

# **My.Caledonian**

## **Case Study of an Institutional Portal**

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# CONTENTS

<b>1. Overview</b>	<b>4</b>
<b>2. Oracle iPortal – some background</b>	<b>4</b>
<b>3. The environment</b>	<b>5</b>
<b>4. Early days – why a portal and iPortal in particular</b>	<b>6</b>
<b>5. Pivotal Role of My.Caledonian within University's MLE</b>	<b>7</b>
5.1 Seamless access to C&IT	7
5.2 Improving the integrity of corporate information systems	8
5.3 Collecting information more efficiently and effectively	8
5.4 Two way communication	8
5.5 Information provision	8
<b>6. Key successes and timescales</b>	<b>9</b>
6.1 July 2001 – Sept 2001	9
6.2 January – February 2002	9
6.3 July – August 2002	10
6.4 July – September 2003	10
<b>7. Usage</b>	<b>10</b>
<b>8. Security and Authentication</b>	<b>11</b>
<b>9. Training</b>	<b>11</b>
<b>10. Accessibility</b>	<b>11</b>
<b>11. Working practices</b>	<b>12</b>
<b>12. Future</b>	<b>12</b>
<b>13. 'See for yourself'</b>	<b>13</b>

<b>Appendix 1 – Content Wizard screens</b>	<b>14</b>
<b>Appendix 2 – My.Caledonian screen shots</b>	<b>17</b>
A2.1 Login Screen	17
A2.2 Our University Forum	17
A2.3 Students Forum	18
A2.4 Staff Forum	19
A2.5 Me (Student) Forum	20
A2.6 Module Portlet	20
A2.7 Programme Portlet	21
A2.8 Assessment Results	21
A2.9 My Student Record	22
A2.10 Self Registration	24
A2.11 Me (Staff) Forum	25
A2.12 Me (Staff) Forum – Department Group	26
A2.13 Discussion Forum	26
A2.14 Computer Labs Forum	27
<b>Appendix 3 – Portlets</b>	<b>28</b>
<b>Appendix 4 – List of Oracle supplied portal statistics</b>	<b>33</b>
A4.1 Page/forum	33
A4.2 Portlet	33
A4.3 Document	33
A4.4 Browser	33
A4.5 Event	33
A4.6 Language	34
A4.7 Row count	34
A4.8 User requests	34
A4.9 Date	34
A4.10 IP Address	35
A4.11 Object	35
A4.12 Time of Day	35
A4.13 View/Execute requests	36
A4.14 Add requests	36
A4.15 Edit requests	36
A4.16 Delete requests	36
A4.17 Other Events	36
A4.18 "Questions Answered"	37
<b>Appendix 5 – My.Caledonian usage statistics</b>	<b>38</b>
A5.1 Total logins by day	38
A5.2 Total logins broken down by Internal/External access	39
A5.3 Breakdown of logins (Internal/External access) by time of day	40
A5.4 Weekly breakdown of Internal/External access	42

## 1. Overview

Glasgow Caledonian University (GCU) was one of the first Universities in the UK to successfully develop and deploy a 'portal' across the whole institution. Development work started in July 2001 using Oracle iPortal and went live in September 2001 for use by all our students and staff. As well as being very well received within the University My.Caledonian was awarded second place in the prestigious EUNIS (European University Information Systems) Elite Award for Excellence 2002. This award recognises colleges and universities that exemplify best practices in implementing administrative information systems.

This case study is based on our experiences in implementing a very successful institutional portal, My.Caledonian. The case study will cover all aspects of the implementation including timescales, hardware/software, security, training, integration with other systems, functionality, identification and changes to working practices, getting staff and student 'buy-in', accessibility issues and future developments. While based on our experiences this report will, hopefully, provide insights which will be valuable to other institutions.

## 2. Oracle iPortal – some background

Oracle iPortal is based on the following:

- Open standards e.g. HTTP, XML, SOAP, Java, J2EE, Web services, WebDAV, Wireless protocols
- Open architecture e.g. integrates with Exchange, Lotus Notes, etc.
- PL/SQL can be used to access local and remote Oracle databases
- Available for Windows NT/2000 UNIX, Linux

Information content e.g. files, text, URL, image, zip file, folder link, PL/SQL, Application component, Java application, etc.:

- Is organised within *portlets*<sup>1</sup> which themselves are organised into *forums*<sup>2</sup> for which there is a Wizard-driven page design facility.
- Is set up by users through Wizard-driven content entry

There are facilities for

- Controlling security through the authentication of users, applying and managing access controls, SSL
- Monitoring usage, web cache services, etc. through in built scripts.

*Figure 1* provides a logical overview of the way iPortal works. Content in the form of files, text, etc. is held in an Oracle database. Users connect to the portal via an internet browser by entering the portal's URL ([my.caledonian.ac.uk](http://my.caledonian.ac.uk)). The portal then accesses the required content from the database and presents it to the user in their browser window. Only one copy of the content is kept (in the database) and is not downloaded to the user's computer.

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<sup>1</sup> *Portlets* are self contained areas in which associated content is organised. e.g. all University policies and regulations that effect students are grouped into a portlet called University policies, regulations, or a portlet called HR Systems Development which holds all information relevant to implementation of a new system and is accessible only by those involved or a portlet for each module holding associated learning materials, etc.

<sup>2</sup> *Forums* are the means by which portlets can be grouped. For example all portlets containing general student information could be included in a forum called Student or all portlets containing personal information about a student could be organised in a forum called Me(Student). Forums usually have a named Tab associated with them.

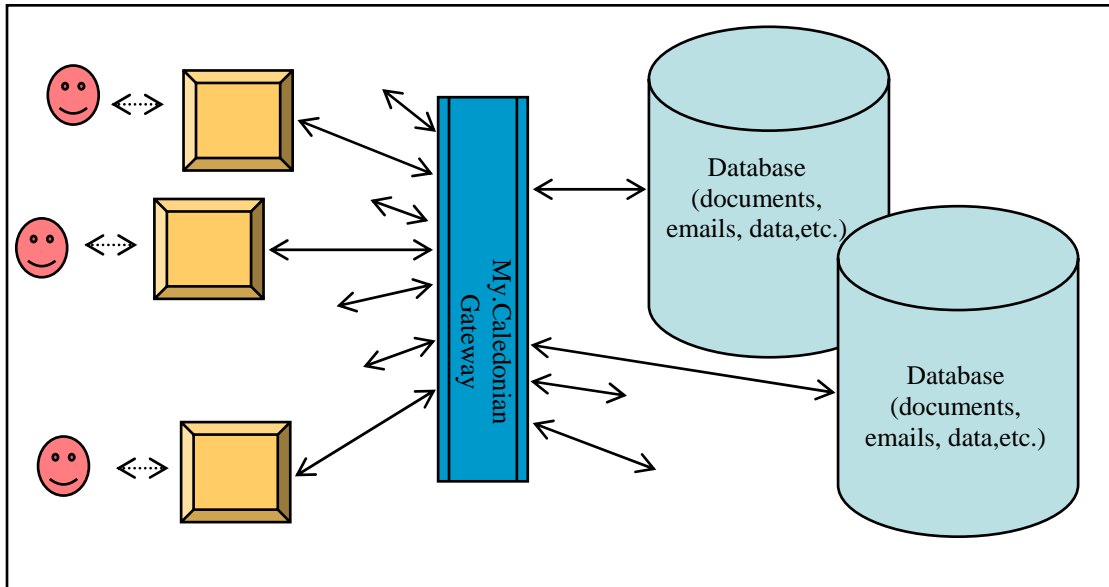
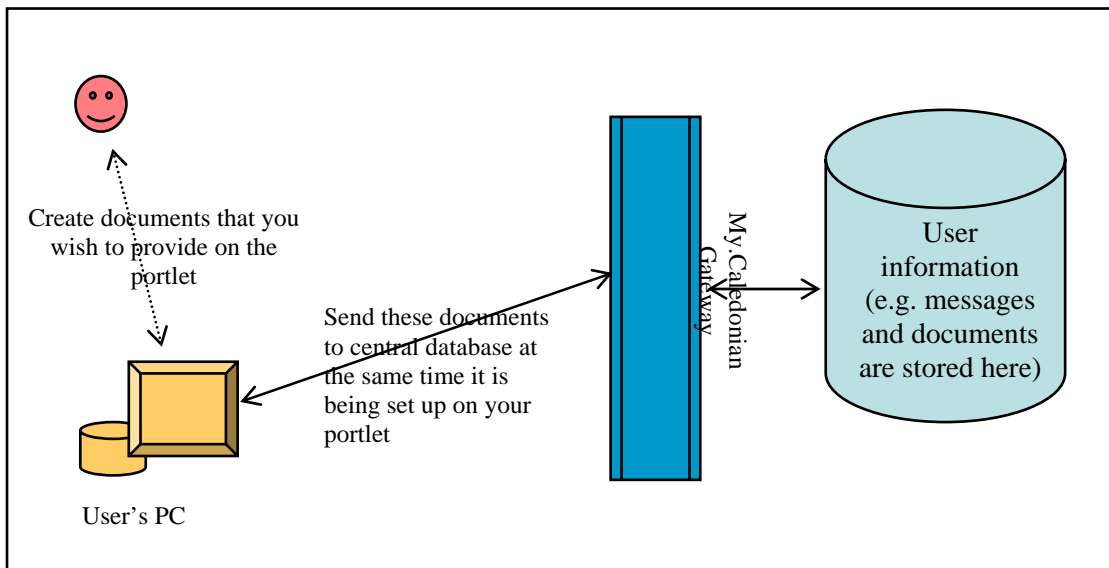


Figure 1: Logical overview of iPortal (My.Caledonian)

Figure 2 illustrates the way that content is entered into the database by the user who creates a document, file, etc. on their computer in the normal way or identifies a required URL. They then enter the portal, go to the appropriate forum and portlet, enter into edit mode and follow the instructions from the Wizard. A copy of the content is then uploaded into the database. To change the content the user must upload the new information. *Appendix 1* shows typical wizard screens.



