Faculty of Humanities eLearning Network

25 April 2023

Confirmed Minutes

|  |  |  |
| --- | --- | --- |
| **Item** | **Noted** | **Actions** |
| **1.** | **Welcome & Apologies and introduction to the new Faculty AD Sarah Dwyer****Attendees****Chair:** Sarah Dyer (**SD**).**eLearning Leads:** Huw Morgan (**HM**), Amanda Banks Gatenby (**ABG**), Mairead Pratschke (**MP**), Dan Rigby (**DR**).**Secretary:** Alexandra McGaughrin Cross (**AM**) and Holly Vipond (**HV**).Alex Galbraith (**AGal**), Alistair Wehbeh, Angela Gardner (**AGar**), Anna Verges Bausili (**AV**), Andrew Richardson, Charlotte Warden, Christine Lampe, Emily Turvey (**ET**), Eva Ward, Janean Lancaster, Jacinta Blythe (**JB**), Jill Stewart, Joe Rhead, Jonny Crook (**JC**), Graham Holland, Giorgis-nikos Aspiotis, Hannah Bratley, Hilary Pooley, Kamil Stobiecki, Kar Stanton, Karl Florczak, Lauren O’Donnell, Linda Irish (**LI**), Naila Hamid, Natalie Cunningham (**NC**)**,** Omar Ahmedmia, Peter Kahn (**PK**), Rachel Walton, Sara Ahsan (**SA**), Stuart Phillipson (**SP**)**,** Sophie Todd (**ST**), Timothy Walton. **Apologies**Adelaide Marshall, Benjamin Hobbs **(BH)**, Benjamin Scoble, Blaise Nkwenti-Azeh, Chris Millson, Dina Alsusa, Elsa Lee, Hamza Badenjiki, Hannah Cobb **(HC)**, Hayley Atkinson, Helen Perkins (**HJP**), Huw Morgan **(HM**)**,** Karenne Sylvester, Rebecca Oldfield (**RO**), Marie Wright, Panagiotis Sousounis, Mark Lobjoit, Natalie Gent, Oleysa Shipova, Steven Bagley. Chair welcomed new members* Christine Lampe **(CL),** Learning Designer, HUM eLearning.
* Gary Vear **(GV),** eLearning Technologist, HUM.
* Dave Whadcock **(DW)**, IT Services, Service Delivery Manager, Working with **AGal**.
* Sharon Newton **(SN)**, Associate Director for Teaching and Learning Student IT.
* Alexandra McGaughrin Cross, eLearning Support Assistant and deputy Secretary, Faculty.
* Holly Vipond, eLearning Support Assistant and deputy Secretary, Faculty.
* Adelaide Marshall, eLearning Support Assistant.
 |  |
| **2.**  | **Minutes of last meeting 17 January 2023 [eLN-3\_22\_2]****To approve the minutes as an accurate record*** Minutes approved by **HC** – subject to any comments that members may want to submit to Secretary – **RO.**
 | **[eLN\_3\_22\_2 enc.]**  |
| **3.**  | **Matters Arising and Outstanding Actions [eLN-3\_22\_3]****3.1. To update the committee on matters arising and actions** **SD** thanks **JC** for sharing the details of the VR:* **JC** will give regular updates on Teams channel for VR developments, and in next eLNC meeting. **JC** to check access rights to PowerPoint file.

