

# Queen's University Belfast

## Qsis Staff Newsletter



February 2013

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## Foreword From The Registrar and Chief Operating Officer

Welcome to the first edition of the Qsis Staff Newsletter. This Newsletter, an integral part of the Qsis communication plan, aims to provide a broad insight into what Qsis offers and also provides a forum for your feedback and contribution.



*Mr James O'Kane*

promote and encourage communication between users.

Qsis has been developed to support the University in providing a single integrated source of information on all student and course related matters. Qsis facilitates and supports key business processes within the student lifecycle and enables student data to be seamlessly integrated with other core systems.

I would like to extend my thanks to all Qsis stakeholders for your contribution to date, and very much look forward to your continued support and engagement going forward. I sincerely hope that you find the Newsletter informative and of benefit in your on going use of Qsis. The Qsis team is keen to engage with you, to receive your feedback and to obtain your valuable input

The Newsletter will keep you updated on developments and activities taking place within the Qsis environment and will

Page 6. details on how to provide feedback are included on

## Interview with Wendy Galbraith- Director of Finance

*"A complex mix of opportunities and challenges"*

### How long have you worked with Qsis?

I have worked with Qsis for the past two years, since becoming Director of Finance at Queen's. I have led the Student Financials Reimplementation Project which saw a major element of the system being fundamentally reviewed and enhanced to meet the changing business environment.

### What do you find most challenging about Qsis?

Personally I think the most difficult aspect of Qsis is the differing priorities of each Qsis stakeholder. I feel the finance project has been a great opportunity for knowledge transfer and a chance to gain a shared view of the system. The Finance Project also saw the creation of a Finance Reference Group who meet on a fortnightly basis. This proved to be the perfect forum for communication and interaction between all stakeholders and created an opportunity to build corporate ownership. I also feel the presence of a dedicated Project Manager for the Finance Project has been key. The Project Manager kept all priorities on track and focused on the business benefits and outcomes.



### If you could improve one thing about Qsis, what would it be?

I would improve the mutual understanding between all Qsis stakeholders. Within Qsis all activities have a knock-on consequence on other areas whether it is Schools, Student Records, Admissions or Finance. A

holistic approach towards Qsis is required to manage the differing perspectives of all these areas. The Finance Project required a holistic approach and I hope that this perspective is maintained once this stage of the project comes to an end.

### What are the major upcoming projects within your department?

The Finance Project and the new financial framework will take a full year's cycle before all elements come into play. This year's E&R period ran very successfully and has seen major progress for the team. Recent developments within the project include billing, with statements being made available to over 18,000 students and invoices issued to 300 external sponsors. Reminder letters have also been issued to students and external sponsors. For 2013 we will continue to enhance business processes and develop financial reporting from Qsis to address the needs of the business and our stakeholders.

### In Brief: Student Finance Project

- ⇒ The new Withdrawals and Refunds Policies, as set out in the [Student Finance Framework](#), have been implemented.
- ⇒ Students can now make on-line payments through their Self-Service Accounts at any time, day or night.
- ⇒ Students now receive regular statements containing all financial activity on their accounts. These statements are made available on the students' Self-Service Accounts.
- ⇒ Students' Self-Service Accounts have been enhanced to give greater visibility of their financial balance and transactions.
- ⇒ Reminder and suspension letters are now emailed directly to students.
- ⇒ Direct Debit Mandates now available online

# Qsis User Groups

Qsis User Group meetings are an opportunity for the Student Systems Support Team and the Student Systems Development Team to engage with Qsis Users and provide a platform for communication. Below are the new communication channels which all support and development items should be channelled through.

The Qsis Teams greatly encourage your feedback through the below communication channels.

## Qsis Operational User Group

Contact this group for the following:

- Support
- Training and Documentation requirements
- Information on upgrades, modifications, business process improvement
- Reporting requests
- Security Access

### Contact Details:

[studentsystemssupport@qub.ac.uk](mailto:studentsystemssupport@qub.ac.uk)

### Escalation Details:

Catherine McKeown/Tony McCrory

Qsis Operational User Group meetings took place on:

- 25th October 2012
- 13th December 2012

Key areas for discussion arising out of these sessions were as follows:

- Qsis User Group Terms of Reference
- Purpose and format of Operational meetings
- E&R – Lessons Learned
- Proposed new Qsis Support Website and Qsis Documentation
- Format for Qsis training (Group discussion)
- Qsis in Context – links to other University systems
- Update on the Support and Systems Teams
- Update on Qsis ‘nice to haves’ raised by Schools

**Next Meeting: February 2013**

## Qsis Strategic User Group

Contact this group for the following:

- New Student System requirements
- New strategic/ statutory requirements
- Provide feedback on scheduled new developments
- Feedback on projects in progress
- Prototypes and new functionality

### Contact Details:

[studentsystemsdevelopment@qub.ac.uk](mailto:studentsystemsdevelopment@qub.ac.uk)

### Escalation Details:

Paul Morgan

Qsis Strategic User Group meetings took place on:

- 22nd November 2012
- 24th January 2013

Key areas for discussion arising out of these sessions were as follows:

- Qsis Development Team and Their Responsibilities
- Membership of the User Group
- Training & Documentation
- Data Flows & Data Quality
- Resourcing
- Engagement with Schools
- Qsis Programme Communication
- Qsis Development Plan Overview

**Next Meeting: April 2013**

# UCAS PaperLight-Interview with Philip Wilkinson

## In Brief: UCAS PaperLight

From September 2013 all UCAS applications will be processed online, moving away from paper-based applications. In preparation of this, a pilot project is currently underway incorporating eight application areas.



