**Student Lifecycle Project**

**Report from the Project Board, 5 December 2011**

The main issues discussed at the Project Board on Monday 5 December were as follows.

## 1 Short-term priorities

The Board received an oral on the recent User Acceptance Testing (UAT) exercise for Exam Mark Recording. The UAT was felt to have been very positive and, in the period up to Christmas, a series of workshops is being run for staff who will be loading exam marks onto MyCampus. The Board asked that a brief report on this should be prepared for SMG, including a record of all staff who have participated to date in the workshop sessions. The report is attached **(Annex 1)** and it is accompanied by 3 spreadsheet lists of participants. Christine Lowther will update SMG on Thursday on the level of participation in workshops: there were just three participants at the first workshop session.

## 2 Project Plan : Future Functionality

The Board agreed several weeks ago that new elements of functionality in MyCampus would be implemented only where there is a high level of user confidence and where it is satisfied that training had been thorough. On 5 December, it considered the implementation of new functionality for Direct (non-UCAS) Admissions and for 'Gradebook' (continuous assessment).

For Direct Admissions, the Board decided to retain the University's current system for the remainder of this session, and to implement MyCampus Direct Admissions in July 2012. In the second semester of this year, it agreed to pilot the MyCampus Direct Admissions system, focusing on Exchange students and Part-time Undergraduates.

The Board has also agreed not to introduce Gradebook this year, but for a different reason. Oracle is developing new functionality in this area that will be superior to what Gradebook offers. Since Gradebook would require some customisation to meet GU's needs, it does not now seem sensible to implement Gradebook: the Board's decision has been to wait instead for the new functionality to be delivered.

## 3 Fees-setting

A particular area of difficulty encountered this summer has been the complex arrangements for setting tuition fees, leading to many students experiencing lengthy delays in the Registration process. Neal Juster, Christine Lowther and Fiona Docherty have prepared a policy paper aimed at streamlining our current approach and establishing responsibilities more clearly. See Item 11 on the SMG agenda.

## 4 Lessons Learned

The main purpose of this agenda item is to draw SMG's attention to the report of the Lessons Learned Group **(Annex 2)**, convened by Frank Coton, and to the actions being proposed by the SLP Team to address the issues it has identified.

The Lessons Learned Group has identified the need to make a range of improvements, that are grouped within 8 themes: The User Interface; Student Finances; Enrolment; Access to Information; System Performance; Data Management; Communication; and Training & Support. It has also set out some overarching issues requiring to be addressed, including the need to establish clear accountabilities throughout the University for ensuring that agreed procedural and system changes are implemented.

At the Project Board on 5 December, we considered practical steps that can be taken in the coming year that will have a positive impact before next summer, and we noted that there are some actions that can be taken forward but that will require a longer timescale to complete. Following the meeting, the Project Team is preparing a report on the actions proposed **(Annex 3)**.

Christine Lowther and Sandy Macdonald will attend SMG on Thursday to discuss the report and answer any questions. The Project Board meets again in the second week of January, at which point we intend to endorse a detailed action plan and to review the resource requirements associated with it. We may be able to accommodate additional resource requirements within the approved Project budget of £14.1M. If an increase in the Budget is required, we will make a formal request to SMG in January.

DN, 12.12.11