

**GOLDSMITHS
University of London**

**ITS USER GROUP
Minutes of the meeting held on 19 January 2010**

Present: Dr Basem El-Haddadeh (in the chair), Ms Lynda Agili, Jacqueline Cooke, Mar'lene Edwin, Mr Ian Hannet, Ms Lesley Hewings, Ms Rachael Johnson, Ms Deborah Okogba, Ms Amie Ouzman, Ms Lucinda Parr, Dr Jacqueline Rattray, Mr Mike Riley, Ms Vivienne Rose, Mr Jim Rowland, Rebecca Watts (*vice Vicky Annand*), Katie Yates, Kate Fisher (Secretary).

Apologies: Ms Angela Bibby, Mr Barry Haywood, Ms Lisa Rabanal

OPEN BUSINESS

3 MINUTES

Resolved:

that the minutes of the meeting held on 1 October 2009 be approved.

4 MATTERS ARISING FROM THE MINUTES

(i) Bulk Order System

Noted:

- (a) that the new bulk order system was working very well. Having machines in stock had meant that departments were receiving new hardware much more promptly;
- (b) that some difficulties had arisen when the porters were not able to access rooms to which equipment was to be delivered;
- (c) that a better system needed to be put in to place so that the location and access of deliveries was tied up and communicated to the porters.

(ii) Disposals Procedure

Noted:

- (a) that in some cases there were still long delays when waiting for disposals to be collected;
- (b) that the information in the AMI on the location of machines was not always sufficient to enable the porters to have a clear idea of where to collect the machine. The

porters were to send through some examples of the information shown on the AMI to Rachael Johnson so that she could try to gain a clearer understanding of the issue;

- (c) that the machines were not always to be collected from their location as it was shown on the AMI as they were moved from staff offices to a central collection point;
- (d) that Art had twice filled out web forms and sent them to disposals@gold.ac.uk but had had no reply or collection of the machines;
- (e) that it was suggested that the disposals procedure needed to provide users with a way of entering the collection point of machines;
- (f) that departments were to email ITS if they experienced any further issues with the disposals procedure;

Resolved:

that Rachael Johnson would arrange a collection with College Services on behalf of the Art department.

5 STUDENT RECORDS SYSTEM UPDATE

Noted:

- (i) that once the Project board formally agree to roll out of the admissions modules of the system by September 2010 departments the Project Office will start its communication programme to users;
- (ii) that training was expected to take place in August – September 2010. As much notice as possible would be given to departments about when the training would be taking place to help staff when planning their Annual Leave and to ensure that staff had adequate time to plan cover where needed.
- (iii) that providing training during the clearing and enrolment periods was to be avoided;
- (iv) that the interface between the new system, Agresso and Moodle is built into the implementation of the new SRS, there was scope for discussion on the approach to be adopted;
- (v) that students being able to view their finances and timetables through the system would be one of the keys to its success;

6 DRAFT REMOTE SUPPORT PROPOSAL

Received:

a draft policy for the use of remote support software (PC Anywhere and Apple Remote Desktop).

Noted:

- (i) that those who had experienced the system in use while it was being tested had been very happy with it and had found it a useful tool;
- (ii) that the system could only be used to fix issues with software and not hardware;
- (iii) that only personnel within ITS would be able to use the system. Staff from other departments would have to apply for permission to use the system and their access would be limited to specific departmental machines identified by their IP addresses, these details were to be added to the proposal;
- (iv) that it would be the responsibility of departments to ensure that ITS were informed when a member of staff with remote support privileges leaves the employment of Goldsmiths. This would be important as those who had been given access to the system must be removed from it promptly after leaving employment at Goldsmiths.

Resolved:

that the group were happy to approve the proposal. It would be submitted to the IMSC for official approval.

7 ANNUAL REPORT 2008-09

Received:

an IT Services Annual Report summarising some of the key services that ITS had delivered over the past year.

Noted:

- (i) that a major announcement about the launch of a the new Reprographics Department (to be called Design and Print Services) would take place in the next two to three weeks. Sarah Gibbon would be visiting departments to explain all the changes that were to take place and their implications;
- (ii) that the 'one stop' Help Desk that was intended to cater for both IT and Library enquiries in one place still had two separate queues.

