



## **E-Learning Steering Group**

***DRAFT Minutes of the Twenty-second meeting held on 9<sup>th</sup> May 2019 at 10:30, Scape, 0.11***

Present: Heidrun Bien (HB), Martin Beeson (MB) Jason Bunning (JB), Stella Ekebuisi (Chair), Jon Hays (JH), Agnieszka Jankowska (AJ), Brett Lucas (BL), Elena di Mascio (EdM), Christina Perry (CP)

Shelley Reeder (SR) (Secretary)

In Attendance: Leigh Rooney (LR)

Apologies: Redwan Shahid (RS)

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

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

2018.65 BR was thanked for his role as the ELU representative at the group. BR will be leaving QMUL at the beginning of June for Birkbeck.

#### **To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG\_2201)**

2018.66 The minute 2019.37 has been AMENDED. The title of the new S&E Learning Technology Operations Group had been incorrectly noted as the "S&E Learning and Technology Operations Group".

2018.67 The minutes of the previous meeting were CONFIRMED.

It was NOTED that:

2018.68 The official Talis plugin can now be used to embed reading lists, however, there is still work outstanding on the hierarchical structure. A new project within the Library is about to start to address this issue. Once the official plugin is fully working, the migration of lists will take place and the new list view will be turned on. It is hoped that the plugin will be in place by September 2019 [action 20-03].

2018.69 It was NOTED that there is a current resource shortage on the ITS Helpdesk; two contractors have been brought in to remove the backlog of tickets in triage. It was NOTED that a meeting with the Helpdesk is required imminently.

It was SUGGESTED that:

- i. The ITS Helpdesk could also use the Estates Helpdesk pre-populated options which allows users to select the destination of the ticket, if known.
- ii. It would be useful for QMplus to have a chat box or a link to FAQs for users to receive quick answers to IT queries [action 21-02].

2018.70 Capital Projects have approved implementation of a service management tool for both Estates and ITS Helpdesk. The project will hire a Business Analyst specific to Estates and Facilities to undertake market research. It is hopeful a technology will be found that underpins the activities of both Estates and ITS [action 21-02].

2018.71 The ITS Helpdesk service catalogue will be revamped as part of the ITS service management tool project. The revamp will look at creating 200 items broken down into six areas, to replace the current 1,000 items users are able to choose from.

- i. It was NOTED that the results of user consultation of the service desk are now available [action 21-02].

**ACTION:** AJ to circulate the data from the user consultation of the service desk

- ii. It was SUGGESTED that students should be included in the consultation for the new Helpdesk project [action 21-02].

**ACTION:** AJ to involve students in the Helpdesk project

2018.72 An ITS pilot is currently taking place using a chat box, where users are able to chat live to a member of the Helpdesk. The next step will be looking at automating the processes [action 21-02].

2018.73 ITS are also currently running a one month pilot in the Library, where two members of staff are seated on the ground floor at a 'techbar'. Following the pilot, a business case will be made for its permanent position. It was NOTED that this has been a requirement for several years, however, there has not been the adequate financial recognition [action 21-02].

2018.74 A small number of digital exam pilots are currently taking place. During the next IT Strategy Board, confirmation will be given on the status of an extension to the pilot phase until January 2020, enabling the project to cover the full exam process. Following the hopeful success of the

extension, a call will be made for more volunteers for pilots in the January 2020 exam period [action 21-03].

2018.75 Recent Turnitin problems have been resolved with the installation of a new version of the Turnitin plugin in March 2019 [action 21-05].

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## Part 2: Faculty Updates

### To RECEIVE updates from E-Learning User Groups and the Students' Union (ESG\_2202A)

2018.76 Update from QMSU:

2018.77 The paper "QMSU Update – May 2019" was RECEIVED (ESG\_2202A)

- i. It was NOTED as useful to see the range of work taking place in the report for group.
  - a. Should there be anything specifically related to E-Learning, it is urged that this is included.
- ii. Over the summer, the course reps system is looking to be redeveloped.
- iii. Following a recent update of course rep buttons on QMplus, the Students' Union would like to enable easy access to course rep details through QMplus with visible pictures.
  - a. A discussion on whether this information could be available in the module info block is currently taking place between RS and BL. This work would be a custom development.
    - i. It was NOTED that course rep details can be pulled from their QMplus profile.
    - ii. It was NOTED that E-Learning reps could be contacted once course reps are confirmed in October and help to populate the course rep details in the module info block.

2018.78 Update from HSS:

- i. It was NOTED that most HSS schools have had no further issues with Turnitin, though some schools are continuing to have some problems with submitting assignments manually.
  - a. It was NOTED that E-Learning have received no further tickets or issues following the Turnitin update.