Further information can be found on Oracle's web site at [http://portalcenter.oracle.com/servlet/page?\\_pageid=356&\\_dad=ops&\\_schema=OPSTUDIO](http://portalcenter.oracle.com/servlet/page?_pageid=356&_dad=ops&_schema=OPSTUDIO)

### 3. The environment

Glasgow Caledonian University (University web site is at [www.caledonian.ac.uk](http://www.caledonian.ac.uk)) has approximately 14,000 students undertaking undergraduate and postgraduate study within 8 Schools covering business, engineering, health and science and approximately 1300 staff. The University population is IT literate with all

undergraduate students being required to pass a Certificate in IT Skills and all staff using IT as part of their normal working practices.

The university currently has around 3200 workstations (PC and Apple Mac) and servers (Unix, Linux and NT) connected to its network infrastructure. The network core consists of several Enterprise level, multilayer Cisco switches that are configured for full redundancy, these switches are interlinked with single mode fibre, which operate at multi gigabit speeds.

In particular My.Caledonian is hosted on a single server (HP9000 Model L3000 with 3 CPU's and 8Gb memory) running HP-UX 11, Oracle RDBMS 8.1.7.3, IAS 1.0.2.2, Portal 3.0.9.8.2 and Apache 1.3.19. This server runs the entire portal site (both the Application tier (IAS) and Database tier (Oracle RDBMS) are located on the same node) as well as other corporate applications.

#### **4. Early days – why a portal and iPortal in particular**

At Glasgow Caledonian University the development of a portal came about by accident. Hence there was no business case made for it nor did it go through a tendering process. In Spring 2001 Glasgow Caledonian University (GCU) purchased Oracle Student System. Due to the nature of student systems a modular approach was felt to be the best way forward rather than going for a 'big bang' approach. However this raised the issue of how we were going to manage a smooth interaction for the users (staff) between the new modules, as they were implemented, and the legacy systems. At an informal discussion between GCU and Oracle it was suggested that this could possibly be done through the development of a portal. Oracle also pointed out that the University's Campus licence for Oracle database included iPortal. Hence there would be no additional software costs. With its in-house Oracle and PL/SQL experience it was felt that this was an appropriate way forward.

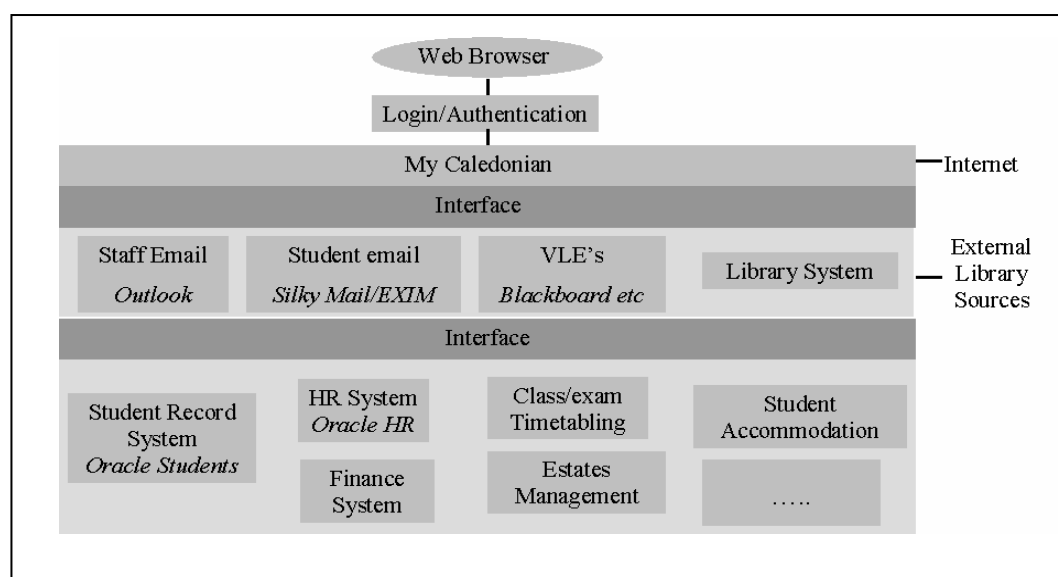
Further investigations revealed the potential of portal technology for students as well as staff. Separate portals for staff and students would lead to much of the information being duplicated and, also it was important for staff to be aware of the information being given to students. It was felt that a single portal was the way forward with separate areas for staff and student information. Hence our initial objectives in developing My.Caledonian were to provide both staff and students with an easy to use systems interface that would

- provide a single point of entry to all University systems
- improve the integrity of both the Student and HR systems by making the users responsible for their own information
- provide student access to support services
- present a personalised desk top regardless of the location of the users computer
- deliver up to date information efficiently
- provide a means of communication directed at targeted groups of staff and students
- work with both PC and Apple Mac user platforms

On this basis an initial portal was developed and called My.Caledonian ([my.caledonian.ac.uk](http://my.caledonian.ac.uk)). At that time the University's external web site was called [www.gcal.ac.uk](http://www.gcal.ac.uk). This was later changed to [www.caledonian.ac.uk](http://www.caledonian.ac.uk). My.Caledonian is seen by staff and students as an internal information source specifically aimed at them while the University web site is aimed at prospective students and the world at large.

## 5. Pivotal Role of My.Caledonian within University's MLE

The review of the University's Information Strategy in Spring 2002 recognised the pivotal role of portal technology through our experiences with My.Caledonian. The University strategy is to combine the on-line learning environment and its corporate information systems creating an e-business environment, Managed Learning Environment (MLE). Currently the administration, management and learning activities of the University are based on a number of legacy applications that were purchased in isolation with little or no integration. There is considerable duplication of information and poor data integrity. As a result of an ongoing review of the University's corporate systems and the move towards an MLE the My.Caledonian portal was seen as being the 'glue' that would hold it together (see *Figure 3*).



*Figure 3 – MLE at Glasgow Caledonian University*

My.Caledonian is an innovative development and will evolve as an integral part of our planned MLE developments as the University implements new business processes. However we also recognise that My.Caledonian is an evolutionary development that will facilitate the introduction of specific information to individuals as and when new systems are implemented. My.Caledonian therefore plays a central role in integrating our corporate applications and providing self-service to both staff and students. At the current time there is access from My.Caledonian to all the applications in *Figure 3* with the exception of Finance, Estates Management and Student Accommodation. Access to Student Record and HR systems is currently only available to development staff. However staff access to their HR record within the Oracle HR system will be available within the next couple of months. In the meantime however all users (staff and students) have access to their personal information which is held in the legacy systems via My.Caledonian. Hence at the current time My.Caledonian is being used to provide the following functions:

### 5.1 Seamless access to C&IT

- A secure environment allowing access to University systems from anywhere and at any time.
- Personalised entry screens for the individual showing only those applications/elements that they use regardless of the computer used or the place.

- Favourites list within the portal that is always available, regardless of computer being used or the place.
- Not platform dependant and will therefore work with both PCs and Apple Macs.
- Single point of access to all University systems (including email) which the individual is authorised to use once single sign-on has been implemented next year.
- Search facility.

#### 5.2 Improving the integrity of corporate information systems

- Providing access for students and staff to their personal details and, making them responsible for ensuring that they are correct and up to date.
- On line notification of the programme and modules being studied thereby allowing them to be checked by the individual.

#### 5.3 Collecting information more efficiently and effectively

- Facilitating self service online registration which should also improve the accuracy of the information. When the final assessment marks are available in June students who are progressing are automatically directed to self service registration. Those who have resits or outstanding activities (e.g. clinical placements) can register provisionally subject to their progression being confirmed by the Assessment Board.
- Facilitating self service registration for all new students by sending username, password information and instructions in response to their confirmed acceptance of an unconditional offer.

#### 5.4 Two way communication

- Discussion groups for specific topics, individual programmes and homogenous groups in which both staff and students can and are participating.
- Help and assistance to users as new functions/systems are brought in.
- Suggestions as to improvements that can be made both to systems and University facilities.
- Users providing responses to other users in the group.

#### 5.5 Information provision

- Quick access to general University information (e.g. exam regulations, library hours, recreation and administration issues), up to date announcements and news for all students and staff. Previously this has been impossible. Staff will see the same screen as the students and therefore know what information students have been given. Also quick access to general staff related information (e.g. HR policies, online internal telephone directory) restricted to University staff
- Providing information for students relating to their specific programme or module (e.g. presentations, booklists, teaching materials, reminder that coursework due, change of room). This is kept up to date by the appropriate member of academic staff.
- Students can obtain their assessment results immediately they have been signed off. Prior to using My.Caledonian this took up to 2 weeks and each student would be required to visit a number of Notice Boards or wait even longer for their results to be posted out.

Screen shots illustrating some of these functions can be found in *Appendix 2*.

## 6. Key successes and timescales

Work on My.Caledonian was always seen as evolving to meet the needs of the University. As such it has never been seen as a continuous project and major activity only occurs when a need is identified. However on a continuous basis new users and new portlets are being added; information is being updated and additional information added. Bearing this in mind the key successes and timescales are outlined below

### 6.1 July 2001 – Sept 2001 (Resources one-man Oracle programmer)

In setting up My.Caledonian the resources used equated to 3 man-months of an Oracle programmers time plus input from GCU's Print Design Department to produce graphics for the banners and log on page. A Systems Administrator spends less than half his time setting up portlets and appropriate user permissions. The initial activities included:

- Deciding to have forums for Our University (general university information), General Student information (general student information e.g. assessment regulations), General Staff information (e.g. HR policies), Me (Student) (personal information e.g. address, modules being taken) and Me (Staff) (personal information e.g. staff record, modules taught, department information). A forum is a means of grouping information together. Each forum is identified and selected through a tab.
- Deciding to organise information around functionality rather than University Departments e.g. General Student Information had basically 4 portlets – Administration, Information, Recreation and Support.
- Putting some content in each of these portlets covering Library, C&IT, links to Academic Administration Department, Finance Office, student association, assessment regulations, etc.
- Integrating the Me (page) with our in-house student record system to display personal information e.g. address, tel, email, programme, modules. Students could request changes to these. These were electronically routed to an appropriate approver prior to the student record system being updated.