**Agal** reports Steven Bagley (**SB**) has moved off position, **AGal** and **DW** are IT reps. Members can direct emails to **AGal** and **DW.** Outstanding points from last eLNC meeting:1. Student lecture capture concerns: re-establish a steering group? Such Steering Group in place in 2019 pre-Covid. **AGal** is having a conversation with **SN** and **AGal’s** line manager to see who can pick it up, who will run the group and who will be in attendance. Re-establishment possible subject to a question of who will run the steering group.
2. Check Duo support site to make sure information is accessible if students don’t have their phone or have a broken phone. **AGal** has reviewed Knowledge Base articles in the guest portal. There is a link which clearly defines student actions: either phone IT or raise a self-service ticket on IVANTI. If anybody would like that link, contact **Agal**. Equally if the information or wording is wrong, **AGal** is happy to review although has been checked with knowledge manager who said all fine.
3. Check about upcoming cluster upgrades with deployment team
* Big piece of work being planned – no specific dates but will impact all clusters. End date believed to be in August – but to be done before new term and teaching starts. As soon as schedule comes out, **AGal** will share with eLNC.
* Essentially hard-drive and memory saves, will have a reimage of the PC, all be aware that any applications you are using you will have to download them and install them again on the clusters. Will take longer for applications to load.
* This work will impact everybody.
1. Updates on timescales for application and changes via Evolve project.This application delivery project won’t be happening until 2024. Application delivery team are working on it but it is initial stages.

**Questions & Discussion:****SD -** What is the wider comms strategy for cluster upgrades?* **AGal -** There will be a plan, not distributed yet because the support team are working on the date of changes. When schedule is available it will be shared with everyone. Dates may not suit everyone but this is difficult.

**DR –** About applications taking longer to load and longer: is that referring to logging in or apps? Things becoming slower to load is a worry.* **AGal –** Replacing hard drives will improve logging in times due to faster hard drive capacity and memory. But when login, apps won’t be there so you will download from the server.

**DR –** How long are we talking about for apps to load?* **AGal –** Unknown quantity, because it’s dependent on network and performance. Don’t have specifics.

**DR –** Is this work for teaching rooms as well as PC clusters?* **AGal –** No, just PC clusters.
	+ The application teams have been asking for lists of apps needed for start of year so they could possibly be loaded beforehand. **AGal** to share such list of apps.
 | **[eLN\_3**\_**22\_3 enc.]** **JC** to give updates on VR developments in next meeting and to check access rights to PowerPoint file. **AGal** to share schedule with eLNC on PC cluster upgrades when available. **AGal** to gather and distribute a list of applications for pre-downloading onto PC cluster computers. |
| **4.** | **Chair’s Update****4.1. Verbal report from Sarah Dyer** **SD** perspective:CLE tender – Central Learning Environment – 2 areas:1. Enhancement:
* Building communities to enable spread of better practice, building capacity for positive change.
* **SD** has been reviewing Flexible Learning Pilots – there is an upcoming meeting reviewing the second lot of applications. <https://www.staffnet.manchester.ac.uk/flexible-learning/fl-pilots/.> This is a rolling deadline – **SD** encouraging eLNC to make applications. Reflections on reviewing applications – it's a light touch application, but there may be backwards and forwards. In first step of application it is important to make it clear why it is an FLP pilot and making a case of relevance to the wider flexible learning programme. SF encourage members and people to think about pilots - not just evaluating a piece of software - but seeking to understand the question that one thinks the software is an answer to, as well as any alternatives.
1. Faculty funding given to attend the Times Higher Education Digital Universities Conference, 16-20th April 2023, reports from attendees: under agenda item 5.1. But is *i*mportant to attend events externally and to make the information gathered accessible to wider audiences. Also in terms of ideas or contacts that can be utilised.
2. Humanities Education Discovery Grants launched (<https://www.staffnet.manchester.ac.uk/humanities/teaching-support/staff-development-and-recognition/discovery-grants/.> ) These are small pots of money aimed at supporting the investigation of problems. In Higher Education too often a solution is considered before understanding the problem entirely. Grants offeri £300 to get students or groups of colleagues together to understand an issue from their or a wider perspective. Deadline 26th April 2023.
	* Light application: can be in bullet points.
	* Useful to get some different problems under investigation.
	* The grant asks applicants to use tools as guidance, **SD** is happy to answer questions offline for follow up.
3. CLE review:
* Huge amount of work from the strategic development unit.
* **SD** writing procurement documents, students involved in this.
* HUMs panel set up:
* 12 colleagues from the Faculty giving feedback.
* Thanks to those colleagues for their flexibility, impressive feedback, and hard work.
* Special thanks to **ABG** and **Susan Brown** for work on sustainability: two points now in the tender around sustainable electricity and VSI certification.
* Tender has now gone out for providers to look at.
* Period of evaluation in July.
* **SP –** June will see shortlisting to three candidates to allow further detailed exploration.
* **SD** calls for usability testers to input into the final decision stage.
	+ Requires approximately 150 academics, 150 students, 150 PS staff across the institution
	+ Members to sign up and encourage other to do so too here: <https://www.staffnet.manchester.ac.uk/news/display/?id=29664&utm_source=https%3a%2f%2fcomms.manchester.ac.uk%2fcommunicationsandmarketinglz%2f&utm_medium=email&utm_campaign=eUpdate_240423_all_staff&utm_term=%7BEmailSubjectLine%7D&utm_content=94978&gator_td=g5K66WhlYxwayf30RUapcDbgB5Qd%2fP6Go3BX4mVXLi2lzZxplOyg9o3VhcJADlLgdamO8FIqEZd93UbWTB8yhlZCbLPzqTbIwlGyEEthLQnCPzbEy%2bwqGb9v2pNu3KD42ufgL0%2b9DEAftXR6wu4yey3pjXbxad5HaTQ0D%2fAsV5U%3d>
	+ Special ask for involvement of individuals who are digitally reluctant.
	+ Guidance: 3.0 hours of work, which is big ask but will make a huge difference.
* Decision on successful CLE to be made in September 2023, followed by a year of planning and implementing activity, for launch and use from September 2025.
1. Humanities Task and Finish Group on online exams:
* Policies and procedure set up doing Covid – they are confusing.
* **SD** has a group of people to think about workload, DASS, inclusion etc.
* Will be reporting in **July 2023** and sending to Teaching and Learning Leadership Team to be ready for the next academic year.
1. Humanities podcasts:
* Needs further exploration.
* Great tool for wider engagement for the Faculty.
* Useful to hear about what is happening externally.