8 CLOUDMAIL SURVEY

Noted:

- (i) that since December 2009 students had been being surveyed on their email provider preferences and their current use and experience of webmail;
- (ii) that the survey was still ongoing but current results showed a strong preference towards Google mail;
- (iii) that Rosemary Harrison's team were currently working on the data protection elements of the contract with external email providers. For data protection reasons it was essential that all data was stored in the EU zone. The issue of who would

own data if the College were ever to leave the external email provider was also in the process of being resolved;

- (iv) that once the results of the student survey were established and the issues with the contracts were resolved the next steps would be announced;
- (v) that, if it was decided that Google would be the provider selected, then next year's student intake would be on Google mail from the outset. Existing students would either be changed over at the same time or later in the same academic year;
- (vi) that staff were also to be surveyed on their email provider preferences;
- (vii) that many staff had had very positive experiences when using Google documents and calendars. These services would be beneficial as they were resources that could be used anywhere without needing software on the machine being used;
- (viii) that that the amount of storage that Google could provide was better than that which the current systems could offer as was the resilience of the system;
- (ix) that, if the College did switch to the new system, it would replace Oracle;
- (x) that enforcement of the College's email policy would not be affected by switching over to an external email provider as if a breach of the rules was reported then Goldsmith's would still be able to discipline users as if they were still using current College email system. The external provider would not be permitted to withdraw any services being provided to individuals without consulting with the College;
- (xi) that it would be possible for students to be issued with an email address before their arrival at the College and that email for life would be extremely useful from the perspective of the Alumni Office.

9 CMS REPORT

Noted:

- (i) that the CMS Project was now completed and that all areas of the website were live. There was just a small amount of tidying up left to be done;
- (ii) that there would be on going CMS training sessions;
- (iii) that the Marketing, Recruitment and Communications Department were to own the top level pages of the site;
- (iv) that Google Analytics was to be used to produce data on who was visiting pages and for how long. This would be extremely useful for future development of the site.

10 STUDENT INDUCTIONS

Noted:

- (i) that all members of the User Group present were in support of mandatory student inductions;
- (ii) that members agreed that they would not feel able to support a proposal to schedule further inductions during enrolment week;
- (iii) that running the inductions online was seen to be a good idea. The possibility of a system that automatically took students through the induction the first time that they logged in with recap options on the web was to be explored;
- (iv) that it would also be useful for users to be able to access SRS and Outlook training online.

11 EDUROAM FEEDBACK

It was noted that Eduroam is working very well and people's experiences of it have been positive. Eduroam enables wireless users to connect to the internet using your standard IT Services username and password not only on Goldsmiths campus, but also at other universities in the UK and abroad. It also allows visitors to our campus to connect as though they were at their home university using their username and password.

12 NETWORK DRIVE NAMES

Noted:

- (i) that the network drives were to be renamed according to function and use rather than just being identified by an alphabetical letter as they currently were. Any suggestions for names would be welcomed by ITS;
- (ii) that it was suggested the group rights needed to be better managed. Old groups were not shut down leaving people unable to join new groups as in some cases they had exceeded the maximum number of groups they were permitted to join.

13 FEEDBACK ON DEPARTMENT LIAISON MEETINGS

Noted:

- (i) that the Department Liaison Meeting scheme was generally seen to be a great success;
- (ii) that more communication between meetings was desirable. If action was being taken on a point a department had raised, they would like to be informed;
- (iii) that Art were still waiting for information on the progress of the Pcounter system. RJ was to include Mike Riley from Art in any discussions that took place about this.

14 ITS COMMUNICATIONS ACTION TEAM

Noted:

- (i) that ITS had put together a communications action team that was to review the department's internal communications. The department wanted to ensure that communication in all directions was working;
- (ii) that any ideas that the action team generated would be fed back to the group;

15 ANY OTHER BUSINESS

Noted:

- (i) that there was a very limited budget for upgrading teaching rooms and that each room cost from £5,000 to £6,000. ITS were working more closely with Estates to refurbish critical rooms. Members of the group were to suggest any rooms that they knew of which were in particular need of attention;
- (ii) that ITS were to publish information on the website on which rooms were updated along with a list of recently refurbished rooms;
- (iii) that some members of staff would like support for iPhones to be formalised.
- (iv) that ITS were to look at the possibility of posting a video on their web pages showing a step by step guide of how to set up iPhones;
- (v) that problems logging in to the Open Access Kiosks were widely reported. The keys were hard to press and the pages were difficult to navigate. ITS were to look in to this.

KF
January 2010