



E-Learning Steering Group

DRAFT Minutes of the Twenty-seventh meeting held on 12th November 2020 at 11:00, Teams meeting

Present: Heidrun Bien (HB), Alysa Bramble (AB), Evan Dickerson (ED) (Chair), Elizabeth Gillow (EG), Jon Hays (JH), Agnieszka Jankowska (AJ), Aphrodite Liddington (AL), Kate Price (KP), Gideon Shimshon (GS), Chris Sparks (CS), Cameron Nicholas Reece Storey (CNRS), Janet De Wilde (JDW), Richard Young (RY)

Shelley Reeder (SR) (Secretary)

In Attendance: Leigh Rooney (LR)

Part 1: Preliminary Items

To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG_2701)

2020.01 The minutes of the previous meeting were CONFIRMED.

It was NOTED that:

2020.02 The Q-Review camera tracking pilot is currently unable to be progressed any further whilst remote working is in place. A further update will be provided once available [action 25-02].

2020.03 A conversation will take place with Stefan Krummaker (Deputy Vice-Principal Education), to ensure Baseline Standards will be included in the programme approval process. This had previously been discussed with Jo Brown (Stefan's predecessor) [action 27-01].

ACTION: ED to discuss including baseline standards within the programme approval with Stefan Krummaker

To REVIEW the Group's Membership and Terms of Reference (ESG_2702)

2020.04 The paper "E-Learning Steering Group Terms of Reference 2020-2021" was RECEIVED (ESG_2702).

2020.05 The Membership was reviewed:

- i. The group confirmed that the Director of QM Academy should be added to the membership.
- ii. The group confirmed that the Associate Principal of Online Learning should be added to the membership.
- iii. Following a recent Democracy Review, there are now 3 Student Union Faculty Vice Presidents. It was agreed that Vice President Science and Engineering and Vice President Humanities and Social Sciences should be added to the membership.
- iv. It was agreed that the current membership listed as 'Faculty Relationship Manager responsible for E-Learning Services, ITS', should be changed to: 'Students Experience Relationship Manager.

ACTION: SR to make agreed changes to the Membership

- v. It was agreed that the 'Head of Engagement, Retention and Success' membership should be removed, as this department/role no longer exists.

2020.06 The Terms of Reference were reviewed:

- i. It was SUGGESTED that a new listing is added to include working with colleagues and linking to the Education Enabling Plan within Strategy 2030.
- ii. It was SUGGESTED that a new entry is added to provide a channel/forum of communication back from schools and institutes.

ACTION: ED to review two suggestions for the Terms of Reference
2020/21

2020.07 The Reporting Lines were reviewed:

- i. No changes were made to the reporting lines.
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Part 2: Faculty Updates

To RECEIVE updates from E-Learning User Groups

2020.08 Update from PS (library services):

- i. The Professional Services role is currently being recruited to, since Martin Beeson's departure.
- ii. Professional Services expressed their gratitude to the ELU and ITS for their support during the year, providing stable platforms and for a smooth transition to online learning.
- iii. Library staff are extremely pleased that a Mentimeter site-wide license is available.
- iv. It was questioned whether there is a way to build feedback forms into Blackboard Collaborate sessions on QMplus. Currently, a survey link is being provided via the chat function, which has seen a drop in responses; a 20% response rate is currently being received, compared to 80% previously.
 - a. It was NOTED that ED will pick this up outside of this meeting
- v. An incident occurred recently on Mentimeter, which saw a student enter a racist term into the word cloud (a phonetic spelling was used to circumvent the profanity filter). Due to no identifiable logins, the student is unable to be identified. It was NOTED as useful to be able to identify logins, and whether this could be raised with Mentimeter.
 - a. It was NOTED that ED will pick this up outside of this meeting

2020.09 Update from HSS:

- i. The group has not formally met since the start of the Covid-19 pandemic.
- ii. A number of informal conversations have taken place within different schools, though there are currently no pressing issues.
- iii. The user group aims to have an increased team presence where more information can be shared. It is hoped that the group would run in a similar to the Learning Technologist Group (LTG).
 - a. It was NOTED that HSS felt the LTG has become more useful since the Covid-19 pandemic.

2020.10 Update from S&E:

- ii. Due to the different remits of the Learning Technology Operations Group in S&E, it was been proposed and agreed that:

- a. The group will be separated into a user group which will report to the E-Learning Steering Group, and a new group, Learning Environment Operations Group, which will focus on the Queen Mary Strategy 2030.
 - i. The Learning Environments Operations Group met recently to discuss the terms of reference. It was NOTED that there may be some overlap which will feed into the Steering Group.
 - ii. The user group has not yet met. The terms of reference will be revisited in the near future.

