

Student Portal

Update for Learning & Teaching
Committee, Feb 2010

Martin Hamilton, Phil Richards, IT Services

Aim

- Surveys show IT key part of student experience
 - e.g. iGraduate barometer
- Students are fee paying customers
 - Fees not likely to decrease
- Deliver top class Student Portal
- Put students at the **centre** of the process

Background

- Loughborough several years behind other institutions with personalised IT services
- Opportunity to learn from their experiences
- Many common “portal” features in Learn
- Introduction of Google Apps for students
- Commissioning of Web Content Management system

Learn My Modules Page

Accessibility: [A+](#) [A-](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

Learn



You are logged in as Martin Trevor Hamilton (Logout)

[Learn](#) ► [Overview of my modules](#)

[Edit this page](#)

Student Information

Name:
Martin Trevor Hamilton
Degree:
**Business Administration,
Postgrad**

Archive Links

Current Year 09
Learn
Academic Year 08
Learn 08
Academic Year 07
Learn-Pilot
Original Learn

Search Modules

Use this search box to find any other module (for next years choices perhaps):

My Modules Semester 2, Week 1

Please contact your departmental administrator if modules are missing or incorrect. If you are looking for resources for your resit modules, please log into a previous version of Learn using the links on the left hand side.

Other

[09BSP115 - Advanced Management - 20 credits](#)

[09BSZ001 - Admin - MBA](#)

Business School - Department Information

Postgraduate Taught

[08BSP180 - Strategy and Leading Change](#)

Exam Timetable/Results

View your Semester 1 Exam Timetable (seat numbers now available)
[Click here to view your Module Results](#)
[Click here to view your Part \(non-finalists\) and Degree results \(finalists\). \[opens in a new window\]](#)
[Reassessment Information \[opens in a new window\]](#)

Calendar

February 2010

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |

Print Credits

Current Balance: **£0.00**
[Refresh](#)

Google Apps Start Page



Loughborough University
Student Email & Groupware
**** [Frequently Asked Questions](#) ****

Quick links:
[IT Services: Learn, Labs, Wireless, HallNet](#)
[Library: Catalogue, MetaLib, Room bookings](#)
 Google Apps: [Mail](#), [Calendar](#), [Docs](#), [Sites](#)

m.t.hamilton-08@student.lboro.ac.uk | [Sign out](#)

Web [Images](#) [Groups](#) [News](#) [Shopping](#) [Maps](#) [Scholar](#) [more »](#)

[Advanced Search](#)
[Search Preferences](#)
[Language Tools](#)

Powered by Google

[Add stuff »](#)

Email ▾ ⊞ ⊗

- [Inbox \(5\)](#) [Hide preview](#) [Compose Mail](#)
- Loughborough** - Welcome back and 'Buy One get One' Jan 8
 - Lboro Student** - Weekly Student Notices - 03/01/2010 - This Jan 3
 - Mail Delivery** - Delivery Status Notification (Failure) - 12/31/09
 - Martin, Mail Delivery (2)** - testing testing - 1 2 3 12/31/09
 - it.services** - SPSS Licence Key - For Licence type select 12/30/09

Google Calendar ▾ ⊞ ⊗

| February 2010 | | | | | | |
|---------------|----|----|----|----|----|----|
| M | T | W | T | F | S | S |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Sun, Feb 14
 Valentine's Day

Student Announcements ▾ ⊞ ⊗

- [The Spring Sing Thing - there's still time to join in](#)
- [Are you interested in Investment Banking, Business or Entrepreneurship?](#)
- [Postgraduate Open Day -24th February 2010, 11:00am-3:00pm](#)

Lufbra News ▾ ⊞ ⊗

- [Loughborough Celebrates Chinese New Year](#)
- [LSUTV Committee Role Available!](#)
- [Union Website! Discuss!](#)

What's On ▾ ⊞ ⊗

- [University Choir - from 28/September/2009 to 14/June/2010](#)
- [Civility, Gender and the Late night City - from 8/February/2010 to 8/February/2010](#)
- [Face Off - The Sexuality Debate - 8/February/2010 at 7pm](#)

Weather ▾ ⊞ ⊗

Loughborough, England

1°C
 Current: Mostly Cloudy
 Wind: N at 21 km/h
 Humidity: 87%

| | | | |
|---------|----------|----------|----------|
| Mon | Tue | Wed | Thu |
| | | | |
| 5° 1° | 6° -1° | 6° -2° | 6° -1° |

Sticky Note ▾ ⊞ ⊗

Click in the sticky note to edit it.