**Questions & Discussion:****ABG –** Responded highlighting it is great to see the interest in sustainability. **SD –** It is sending big signal to software providers and through FLP there is a much wider review of software. It is an important moment in defining the criteria in a way that is more useable for a procurement document but also raising visibility and speaking to procurement. Talking about getting these as the normal specifications. **ABG** – Timing is good as so much talk about AI and the processing power, good to be getting sustainability on people’s radars.**JC to ABG** – Is CLE usability testing something DTCE students would be interested in as part of their project work? **JC** had DTCE students volunteer with VR tech.* **ABG:** possibly so, although these may not be reluctant users. Perhaps having them test alongside more reluctant users. **ABG** to speak to Mark.

**MP –** Raises thatHumanities podcasts need to be publicised more, often missed on StaffNet or emails. Suggestions for a new comms channel to be found.* **SD** agrees – particularly about building capacity for change.
* **AV –** Podcasts are currently announced via social media but will review for better comms.
 | eLNC members to promote and consider applying for FLP pilots. eLNC members to sign up for CLE usability testing, and to share link widely. All eLNC members to keep an eye on what would be good to share with wider Faculty through podcasting.**ABG** to speak to Mark about DTCE students partnering on CLE usability testing. **AV** to review comms methods for humanities podcasts.  |
| **5.** | **Times Higher Digital Universities Week** **5.1. To receive verbal updates from attendees of the conference** **SD –** Questions to attendees:1. One or more person that you think would be good to come and talk to us at UoM e.g., could be to do a podcast, small group discussion, open invitation – in-person/online talk.
2. Idea or approach that seems interesting or powerful that we would like to explore more in our own context.

