

John Ferguson
request-773@xx

23 June 2011

Our Ref: FOI 2011/168 – F0150865

Dear Mr Ferguson,

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

Thank you for your email which was received by the University on [insert date] timed [insert time] hours, requesting the following information:

“My colleagues who have seen and used the Campus Solutions system delivered by the Student Lifecycle Project are horrified with the prospect of using this system. In their view the new package is inferior to Websurf. The new system is not intuitive; it is cumbersome to use; lacks many functionality and the screens are full of spelling mistakes. My colleagues strongly believe that those involved in implementing this system did not have adequate knowledge of our needs. They have built the system in isolation and without any proper consultation with those who will use the system.

We all know that this project has repeatedly failed to meet its milestones and this has caused a great deal of embarrassment for those involved. It is now becoming apparent that to avoid further embarrassment those responsible for this project will provide us with an incomplete system, just to tick the box. This will result in delivering a not-fit-for-purpose system which will create substantial additional work for students, academics and administrators in schools and colleges. Considering the above:

- How will you determine that the system, when implemented, will address the needs of the academic community, students and the University as a whole? Please provide documented evidence of your approach.**
- Was the academic community ever consulted prior to implementing this package? If so, please provide all documented evidence.**

- Is there a plan to improve this system?
- If there is such a plan, please provide its milestones and describe the process by which you will identify the areas that need developing. I am also interested to know of the allocated budget for this.
- How will you measure success or failure of this project?
- Who is/are responsible for implementing this package?"

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 **20 July 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.