John Ferguson
request-773xxxxxxxxxxx@xxxxxxxxxxxxxx.xxx

19 July 2011

Our Ref: FOI 2011/169 – 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 22 June 2011 timed 17:48 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?

DATA PROTECTION AND FREEDOM OF INFORMATION OFFICE
Main Building, University of Glasgow, Glasgow G12 8QQ
Data Protection: Telephone: 0141-330-3111 *E-Mail:* x@xx
Freedom of Information: Telephone: 0141-330-2523 *E-Mail: foi@gla*.ac.uk
The University of Glasgow, charity number SC004401

> **- 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?"**

University's Response

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.

The Project Team's approach to addressing the needs of the University as a whole has been and will continue to be by consultation with a wide range of staff, both academic and support staff, from across the University. Student representatives have also been involved throughout with the president of the SRC being a member of the project board throughout.

Since the start of the project, the Team has undertaken a number of consultation workshops and meetings with staff and students. Please find attached in appendices A – F copies of emails and briefing notes.

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?

The academic community has been consulted throughout – see response above. In addition, the University's Senate discussed the project at their meeting of 30 April 2009. See Appendix G attached.

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.

The Project Board has approved, in principle, the proposed future support model for Campus Solutions. The model is designed to ensure that as well as maintaining the system, as implemented, the University can take advantage of opportunities for improvements based on development of the use of tools such as 3Cs (checklists, communications and comments) and workflow as well as new functionality released by Oracle as part of their continuous delivery model. When new functionality is released from Oracle, projects will be initiated and plans,

including milestones, drawn up for approval**.** If a project required an operating budget, the standard University procedures for budget allocation would be followed.

How will you measure success or failure of this project?

Please find attached in Appendix H, a paper presented to the University's Senior Management Group on the 17th March 2009, which refers in Section 3 (pages 3 and 4) to Contribution to Strategic Objectives and Key Performance Indicators outlining the contribution the Student Lifecycle Project will make to these. In addition to the contribution to strategic objectives, the project will also enable the realisation of a range of benefits as set out in Section 4 (pages 5 and 6). Section 5 (page 6) outlines the areas in which operational efficiencies can be achieved by implementation.

During the course of the high-level analysis the following academic activities were identified as contributing to the overall savings.

Registration and enrolment (estimated at 29 days)

Plan will allow students to select courses. Adviser will review planner and endorse selection or advise students on options in advance of enrolment.

Advisement rules will be used to help make selection and plan future options. Adviser intervention by exception only.

Adviser intervention by exception or request. Fifty percent of continuing students in general degree programmes would not need intervention

Student self-service enrolment into classes. Advisers no longer require face-to-face meeting with all new students to approve course selection. Advisers can report on class choices and contact students if concerned about choices.

Assessment and progression (estimated at 210 days)

Progression to next year will be auto-calculated. Progress cases automatically identified. There will be time savings in reviewing individual records/reports to determine eligibility. Progress into next year will run automatically in straightforward cases.

Eligibility to progress to honours is auto-calculated, based on criteria, rules and tariffs. Students make own course selections and enrol onto classes. Rules in system used to manage volumes, tariffs, etc. Time savings in removing manual tasks associated with assessment of eligibility and allocation to courses/classes.

The estimated savings are expected to be realised once the system is operational and the new processes embedded.

Who is/are responsible for implementing this package?"

The Project Board and the Senior Management Group are responsible for implementation.

In addition to the answers provided above, the Project Directors would be happy to meet with you in person to talk through your concerns, if you would find that helpful.

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

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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.xx 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
E-mail: 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