UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 3 December 2013

Present: Dave Hall (Chair)
Liz Bailey Jenny Dnes (vice Thomas Veit)
Geoff Green Trevor Humphreys
Dawn Kemp Professor Sue Law
Alun Reynolds Martyn Riddleston
Frances Stone Caroline Taylor

In attendance: Moira Laird (for M68), Angela Walker and Andrew Petersen (Secretary)

Apologies for absence were received from Jayne Bowers, Rebecca Johnson, Nigel Siesage and Thomas Veit

UNRESERVED (ONLY) BUSINESS

13/M64 MINUTES OF THE PREVIOUS MEETING
The Group considered and approved the minutes of the meeting held on 5 November.

13/M65 MATTERS ARISING
The Group noted that:

a) Arising from M58 the planned Major Incident exercise had been postponed until after the Christmas vacation;
b) Arising from M60 c) the booking system for the Systems Thinking Conference in January 2014 had gone live. As it was a single full day conference the Group noted that the maximum number of delegates was limited, in which case it might be helpful to target those colleagues that could most benefit from the event.;
c) Arising from M61 the proposal for the re-implementation of SITS was due to be considered by VCAC on 9 December.

The Group agreed:

a) That a list of delegates attending the conference should be circulated, to allow members to identify any additional colleagues who should be encouraged attend; ACTION: Angela Walker
b) That should demand exceed availability of places available at the conference an additional event should be held later in the year ACTION: Angela Walker to report to next meeting

Cont/...
PROFESSIONAL SERVICES FINANCES

The Group received an update from the Chair regarding progress towards the financial targets set for the 2013/14 academic year. Although significant progress had been made towards the betterment targets, further savings were required to meet the £1.3 million target agreed in the financial planning round.

The Group agreed:

a) That the Heads of Corporate Services Divisions should meet with the Management Accountant for Corporate Services to finalise the projections for 13/14 in order to confirm progress towards the savings target; ACTION: All Heads of Division

b) That although short term savings could be achieved through vacancies and other means, it was essential to develop a sustainable method of meeting future savings targets;

c) That following the above, members should consider the role of VERVES within their overall savings plan. ACTION: All Heads of Division

MYSTUDENTRECORD

The Group received a presentation from Moira Laird regarding the recently launch MyStudentRecord facility.

MyStudentRecord was an online portal which allowed all applicants and registered students to access their personal student record through a single portal with a consistent look and feel. The development of the portal had been undertaken by a joint team from the Registry, Admissions Office and IT Services, and had been driven by evidence of student demand. The portal allowed students to access and amend their data, as well as undertake a range of processes such as upload documents, complete online registration and access marks and progression information. The portal also allowed staff to access student data to support learning, teaching and assessment. It was noted that the portal was currently based upon data held in SITS, and that further development would be required before the facility could be expanded to incorporate non-SITS based processes.

The Group welcomed the portal, noting that it offered a significant improvement to the student experience, and also had significant potential for expansion once future functionality was developed, such as the ability to pay tuition and accommodation fees.

The Group agreed:

a) To request that the Student Lifecycle Management Group consider whether non-SITS based data and processes could be rolled into the portal going forwards; ACTION: Moira Laird to feed back

b) Request that the Group also consider whether more consistency could be achieved by naming all of the tabs ‘my...’ ACTION: Moira Laird to feed back
PROFESSIONAL SERVICES CHANGE PROGRAMME

a) Service Improvement Catalogue

The Group considered an updated Service Improvement Catalogue for December 2013. The Group noted the range of service improvement activity underway within the institution at both strategic and local levels. The Group noted a number of minor amendments necessary to the catalogue to reflect additional progress in these areas.

The Group noted that progress with a number of the areas in the Student Lifecycle category would be defined by the proposals for the strategic development of SITS, due to be considered by VCAC as noted above.

The Group agreed:

a) That minor amendments to the Catalogue should be made in line with discussions at the meeting; ACTION: Secretary

b) That the revised catalogue should be circulated to Heads of College. ACTION: Secretary

b) Update from the Systems Thinking Support Team

The Group received an update from the Systems Thinking Support Team. The Group noted the range of service improvement activities that were using the systems thinking method underway within the institution, and the positive impact that they were achieving.

Duration of meeting: One hour and 30 minutes