



E-Learning Steering Group

DRAFT Minutes of the Twelfth meeting held on 27th October 2016 at 11:00

Arts Two, 2.18

Present: Stella Ekebuisi (SE)(Chair), Brett Lucas (BL), Martin Beeson (MB), Robert Sherratt (RS), Agnieszka Jankowska (AJ), Francis Wright, Shelley Reeder (SR) (Secretary)

Apologies: Julia Shelton (JS), Alastair Owens (AO), Mark Roberts (MR), Sumeera Ahmad (SA), Christina Perry (CP)

Part 1: Preliminary Items

Welcome new and thank outgoing members

- 2016.1 Professor Alastair Owens is stepping down as HSS Deputy Dean. He will be replaced by Dr. Christina Perry who will attend her first meeting in February, 2017.
- 2016.2 Imran Hussain's term as SU VP Education has ended. He is replaced by Sumeera Ahmad.

To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG_1001)

- 2016.3 The minutes of the previous meeting were CONFIRMED.
- 2016.4 It was NOTED that:
- i. SE received an update on the ARCS review of administrative support of distance learning programmes. All administrative processes were reviewed from the perspective of distance learning and simple changes were made in time for the current academic year.

ACTION: To provide an update on the Distance Learning administration processes from Trudy Mason since the administration changes have been made.

- ii. Talis should be included in the development priority list, following a review of its functionality, support and related processes.
ACTION: BL/MB to create an action plan for Talis alongside the QMplus team and library team
- iii. A student representative will be invited to the next S&E user group meeting in December.
- iv. SE has passed data on Q-Review opt-outs at undergraduate and postgraduate level to SA as the new VP Education, to follow up if poor uptake continues in certain schools. A reminder has been sent out to Q-Review schools to remind them of their responsibilities under the default recording policy.

To REVIEW the Group's Membership and Terms of Reference (ESG_1202)

2016.5 The Membership was reviewed and the following changes were NOTED:

- i. Robert Sherratt joined the group during 2015/16.
- ii. Martin Beeson replaces Pat Simons as Chair of the PS E-Learning User Group.

ACTION: SR to make changes to the Membership

2016.6 The Terms of Reference were reviewed:

- i. It was SUGGESTED that point 5 (To support the delivery of those items in the Student Experience, Learning, Teaching and Assessment Strategy or the QMUL Strategy 2014 – The Next Five Years that relate to or are realised through e-learning) and point 8 (Maintaining, updating and monitoring progress against e-learning strategies) should be removed from the Terms of Reference and replaced with the following: "Support the delivery of QMUL's e-learning strategy"

ACTION: SR to make changes to the Terms of Reference

Part 2: Faculty Updates

To RECEIVE updates from E-Learning User Groups (ESG_1203A, ESG_1203B)

2016.7 Update from S&E:

2016.8 The paper E-Learning User Group Meeting Monday 24 October was RECEIVED.

- i. It was noted that there are issues with marks for Z occurrences and importing marks into SITS from QMplus. These currently have to be completed manually.

- ii. SBCS received feedback from the GradesPlus initiative and there has been very positive feedback.
 - iii. It was noted that there are two Priority Developments which were not included in the e-learning development list: coursework proposal management and physical coursework receipt system. BL and SE will meet with Alysa Bramble to discuss the possibility of including these items in the development priorities given current resourcing issues in the development team.
- 2016.9 Update from SMD:
- i. There will be a joint SBCS and SMD event to showcase teaching technologies on 7th December 2016, 14:30-16:30.
 - ii. Issues were raised with the new media server, Kaltura. It was suggested that the issues are with the configuration rather than the product and the project team is hopeful that these will be resolved soon.
- 2016.10 Update from PS:
- 2016.11 The paper Professional Services E-Learning User Group 9th September 2016 was RECEIVED.
- i. The library website has been migrated to Terminal4. It was noted that some URLs have changed.
 - ii. New spaces in the library will be opened in the next week, including a 57-seat training room which includes Q-Review. MB is happy to give a tour of the new spaces once this project has finished.
 - iii. ERS have launched a QMplus landing page for updates targeted at staff.
- 2016.12 Update from HSS:
- 2016.13 The paper HSS E-Learning User Group 4th May 2016 was RECEIVED.
- i. Discussions have been held around classroom technologies and the issues with broken PCs, whiteboards, etc. It was suggested that there could be a forum on QMplus to discuss such problems.
 - a. It was suggested that no additional communication forums be set up as there are mechanisms in place to capture these issues. For all classroom issues, an IT helpdesk ticket should be raised. If issues are still outstanding after a ticket has been raised, this can be escalated by emailing its-feedback@qmul.ac.uk.
 - b. It was noted that some colleagues have concerns raising tickets for general classroom issues and taking responsibility for these. It is possible to raise a ticket informing ITS that it is not a personal issue.