**ACTION:** SE to seek an update on the HSS manual Turnitin assignment issues

- ii. It was NOTED that the recent QMplus outages caused problems for every school.
- iii. The School of English and Drama finds the ability to see the grades history within the marking report as useful. It was QUESTIONED whether there could be another way to access the history of a specific grade. S&E expressed their interest in seeing this, too.
  - a. The marking report will be unsupported following the next Moodle upgrade.

2018.79 Update from SMD:

- i. It was NOTED that SMD are generally happy with the dates for the upcoming summer upgrade.
  - a. It was NOTED that the date for next year's summer upgrade are currently being discussed. It was SUGGESTED that the dates for the upgrade could be announced at the beginning of the year to assist schools with setting in-class tests.
  - b. The Institute of Health Sciences Education requested the date for the upgrade to be moved from 9<sup>th</sup> July to 16<sup>th</sup>, but this was not possible. The ELU are looking at ways the students can access the material required during that period.
- ii. SMD have been running some 'E-Learning hour' events, which have been successful. It is hopeful that more interest will be received and attendance will increase.
- iii. Gill Ritchie, E-Learning Unit, has been present at Charterhouse Square twice, as part of the working with schools pilot. It was NOTED as successful and worth continuing.
  - a. An update on the working with schools pilot will be updated on at the next Steering Group meeting in July.
 

**ACTION:** SE to provide an update on the working with schools pilot
- iv. SMD expressed their concerns with how to approach the new accessibility legislation.
  - a. Information on the accessibility legislation can be found in the ELU Report – May 2019.
  - b. The upcoming E-Learning summer event will also focus on accessibility.

- 2019.66 Update from S&E:
- i. An initial Learning Technology Operations Group meeting took place, where the group ironed out its direction.
    - a. The main area the meeting focussed on was engagement in using technology. It was NOTED that engaged academics need to expose interesting ideas to others academics who are not engaged.
  - ii. It was QUESTIONED how the new S&E user group can feed into the planning processes around E-Learning and central developments.
    - a. The E-Learning Steering takes place to ensure there is institutional support for the ELU's activities. If there is a sense of requirements across faculties, the ELU is better able to make a case for funding or resources.
      - i It is useful for the faculty user groups to refine any issues before they are seen at the steering group.
    - b. The E-Learning Unit have a planning away day during the summer, which focusses on the year ahead. The plan is circulated at the steering group shortly after for comments.
    - c. Should any minor things need to be brought to the steering group's attention, this should be done so before the summer meeting.
  - iii. A discussion took place on rollover, archives and availability.
    - a. It was NOTED that some courses were rolled over incorrectly.
      - i It was SUGGESTED that rollover could take place after the summer, in September.
      - ii It was NOTED that a discussion should take place regarding how best to rollover.
    - b. As part of the QMplus Migration, the current processes will be reviewed and rollover, archiving and upgrade can be included in the review.
      - i It was NOTED that rollover should be added as an agenda item to all user group meetings. Any collated issues can be raised and discussed at the next steering group.
      - ii It was NOTED that some schools are now 'resetting', rather than rolling over.

**ACTION:** SE to add Rollover and Archive Review to the QMplus Migration Project scope

**ACTION:** User group Chairs to add rollover to their next user group agendas

**ACTION:** User groups to feedback outcomes of their rollover discussion at the July meeting

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### Part 3: E-Learning Updates

#### To RECEIVE an update from the E-Learning Unit (ESG\_2203)

2019.67 The paper “E-Learning Unit Report May 2019” was RECEIVED (ESG\_2203).

2019.68 The Q-Review Policy is yet to be approved, following further changes requested when it was seen at EQSB.

i. Thanks were given to CP for contributing to the Q-Review Policy edits.

2019.69 QMplus Hub will be upgraded in January 2020, after the summer upgrade of QMplus.

2019.70 The final year of teaching a dedicated e-learning module to PGCAP participants is coming to an end.

2019.71 The group expressed their delight that the scheduled QMplus Migration will take place in July 2020.

i. Concerns were raised regarding the QMplus upgrade taking place in April 2020, before the QMplus Migration in the following July. There could be issues with the upgrade in April due to semesterised exams.

**ACTION:** SE to look into the QMplus 2020 upgrade dates and feedback

ii. It was SUGGESTED that the date of the QMplus upgrade and the QMplus Migration are possibly the wrong way round.

a. It was NOTED that the QMplus Migration would be better to take place before the upgrade. Once the migration is complete, the upgrade would then take place on QM’s servers, instead of ULCC.

**ACTION:** SE to feedback to the project team regarding dates of the QMplus Migration and upgrade

2019.72 The ELU are currently investigating the requirements on QMUL to meet new digital accessibility legislation within QMplus course areas:

- i. There has been no formal advice given on what should be done.
- ii. The ELU have joined mailing lists and have attended webinars to gain more knowledge.
- iii. Any new content created from September 2019 must be accessible.
- iv. Addressing archived content will be reviewed.
- v. The ELU will be better informed by July 2019 and will issue guidance to faculties and request resource to meet the new requirements.
- vi. It was NOTED that Disability and Dyslexia Service has purchased SensusAccess, a service where students are able to upload teaching materials to be converted into alternate formats which are more accessible.

