



## **E-Learning Steering Group**

***DRAFT Minutes of the Fifteenth meeting held on 27<sup>th</sup> July 2017 at 11:00***

### ***Laws 119***

Present: Stella Ekebuisi (SE) (Chair), Brett Lucas (BL), Martin Beeson (MB), Robert Sherratt (RS), Agnieszka Jankowska (AJ), Christina Perry (CP), Mark Roberts (MR), Sumeera Ahmad (SA), Julia Shelton (JS), Heidrun Bien (HB), Mary Ojo (MO)

Shelley Reeder (SR) (Secretary)

Apologies: Henri Huijberts (HH), Paul Gallagher (PG)

---

#### **Part 1: Preliminary Items**

##### **Welcome new and thank outgoing members**

2016.100 Mark Roberts is stepping down as Chair of the SMD E-Learning User Group. Heidrun Bien was welcomed to the group as his replacement.

2016.101 Sumeera Ahmad's term as SU VP Education is coming to an end. Mary Ojo was welcomed to the group as her replacement.

2016.102 Thanks were giving to Mark Roberts and Sumeera Ahmad for their contributions over the past year.

##### **To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG\_1401)**

2016.103 The minutes of the previous meeting were CONFIRMED.

It was NOTED that:

2016.104 Following the Process Improvement Project within Professional Services, Patricia Simons has agreed to update on the change projects arising from the Uniforum data at the first meeting of 17/18.

2016.105 For the Identity Access Management (IAM) project, it was NOTED that data quality needs to be in place before performance of processes can begin. The new Chief Information Officer, Rhys Davies, will be

consolidating all databases within his new role. The project is recognised as valid and useful, though there is no timeframe for this project and it is unlikely to start imminently.

2016.106 AJ and PG met to discuss short term alternatives for the IAM business case. It was NOTED that all accounts will be checked at the end of the summer to ensure there is safe account management, i.e. removing accounts that should not be there.

2016.107 Concerns were raised around the date students receive their QMplus accounts and whether this is before their results are published. Students will be informed of their results on Thursday 17 August and usernames should not be given out before this date.

**ACTION:** AJ to confirm when students receive details of their QMplus accounts

2016.108 S&E raised issues with academics who do not have access to QMplus who are teaching in China, but are not employed by Queen Mary. It was NOTED that a helpdesk should be raised to enable QMplus access.

2016.109 The request for Q-Review in smaller rooms has been passed on to the Q-Review Service Group. There is no budget for new camera installation, though options including voice and screen recording are being explored. It was NOTED that this would be useful and CP will seek an update from academics requesting Q-Review.

**ACTION:** CP to add feedback of Q-Review in smaller rooms to the next HSS user group agenda

2016.110 A quote for a new licence for Turning Point has been received and it is likely to be funded should the quote be correct.

---

## Part 2: Faculty Updates

### To RECEIVE updates from E-Learning User Groups (ESG\_1502A, ESG\_1502B)

2016.111 Update from PS (ESG\_1502A):

2016.112 The paper "PS E-Learning User Group 12<sup>th</sup> May 2017" was RECEIVED.

- i. Marc Cohen, Resources and Collections Manager, has been revising webpages of the library and has also been developing a QMplus module on Copyright Compliance with Manoj Singh, Learning Technologist.
- ii. Paula Funnell, Faculty Liaison Librarian, developed research on audience response systems and the paper was published in the December issue of the journal Information Literacy.

**ACTION:** MB to share Paula Funnell's published paper on audience response systems with the group

- iii. Issues with the Talis plugin and the hierarchy were raised. The existing plugin does not allow users to access the hierarchy. There is a new Talis plugin which is enabled but not functioning properly. There are some known issues and our IT colleagues have been liaising with Talis to resolve them. It was NOTED that information should be circulated to users.
- iv. UPDATE FOLLOWING MEETING: Two Talis plugins will be available in QMplus from 5 September 2017. One is a 'beta' version and users will be able to trial both and decide which best meets the needs of the institution.

2016.113 Update from SMD (ESG\_1502B):

2016.114 The paper "SMD E-Learning User Group 6<sup>th</sup> July 2017" was RECEIVED.

- i. The SMD E-Learning sharing best practice event was positive and thanks were given to those involved. The talks were recorded and are located on the SMD user group QMplus page.
- ii. Frustrations were raised around the continued delay in the release of the QMplus archive. A workaround of creating a copy of the module was SUGGESTED. An update will be released before the end of the week.
- iii. It was NOTED that the SMD are looking to apply peer observation to e-learning modules.
- iv. The new QMplus theme has had positive reviews. It was NOTED that there could be more time to access and test the new environment in future, to enable user guides to be prepared in advance. It was SUGGESTED that access is given to learning technologists and administrators 5 weeks before it goes live.

2016.115 Update from HSS

- i. Positive feedback was received on the summer upgrade.
- ii. Concerns were raised about using QMplus Hub for the Queen Mary Model and whether training will be provided.
  - a. The ELU will shortly be advertising a post focussing on E-Portfolios. The post will initially be for 6 months and is funded from IT Projects. It is hopeful that a further 6 months will be funded by the QMUL Model. It was NOTED that support and training will be provided.
- iii. Issues were raised re printing student's portfolios as a group, which will become an issue when portfolios are used more widely with the QMUL Model.
- iv. Issues were raised with online exams. It was NOTED that they are currently not supported as there is no infrastructure to do this securely.
  - a. A forum has been held to capture online exams issues.

- b. AJ has put in a proposal to ITSB for a solution to online exams which has been approved in principal. The ELU will work with IT alongside development stakeholders to put together a costed solution.
- c. It was NOTED that IT cannot provide any invigilators or exam officers who are able to support computers during online exams.

