

E-Learning Steering Group

DRAFT Minutes of the Thirteenth meeting held on 2nd February 2017 at 11:00

Bancroft, G.07

Present: Stella Ekebuisi (SE) (Chair), Brett Lucas (BL), Martin Beeson (MB), Robert Sherratt (RS), Agnieszka Jankowska (AJ), Henri Huijberts (HH), Christina Perry (CP), Mark Roberts (MR), Sumeera Ahmad (SA), Paul Gallagher (PG), Shelley Reeder (SR) (Secretary)

Part 1: Preliminary Items

To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG_1301)

2016.23 The minutes of the previous meeting were CONFIRMED.

It was NOTED that:

2016.24 Requests for IT systems related to Teaching and Learning should go to AJ who will forward a non-standard service request form for completion.

ACTION: AJ to liaise with Richard Holford to define a process for requests which arise from the Faculty user groups

2016.25 Jason Bunning, Head of Enterprise Systems, IT Services, will act as FRM for Finance, Library and HR. Paul Gallagher will cover SITS and other FRMs will cover other areas within their remit.

2016.26 MB & BL met and agreed priority actions for Talis.

2016.27 Q-Review:

- i. SE investigated the low audio in Q-Review recordings. ELU support confirmed that there had been no tickets raised regarding this issue, though microphones had recently been upgraded in a number of teaching spaces (action 12-05).
- ii. AJ noted that common issues with Q-Review were academics moving away from the lectern and not switching the microphone on.
 - a. It was noted that academics should be reminded to turn the microphone on and to stay close to the lectern.

- b. The new microphone standard will mitigate the above issues.
 - iii. It was noted that reporting within Q-Review is extremely difficult. There will be an upgrade to Q-Review in summer 2017 which will significantly improve reporting.
- 2016.28 ITS will now complete regular checks on microphones in teaching spaces. There are currently 5 technicians available on the Mile End campus, 8am – 4pm.
- 2016.29 A proposal for an AV Refresh Project will shortly be submitted to the IT Strategy Board.
- 2016.30 AJ and Ed Webb investigated the issues with the QMplus account creation. Issues occur when new members of staff start teaching before their official start date. The QMplus service review group should investigate further to determine a solution if possible (action 12-06)

ACTION: SE to forward QMplus account creation action on to the QMplus Service Review Group

ACTION: SE to forward AJ the account creation document Alysa Bramble produced

Part 2: Faculty Updates

To RECEIVE updates from E-Learning User Groups (ESG_1303A, ESG_1303B, ESG_1303C)

- 2016.31 It was NOTED that the faculty updates will highlight items which need to be taken forward at an institutional level and items which resonate across faculties. Where items seem to be confined to a faculty, these will be taken forward outside the E-learning Steering Group.
- 2016.32 Update from S&E (ESG_1302C):
- 2016.33 The paper “E-Learning User Group Meeting Monday 12 December 2016” was RECEIVED.
- i. The S&E user group met in December 2016 and February 2017.
 - ii. The user group has been split into two: steering group and operational group. The S&E steering group will feed into the e-learning steering group, and the operational group will be used for sharing practice.

ACTION: HH to report back in the July meeting on how the new format user group went

- iii. A major QMplus development is underway on coursework management. A requirements document is being developed within S&E which will be circulated across the institution for further comment.

2016.34 Update from PS (ESG_1302B):

2016.35 The paper "Professional Services E-Learning User Group 1st December 2016" was RECEIVED.

- i. Professional Services is improving its e-learning processes via the process improvement project. An update will be provided at a future meeting of the e-learning steering group.

ACTION: SR to add the PS process improvement project update to a future agenda

- ii. Pat Simons is now the Strategic Change Manager within the Chief Operating Office and is no longer a member of this group.

2016.36 Update from SMD (ESG_1302A):

2016.37 The paper "SMD E-Learning User Group 12th January 2017" was RECEIVED.

- i. The SMD expressed disappointment over the loss of the Garrod recording booth.
 - a. It was noted that the room intended as the permanent Garrod booth has encountered some damage since it was first identified, but the Estates long-term maintenance budget may be used to refurbish it.
 - b. It is hoped that the Garrod recording booth will be completed before the end of the financial year.
- ii. Issues with Turning Point were raised.
 - a. There has been a decline in usage of Turning Point within SMD.
 - b. It was noted that all PCs within the university are now running the latest version of Windows and Turning Point.
 - c. It was noted that Gill Ritchie within the ELU is running a new pilot with Ombea - a smartphone based audience response system. Staff should inform e-learning should they wish to take part in the pilot.
- iii. The joint SMD/SBCS event run in December was very successful. Thanks was given to colleagues who helped run the event.
- iv. The SMD will be running a shared practice event with SBCS, 'Enhancing Learning in Life Sciences' in the summer at the Whitechapel campus. The event is open to members of other faculties to attend.
- v. A member of SMD has become a member of the YouTube Online Film Working Group, which has been set up by Marketing and Communications.

2016.38 Update from HSS:

- i. The School of Economics and Finance expressed their disappointment with Turning Point.
 - a. MR is happy to share a Turning Point guide which the SMD compiled and which circumvents the problems.

ACTION: MR to share the Turning Point guide with the ELU for circulation

- ii. It was noted that the IT labs within the School of Economics and Finance are not suitable for teaching. The rooms are lacking whiteboards, projectors, etc.

