

Ann Campbell  
request-841@xx

26 August 2011

Our Ref: FOI 2011/220 – F0164672

Dear Ms Campbell,

**Re: Freedom of Information (Scotland) Act 2002 – Request for Information**

Thank you for your email which was received by the University on 26 August 2011 timed 07:36 hours, requesting the following information:

**“Can you please answer the following questions**

- a. How many problems have been reported by users of MYCampus since 6th August 2011?**
- b. How many of these problems have been resolved?**
- c. What has been the cost of fixing these problems?”**

As the University of Glasgow is a Scottish Public Authority, your request is subject to the terms of the Freedom of Information (Scotland) Act 2002 (“FOISA”). The University acknowledges receipt of your request and confirms a response will be sent to you promptly; and in any event not later than **22 September 2011**. The Freedom of Information Office will contact you if we require any further information.

Yours sincerely,

**Data Protection and Freedom of Information Office**



The information that you supplied with your Request for information will be entered into a filing system and will only be accessed by authorised persons of the University of Glasgow or its agents. The information will be retained by the University and will only be used for the purpose of (a) processing your Request for information, and (b) for statistical and audit purposes. By supplying such information you consent to the University storing the information for the stated purpose. The information is held by the University in accordance with the provisions of the Data Protection Act 1998.

**DATA PROTECTION AND FREEDOM OF INFORMATION OFFICE**

Main Building, University of Glasgow, Glasgow G12 8QQ

Data Protection: Telephone: 0141-330-3111 E-Mail: ~~xxx~~

Freedom of Information: Telephone: 0141-330-2523 E-Mail: [foi@gla.ac.uk](mailto:foi@gla.ac.uk)

The University of Glasgow, charity number SC004401