



## E-Learning Steering Group

**DRAFT Minutes of the Twentieth meeting held on 25<sup>th</sup> October 2018 at 11:00,  
Scape 0.11**

Present: Heidrun Bien (HB), Jason Bunning (JB), Henri Huijberts (HH), Agnieszka Jankowska (AJ), Brett Lucas (BL) (Chair), Christina Perry (CP), Manoj Singh (MS), Redwan Shahid (RS)  
Shelley Reeder (SR) (Secretary)

In Attendance: Richard Chantler (RC), Marc Cohen (MC), Simon Rossi (SiR)

Apologies: Martin Beeson (MB), Elena di Mascio (EdM)

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### Part 1: Preliminary Items

#### Welcome new and thank outgoing members

- 2018.1 Mary Ojo's term as SU VP Education has ended. Thanks were given to Mary for her contributions.
- 2018.2 The new SU VP Education is Redwan Shahid. Redwan was formally welcomed to the group.

#### To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG\_2001)

- 2018.3 The minutes of the previous meeting were CONFIRMED.  
It was NOTED that:
- 2018.4 The Q-Review indicator light training was incorporated into the Teaching Space Awareness sessions which were rolled out by Teaching Space Support and the ELU. The awareness training

consisted of training in all major teaching spaces at Mile End, Whitechapel and Lincolns Inn Field, demonstrating how the equipment in each space works. The awareness sessions were successful with 85 colleagues attending overall. Further dates/slots for semester B are being looked into [action 19-01].

- i. It was NOTED that any ideas for future dates or a better communication mechanism should be directed to AJ.
- 2018.5 The updated E-Learning Annual Report for 17-18 was circulated. A small amendment was made to Q-Review statistics [action 19-02].
- 2018.6 An interactive information kit has been produced following the launch of the E-Learning Baseline. The kit is available on the E-learning Unit website: <https://elearning.qmul.ac.uk/about-us/major-themes-2018-19/qmul-e-learning-baseline-standards-introduction/>. The information kit provides screenshots and practical examples of the baseline in action [action 19-03].
  - i. It was NOTED that many Schools are adopting their own version of the Baseline into their SEAPs and local strategies.
- 2018.7 In relation to the QMplus assignments issue, it was NOTED that the second comment box (where comments are released to students immediately) on QMplus for assignments cannot be disabled at this stage. Better education will be given to those who use the comment boxes [action 19-04].
- 2018.8 The potential change to archiving and deletion of Q-Review recordings has been discussed with the School of Medicine and Dentistry. The decision to extend the archiving process has been left to individual Schools/Faculties to decide. Should a longer period be required, the E-Learning Unit should be contacted [action 19-05].

#### **To REVIEW the Group's Membership and Terms of Reference (ESG\_2002)**

- 2018.9 The Membership was reviewed and the group had no objections or changes to make.
- 2018.10 The Terms of Reference were reviewed and the group had no objections or changes to make.
- 2018.11 The Reporting Lines were reviewed and the following was NOTED as a change:
  - i. The Students' Union will report to the E-Learning Steering Group, beginning with their first report in February 2019.

**ACTION:** RS to produce a first report for the Steering Group for the next meeting in February 2019

**ACTION:** SR to update the reporting lines on the Terms of Reference to include Students' Union

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## **Part 2: Faculty Updates**

### **To RECEIVE updates from E-Learning User Groups (ESG\_2003A)**

2018.12 Update from PS:

2018.13 The paper “PS E-Learning User Group 9<sup>th</sup> October 2018” was RECEIVED (ESG\_2003A):

i. There are currently two plugins for Talis available on QMplus; an official Talis plugin and an unofficial plugin that is not being supported by the developer.

- a. The unofficial plugin is currently being used as it works better and integrates into QMplus without any complications.
- b. The official plugin does not function properly due to the customisations done to Moodle (QMplus). It was NOTED that an estimated date for resolving the problem and a long-term plan is required.
- c. The new features of Talis Reading List cannot be turned on as this requires the official plugin.
- d. It was QUESTIONED how the migration process of moving the existing reading lists to the new plugin will take place once the official plugin is enabled and the unsupported plugin is switched off, and whether the process can be automated.
- e. The issue has been escalated to Jason Bunning, Interim Assistant Director (IT Applications).

**ACTION:** JB to ensure the official Talis plugin works and to report back to the Steering Group in February 2019

ii. Information on the formal process for acquiring a pilot Mentimeter license was sought:

- a. It was NOTED that there are only 25 licenses available in the ELU one-year pilot. The licenses have been divided equally by faculty; some licenses are still available to enthusiastic users who are able to evaluate and report back.