**MP –** Similar thoughts from individuals who attended, it was a great event: big production, very slick, corporate, real indication of where we are now in terms of EdTech and higher education. Other thoughts* We need to get educators more involved – if we don’t, then EdTech will.
* Found panels very interesting – **SD’s** panel was a highlight – measured, balanced, right tone. Wasn’t always the case with a lot of the panels who did not know the ‘business’ of education.
* Need to bridge this gap in academia: the reluctance of academics to get involved in EdTech will leave them further behind.
* Interesting to see where the marketplace is – particularly AI.
	+ The gap between media hype and reality is large – everybody was talking about AI and cheating. OpenAI app and Adobe app creation is showing that we must do more, and the technology is further ahead than we think.

**SD** – Valuable feedback, this is a huge area of commercial exploitation, how do we engage with this and build a bridge over this gap so that our colleagues have the capabilities to engage meaningfully?**SA** – Thoughts from conference:* Academics need to understand AI better so they can engage with it and make use of it as a beneficial pedagogy tool. Hoping to help staff understand AI more and find a platform where we can.
* Need to have conversations between Faculties on how we are using AI in assessment and in teaching.
* Need to talk to teachers and people supporting teaching & learning at other universities – not just technologists.

**MP** – We want academics to engage and respond and say they want to test the tools out rather than be fearful or disengaged:* They are begging for collaboration and want our input – suspicion in academia doesn’t need to be the issue.
* Looking forward to establishing how we can gain and have a better understanding of the technology that is available and the people who want to work with us.

**AV** – Thoughts from conference:* Much more corporate than academic. The use of panels as a structure limited presenters to a limited time and prevented presented to cover matters at length and in depth.
* Was useful to get a sense of what other people across the sector are doing.
* Main Highlight: University of Leeds (UoL) impressive effort on digital transformation: both financially and in strategic direction – not just the systems and software, but projects such asUl project: Curriculum Redefined (<https://www.leeds.ac.uk/curriculum-redefined>) – a 10-year project to review whole curriculum by looking at every single programme and what can be enhanced.
	+ Focus on question of engaging individuals to review the entire programme.
	+ UoL have hired 83 staff at all levels just for this project.
	+ Opportunity to learn more about how UoL see their future in EdTech higher education.
* Recommend Prof. Kenneth McDowall at UoL to come and talk to UoM about their experience.
* AI was a common theme throughout discussions.
	+ Powerful presentation from Simone Buitendijk on digital transformation. Would also be a great candidate for sharing ideas with UoM.
	+ **MP –** Buitendijk is a lead across the country in higher education digital transformation. You need a high-level sponsor like this combined with ground level grass roots work. Isn’t currently a clear answer to learning design covered.

**NC** – Suggests Margaret Korosec: Dean of Online and Digital Education at UoL. * Fed into the work of Marc Bennett from Kings College on support for Black students – work with academic rigor. The partnership was great, and Bennett was strong and rigorous on this specific target area.
* **NC** particularly enjoyed the presentation from Simon Riley from University of Edinburgh on SLIC student led initiative courses. Simon has verbally confirmed he would love to come and talk to anybody and work with us at UoM.

**Questions & Discussion:****SD** – What’s the best way for us to bring people into UoM? Open meeting, podcasts? How can we share further?* **MP** – feels this is an obvious candidate for a podcast interview – but that means broadening the remit of the podcast series.
* **AV** – it’s good to have both an opportunity to hear at length and also have presentations. with opportunity to ask questions. The podcast + presentation are a good combination.
* **PK** – a range of options to engage would be worth thinking about – so that someone offers a couple of things when they come.
* **SP** – On-site visits - the dept. Director of eLearning at Cape Town has asked for a visit here in June.
* **GV** – getting external insight can be very beneficial and trigger some creative thinking. It depends on the goal of the talk. Some are better suited to podcast/videocast (even a live stream.

