How will transactional reports be developed post implementation?  This decision will also impact on those made regarding ad hoc reporting and should be incorporated into the University's overall post implementation support strategy.	
I-RP-006	UoG to establish security requirements for reporting and user groups to be	Reporting – All Levels

Ref #	Description	Subject Area
	identified following I-RP-001 & 002	

Ref #	Description	Subject Area
I-RS-001	<p>There is no standard policy regarding the tracking of attendance for Research Students. Currently, each department has its own policy and procedures for this activity.</p> <p>UoG needs to determine if a central policy is required and, if so, what that policy is.</p>	Research
I-RS-002	<p>In cases where a student is taking a taught course elsewhere, the UoG owning department may not know details about the course until transcripts from the other university are produced.</p> <p>Transfer of information between institutions is currently poor. UoG should be better at providing other universities (e.g Heriot Watt) with details of students that are registered and better information on results and confirmation of successful completion is required in return.</p> <p>This situation should benefit from the use of improved reporting and self service functionality. However the exact details of the data exchange will need to be determined during the detailed design phase.</p>	Research
I-RS-003	<p>The level at which communication with students is tracked was raised as a workshop issue. Currently the amount of detail varies from department to department and supervisor to supervisor.</p> <p>It was suggested that as the input and maintenance of the data will be easier in the new student system, that a policy and procedure regarding this activity be developed by UoG.</p>	Research
I-RS-004	<p>The approval processes vary significantly from faculty to faculty. In order to automate this process and take full advantage of the possibilities provided by workflow, a level of standardisation, at least at high-level, will need to be achieved.</p>	Research
I-RS-005	<p>Will Oracle be delivering an online application form for Research Scholarships in a future release of the product or will UoG build an online application or will paper application be</p>	Research

Ref #	Description	Subject Area
	used and entered into the system by UoG staff?	
I-RS-006	The consensus of workshop participants was that it was a good idea to require all Writing Up Students to register. This, however, will be a change in UoG policy.	Research
I-RS-07	Processes rely heavily on 'future' functionality not yet confirmed by Oracle. If this functionality is not available, how does ATOS envisage the handling of these processes? Can ATOS confirm whether CRM can be used to support any of the required processes?	Research
I-RS-08	The new process proposes that certain responsibilities for scholarship awards are centralised through a 'financial aid' office. It will be necessary for UoG to assess the benefits and practicalities of this change and consider any subsequent resourcing issues.	Research
I-RS-009	The proposed process assumes that applications and scholarships are submitted at the same time. This may be the case in some areas but is highly unusual in others. Will the system be able to link these but allow for them to be processed simultaneously and/or independently?	
I-RS-010	It is essential that the facility to track the dialogue/communication with students from the point of application is provided. The output suggests this facility is fully catered for in 'future functionality' but it is a must for any future development. UoG needs clarification of whether this will be available in version 9.1	
I-RS-011	There are 'research specific' requirements of the new system which are currently recorded by UoG. In particular: <ul style="list-style-type: none"> <li>• Research Furth</li> <li>• Research Academic Sponsor</li> <li>• Research Speciality</li> <li>• Details of collaborations with other students</li> <li>• Attendance at induction</li> <li>• Intellectual property rights to thesis</li> <li>• Ethical approval of research</li> </ul>	Research



Ref #	Description	Subject Area
	<ul style="list-style-type: none"> <li>Skills training needs analysis</li> <li>Viva details</li> <li>Extensions granted without LOA</li> </ul> <p>UoG to investigate all the requirements which are necessary and how well all the above are used.</p> <p>ATOS to confirm how these are to be /recorded handled in CS once more information is available.</p>	
I-RS-012	UoG to consider the extent to which the processes for evaluation of admissions and scholarships can be standardised.	Research
I-RS-013	Reports will need to be created to identify students that are nearing the end of their research and need to begin writing up.	Research
I-RS-014	UoG to consider practicalities of storing all documents/reports relating to a student's study electronically. i.e. examining committee comments and progress reports.	Research
I-RS-015	UoG to clarify procedure on whether to refund students on agreed LOA's or retain credit until student returns.	Research
I-RS-016	Tracking Consumption: In 9.0 there is no delivered functionality for tracking the amount of time the student has "utilised" so far in obtaining their qualification	Research
I-RS-017	Monitor and evaluating research progress: In 9.0 there is no delivered functionality for collaborating with the student at progression points or automatically track when an evaluation is required.	Research
I-RS-018	Thesis Management. In 9.0 there is no delivered functionality for tracking Thesis progress.	Research
I-RS-019	Thesis Evaluation and Examination. In 9.0 there is no delivered functionality for the assessment and evaluation of a Student's Thesis and connecting that process to the final awarding of the degree and graduation	Research

