



myUniSA Student Portal

GOVERNANCE

Version 4

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1. Introduction

This document summarises arrangements for the ongoing ownership and governance of the University Student Portal (myUniSA).

By providing a one-stop resource for students to access all information related to their life at the University, the student portal is a key channel of communication within the University. A protected set of pages will be provided on the Web where:

- student information is accessible and easy to locate with single sign-on
- students can directly access all aspects of their University resources and requirements
- academic records, results, invoices, online payments, enrolments, transcripts, examinations and graduation services are all accessible from the portal
- students have a means to add personalised information
- students can access course specific teaching and learning materials
- academic staff can provide services to specific program, course and class cohorts via the portal
- searches can be performed on content that is external to the portal site
- specific groups can be targeted to more efficiently disseminate information, eg Research, Transnational, Domestic, International, .

A web browser is the only software that students need.

The intended audience for this document is:

- Corporate Web and Portal Management group (CWPMG – see Appendix A)
- Stakeholders : Directors: ISTS & SAS
- Relevant SAS and ISTS staff

Current context

The student portal in its current form was developed and released in 2005. Since then, apart from critical bug fixes and minor additions, the student portal has not been further developed while University resources are directed to developing and enhancing the staff portal. The final stages of development for the staff portal have been released in late 2008, and resources will now be available for further development of the student portal.

It is acknowledged that the student portal and the online teaching and learning resources of the University are strongly linked. There is also acknowledgement that there will be a major redevelopment of the teaching and learning management system and therefore resources during 2009 / 2010. This will impact on the ongoing development and enhancement of the student portal, and therefore no major changes will be made to the student portal until the teaching and learning environment has been determined. The student portal can then be designed to take advantage of the new teaching and learning features.

Development of the student portal during 2009 / 2010 will be therefore limited to providing some basic improvements in functionality as well as some necessary enhancements and additional information. Early 2009 will see the student portal converted into the technology currently used by the 'Alternate' student portal site, this is the same technology that is used by our staff portal, and will require that the two major areas not currently available in the alternate site be built and provided. These areas are the student announcements engine and the services page. Provision of a new students' announcement engine will leverage from the work already done on the staff portal announcements engine and give us greater control and flexibility of the announcements we are able to provide students. The services page is basically a 'links' page to student services available,

and will not be difficult to re-write but this will provide an opportunity to review the links provided and how they are presented in the portal.

2. Ownership Principles

2.1. Infrastructure is hardware, software and connectivity

- Infrastructure support and operation are provided by Information Strategy and Technology Services (ISTS) with the following development standards:
 - UniSA operating environment;
 - UniSA project management methodology; and
 - UniSA quality processes.

2.2 Procedures and expertise

- User and administrator documentation are the responsibility of the Coordinator: Information Services and Reporting (SAS).
- Ongoing support of this documentation will be co-ordinated by the Coordinator: Information Services and Reporting (SAS).
- Technical documentation and the provision of technical support are the responsibility of Manager: Information Architecture & Management (ISTS).
- Updates to the portal will be coordinated between ISTS and SAS using the Request for Work (RFW) process.

2.3 Information ownership

- Information is placed in myUniSA for sharing with target student audiences.
- Ownership of data is held by SAS.
- Data input accuracy lies with the school/unit that supplied the information but it must be co-ordinated by SAS.
- Each school/unit that submits content to the portal will identify a person who will have responsibility for the information collected in their area and coordinate any use/release/delete decisions in conjunction with SAS.
- SAS will co-ordinate a forum for these representatives to clarify portal content.
- The Coordinator: Information Services and Reporting (SAS) will be the one point of contact for ISTS and other relevant staff.

2.4 Information management

- The portal exists to enable one-stop access to University data and information for students.
- The Coordinator: Information Services and Reporting (SAS) will keep a permanent and updated description of the functional specifications of the portal.

2.5 Information access

- Services provided via myUniSA are to be used only by University of South Australia students or students of partners to the University (eg SABIT, CELUSA, OUA).
- Application for provision of new content or amendment to current content is direct to SAS (Coordinator: Information Services and Reporting).

