THE UNIVERSITY OF KENT
INFORMATION SERVICES COMMITTEE

Minutes of the meeting held on Monday 21 November 2011

PRESENT: Professor Alex Hughes (in the Chair), Lauren Crowley, Mark Ellis, John Sotillo, Sam Thornton, Gill Woodhams, Jo Pearsall.

APOLOGIES: Dr Keith Lampard, Jon Pink.

The Chair welcomed everyone to the first meeting of the academic year.

01/11-12 TERMS OF REFERENCE

The Committee considered Paper ISC01/11-12, Terms of Reference and membership and noted that Dr Anthony Ward had resigned as Chair of the Library User Panel. Sam Thornton is acting Chair.

The Committee agreed to revise the Terms of Reference and Membership for the next meeting.

a. Information Services staff to be limited to the Director of Information Services and one other. Other senior members of staff from Information Services attend the User Panels. The lay member and the second student member are not required. A Medway representative is not required as the Director of Information Services attends separate Medway meetings.

b. A paper on the role of Faculty representatives is to be drawn up indicating the importance of communication with the Faculties. The Director of Information Services will prepare a paper for the Chair to send to Deans and Faculty Administration Managers. ACTION: John Sotillo

c. There should be regular reports to Senate and to other committees.

02/11-12 MINUTES

The Minutes of the meeting held on 8 June 2011 were approved.

03/11-12 MATTERS ARISING


b. Department Materials Fund (Minute 29/10-11 refers See Minute 07d/11-12 below.
c. **Attendance Monitoring** (Minute 30/10-11 refers).

Mark Ellis reported that devices for recording attendance monitoring were being built and the supporting software finalised for a trial next term. It is expected that there will be a significant improvement in the efficiency of data capture.

04/11-12 **COMPUTER USER PANEL**

The Committee received the Minutes of the meeting held on 7 November 2011, Paper ISC 03/11-12.

The Committee approved a recommendation to revise the Computer User Panel and the Web Strategy and Steering Group (WSSG) as follows:

a. to subsume WSSG within the Computer User Panel and to change the name to IT Users Panel (ITUP) with immediate effect;
b. to revise the Terms of Reference and Membership as set out in appendix B of Paper ISC02/11-12.

05/11-12 **LIBRARY USER PANEL**

The Committee considered the Minutes of the meeting held on 26 October 2011, Paper ISC 04/11-12.

a. **Loan Period for Academic Staff**

The Committee approved the recommendation from the Library User Panel that the loan period for academic staff be reduced from one year to 3 months.

b. **Library Facebook Page**

The Committee noted that Kent Union and Information Services were working jointly to create a Facebook page to improve student input into the Library User Panel.

06/11-12 **DRILL HALL LIBRARY USER GROUP**

The Committee received the Minutes of the meeting held on 5 October 2011, Paper ISC 05/11-12.

07/11-12 **REPORT FROM THE DIRECTOR OF INFORMATION SERVICES**

The Committee considered the Report from the Director of Information Services, Paper ISC 06/11-12 and noted, in particular, the following items:

- good system performance since June and smooth start to the academic year;
- the improvement of projection facilities in teaching rooms;
- 25% of public PCs replaced and 150 provided for use in Schools and departments;
• the improvement of the learning resources score by 34 places in the National Student Survey;
• the establishment of study zones in the library;
• a high demand for the CLA scanning service;
• the purchase of a journal archiving system;
• the completion of the CARD Project to digitise a large collection of cartoons and images;
• the new Digital Imaging and IT Consultancy Services;
• the launch of MyFolio to all students;
• the improvement of printing services for students at Canterbury and Medway;
• the purchase of a new reading list system and the planned launch to schools in the Spring Term;
• the successful outcome of a proof of concept project to run the Student Data System (SDS) on VM software;
• a project to revise SDS to support the decisions of the Learning and Teaching Board concerning marking and classification conventions;
• the development of facilities at the Drill Hall Library at Medway.

a. **Library Development**
The Committee noted:
   i. that funding for the following had been agreed: new power distribution boards; resolution of issues with the roof, windows and air conditioning; an extension at the western end of the library (£18m);
   ii. that work scheduled for Christmas involving a two-day shutdown had been delayed.

   It was agreed that it would not be possible to close the Library for two days at Easter without causing significant inconvenience to the students preparing for examinations.

b. **Online Module Evaluation**
The Committee noted the purchase of an online module evaluation system and its rollout to all schools via Faculty and School Administration Managers. The system will facilitate data analysis and enable academic staff to provide more prompt feedback to students. An item will be included in the Academic Update from Information Services due out before the end of term. Alex Hughes, John Sotillo and Mark Ellis will prepare the article.

   **Action:** JS

The Committee recommended that there should be further alerts in Schools and Faculties through Directors of Learning and Teaching.

c. **Operational Plan 2011-12**
The Operational Plan 2011-12 will be circulated to the Faculty Administration Managers, User Panels and the Information Services Committee in the Spring Term. The Chair requested that Miles Banbery be included in the circulation with a view to the inclusion of the plan on the Student Experience Framework Website.
d. **Departmental Materials Fund (ISC06/11-12 Appendix A)**

The Committee noted that an agreement with the Deans in the early summer had safeguarded the purchase of online materials but a long-term solution had not been agreed. The low expenditure per student FTE in comparison to the average of the 1994 Group continues to be a concern. The Committee also noted that students continue to complain about insufficient copies of books, particularly where there are large numbers of students on a module.

The Committee agreed to maintain the same model for the Departmental Materials Fund as last year and circulate the budget figures to schools in time for them to be discussed in budget meetings in 2012.

e. **Communications**

The Chair congratulated Information Services on all the improvements that have been achieved. Communication of these achievements is currently through forums, statements on computer screens, the Information Services termly newsletter and news items on the Information Services website. A Facebook page is under development.

Further possibilities to improve communications with students include the use of Twitter, better links with Corporate Communications (Miles Banbery) and UELT (Louise Naylor). A greater involvement of Faculty Administration Managers on the user panels and a stronger role for academic representatives on the Information Services Committee would enhance communications with the Faculties and Schools.

---

**08/11-12 ADMISSIONS SYSTEM PROJECT**

Paper ISC 07/11-12, a progress report from the Admissions Talisma CRM Project Board was circulated after the meeting.

The Committee noted that following user acceptance testing it had been decided to delay user training pending the completion of revisions. A revised schedule for training and going live will be prepared.

**09/11-12 LIBRARY AND COMPUTING REGULATIONS**

The Committee considered Paper ISC 08/11-12, proposing amendments to the Library and Computing Regulations. The Committee agreed to ask that Gill Woodhams prepare a covering paper to explain the changes for circulation to the Committee for comment prior to seeking approval from the Senior Deputy-Vice-Chancellor.

**ACTION: Gill Woodhams**

**10/11-12 NSS ANALYSIS**

The Committee considered Paper ISC 09/11-12, an analysis of NSS results and an action plan. The Committee congratulated Information Services on
the significant improvements in NSS scores for learning resources. The scores for IT remained static and the Chair requested a report on the matter in time of the meeting of the Student Experience Committee to be held on 8 December 2011.

11/11-12 DATE OF NEXT MEETING

The date of the next meeting was confirmed as Monday 19 March 2012 at 2.00 pm and will be held in Senate Committee Room 2.

KJL/KAB

02/12/2011