**SD** – Would like trips/conferences to become normal, it is important as a sharing network.AR – posted link to <https://education.ec.europa.eu/education-levels/higher-education/micro-credentials> | eLNC members to share upcoming conferences with each other. |
| **6.** | **Student Voice****6.1 Verbal updates from student reps****ST** and **ET** present. **ST** is education coordinator for Humanities from the SU on behalf of **BH.****6.2 To review: Student Feedback Padlet** Link: <https://manchester.padlet.org/mllssab2/student-rep-feedback-on-elearning-2022-23-6tas1voek7qwxepo.>**ET** - The Padlet has a lot of contributions, hopefully a useful indicator of student voice.* **ET** has met with Kelly Osgood about module enrolment and is looped in there.
* Discussions are ongoing on CLE usability testing, making the discussions appropriate and accessible for students.
* Has nothing to update on specifically, but if members or students need to get in touch let **ET** or **ST** know.

**Questions & Discussion:****SD** – Since the last meeting, responses have been made on the Padlet.* **SD** - It has been a relatively new introduction, shared with some SSLCs. **SD** would like to think about how we get further student input into these questions.
	+ Might be a case of reminding people about Padlet.
	+ Thinking how engaged we are with students.
	+ Making sure it is a live channel, where people can go back and see what is on it.
	+ Important to note that questions are being answered on there, so that students can return to see feedback.
	+ Contributions can prompt conversations in different forums.
* Students clearly don’t see difference between IT an eLearning – we need to see how we respond to that. As staff, we distinguish them organisationally but students do not.

**ST** - Can get people to share the Padlet in their final comms delivery and newsletter.Closing feedback loop and responding to students is really encouraging and good practice.**MP** – Attends SALC SSLC meeting. Asks the students if they attending those meetings as we need to close the feedback loop.* **ST**– Do have students who attend. There is no another SSLC meeting until next year now – but the Padlet will be signposted again so that info can be passed on.

**MP** – This is useful so that eLearning Leads can get back to colleagues and work on the feedback over the summer. **MP** would love to chat to **AV** offline re student feedback on podcasting/videos not being available in all courses. These are all issues which are about flexibility. **MP** asked **ST** and **ET** for the feedback to be going back to the student meetings.* **ET**– is an Exec Officer and **ST** is Education Coordinator: part of their roles is responding to where the issues may fall.
	+ Student feedback varies massively and having these forums is a good thing (there will never been a complete filling of gaps).
* **MP** – happy to receive emails on the topic.

**ST** – Audits f SSLC notes to figure out emerging themes. If **ST** sees common eLearning themes, she will feed them back to this committee.* **SD**- It would be great to have these conversations happening across all the schools. The audit would be a great tool for the network.
* **ST** – will share.
* **SP** – Notes that SALC has always had the highest lecture capture opt out rates. Advises to talk to Tim O’Brien – he was part of the team who pushed for podcasting.
 | **[eLN\_3\_22\_6 enc.]** **ET and ST** to explore how to get further student input on new CLE and other eLearning feedback.**MP** to talk with **AV** about feedback on lecture podcasting from Student Padlet. **ST** and **ET** to pass on feedback from **MP** to SSLCs. **ST** to gather audit on SSLC feedback on eLearning and share with the network.  |
| **7.** | **Schools Updates****7.1. To receive and discuss: Oral overview of current work within the Schools** **DR – SOSS:** * 4th edition of eLearning Newsletter: sign of it doing well (people accessing Microsoft bookings) Link: <https://express.adobe.com/page/Ct1Ws1KPcP4kt/>
* Continuing with program of arranging meetings with new members of staff and about supporting teaching. Trying to up the engagement with eLearning team including learning design. Some success in people engaging, have academics wanting to better their online resources.
* During Covid: SoSS had a set of eLearning champions: academics who would have interest in particular topics. SoSS has updated this and made more accessible to staff. Link: <https://sites.manchester.ac.uk/sossteachlearn/teaching-learning/elearning-champions/>
* Supporting Gradescope users – automated coding marking technology.
	+ Has gone down very well. Positive AI news.
	+ **MP –** Ask for data unless it is restricted by subject. Notes that there is another group called Grade doing something similar.
	+ **DR –** Kataya – the academic who has used Gradescope on her course – has put in an abstract to the teaching and learning conference in June. Case of spreading the word.
	+ **AMG –** Checks with **DR** if Fran Hooley has been in touch.
* AI: DR Taking part in various webinars by QAA in AI. DR will share interesting learning data recorded in VLE to suggest patterns of behaviour in students who hand their info over.
	+ **MP** - Neil McGregor from SALC presented in the University of Kent webinar last time – recommends the series.

