



E-Learning Steering Group

DRAFT Minutes of the Twenty-first meeting held on 28th February 2019 at 10:30, Queens' Building, Robert Tong room

- Present: Jason Bunning (JB), Martin Beeson (MB), Stella Ekebuisi (Chair), Jon Hays (JH), Brett Lucas (BL), Elena di Mascio (EdM), Christina Perry (CP), Redwan Shahid (RS)
Shelley Reeder (SR) (Secretary)
- In Attendance: Leigh Rooney (LR), Simon Rossi (SRo)
- Apologies: Heidrun Bien (HB), Agnieszka Jankowska (AJ)

Part 1: Preliminary Items

Welcome new and thank outgoing members

- 2018.34 BR was thanked for his role as Chair of the Steering Group for the past year. BR was also welcomed back to the group as the ELU representative.
- 2018.35 Manoj Singh was thanked for his contributions to the group as the ELU representative.
- 2018.36 Henri Huijberts was thanked for his contributions to the group.
- 2018.37 JH was welcomed to the group as the Chair of the new S&E Learning Technology Operations Group, replacing Henri Huijberts.

To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG_2101)

- 2018.38 The minutes of the previous meeting were CONFIRMED.
It was NOTED that:
- 2018.39 RS will be bringing an oral update to the Steering Group as a regular item on the agenda alongside the faculty user group updates [action 20-01].

ACTION: SR to update future agendas to include an update from the Student Union

- 2018.40 JB provided an update to the group on the Talis plugin. The theme on QMplus has been changed to allow the official Talis plugin to work. The unofficial plugin worked but was unsupported. The new plugin has been installed and deployed, though there are still ongoing issues with the plugin. Training will need to be discussed alongside a plan of action [action 20-03].
- 2018.41 It was NOTED that a discussion needs to take place to ensure E-Learning Helpdesk tickets are dealt with efficiently and are escalated to the correct team promptly when raised by someone with a baseline understanding of e-learning [action 20-06].
- i. The new action 21-02 combines this point and point 2019.43,i,c.

Part 2: Faculty Updates

To RECEIVE updates from E-Learning User Groups and the Students' Union (ESG_2102A, ESG_2102B)

- 2018.42 Update from QMSU:
- i. A course rep link is now situated on every course landing page for every school; this has previously been a struggle.
- a. Resources are currently uploaded to the QMSU website, where the students have to go through ID check. It was NOTED as useful for the student to sign up to the module page instead.
- b. It was NOTED that there may be a psychological barrier for students discussing sensitive topics with their student reps on QMplus, as they may feel like they are being observed.
- ii. RS is hopeful to collaborate with BL in the near future to create an online platform [forum] to enable better interaction between students.
- a. A trial on portable software (MathLab) will be taking place soon. Faculty reps are working with Skenda Osmani, Head of Client Devices and AV Design, IT Services.
- iii. The SU will be working on signposting the Q-Review policy which will be implemented next year.
- iv. A hidden area may be created for student course reps who sit on student council for uploading confidential documents.

Update from HSS:

2018.43 The paper “HSS E-Learning User Group 13th February 2019” was RECEIVED (ESG_2102A):

i. The ability to escalate tickets straight to the ELU would be useful, to avoid as tickets waiting to be assigned.

a. It was NOTED that:

b. There have been complaints from other faculties regarding communication and users not being informed of progress on tickets.

c. There is a lack of communication from first-line support during the triage stage. Users may know who to direct the ticket to but the option to select a user is only available to certain users.

ACTION: SE/Alysa Bramble (ELU) to discuss a workaround for E-Learning Helpdesk tickets

ii. HSS raised concerns with delays regarding the Digital Exams and Assessment Project (DEAP) due to the amount of training required for students and invigilators. It is a particular concern as there are 3 schools in HSS with summative assessment pilots (out of 4).

ACTION: SE to look into the DEAP concerns raised by HSS

iii. HSS raised concerns regarding the current issues with Turnitin and the amount of coursework to be submitted this term.

a. SE updated the group on the current Turnitin issue: a major Turnitin problem has been visible since our QMplus upgrade last summer. The queueing of assignments submitted during a Turnitin outage has broken resulting in an unfriendly error message to students and requiring a manual process to resolve. ELU and IT Services are trying to resolve the issue with Turnitin – it is a top priority and has been escalated within the company.