Although all students were provided with information about My.Caledonian and given password for it at Registration use of the system was low. Basically, we needed students to use it in order to keep their personal details up to date so ways had to be found to encourage students to use it.

### 6.2 January – February 2002

From this point in time the resources used on portal development were spasmodic. If a requirement arose that was best suited to My.Caledonian then the development was undertaken on an ad hoc basis.

The 'carrot' to encourage use of My.Caledonian was by putting the Assessment results online (access jumped from approx 200 hits per day to 5,000 during the assessment board period).

However system was peaking at exam times but low usage otherwise. The next move was to show staff that the portal could be used for contacting groups of students (e.g. all students on a module), staff (e.g. department groups, project groups), etc. and that they could put information up themselves without looking for web experts to put the information on web servers. Contacting groups had not been possible before. The use of this varied from department information through to being used as a notice board for a large programme.

Discussion forums were set up for students. A small group of students act as moderators for these forums. It has been noticeable that students are trying to help each other when issues arise. There has only been one request to remove a whole thread from the discussion forum.

It was obvious now that My.Caledonian was being seen as a very successful project within the University which could continue to be built on.

### 6.3 July – August 2002

Next major activity was to undertake self registration for all continuing students. The use of My.Caledonian increased as all continuing students were aware of it and had to use it to register.

Examination timetables, which had always been posted on a Notice Board were put on My.Caledonian. For the first time students could find out where examinations were without coming into the University. Interestingly this also increased staff use of the system.

### 6.4 July – September 2003

Self registration was extended to cover all students. This has made My.Caledonian more visible and we are now recording 2,500 to 5,000 hits per day (and its not exam time!). It is also noticeable that the discussion groups are very active and a lot of students are now participating. Currently there are over 18 forums with nearly 40 active threads on the General Forum. Threads are archived every 3 weeks.

## 7. Usage

Oracle iPortal can be set up to capture a wide range of statistics. The full list can be found in *Appendix 4*. It is important to select the statistics that will provide the necessary information to allow the system to be monitored as they do affect the performance of the system.

My.Caledonian is available 24x7 and has over 15,000 registered users. All members of staff and students are automatically registered with the bulk having read access only. There are over 200 portlets with 210 users having access that allows them to add content. In the main portlets are set up at the request of members of staff who are required to indicate who should have read/write access and who should have read access only.

Whether My.Caledonian is being access on or off campus over 98% of users are using internet Explorer. Analysis of 'logins' show that those accessing My.Caledonian on campus and those remotely is about half and half except at weekends when remote access rises to over 90%. Access follows the pattern of a normal curve with on campus peak between 10am and 2pm and off campus between 10am and 10pm. Interestingly it appears that maximum usage is on a Monday tailing off during the rest of the week. *Appendix 5* provides graphs depicting actual usage during over the past couple of months of normal activity.

With any system of this kind it is inevitable that there will be peaks of usage which require to be managed. For example, when the assessment results come out we have experienced heavy usage which has affected the performance of the system. One way of reducing this was to get users in and out of the portal as quickly as possible. An option was added to the logon screen which allowed students to check whether or not their particular assessment results were available. This

meant that they only have to go further into the portal if their assessment results had been posted. Another way of managing peaks is not to release new facilities at known peak times.

## **8. Security and Authentication**

iPortal uses Oracle's standard authentication and security features. It supports LDAP, SSL, HTTP as well as single sign on to partner applications (e.g. Oracle HR) and external applications. Oracle Portal Security Overview by P Encarnacion (Oracle Corporation) provides a good overview of the security features and architecture covering authentication, session management and authorisation ([http://otn.oracle.com/products/iportal/pdf/oportal\\_security\\_oview.pdf](http://otn.oracle.com/products/iportal/pdf/oportal_security_oview.pdf)).

Basically authentication is based around usernames, passwords and user profiles. User profiles are set up by the Systems Administrator indicating access rights. For example a user profile called 'student' which allows access to Our University, Student and Me(Student) forums. A user profile(s) is then associated with each username and password. At login the username and password are authenticated and the user given the privileges specified in the associated user profile. There is a facility to allow users to change their password however if they forget what it is the password has to be reset as it is held in an encrypted format.

Currently, within the University we do not have single sign on so all users are required to login to My.Caledonian before they can access any information. Staff, in particular, appear to find this off putting and a barrier to quick access to information. Hence in redesigning My.Caledonian (see section 12) it has been decided that login will only be required when confidential or personal information is being accessed. The rest of the information will be openly available.

## **9. Training**

The portal is very intuitive and as such we did not provide any training for students other than our normal C&IT Help, email help and telephone backup. For staff we offered 5 one hour awareness sessions which were advertised on email indicating what My.Caledonian could do for them. These were attended by approximately 800 out of a total of 1400 members of staff. Additionally a number of bespoke sessions were run for School/departments on how to put information on to the portal (1 hour). An Introduction to My.Caledonian is now offered as part of the University's Staff IT training programme. This is a basic course which provides staff with the knowledge of how to put information (text, files, URLs) into a portlet.

More recently we have arranged a bespoke course from Oracle for our web team as a precursor for the redesign/development of the portal. Part of this redesign is to incorporate information that is currently on the University' Intranet into My.Caledonian.

## **10. Accessibility**

Glasgow Caledonian University hosts the Making Connections Unit<sup>3</sup> which conducted an accessibility audit on My.Caledonian. This audit was based on the

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<sup>3</sup> The Making Connections Unit, set up by Jim Byrne and David Donald in 1996, has been a pioneer in the area of Internet accessibility. It is based in Glasgow Caledonian University and has provided web accessibility consultancy and services to national and local government, as well as the voluntary sector, not for profit and private sector. <http://www.mcu.org.uk/about/>

W3C WAI Content Authoring Guidelines (<http://www.w3c.org/WAI/>). The main recommendations from this audit were to:

- Add labels to all graphics and photographs by using the 'alt' attribute - and fix all broken graphics.
- Use style sheets and valid HTML correctly to add structure to pages, e.g. make use of header tags, paragraph tags etc. Use style sheets where possible, e.g. instead of the FONT element.
- Ensure that pages degrade gracefully when viewed by older or alternative browsers - otherwise provide alternative pages. In particular ensure that the Website is still usable when scripting is turned off - or provide alternative ways of accessing the same information or functionality.

Where possible these were implemented. However, ensuring the accessibility of the content is more difficult. The nature of the portal and the way My.Caledonian has been developed encourages the users to add their own content which is mainly in the form of Microsoft Word or PowerPoint documents. When these documents are produced they need to take accessibility into account. This is a University wide issue and is not specific to My.Caledonian which requires a culture change. The whole area of equal opportunities is being addressed by the provision of staff training and awareness sessions for all University staff. Additionally accessibility issues are addressed in all our Staff IT Training sessions.

## **11. Working practices**

My.Caledonian has changed the working practices within the University. For example

- Updating of personal information (staff and students) is now undertaken online
- Replacing of various paper forms used by Student Records e.g. notification of withdrawal
- Implementation of self-registration
- Communication with groups of students and staff
- Student evaluation questionnaires (management, deliver, analysis) now undertaken electronically.

As a result the University has already identified both quantitative returns (e.g. savings from staff costs, stationary and postage) and qualitative returns (e.g. improved integrity of the information in our corporate systems, improved access to University systems, improved communications with all members of the University, fostering a culture where individuals begin to take responsibility for their own information and hopefully their own learning).

## **12. Future**

My.Caledonian has been a very successful and innovative development. Since its inception it use has grown and many activities that were not envisaged initially have been implemented. Hence the University has recently provided funding to allow a redesign of My.Caledonian which is aimed at making it simple and easy to find relevant information. We will also be endeavouring from the beginning to ensure that the site is designed with accessibility in mind.

The redesign is being driven from two perspectives, firstly what My.Caledonian is currently being used for and secondly the information that is currently distributed through the University's Intranet. It is intended to incorporate the information currently held on the University's Intranet into My.Caledonian to remove confusion and also because it is much easier for the owner of the content up to

date it on the portal than on a web based Intranet site. Reviewing My.Caledonian from these perspectives has led to us confirm that the content should be arranged in the same forums as now (i.e. University, Student Support, Staff, Me (Student) and Me (Staff)).

Also to make the information easier and quicker to access it has been agreed that the site should be open and 'logins' only required where necessary rather than always having to 'login'. It is anticipated that the re-designed version of My.Caledonian will begin to go 'live' early 2004.

### **13. 'See for yourself'**

Two Guest accounts have been set up – please feel free to try them out.

The URL is <http://my.caledonian.ac.uk/>. (Please note there is no *www* in the URL)

<i>Guest Student account</i>	Username	astudent	(lowercase, no spaces)
	Password	astudent	(lowercase, no spaces)

<i>Guest Staff account</i>	Username	astaff	(lowercase, no spaces)
	Password	astaff	(lowercase, no spaces)

## Appendix 1 – Content Wizard screens

The following screen shots are standard Oracle screens indicating the steps that the user has to go through in order to set up content in the portal.

It is assumed that the user has already produced the information content (e.g. a word document, identified a relevant URL, decided on a short text, etc.)

On each screen the user completes appropriate boxes and then clicks on the appropriate button – *Next*, *Previous*, *Finish* or *Cancel*.

