

## University of Glasgow

### Student Lifecycle Project Board

#### Minute of the interim meeting held on Thursday 21 July 2011 at 0930 hours in the College Conference Room, Wolfson Medical School

- Attendees:** John Chapman, Robert Fraser, Tom Guthrie, Neal Juster, Christine Lowther, Sandy Macdonald, David Newall (Convener), Stuart Ritchie, Dorothy Welch
- In attendance:** Pat Furze, Barbara Mueller, Janice McLellan, Lee McClure, Robert Fraser,
- Apologies:** Carol Clugston, Frank Coton, Robert Fraser

#### 1 Update on Science Pilot

An update was given on the Science Pilot and the statistics as at 20 July 2011 shared with the Board. An email regarding Registration and Enrolment had been issued to nearly 500 students who were part of the pilot cohort. A small number of emails had bounced back and minor issues surrounding these were being resolved.

To date 329 students had started Registration with 229 completed. Science and Engineering colleagues were comfortable with these numbers.

The Board asked if contact could be made with those students who had not yet concluded Registration to check if they were experiencing any difficulty in completing the process. In addition, members agreed that it would be worthwhile contacting those students who had successfully completed Registration, to seek their feedback on the process. David Newall asked the Team to take forward, in discussion with Pat Duncan and Lillias Robinson.

**Action: BM/JM**

#### *Support Calls*

154 Support calls had been received via email/self service with only a small number outstanding – to date over 137 had been resolved. By far the largest proportion of calls related to Enrolment. Other common issues were:

- SAAS queries (fee still showing on account). An explanation had been added to the appropriate section.
- Photo upload. A development was being put in place to allow students to upload their photo via self service, after completion of the Registration process.
- A technical fault with the Payment by credit/debit card. Now resolved.

Dorothy Welch queried whether it would be possible to estimate the number of support calls that was envisaged once rolled out to all Colleges. Janice McLellan undertook to look at specific volumes and report back at the next meeting.

**Action: JM**

## 2 Conversion

Since the last Board meeting on 4 July, a further two conversions had taken place on 14 and 21 July. In general error rates were coming down and run times had improved. Dorothy Welch noted that the run time for Residency and Term Activation had increased since the initial test on 4 July. Barbara Mueller was unsure as to the reason for this as the number of records had remained the same on each occasion.

Auto generated program/plan codes would be loaded into MyCampus to allow conversion of students active between 1995 and 2010 whose qualification/subject codes were not mapped to programs/plans in Campus Solutions. Manual mapping of auto generated codes was ongoing. 2010/09 records would be converted by August. Older data would have to be cleaned up in Campus.

Residency Data had been loaded successfully for students enrolled from 2003 to date, and there was currently no issue. The Team were still looking to reduce the run time.

Errors had been identified in Data Extract Programme for Enrolment Status which would require additional work. Solutions had been identified and coding was underway. Issues continued to be identified and resolved for data validation and additional time would be required for further validation. The run time for Data processing was currently 37 hours. The complete file had been loaded and Enrolments processed. Remaining data could be converted in parallel after core conversions were complete.

## 3 Production timeline

Students would be blocked from going into the system from the end of July to 8 August while conversion took place. Pilot students would still be able to enrol after 8 August once the system was back up and running. They would not see any significant changes to MyCampus, apart from the photo upload facility.

The student test cohort was currently unaware that the system would be shutting down for a week and the Board agreed that it would be sensible to include details of the system shut down in the reminder email to students. John Chapman and Janice McLellan would seek Pat Duncan and Lillias Robinsons input to this before including details in the email.

**Action: JM/JC**

Looking towards Go-Live, several members suggested sending out batch emails to groups of students to ease pressure on the system. Pat Furze was confident that the system could handle a high number of students logging on at the same time, but agreed that emails could be staggered if this was the wish. David Newall asked the Team to take the comments on board and make a decision on this in the next few days.

**Action: JM/BM**

## 4 Load testing

Load testing had been performed against the three major applications (Campus Solutions, CRM and Sharepoint). These tests had been executed by a third party contractor, with results being analysed after each test and adjustments made to the infrastructure in preparation for the next test. Test dates for Registration and Enrolment were highlighted. All was progressing well and there had been noted improvements after each test. Response times were being monitored to ensure no

bottlenecks were forming. It was noted that there was no alert built in to the system to notify users to a high volume of traffic.

Pat Furze reported that there had been improvements in performance since the appointment of a specialist. The next test would be 28 July. Verification was being done with Sharepoint to ensure it had the ability to handle up to 8000 concurrent users. A further test was scheduled for 28 July should this be required. No issues were anticipated.

## **7 Class Creation and Plan Rules**

The Board discussed Class Creation in detail and the work that had been continuing in Schools throughout July. While there had been assurances from HoSAs that Class Creation would be complete by the end of July there was still a number outstanding, particularly for postgraduates. Christine Lowther reported that while she was confident that everything was being done for the end of July deadline she would be following up with HoSAs by email.

The Board asked for further clarity on the status of class creation and in particular sought details for those which had not been completed. David Newall asked Christine Lowther to ask HoSAs for a report on what still needed to be done and requested that the deadline for completion of class creation was brought forward to the 27 July.

**Action: CRL**

Further concern was raised by members over the plan rule sense checking being carried out under the supervision of the Deans of Learning and Teaching. A large number, mostly in Arts, had still to be marked as completed and while this was a worryingly high number, the feedback from Deans was that all was going well. Christine Lowther reported that she had been working with Arthur Whittaker to produce a spreadsheet of outstanding plans for Deans. John Chapman asked that this was copied to College Secretaries in light of a number of Deans being on annual leave.

**Action: CRL**

## **8 Any Other Business**

The Board expressed its thanks to the Project Team for the work done to date and asked Christine Lowther to let the Team know that members were encouraged by the progress being made.

**Action: CRL**