ACTION: AJ to follow up AV issues with IT labs with SEF

- iii. It was noted that the School of Geography are dissatisfied with the length of time taken for ITS to respond to helpdesk tickets, particularly in September.
 - a. The ELU noted that the number of drop-ins during September and October have been increased and there are more colleagues answering second-line support during peak periods.
 - b. HSS will advertise ELU drop-ins to ensure staff are aware of the support available.

Part 3: E-Learning Updates

To RECEIVE an update from the E-Learning Unit (ESG_1303)

2016.39 The paper "E-Learning Unit Update – February 2017" was RECEIVED.

2016.40 The QMplus Student Survey launched mid-January and will run until 1 March 2017. The National Student Survey (NSS) has also been launched at the same time.

2016.41 It was NOTED that:

- i. The QMplus student survey has already exceeded the total number of responses from the last survey in 2013/14.
- ii. One student will win a £200 high street voucher for their feedback on QMplus. An alternative voucher will be provided for students in China.
- iii. Responses have tripled in 3 days due to individual schools promoting through the QMplus sticky block and emails.
- iv. This is the first time the survey has received feedback from Nanchang, with 75 responses so far.
- v. BL has targeted schools with few responses to promote the survey.
- vi. The headline response so far, is: 51% love it and 38% like it a lot.

- vii. A poster, plasma slide and graphic for the QMplus block for promotion is available on the e-learning website.

2016.42 The ELU is trialling a call back service for E-Learning Support. A member of the support team can call a member of staff between 9-5, Monday to Friday. The trial will run for one semester. It has been advertised in the e-learning newsletter and Group members are encouraged to promote to their colleagues.

2016.43 The paper “Proposed changes to the Centre for Academic and Profession Development” was RECEIVED.

- i. The paper details a restructure that moves the ELU into Student Services which will be renamed ‘Student and Academic Services’.
- ii. Steering group members were asked to read the consultation paper and submit a response if they wished.

To RECEIVE an update on E-Learning Priorities for 16/17 (ESG_1304)

2016.44 The paper “E-Learning Unit Priorities Update – February 2017” was RECEIVED which outlines progress against published priorities.

2016.45 Concerns were raised around the use of two competing platforms for the Queen Mary Digital initiative. The decision was taken by the VP (SETL), sponsor of the QM Digital project and should be reviewed as the project progresses.

2016.46 It was acknowledged that much of the progress with e-learning priorities has been dependent on the Academic Applications team in IT Services. Good wishes were given to Brian Ragunathan, Academic Applications Technical Manager, who will be leaving QMUL after 7 years.

To RECEIVE a draft report on the QMUL Staff Evaluation of E-Learning 16/17 (ESG_13005)

2016.47 The paper “QMUL Staff Evaluation of E-Learning” was RECEIVED.

- i. This is the first draft of the report which will be submitted to the Education Quality Board in May.
- ii. The survey received 340 responses, 67% of which were from academic staff.
- iii. Key messages from the survey include a lack of awareness of what is available to staff, and navigation issues. BL will be running QMplus Focus Groups which will attempt to discover the detail of some of the high level messages from staff and students.

To RECEIVE an oral update on Queen Mary Digital

2016.48 The Queen Mary Digital update is provided in minute 2016.35.

To RECEIVE an oral update on QMplus Hub and the QMUL Model

2016.49 A workshop will be taking place to develop QMplus Hub for the QMUL Model.

2016.50 The QMUL Model Working Group have agreed to develop Mahara to meet its needs as opposed to procuring a new system. The intention is to implement the upgrade before the summer.

To RECEIVE an oral update on the E-Learning Strategy and Implementation

2016.51 The strategy implementation plan is almost finished.

2016.52 An action plan template will be available to schools and BL will work alongside them to develop their action plans.

2016.53 Action plan discussions will first be held at Faculty level and tweaked at school level.

2016.54 The intention is that school action plans will be in place before the next academic year.

Part 4: Any Other Business

2016.55 An Online Exams workshop will be run by the ELU, and colleagues with an interest in online exams, or those who have run online exams and did or didn't succeed, can come along. The aim is to develop policy to support online exams at QMUL.

- i. An email will be circulated shortly with further details which should be shared with interested colleagues.
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Summary of Actions:

Action	Who	Action	Status
10-04	SE	To talk to Katie Friis about the role of the FRMs	Complete
10-09	EW	To update on browsers at the next meeting	Complete
11-02	EW	To find out more information on why the business case was needed for the freeware MB needed	Complete
12-01	SE	To provide an update on the Distance Learning administration processes from Trudy Mason since the administration changes have been made.	Carry Forward – an update will be provided before the next meeting
12-02	BL/MB	To create an action plan for Talis alongside the QMplus team and library team	Complete
12-03	SR	To make changes to the Membership	Complete
12-04	SR	To make changes to the Terms of Reference	Complete
12-05	SE	SE to investigate the low volume on Q-Review recordings	Complete
12-06	AJ/SE	To meet regarding issues with user accounts creation	Complete
13-01	AJ	To liaise with Richard Holford to define a process for requests which arise from the Faculty user groups	New
13-02	SE	To forward QMplus account creation action on to the QMplus Service Review Group	New
13-03	SE	To forward AJ the account creation document Alysa Bramble produced	New
13-04	HH	To report back in the July meeting on how the new format user group went	New
13-05	SR	To add the PS process improvement project update to a future agenda	New
13-06	MR	To share the Turning Point guide with the ELU for circulation	New
13-07	AJ	To follow up AV issues with IT labs with SEF	New

Next Meeting: 4th May 2017, Scape, G.11

Shelley Reeder
February 2017