

## University of Glasgow

### Student Lifecycle Project Board

#### Minute of the meeting held on Thursday 16 June 2011 at 0930 hours in the Carnegie Room.

**Attendees:** David Newall, Tom Guthrie, Neal Juster, Christine Lowther, Sandy Macdonald, Dorothy Welch

**In attendance:** Pat Furze, Barbara Mueller, Lee McClure, Janice McLellan

**Apologies:** John Chapman, Carol Clugston, Frank Coton, Robert Fraser, Tommy Gore

#### 1. SLP Update

At the Project Board Meeting on 6 June 2011 the Project Team was asked to prepare a paper reviewing the options for Wave 4, setting out the risks and the mitigation around these. Consideration was to be given to the possibly of realigning the release of functionality to the most appropriate go live date. Barbara Mueller presented a series of slides.

##### Requirements for Go Live on 4 July - New Students (Science Level 1)

Barbara Mueller reported that most of the requirements for go live listed in slide 1 were in place and the project was well positioned to go forward. Class schedules for Geography and Earth Sciences were incomplete and Christine Lowther reported that she would be speaking to these Schools after the meeting. The College seemed confident that both Schools would have completed by the 4 July date. David Fearn was taking forward the quality assurance of plan approval.

It was noted that students who wanted to enrol for courses outside of their College would need to go back into Campus Solutions at a later date and register for these, should these not be available during July. College communications would inform students that they are expected to enrol on 120 credits of predominately Science courses, but some students may wish to study an Arts or Social Sciences course in the first year. They will be told that all science courses would be available for early enrolment in the pilot; as well as most Arts/Social Sciences courses.

Janice McLellan reported that approximately 450 students would be involved in the pilot. A welcome email would be sent from the College to the students encouraging them to take action at an early date. They would be advised that by participating in the pilot they would be able to log in and enrol on classes before the main body of students, choosing classes at times best suited to them. Students would need their SAAS number to get through registration on Campus Solutions and it was not known how many students would have applied to SAAS at this time. RIO had contacted all 'Unconditional Firm' students to ask that they make sure that their email details were up to date, especially those using school email addresses. The welcome email would be issued to students in the last week of June. Feedback would not be sought at the end of the pilot; however the team would monitor activity and the types of issues/questions raised by students. The College Support Team and Student Services Enquiry Team were both ready to deal with questions from students.

Concern remained about Student Financials readiness. A meeting would be held with the Financials Team on 20 June and the Board noted that there might be a delay of one week in completion of their testing.

David Newall asked if the Project Team was confident in the functionality of Campus. Barbara Mueller reported that the modifications made by the University might be the one area where there could be problems. Full end to end testing was being carried out and issues resolved as they were identified.

#### Requirements for Go-Live on 1 August 2011 (All New and Continuing Students)

Most critical for 1 August Go-Live was conversion activity. Barbara Mueller confirmed that the team was looking to narrow the scope bringing over a smaller number of students, from 2003 instead of 1995, in the initial conversion. This would cover the current student population. The main potential issue with conversion remained mapping the program and plans. Once that was sorted, the rest should flow.

Volume testing would be addressed during July. Dorothy Welch asked if it would be possible to ascertain from the July Pilot what the load would be in August. Pat Furze confirmed that a Peoplesoft load expert had been brought in to work with the Project Team and system performance would continue to be closely monitored.

All the processes being released on 4 July were the same for the registration and enrolment from the beginning of August. The team would however need to retest using converted data. There would be a significant testing period prior to the August release, using test cases for continuing students.

The completion of class scheduling was essential for the system to be ready for release. The deadline for all course data to be in the system had been set at 24 June and Heads of School and Heads of School Administration were being chased up regarding this deadline. The largest gaps still remained in the College of Arts.

David Newall agreed that careful monitoring would be required and Christine Lowther confirmed that she would follow up with Heads of Schools and Heads of School Administration by the end of the week. She believed that colleagues understood the need for the work to be completed and were in no doubt that it needed done. The message had been reinforced at every opportunity.

The team continued to work with the Colleges and University Services to ensure they had the appropriate support teams established for registration and enrolment. The SLP team would also continue to provide support during this period.

Christine Lowther confirmed that adviser training was scheduled for June, July and August.

#### Go-Live on 12 September (Functionality)

The 12 September is when the bulk of functionality was expected to be ready for go-live and while the aim would be to have all of the functionality in place, some could be pushed out past the 12 September. The biggest concern was with testing developments - both stand alone and end to end.

Items that could be pushed out included:

- HESA/SFC (October)

- Direct Debit processing (end of September)
- Debt Management (delay by two weeks)
- Graduation (Christine Lowther had raised the possibility that the current system could be used )

Training on this functionality had not yet been arranged and it was reported that this was better deferred until closer to the start of session. Materials would be prepared and Schools would need to validate who required training in line with the roles identified.

Any problems with functionality would show up through the testing periods in July and August. The team would continue to work towards a 1 August release however with the contingency that some of this could move to 12 September to provide another 6 weeks of testing.

### Candidates for deferral

The Board noted the following functionality which could be deferred with no impact:

- Gradebook
- VALE placements

The Board agreed that Gradebook, while not needed for September, would be required for October in time for the first assessments although the calculation element could be released later. Tom Guthrie reminded members that colleagues would have a number of other pressures to deal with at that time of the year – a peak period for administrators was at least 1 week before term starts and 2 weeks after. The month of August could be the best time for Gradebook set up to be undertaken. Consideration should also be given to whether a pilot of Gradebook should be undertaken first.

The interface for VALE could be put in a later stage - the current system for placements could be used for the time being.

### Managed Enrolment

Consideration was being given to staggering the release of Registration and Enrolment. Tom Guthrie stated that there could perhaps be more flexibility with continuing students as there tended to be less activity from this group during August. As students in the School of Education start earlier than others (August) the latest Registration and Enrolment could be released for them would be 8 August. It was noted that the longer registration and enrolment was pushed out, the more it moved towards peak times. There was historic data from WebSURF that showed peak times from previous years, with approximately 700 students completing pre-registration per day. The College of Social Sciences has stated that they may wish to stagger the release of Registration and Enrolment to their PGT students to help with the overall provision of support.

## **2 Date and time of next meeting**

The Board agreed to schedule fortnightly meetings between now and the end of September. No standard agendas would be prepared for the interim meetings; instead the meetings would focus on progress towards each of the Go-Lives. In between meetings, the Project Team were encouraged to contact David Newall and other Board members by email about any issues. Neal Juster asked that the Risk Register continued to be circulated to members on a monthly basis.

**Action: JM/LM**