Student Portal

Update for Learning & Teaching Committee, Feb 2010

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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

Google Apps Start Page

Design & Print Concept

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)

Student Information Steering Group
Pro Vice-Chancellor (Teaching) - Chair
Academic Registrar
Dean of SSH
Deputy Director IT Services
Director of imago
LUSI Programme Manager
Head of E-Learning
Director of Student Services
Director of Graduate School
Departmental Representative
Manager of engCETL
Academic Representative

Admin   **Academic**

Student E-Admin Team
LUSI Programme Manager - Chair
Academic Registrar
Senior Assistant Registrar
Assistant Registrar
Departmental Representative for each Faculty

Distributed Development Project Teams

E-Learning Advisory Group
Pro Vice-Chancellor (Teaching) - Chair
Associate Deans (Teaching)
Director of IT
Director of the Maths Education Centre
Director of the Teaching Centre
Head of E-learning
Manager of engCETL
University Librarian

engCETL Panel
Manager of engCETL
Dean of Engineering - Chair
Teaching Co-ordinator or HoD from
        each engCETLdepartment

E-Learning Operations Group
Head of E-Learning
Head of Internet Services (ITS)
E-Learning Systems Team Manager
Representatives from ITS Teams
Faculty E-Learning Officers
Representative from engCETL
Departmental Representatives

Three-way student portal spectrum

Academic

Administrative   Student Experience
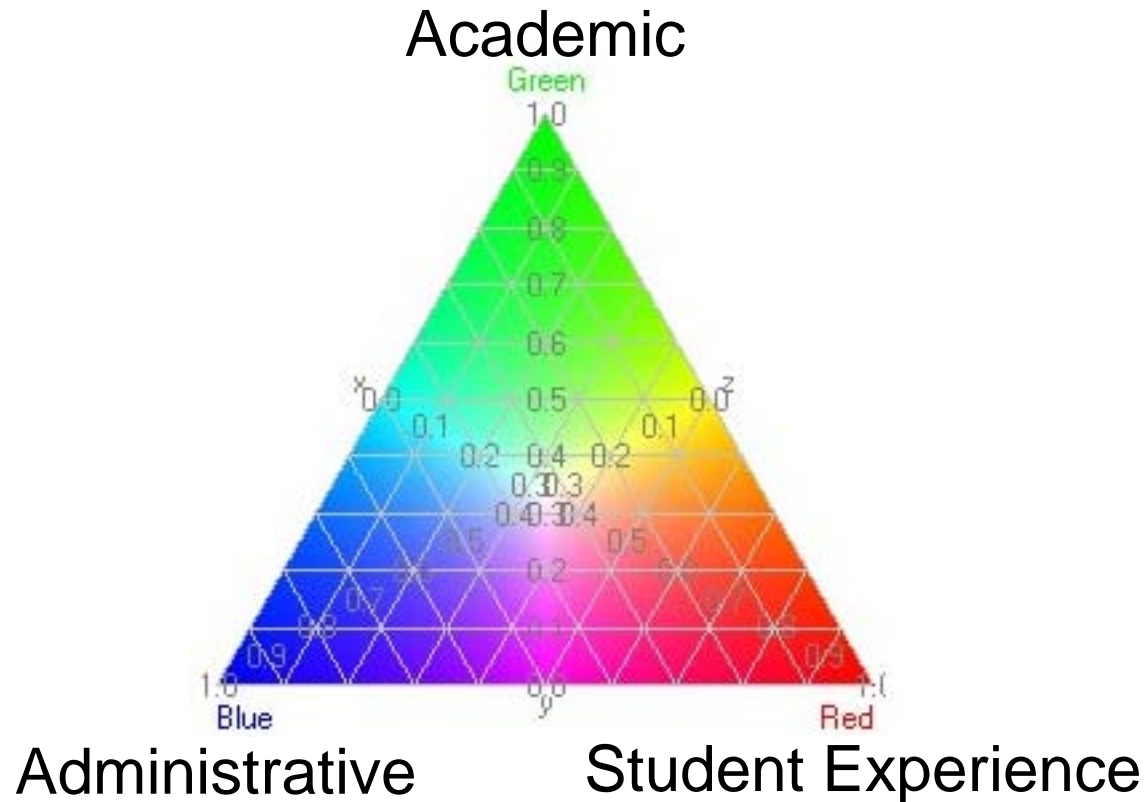
Student portal stakeholders