Google Docs ▾ ⊞ ⊗

- Search recent docs
- [Google Apps at Loughborough Pilot Feedback](#) Jan 21

Design & Print Concept

This screenshot shows a design concept for a student portal. The layout is clean and organized, with a dark purple header and a light grey navigation bar. The main content area is divided into several sections:

- Header:** Loughborough University logo and contact information.
- Navigation:** Links for home, information for staff, information for current students, news and events, service departments, and academic departments.
- Student portal:** A prominent purple banner with the text "Student portal".
- Notifications:** A section titled "Notifications" with a "See all" link. It lists various alerts such as "Sieve fu vacations", "Marketing - Lorem ipsum dolor sit amet", "LU - National Student Survey", and "Tutor".
- Welcome back:** A purple box for "Stephen Ashurst" with a "Status: Revising for exam" and "update" button. It shows "Email: 4 new messages", "Calendar: 2 new events", "Finance: All fees paid", and "Print credits: 554".
- Picture of the day:** A featured image of a building with the caption "Sir Richard Mottis building in the snow".
- Weather:** A section for "Loughborough" with a "Five-day forecast" for Wednesday, Thursday, and Friday.
- Campus map:** A map of the university campus with "Map", "Satellite", and "Terrain" options.
- Frogs game:** A small game interface showing a frog and a score of 100.
- Calendar:** A calendar for January 2010.
- LEARN:** A section for "My modules" with a "See full details" link. It lists several modules with dates and descriptions.
- Email:** A "Google mail" section with "See all messages" and a list of incoming emails.
- Social:** A "Facebook" section with "Go to Facebook" and a "Twitter" section with "Go to Twitter".

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This screenshot shows a design concept for a student portal, specifically a user's dashboard. The layout is more complex and personalized, with a dark blue header and a light grey navigation bar. The main content area is divided into several sections:

- Header:** Loughborough University logo and contact information.
- Navigation:** Links for home, information for staff, information for current students, news and events, service departments, and academic departments.
- Students:** A prominent blue banner with the text "Students".
- Hi Ben, WELCOME BACK:** A personalized greeting with "Add content", "Settings", and "Sign out" options.
- Alerts and notifications:** A section titled "Alerts and notifications" with a "View all" link. It lists various alerts such as "A general, extremely important notification", "Students' Union raised alert or announcement", "An upcoming student event", "Exam or coursework results available to view", "Scheduled IT maintenance alert announcing downtime", "A finance / fee related announcement", "Facilities management or maintenance alert", and "Road or building closed due to works".
- Search:** A search bar with "Items as of" and "Search" buttons.
- Budget:** A section titled "Budget" with "Account balance: £3.00" and a dropdown arrow. It lists "Print credits: 305", "Mailroom credits: 217", "Food and drink credits: 291", and "Laundry credits: 123".
- Calendar:** A calendar for January 2010.
- News:** A section titled "News" with "Add / edit content" and a list of news items.
- Email:** A "Compose Mail" section with a list of emails.
- Files and folders:** A section titled "Files and folders" with a list of folders.
- Bookmarks:** A section titled "Bookmarks" with "Add bookmark" and a list of bookmarks.
- Twitter:** A "Twitter" section with "What are you doing?" and a list of tweets.
- YouTube:** A "YouTube" section with "Today's Most Viewed" and a video player.
- LEARN:** A section titled "LEARN" with "My modules" and a list of modules.
- Library:** A section titled "Library" with "Search" and a list of library items.

