

University of Glasgow

Student Lifecycle Project Board

Minute of the interim meeting held on Thursday 1 September at 1400 hours in the Henry Heaney Meeting Room, Level 12, Library

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

1 Minutes of meeting held on 1st August 2011

The notes of the last Project Board held on 1 August 2011 were approved. In addition, members noted the two minutes from the interim meetings held on 21 July and 16 August 2011. The notes from 21 July would be updated to ensure that Robert Fraser's attendance was corrected.

2 Progress update

David Newall welcomed college staff to the meeting to contribute to discussions. The latest summary of the registration and enrolment stats and the progress update were tabled. During the update, comments were sought from the Colleges in relation to registration and enrolment, any concerns they had and areas where the SLP team or the Board could provide additional help/support.

Barbara Mueller reported on the registration and enrolment stats. As at 1 September over 19,000 Account Access Notifications (AANs) had been sent to new and continuing students. PGR students would receive their AANs by the end of the w/c 29 August. Students were coping with registration but enrolment was causing confusion and this was reflected in the number of support calls being received.

Support Calls

Support calls were consuming more time than expected which was hampering the Project Team's ability to focus on release of further functionality. Response times had slipped despite the best efforts to meet the SLAs. The nature of calls related to process and course/class selection as opposed to system issues. While a considerable proportion of calls had been resolved, over 1,600 were still open - half of these over three days old and c.200 up to 10 days old. The Team would be looking into these in more detail.

Additional resource had been brought in to help with the calls but the Team recognised the need to increase this further. Enrolment support calls were being routed to College Support Teams placing an additional burden on College staff. Financial queries were being routed to SSET who were also receiving a number of general enquiries via email/phone and struggling with timely responses.

The Science and Engineering College Support Team had seen a large increase in the number of support calls in comparison with the pilot. Due to a considerable number of students on hold in the system and queries from continuing students on what to do, there was a substantial amount of records that required manual intervention. In addition there was a fear that there was not enough staff to progress students' records and answer support calls at the same time.

Arts were aware that numerous support calls were circumventing the system, with many finding their way into personal email accounts and to Chief Advisors. As more students found themselves with difficulties, College Teams would struggle and normal preparation work for the start of term would be impacted.

Sandy Macdonald undertook to look into third party commercial helpdesks to help deal with the volume of calls which could put in teams at short notice. Board agreed that it would be sensible to investigate.

Action: SM

The Colleges and the Board agreed that a message should go to students to encourage them to enrol week commencing 5 September and that providing a cluster option, with assisted registration, was a sensible option. David Newall asked Christine Lowther to bring forward the set up of the support cluster being arranged for the Round Reading Room.

Action: CRL

Colleges were asked to think about how best to resource their clusters.

System Performance/Issues

The system had been performing at expected levels. The infrastructure team continued to monitor queues on a daily basis to ensure performance remained consistent whilst continuing to pursue a longer term solution. A COBOL processing issue had emerged that impacted on both staff and students. An Oracle internal cursor limit had been reached on the database causing failure of Academic Advising and certain financial reports, leading students unable to financially register as their tuition could not be calculated and they could not sign up for Direct Debit. The production database had been restarted which reset the limit temporarily. A severity 1 support request had been raised with Oracle. The Team would continue to monitor to avoid any future occurrences.

Plan Rules

Plan builders continued to check and amend plans. To date very few support calls had been raised with respect to plans.

Class Scheduling/Room Allocation

Class Scheduling was largely complete. Schools had been advised that they had received confirmation of the allocation of rooms from Central Room Bookings (CRB) on 31 August and that this information should be entered into Campus Solutions. It was noted that if Room Allocations were not validated on the system in time (by 17 September), this could cause further problems. Staff in College Support Teams were responsible for putting the information onto the system and Colleges asked whether it would be possible to identify other staff to input the details. Schools would be required to validate the details so centrally input information may not help. Christine Lowther and Janice McLellan would look into this.

