Queen Mary
University of London

E-Learning Steering Group

DRAFT Minutes of the Eighth meeting held on 16th July 2015 at 11:00

Francis Bancroft 2.41

Present: Stella Ekebuisi (SE) (Chair), Mark Roberts (MR), Tony Higgins (TH), Pat Simons (PS), Henrik Brogger (HB), Shelley Reeder (SR) (Secretary)

Apologies: Carolina Mantzalos (CM), Alastair Owens (AO), Julia Shelton (JS), Brett Lucas (BL)

Part 1: Preliminary Items

To CONFIRM the minutes and DISCUSS matters arising from the previous meeting

> 2014.52   The minutes of the previous meeting were CONFIRMED.

> 2014.53   It was NOTED that:

> i.   Where the Q-Review 'Stop Recording' button is not working, it should be reported directly to IT Services.

> ii.   Will Atkins, VP Barts and the London Elect, should appoint a deputy if he is unable to commit to the meetings.

> iii.   The proposed module evaluation question was approved at the Student Experience Advisory Board. Jane Pallant (Deputy Academic Registrar) confirmed the question as: "The use of QMplus has made an appropriate contribution to this module" ('appropriate' replaced 'effective' in the original proposal).

> 2014.54   The impact of Q-Review on attendance was discussed.

> i.   It was SUGGESTED that we think more creatively about how to use Q-Review as users are not engaging as well as we would like.

> ii.   It was SUGGESTED that we investigate the difference from students' perspective between watching a recorded lecture and the experience in the lecture theatre.

iii.   It was NOTED that attending lectures rather than relying on Q-Review is extremely beneficial due to lecture discussions and interaction.

> **ACTION:** SE to discuss with incoming Student Union VP Education

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Part 2: Faculty Updates

To RECEIVE updates from E-Learning User Groups (ESG_0802A, ESG_0802B)

2014.55   Update from SMD (ESG_0802A)

i.   The SMD's e-learning showcase event was positive and they may increase the use of Q-Review to record speakers next time.

ii.   Following the QMplus upgrade, most SMD courses will be read-only to SMD staff.

iii.   User group members raised concerns with consent forms for use with QMplus Media:

a. Having two consent forms is problematic and the SMD would prefer a single form for the entire college.

b. More clarity is needed around where the forms are stored and the communication systems for this.

> **ACTION:** SE to investigate and update at next meeting.

iv.   SMD user group would like more input into the ELU's priorities in order to feel more invested in new developments.

v.   There are concerns around the restrictions of the IT managed desktop system and the negative impact on e-learning.

> **ACTION**: HB to feedback this Group's comments to the working group about the fully managed desktop rollout.

vi.   SMD requested an Articulate user group with a discussion forum.

a. SE NOTED that this request has been discussed within the ELU. Due to resource constraints, the proposal is to partition the e-learning practitioners group to include separate forums to which people can subscribe and unsubscribe.

> **ACTION**: SE to feedback to Gill Ritchie about the e-learning practitioners' forum suggestion

2014.56   Update from PS (ESG_0802B)

> Box of Broadcast is now available and discussions are being held around how it will be promoted.

2014.57   Update from HSS (ESG_0802C)

i.   There was no user group representative at the meeting. The paper HSS E-Learning User Group – 18th May 2015 was RECEIVED.

2014.58   Update from S&E (ESG_0802D)

i.   There was no user group representative at the meeting. The paper E-Learning User Group Meeting – 26th May 2015 was RECEIVED.

Part 3: E-Learning Unit

To RECEIVE an update on dealing with major incidents (ESG_0803)

2014.59   The paper ITS Major Incident Management was RECEIVED.

i.   An ITS major incident is defined as: An incident with a critical IT service having an acute impact and/or urgency on business activity.

ii.   It was SUGGESTED that during major incidents an e-mail should be sent if it is affecting a large amount of users.

iii.   It was NOTED that communication should be sent immediately if there is a major incident.

iv.   ITS now has the ability to send all-staff e-mails which will enable faster communication of issues to staff, including out of hours.

v.   Templates are currently being discussed for certain incidents to speed up communications.

vi.   It was SUGGESTED that there should be 2 weeks' notice of planned outages (IT status page and e-mail).

> ACTION: HB to feed suggestions back to IT Services.