## D0\_115 Self-Service Process Document v3.4

Ref #	Description	Subject Area
I-SS-001	<p>The analysis of Campus Solutions self-service functionality can only really be done as part of a holistic approach to all self-service provision that will be available to staff and students. CS should provide an element of this functionality but it is unlikely that it will be the sole system used to deliver this and a coordinated development strategy needs to be established.</p> <p>There should also be clearly defined and consistent use of self-service functionality to ensure that the student experience is constant across all areas of provision.</p>	Self Service
I-SS-002	<p>The delivered 'class schedule' and 'teaching schedule' functions were seen as having limited use since they do not allow for the addition of other information by the user.</p> <p>To allow this would be a significant development to the system, but it may be desirable to investigate the facility to synchronise these schedules with personal calendars in other systems.</p> <p>It is noted that the development of calendar functionality within MS Sharepoint may resolve this issue.</p>	Self Service
I-SS-003	<p>Relationship between Campus Solutions and Moodle needs to be considered and agreement reached on how the two systems will be used alongside each other and be synchronised.</p> <p>Some requirements, e.g. course evaluations and the flexibility for academics to create new assignments as required, are already catered for by Moodle where this is used.</p>	Self Service
I-SS-004	<p>If students are to be able to request to pay 'other' charges (such as buying print credits) this will require a link to the departments or systems providing these services.</p>	Self Service
I-SS-005	<p>The effectiveness of Faculty Centre will be determined by the quality of data that underpins it – particularly the maintenance of data attaching academic staff to classes. This will require resource in departments to be responsible for maintaining this data.</p>	Self Service
I-SS-006	<p>Should advisors be able to amend student's records on the system, or should students</p>	Self Service

Ref #	Description	Subject Area
	be responsible for updating their own information?	
I-SS-007	Exam Timetable information in Student Centre will not reflect individual arrangements made for students. Need to consider how to address this – through a customisation to the functionality or through ensuring effective communication to students who have separate arrangements to ensure they are aware of their individual details and they know to ignore the details shown online?	Self Service
I-SS-008	Some pages in self-service may need to be customised to make them relevant and useable to UoG students/staff. Functionally this may not be necessary but there is advantage to be gained from looking at ways to engage users by making the self-service screens as relevant as possible.	Self Service
I-SS-009	Clarification is required on the 'ownership' of data items and on who is able to create, update and view specific items/records.	Self Service
I-SS-010	Emails sent from the Class Roster page are blind copied to all recipients and copied to the academic generating the mailing. This means that a record of those to whom the email has been sent is not maintained.  Other communications functionality within CS do maintain a history and should be used for communications where a record is required,  User training will need to address this issue.	Self Service
I-SS-011	Display of Student Photos on Pages. WebSurf displays the student photo on all pages of the system – this is regarded as a useful tool (particularly for academic staff) and there was a desire for student photos to appear more widely within CS.  Currently in CS the student photo is only visible through the Class Roster page or the dedicated 'Student Photo' page.	Self Service

Ref #	Description	Subject Area
I-FA-001.	The proposed new process increases centralised responsibility to manage receipt, processing and tracking of hardship and scholarship awards. This will require UoG to assess the benefits of this process change and to manage any subsequent resourcing issues.	Financial Aid
I-FA-002.	The business process around the award of Postgraduate Research Studentships is still to be determined as there were no participants at the work shop who understood the requirements in sufficient detail.  A separate meeting will be scheduled to obtain this detail and included in the document at a later date.	Financial Aid
I-FA-003	The business process Government Based Funding (SAAS and SLC) is still to be determined as there were no participants at the workshop who understood the requirements in sufficient detail.  A separate meeting will be scheduled to obtain this detail and included in the document at a later date.	Financial Aid
I-FA-004	Although the Discretionary Funds process is based on a vanilla PeopleSoft approach, it is still to be determined how much of the US regulatory code will need to be stripped out to enable this functionality to work in the U.K.  Although Oracle are planning an International Aid component, there is currently no indication as to when this functionality may be released.  A meeting with Oracle developers is planned to get a better understanding of the offering in this area.	Financial Aid
I-FA-005	If an award is to pay additional expenses, the credits will be configured to be unable to be applied against current student charges. This will leave them as an unapplied credit that can be picked up by the refund process.  It was suggested in the workshop that UoG may wish to restrict these types of awards. The feeling was if the award is funded by the University, it should be used to pay off fees owed to the University prior to giving any money to the student. Policy decision required on criteria to apply for Hardship funds.	Financial Aid

