



## **E-Learning Steering Group**

### ***Minutes of the Second meeting held on 12<sup>th</sup> November 2013 at 11:00***

Present: Stella Ekebuisi (SE)(Chair), Ben Roberts (BR), Julia Shelton (JS), Patricia Revest (PR), Tony Higgins (TH), Charles Loving (CL), Patricia Simons (PS), Gaby Dale (GD), Brett Lucas (BL), Manoj Singh (MS) (Secretary)

Apologies: Alastair Owens, Ali Jawad, Mark Roberts

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## **Part 1: Preliminary Items**

### **WELCOME new and thank outgoing members**

**2013.01** New members were welcomed to the group and outgoing members were thanked for their contribution.

### **Membership – Consider further additions to membership from Disability and Dyslexia Services (DDS)**

**2013.02** Expanding the membership of ESG was considered.

- i. It was NOTED that DDS is primarily interested in Q-Review.
- ii. It was AGREED that DDS permanent representation in ESG was not required. However, they should be invited to this group for consultation regarding accessibility issues.
- iii. It was proposed that DDS can attend E-Learning User Group for Professional Services.

### **To CONFIRM the minutes and DISCUSS matters arising from the previous meeting**

**2013.03** Minutes were confirmed

- i. Action 01-08 (Question Mark Perception QMP) was rolled forward. It was AGREED that communication would be sent out to the stakeholders at the end of project.
- ii. It was NOTED that QMP to remain with SMD for the rest of the year.

- iii. PR to give a presentation on the advantages of QMP and the status of the project on Teaching and Learning day in January 2014.
- iv. QMP to be a part of the ELU PAR bid. By April 2014 ELU will be able to brief the group on the status of individual projects in the ELU par bid.

### **To RECEIVE the updated Terms of Reference**

**2013.04** Vice Principal T&L proposed that ESG report to the Staff Development Advisory Group before VPLTAG, (as do other areas of CAPD).

- i. JS needed clarification on why Learning Institute/CAPD Steering Group needed to see all the E-Learning Development and Strategies.
- ii. It was AGREED that the minutes of ESG would go to both Staff Development Advisory Group and VPLTAG.
- iii. It was AGREED this group should report to VPTLAG, as it is an essential part of teaching.
- iv. SE to discuss with Joy Hinson and seek further clarification on this.

**Action: SE**

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### **Part 2: Faculty Updates**

**To RECEIVE updates from the Faculty E-Learning User Groups and other e-learning developments**

**2013.05 SMD**

- i. There were number of concerns about the response time taken by the ITS Helpdesk for QMplus queries.
- ii. Out of hours support for E-Learning was discussed as QMplus went offline during a weekend.
- iii. There was a requirement for Drop in sessions in Whitechapel for both Staff and Students. BL to plan drop in sessions in Whitechapel.

**Action: BL**

- iv. SMD suggested for a college wide licence for Adobe Connect.
- v. The necessity for a dedicated Cloud based Media Server solution was an important topic at the SMD E-Learning User Group meeting.

## **2013.06 HSS**

- i. HSS also raised their concerns regarding delays in receiving response from ITS for their QMplus queries (particularly queries related to the SMART Timetabling System).
- ii. HSS user group requested better communication from ITS in case of a system failure.
- iii. HSS is piloting an opt-out policy for Q-Review in 4 schools, they requested more training materials.
- iv. There was a request for further support materials for students on MAHARA.

**Action: BL**

- v. HSS in need of a system by the beginning of May 2014 to transfer marks from QMplus to SITS.

**Action: SE to take to the QMplus Delivery Team**

- vi. There is a good uptake and users are generally happy with QMplus.
- vii. The HSS user group seeks more visibility of the innovative activities of ELU.

## **2013.07 S&E**

- i. Users receive three emails before they receive any answer to their questions on ITS Helpdesk.
- ii. QMplus has performance issues in China despite ITS effort. Staffs have reduced their use of QMplus in China and are finding alternate ways to deliver content.
- iii. TH mentioned that ITS is aware of certain issues and highlighted that there are number of variables that are causing these issues. He is to meet with Laurie Cuthbert to discuss and sort out the performance issues.
- iv. It was NOTED that one Moodle developer has joined QM and another to join soon.
- v. It was AGREED by the ESG that issues related to QMplus performance in China need to be resolved in a systematic and logical way rather than a quick fix.
- vi. S&E approved that the liaison librarians can see all the QMplus courses within their faculty.
- vii. Question raised about whether all faculty members should see all QMplus courses in order to share good practice. SE mentioned that

there was a discussion in HSS last year resulting in a policy to allow all academics to see all QMplus courses in HSS.