*Screen A1.1* indicates the format that the information content is currently in (i.e. file, URL, text, etc.). The user selects this from a pull down list.

ORACLE

Home Help

Add An Item ?

Next > Cancel

Step 1 of 3

Path FOLDER / CA\_MODULES / ISUDEM2 /

**Item Properties**

Select the type of item you want to add to this folder, then click Next.

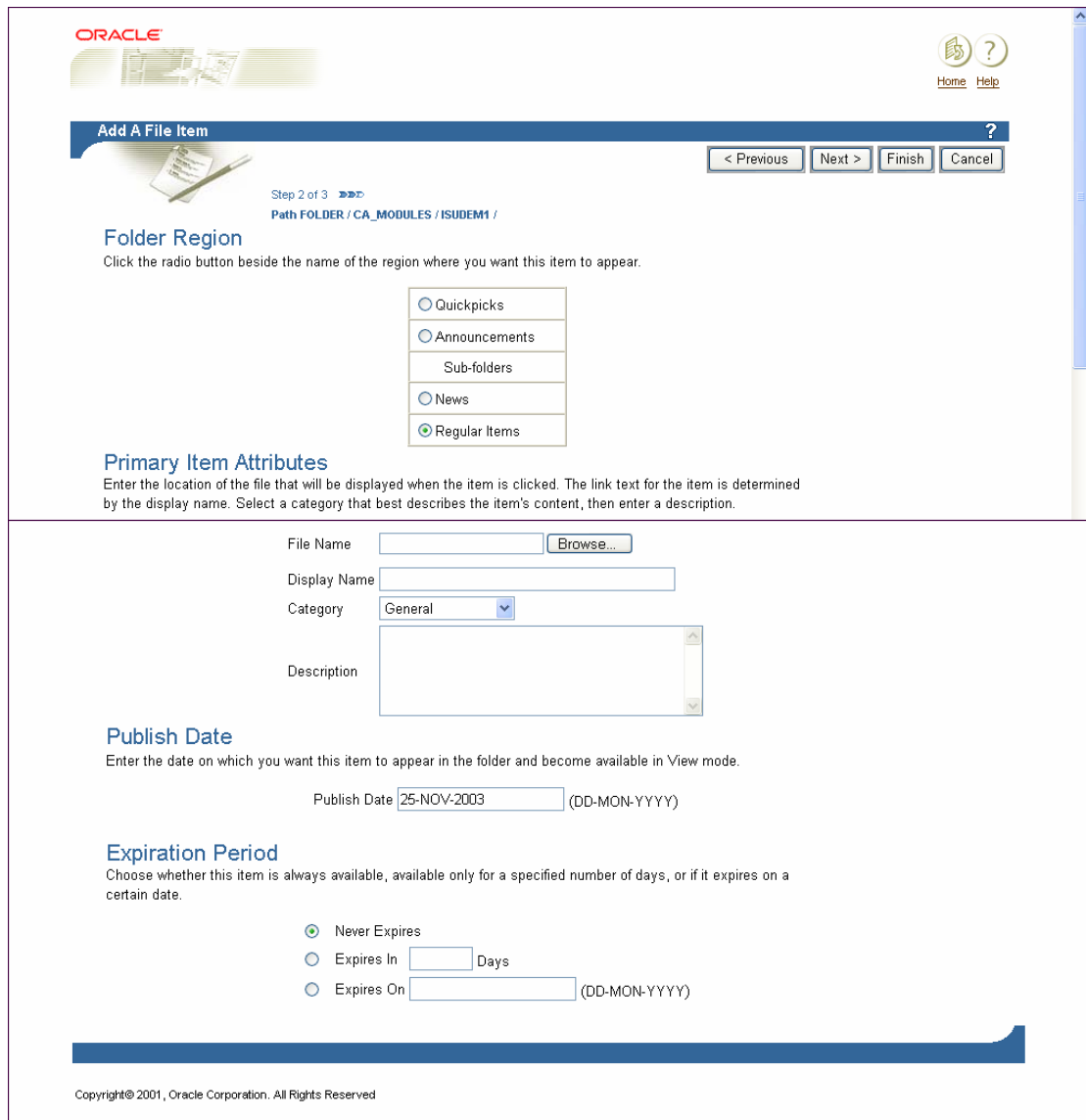
Item Type File

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*Screen A1.1*: Content Wizard – First Screen

Screen A1.2 is used to indicate where the content is to be displayed, how and where it can currently be found.

- *Folder Region* indicates which area of the portlet the information is to go in e.g. News, Announcements, and Regular items. Note that folder regions can be configured when a portlet is set up.
- *File Name* is the current location of the file containing the information and can be found using the usual *Browse* facility.
- *Display Name* is the title or text that is to be displayed, clicking on this will result in the file opening and displaying the information content.
- *Publish Date* is the date from which this content is to be available.
- *Expiration Period* indicates how long this content is to be available to the users.



ORACLE

Home Help

### Add A File Item

Step 2 of 3

Path FOLDER / CA\_MODULES / ISUDEM1 /

#### Folder Region

Click the radio button beside the name of the region where you want this item to appear.

- Quickpicks
- Announcements
- Sub-folders
- News
- Regular Items

#### Primary Item Attributes

Enter the location of the file that will be displayed when the item is clicked. The link text for the item is determined by the display name. Select a category that best describes the item's content, then enter a description.

File Name

Display Name

Category

Description

#### Publish Date

Enter the date on which you want this item to appear in the folder and become available in View mode.

Publish Date  (DD-MON-YYYY)

#### Expiration Period

Choose whether this item is always available, available only for a specified number of days, or if it expires on a certain date.

- Never Expires
- Expires In  Days
- Expires On  (DD-MON-YYYY)

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Screen A1.2: Content Wizard – Second Screen

Screen A1.3 indicates how the content is to be displayed and must be completed for 'text' content but can be left blank for other forms of content.

- *Image* can be used to display an icon or picture
- *Display Options* are essential to indicate how the 'text' is to be displayed and this is often forgotten about. *Item Displayed Directly In Folder Area* ensures that the actual text is displayed rather than its title.

**ORACLE**

Home Help

**Add A Text Item** ?

< Previous Finish Cancel

Step 3 of 3 >>>  
Path FOLDER / CA\_MODULES / ISUDEM1 /

### Secondary Item Attributes

Choose perspective(s) for this item. Enter the location of the image file and select the image alignment. Edit the keyword(s) that will help locate the item during a search, and edit the author name. Set document control on the item so that it may be shared between users via a check-in and check-out process. You can also choose to hide the item in View mode.

	Available Perspectives	Displayed Perspectives
Perspectives		

Image  Browse...

Image Alignment

Basic Search Keywords

Author

Enable Item Check-Out  
 Hide Item

### Display Options

Choose how the text item displays when the item is clicked: in the right pane of the browser window, directly below the item's display name, in your current browser window (no navigation bar), or in another browser window.

- Link That Displays Item In Folder Area
- Item Displayed Directly In Folder Area
- Link That Displays Item In Full Browser Window
- Link That Displays Item In New Browser Window

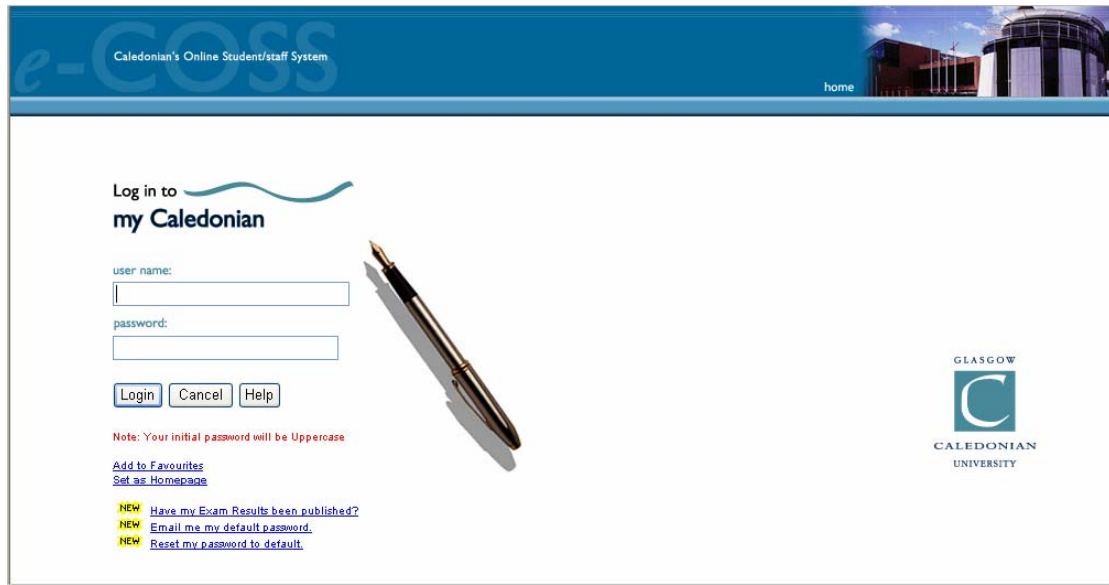
Copyright © 2001, Oracle Corporation. All Rights Reserved