ACTION: SE to keep JB updated on the Turnitin similarity report issue

ACTION: SE to provide an update on the Turnitin issue to this group

2018.44 Update from PS:

2018.45 The paper “PS E-Learning User Group 30th January 2019” was RECEIVED (ESG_2102B)

i. PS are in the process of re-establishing their user group in line with its original purpose. Standing discussion items of interest are now taking

place at the user group, the first of which was 'engaging professional services staff using learning technologies'.

- ii. It was NOTED that MB is providing more discussion items from the Steering Group to the user group.
- iii. It was NOTED that timings for the E-Learning Steering Group and PS user group should be discussed to ensure that they align.

ACTION: SR/SE/MB to co-ordinate the next round of meeting dates

- iv. To ensure the user group is balanced, MB is currently seeking representation from ITS.

ACTION: SE and AJ to discuss IT representation on PS user group

- v. PS expressed frustration that they had only received one Mentimeter licence, though 3 were requested.

ACTION: SE to determine whether any Mentimeter licences are available

- vi. It was NOTED that until there is an IT Director, there is currently no FRM for Professional Services.

ACTION: SE to discuss the lack of FRM issue with AJ

2018.46 Update from S&E:

- i. The new S&E Operations Group will be meeting for the first time next week. The group will include communication between various parties and the sharing of best practice. There will also be some focus on Student Experience Action Plans (SEAPs).
- ii. JH requested feedback on the running of the user group. The group provided some feedback:
 - a. It is helpful that schools provide reports before the meeting highlighting examples of good practice.
 - b. If ELU is working on a project which is interesting to the user group, a member of the team can attend a meeting to discuss the project and gather feedback.
 - c. Structure the meeting as much as possible: sharing good practice, feedback on service, etc.
- iii. JH raised concerns around academics who are not willing to engage with new technology, especially where new ideas and concepts are not intuitive. It was NOTED as useful that this is discussed further to receive ideas on how to proceed.

ACTION: SE to take forward the issue around academics not engaging with new technology

ACTION: SR to add engaging academics with new technology to the agenda for a future Steering Group meeting

Part 3: E-Learning Updates

To RECEIVE an update from the E-Learning Unit (ESG_2103)

- 2018.47 The paper “E-Learning Unit Report February 2019” was RECEIVED.
- 2018.48 SE is happy to answer any questions regarding the E-Learning Unit update following the meeting.

To DISCUSS the alignment of the ELU’s Assessment & Feedback Priorities (ESG_2104)

- 2018.49 The paper “Assessment & Feedback Priorities 18/19” was RECEIVED.
- 2018.50 The one-page summary on the development of the QMplus assessment and feedback tools ties in with the institutional assessment and feedback strategy, which is currently being developed by Dr. Henri Huijberts.
- 2018.51 It is expected that in the release this year, there will be an extension to blind marking; visibility of feedback in GradesPlus; and improvements to the assessment block for students.
- 2018.52 Assessment and feedback guides will be reviewed to ensure there are no gaps.
- 2018.53 Case studies around best practice will be collated and more will be produced.
- 2018.54 As part of the ELU’s work on baseline standards, a spot-check of QMplus areas will take place, and exemplars of good practice will be shared.

To RECEIVE an oral update on the QMplus Migration Project

- 2018.55 JB provided an update on the QMplus Migration Project:
- i. When Moodle was first introduced, the infrastructure was not in place to host it in-house. Moodle is currently hosted by ULCC and costs £200k annually. The infrastructure is now more resilient and Moodle will be placed in QMUL’s data centre.

- ii. Expertise for hosting will be available in-house and will prove much more cost effective.
 - iii. Debugging and installations will be more efficient as full control and access to configuration will be available.
 - iv. The same provision and service will be available once the project is complete.
 - v. The project has been pushed back from July 2019 and December 2019 is the current proposed date. The change is due to delays in approving the project. It is likely there will be a half day to a day downtime for the switchover.
- 2018.56 Concerns were raised that the migration will take place during December which will affect students submitting assignments and preparing for examinations in January.
- i. The E-Learning Unit will be in contact with user groups and school representatives to ensure a date is found that is suitable for everyone.
 - ii. A task and finish group will be set-up to manage the project.