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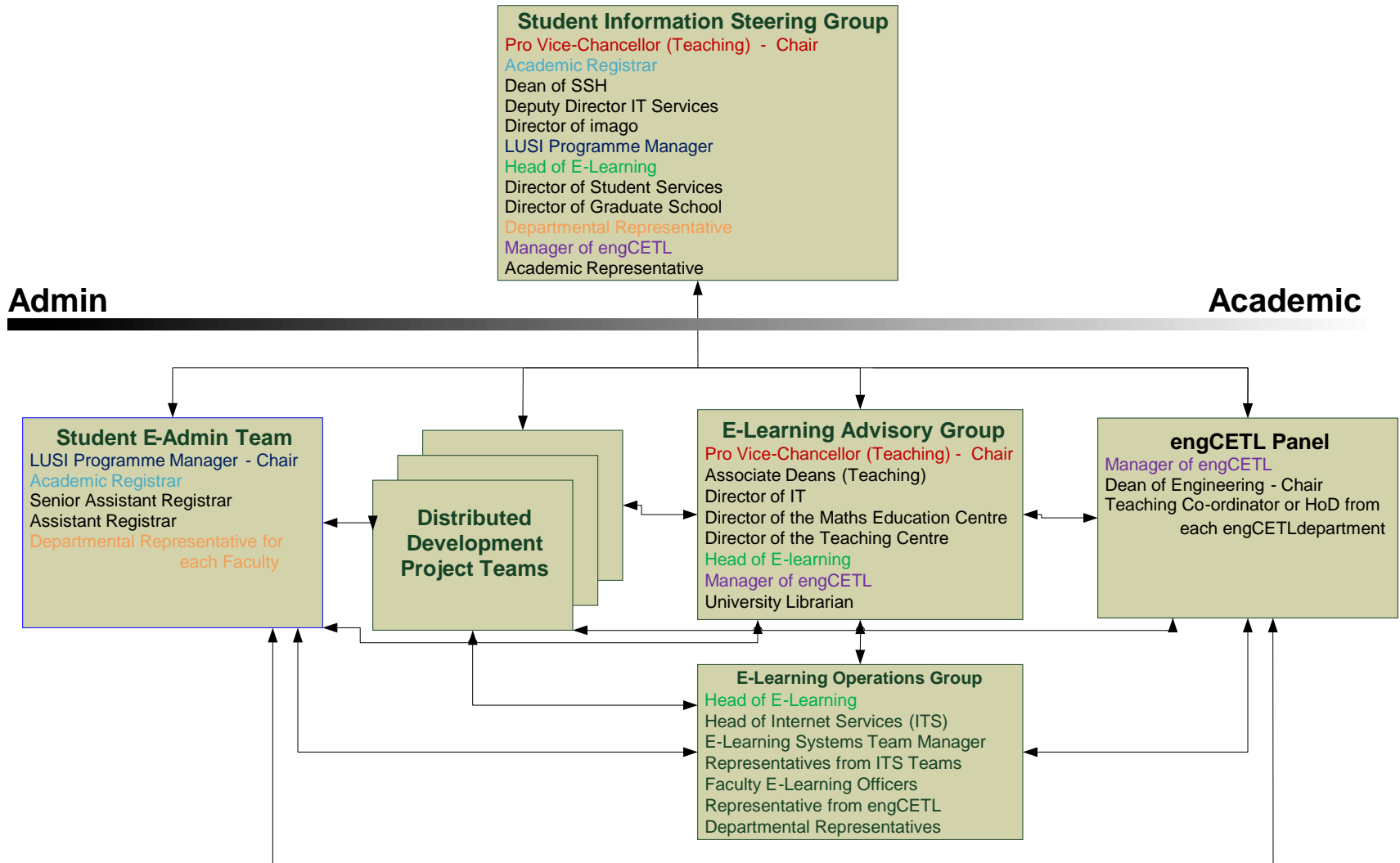
Next Steps

