

Student web user group

Purpose

This group brings together staff from services, the web team and students to look at general developments across all the sites in the **student directory** and the library site. The group will also look at the development of the **student home page** in particular. It will not look at the content of individual sites. In line with Student Access to Services (**SAS**) **principles**, developments must be user-focused, that is designed and offered with the needs of the end user paramount.

(See Definitions section for full information on terms in **bold**)

Remit

1. To develop the student web to make it more useful and accessible for students and staff who work with students, in the light of feedback from students and staff and best practice generally.
2. To look at ways of promoting awareness and use of the student web among students and relevant staff.
3. To provide a forum for the discussion of suggestions for changes and developments to the student home page and student web in general.
4. To seek the views of other members of staff or student body on the the student home page and web and bring those views to meetings
5. To communicate ideas from the Student web user group to staff in services/the student body generally

Membership

Job title/area	Actual members – May 2005
Webmaster	Martin Stevenson
SAS web developer (until 30/11/05)	Carola Weller
SAS programme manager (until 31/8/05)	Jane Ross
Customer Service development manager	Sonya Campbell
SAS/Customer Service admin assistant (until 31/8/05)	Jeremy Bailey
Staff from:	
the base	Caroline Docherty
Learner Support (3),	Marion MacMillan, Eileen McKee, David Scott
Learning Resources (3),	Zeeshan Kazmi, Angela Reid, Marian Miller
GAPS (1),	Pat Gallagher
Registry (1);	Kevin McGee
GCUSA - Communications Co-coordinator (1);	Lynn Tennent
Student from user group.	tbc

Meetings

The group will meet three or four times a year:

May (probably the main meeting of the year)

November and February - to review any key issues from use at the start of semester A and B

The fourth meeting can be scheduled as necessary.

For each meeting there will be an agenda and notes of decisions and actions. The agenda is sent out a week before the meeting. Notes of the meeting are sent out no more than 10 days after the meeting and are sent out again with the agenda for the next meeting.

Regular agenda items

1. Update on university website developments in general (web team)
2. Review of the home page and any web feedback received (Sonya/Martin)

Definitions

Student Access to Services (SAS) principles

User focused means:

Simple	as easy as possible to understand by users
Straightforward	as easy as possible to negotiate by users
Visible	users and potential users should know about what is on offer and where to find it
Consistent	users can expect the same level of service and same advice across the University
Coherent	services should be grouped in a way that makes sense to users
Appropriate	delivered in a way that is most appropriate to the needs of the different categories of end- users
Accessible	available to all students and potential students recognising that these encompass a range of abilities and disabilities, using 24/7 and automated systems where possible and appropriate as well as more conventional means of contact
Responsive	empathetic to the needs of users and responsive to their needs and suggestions for improvement
Enabling	self-help should be encouraged where appropriate - creating self- managed learners consistent with the University Mission Statement – therefore increasing independence of action.

Student home page

Currently student.gcal.ac.uk but moving to www.caledonian.ac.uk/student/

Sites in the student directory – all sites whose URL starts with

www.caledonian.ac.uk/student/... and all sites scheduled to move into that directory.

Currently:

About (campus map, opening hours, regulations etc)	www.caledonian.ac.uk/student/about/
Back2GCU (reminder page for returning students)	tbc
Careers	www.caledonian.ac.uk/student/careers/
Childcare	www.caledonian.ac.uk/student/childcare/
Complaints	caledonian.ac.uk/student/complaints?? tbc
Computer Stuff	caledonian.ac.uk/student/computerstuff/
Disability Service	www.caledonian.ac.uk/student/disability/
Effective Learning Service	caledonian.ac.uk/student/els/
English Pre-seasonal Courses	caledonian.ac.uk/student/?? tbc possibly part of International
Exams Guide	caledonian.ac.uk/student/exams/
Graduation	caledonian.ac.uk/student/graduation/
Health & Wellbeing (new site - working title)	caledonian.ac.uk/student/? to be confirmed when site name is decided
ICT Skills	caledonian.ac.uk/student/ictskills/
Improve Your Coursework	caledonian.ac.uk/student/coursework/
International	caledonian.ac.uk/student/international/
Library	?
Money	caledonian.ac.uk/student/money/
New2GCU	caledonian.ac.uk/student/new2gcu/
Partners in delivery	Not yet confirmed
Registration	caledonian.ac.uk/student/registration/
Regulations etc	www.caledonian.ac.uk/student/regulations?? tbc
Religion	caledonian.ac.uk/student/faith/
Student Counselling Service	caledonian.ac.uk/student/counselling/
The base	? Tbc
Student Records	www.caledonian.ac.uk/student/studentrecord/
Your views	caledonian.ac.uk/student/feedback