Ref #	Description	Subject Area
I-FA-006	<p>The Financial Aid process will involve a UK localisation developed by Oracle for handling transactions with the Student Loans Company (SLC). It is still to be determined how the processing of SAAS files will interact with this specific localisation.</p> <p>The process defined at the workshop and detailed in the Student Financials process document must be confirmed with the Oracle localisation development team before it can be considered a confirmed to be process.</p>	Financial Aid
I-FA-007	<p>The refund process will be run to create a file of students requiring payment transactions. There will probably be a small level of customisation required to produce a file that will interface with UoG's payment system. However, it is still to be determined whether or not this modification will need to occur in the PeopleSoft product or if the change is more easily made in the University's payment product (Mentec).</p>	Financial Aid
I-FA-008	<p>UoG is considering implementing a policy requiring all payments to students to be issued by BACs.</p> <p>This has raised some concerns about the impact of this policy on low income and foreign students who do not have a bank account. It was also mentioned that some student's would object to a BACS payment as this may use up a discretionary fund payment on existing overdrafts instead of providing students with cash.</p>	Financial Aid
I-FA-009	<p>Establish UoG definitions for scholarships and bursaries as well as review the effectiveness of the current funding processes in supporting the University's strategic direction.</p>	Financial Aid
I-FA-010	<p>Need to confirm the business process and technical requirements for an interface from the document imaging system to CS</p>	Financial Aid
I-FA-011	<p>Need to establish the level of detail required re: applications for scholarships to confirm if customisation is required</p>	Financial Aid
I-SF-004	<p>The Student Financials process outlined assumes a change in the billing timeframe. For</p>	Student Financials

Ref #	Description	Subject Area
	<p>new students, it is planned that they will receive their first invoice shortly after receipt of the UoG offer. For continuing students, they will receive an invoice for the next years' fees shortly after being approved for progression into the next stage of their programme. The invoice should include all known charges relating to a specific programme/research project.</p> <p>This can only be achieved for non-modular fee calculation. To support a standard billing process for programmes that require module calculation such as DACE or Undergraduate part time, a standard fee will require to be devised</p>	
I-SF-005.	Fees for Postgraduate Taught and Distance Learning courses be standardised into a matrix of fees based on a student's academic load, programme of study and residency. The matrix should also provide the framework that fees are pitched at the appropriate level to cover all incidental costs.	Student Financials
I-SF-006	<p>It was also suggested that UoG revise their payment policy to require all refund and aid disbursements to be issued via BACs transfer.</p> <p>This suggestion raised a number of concerns about students who may not have access to a bank account.</p>	Student Financials
I-SF-007	<p>Concerns about early billing.</p> <ul style="list-style-type: none"> <li>&gt; There was a concern over how this early billing would be viewed by the student especially if this invoice becomes one of the first points of contact with University after admission.</li> <li>&gt; The timing of income recognition from the volume of students who are admitted or progressed but then never complete their registration and enrolment. Devise an automated mechanism to back out invalid debtors prior to the collections process</li> <li>&gt; Format of the "billing" to be determined i.e. standard invoice or initial letter referencing fees</li> </ul>	Fee Calculation

Ref #	Description	Subject Area
I-SF-008	<p>Currently, departments determine the specific fee for a programme. This has led to a significant amount of variation in fees especially at the Postgraduate Taught level.</p> <p>It was proposed at the workshop, that these fees be standardised into set levels. Departments would then be required to select a fee band for a given course as opposed to a specific amount.</p> <p>May be useful to consider as part of this process a systematic review on the pricing model</p>	Fee Calculation
I-SF-009	<p>For tuition revenue that had been previously booked to the balance sheet, the revenue will not be reallocated to the department(s) which offers the course into which the student has enrolled.</p> <p>For new charges, those associated with modular fees or additional course charges, will be booked directly to the department(s)' revenue accounts.</p> <p>The student will also be provided with a revised invoice at this time.</p> <p>It is still to be determined by UoG if student who's fees have not changed since the original recalculation will be re-invoiced.</p>	Fee Calculation
I-SF-010	<p>Potentially, after this initial enrolment a student may change their course schedule or drop classes altogether. When any change to the student record occurs, the fees will be recalculated.</p> <p>Potentially the dropping of a class will also lead to a student receiving a refund on all or part of the tuition charged for that class. The amount of this refund will be automatically calculated in the system. The exact rules that will be used have yet to be determined by UoG, see issue, but will be based on the following criteria:</p> <ul style="list-style-type: none"> <li>&gt; The type of fee that was originally assessed</li> <li>&gt; When in relationship to the start of the class was the class dropped</li> <li>&gt; The reason the student has decided to drop a class. For example a different refund rate may be assigned to a student who dropped the class due to ill health than to a student who dropped without reason.</li> </ul>	Fee Calculation
I-SF-011	<p>At specific points in the Academic Year still to be determined by UoG, any unpaid Library fines will be transferred into the Campus Solution System.</p>	Library Fines