3. Governance

3.1 Governance is concerned with:

- operational protocols;
- contracts and licensing (upgrades of SharePoint Server or software and adding or deleting new features);
- business process reviews and changing of business processes;
- communication to students and staff;
- evaluation of performance and usage including principles for student feedback;
- ongoing impact on other systems and applications;
- enhancements and changes via the RFW process, and
- consideration of other administrative and support needs identified through the various forums relating to student services.

3.2 Governance arrangements

Ultimate responsibility for the student portal will rest with the Corporate Web and Portal Management Group (CWPMG). SAS as sponsor of the student portal will coordinate and manage the ongoing support, upgrade, and enhancements of the student portal in close association with ISTS staff. The Director: SAS, as a member of CWPMG will present recommendations relating to any major redevelopment to the group and obtain their approval prior to implementation.

The Coordinator: Information Services and Reporting (SAS) will have prime responsibility for day to day management of the portal and will work in close association with the Manager: Learning and Teaching (ISTS) who will support the technical aspects of the portal.

A myUniSA Student Portal Business Group (SPBG) will be established to discuss and prepare recommendations and reports to the CWPMG regarding ongoing enhancements and improvements to the student portal, including costing, priorities and timelines.

- Responsibilities of SPBG will include:
 - Recommendation for priority of pending changes and enhancements to CWPMG
 - Implementing operational decisions with advice from Manager: Learning and Teaching (ISTS).
 - Undertaking ongoing evaluation strategies.
 - Monitoring and actioning issues raised by students via their feedback email address.
- Reports to:
 - Corporate Web and Portal Management Group (CWPMG) through Director: SAS (see Appendix A)
- Membership to be:
 - SAS – Coordinator : Information Services and Reporting – (chair)
 - SAS – Business Analyst :Data Management (EO)
 - ISTS – Manager : Learning and Teaching
 - LTU - Team Leader: Online Education Support
- Meetings to be held approximately bi-monthly or more regularly during peak times of development activity, as identified by the chair.

SPBG to coordinate and obtain information and feedback from a wider reference group from time to time, calling that group for input to determine content and services provided by the portal. The myUniSA Student Portal Reference Group (SPRG) will meet at least twice per year (this could be more often if determined necessary by CWPMG, or the business group).

- Responsibilities of SPRG will include:
 - consideration of all student administrative and support needs
 - recommending content and services for the student portal
 - assisting in undertaking evaluation and testing of prototypes
 - providing test groups of colleagues and students for testing and feedback
 - monitoring and recording issues raised by students
 - assist in providing information to determine priorities for future enhancements and upgrades
- Reports to:
 - Student Portal Business Group (SPBG) through Coordinator: Information Services and Reporting
- Membership to be:
 - SAS – Coordinator : Information Services and Reporting – (chair)
 - SAS – Business Analyst :Data Management (EO)
 - SAS – Manager: Campus Central
 - SAS – Coordinator: Student Finance and Enrolments
 - SAS – Communications Officer
 - ISTS – Manager : Learning and Teaching
 - ISTS – Senior Information Technologist
 - ISTS – IT Help Desk Coordinator
 - LTU - Team Leader: Online Education Support
 - LTU – Deputy Director : Student Learning Services
 - LTU – Team Leader Career Services (as required)
 - LTU – Representative from counsellor group
 - RES – Manager: Research Education and Teaching
 - TSS – Representation of Transnational Co-ordinators group
 - UI - Operations Coordinator
 - LIB – Manager : Information Resources and Technology
 - MDU – Web Development Coordinator
 - MDU – Senior Development Officer (Alumni)
 - Finance – Manager: Financial Systems (as required)
 - 2 x Academic representatives
- Meetings to be held approximately twice per year or more regularly during peak times of development activity, as identified by the chair.