- Many data sources identified already, e.g. Aleph X Server module, Google Apps ATOM feed, LUSI module data, Pcounter printer credits
- Largely agnostic about how this is delivered, though benefits to aligning with CMS
- Initial prototype for discussion in Q2
- Student focus group to look at features and presentation

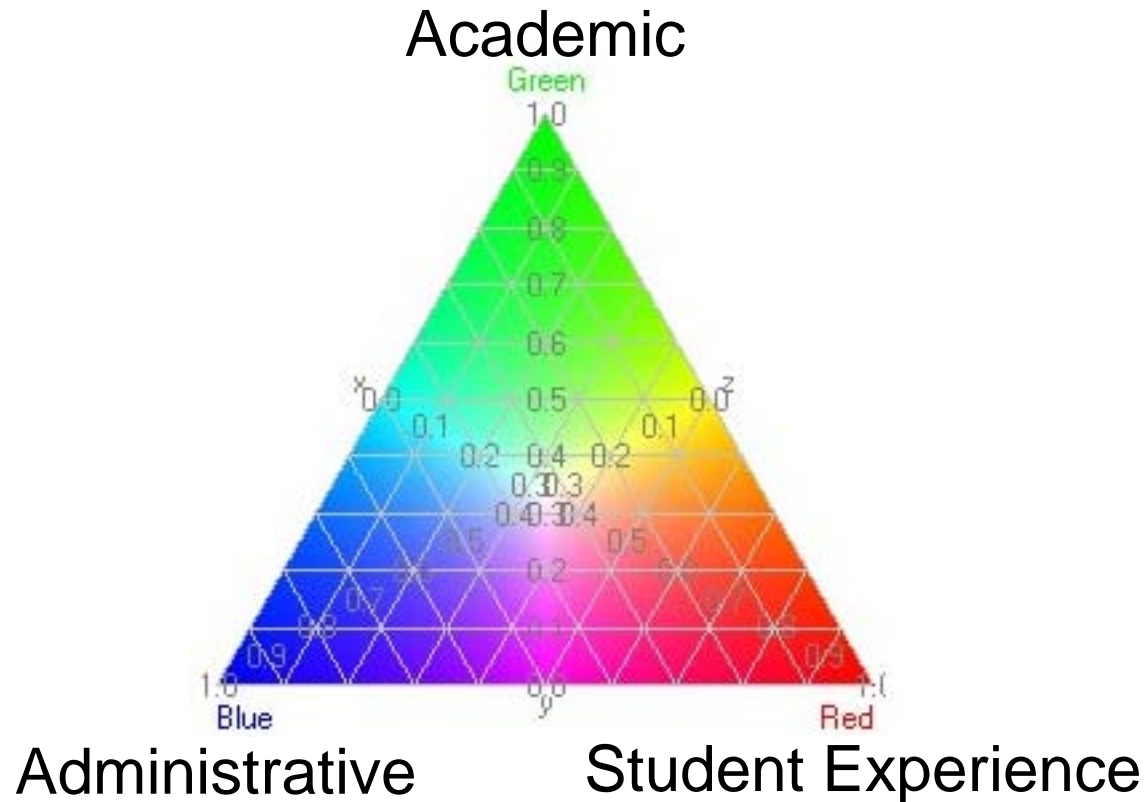
Portal engine?

- Not a single technical system
- Commercial solutions work with standard commercial products
 - i.e. no support in-house LUSI
 - Less support for Moodle, Aleph, KX
- Simple Web front-ends on most convenient local platform
 - E.g. Web CMS
- Demonstration

LUSI governance spectrum (2-way)