Ac: LTC, PQT, ELAG

EMG, ITC, ITPSG,
EMAG, Web CMS

Students, LSU

Adm: LUSI SG, Stu E-Admin   SE: SEC, SEG
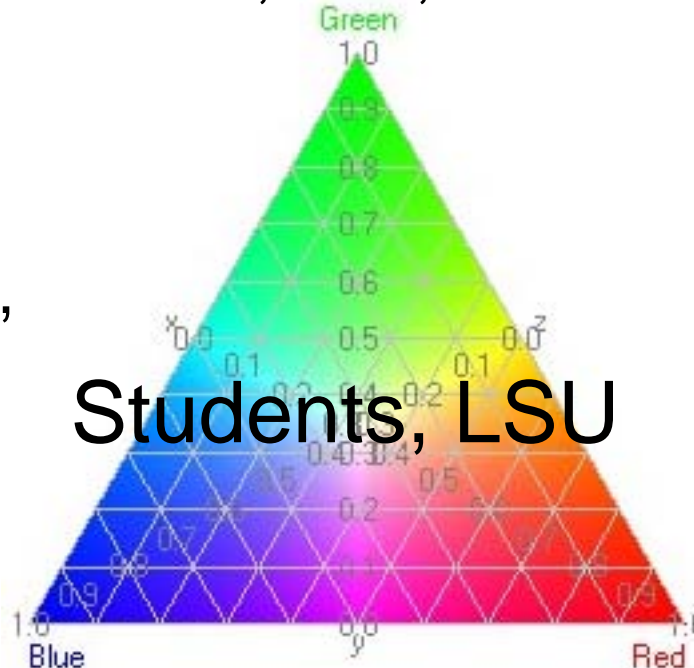
Student Portal ITS key players

Edu: Rich

Martin, Val

Adm: Ropinder   SE: Bruce
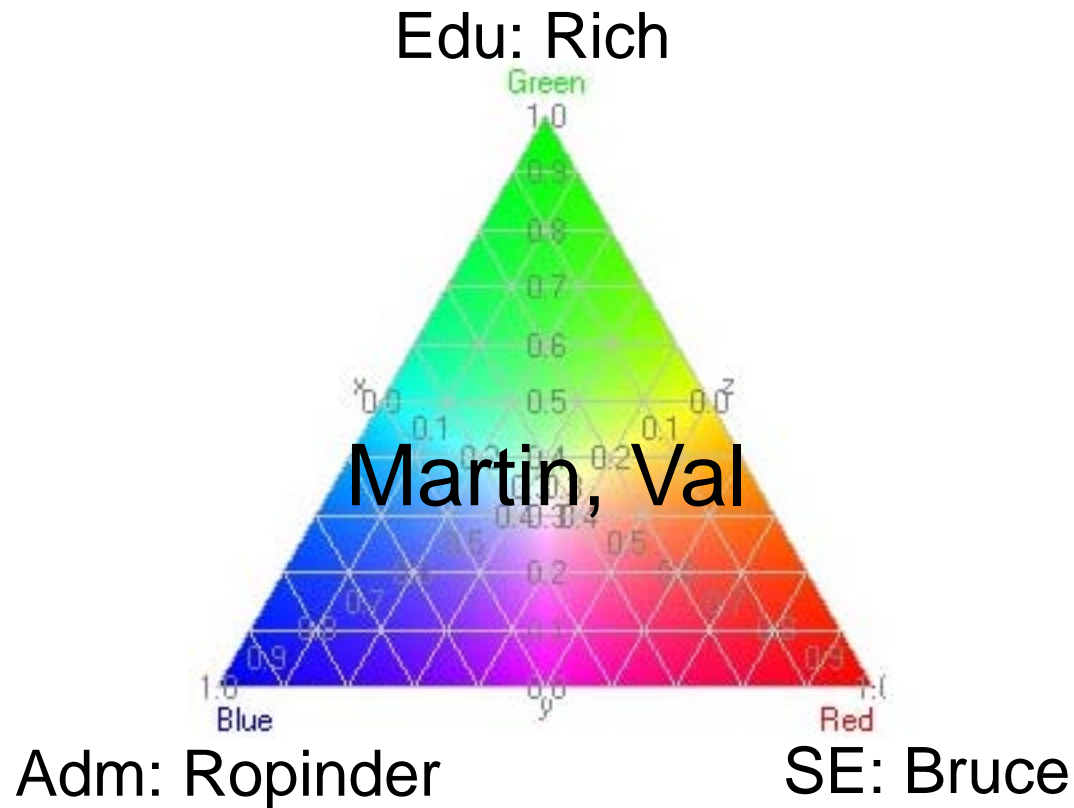
Student Portal Governance