Action: CRL/JM

CRM

The pilot of CRM for Enquiry management went live on Wednesday 31 August. To date over 1900 leads had been created in the system, of which nearly 50% had been resolved with no manual intervention.

OBIEE

The OBIEE team was focused on replicating student population reports that were available on WebSURF. Development of additional reports in OBIEE would commence once functional teams were in a position to complete the specifications.

Change and Communications

Readiness assessment meetings with each of the Colleges as well as US for the next tranche of functionality including Admissions were scheduled throughout September. As with previous meetings, they would cover a range of topics.

Other

Social Sciences asked if batches of students could be taken off hold rather than having to be done individually. Christine Lowther confirmed that this could be done and each College was asked to let the Project Team know which programs and years were to be taken off hold. Barbara Mueller would provide Colleges with a report of which students were on hold. Lillias Robinson and Iain Forster were to be copied in for MVLS.

Action: Colleges/BM

Jenny Beattie queried the timescale between a student being taken off hold and receiving their AAN. Barbara Mueller stated that they should receive this within a day but would double check.

Action: BM

Further circulation of job aids and a central location for ease of access was requested. Christine Lowther asked Colleges to let her know if there were specific processes that job aids were needed for and she would prioritise these.

Action: Colleges/CRL

Timetabling clashes and the process of resolving these was causing confusion for students and the Colleges. Barbara Mueller confirmed that the Team would look at providing guidance. Arts reported they had guidance on their enrolment pages which others may wish to look at.

Action: BM

Tom Guthrie queried whether there was a way to progress visiting students quickly - at the moment this was a hugely difficult and time consuming task. CRL wasn't aware of any issues but it had been brought to her attention that approximately 500 students would be arriving on Monday who would also need additional support. International PGTs from the Business School arriving in Fresher's week and trying to enrol could also bring about further issues.

There was a need to recognise that staff would not be receptive to attending more training courses at this time as many were already under pressure. This would have to be addressed sooner rather than later, particularly in relation to Admissions.

The Board agreed that if overtime within the Colleges/ Schools would help then this should be approved. College Secretaries should collaborate to ensure a consistent approach was taken across the university. It was agreed that the Board and

representatives from the Colleges should meet again towards the end of w/c 5 September 2011. Nancy Donald asked if colleagues from RIO, Registry and SSET could attend the weekly meetings on Mondays.

Action: JM

3 Communication

Targeted communications continued to be sent to students, particularly when issues arose and information required clarification the team were routinely using the MyGlasgow landing page to highlight any updates. A draft communication had been prepared for staff for the next edition of Campus News on 5 September 2011. Frank Coton, John Chapman, Tom Guthrie and David Newall would discuss the draft text. David Newall undertook to contact Annie Vaz to let her know.

Action: FC/JC/TG/DN/CRL

4 Risks

Members noted paper SLP11/01 and the updated risks.
Probability and Impact had been reduced for R014
Probability had been reduced for R004, R042 and R019.

Risk 037: Revised plan not achievable in current project timescales.

The areas identified below would have a potential impact on students if functionality was not delivered on time.

- attendance and absence monitoring
- recording of grades
- additional research functionality
- placements

Risk R004: There is resistance to the project from University stakeholders, resulting in a lack of buy-in and participation

Whilst staff have participated in the release of the system adverse comments are surfacing. This risk should be reviewed in line with this feedback.

Risk R018: System does not deliver the expected benefits

John Chapman stated that the scoring should remain at its current level to allow familiarity with the additional functionality the system offers to be embedded.

5 Budget

The Board noted paper SLP11/02. Sandy Macdonald reported that the budget remained on track to December 2011 with minimal room for manoeuvre.

6 Next Meeting Date

The next Board meeting was scheduled for 4 October at 0930 hours. A further update meeting with the Colleges would be arranged for week commencing 5 September.

Clerks note: A meeting of the Board and the Colleges has been scheduled for 9 September at 0930 hours.