Screen A1.3: Content Wizard – Final Screen

## Appendix 2 – My.Caledonian screen shots

### A2.1 Login Screen

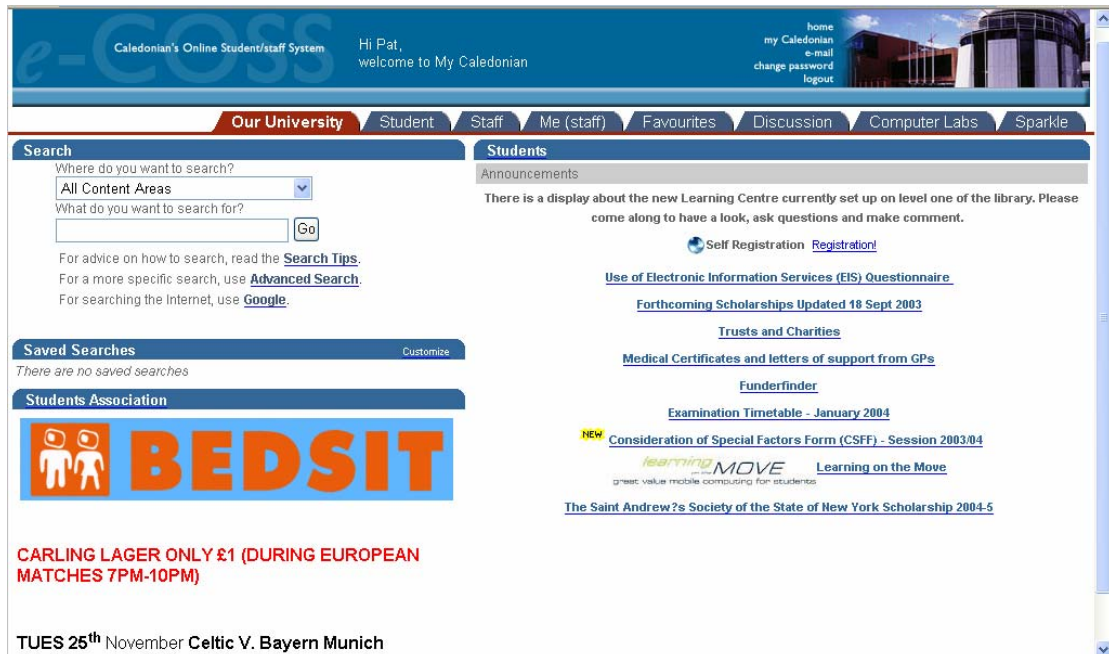
Additional features have been added to the login screen to both assist the user and to manage peak requests. These include *Add to Favourites* (standard Browser Favourite does not work as iPortal access is based on passing tokens); facility for determining whether the user's examination marks have been released; request to reset to the user's default password together; request for an email indicating how the user's default password was constructed.



Screen A2.1: Login Screen

### A2.2 Our University Forum

The University Forum Screen is used mainly for news and announcements that are relevant to all members of the University.



Screen A2.2: University Forum Screen

## A2.3 Students Forum

The Students Forum is used to provide information that is relevant to all students (and is also available to staff).

**Caledonian's Online Student/Staff System** Hi Andrew, welcome to My Caledonian

home my Caledonian e-mail change password logout

Our University **Student** Me (student) Favourites Discussion Computer Labs

**Latest News**

Announcements

[Carnegie Trust - The Saint Andrew's Society of the State of New York Scholarship 2004-5](#)

News

**Hardship Fund**  
forms available now. Eligible? Check [Funding Assistant](#)

**Self Registration Help**

**Council tax**  
Available from George Moore Building Room M111

Regular Items

General

**November Graduation Ceremonies**

**Life**

Regular Items

General

**Money pages**  
fees, loans, other funds, manage your money

**Accommodation**

**Childcare**

**Arc**  
sports, gym, yoga and more

**Safer Student Website**

**Students' Association**  
sports, societies, JobSpot and a say in how the university is run

**NIUS Online**

**Refractory**  
Check today's menu

**Registering with a doctor**

**University Chaplains**

**Campus Development**  
current and planned developments

**Student Counselling Service**

**International Students Advisory Service**

**Jobs**

Regular Items

General

**Careers Service**  
employer events, jobs etc

**Students' Association JobSpot**  
part time jobs

**Essentials**

Regular Items

General

**Semester Dates 2003-2004**

**Opening Hours**

**Timetables**

**Student Webmail**  
check it regularly

**Passwords**

**Learning**

Regular Items

General

**Blackboard**  
the university virtual learning system

**ICT Skills**  
how to get your certificate

**ICT Skills Self Evaluation Form**

**IT Helpdesk**

**Status Page**  
to check the status of C&IT systems

**Learning Cafe**  
Our award winning group learning environment supported by technology.

**Learning On The Move**  
Your own portable PC from under £43 a month (incl.VAT)

**The Library**  
first stop for all your information needs - [catalogue](#), [subject guides](#) and lots more.

**Effective Learning Service**  
workshops, study skills etc

**Disability Support**

**Schools & Departments**

Screen A2.3: Students Forum Screen (new design)

## A2.4 Staff Forum

The Staff Forum is used for information that is relevant to all members of staff.

The screenshot displays the 'Staff' forum page within the 'e-COSS' system. At the top, the header includes the system name, a user greeting for 'Hi Staff\_Test', and navigation links for home, my Caledonian, e-mail, change password, and logout. A secondary navigation bar contains links for 'Our University', 'Student', 'Staff' (the active tab), 'Me (staff)', 'Favourites', 'Discussion', 'Computer Labs', and 'Sparkle'.

The main content area is titled 'Staff' and contains a 'News' section with items like 'Team Briefing Homepage' and 'What's New?'. Below this is a 'Regular Items' section featuring 'Press and media coverage summaries for the past week' and 'Semester Dates 2002/2003'. A large 'SEP' logo is also visible, representing the Student Evaluation Project.

At the bottom, there are four sidebar panels:
 

- Administration - Staff:** Lists links for 'ACADEMIC QUALITY MANAGEMENT OF THE CONTINUOUS QUALITY IMPROVEMENT PROCESS 2002', '2002 Strategic Plan', 'Human Resources', and 'University Documents'. Contact: [cihelp@qcal.ac.uk](mailto:cihelp@qcal.ac.uk)
- Information - Staff:** Lists links for 'Module Catalogue', 'Search for a telephone number', 'University News', 'Celcat Timetable', 'Netdesk Guide', and 'Search Past Papers'. Contact: [cihelp@qcal.ac.uk](mailto:cihelp@qcal.ac.uk)
- Recreational - Staff:** Features a 'Learning Cafe' link. Contact: [cihelp@qcal.ac.uk](mailto:cihelp@qcal.ac.uk)
- Services - Staff:** Features a 'Refectory' link. Contact: [cihelp@qcal.ac.uk](mailto:cihelp@qcal.ac.uk)

Screen A2.4: Staff Forum

## A2.5 Me (Student) Forum

The Me(Student) Forum contains all the information that is relevant to the individual student. Through this they can access their personal details held on their student record; undertake self registration; check they are registered to the correct programme and modules; find out more information about their programme and modules; access their assessment results; complete module evaluation questionnaires; provide direct access to Blackboard for those modules using it. A number of these features are illustrated in subsequent screen shots.

Caledonian's Online Student/staff System Hi Andrew, welcome to My Caledonian

home my Caledonian e-mail change password logout

Our University Student **Me (student)** Favourites Discussion Computer Labs

**Student Details**

Quickpicks Programmes

**My Student Record**

**Self Registration** Please contact your Programme Organiser if the following information is incorrect:

**Induction Content Area** Code/Session/Stream Title Folder  
BSSU3/85/A BSC/BSC(HONS) PLANNING AND SUSTAINABLE DEVELOPMENT N/A

**Search Past Papers**

**ICT Skills Content Area** **Assessment Board Results for BSSU3/85/A (all published results)**

**CBS Undergraduate Framework**

**Modules**

Please contact your Programme Organiser if the following information is incorrect (NB Blackboard Modules are displayed in red):

Code/Session/Semester Title	Past Papers?	Folder
GCU0001/85/A BASIC ICT COMPETENCY		<b>Module Evaluation</b>
<b>The module evaluation questionnaire answers are saved anonymously and cannot be traced to individuals.</b>		
ISUDEM2/85/A COMPUTER TECHNOLOGY TODAY		<b>Module Evaluation</b>
ISUDEM3/85/A CORPORATE APPLICATIONS		<b>Module Evaluation</b>
ISUDEM1/85/A INTRODUCING PORTALS		<b>Module Evaluation</b>

**Custom Folders**

You do not have access to any custom folders.

Contact: [cihelp@qcal.ac.uk](mailto:cihelp@qcal.ac.uk)

Screen A2.5: Me (Student) Forum

## A2.6 Module Portlet

Caledonian's Online Student/staff System Hi Andrew, welcome to My Caledonian

my Caledonian e-mail change password logout

ISUDEM1 (Last Updated: 10-NOV-2003)

Announcements

Please note that Practical Assignment 1 is due in on Monday and should be handed in to the Department Office Room RX33

General

**Module: INTRODUCING PORTALS**

**Demonstration module**

**NOT!** To be used for live system. Only available through guest account!

**My.Caledonian Slide Presentation**  
My.Caledonian Slide Presentation

**Module Catalogue Entry**

**My.Caledonian - an overview**

Screen A2.6: Module Portlet

## A2.7 Programme Portlet

**Caledonian's Online Student/staff System** Hi Pat, welcome to My Caledonian

home my Caledonian e-mail change password logout

BA(Hons) Business & Information Management (Last Updated: 17-NOV-2003)

**Quickpicks**

- [Online Timetable information](#) Direct access to module and group timetables. All you need is group or module code. Remember to click on the page before printing!
- [The Student's Guide to University IT Systems](#)
- [Blackboard Link](#)
- [BIM Portal guide](#) A guide to using the BIM Portal and other key university systems
- [Library Link](#)
- [Library Guide](#) A quick guide on how to use the library and information resources
- [Computer Facilities and Policies](#)
- [CBS Advisory Assistants - Here to Help Year 1 Students!](#)
- [CBS Framework Website](#)  
Students in Year 1 have the choice to continue with single honours, combine BIM with another programme or to switch programmes. Contact, Graham Skea, CBS Advisory Assistant or log onto CBS web-site, link above, for full details
- [CBS Attendance Monitoring Procedures](#) Level 1 and Level 2 core framework modules are being carried out