Three-way student portal spectrum



Student portal stakeholders

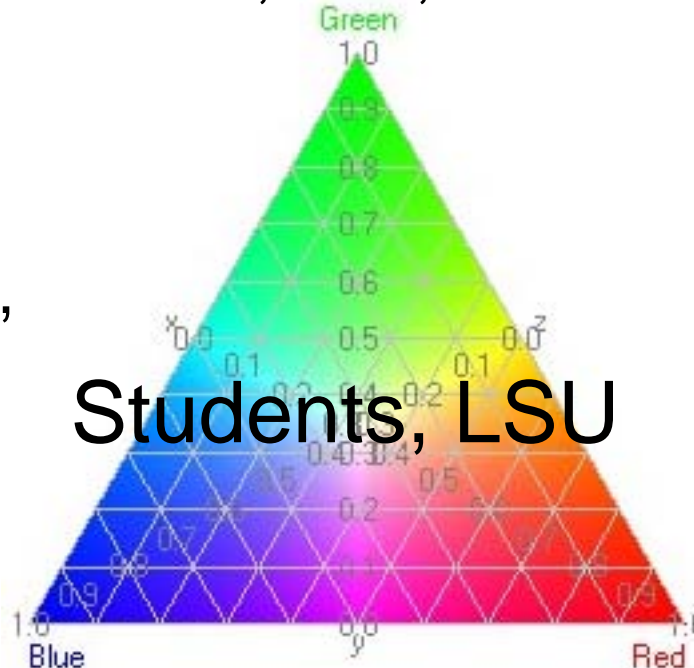
Ac: LTC, PQT, ELAG

EMG, ITC, ITPSG,
EMAG, Web CMS

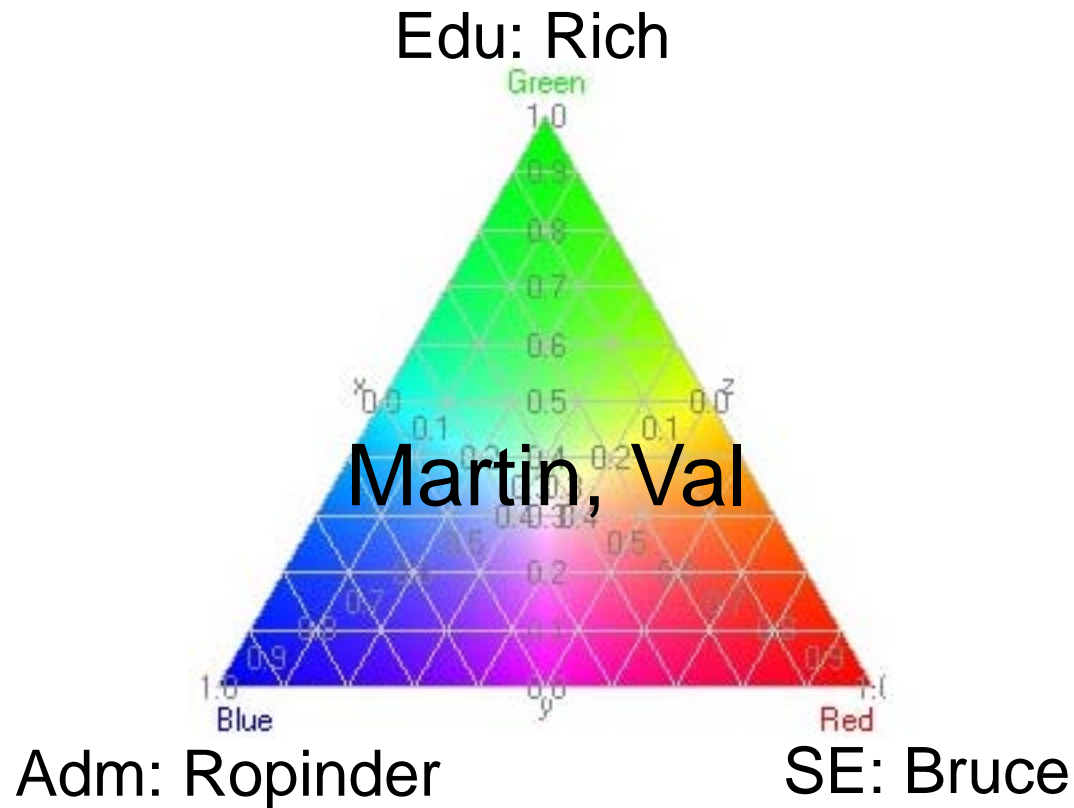
Students, LSU

Adm: LUSI SG, Stu E-Admin

SE: SEC, SEG





Student Portal ITS key players

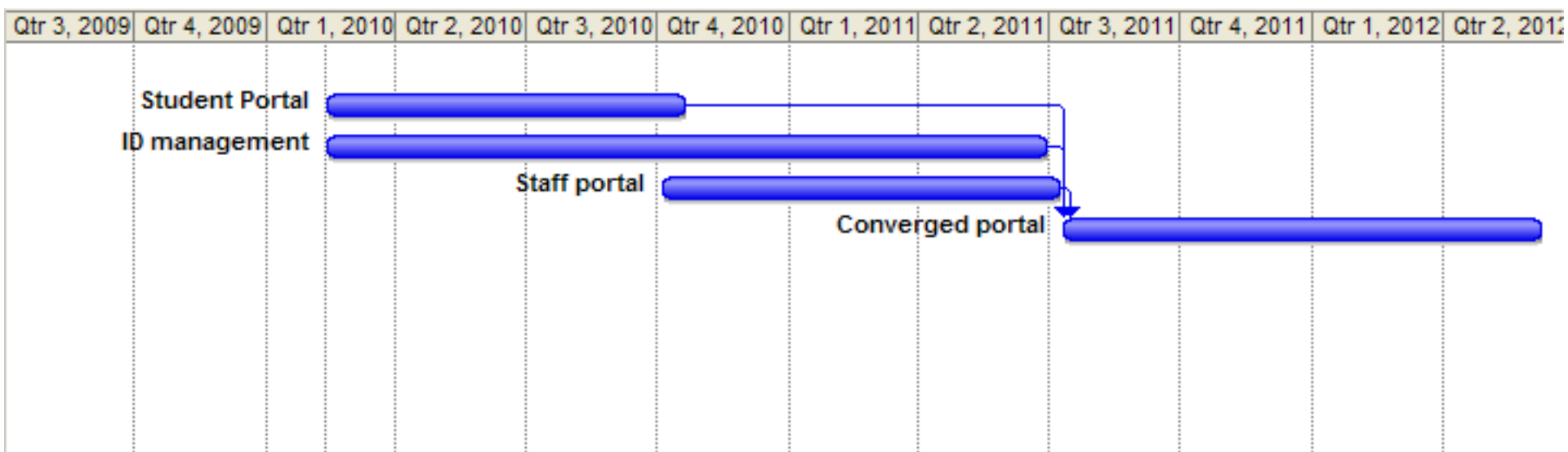


Student Portal Governance

- Undesirable to create new structure
 - No meetings for the sake of meetings etc.
- LUSI SG best fit
 - Successful example: Learn upgrade
 - Key gap: students
- Complement with strong student focus group
 - Successful example: Google student mail
- Progress reports to other stakeholders

Portals schedule – IT strategy

| |  | Task Name | Duration | Start | Finish |
|---|---|------------------|----------|--------------|--------------|
| 1 | | | | | |
| 2 | | Student Portal | 9 mons | Thu 11/02/10 | Wed 20/10/10 |
| 3 | | ID management | 18 mons | Thu 11/02/10 | Wed 29/06/11 |
| 4 |  | Staff portal | 10 mons | Mon 04/10/10 | Fri 08/07/11 |
| 5 | | Converged portal | 12 mons | Mon 11/07/11 | Fri 08/06/12 |



Summary

- Aim: top class student portal
 - Then top class all-Loughborough portal
- Hybrid governance based on success
 - Students at centre of process
 - Momentum and creativity through focus group
 - Discipline through LUSI SG
 - Communication to wide stakeholder range
- Schedule presented
 - Ready to build quickly on Google student mail success