**ACTION:** SE to report back at the next meeting re a solution to online exams

**ACTION:** AJ to circulate a presentation for information on online exams

2016.116 Update from S&E:

- i. JS provided the S&E update during point 2016.110.

---

### Part 3: E-Learning Updates

#### To RECEIVE the annual E-Learning Report (ESG\_1503)

2016.117 It was NOTED that the graph suggests a decline in QMplus logins. This is due to guest access being disabled; in previous data the logins included guests.

- i. It was NOTED that future comparisons will now be more difficult, unless guest logins can be retrospectively removed.
- ii. The change means that data for open courses (e.g. Maths and Physics) is not being captured until students log in.

2016.118 The Q-Review upgrade will be taking place week commencing 7 August 2017 and will include integration with Timetabling.

- i. SEF have raised concerns with the quality of images and the audio of Q-Review. It was NOTED that the audio should have improved due to the upgrade last year in larger rooms. Lectures experiencing poor quality audio may have taken place in locations without the new equipment. Individual cases should be raised with IT.

**ACTION:** SE to discuss with Alysa Bramble the requirements for Q-Review quality

- ii. A Q-Review representative will be presenting to colleagues on lecture tools and the enhancement of Q-Review.

2016.119 It was NOTED that when guest access is turned on in QMplus, the course will be indexed and searchable on the internet. A password or self-enrolment can be enabled for external attendees alongside guest access to avoid search engine indexing.

## To DISCUSS Action Plan Development

- 2016.120 A report on the progress against the strategy will be brought to the first meeting in 17/18.
- 2016.121 The E-Learning Strategy was approved by the EQB at the beginning of this academic year following aims and objectives discussed in the user groups and E-Learning Steering Group. An Implementation Plan has also been written, which includes actions on the E-Learning Unit and ITS in terms of central provision, technology, development, and policy, etc. School level action plans are now required to confirm levels of commitment to e-learning.
- 2016.122 As part of the E-Learning Strategy and Implementation Plan, the ELU is revisiting an enhancement framework and developing a set of minimum standards in e-learning. These will be discussed at Faculty user groups early in 17/18.
- 2016.123 To facilitate the action plans, a set of questions have been drafted. The progress against the questions will be reported annually by schools to the E-Learning Steering Group.
- 2016.124 A member of the ELU will work with schools to answer the questions and develop the action plans.
- 2016.125 The questions were DISCUSSED:
- i. It was NOTED that the questions could be answered at a trite level committing to and reporting 100% achievement in all areas.
  - ii. It was NOTED that there will be different levels of engagement depending on how many modules are run by tutors in each school.
  - iii. It was NOTED that a decision is needed on how we measure whether the baseline has been achieved and how the data will be retrieved.
  - iv. It was NOTED that the school templates are still useful and are a way to have consistency.
  - v. It was NOTED that the SMD would like to keep templates at a baseline, but does not want to impose templates beyond a course programme.
  - vi. It was SUGGESTED that sharing the templates in the Learning Technologists Group from each faculty would be useful.
  - vii. It was NOTED that a new set of questions should be written with a better balance between light-touch and meaningful targets.
- ACTION:** BL & SE to write a new set of questions for review by e-mail and submit to E-Learning User Groups
- viii. It was NOTED that user groups will need to look at the baseline and new revised questions when available.

**To RECEIVE an oral update on the E-Learning Strategy & Implementation Plan**

2016.126 This item was discussed during the item Action Plan Development.

---

**Part 4: Any Other Business**

2016.127 There was no other business to discuss in this meeting.

---

## Summary of Actions:

Action	Who	Action	Status
12-01	SE	To provide an update on the Distance Learning administration processes from Trudy Mason since the administration changes have been made	Complete New Action: 15-01
13-04	HH	To report back in the July meeting on how the new format user group went	Carry Forward
13-05	SR	To add the PS process improvement project update to a future agenda	Action changed: 15-02
14-01	SE/BL	To arrange a meeting with Richard Holford and AJ to define a process for requests which arise from the Faculty user groups	Carry Forward
14-02	AJ	To forward the IAM business case to the ELU for circulation	Complete
14-03	PG/AJ	To explore the IAM business case and any alternative short term solutions	Complete
14-04	BL	To raise open access module issues as a priority	Carry Forward
14-05	SE/PG	To investigate the options for a downtime free QMplus upgrade and to report back in the first meeting of 17/18	Carry Forward
14-06	BL	To send QMplus wireframes to the group	Complete
14-07	BL	To provide an update on the Moodle mobile app in July	Carry Forward
14-08	SR	To forward the request of Q-Review installation in smaller rooms from SLLF to the Q-Review service review group	Complete
14-09	SE/PG	To meet to discuss the cost of Turning Point and whether ITSB will be able to fund an institutional licence	Complete
14-10	PG	To provide an update on Procurement's view on Turning Point's terms and conditions	Complete
15-01	SR	To circulate the update Distance Learning Administration processes to new members of the E-Learning Steering Group	New
15-02	SR	To add change projects arising from the Uniforum data to the first meeting of 17/18	New
15-03	AJ	To confirm when students receive details of their QMplus accounts	New
15-04	CP	To add feedback of Q-Review in smaller rooms to the next HSS user group agenda	New
15-05	MB	To share Paula Funnell's published paper on audience response systems with the group	New

15-06	SE	To report back at the next meeting re a solution to online exams	New
15-07	AJ	To circulate a presentation for information on online exams	New
15-08	SE	To discuss with Alysa Bramble the requirements for Q-Review quality	New
15-09	BL / SE	To write a new set of questions for review by e-mail and submit to E-Learning User Groups	New

---

Next Meeting: TBC

Shelley Reeder  
July 2017