**Regular Items**

**General**

- Programme Tutors
- Year 1:** Alan Hogarth, W214, [a.hogarth@gcal.ac.uk](mailto:a.hogarth@gcal.ac.uk)
- Year 2:** Jim Galloway, W216, [j.galloway@gcal.ac.uk](mailto:j.galloway@gcal.ac.uk)
- Year 3:** Roy Kent, W218, [r.kent@gcal.ac.uk](mailto:r.kent@gcal.ac.uk)
- Year 4:** Jim Sleyes, W218a, [j.sleyes@gcal.ac.uk](mailto:j.sleyes@gcal.ac.uk)
- Programme Administrator:** Grace Mackay, CBS Office, 1st Floor Hamish Wood Building [G.Mackay@gcal.ac.uk](mailto:G.Mackay@gcal.ac.uk)

**NOTE: It is easier to email tutors and administrators than to contact them in person!!**

Student Handbooks for 1st-4th years

- [Notes for 1st Years\\*](#)
- [Notes for 2nd Years\\*](#)
- [Notes for 3rd Years\\*](#)
- [Notes for 4th Years \(Honours\)](#)

**Announcements**

- [Guide to the University Assessment Regulations](#)
- [GCU Staff Directory](#)
- Work Placement Module**  
Single Honour Students are reminded that it is compulsory to undertake a work placement period in the summer months after 2nd or 3rd year.
- [Work Placement Location Form](#)
- [Work Placement Module: Student Handbook](#)
- [Work Placement Exemption Form](#)

Screen A2.7: Programme Portlet

## A2.8 Assessment Results

**Caledonian's Online Student/staff System** Hi Andrew, welcome to My Caledonian

home my Caledonian e-mail change password logout

**Detailed Results**

The following results are awaiting release by the Assessment Board :

GCU0001	BASIC ICT COMPETENCY
ISUDEM2	COMPUTER TECHNOLOGY TODAY
ISUDEM3	CORPORATE APPLICATIONS
ISUDEM1	INTRODUCING PORTALS

Screen A2.8: Assessment Results

## A2.9 My Student Record

Note the use of a Security Word this is an additional security to allow the University to pursue enquiries with respect to passwords over the phone. Also only the information in the 'text boxes' may be changed.

The ? provide online 'Help'.

**e-COSS** Caledonian's Online Student/staff System Hi Andrew, welcome to My Caledonian home my Caledonian e-mail change password logout

### Student Record Details

The following information is held in the Caledonian Student Records Database. Please insure all data is correct and amend if necessary:

**MR JAMES test MURPHY**

---

**Matriculation Number:** 81515000  
**Sex:** M  
**Date of Birth:** 20-MAY-1962  
**GCU Email:** Not Known  
**HESA Ident:** 632727672373

---

**Occupation of Student/Parent:** PLUMBER44  
**Number of Dependants:** 0  
**Age of Children:** ?  
If you have child dependants please list their age(s):  
1: 10 2: 3 3: 4 4: 5  
5: 6 6: 7 7: 8 8: 9  
9: 10

---

**Disability:** No Disability ?  
**Are you registered disabled:** Yes ?  
**Are you in receipt of a disability allowance:** No ?

---

**Local Address:** ?  
**Address:** room m620  
glasgow caledonian university  
cowcaddens road  
glasgow  
**Postcode:** G4  
**Phone No:** 333-333333

---

**Home Address:** ?  
**Address:** 43 A Street3a  
Somewhere3a(1)@-#?V  
Anytown3aBCD/-  
<->,  
**Postcode:** HG54 8YH3  
**Phone No:** 0147-51234563

---

**Home Email:** rmu@gcal.ac.uk  
**Mobile Number:** 0777-51212355  
**Type of Local address:** ?

---

**Emergency Contact:** ?  
**Name Contact:** sasas  
**Relationship to you:** asasas  
**Address:** sasa  
asasasdsdsddsfafdsfdffs  
**Postcode:**  
**Phone No:** xxxxx

---

**Security Word:**

Screen A2.9a: My Student Record (Part 1)

<b>Ethnicity:</b>	<input type="text" value="White"/>	?
<b>Nationality:</b>	<input type="text" value="*Group incl.CAMBODIA"/>	?
<b>Domicile:</b>	<input type="text" value="*Group incl.ADEN"/>	?
<b>Date commenced:</b>	<input type="text" value="2001"/>	?
<b>Exchange Programme:</b>	<input type="text" value="No Exchange Programme"/>	?
<hr/>		
<b>Last Institution Attended:</b>		
Institution:	<input type="text"/>	
Year:	<input type="text" value="1900"/>	
<hr/>		
<b>Number of Qualifications:</b>		
Standard Grades	<input type="text" value="Not known"/>	
Highers	<input type="text" value="Not known"/>	
CSYS	<input type="text" value="Not known"/>	
Advanced Highers	<input type="text" value="Not known"/>	
A Levels	<input type="text" value="Not known"/>	
AS	<input type="text" value="Not known"/>	
Modules	<input type="text" value="Not known"/>	
GSVQs	<input type="text" value="Not known"/>	
<hr/>		
<b>Highest Qualification:</b>	<input type="text" value="HNC or HND (including BTEC and SCOTVEC equivalents)"/>	
<b>SUBJECT QUALIFICATIONS</b>		
Advanced Highers	<input type="text"/>	
Grade	<input type="text"/>	
CYSYS	<input type="text"/>	
Grade	<input type="text"/>	
A Level	<input type="text"/>	
Grade	<input type="text"/>	
Higher	<input type="text"/>	
Grade	<input type="text"/>	
AS	<input type="text"/>	
Grade	<input type="text"/>	
<hr/>		
<b>Additional Changes/Comments:</b>		
If there are any problems with the information displayed and there is no option to change it, please enter the changes below		
<input type="text"/>		
<input type="button" value="Submit"/>	<input type="button" value="Reset"/>	

Screen A2.9b: My Student Record (Part 2)

## A2.10 Self Registration

The information required for Registration is broken down into 6 sections. Each section can be completed without having to use the 'scroll' bar. Information not on the screen was often missed. In order to ensure that the student completes all the required information a Check screen was devised. As the student completes each section a ✓ appears on the horizontal check box. This feature means that the student does not have to complete Registration at one sitting and has the option of correcting a previous section. The layout and information on these screens are similar to those in A2.9 above with the addition of finance information.

Caledonian's Online Student/staff System Hi Andrew, welcome to My Caledonian

home my Caledonian e-mail change password logout

Complete each section of the self registration process by clicking on the buttons below. Each section will lead onto the next. **You can change the sections as many times as you want** until you register fully in section 6. If you need help then the "What Next" below will say what section to do next.

1 2 3 4 5 6

**What Next:**  
Click the first button to check and enter your personal details

[Please check your qualifications.](#)

Screen A2.10a: Self Registration Check

incomesection@gcal.ac.uk, call into the Finance Office or telephone 0141 331 3807 or 0141 331 3833.'"/>

Caledonian's Online Student/staff System Hi Andrew, welcome to My Caledonian

home my Caledonian e-mail change password logout

**Fee Payment Details**

**No of Modules:**  
This is a number of modules that a student takes with an academic Year. The standard fulltime undergraduate course consists of Six modules, however this can sometimes vary. 6 Modules this session ?

**Fee payer type:**  
I am a UK national ?

**Who will pay:**  
I will pay all the fees myself ?

Submit Reset

If you need any help please email [incomesection@gcal.ac.uk](mailto:incomesection@gcal.ac.uk), call into the Finance Office or telephone 0141 331 3807 or 0141 331 3833.

Screen A2.10b: Self Registration – Fee payment details

## A2.11 Me (Staff) Forum

This provides access to the individuals personal information; programmes and modules for which they have read or write access; other associated groups (e.g. departments); access to University systems.

The screenshot shows the 'Me (Staff) Forum' interface. At the top, there is a navigation bar with tabs: 'Our University', 'Student', 'Staff', 'Me (staff)', 'Favourites', 'Discussion', 'Computer Labs', and 'Sparkle'. The 'Me (staff)' tab is active.

**Staff Details**

**Announcements**

**Apple Macs and Internet Explorer 4** Some users have experienced problems using this section of my Caledonian on Apple Macs running Internet Explorer Version 4 or less. Support from Microsoft is now limited and it is not even available for download anymore.

If your Mac freezes or crashes when trying to access your personal details we recommend updating your browser.

**Regular Items**

**Personal Details**  
If you need to update your personal details please contact HR.

**Personal Details**  
View or amend your contact details online

**Assignment Details**  
View your job details

**Departments**

<a href="#">Learning Resources</a>	<a href="#">Human Resources</a>
<a href="#">Learning Services</a>	<a href="#">Corporate Planning</a>
<a href="#">OSS Project</a>	<a href="#">Learner Support</a>
<a href="#">Finance Office</a>	<a href="#">E-Business Suite Hardware Setup</a>

**Administer Programmes/Modules**

Code	Title	Folder
BA/BA	BA/BA(HONS) BUSINESS INFORMATION MANAGEMENT	

**Modules**

Code	Title	Folder
ISUEM1	INTRODUCING PORTALS	
ISUEM2	COMPUTER TECHNOLOGY TODAY	
ISUEM3	CORPORATE APPLICATIONS	

Contact: [githelp@ocal.ac.uk](mailto:githelp@ocal.ac.uk)

**Administer Custom Folders**

Custom Folder Title	Edit Group?	Folder
General		

Screen A2.11: Me (Staff) Forum

## A2.12 Me (Staff) Forum – Department Group

The screenshot shows the 'Department Group' interface. It features a 'Departments' header and a 'Quickpicks' section.