**Phase 1:** Medicine and Dentistry Scoring for Interview

**Phase 2:** UCAS Vetting and Recommended Decision Making

**Phase 3:** Loading of UKCAT Scores for Medicine and Dentistry

**Phase 4:** AS12 Self Service Functionality

**Phase 5:** Results Matching Enhancements

**Phase 6:** Full Go Live

## Key Pilot Facts: Application Areas Include:

- Medicine and Dentistry
- Agri-Food and Land Use
- Chemical Engineering
- Pharmacy
- Actuarial Science
- Economics
- Modern Languages
- Management

20% of all UCAS applications will be included in the pilot

17.8% of courses will be represented

Phase 4 of the project is currently underway

## Philip Wilkinson Qsis Functional Development Lead

*"Qsis is flexible"*

### What does Qsis mean to you?

To me Qsis represents an opportunity for the University. Qsis is a big system with many different users and requires a lot of hard work.

### How long have you worked with Qsis?

### What previous experience have you had with Campus Solutions?

I joined Queen's University in June 2012 and have worked with Qsis since then. I previously worked at Liverpool John Moores University for 13 years. My role there involved implementing, supporting and developing their version of Qsis.

### What is your involvement on a daily basis with Qsis?

On a daily basis I would use Qsis when working with the Student Loan Company (SLC). This involves:

- Developing new ways to support the business
- Reacting to recent changes implemented by the SLC
- Developing functional requirements for end users
- Identifying new and emerging functionality

### If you could improve one thing about Qsis, what would it be?

Qsis has some new functionality known as 'related content' which allows the development of central work centres built around business processes, allowing users to access all the necessary pages from one location within the system. This will greatly improve navigation and ease of use, removing the search element within the system.

### What are the major upcoming projects within your departments?

- UCAS PaperLight full go live
- Student Loan Company enhancements for 2012/2013
- ImageNow as the new Document Management Solution

**ImageNow:** Plans are in place for ImageNow to be implemented alongside UCAS PaperLight, as a pilot Document Management Solution. The target delivery date for the implementation of this solution is early 2013.

# Qsis Academic Feedback

Selection of comments received from Academic Representatives

## School of Medicine, Dentistry and Biomedical Sciences

School Office Administrator

Nicola Swenarton

*"Recently Medicine introduced Multi Mini Interviews as part of the selection process. This is a huge logistical exercise within tight timeframes, with over 500 candidates being interviewed in a three day period."*

*"To try and alleviate some of the pressure on the school, work was undertaken within QSIS to create an automated scoring system for applications. QSIS helps with the workload in relation to scheduling the interviews and communicating with candidates."*

### *Benefits of the new development to the School:*

- The method of selecting students who are eligible for interview is significantly quicker and easier.
- It was easy to assign candidates to a date and time and run reports on the allocations.
- Changes made to appointments are easily recorded and date stamped, making all amendments auditable.
- Emails and letters generated automatically makes communications quicker and more effective.

*"For the future, we are talking about recording medals and prizes awarded to students within Qsis."*

## School of Mechanical and Aerospace Engineering

Director of Education  
Dr Geoff Cunningham

*"QSIS has a steep learning curve and unless an academic is using it frequently, it will always be a struggle to use it effectively."*

*"Effective dates and the impact they have is difficult to get to grasps with at times."*

*"To be an effective management tool there needs to be a user friendly data retrieval system layered over the top of QSIS."*

*"We would really like to have student attendance monitoring, offering good functionality."*

*"A live link to the exams system would be great."*

## School of Creative Arts

Director of Education  
David Grant

*"Self Service gathers together a lot of useful functions from class rolls and student photographs, to week-by-week timetables and downloadable spreadsheets."*

*"Lack of integration between QOL and QSIS. Tutor lists in QOL and QSIS should be linked preventing this information being entered twice, which often results in inconsistencies."*

*"The WaitList function could help alleviate some of the logjams caused by overflowing classes; without students feeling rebuffed by QSIS."*

*"QSIS still promises so much. The idea of a comprehensive online record for each student that could bring together letters, emails, scanned medical certificates and the like, would be a terrific boon."*

# Qsis Development Plan 2012-2015

Following approval of the Qsis Development Plan 2012-15 by the Qsis Project Board, it was agreed that the plan would be governed by four main Programme Tranches, with projects falling under one of the following Tranches:

**Student/Prospect Experience**

**Student Financials**

**Management Reporting**

**Operational Developments**

Further engagement will continue with Directorates and Key Stakeholders in the coming months.

## Training Events/Workshops

The table below shows various training events/workshops that have taken place recently or are planned for the upcoming months.

Training Events/Workshops	Dates	Participants
Campus PeopleSoft Overview Training	9th-10th October 2012 18th October 2012	Student Systems & Services IS— Admin Support
ITIL (Service Management) Awareness Training	11th December 2012 10th January 2013	IS Division Student Systems & Services
Prince 2 Overview (Project Management)	18th January 2013	Qsis Development Team Finance Information Services
Microsoft Project 2010 Training	30th January 2013 13th, 20th and 27th February 2013 11th March 2013	Project Management initiative for ASAG business support areas
ITIL (Service Management) Foundation Course	25th, 26th and 27th February 2013 4th, 5th and 6th March 2013	Student Services and Systems Information Services Finance

### .....Next Issue.....

- \* [Key Stakeholder Interviews](#)
- \* [New Developments](#)
- \* [Update on Qsis Development Plan](#)

### .....Feedback.....

If there are any stories or issues you would like to see in the next issue please email:

[qsisnewsletter@qub.ac.uk](mailto:qsisnewsletter@qub.ac.uk)

### Further Information Please Contact:

#### Qsis Newsletter

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