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Meeting of Principal's Advisory Group

Items relating to the Student Lifecycle Project, MyCampus or IT Services

4 July 2011

2   Student Lifecycle Project
PAG members were briefed on the current status of the project. A pilot for new entrants registering and enrolling on courses had commenced with the system being available to them from 5 July. The process for other new entrants and continuing students was targeted to go live on 1 August. CL was liaising with deans of Learning and Teaching in each College regarding progress on plan building (including QA) and class creation: she would detail the state of readiness by e-mail to each HoC for information. PGR functionality would also go live on 1 August: training would be available, including to Deans of Graduate Studies, shortly.

CL

CL acknowledged the tight timescales for conversion of legacy data into Campus Solutions. The project team was looking at contingencies available should problems arise with a view to maintaining existing go live dates.

On communications, updates for College Management Teams would stop after this week; all staff e-mail messages would be used to advise staff of progress. CL agreed to flag in the header the primary audience.

CL

CL also updated PAG on reporting.

29 August 2011

4   SLP
The Secretary of Court tabled a paper which provided an update on the SLP. While he noted that overall progress was satisfactory he highlighted two main areas of concern:

(i)   volume of support calls
(ii)   the number of PGTs progressing through enrolment and the large number of year 3 students going in to final year honours that have been put on hold.

College Heads expressed their concerns regarding both issues. The support teams were having to work long hours to process calls and enquiries and there were major concerns at the number of students on hold. They suggested that the difficulties and pressures being encountered at local level were not always acknowledged at Project level, and so appreciated the fact that these matters were now being highlighted and tackled. It was agreed that while the reasons for the hold on so many students had to be fully understood, it was solvable

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and would be addressed.

The meeting agreed that finding additional support would be helpful and it was suggested that PGR students (rather than retired staff) might be an option to explore. It was also suggested that developing a 'check in' system, where staff would be on hand to help students enrol would be useful. PAG also agreed that providing additional support to international students on arrival through a 'check in' facility (the Business School was a particular point of pressure) would be very beneficial.

PAG also discussed communications policy in relation to SLP. It was conscious of the need to avoid too many messages to staff and students, but agreed that the SRC might send a message to students post enrolment and once the initial rush of activity had settled. The SRC had been positive and supportive of the project thus far.

Following discussion it was also agreed that a message might be sent to staff updating on progress, identifying points of progress and what remained to be resolved and generally reasserting the long term value and benefit of the SLP. It was agreed that the SLP Board should discuss the matter at its next meeting (1 September).   **DN**

5 September 2011

2   SLP Update
DN advised PAG that a message would be circulated to staff later in the day. While good progress was being made he was very conscious that the large volume of enquiries and the manual intervention required to deal with students on hold has meant significant additional workload for a number of staff. A large number of students, particularly international and PGT, had still to enrol fully and this would require guidance on hand. A facility was being established in the Round Reading Room, supported by PGR students, and he encouraged HoCs to establish local facilities similarly. In addition to being ready to respond to local needs,   **HoCs**
HoCs were encouraged to advise DN of the need for additional communication/support from the central team.

12 September 2011

4   SLP Update
DN advised PAG that there was still a large number of support calls, particularly regarding enrolment, and staff in Colleges had a large workload to deal with. AM was considering how best to   AM
express thanks to those staff for their efforts. Contact was being made with those students who had registered but not yet enrolled to encourage them to do so. Colleges and the central SLP team were making arrangements to guide students through the software as it was noted that it was not as intuitive as originally planned. It was unlikely that all students would be enrolled prior to teaching starting therefore workarounds would be required. PAG agreed that consideration required to be given to drastically reducing the

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           level of manual intervention for enrolment in the future.   DN

26 September 2011

10   SLP Update

DN updated PAG on progress with registration and enrolment, giving feedback on discussion with HoS and DoRI earlier in the day. He would clarify the issue affecting SAAS students. The Project Board would consider implications for the next phase at its next meeting. PAG agreed to ask the SLP Board that no further major risks should be incurred through implementation of the next phases/modules (admissions; marking/progression; and January enrolment), and urged the SLP Board to consider alternative   DN options for partial/slower implementation with parallel use of local systems, if full implementation was unlikely to be possible, and bring these options to next PAG/SMG meeting.