**HM – AMBS: is absent from this call.****MP – SALC:*** **MP** is starting AI assessment task group on 26th April 2023.
	+ Plan is to deliver on deliverables by Nov/Dec 2023: as practical as possible – not a written report, it will be creating tools that are practical to help proceed in designing and creating. There is a lot to talk about with AI (responsibility, sustainability) - focus on AI and assessment.
	+ Is aware of AI groups sprouting over campus. Our role is to keep track of what is going on and feedback – making sense and narrowing it down.
* New digital design teams project in September 2023 – pilot running for 2 years, more details on that will be shared at next meeting.
	+ MP will be working closely with AVB. Project has been approved in SALC but we just need to work out the details including talk with **AV** about overlap with eLearning. It is a great sign that UoM is going to support bottom-up work that will educate staff on digital learning design.
	+ Vision: this will be start of a community that will grow across HUMs.
* Working with Creative Manchester and the Digital Futures Initiative on heritage and Cultural and Creative Industries launch event May 17th: CreateTech.
	+ Coming together of creative industries and technologies
	+ Rapid work behind the scenes with John McAuliffe. Talking to people working in eSports, gaming, other virtual spaces where cultural industries are meeting technology. Digital futures Eventbrite space link: <https://www.eventbrite.co.uk/o/digital-futures-26375755863.>
* UG scholars showcase in June 2023.
	+ All digital projects (conspiracy theory, value of culture).
	+ All welcome to attend.
* PR-type work for UoM:.
	+ On 4th May, 1pm-2.30pm. opening keynote at Blackboard event
	+ Podcast on FutureTalk radio.
	+ Eden network – EU framing in micro credentials (end of June 2023).
	+ Meeting of universities in Spain in July learning about digital and how important it is. Good to put our name out there in the AI space as a university

**SD –** The question about how to leverage for operational change is one for everyone on the call: something we should talk more about.**ABG– SEED:*** Focus on SEED’s Digital Learning week coming up. This event came about from discussions for a space where training can take place, as an inset day. Schedule: <https://app.manchester.ac.uk/training/profile.aspx?unitid=9848&parentId=4&returnId=4&returntxt=Return%20To%20Search&returnQs=%3fterm%3dhumel%26org%3d0>
* Learning design digital bootcamp for the Association for Learning Design and Education for Sustainable Development – ABG will be sharing more widely as soon as possible. About using a particular design framework with sustainability in mind, to do a new unit with the eLearning team and the DTCE programme.
* JISC national centre for AI has been running workshops UoM offered to run student-focused group to hear student opinion. Students from SEED have been running a session and will be writing a blog which will be available

**PK – SEED:** Working on learning design, bringing people together in spaces where there is much remote working. * **MP –** this is a worthwhile initiative, but can be hard to keep up.
* **AV –** can behard to find speakers and topics – invites School reps to work together to more easily develop a program of events e.g. Faculty Teaching and Online workshops series that gather events and audiences across the Schools
* **MP –** main issue in putting a programme at this stage in the year is that people don’t have teaching schedules which makes it hard to organise.