**To DISCUSS the progress of Baseline Standards (ESG\_2204)**

- 2019.73 The paper “Baseline Standards – Schools Audit and Review” was RECEIVED.
- 2019.74 The baseline was created to establish a minimum standard for QMplus areas which could be agreed on at faculty level.
- 2019.75 The original Baseline Standards were developed over a year ago and have been seen at user group meetings, learning technologist meetings, and steering group meetings.
- 2019.76 A pilot audit will take place, where a sample of QMplus courses from a small number of schools will be assessed in different areas to determine whether the baseline is met, not met, or partially met. The pilot will take place in the next two months.
- 2019.77 Following the pilot, exemplars of good practice will be identified and publicised.
- 2019.78 The schools involved in the pilot are: SEMS, Psychiatry, SLLF, and SBCS.
  - i. SEMS and SBCS are the two schools which are starting from the beginning at the next rollover. The ELU are working with the schools to create a new template for QMplus, which will cover as much of the baseline as possible.
- 2019.79 It was NOTED that there are concerns about the resource needed to carry out the Baseline work effectively.
- 2019.80 It was NOTED that SPA carry out their own audits on QMplus, at a lower standard, and 100% compliance is always achieved. It was SUGGESTED that the audit should contain multiple levels where the focus is on self-assessment and encouraging good practice.

- 2019.81 It was SUGGESTED that students should take part in the baseline standards pilot audit.
- i. It was NOTED that students would need to be paid for work they undertake.
- 2019.82 It was NOTED that teaching awards data is submitted to LR and she will be looking to identify good practice from the information submitted by students on subjects such as assessment and feedback and learning resources, etc.
- i. The data can be circulated to the steering group once it is ready. It was SUGGESTED that this data could be fed into the baseline standards checklist.

### **To RECEIVE an update on the Digital Exams and Assessment Project (DEAP)**

- 2019.83 The DEAP pilot is expected to shortly receive approval to extend to February 2020 to enable more pilot exams to take place.
- 2019.84 It was NOTED that there could be some issues with semesterised exams DEAP pilots taking place in Semester A 2020.
- 2019.85 Students have been given bespoke and standard practice tests for the pilot online exams.
- 2019.86 There is a paper based exam back-up for every pilot taking place.
- 2019.87 A copy of the project risk register is available should anyone wish to view it.
- 2019.88 At this stage, the availability of digital exams is not publicised to students – only those students involved in the pilots are aware. Communications have gone through the module organisers to the students.

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### **Summary of Actions:**

<b>Action</b>	<b>Who</b>	<b>Action</b>	<b>Status</b>
20-03	JB	To ensure the official Talis plugin works and to report back to the Steering Group in February 2019	Complete
20-06	RC	RC to forward an overview of how to address Helpdesk tickets to the group	Complete
21-01	SR	To update future agendas to include an update from the Student Union	Complete

21-03	SE	To look into the DEAP concerns raised by HSS	Complete
21-04	SE	To keep JB updated on the Turnitin similarity report issue	Complete
21-05	SE	To provide and update on the Turnitin issue to this group	Complete
21-06	SR/SE/MB	To co-ordinate the next round of meeting dates	Complete
21-08	SE	To determine whether any Mentimeter licences are available	Complete
21-09	SE	To discuss the lack of FRM issue with AJ	Cancelled – duplicate of 21-07
21-11	SR	To add engaging academics with new technology to the agenda for a future Steering Group meeting	Cancelled – duplicate of 21-10
21-02	SE/Alysa Bramble	To discuss a workaround for E-Learning Helpdesk tickets	Carry forward
21-07	SE/AJ	To discuss IT representation on PS user group	Carry forward
21-10	SE	To take forward the issue around academics not engaging with new technology	Carry forward – to be added to a future agenda
21-12	EdM/BL	To meet and discuss HEAR plans for informing students	Carry forward
22-01	AJ	To circulate the data from the user consultation of the service desk	New
22-02	AJ	To involve students in the Helpdesk project	New
22-03	SE	To seek an update on the HSS manual Turnitin assignment issues	New
22-04	SE	To provide an update on the working with schools pilot	New
22-05	SE	To add Rollover and Archive Review to the QMplus Migration Project scope	New
22-06	User group Chairs	To add rollover to their next user group agendas	New
22-07	User group Chairs	To feedback outcomes of their rollover discussion at the July meeting	New
22-08	SE	To look into the QMplus 2020 upgrade dates and feedback	New
22-09	SE	To feedback to the project team regarding dates of the QMplus Migration and upgrade	New

Next Meeting: 18<sup>th</sup> July 2019

Shelley Reeder  
May 2019