AM encouraged members to 'walk the job' being seen to be aware of staff efforts.   HoCs/DN

College Secretaries would be asked to identify those staff that had   IHB put in exceptional efforts to provide the best experience for students and HR would give thought to appropriate reward mechanisms.

3 October 2011

9   SLP Update

DN updated PAG on the priorities being to secure full registration and enrolment, to revisit the project plan, risks and deployment of resource, and to learn lessons from the experience of registration and enrolment going live. A query was raised regarding the level of input to the system from students with prescribed curricula - this would be clarified and followed up.

10 October 2011

4   SLP Update

PAG agreed that the priorities were securing full enrolment of students, reviewing the project plan to deliver a fit for purpose system over an appropriate timescale, and learning lessons for the future. It was agreed that update reports would be circulated to all of SMG as well as to the Project Board. PAG was concerned   DN about data integrity and acknowledged the role of transitional advisers in agreeing curricula. GC was meeting with all advisers and would raise the matter with them as well as seeking their   GC suggestions for the future which he would feed into the group convened by FC. The Group would report by early December.   FC

The membership and scope of the Group was discussed: it was agreed that this needed to be representative and encompass improving processes for students (and staff), training and awareness-raising, and data integrity. PAG acknowledged that a

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likely outcome was a requirement for additional resources. The need for an independent review of the architecture was also highlighted: Deloitte would be asked for advice.   RF

Following an undertaking at Senate that a communication to students would be issued, it was agreed that a message should come from the Principal welcoming students to the new academic year, apologising for the problems with MyCampus, and reassuring them of the University's commitment to address them. PAG expressed its appreciation to DN for the manner in which he handled the discussion at Senate.   AM

31 October 2011

2   My Campus and Tier 4

PAG heard of two approaches to improving attendance monitoring using MyCampus and human intervention respectively. It was agreed that written procedures required to be developed. With respect to use of MyCampus functionality it was agreed that, while PAG supported in principle the adoption of Option 2, administrative staff in Schools and Research Institutes would be consulted as there were workload implications for them. There may be a requirement for additional resources in the short term. In addition, the matter would be raised at the next meeting of the HoS/DoRI forum with a view to reporting to the meeting of SMG in November.   JA/GL   JA/GL   DAW/AN

PAG members queried the review of overseas agents requesting that RIO be asked to provide a report to the November SMG meeting.   DN/DAW

7 November 2011

5   MyCampus Update

DN tabled the attached report reporting confidence that students had enrolled appropriately to allow the December examinations to be arranged. The performance of the system would continue to be monitored. Progress was being made with the other immediate issues with arrangements for uploading the December examination marks being tested later in November. It was agreed that the recommendation for Direct Admissions go-live and the report of the Lessons Learned Group would be shared with PAG on 5 December, agreeing the approach to present to Senate later that week.   DN

28 November 2011

10   Any Other Business

.3 MyCampus: FC reported that a draft of the output from his Lessons Learned group would be circulated to staff and students later in the week to ensure that the correct issues had been identified and to seek input on priorities. The SLP Board would meet on 5 December and feedback would be given to PAG on recommendations for future development. A   DN

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discussion would take place at Senate on 8 December and SMG would meet on 15 December to take forward recommendations.

It was noted that Deloitte had been commissioned to investigate the technical implementation of Campus Solutions.   DN would clarify the timescale for the work.   DN

19 December 2011

5   SLP

Communications: Following the recent SMG discussion PAG discussed proposals for enhancing communication, supporting proposals to establish College groups, appoint an academic Director to the project team and augment the Project Board with representation from an Adviser of Study, a Head of Academic and Student Administration, and from Corporate Communications. The need for liaison/working groups in each College was recognised: a small core membership would be identified to which the Colleges could add as required. DN would flesh out the remit as well as   DN
working up the remit of the academic director. Suggestions for possible individuals for the latter should be sent to DN.   ALL

Examinations: Individuals responsible for loading marks were being identified (and trained). Those in S&E were almost all known; Soc Sci were all known and MVLS and Arts, along with the remaining   AD/MP/
School in S&E, would be known by close of play on 20 December.   DF
The SLP team would then issue a complete set of names.   DN