Ref #	Description	Subject Area
	At this point the liability will be removed from the Library system so the balance is only ever active in one system at a time.	
I-SF-012	<p>Once the student has completed the direct debit request form, they would be enrolled into a instalment payment plan specifically designed for direct debits in the student system. The frequency of these instalments is still to be decided.</p> <p>Currently three large instalments are made, but the group felt it may be preferable to have more, smaller instalments. This approach would be especially useful for students on a monthly income.</p>	Direct Debits
I-SF-013	After a certain number of rejected transactions, the direct debit would need to be cancelled. However, UoG is yet to determine how many transactions can fail prior to cancellation.	Direct Debits
I-SF-014	<p>A decision still needs to be made about how and when to interface the ledger transactions to Agresso.</p> <p>If this interface is done from the student system, the GL information will be generated on the day the direct debit request is made to Mentec, not necessarily when we receive the cash from the student.</p>	Direct Debits
I-SF-015	<p>The student will be invoiced at two key times in the year, at progression and registration. Invoices will then continue to be issued on a regular basis throughout the year to pick additional ad hoc charges.</p> <p>This frequency has yet to be officially decided, see issue, but monthly invoicing was discussed.</p>	Billing and Collections
I-SF-016.	<p>If a payment is not received, the student will enter the ageing and debit collection process.</p> <p>The collection process and ageing categories are still to be determined by UoG.</p>	Billing and Collections
I-SF-017	<p>The collector can be assigned using a selection of criteria including student name, debt age and debt amount.</p> <p>The exact parameters used at UoG are still to be determined.</p>	Billing and Collections
I-SF-018	Can Academic Advisers be included in the collections process? Administrative staff thought this would be an extremely beneficial approach as the student's advisor already has a good relationship with the student. However, it is	Billing and Collections



Ref #	Description	Subject Area
	believed there would be substantial resistance on the part of academic to assist in collections in any way.	
I-SF-019	The utilisation of dunning letters as part of the collection process is still to be determined by UoG.	Billing and Collections
I-SF-020	The language used in the dunning letters had to be carefully considered so as not to alienate students. In Campus Solutions, this text is completely configurable, so it is simply a matter of UoG determining the appropriate tone for each letter.	Billing and Collections
I-SF-021	Write off policy needs to be considered as part of the collections process	Billing and Collections
I-SF-022	Policy decision required to establish and implement the use of fee deposit rates for overseas students as part of the PBS Committee	Billing and Collections
I-SF-023	Campus Solutions Direct Debit customisation	Direct Debits
I-SF-024	Customising the Physical Invoice: Although Campus Solutions provides a delivered generic invoice, the majority of institutions prefer to customise that layout of this document at least to the extent of adding a University Logo to the report.	Student Financials
I-SF-25	Customising the Physical Receipt: Although Campus Solutions provides a delivered generic receipt, the majority of institutions prefer to customise that layout of this document at least to the extent of adding a University Logo to the report.	Student Financials
I-SF-026	DACE collection of fees to be sourced from the Fraser Building	Billing & Collections