**Purpose** This portlet has been set up for use by staff in the HR department and the Oracle Implementation Group. It will be used to supplement the Oracle HR training and provide a focus for discussion/questions about the new system. [ORACLE Applications](#)

**Regular Items**

**General**

**HR Discussion forum**

**HRMS Change Requests (Excel)**  
Updated by Martine @ 11:51hrs, 26-03-2003 - OLD LIST, see the database below for current data...

**HRMS Change Requests (Access)**  
Last Updated on 07-07-2003 @ 16:50 by Iain Riddell

**Presentation**  
Presentation given to the HR Department by the Oracle Team 25-JUN-2003

**Template Training**  
Process Flow added...

**Martines Notes**

Departments : Human Resources

Screen A2.12: Me (Staff) Forum – Department Group

## A2.13 Discussion Forum

Who IS ON? Note!-ONLINE Status ACTIVE, CHECK your preference settings!

General Add a Topic

chat General Chat (Frames) Trial

Preferences and Profile

Mark All Read

Please do not use the discussion boards or chat facility in areas where other students are urgently requiring access to computers to undertake coursework. Please ensure that you read and understand the following guidelines-[Guidelines](#)

Please note that threads marked as !Archived! are closed. They may still be read but no more messages may be added to them.

If you cannot find a thread it may have been moved to a more appropriate forum. Please click on the following link to see a list of threads moved within the last 5 days.[Moved Threads](#)

The following Forums have unread messages waiting (use pulldown list to select):

- Books
- General
- Societies and Clubs
- Swan Shen

Topic	Replies (Unread)	Submitted By	Date Submitted
<a href="#">MJ's little Monkey</a>	3(3)	RMOGAN10 ROBERT (STUDENT)	Nov 25,2003
<a href="#">Voodoo</a>	3(3)	RMOGAN10 ROBERT (STUDENT)	Nov 25,2003
<a href="#">The Fridays</a>	1(1)	CHADD010 CHRISTOPHER (STUDENT)	Nov 25,2003
<a href="#">4 things</a>	17(17)	FFEE10 FRANCES (STUDENT)	Nov 24,2003
<a href="#">Smoking is a Disease!!!</a>	4(4)	MKERR18 Kermel.... (STUDENT)	Nov 24,2003
<a href="#">MJ Propoganda</a>	4(4)	YMCKIS10 Yvonne (Bouncy Bunny) (STUDENT)	Nov 24,2003
<a href="#">miniFEST</a>	5(5)	NBLAIR12 NICLAH!! (STUDENT)	Nov 24,2003
<a href="#">Good Tattoo parlours</a>	7(7)	YMCKIS10 Yvonne (Bouncy Bunny) (STUDENT)	Nov 24,2003
<a href="#">parkin</a>	0(0)	SHAIDE10 SHIRAZ (STUDENT)	Nov 24,2003

Screen A2.13a: Discussion Forum - Overview

Who IS ON? Note!-ONLINE Status ACTIVE, CHECK your preference settings!

Original Author

Topic: [Looking 4 21st Bday venue!!!](#)

posted: November 23, 2003 06:47 PM

DDROVE11 DIANE (STUDENT)

Please help!! Looking for a pub/club to hire out (or room hire) for end of December. Trying to find somewhere all the oldies can come along for a bit too, but doesn't shut early, ain't too expensive and doesn't cost loads to hire! Any ideas peeps?

Follow up Authors

Follow up Messages

posted: November 25, 2003 09:47 AM Response ID - 46393

[MROBE11 WILd ThInG \(STUDENT\)](#)

umm there is waxys. here in town.

posted: November 25, 2003 10:55 AM Response ID - 46407

[MBROWN14 MattB - Founding Poster - \\*All beaned up with no place to go\\* \(STUDENT\)](#)

Not very classy tho, is it?

posted: November 25, 2003 02:32 PM Response ID - 46442

[SGANSI10 Don Juan Big Pimpin Baby \(STUDENT\)](#)

my bro got the tunnel a couple of years ago for his 21st.ive still got 2 years till mine though.

New Response:

PMK

Emoticons will be translated into graphics - :) (:(;) :P :)) :O :& :D :>) :< :M :B

Screen A2.13b: Discussion Forum – Posted thread

## A2.14 Computer Labs Forum

**e-COSS** Caledonian's Online Student/staff System Hi Pat, welcome to My Caledonian

home my Caledonian e-mail change password logout

Our University Student Staff Me (staff) Favourites Discussion **Computer Labs** Sparkle

**Staff Info**

[Tutor Accounts](#) [Lab Specific Software](#)

[Software Installation Procedure](#) [Unattended PC's](#)

[Computer Labs Open Access](#) [Unauthorised or Illegal Software](#)

[MP3 Files - Delete from Server](#) [Minitab and SPSS Availability](#)

[Computer Labs - List, Times and Dates](#)

**Student Info** **General** **Students with Disabilities**

[IT Regulations](#) [C&IT Homepage](#)

[Data Protection](#) [Lab Specific Software](#)

[Student File Space - H:drive](#) [Computer Labs Open Access](#)

[Unattended PC's](#) [Student Complaints](#)

[Unauthorised or Illegal Software](#) [MP3 Files - Delete from Server](#)

[Minitab and SPSS - Availability](#) [Computer Labs - List, Times and Dates](#)

[Honours Lab - Now Open](#)

[Lab Based Telephone Support System](#) [C&IT Helpdesk](#)

[Zoom Text](#) [Jaws](#)

[VI Room](#)

Screen A2.14: Computer Labs information

### Appendix 3 – Portlets

The following table gives an indication of the *type* of portlets that have been created on My.Caledonian. All the portlets have been created by the University unless otherwise stated. More details of these can be seen in the screen shots in Appendix 2. The information held in the portlets can assist other Universities in the design of their portlets and give them some idea of what facilities and information to include but the actual information is specific to the individual institution.

<i>Forum</i>	<i>Portlets</i>	<i>Comments</i>
<b>Our University</b>		Mainly used for breaking news or announcements relevant to both staff and students
	Search	Oracle provided search facility
	Saved Searches	
	Students Association	Promote events in the Student Association bar
	Students	This is used for general announcements e.g new Assessment Regulations, new printing arrangements
<b>Student</b>		This is used for general information relevant to all students
	Latest News	International events, Council Tax, etc.
	Life	Money, childcare, accommodation, etc.
	Jobs	Career's service, students job spot, etc.
	Essentials	Semester dates, timetables, etc.
	Learning	Learning Café, ICT Skills, Blackboard, etc.
	University regulations, codes etc.	Assessment Regulations, Copyright, etc.
<b>Staff</b>		This is used for general information relevant to all members of staff
	Staff	Team Briefing, Module evaluation information, press releases, e-learning help, etc.
	Administration – Staff	HR policies, Strategic Plan, etc.
	Information – Staff	Module Catalogue, Telephone directory, etc.
	Recreational – Staff	Learning Cafe
	Services – Staff	Refectory- today's menu

<i>Forum</i>	<i>Portlets</i>	<i>Comments</i>
<b>Me (Student)</b>		Information relating to the specific individual student
	Student Details (Module, Programme & Custom Folders etc.)	Personal details, programme and module information relevant to the individual student, assessment results, links to Blackboard etc.
<b>Me (Staff)</b>		Provides information and facilities that relate to the specific individual member of staff
	Staff Details	Personal details
	Departments	Departments or groups of which the individual is a member. There will be a separate portlet for each of these.
	OSS Links	Information on students and admissions
	Administer Programmes/Modules	Allows staff to enter and/or read information with respect to modules and programmes. There is a separate portlet for each module and programme
	Administer Custom Folders	Allows tutors to add students or groups of students to module or programme portlets
	Statistics	Provides statistical information to allow the monitoring of Self-Registration
	Applications	Provides access to applications e.g. Oracle Students, Oracle HR
<b>Favourites</b>		Allows the user to set up a list of their favourite web sites. The advantage over using the browser 'favourites' is that this is attached to the portlet and not a specific computer
	Favourites	
<b>Discussion</b>		Allows the setting up of a number of discussion forums. Access to any of these can be restricted.
	Discussion Forum	

<i>Forum</i>	<i>Portlets</i>	<i>Comments</i>
<b>Computer Labs</b>		
	Staff Info	Information for staff who use computer laboratories e.g. Software installation procedures, computer lab information, tutor accounts
	Student Info	Information about computer laboratories for students e.g. timetable, opening hours, Data Protection, illegal software, available software
	General	Information on how students can get assistance e.g. Lab based telephone support, C&IT helpdesk
	Students with Disabilities	Information on the facilities for students with disabilities e.g. jaws, zoom text, VI Room
<b>Build</b>		This provides facilities to allow portals to be built. All the portlets are supplied by Oracle
	Pages	Sets up new page(s). My.Caledonian is currently a single page
	Content Areas	Information is held in folders. Content areas are where the folders (and sub folders) are held and a tab can be placed on this area e.g. each of the forums in My.Caledonian has been set up to have its own content area
	Applications	This allows custom built applications to be developed within the portal. Currently My.Caledonian does not use this facility.

<i>Forum</i>	<i>Portlets</i>	<i>Comments</i>
<b>Administer</b>		This provides systems administration facilities for the portal. They are in-built by Oracle unless otherwise stated.
	Portal User Profile	This allows user accounts to be set up and edited e.g. change name, disable account, change privileges
	Services	Set global default page for users, login server settings, etc
	Database Memory Consumption, Transactions and Locks	Allows sessions in portal database to be monitored
	Database Storage	Administration of the database e.g. setting table space
	External Applications (in-house built)	This provides links to external applications e.g. web mail
	Oracle Reports Security	Allows the security access to any Oracle Reports within the portal to be set up
	Reports Definition File Access	Provides facilities for administering the Reports Server
	Reports Calendar Access	As above
	Reports Server Access	As above
	Reports Printer Access	As above
	Group	Provides facilities to set up Groups (e.g. module, programme, department groups). Facilities include changing name of group, adding people, removing people, etc.
	Provider	This is the means by which new portlets can be developed and managed.
<b>Monitor</b>		These provide statistics on the usage of the portal and are in-built by Oracle. See Appendix 4 for details
	Monitor by Object	
	Charts	
	Monitor By Event	
	Batch Results	
	Monitor Search	
	Questions Answered	

<i>Forum</i>	<i>Portlets</i>	<i>Comments</i>
<b>Demo</b>		Demonstration facility
	My Caledonian Demo	This portlet has been set up to allow us to provide demonstration facilities of My.Caledonian for external visitors
<b>Sparkle</b>		On-line 'suggestion box'
	Sparkle	This portal acts as an on line 'suggestion box' to allow staff to suggest ideas that they believe will contribute to the University's long term strategy. Staff can look at the suggested ideas and vote on them.

