Queen Mary
University of London

E-Learning Steering Group

DRAFT Minutes of the Eighteenth meeting held on 10th May 2018 at 11:00, Arts One: 1.31

Present:	Brett Lucas (BL) (Chair), Martin Beeson (MB), Manoj Singh (MS), Christina Perry (CP), Agnieszka Jankowska (AJ), Heidrun Bien (HB), Elena di Mascio (EdM), Michael Parkes (MP), Igor Gavran (IG) Doug Cooper (DC)
	Shelley Reeder (SR) (Secretary)
In Attendance:	Clare Driver (CD), Kwabena Adjei-Owusu (KAO)
Apologies:	Mary Ojo (MO), Jason Bunning (JB), Henri Huijberts (HH)

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Part 1: Preliminary Items

Welcome new and thank outgoing members

2017.59 Elena di Mascio was welcomed to the group as the Interim Head of Engagement, Retention and Success.

2017.60 Thanks were given to Paul Gallagher, Interim Assistant Director (IT Applications) for his attendance and contributions. Paul has now left QMUL.

To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG_1801)

2017.61 The minutes of the previous meeting were CONFIRMED.

It was NOTED that:

2017.62 The assessment information tab issues were escalated and the majority of issues have been fixed. The 'quick feedback' in Gradebook issue, has been put into the Moodle tracker (part of core code), for a fix [17-03]

2017.63   The S&E E-Learning User Group will be reinstated shortly. The importance of the group has been noted and apologies have been given for the delay [17-04]

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Part 2: Faculty Updates

To RECEIVE updates from E-Learning User Groups (ESG_1802A, ESG_1802B)

2017.64   Update from Professional Services:

2017.65   The paper "PS E-Learning User Group 15th March 2018" was RECEIVED (ESG_1802A):

   i.   The PS user group will endeavour to align their user group with the E-Learning Steering Group to ensure it can feed in appropriately.

   ii.   An IT representative will be invited to the user group.

   iii.   A new themed discussion will take place as a standing item in the user group to increase interest and engagement.

2017.66   Update from HSS:

2017.67   The paper "HSS E-Learning User Group 28th March 2018" was RECEIVED (ESG_1802B):

   i.   Schools have been asked to provide feedback directly with the ELU on existing upgrades and requirements for future upgrades.

   ii.   A Baseline Standards working group is currently being set-up.

   iii.   PC based exams and Turnitin policies have been the main discussion points for HSS.

      a.   Members of staff in the PhD office want students to submit chapters of PhD in Turnitin to help with referencing, though the current policy states that schools cannot use it.

2017.68   Update from SMD

   i.   SMD will be running a showcase in early September, ahead of the academic year. The date will be circulated once it is confirmed.

   ii.   It was noted that there have been issues with different versions of the Turning Point Audience Response System Software and who will pay for upgrading has been a discussion point.

      a.   The new version of Turning Point was not as expensive as first thought.

2017.69   Update from S&E:

  i.   There was no representation at the meeting to discuss the S&E update.

Part 3: E-Learning Updates

To RECEIVE an update from the E-Learning Unit (ESG_1803)

2017.70   The paper "ELU Update 09 May" was RECEIVED.

To RECEIVE an update on the Q-Review SaaS Migration Survey (ESG_1804)

2017.71   The paper "Review of Benefits of the Q-Review SAAS migration to QMUL staff and students" was RECEIVED.

2017.72   The Echo 360 upgrade took place in August 2017 with all the new features made available by January 2018; the upgrade involved both infrastructure changes as well as improvements in software functionality. As a result of the upgrade, a survey was conducted and the report of feedback from users was written. Three main benefits of the system were looked at:

  i.   Availability of learning tools for students.
  ii.   Availability of student performance monitoring tools for lecturers.
  iii. Staff feedback on the use of Delcom (indicator) lights in classrooms.

2017.73   The survey was completed by staff and students.

  i.   155 students responded to the survey, though it is hopeful more will be received as the survey is still currently open.
  ii.   The majority of student responses were received from SBCS.
  iii. 52 responses were received from staff.
  iv.   The survey revealed some interesting results e.g. that over half of Q-Review users do not use the editing features in the software.
  v.   UPDATE FOLLOWING MEETING: 159 students and 54 staff responded to the survey in total.

2017.74   It was NOTED that support is not readily available to those in teaching rooms that experience issues with the Q-Review indicator lights.

                         ACTION: To investigate the support issue of Q-Review lights in
                                                                    teaching rooms

2017.75   Statistics have been received for the total amount of Q-Review teaching which has taken place this year.

> **ACTION**: KAO to forward Q-Review usage statistics to the group

2017.76   The Q-Review policy is currently being updated.

    i.   Simon Jarvis, Head of Disability and Dyslexia, has been looking at the policy in regards to the Students Union published paper on access for students to teaching and learning. It was SUGGESTED that the policy could be updated to reflect aspects of the policy.

    ii.   The Q-Review policy will be seen at the next Steering Group in July.

> **ACTION**: SR to add the Q-Review Policy to the July agenda

To DISCUSS plans for an institutional wide Audience Response System

2017.77   The ELU recently ran an event on audience response systems – feedback was collected on: what users want; whether we need an institutional or web based version; and how users are using Turning Point (the current college system) and users' experiences.

2017.78   The primary focus is to update lecture theatres with the latest software and to provide more support for existing users of Turning Point.

2017.79   It was SUGGESTED that a set of trial licences could be bought for 2 or 3 of the top B.Y.O.D audience response systems for interested users to pilot.

2017.80   It was NOTED that SBCS will not be using a B.Y.O.D solution. SBCS currently use their own clickers which are issued to every student.

