

Ann Campbell  
request-971xxxxxxxxxx@xxxxxxxxxxxxxxxx.xxx

17 January 2012

Our Ref: FOI 2011/333 – F0189640

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 14 December 2011 timed 16:50 hours, requesting the following information:

---

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

- a. How many problems have been reported by users of MyCampus since 27<sup>th</sup> August 2011?**
  - b. How many of these problems have been resolved?**
  - c. What has been the cost of fixing these problems?”**
- 

**University’s Response**

- a. How many problems have been reported by users of MyCampus since 27<sup>th</sup> August 2011?**

In our response to request number F0164672 (see: <http://www.whatdotheyknow.com/request/84129/response/211948/attach/2/Response%20F0164672.pdf>) we provided details of the system used to log support calls for MyCampus (Supportworks).

We also advised that calls received include users providing information, seeking clarification on aspects of the system and processes as well as those indicating problems. The Management Information reports available from the system indicate the subject of the call, not the nature of the call.

10009 Supportworks calls were received between 27<sup>th</sup> August 2011 and 14<sup>th</sup> December 2011.

- b. How many of these problems have been resolved?**

8850 of these calls have been recorded in the system as resolved.

### **c. What has been the cost of fixing these problems?**

There are no separate costs available covering the handling of Supportworks calls.

See our response to request number F0164672 for further information:

<http://www.whatdotheyknow.com/request/84129/response/211948/attach/2/Response%20F0164672.pdf>.

The supply of documents under the terms of the Freedom of Information (Scotland) Act 2002 does not give the applicant or whoever receives the information any right to re-use it in such a way that might infringe the Copyright, Designs and Patents Act 1988 (for example, by making multiple copies, publishing or otherwise distributing the information to other individuals and the public). The Freedom of Information (Scotland) Act 2002 (Consequential Modifications) Order 2004 ensured that Section 50 of the Copyright, Designs and Patents Act 1988 ("CDPA") applies to the Freedom of Information (Scotland) Act 2002 ("FOISA").

Breach of copyright law is an actionable offence and the University expressly reserves its rights and remedies available to it pursuant to the CDPA and common law. Further information on copyright is available at the following website:

<http://www.ipo.gov.uk/copy.htm>

### **Your right to seek a review**

Should you be dissatisfied with the way in which the University has dealt with your request, you have the right to require us to review our actions and decisions. If you wish to request a review, please contact the University Secretary, University Court Office, Gilbert Scott Building, University of Glasgow, Glasgow, Scotland G12 8QQ or e-mail: [xxx@xxx.xx.xw](mailto:xxx@xxx.xx.xw) within 40 working days. Your request must be in a recordable format (letter, email, audio tape, etc). You will receive a full response to your request for review within 20 working days of its receipt.

If you are dissatisfied with the way in which we have handled your request for review you may ask the Scottish Information Commissioner to review our decision. You must submit your complaint in writing to the Commissioner within 6 months of receiving the response to review letter. The Commissioner may be contacted as follows:

The Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Telephone: 01334 464610  
Fax: 01334 464611  
Website [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

An appeal, on a point of law, to the Court of Session may be made against a decision by the Commissioner.

For further information on the review procedure please refer to  
(<http://www.gla.ac.uk/services/dpfoioffice/policiesandprocedures/foisa-complaintsandreview/> )

All complaints regarding requests for information will be handled in accordance with this procedure.

Yours sincerely,

Data Protection and Freedom of Information Office