2020.11 Update from SMD:

- i. The SMD user group had their first meeting of 2020/21 in October.
- ii. The main feedback from the user group focused on tools for teaching. It was NOTED that academics would like to have access to one tool which provides everything required. IT was NOTED that some staff find it stressful learning multiple tools whilst conveying the most suitable tools to their students.

To RECEIVE an oral update from the Students' Union

2020.12 Update from QMSU:

2020.13 The paper "SU Update November 2020" was RECEIVED following the meeting (ESG_2705).

- i. Update from Barts and the London:
 - a. There have been some concerns, including: accessibility of online content; lack of face to face teaching; risks for students that are coming onto campus for face to face teaching; and suitability of adjustments for assessments.
 - i. Students are concerned about travelling to campus for compulsory face to face teaching in SMD.
 - ii. It was NOTED that students feel that there is an imbalance of face to face teaching, according to which school they belong to.
 - a. It was NOTED as useful to see the up-take of sessions which are being offered on campus.
 - b. CNRS has suggested that future sessions taking place on campus are grouped together.

- c. Feedback from S&E's recent Student-Staff Liaison Committee (SSLC) within Physics and Astronomy, shows that students coming onto campus for short periods of time is not appealing. It was NOTED that a variable take-up was seen, and by reading week, an average of 2 / 25 students were attending. Published timetables are now being revised to ensure students attend more face to face activities on the same day.
 - d. It was NOTED as useful to know which technologies are available that can assist with providing a better on-campus experience.
 - b. Teaching surveys are currently taking place within S&E and HSS – results will be shared once obtained and analysed.
 - i. A survey has already taken place in SMD and Mat Robathan, Vice President, would be happy to share the results.
 - ii. It was NOTED that poll surveys from QMSU and Student Faculty Engagement Managers were launched during week 5 – results should be forwarded to QMSU shortly.
 - a. It was NOTED as useful to see the responses to all polls and surveys, to ensure a response can be constructed and any improvements can be made.
 - b. The Student Union would like to see more teaching staff trained in the use of IT.
 - c. A survey is currently being designed with SMD staff for all students within the faculty for feedback on teaching and offerings provided.
- ii. Update from Science and Engineering:
 - a. Issues with poor quality lecture recordings in EECS has now been resolved. It was NOTED that the issue did not affect assignment grades.
 - b. Due to an ineffective algorithm used to peer review essays, student's engagement scores were initially affected (penalised by 20%). It was NOTED that the issue did not affect assignment grades and has now been resolved
 - c. A university wide campaign regarding online etiquette is currently being organised by AL, AJ, and Melanie Dupin (Student Life Manager).

- iii. Update from Humanities and Social Sciences:
 - a. It was NOTED that e-learning resources are required for schools to set-up QMplus pages for course representatives – the pages would increase visibility of schools reps and increase resources available to fulfil their roles.
 - b. It was NOTED that all schools would benefit from a Microsoft Teams Channel for course representatives, per programme, per year.
 - c. It was NOTED as unclear how blended learning has worked and will continue to work.
 - d. Students learning and coursework has been impacted, due to time differences of students in different countries.
 - iv. It was CONFIRMED that the Students' Union will provide a paper update for future meetings.
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Part 3: E-Learning Updates

To RECEIVE an update from the E-Learning Unit (ESG_2703)

- 2020.14 The paper "E-Learning Unit Update November 2020" was RECEIVED (ESG_2703).
- 2020.15 Storage capacity on several key platforms has been reached.
 - i. The Blackboard Collaborate license is based on minutes used – the current allowance is 10 million minutes annually, however, this is currently being reached within a month.
- 2020.16 It has been agreed that Kaltura will be the default storage location for audio/visual recordings.
 - ii. Negotiations will take place with Kaltura shortly for the cost of extra storage.
 - iii. An integration between Kaltura and Zoom will shortly be announced by ITS. Staff using Zoom will be able to store any recordings in Kaltura, which will be available in QMplus.
- 2020.17 Stella Ekebuisi (SE) will be returning from maternity leave in November 2020. ED and SE will overlap until the end of ED's contract in January 2021.