- 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

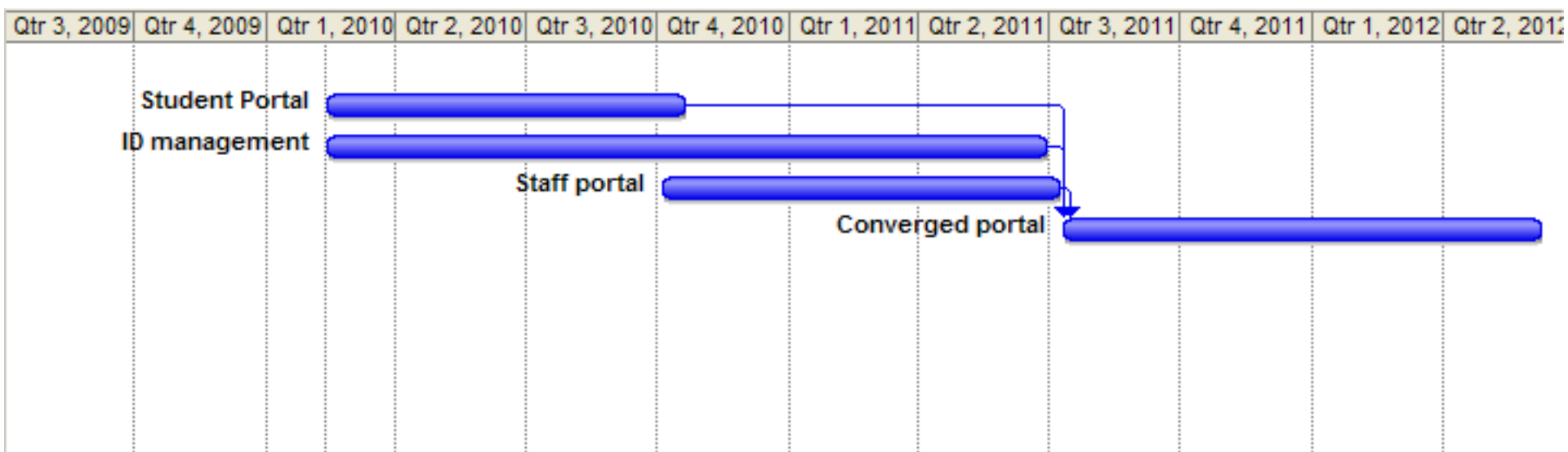|		Task Name	Duration	Start	Finish
1					
2		Student Portal	9 mons	Thu 11/02/10	Wed 20/10/10
3		ID management	18 mons	Thu 11/02/10	Wed 29/06/11
4	🔲	Staff portal	10 mons	Mon 04/10/10	Fri 08/07/11
5		Converged portal	12 mons	Mon 11/07/11	Fri 08/06/12

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 though focus group
  - Discipline through LUSI SG
  - Communication to wide stakeholder range
- Schedule presented
  - Ready to build quickly on Google student mail success