3.5 Activity matrix for the governance structure:

Activity	Corporate Web and Portal Management Group (CWPMG)	Business Sponsor (SAS)	Technical Support (ISTS)	Student Portal Business Group (SPBG)	Student Portal Reference Group (SPRG)
Manage day-to-day operations <ul style="list-style-type: none"> Approve and add announcements Make changes to portal text and add/remove links as required Ensure accuracy and consistency of content Monitor and action portal email feedback account Make changes to site maps and help text as required 		✓			
Update documentation <ul style="list-style-type: none"> Business Rules Governance of myUniSA Technical documents 		✓ ✓	✓		
Organise and chair business and reference group meetings		✓			
Submit reports to Corporate Web and Portal Management group (CWPMG)		✓		✓	
Coordinate communication to students and staff		✓		✓	
Advise on evaluation strategies	✓	✓	✓	✓	✓
Implement evaluation strategies		✓	✓	✓	
Develop operational protocols		✓	✓	✓	
Advise on ongoing funding		✓	✓	✓	
Manage upgrades and licensing			✓		
Review of business processes		✓		✓	✓
Development of future enhancements	✓	✓	✓	✓	✓
Impact on other systems and applications	✓	✓	✓	✓	
Investigation of future technology that could apply to the student portal		✓	✓		
Provision of activity logs and usage statistics			✓		
Provision of IT Help Desk reports			✓		

Monitoring impact of other University systems, including load testing and demand			✓		
Technical development of enhancements			✓		
Identification of information from corporate student systems to be accessible from the portal		✓		✓	
Evaluation of functionality, content accuracy and usage patterns		✓		✓	
Managing and applying security to the portal emulator		✓			
Maintaining Student portal demonstration documentation		✓			

4. Evaluation

The Coordinator: Information Systems and Reporting (SAS) will seek information on value derived from using the student portal, whether positive or negative comments, with evaluation feedback being available to the CWPMG.

The Coordinator: Information Systems and Reporting (SAS) will use an evaluation framework to:

- check key standards are being maintained
- detect issues and risks
- improve systems and procedures
- track usage patterns
- verify benefits sought by stakeholders: Student Services Advisory Group, CWPMG, administrative units and schools
- keep stakeholders informed
- document findings.

When evaluation shows that the services are becoming outdated or are not meeting performance expectations, the Coordinator: Information Systems and Reporting will make decisions and raise issues with the Director: SAS regarding options on upgrading or modifying the SharePoint Portal service.

ISTS is responsible for providing activity and usage statistics to the co-ordinator for analysis. Similarly, the IT Help Desk incident reports are to be the responsibility of the IT Help Desk.

Possible measurements include:

Measure	Method	Frequency
Number of users	Web activity logs	Quarterly reports
Peak use times	Web activity logs	Quarterly reports
Number of visits	Web activity logs	Quarterly reports
Most frequent users visiting	Web activity logs	Quarterly reports
Help Desk Incidents	Help Desk reports	Quarterly reports
Content suitability	Evaluation questionnaire	As needed
Content accuracy	Evaluation questionnaire	As needed

5. Appendix A

University wide management

The corporate web presence is overseen by the Corporate Web and Portal Management Group (CWPMG). This committee meets as a minimum, twice per year. Its main role is to:

- . monitor current performance of the web presence on both corporate and non-corporate servers relating to
 - usability by clients and customers
 - conformity with accessibility and other legal requirements and oversight of Online Accessibility Action Plan
 - conformity with agreed standards of accuracy and appropriateness of architecture and content
 - conformity with links to both internal and external sites
 - compliance and management of the Web Management Guidelines
- . *approve major changes to the corporate information architecture as per these guidelines*
- . *recommends development of significant web related application and infrastructure developments*
- The University Web Management Group is chaired by the Pro Vice Chancellor & Vice President: International and Development and includes:
 - . Director, Marketing and Development
 - . Director, Information Strategy and Technology Services
 - . Director, Student and Academic Services
 - . Director, Learning and Teaching Unit
 - . Director, Research Services
 - . a representative of the Divisional Managers, and
 - . a representative of the Heads of School group.

The Manager Marketing Communications (MDU) is the executive officer to the Steering Committee. MDU and ISTS web staff will be invited to attend relevant meetings when required.

The Web Management Group will accept reports or briefings from, and liaise with, other university committees or groups including the Online Accessibility Management Committee.