2017.81   Issues were NOTED with Turning Point versions and support.

2017.82   It was NOTED that many members of staff are still unaware of B.Y.O.D solutions. Sharing of ideas is useful to engage staff members with B.Y.O.D offerings.

2017.83   IT Services funded the Turning Point licence last year – the licence expires in September 2018. It was NOTED that it is unsure who will pay for the licence after it expires.

    i.   Are ITS happy to pay for another years' licence?

    ii.   Should the licence renewal be the school's responsibility?

2017.84   A proposal will be put together by the ELU, which will potentially include a small suite of B.Y.O.D licences to test.

2017.85   UPDATE FOLLOWING MEETING: ELU have negotiated with Turning Point to install software and hardware in 14 lecture theatres; this will support the use of physical clickers for 2018/2019.

To RECEIVE an oral update on the Whitechapel Recording Booth

2017.86 The Whitechapel Recording Booth has now been built. The booth is located in the Basement of the Garrod Building, B6.

   i. The booth requires a keypad code; the code will be given to SMD Learning Technologists once they have been trained on how to use the booth.

   ii. Different levels of training will be given for the Whitechapel booth; training for those users who would like to record by themselves, and for those who will have Learning Technologists' assistance.

2017.87 The new camera can be easily raised and lowered to the required height by the user.

2017.88 Scripts and Powerpoint presentations can be preloaded on to a screen that enables the user to look directly into the camera (PortaPrompt).

2017.89 Recording booth training will be provided by Clare Driver from the ELU. Bespoke training sessions will also be available for departments (teaching as well as non-teaching).

2017.90 Information will be circulated shortly on booking slots for the recording booth.

To DISCUSS the Online Exams Project

2017.91 A set of requirements have been prepared and the first draft is nearly finished. The Disability and Dyslexia Service, Students Union, exams office and other interested parties are also involved in the requirements setting.

   i. The ELU continues to gather functional requirements from the user community. The draft requirements will be shared with the group members as soon as possible.

2017.92 It is anticipated that a proposal will be submitted to the IT Strategy board at the end of June / early July to receive the mandate to move to a full scale IT project.

2017.93 During the process of collecting requirements some issues have been fed back about running online exams, including:

   i. Some schools want to conduct offline exams.

   ii. SBCS does not foresee moving to online exams.

   iii. Cohort sizes can be as large as 400 students, though there are no PC labs larger than 100.

2017.94 It was NOTED that despite the issues limitations, it is still useful for the project to go ahead but it was also felt that concerns about infrastructure should be addressed from the outset.

To RECEIVE an update on Baseline Standards (ESG_1805)

2017.40 The paper "QMUL E-Learning Baseline Standards 2017 (Revision 3: 05/18)" was RECEIVED.

2017.41 It was discussed whether the following line from the Baseline Standards document should display 'should', or 'will': "Every taught module at QMUL will / should have an online QMplus course area including:"

    i. Views of the group included:

        a. It was SUGGESTED that the document is non-binding therefore 'should' was the most appropriate wording.

        b. Members of the group SUGGESTED that it should be made 'will'.

            i. It was NOTED that complaints may be received should the wording include 'will'.

            ii. A discussion should take place with the Student Union to agree on prescriptive wording.

2017.42 The Baseline Standards will be situated in a set of webpages. Information will be available on the need for a baseline; a checklist for audit; exemplars and baseline plus.

    i. It was NOTED that the baseline may be edited further, following a project between Academic Development and the Disability and Dyslexia Service. Discussions have been held around what accessibility is and what is / is not appropriate.

2017.43 It was SUGGESTED that an amendment be made from 'will' to 'should' in the following statement': "Where there is a lapel microphone (clip-on mic) available in the lecture room, the presenter will wear this microphone during any lecture that is being recorded".

    ACTION: RH to update the Baseline Standards document to reflect the change from 'will' to should' regarding presenters wearing microphones.

To RECEIVE and oral update on E-Learning Small Projects

2017.44 The ELU are currently working on a pilot to ensure the quality of Q-Review is improved. Tracking cameras will be installed in the Fogg Lecture Theatre and in Engineering 3.25. The focus of the pilot will be on capturing handwriting on the boards.

> i. Two methods will be employed to enable the camera to track the teacher: Pressure sensitive mats in front of the boards, and a lanyard which can be worn.

2017.45   Funding has been approved for the sound proofing of the Mile End Recording Booth.

2017.46   Budget has been approved for a four month appointment of a software tester to assist with QMplus testing this year. This is already underway.

Part 4: Any Other Business

2017.47   The School of Medicine and Dentistry are currently improving Distance Learning Resources. Michael Parkes, Heidrun Bien, Manoj Singh and Liam Atwood are working on the project.

2017.48   The Student Experience Seminar focussing on Digital Resources will be taking place on 22nd May.

Summary of Actions:

Action	Who	Action	Status
16-02	BL	To invite the new Head of Engagement, Retention and Success to the Group, once they are in post	Complete
17-01	SR	To make changes to the membership	Complete
17-02	MB	To forward revised PS user group notes to SR	Complete
17-03	BL	To escalate issues with the assessment information tab	Complete
17-04	HH, BL, MS	To meet with Jonathan Hayes re the S&E E=Learning User Group	Complete
17-05	MS	To share revised Baseline Standards and feedback with the group	Complete
17-06	SR	To add Baseline Standards to the May agenda	Complete
18-01	KAO	To investigate the support issue of Q-Review lights in teaching rooms	New
18-02	KAO	To forward Q-Review usage statistics to the group	New
18-03	SR	To add the Q-Review Policy to the July agenda	New
18-04	RH	To update the Baseline Standards document to reflect the change from 'will' to should' regarding presenters wearing microphones	New

Next Meeting: 26th July 2018

Shelley Reeder
May 2018