SMG, 18 January 2012

Paper 6 - MyCampus

The SLP Board met on 13 January. There were two principal items on the agenda:

1. Project Plan for the period to September 2012
2. Proposals for more effective engagement with the user community

1. Project Plan

The spreadsheet attachment provides, in summary form, the project plan for the months ahead. The December meeting of SMG received the conclusions of the Lessons Learned Group, which had identified a series of areas in which improvements must be made to the system of Registration and Enrolment. Required improvements were identified within 8 themes:

1. User Interface
2. Student Finance
3. Enrolment
4. Access to Information
5. System Performance
6. Data Management
7. Communication
8. Training & Support

The report to SMG in December contained a response from the Project Team to the report of the Lessons Learned Group. The response made clear that, before the summer, substantial improvements can be made against each of the 8 themes, and it provided some examples against each theme.

Since the SMG meeting in December, the SLP Team has considered in detail the work that must be done between now and the summer to ensure improvements are delivered against each of the themes identified by the Lessons Learned Group. The spreadsheet, which was considered and approved by the Project Board on 13 January, provides a high level summary of these.

The Project Board has given the go-ahead to deliver this project plan and, with the need to deliver improvements in time for the next Registration and Enrolment exercise, we have asked that work progress immediately. At our next Board meeting we will look in detail at the resource implications of what is proposed. The Budget for this project is £14.1M, and a broad estimate is that the additional work will involve the final spend being approximately £1M over budget. This will include the costs of the secondment of an additional 5 staff from Colleges, Schools, University Services to mid October and costs of backfill for some of the tasks which need to carried out in Colleges and Schools, in particular to complete the build and validation of plan rules for progression.

2. More effective Community Engagement

We spent some time at the December meeting of SMG discussing what should be put in place to ensure more effective engagement with the user community, and I then took a skeletal set of proposals to the following week's meeting of PAG. There was general support for:

- creating College Liaison Groups for MyCampus, to promote effective two-way communication and to ensure that agreed actions are implemented;
- creating user groups which will have the authority and responsibility to review and prioritise changes to processes and software and agree design specifications;
- expanding the membership of the Project Board to include users with experience at the chalk-face; and
- part-seconding a senior member of academic staff, if a suitable individual can be identified, to work with the SLP Team, with a view to strengthening communications with Schools and Colleges

We discussed these proposals at the Project Board on 13 January, and I am now seeking SMG's authority, with immediate effect:

.1 to establish College / University Services Liaison Groups, as defined in Appendix 1;

.2 to establish Specialist User Groups, as defined in Appendix 2; if this is acceptable, I will liaise with each Head of College to identify appropriate members of staff to serve on the User Groups; and

.3 to supplement the membership of the SLP Board with two members of the Lessons Learned Group; one academic, one administrative.

On the question of a senior academic member of the SLP Team, I have not yet approached anyone, and would welcome any suggestions from members of SMG.

DN, 13.1.12

Appendix 1

MyCampus College Liaison Groups

Remit

- to ensure that the Project Board is kept informed regarding MyCampus issues affecting staff in the College / Services
- to ensure that staff throughout the College / Services implement agreed actions to ensure the successful ongoing delivery of improvements
- through the Liaison Group Convener, to maintain regular contact with the MyCampus Project Team

Membership

Colleges	*University Services*
Dean of L&T (convener)	Deputy Secretary (convener)
College Secretary	Management staff from:
College Head of Academic Admin	- Accommodation Office
College Head of Finance	- Finance Office
Chief Adviser(s)	- Registry
	- RIO
	- Student Services Enquiry Team
	- Planning Services
	- Student Disability Services
	- Research

Working Arrangements

Each College Liaison Group should meet formally once per month with the Chair of the Project Board and the SLP Directors. In addition, the conveners of the Liaison Groups should attend each meeting of the MyCampus Project Board.

The notes of each College Liaison Group meeting should be submitted to the College / University Services Management Group and to the SLP Board.

Appendix 2

MyCampus Specialist User Groups

Specialist User Groups should be established for each of the following areas:

Academic Plan Rule Maintenance
Admissions
Advising
Disability
Financial Aid
Reporting
Research
Student Finance
Student Records

Remit

- to review and prioritise proposed changes to business processes and to software
- through the convener, to liaise with the SLP Project Team in order to ensure that approved changes are implemented
- to work with the SLP team on all aspects of development and implementation (e.g. design and testing) to ensure changes are delivered and requirements are met
- through the College Liaison Groups, to ensure College staff are informed of the changes and that consequent actions within Colleges are implemented

Membership

Functional expert from SLP Team (convener)
At least one representative from each College
As required, relevant staff from University Services

Working Arrangements

The Specialist User Groups should meet as required. It is expected that they will meet regularly in the period February to May. The notes of each meeting will be reported to the College Liaison Groups and to the SLP Board.