## D0-102 Student Profile Design Document v3.3

Ref #	Description	Subject Area
I-SP-001	UOG to review policy on the recording and updating of student Names. Who should be able to update Names, which Name 'types' should specific roles be able to update?	Student Records
I-SP-002	UOG to review policy for collection and update of Date of Birth data. Should Date of Birth be a compulsory field to be collected for <b>all</b> students? Who should have access to amend date of birth date once it has been authenticated?	Student Records
I-SP-003	Is there a need for specific records to be 'suppressed' –i.e. removed from search screens.	Student Records
I-SP-004	Additional information is required to fully assess the requirement for recording arrangements for students with specific requirements (e.g. disabilities). These can then be mapped against the 'Accommodation' functionality to determine if a match exists.	Student Support
I-SP-005	Which system should be used to store student photographs? CS can be configured to work in either way.	UOG Systems/Interfaces
I-SP-006	Confirmation of provision for UK information profile – including Unique Learner Number within CS.	CS future development.
I-SP-007	UOG to review policy on term address being a mandatory address type for all students.	Student Records
I-SP-008	UOG to review policy on UOG email address only to be used.	Student Records
I-SP-009	UOG to review policy on who would have access to update information regarding previous degree/qualifications.	Student Records
I-SP-010	UOG to review policy on access to/security of data.	
I –SP-011	UOG is introducing a PDP system (Mahara), with which CS will have to interface, however the precise requirements for the PDP system are not known. The CS component for capturing participation and extracurricular activity provide significant scope for configuration to capture information that UOG may deem appropriate.	
I –SP-012	2.19 Ref comment regarding new points based system. Would CS take into consideration the requirements of the new points based system and automatically check details, and generate sponsor letters.	
I-SP-013	Interfacing Addresses with the Accommodation System: Interface of address information from the	

Ref #	Description	Subject Area
	accommodation system into Campus Solutions	
I-SP-014	Interface with QAS for address validation	
I-SP-015	Validation of Phone Numbers: There is a requirement to collect Home and Mobile phone details and the delivered screens meet this need. UOG has an increasing initiative to communicate through SMS texts and the importance of accurate mobile phone records is vital to this. There may therefore be a need to consider background processes to validate the format of phone numbers and ensure that numbers are associated to the correct 'type'. KL: Agreed that the amount of valid variations in number formats would make any kind of validation complex and costly. Proposed that, beyond some basic guidance/warning on format and accuracy, no checks at data entry are made but there is regular communication with students to encourage them to check accuracy, particularly when moving towards increased use of SMS as communication tool.	

## D0\_107 Student Records Maintenance v3.3

Ref #	Description	Subject Area
I-SR-001	<p>The standardisation of processes for student's to request faculty / programme transfers online will require custom development.</p> <p>CS will handle the data processing of transfers but the addition of common business processes to initiate a request will need extra development.</p> <p>An alternative would be to retain the current processes for submission of requests.</p>	Student Records Maintenance
I-SR-002	<p>Retaining the adviser 'approval' step in the course change process will require a development to the system to put student initiated changes 'on hold' and allow advisers to complete the process.</p> <p>This could be avoided by using standard functionality to allow students requests to be immediately processed and advisers to be notified. Implementing a prescribed 'add / drop' period for student's to make changes may reduce the number of later, unsuitable changes. The CS enrolment rules engine will also help to prevent student's making 'invalid' requests.</p>	Student Records Maintenance
I-SR-003	<p>Standardised process for submission of withdrawal requests will require a custom development.</p> <p>Alternatively the current practice of receiving requests could be retained and the standard data entry screens used to input the data.</p>	Student Records Maintenance
I-SR-004	<p>The responsibility for confirming and processing of student withdrawals on CS needs to be determined. Currently this resides in the Registry but there was a proposal that it should reside with the adviser since they are deemed to 'own' the approval of other areas of the student's record and are also likely to be the person that has final contact with the student. If Registry automatically process requests when they are submitted by the student there is the potential for advisers to 'miss' the chance to counsel the student before the withdrawal is processed.</p>	Student Records Maintenance
I-SR-005	<p>UoG's attendance policy needs to be approved before detailed configuration of attendance process on CS can take place.</p>	Student Records Maintenance
I-SR-006	<p>Interfaces will be required to enable automated import of attendance data from various different recording systems – it is unlikely that manual entry into the CS screens will be</p>	Student Records Maintenance

Ref #	Description	Subject Area
	supported by University staff.	
I-SR-007	University to determine level of detail at which attendance should be recorded (may link to Issue I-SR-005)	Student Records Maintenance
I-SR-008	Student Absence Self-Reporting functionality currently offered in WebSURF will need to be developed in CS in order to retain current functionality.	Student Records Maintenance
I-SR-009	UoG to consider whether internal processes for faculty/programme changes can be revised to fit delivered functionality where possible. Can a common policy be developed across all Faculties in terms of these business processes?	Student Records Maintenance
I-SR-010	UoG to identify how the balance between the advisers role in guiding students towards informed choices and greater automation of course selection can be achieved. E.g. should the adviser/student dialogue continue prior to the changes being made in the system?	Student Records Maintenance
I-SR-011	UoG to consider the benefits of a prescribed 'add / drop' period for students to make course changes.	Student Records Maintenance
I-SR-012	UoG to establish standardised withdrawal policy by investigating current practice and past experience.	Student Records Maintenance