Executive Summary of Business for Teaching and Learning Committee

University of Sussex

Title	IT Services' report to the University Teaching & Learning Committee
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Summary	This paper sets out a summary of work recently undertaken in IT Services and work that is to follow shortly.
Recommendation	T&L is asked to **NOTE** the paper.

University of Sussex
IT Services
Report for the Teaching & Learning Committee
November 2012

IT improvements project

    a.   Almost complete.

    b.   Kings Road residence Wi-Fi installed in September during a few days when there was a minimum number of residents.

    c.   Installation of Wi-Fi took place in late September after the completion of refurbishment work in some campus residences.

    d.   See: http://www.sussex.ac.uk/its/about/improvements.

Start of session activities

    a.   21 induction presentations made between Monday 17 and Friday 21 September; we counted 2935 attendees. Sessions included a short video produced for 2012 by IT Services staff. The sessions were well received. See http://www.sussex.ac.uk/its/student and look in the right-hand column.

    b.   High number of students seen to provide help and support in connecting devices to the network (many of them had three devices). Further improvements to be made to help simplify self-connection.

    c.   Challenges in providing support for devices which do not operate with English as the system language.

Jubilee Building

    a.   Acceptance of AV installations very much delayed because of the disappointing performance of the installation company.

    b.   Commissioning of large number of network points (larger than expected because of the large number of building infrastructure and AV elements which are connected to the LAN).

    c.   Temporary digital signage display deployed: late delivery of the new system.

    d.   Lecture recording (capture) installed in large lecture theatre.

    e.   New PC cluster (24 seats).

Workstation clusters

    a.   Refurbishment of Shawcross Service Desk and user area completed over the summer.

    b.   Jubilee Building cluster room opened.

    c.   Major works in Engineering (Richmond) building cluster rooms.

    d.   IT Improvements programme added 440 machines.

    e.   IT Services has replaced ~150 PCs - new PCs in cluster rooms and 75 lecturer's PCs in seminar rooms.

Sussex Direct Developments

    a. MyITAccount for self-service password changes.

    b. Recover from forgotten password for Sussex Direct login page (also on Study Direct login page); Page accessible from personal mobile phone (over 3G) and any browser access.

    c. Nomenclature and other changes for the revision of the academic year and curriculum changes.

Study Direct Developments and support initiatives

    a. A new facility to allow staff and students to see details of all new materials and activity on their sites.

    b. A simple way of transferring materials from an existing site to a new site.

    c. A dashboard for tutors to manage their sites - which makes it easier to locate and understand site setting and tools options.

    d. Improvements to the Quiz that makes it more visually appealing for students and makes it easier for staff to use media such as audio and video as part of the questions.

    e. A timetable listing that shows students their forthcoming teaching schedule and allows them to quickly access the relevant Study Direct sites.

    f. Improvements to speed up performance by changing how login is handled.

    g. Moved onto a new platform where it will be joined by Sussex Direct to make single sign on and deeper integration between the systems more achievable.

    h. Worked with various schools on projects to support them in using Study direct, for example, the design for elective sites with Sussex Centre for Language Studies.

    i. Promoting our one-to-one drop in sessions for tutors to help them build great sites for students.

    j. Undertook research with students to find out what they found particularly helpful in Study Direct, and made that information available to tutors via a "Top Tips" site.

Lecture capture

    a. Renewed the Echo 360 licences and maintenance contract until August 2013.

    b. Working on deploying a different solution (known as Matterhorn); Trials imminent.

    c. The user interface for staff and students essentially unchanged and compatible with the Echo 360 system.

    d. Expect new solution to be deployed to cover some of the lecture theatres which are not covered by the present system. We hope to be able to deploy to all lecture theatres for Term 2.

Printing

    a. Additional pay station deployed in the Library.

    b. Printing via web browser – all charged printers covered and available for off campus use.

Business systems

   a. Major changes to support the new academic year structure.
   b. Changes to support the new terminology (courses, modules etc.) and some regulation changes.
   c. Provided core data for Key Information Sets (KIS) which universities must provide; this is being used by UK university comparator sites such as http://unistats.direct.gov.uk/
   d. New StarRez student accommodation management system launched for the 2012 admissions.
   e. Successfully completed the XCRI data feed (of course information) as a part of the JISC project we have been undertaking on Course Data.

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