To RECEIVE an oral update on the progress of Going for Gold and E-Portfolios

- 2018.57 BL and Rumi Begum from the ELU are part of the Going for Gold Operations Group.
- 2018.58 82 extra-curricular activities and awards have been proposed across the university, of which 27 extra-curricular activities and 27 prizes have already been approved, and will be available on the Higher Education Achievement Report (HEAR) shortly.
- 2018.59 £10k has been approved from the Vice Principal (Education)'s budget for a pilot of LinkedIn Learning.
- i. LinkedIn Learning is a suite of 14,000 courses, predominately delivered as microteaching, with up to 5 minute videos. Students are able to complete a learning path or individual courses which can be attributed to their HEAR.
 - ii. 200 licences are available and 8 projects have started: 4 staff-facing and 4 student-facing (6 months each).
- 2018.60 It was SUGGESTED that a discussion needs to take place to decide on the next steps to inform students on how to access their HEAR information.

ACTION: EdM/BL to meet and discuss HEAR plans for informing students

Part 4: Any Other Business

- 2018.61 Thanks were given to the members of the Steering Group for their input and approval of the latest Q-Review Policy, v.4.2. The policy was seen at EQSB during February where some further amendments were requested.
- i. The policy will now state at its outset that lectures in all Q-Review enabled rooms will be captured.
 - ii. An opt-out can still be requested but reasons for opting-out will need to be seen by the relevant faculty Dean for Education.
 - iii. All references to “Q-Review Schools” will be removed and instead the policy will state that QMUL is a Q-Review Institution.
- 2018.62 It was NOTED that an academic could have their lectures recorded but not release the recording in QMplus, thereby circumventing the formal opt-out procedure.
- i. It is hopeful that the Q-Review link will be non-editable so that they cannot be deleted in QMplus.
 - ii. It was NOTED that it is not possible to stop academics from deleting the Q-Review link from QMplus.
- 2018.63 The new policy updates will assist QMplus administrators with rollover.
- 2018.64 Discussions will need to be had with the SMD due to issues with patient confidentiality and the differences in their lecture recording policy.

Summary of Actions:

Action	Who	Action	Status
20-01	RS	To produce a first report for the Steering Group for the next meeting in February 2019	Complete
20-02	SR	To update the reporting lines on the Terms of Reference to include Students' Union	Complete
20-04	MS	To circulate information on accessing a Mentimeter pilot license to faculty user groups and Student Union representatives	Complete
20-05	CP	To forward MS details of the issues with downloading video files for assignments to take forward	Complete
20-07	MS	Steering group members to share the top priorities of the schools with the ELU	Complete

20-03	JB	To ensure the official Talis plugin works and to report back to the Steering Group in February 2019	Carry forward – to update further
20-06	RC	RC to forward an overview of how to address Helpdesk tickets to the group	Carry forward
21-01	SR	To update future agendas to include an update from the Student Union	New
21-02	SE/Alysa Bramble	To discuss a workaround for E-Learning Helpdesk tickets	New
21-03	SE	To look into the DEAP concerns raised by HSS	New
21-04	SE	To keep JB updated on the Turnitin similarity report issue	New
21-05	SE	To provide and update on the Turnitin issue to this group	New
21-06	SR/SE/MB	To co-ordinate the next round of meeting dates	New
21-07	SE/AJ	To discuss IT representation on PS user group	New
21-08	SE	To determine whether any Mentimeter licences are available	New
21-09	SE	To discuss the lack of FRM issue with AJ	New
21-10	SE	To take forward the issue around academics not engaging with new technology	New
21-11	SR	To add engaging academics with new technology to the agenda for a future Steering Group meeting	New
21-12	EdM/BL	To meet and discuss HEAR plans for informing students	New

Next Meeting: 9th May 2019

Shelley Reeder
February 2019