

## My Manchester is changing

### Phase 2 development for students is now underway

The ultimate aim of My Manchester is to create a single online location that gives quick and easy access to all the tools, services and information students need to support their experience.

It is being developed incrementally every year, based on student feedback on how it could be improved, also incorporating business requirements that will help enhance the student experience.

Students have been asked for detailed feedback on My Manchester since it was launched in September 2011. They said:

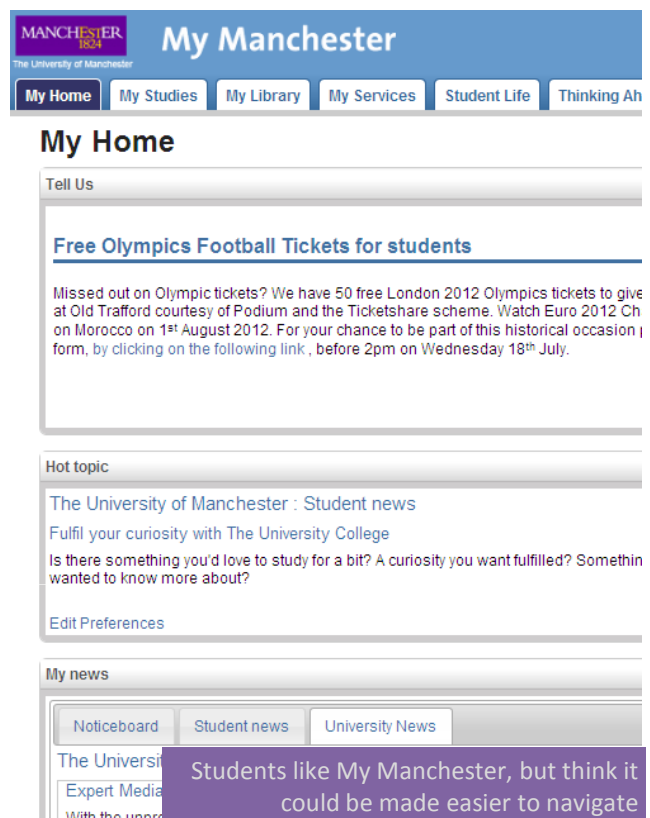
- My Manchester is a definite improvement over previous portal and Studentnet
- Blackboard is main reason they go to My Manchester, followed by the Student System and email.
- Most of them access it from halls or student home, but 28% access it via a mobile device.

### What is changing for September?

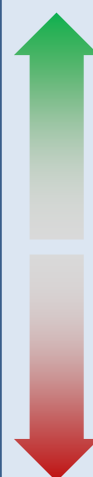
The main change for September will be that My Manchester will have a different look and feel, with improved navigation and better presentation of information.

The idea is to make it more intuitive, and less cluttered, so it's easier for students to find what they want quickly – it's anticipated this will actually help reduce the need for support and guidance on using the environment.

*(continued on the next page)*



### What our students think of the current My Manchester



- Good depth of information and services
- Information is all in one place
- Access to all systems from one portal
- Too much text, and too cluttered
- Lack of guidance and help with using system
- It's difficult to navigate and find what's needed
- Interface and Tabs aren't intuitive
- Wrong content, with not enough personalisation

## Other planned enhancements for September 2012 include:

- **Renaming of several Tabs** (based on student suggestions)
- Introduction of a new **'Blackboard' Tab**, giving more direct access to BB9.
- Introduction of **more dynamic content** – for example: live Jobs and Events feeds
- Enhanced **Search facility**
- **Enhancement of Student Help and Support** section (to be renamed 'ask me', giving easier access to A-Z index & Ask A Question database).

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## Are you involved in supporting students through key processes that use My Manchester?

### How will things like Registration, Course Unit Selection, and accessing Blackboard be affected?

- Once new students have completed IT sign-up, they are instructed to log into My Manchester, where they will see a special Applicant Tab. From here they will be able to confirm attendance and also make early payments towards tuition fees.
- Instructions for Registration will remain as detailed in this year's Crucial Guide – once logged into [My Manchester](#), students should go to the **My Services** tab, which will contain a Registration portlet. This indicates their Registration status, giving them a link through to the Registration screens if appropriate.
- **IMPORTANT: If you plan to take screenshots of My Manchester for documentation / publications to illustrate any processes, please contact Alex Waddington (details below) to discuss how to ensure accuracy.**

- Updated documentation will be produced for Course Unit Selection by the Student Systems Office, detailing how students should do this via My Manchester.
- A new Blackboard Tab will be introduced into My Manchester for September, giving quick and easy access – it will be immediately obvious to students when they log in to My Manchester.
- ***More details of these developments will be provided through this bulletin in due course.***

**There will be regular updates like this one throughout the summer.**

If you would like to receive these directly, please email [mymanchester@manchester.ac.uk](mailto:mymanchester@manchester.ac.uk)

## Phase 2 development set to go live in August

Testing of the updated My Manchester will begin in early August, with the new look site scheduled to go live later in the month, ahead of Registration.

## Who oversees and approves development of My Manchester?

The latest development has been approved by the MLE Strategy Group. Developments are also reported into the Student Communications Project Steering Group for comment and approval.

A project working group has been established to oversee Phase 2 development of My Manchester, led by the Student Communications Team in the DSE. Membership includes the Student Systems Office, Student Services Centre, IT Services and the Students' Union. Future strategic governance of My Manchester is currently under review and this will be reported on in future bulletins.

For more details about the My Manchester development contact

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