To RECEIVE an oral update on the Online Exams Project (OEP)

- 2020.18 The DEAP project using WiseFlow was closed recently.
- 2020.19 Following discussions in Education 3.1., the assessment workstream has started work on Online Exams Project (OEP), DEAP's successor project.
- 2020.20 A business case for OEP is currently being written, which is looking at alternative platforms. Requirements have been refined based on knowledge gained from DEAP.
- i. The OEP business case will be presented at ITSB.

ACTION: SR to add Online Exams Project update to the February meeting

To DISCUSS the E-Learning Unit Priorities for 2020/21 (ESG_2704)

- 2020.21 The paper "E-Learning Unit Priorities for 2020/21" was RECEIVED (ESG_2704).
- 2020.22 It was NOTED that the priorities are not in a particular order. The priorities will be revised and prioritised according to their importance once SE returns from maternity leave.
- i. The updated priorities will be circulated to the group before the next meeting takes place.

ACTION: ED to forward an updated and prioritised ELU priorities list before the February meeting

- 2020.23 Funding was unfortunately not secured for Blackboard Ally. The accessibility priority will remain on priority list, and will be pushed forward when possible.
- 2020.24 It was QUESTIONED whether there is scope to complete the list of priorities given a lack of resources. It was SUGGESTED that an action plan is created which would link to the priorities, allowing steering group members to provide feedback on ELU's priorities.
- i. It was NOTED that a priority action plan will be worked on with Stella Ekebuisi.

ACTION: ED to forward the ELU priorities action plan before the February meeting

- 2020.25 It was SUGGESTED that a main priority for the institution is keeping the QMplus platform stable and usable.
- i. It was NOTED that the priority 'working relationship with ITS' will be looking at E-Learning platforms and service with vendors, to ensure that they remain stable.

2020.26 It was SUGGESTED that a priority should be added to include the ongoing professional developments for students and staff for online platforms.

ACTION: ED to make changes to the priority list based on feedback received

To DISCUSS the E-Learning User Groups

2020.27 The group agreed that retaining the user groups is essential, with the possibility of changing their current format. It was SUGGESTED the new format should see an increase in academic participation, and should focus on pedagogic aspects alongside technology.

- i. It was SUGGESTED that focusing on technology rather than current objectives is a risk, as user groups require broad participation and engagement.
- ii. The Queen Mary Academy are running 'show and share cafes', which will assist discussions with user groups.

Part 4: Any other Business

2020.28 The Queen Mary Academy (QMA) have a Queen Mary fellow working within the team on a 0.2 contract. Steven Buckingham is dedicated for online and blended learning and is assisting with support and guidance on the QMA website. Steven recently constructed a module in SBCS, 'how to create blended modules', which is currently undergoing revisions to ensure it's suitable for all disciplines.

2020.29 QMA is investing £100,000 under the Westfield Fund, to support the community to develop in online innovation.

2020.30 JdW is currently working with RY, ED and AJ to scope QMA's pedagogy related online training.

2020.31 Thanks were given for ED's support and dedication throughout the year, and for his role as chair of the Steering Group.

2020.32 Stella Ekebuisi will be chairing Steering Group meetings from February 2021.

Summary of Actions:

Action	Who	Action	Status
24-08	CS	To take the QMplus access issue forward with Alys Bramble/Rose Heaney (E-Learning Unit) and ITS Update: issue to be taken forward outside of the group	Cancelled
25-02	ED	To update the group on the movement of the Q-Review camera tracking pilot	Carry Forward
26-01	ED	To invite Gideon Shimshon (Director of QM Online) to the E-Learning Steering Group	Complete
26-02	ED	To discuss including baseline standards within the programme approval with Jo Brown	Complete/ action changed: 27-01
26-03	ED	To provide an update on online exams platform and mitigated risks	Complete
26-04	ED	To circulate an updated version of the E-Learning Support Review Recommendations paper, to include page 6	Complete
24-05	SE ED	To confirm the new process for budget requests	Carry Forward
27-01	ED	To discuss including baseline standards within the programme approval with Stefan Krummaker	New
27-02	SR	To make agreed changes to the Membership	New
27-03	ED	To review two suggestions for the Terms of Reference 2020/21	New
27-04	SR	To add Online Exams Project update to the February meeting	New
27-05	ED	To forward an updated and prioritised ELU priorities list	New
27-06	ED	To forward the ELU priorities action plan	New
27-07	ED	To make changes to the priority list based on feedback received	New

Next Meeting: 11th February 2020

Shelley Reeder
November 2020