To RECEIVE an update on QMPer (ESG_0804)

2014.60   It was NOTED that:

i.   SE and TH have been in contact with QMPer and an official request for a refund was made in May. The refund is currently being processed.

ii.   There is an ongoing discussion between MR and Nimesh Patel from the SMD and Charles Loving from IT around a solution to replace QMPer and the loss of IT labs for SMD exams.

To RECEIVE the annual e-learning report (2014/2015) (ESG_0805)

2014.61   The paper E-Learning Unit Report 2014/2015 was RECEIVED

2014.62   SE requested feedback on the paper, regarding the format, content and usefulness.

ACTION: ALL to share annual e-learning report paper with user groups and to feedback on whether the report is useful

i.   It was NOTED that the growth of QMplus is satisfying and it is becoming more robust.

ii.   The ELU will have a meeting to refine plans for the next year. Feedback is requested from user groups.

ACTION: SE to share ELU priorities plan for 2015/2016 to user groups and to feedback suggestions

2014.63   No PAR funding was allocated for technology projects in 2015/2016

2014.64   The recording booths project is over budget and over time due to governance issues. A temporary booth has now been set up in Whitechapel

2014.65   MR NOTED that SMD are grateful to the ELU for all involvement and support given throughout the year.

2014.66 Part 4: Any Other Business

2014.67   TH updated the Group on the status of QMplus in China

i.   Nanchang University have now upgraded their network connectivity and have dedicated a significant amount of bandwidth to QMUL.

ii.   A tender has been issued to improve the Wi-Fi in the Nanchang Halls of Residence. All work is being carried out by Nanchang University.

iii.   UK network provider JANET is liaising with ISP providers in China to improve connectivity between China and UK for all UK HEIs. A pilot will start in October.

Summary of Actions:

Action	Who	Action	Status
04-07	SE	Forward the issue of the 'Stop Recording' button on the podium not working to the Q-Review Service Review Group	Complete
05-02	SE	Locate the college regulations regarding the misuse of recorded lectures	Compete
05-03	CM	Liaise with SR to decide if he is to attend Steering Group meetings	Complete – SRowles will not attend SG
05-04	SE	Write an annual E-Learning report for the Steering group	Complete
05-06	CM	Explore options to find out the ways students use Q-Review and whether there is an impact on attendance due to Q-Review	Complete
07-01	SE	To arrange a meeting with the incoming VP (SETL) to discuss prioritising assessment and feedback	Complete – meeting taking place on 10th September
07-02	SE	To feedback on which rooms will be Q-Review enabled	Complete
07-03	SE	To contact QMPer and cancel contract	Complete
07-04	MR	To talk to head of assessment to see if they can get their questions removed	Complete
07-05	SE	To bring update on QMPer next time	Complete
07-06	SE	To take the proposed wording to the Student Experience Advisory Board	Complete
07-07	JS	To suggest the new module evaluation question at the DTPG board	Complete
07-08	HB	To update on the current procedure for communicating major incidents	Complete
07-09	SReeder	To add 'dealing with major incidents' to the agenda for the July meeting	Complete

08-01	SE	To write up regulations on misuse of Q-Review Recordings for Simon Hayter to add to the code of practice	NEW
08-02	SR	To add 'Q-Review Policy' to first Steering Group meeting of 15/16	NEW
08-03	SE	To liaise with CM to feed comments about Q-Review	Cancelled – Action: 08-06
08-04	SR	To add 'Q-Review attendance update' to draft agenda	NEW
08-05	SE	To update on the new proposed wording of the module evaluation question	NEW
08-06	SE	To discuss the impact of Q-Review on attendance with the incoming Student Union VP Education	NEW
08-07	SE	To investigate the concerns around 2 consent forms and to update at the next meeting	NEW
08-08	HB	HB to feedback this Group's comments to the working group about the fully managed desktop rollout	NEW
08-09	SE	To feedback to Gill Ritchie about the e-learning practitioners' forum suggestion	NEW
08-10	HB	To feedback suggestions on dealing with major incidents to IT services	NEW
08-11	ALL	To share annual E-Learning Report with user groups and to feedback on whether the report is useful	NEW
08-12	SE	To share ELU priorities plan for 2015/2016 to user groups and to feedback suggestions	NEW

Date of next meeting: 22nd October 2015, 11:00 – 12:30, Room TBC