- 2016.14 Issues common to all faculties:
- 2016.15 Issues with the audience response system Turning Point was raised in the S&E, SMD and HSS user groups. Problems caused by a mismatch between the upgraded software and the rollout of Windows 10 on teaching machines impacted the start of teaching in many schools. It was NOTED that:
- i. The updated software requires users to set up an account which makes the software less accessible.
 - ii. Most of the teaching rooms now support the new version of Turning Point (Turning Point Cloud) with the continued rollout of Windows 10.
 - iii. IT Services apologised for the timing and inconvenience of the PC upgrades.
 - iv. The ELU have laptops with the old version (Turning Point 5) which are available to borrow by those teaching in rooms that have not yet been upgraded.
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Part 3: E-Learning Updates

To RECEIVE an update from the E-Learning Unit (ESG_1204)

- 2016.16 The paper ELU Report – 2015/16 was RECEIVED.
- i. The Q-Review audio improvement pilot was a success. A new standard has been agreed for future installations and refits.
 - ii. It was noted that the Q-Review volume is lower than other audio playbacks.
ACTION: SE to investigate the low volume on Q-Review recordings
 - iii. QMplus Hub has seen an increase of 120% active users compared with the last academic year.

To RECEIVE an update on E-Learning Priorities for 16/17 (ESG_1205)

- 2016.17 The paper E-Learning Unit Priorities for 2016/17 was RECEIVED.
- i. The paper outlines the agreed priorities for this academic year. The QMplus development priorities will be shared in the next few weeks.
 - ii. Issues were raised regarding creation of user accounts. It was noted that this technical issue has been on the ELU and ITS agenda for a number of years and it is expected to be resolved by the forthcoming Account and Identity Management project. It is not clear why some users don't automatically get a QMplus account created.
ACTION: AJ and SE to meet regarding issues with user accounts creation

To RECEIVE an update on Online Learning Review (ESG_1206)

2016.18 The paper “Scaling up Online Learning at QMUL” was RECEIVED.

- i. A separate group is looking at online learning review which SE will update on during future Steering Group meetings.

To DISCUSS the E-Learning Strategy & Implementation (ESG_1207)

2016.19 The paper “QMUL E-Learning Strategy 2016-2020” was RECEIVED.

- i. The E-Learning Strategy is in final draft and will be submitted to the November meeting of the Education Quality Board for approval.
- ii. The aim is to have 23 actions plans from schools by the end of the academic year.
- iii. BL will be working with the ELU enhancement team to ensure templates are ready for schools to work on their action plans.
- iv. It was NOTED that objective 3.5 will be difficult to achieve as it is not tied in to any college reward procedures.

To RECEIVE an update on QMplus Hub and the QMUL Model

2016.20 The QMUL model requires an e-portfolio for two elements:

- i. To support new QMUL Model modules, many of which will be assessed by reflective exercises in e-portfolios.
- ii. As an interface for students to monitor and track their progress on QMUL Model activities throughout their degree.

2016.21 QMplus Hub needs development in order to meet the requirements. SE is preparing a paper for the QMUL Model Working Group on suitable e-portfolio solutions.

2016.22 It was NOTED that Alumni access to QMplus Hub would be required to support the QMUL Model.

Summary of Actions:

Action	Who	Action	Status
10-02	SE	To seek an update from Trudy Mason re SITS and Distance Learning issues.	Action changed to 12-01
10-04	SE	To talk to Katie Friis about the role of the FRMs	Carry Forward
10-09	EW	To update on browsers at the next meeting	Carry Forward
11-01	BL/MB	To meet regarding Google Analytics information for Talis	Action changed to 12-02
11-02	EW	To find out more information on why the business case was needed for the freeware MB needed	Carry Forward
11-03	BL	To put MB in contact with James Stewart regarding Blackboard Collaborate	Complete
11-04	FW	FW to confirm with JS that students are being invited to the S&E user group	Complete
11-05	SE	To discuss with the VP (SETL) the issues with Q-Review	Complete
11-06	SE/IH	To discuss compliance with the Q-Review opt out policy	Complete
12-01	SE	To provide an update on the Distance Learning administration processes from Trudy Mason since the administration changes have been made.	New
12-02	BL/MB	To create an action plan for Talis alongside the QMplus team and library team	New
12-03	SR	To make changes to the Membership	New
12-04	SR	To make changes to the Terms of Reference	New
12-05	SE	SE to investigate the low volume on Q-Review recordings	New
12-06	AJ/SE	To meet regarding issues with user accounts creation	New

Next Meeting: 2nd February 2017, Bancroft G.07

Shelley Reeder
October 2016