**Questions & Discussion:****SD** – Good idea to use inset day model:* How is this evaluated? – Advises to not evaluate it as a one off. If there is not a good response in the first one, it doesn’t mean it is not a good idea, but recognition takes time to grow.
* Engaging with student voice – it would be good to use that model on different topics. Getting other insights from other Faculties. Using the experience and building upon it to make a model.

**ABG** – PKis tying this into people proposing FLP pilots. Has used same format for staff and students and it was valuable to see how it worked so well. **PK –** FLP have attracted a lot of interest particularly in education but it does take time for colleagues to work up proposals. **SD –** We need to think of how we can share and help each other across schools. What strategies and tactics will enable better practice. | **DR** to share data on Gradescope/AI use with eLNC. **MP** to share more details on Sept 23 digital design teams project at next eLNC meeting.**MP** to discuss with **AV** overlap with eLearning on September 2023 SALC project.  |
| **8.** | **Learning Design****8.1. To receive updates on Learning Design****PK –** Had a discussion with SEED (involved **AV** and **ABG)** about using/promoting use of LD frameworks. Looking at developing further guidance on how we may use this. * There is the bootcamp of sustainability.
* There are great advantages to using these frameworks, and it is a way of taking forward eLearning development.

**MP –** Reminds thatLIand her team run learning design workshops. There are also great learning tools out there. If looking to integrate sustainability and goals, there is lots coming in. <https://www.ucc.ie/en/sdg-toolkit/>* In SALC, they do not want to be behold to one framework, but choose.
* SALC will be bringing someone in who is an expert in AI learning design.
* **LI –** has met **PK** and **ABG** in what they are doing about learning design.

**Questions & Discussion:****AV –** Proposes the set-up of specific network/community on LD that allows academic, PS and students to share uptakes and discuss design on a regular basis. Could be separate or part of a broader forum. AV will look at options and platforms that would work**.****MP –** thinks that is a great thing. | **AV** to explore options for LD community and possible platform |
| **9.** | **IT Updates****9.1. To introduce ITS T&L leads Sharon Newton and Jacinta Blythe****SN** – Has been at UoM for 4 years. Works with **JB** who also has lots of experience in IT. Would like to inform the committee on a different approach to managing small pieces of work under the Teaching and Learning and Student area of IT Services. This is a different approach to product management. ITS will introduce roadmaps to manage the delivery of different pieces of work. The aim is to show progress more transparently – currently demands seem to vanish after being submitted to IT. **JB** and her team are building up a project management group of tech experts from IT and product managers and representation of business users: e.g., Academics, PS staff, eLearning team. They will work through, building a product roadmap to work out ways to progress demands. This is NOT a model for large-scale projects (I.E Blackboard), but instead is for smaller pieces of work, to manage progress made and indicate what the priorities are. **JB –** Improving transparency - is one of the biggest beneficial outcomes as a project management team – having roadmaps of change that are visible and updated regularly will allow to see where priorities are. Also looking at if something does need to change, how will this impact what is already planned, and underscore transparency. **Questions & Discussion:****DR** – More transparency sounds good, but what is ITS’ capacity to deliver? Seems there has been a long running lack of capacity to get things done e.g. DRsubmitted a demand card for software back in July 2022, a year later is not knowing whether it will be available for the next academic year. **JB** – Notes it is difficult to comment on specific demand cards. The changes introduced are on delivery throughout – product management is a new discipline for this area. ITS will be able to communicate this with users on delivery requests.**SN** – There are currently lots of demand cards needing to be reviewed. * IT will review all these and start moving to prevent further gaps in fulfilment.
* This project should mean things will move through quicker and won’t get stuck. There is a backlog which IT have not had the capability to deal with before.

