

University of Glasgow

Student Lifecycle Project Board

Minute of the interim meeting with the Colleges held on Friday 16 September 2011 at 1400 hours in Room 506, Boyd Orr Building

Attendees:	John Chapman, Frank Coton, Robert Fraser, Tom Guthrie Neal Juster, Christine Lowther, Sandy Macdonald, David Newall (Convener), Stuart Ritchie, Dorothy Welch
In attendance:	Jenny Beattie, Pat Duncan, Pat Furze, Catherine Martin, Barbara Mueller, Lee McClure, Lillias Robinson, Val Stringfellow, Helen Young
Apologies:	Carol Clugston, Nancy Donald, Iain Forster, Janice McLellan

1 Update

David Newall welcomed colleagues to a further meeting for an update on progress. Updated registration and enrolment statistics had been circulated on 15 September and Christine Lowther ran through the high level figures. Statistics were encouraging despite a large number of support calls being placed. The SLP Team were keeping up with calls on a daily basis.

Support in the Round Reading Room had been made available to students up to 9pm during weekdays and approximately 1,500 students had been seen. The majority of problems were associated with fee/finance payments (which were typical for this time of year) and not system related.

The contact service provider, Response, had been provided with a script from Christine Lowther /Sandy Macdonald and had contacted over 7,000 students. Several members at the meeting expressed concern regarding Response's approach to students: there had been complaints that students had been asked for their id/passwords and that some had felt that harassed by the calls. Lessons should be learned regarding how effective Response had been.

Stuart Ritchie reported that it had been brought to his attention that students did not like the use of the terminology 'shopping cart' in the system to add their courses and felt this was too commercialised.

PGT numbers in Arts remained low and Advisors were still dealing with a high percentage of calls. Induction sessions appeared to be helping but numbers attending these were smaller than previous years.

MVLS numbers had improved with drop in sessions well attended. Enrolment remained the problem for students and staff had noticed that a high number of students were not reading the guidance. Lillias Robinson reported that some staff still did not have access to MyCampus and Barbara Mueller confirmed that the Team was working to resolve. Christine Lowther would check that Colleges were adding project codes to the Scholarship forms.

Action: CRL

Lillias Robinson would send examples of students who had been taken off hold (only to be found to be back on hold a few days) later to Barbara Mueller.

Action: LR

It was noted that students who had not completed financial registration were having their student cards withheld which meant that they would be unable to access the Library and other services. Once registration was fully completed their student card would be issued. The Board agreed that something should be done to address this and reassure students who were in this situation. To alleviate the problem Frank Coton suggested that the Library was provided with a list of the students affected and that the students be given 2 weeks access. Christine Lowther agreed in principal and undertook to discuss with the Library.

Action: CRL

In addition, students who had not completed enrolment would be unable to access Moodle. It was agreed that Frank Coton, Dorothy Welch, Christine Lowther, Lillias Robinson would meet with Barbara Mueller to discuss the possibility of having Moodle open to all students for a short period of time so they were not locked out of teaching materials. Reports should be run by the Colleges to identify those students who had not yet filled their curriculum to make sure support was being provided to them. Colleges would confirm their course of action once the above group had met.

Action: BM

Central support was up and running for Science and Engineering. The main issues noted again were with enrolment and financial registration. Staff continued to cope with a large amount of work and routine work was being left.

Stuart Ritchie reported that Catering Halls were specific about when dinner would be served and some students, due to their timetable, would not make it back in time for the dinner sitting. Pat Duncan noted the issue.

Action: PD

Group advising sessions had run in Social Sciences and financial issues had emerged. Jenny Beattie echoed a number of points made by the other Colleges.

David Newall agreed that he would work on a communication to staff, thanking them for the work they had been doing.

Action: DN

Lillias Robinson flagged that online timetabling (part of the Management of Teaching space project) would require work to be done by the same staff working on MyCampus. These staff were already overburdened and David Newall undertook to take this on board.

Action: DN

2 Date and time of next meeting

The Board would next meet with College representatives on 22 September.