- viii. ELU to explore the option that will allow course leaders to opt out of this faculty level access due to the issues regarding copyright infringement and confidentiality.

**Action: ELU**

- ix. BL mentioned that student survey highlighted the possibility of allowing students to see all courses in the faculty. However, there were reservations expressed, as this would allow students to see such things as assessment materials for the following year.
- x. It was AGREED that allowing all the users to view certain parts of QMplus courses (a taster version of each course) is a sensible approach.
- xi. It was NOTED that staff access to all courses could be implemented soon if there are no adverse effects. ELU to provide an update and raise this in the user groups before taking any further action.

**Action: ELU**

- xii. S&E to initiate a Task and Finish group led by David Lockwood (SEMS) to carry out a requirements gathering exercise across S & E schools with a view to reducing their dependency on bespoke systems and to identify functionality that could potentially be integrated into QMplus. This subject was also raised in the HSS user group, it is also a part of the ELU PAR bid.

**2013.08** It was AGREED that there are issues with the current support system.

- i. SE to meet with David Boakes, Joy Hinson and TH to identify the issues and to agree upon a working support model.
- ii. ELU is running drop in sessions for people who want to have a face-to-face meeting.
- iii. Chris Day to present a report to QMSE to seek funding for out of hours support.

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### **Part 3: E-Learning Unit**

#### **To DISCUSS Media Server Pilot**

**2013.09** The paper 'A Cloud-based Media Server for QMUL' was tabled in the last meeting. The process of initiating a pilot was halted due to lack of funding but now there is funding from SMD and potentially from CAPD, thus now it is back on the agenda -

- i. It was discussed that a pilot service should run on condition that it would only be a pilot project. Thus, there are no guarantees that it will become a full-scale service. It may be discontinued or college may move to a different solution, the result will be based on the outcome of ELU's PAR bid and post pilot evaluation.
- ii. It will be an exploratory project and will allow innovative ways of teaching and learning including access to media on mobile devices. It will also help to overcome the issues that are caused when videos are uploaded to QMplus or YouTube. The main aims of this pilot would be to study the pedagogical aspects of multimedia in teaching and learning and to investigate the usefulness of video assignments.
- iii. BR highlighted the limitations of the existing solution and mentioned that there is strong management and academic support for this service. Blizzard Institute are particularly interested in this project from the Distance Learning perspective.
- iv. SE clarified that the service should not only be hosted externally but needs to be supported externally as well.
- v. TH pointed out that resources have been channelled towards other projects for the next six months. He also suggested that a college wide service acquired via a formal process such as a PAR bid would be the rational approach.
- vi. It was AGREED that if the Wowza server was to shut down and this pilot was to be run by the ELU in a controlled environment then an implementation plan could be investigated. However, the foremost issue is the IT application team's time and priorities. It was suggested that post-pilot steps and an 'exit strategy' should be added to the pilot plan.

**Action: SE to discuss capacity planning with TH.**

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## Summary of Actions

Action no.	Who	Action	Status
01-08	SE	Communicate to stakeholders the status of the QMP project and clarify its limited availability.	Roll forward
02-01	SE	SE to discuss with Joy Hinson and seek further clarification on the proposal of ESG reporting to the Staff Development Advisory Group before VPLTAG.	New
02-02	BL	Arrange Drop in sessions in Whitechapel for both Staff and Students.	New
02-03	BL	Develop further MAHARA support materials for students.	New
02-04	SE	A system for HSS by the beginning of May 2014 to transfer marks from QMplus to SITS.	New
02-05	ELU	Explore the option to allow course leaders to opt out of faculty level access for all staff.	New
02-06	ELU	ELU to raise allowing staff members to access all courses in the user groups before taking any further action.	New
02-06	SE	SE to discuss Media Server Pilot with ITS (Brian Ragunathan) for capacity planning.	New

November 2013

Manoj Singh