**DR** – Is this a new route by which people submit ideas for new software for teaching/research, and if so how do users do it? Also, if you already have a demand card in (that is not a new case) how does one go about this?**JB** – If you already have a request, there will be a front door for progress which will be advertised as soon as it is set up. Users will be able to engage when it is set up, this is a work in progress. In terms of scope and domain, it is strictly around teaching and learning and student administration, not around research.**SD** – Do you have a sense of timeframe for reviewing the current cards that are in? And when will this front door be available? In terms of the governance and evaluation – is there a way that people can feed in and say if its working? Are you able to come back to this group and speak to let us know how things are going? JB – Will keep eLNC in the loop with progress. Looking to implement feedback mechanism. Currently reviewing current demands cards and the backlog – the timescale is over the next couple of months, as it is a very large backlog. JB will be working in partnership with Strategic Change Office (SCO).**AV** – eLearning team experience on demand for ITS resource is one of insufficient capacity/staff in certain areas within IT services particularly integration. **AV** suspects when there is a demand card that involves integration, we are not going to be able to avoid that bottleneck.**JB** – Unfortunately all demands related to integration are currently stopped due to amount of change. It may be that we can bypass this by exploring alternatives that can be put in place. Having these smaller requests made, processed and highlighted will be effective. Allows for increased comms. **SN** – ITS Demand sits inside TLS governance – they will still have say if it is about work. There is also a demands review (chaired by Steve Pettifer) which will go through demands. It is not just made by IT, it goes through the governance and body.**9.2. To receive: a verbal update from IT on items raised by members (Steve Bagley/Alex Galbraith)** **Agal** Responds to issues raised by students in the padlet. Good news points:* We have seen issues last year with course unit selection module.
	+ This has gone through an upgrade plan which will be ready for the September 2023 which should be better performance and easier to choose courses.
* MyManchester is moving to a new infrastructure.
	+ We should see stability improvements.
* Network transformation: involves replacing old switches and old tech, increasing capacities.
	+ Access point replacement part of this, replacing old APs with new APs to increase capacity, there should be improvements in students using the wireless network and walking around.

**Questions & Discussion:**From Teams chat: * **JC** - If anyone is interested > ALT-C call for proposals (deadline 1st May 2023), link: <https://www.alt.ac.uk/news/all_news/call-proposals-deadline-altc23-extended-1-may?utm_source=dlvr.it&utm_medium=twitter>

**SD –** What is the best way to get in touch with **AGal**?* **AGal** Teams/Email/Phone is best for **AGal or DW. AGal** in first instance, as **DW** is relatively new.
 | **JB** to update eLNC on progress with new small IT demand approach. |
| **10.** | **Faculty eLearning Updates****10.1. To receive: Briefing Note \*****DR** – Has read Briefing Notes and is surprised at switching to Blackboard Ultra Navigation halfway through the year. **DR** understands that if it is IT capacity is unable to do before then. How big of a change is it? What is the plan for units that work for the whole year? Training?**AV** – there still discussions and an efforts to bring this earlier – at start of the year, but at the moment, semester 2 is most likely option due to capacity bottlenecks in IT services. One of the issues that needs resolving is how the course list can be split in present and past courses. That seems to be main bottleneck where we need integration to act on it. eLearning managers are being informed to try and foresee possible issues such as combined units. We don’t have answers to these questions at the moment**DR** – Updating this group would be useful. Do SLT know this will happen due to IT capacity issue? Occasionally in open meeting, people ask questions and SLT members seem to be unaware what is happening and when.**AV** – TLSG has been informed but final decision has not been made yet to our knowledge.**SD** – Will bring that back to next meeting to keep people informed.  | **[eLN\_3\_22\_10.]**AV to update Committee on timings of Bb base navigation rollout |
| **11.** | **AOB****SD –** There is the Teaching and Learning conference in early July (6th or 7th) with the Institute for Teaching and Learning, led by **HC,** although – it isclosed.  |  |
| **12.** | **Dates of next meeting:**Summer meeting: 5th July 2023, 1pm. |  |