ULCC Moodle User Group (HE)

Document control

Version	0.1 Draft	Date	20 February 2013
Author	Frank Steiner	Distribution	ULCC SMT, ULCCMUGHE

Revision history

Date	Version	Description	Changed by
20/02/2013	0.1	First draft	FS
26/3/2013	1.0	Approved and final amendments as per vote by ULCCMUGHE on 26th March 2013	

1   Background

The customer base of UK HE institutions using ULCC Hosted Moodle service has grown considerably over the past 18-months, a trend likely to continue in the months ahead.

ULCC, as 'in-sector' provider, is keen to build a mutually beneficial relationship with this growing group of stakeholders to ensure that not only Hosted Moodle Service itself but associated service and trends such as webcasting, lecture capture, mobile learning, online assessment are developed in close collaboration with the HE community.

For this purpose the ULCC Moodle User Group (HE) has been established to allow a more formal and joined-up approach of feedback to ULCC and vice versa.

2   Purpose / role of the group

The ULCC Moodle User Group (HE) will exist in order to represent users strategic, technical and operational interests in respect of the ULCC's Hosted Moodle service.

The group will exist virtually in the form of a closed JISCMailing List with a view to offer a more collaborative environment for the group within the proposed customer portal , due in summer 2013.

The group will share good practice amongst the user community, consider and influence future development of the ULCC's service offering, including:

- product & service improvements,
- new product development,
- joint (cross-institutional) development projects,
- identify user requirements in light of legal, government and operational changes within the UK HE sector.

3 Aims & Objectives

a) To represent the strategic, technical and operational interests of UK HE customers of ULCC's Hosted Moodle service and associated products and services.

b) To identify and promote shared knowledge in respect of the operation and support of ULCC's Hosted Moodle Service and associated products and services.

c) To act as an "expert group" aimed at providing the ULCC with emerging requirements within each customer's institution.

d) To serve as a forum to ensure that the UK HE user community's voice is effectively heard and to ensure continuous service improvements.

e) To establish and foster open, effective communications and a working relationship between the UK HE customer base and ULCC with the aim to increase transparency.

4 Membership

a) Membership to the 'virtual' ULCC Moodle User Group (HE) is open to all existing HE customers of ULCC's Hosted Moodle service.

b) Each institution has to nominate a 'named contact' who will have voting rights on decisions that are put up for vote, i.e. electing a new User Group Chair, Development Projects, etc.

c) Attendance at termly face2face meetings is limited to an institutions nominated contact and a maximum of two additional representatives of each institution.

d) Membership is valid as long as the member institution remains a ULCC customer.

5 Organisation & meetings

a) The Moodle User Group Chair (HE) will be a representative of the customers who will work closely with ULCC to set and agree the agenda for termly User Group meetings.

b) The role of User Group Chair will be open for re-election after 12-months

c) Chairs can be re-elected for a maximum of two 12-months terms

d) The group will meet face2face termly (March, June/July) with the longer term view to have a pre-Christmas meeting that combines ULCC User Groups of all sectors.

e) The face2face meetings will have pre-set agenda, be minuted by a ULCC representative and contain actionable outcomes – which can be in the form of agreed development work, service improvements, planned focus groups, establishing of pilots and the like.

f) Face2Face meetings will be organised by ULCC in close collaboration with representatives from the User Group. The default venue will be Senate House, London.

6 Review

a) ULCC will review TORs for User Group annually in consultation with Moodle User Group (HE) members