- b. It has been discovered that Mentimeter is not suitable for those who use mathematical or chemical formulae. The ELU have raised this with the vendor.
- c. The current Mentimeter pilot will end in July 2019. Users of a Mentimeter pilot license should provide feedback to the E-Learning Unit noting whether it is useful and to provide recommendations.
- d. Should an evaluation of the trial and recommendations be available before the end of January 2019, AJ NOTED that a business case could be built to fund a site-wide Mentimeter license for 2019/20. Questions around funding can be directed to AJ.

**ACTION:** MS to circulate information on accessing a Mentimeter pilot license to faculty user groups and Student Union representatives

2018.14      Update from HSS:

- i. Thanks were given to the ELU for changes made to wording in the Baseline Standards document from 'will' to 'should'.
  - a. A small alteration to the wording is still required in the document: Section 4, point 3 (Q-Review recordings).
    - i. UPDATE MADE DURING THE MEETING: MS updated the Baseline Standards document and the website to reflect the new wording.
  - b. The possible links between Baseline Standards and SEAPs and SEAMs were discussed.
    - i. The ELU plans to work closely with the schools in order to assist in shaping their local objectives. ELU also aims to provide input in developing the action plans to implement those strategies by suggesting the most relevant E-Learning services and tools.
- ii. It was SUGGESTED that should local variants of the Baseline Standards document exist, then the ELU could link to them from the online information kit.
- iii. An issue was raised concerning downloading video files for assessments. An external company was contacted to download the files, which then took up to two weeks to download.
  - a. It was NOTED that there is a college-wide service for dedicated video assignments, QMplus Media.

- b. It was NOTED that the video service should be promoted more widely and its rich functionality be publicised.

**ACTION:** CP to forward MS details of the issues with downloading video files for assignments to take forward

- iv. HSS are often frustrated about the responses they are receiving from the IT Helpdesk as there is an assumption that they don't understand QMplus as well as they do. It was NOTED that more training is required by Helpdesk staff to ensure they are aware that some users have more technical knowledge when raising a ticket.

- a. AJ NOTED that examples of some Helpdesk tickets would be ideal as training for helpdesk staff is currently taking place by IT Services.
- b. AJ NOTED that it would be helpful to have a breakdown of ITS, AV and E-Learning's work remit.
- c. RC NOTED that it is already possible to raise helpdesk tickets with "Attention of:" should the recipient or team be known; this means expertise can be identified and ticket resolution can potentially be expedited.
- d. An overview of how to direct Helpdesk tickets so that users abilities are suitably referenced should be made available to the group so this can be forwarded to school managers, etc.

**ACTION:** RC to forward an overview of how to address Helpdesk tickets to the group

2018.15 Update from S&E:

- i. S&E have met to discuss the new format for their E-Learning User Group. An Education Strategy Group will be formed, which will focus on educational matters at Faculty strategic level. An E-Learning Operations Group will also be formed which will feed into the Education Strategy Group. HH is working alongside Jonathan Hays (Lecturer, SPA) to create the Terms of Reference for the groups. The groups will be launched in December and November, respectively.
- ii. The Physical Coursework Scanner pilot has now begun in Physics.
- iii. Work is being carried out on the Activities Calendar along with Anisa Patel, Learning Technology Officer, ELU. It is hoped that technical specifications will be finalised by January 2019. The work will ensure the Activities Calendar is more useful and user friendly.

- 2018.16 Update from SMD:
- i. The SMD showcase in September 2018 was positively received.
  - ii. SMD have been discussing ideas around hosting smaller events to be held throughout the year. The event could be based on one topic which colleagues could bring their lunch to.
    - a. It is hoped that the new events will draw in colleagues who would otherwise not attend.
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### **Part 3: E-Learning Updates**

