

**College of Arts
College Annual Monitoring Summary (CAMS)
Session 2011-12**

Response from SLSD

KEY THEME 3: MyCampus

Worries about MyCampus were widespread. Complaints and recommendations include the following:

a. **Flaws in MyCampus and its implementation**, and the ensuing disruption, harmed the student experience and increased staff workloads.

System performance caused problems at the start of registration and enrolment this year but overall, the process worked well, much better than 2011 as a result of changes to the process for students. See comments under e. below re increased staff workloads.

b. The student interface for enrolments could be, but has not been, adjusted so as to enhance the **visibility of non-school Subjects** (i.e. Subjects whose disciplines are relatively seldom taught in schools, e.g. English Language, Archaeology, Philosophy).

This is entirely a matter for the College about how the plans are built and the emphasis given to non-school subjects. MyCampus is flexible about how courses appear and allows alternative ways of presenting information, including 'recommended courses' or 'courses you may not have studied previously' to highlight specific subjects.

c. MyCampus **failed "for course documentation"** (Classics, SOH).

Not clear what this is referring to. More information required on specific failures. MyCampus does not create documents. Most of the data in the system has been entered by the 'owners' who are usually staff based in Schools and Colleges.

d. MyCampus **timetable information** was often inaccurate or missing.

Class scheduling is the responsibility of Schools. It was clear from some of the Helpdesk calls received that there were errors in the data and students were unable to enrol because of the errors. SLSD helped School staff sort out the errors to allow student to enrol as intended. This was much less of a problem this year than in the first year of operation.

e. **More administrative support** is required to input timetable information, and more generally to deal with unforeseen problems caused by MyCampus.

This is an issue for all Colleges. MyCampus is a more comprehensive record system than Websurf. Some of the tasks are completely new eg plan building. Timetable information was held previously but not displayed in a consistent way by all Schools for students to enrol. There are new tasks associated with MyCampus. Advisers have greater responsibility for records maintenance than was ever the case previously. Admin support for advisers would be very helpful and already exists in some Colleges.

f. **More helpdesks** are needed; they need to be available until later in the semester; and those at helpdesks need better training.

The Helpdesk this year was a great improvement on the service provided in 2011. Were there specific types of enquiry where the Helpdesk was unable to respond or refer the enquiry to an appropriate second level for further information or resolution?

g. MyCampus tutorial enrolment should be (but is not) **integrated into Moodle** to facilitate the creation of discussion forums for tutorial groups.

There is an interface between Moodle and MyCampus. Enrolment in a class in MyCampus automatically enrolls the student in the corresponding Moodle group. This was true in 2011 as well as 2012.

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