

## University of Glasgow

### Student Lifecycle Project Board

#### Minute of the interim meeting held on Tuesday 16 August 2011 at 1530 hours in the Melville Room, Main Building

**Attendees:** Carol Clugston, Frank Coton, Robert Fraser Robert Fraser, Tom Guthrie, Christine Lowther, Sandy Macdonald, David Newall (Convener), Stuart Ritchie, Dorothy Welch

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

**Apologies:** John Chapman, Neal Juster, Janice McLellan

#### 1 Update on New Student Account Access

An update was provided by Barbara Mueller on new student account access. Registration and enrolment went live for new students on 15 August and a breakdown of the figures for each of the Colleges as at 16 August was set out in a tabled handout and discussed by Board members in more detail. The numbers of those accessing the system were expected to rise this week when A Level results came out.

#### 2 Support Calls

Barbara Mueller went on to report on the number of support calls being received. The following was noted:

- Nearly 900 calls had been raised/resolved in total (266 of these were not assigned to any specific College). These calls were not necessarily about the system but related more to process and course and class selection. Help and guidance was available on the web and highlighted in registration letters. However, it was agreed that FAQs should be drawn up as soon as possible to assist students further.

**Action: CRL/BM**

- The Project Office was resolving calls quickly but there was concern that the additional load was keeping the Team from other work. Additional staffing was being sought to assist and a full time member of staff from Registry IT Support would be starting the following day. Students working with the Student Services Enquiry Team would also be trained to help with support works. David Newall confirmed that the Board supported any additional weekend overtime for staff as they moved forward.
- The largest number of support calls received to date related to Enrolment and as mentioned above, course and class selection. This would be discussed at a meeting with College Support Teams to ensure calls were getting routed to the right person to assist.
- It was difficult to predict how many more support calls would be generated when a further 12,000 continuing students gained access to the system. It was reiterated that the student portal and registration letters had details of where

**Action: SMcd/BM**

- Analysis of the queries raised would be carried out as part of post implementation review to ensure lessons were learned for future years.
- A number of students had not completed the registration process in one stage, possibly due to having to get financial information and having a suitable photo for uploading.
- It was stressed that Advisors had a key role in ensuring student information was correct on the system. CRL would check with the College Support Teams that the agreed review role of advisers was being carried out.

**Action: CRL****3 Any Other issues**

- Emails to continuing students would go out on 16<sup>th</sup> August. It was likely that continuing students would contact staff they already knew with queries and might not go through the recognised support routes. Again, this was something would be monitored.
- Colleges and Chief Advisors would be asked to confirm if any Advisors of Studies notified to the team had now left.

**Action: CRL**

- David Newall requested that the MyCampus Registration and Enrolment statistics be shared with the Board on a daily basis.

**Action: BM**