#### **To RECEIVE an update from the E-Learning Unit (ESG\_2004)**

- 2018.17 The paper “E-Learning Unit Report October 2018” was RECEIVED.
- 2018.18 BL is leading a strand within the ‘Excellence in Student Employability’ Pillar within Going4Gold, a strategy led by Stephanie Marshall, Interim Vice-Principal (Education).
- i. One objective of the work will be to enable a larger number of student extracurricular activities to be formally recognised on students’ HEAR transcripts.
  - ii. Another objective is to design a self-directed course for students to learn about how to leverage QMplus Hub for employability purposes, reflecting on their learning and leverage information from their skills review/career readiness information.
  - iii. An institutional licence for LinkedIn Learning is also part of the proposal. Accredited learning could also potentially be recognised on students’ transcripts.
- 2018.19 Installation of tracking cameras in the Fogg LT and Engineering 3.25 have taken place. Snagging has also taken place subsequently.
- i. The firmware for the podium’s processor in Engineering 3.25 has been updated as the camera was disengaging during recordings and the tracking speed has been altered to ensure smooth transitions.
  - ii. The camera in the Fogg LT has also had issues with disengaging. This issue is now less prevalent than before and should be resolved shortly.
  - iii. The recordings take place in full HD. Some exemplars of the recordings can be made available to the group upon request.

**To RECEIVE an update on E-Learning Priorities for 18/19 (ESG\_2005)**

2018.20 The paper “E-Learning Unit Priorities 2018/19” was RECEIVED.

**To DISCUSS Improving Engagement with Schools**

2018.21 Discussions were held around how the ELU can engage better with schools and faculties directly. Suggestions were received:

- i. To contact School Managers and Directors of Taught Programmes to discuss ideas from a Pedagogical perspective.
- ii. To attend Schools’ Teaching and Learning Committee meetings (to understand the challenges and priorities of schools)

2018.22 The main purpose for improving engagement with schools is to ensure the ELU’s activity/priorities remain relevant and aligned to university initiatives such as the Teaching Excellence Framework (TEF) and Going4Gold (G4G), etc.

2018.23 Faculty User Group members and the Student’s Union were asked to update on a list of top tangible activities or goals that are being worked towards.

**ACTION:** Steering group members to share the top priorities of the schools with the ELU

**To RECEIVE an update on the current status of the Q-Review Policy (ESG\_2006)**

2018.24 The Q-Review Policy has undergone some changes since it was last seen at the Steering Group in July:

- i. Definitions have been tweaked to include new SaaS terms.
- ii. Additional information has been added (e.g. information about tracking cameras).
- iii. Information on ad-hoc rooms not scheduled in timetabled system.

2018.25 Section 5.8.2 now recommends recordings are available for 3 years, but decisions can be agreed at school level on whether they should be available for longer.

- 2018.26 Section 6 now includes the Q-Review tool and responsibilities of the School and academics should they wish to opt-out, delete, or delay recordings.
- 2018.27 The staff misconduct section has been removed and is covered by the broader Queen Mary Misconduct Policy.
- 2018.28 The student misconduct section is linked to the Queen Mary Code of Student Discipline.
- 2018.29 More details have been added on the processes for Q-Review enabled schools.
- 2018.30 It was SUGGESTED that Q-Review contacts should be reviewed to ensure the correct process is followed for opting-out.
- 2018.31 All changes made to the policy have been discussed with the Union.
- 2018.32 The policy is now final and will be removed from draft.

#### **Part 4: Any Other Business**

- 2018.33 The Digital Exams Project is going to tender. Considerable interest has been received across the University for piloting the exam software.
- i. Some developments are taking place in-house, including an integration with QMplus.

#### **Summary of Actions:**

Action	Who	Action	Status
19-01	AJ & RH	To liaise re' the Q-Review indicator light training Richard Hughes is organising	Complete
19-02	SR	To forward the updated version of the ELU annual report to the group	Complete
19-03	RH, BL, RS	To discuss the next steps in rolling out the Baseline Standards and feedback at the first meeting of 18/19	Complete – Update provided / meeting has not taken place
19-04	RH	To provide a formal response regarding QMplus comment boxes at the HSS e-learning user group meeting	Complete
19-05	KAO	To discuss with SMD the potential change of archiving and deletion of Q-Review recordings	Complete
19-06	SR	To add Q-Review Policy to the agenda of the first meeting of 18/19	Complete

20-01	RS	To produce a first report for the Steering Group for the next meeting in February 2019	New
20-02	SR	To update the reporting lines on the Terms of Reference to include Students' Union	New
20-03	JB	To ensure the official Talis plugin works and to report back to the Steering Group in February 2019	New
20-04	MS	To circulate information on accessing a Mentimeter pilot license to faculty user groups and Student Union representatives	New
20-05	CP	To forward MS details of the issues with downloading video files for assignments to take forward	New
20-06	RC	RC to forward an overview of how to address Helpdesk tickets to the group	New
20-07	MS	Steering group members to share the top priorities of the schools with the ELU	New

Next Meeting: 28<sup>th</sup> February 2019

Shelley Reeder  
October 2018