## Appendix 4 – List of Oracle supplied portal statistics

### A4.1 Page/forum

Charts: page view requests by page  
requests by page  
page view requests by user  
page view requests by date  
page view requests by time of day  
page view requests by IP address  
page view requests by browser  
page view requests by language  
page log records

What are the most popular pages?

### A4.2 Portlet

Report: portlet log records

What portlets are most frequently added to pages?

What portlets are most often hidden on pages?

### A4.3 Document

Chart: document view requests by document  
requests by document  
document view requests by user  
document view requests by date  
document view requests by time of day  
document view requests by IP address  
document view requests by browser  
document view requests by language

### A4.4 Browser

Chart: all requests by browser  
selected requests by browser (enter parameters)  
page view requests by browser  
document view requests by browser  
folder view requests by browser  
item view requests by browser  
category view requests by browser  
perspective view requests by browser  
component execute requests by browser  
login requests by browser  
logout requests by browser

### A4.5 Event

Chart: requests by log event  
selected requests by log event (enter parameters)

#### **A4.6 Language**

Chart: requests by language  
selected requests by language (enter parameters)  
page view requests by language  
document view requests by language  
folder view requests by language  
item view requests by language  
category view requests by language  
perspective view requests by language  
component execute requests by language  
login requests by language  
logout requests by language

#### **A4.7 Row count**

Chart: requests by row count  
selected requests by row count (enter parameters)  
component requests by number records returned

#### **A4.8 User requests**

Chart: requests by user  
selected requests by user (enter parameters)  
page view requests by user  
document view requests by user  
folder view requests by user  
item view requests by user  
item checkin requests by user  
item checkout requests by user  
category view requests by user  
perspective view requests by user  
component execute requests by user  
login requests by user  
logout requests by user

#### **A4.9 Date**

Chart: requests by date  
selected requests by date (enter parameters)  
page view requests by date  
document view requests by date  
folder view requests by date  
item view requests by date  
item checkin requests by date  
item checkout requests by date  
category view requests by date  
perspective view requests by date  
component execute requests by date  
view requests by date  
execute requests by date  
add requests by date  
edit requests by date  
delete requests by date  
login requests by date  
logout requests by date

#### **A4.10 IP Address**

Chart: requests by IP address  
selected requests by IP address (enter parameters)  
page view requests by IP address  
document view requests by IP address  
folder view requests by IP address  
item view requests by IP address  
category view requests by IP address  
perspective view requests by IP address  
component execute requests by IP address  
login requests by IP address  
logout requests by IP address

#### **A4.11 Object**

Chart: requests by object  
selected requests by object (enter parameters)  
page view requests by page  
requests by page  
document view requests by document  
requests by document  
folder view requests by folder  
requests by folder  
item view requests by item  
requests by item  
item checkin requests by item  
item checkout requests by item  
category view requests by category  
requests by category  
perspective view requests by perspective  
requests by perspective  
component execute requests by component  
requests by component

#### **A4.12 Time of Day**

Chart: requests by time of day  
selected requests by time of day (enter parameters)  
page view requests by time of day  
document view requests by time of day  
folder view requests by time of day  
item view requests by time of day  
category view requests by time of day  
perspective view requests by time of day  
component execute requests by time of day  
view requests by time of day  
execute requests by time of day  
add requests by time of day  
edit requests by time of day  
delete requests by time of day  
login requests by time of day  
logout requests by time of day

#### **A4.13 View/Execute requests**

Chart: view requests by date  
execute requests by date  
by Time of Day  
view requests by time of day  
execute requests by time of day  
Report: view log records  
execute log records

#### **A4.14 Add requests**

Chart all add requests by date  
Chart by Time of Day  
add requests by time of day  
Report all add log records

#### **A4.15 Edit requests**

Chart: edit requests by date  
by Time of Day  
edit requests by time of day  
Report: all edit log records

#### **A4.16 Delete requests**

Chart: delete requests by date  
Time of Day  
delete requests by time of day  
Report: delete log records  
What objects have been deleted?

#### **A4.17 Other Events**

Chart: by User  
login requests by user  
logout requests by user  
by Date  
login requests by date  
logout requests by date  
by Time of Day  
login requests by time of day  
logout requests by time of day  
by IP Address  
login requests by IP address  
logout requests by IP address  
by Browser  
login requests by browser  
logout requests by browser  
by Language  
login requests by language  
logout requests by language  
Report: login log records  
logout log records

#### **A4.18 "Questions Answered"**

What are the most popular pages?

What portlets are most frequently added to pages?

What portlets are most often hidden on pages?

Who are the most frequent content area contributors?

What are the most popular folders?

Who edited items in a folder?

What are the most popular content area searches?

What content area searches have failed to find any results?

What objects have been deleted?

## Appendix 5 – My.Caledonian usage statistics

### A5.1 Total logins by day

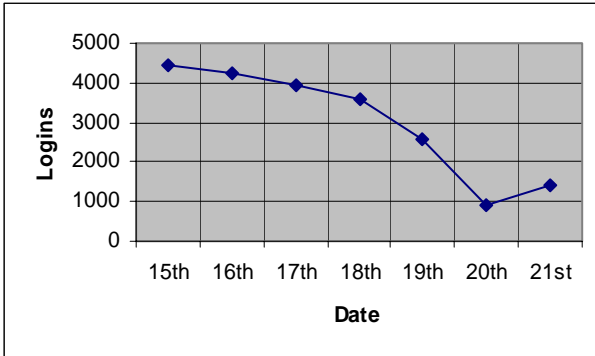


Chart A5.1.1: Total logins  
15<sup>th</sup>-21<sup>st</sup> Sept 2003

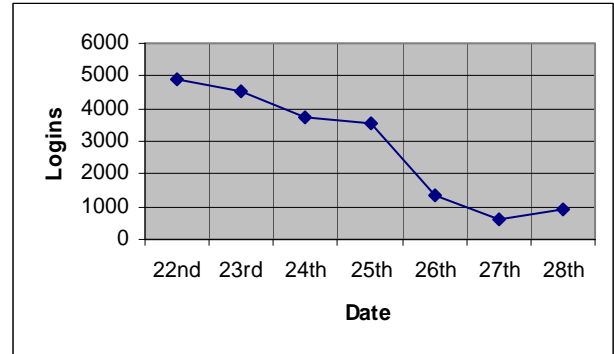


Chart A5.1.2: Total logins  
22<sup>nd</sup>-28<sup>th</sup> Sept 2003

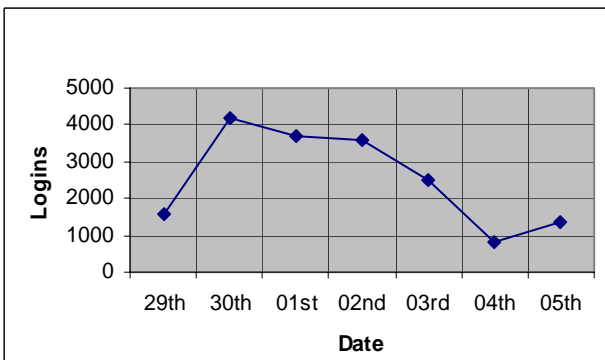


Chart A5.1.3: Total logins  
29<sup>th</sup> Sept-5<sup>th</sup> Oct 2003

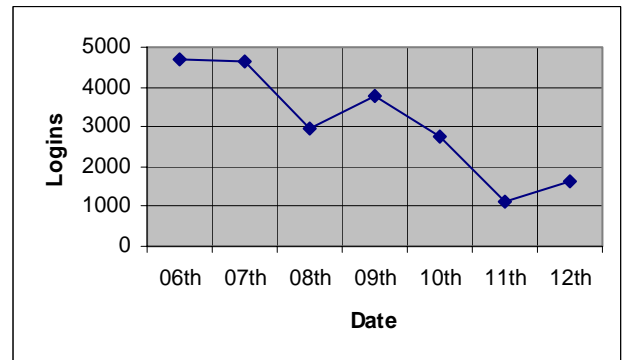


Chart A5.1.4: Total logins  
6<sup>th</sup>-12<sup>th</sup> Oct 2003

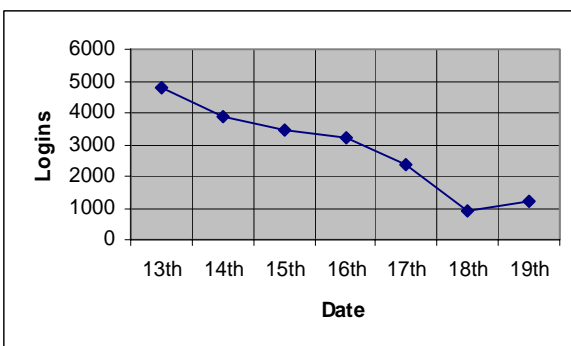


Chart A5.1.5: Total logins  
13<sup>th</sup>-19<sup>th</sup> Oct 2003

## A5.2 Total logins broken down by Internal/External access

Key

Internal logins  
(i.e. on Campus)

External logins  
(i.e. off campus)

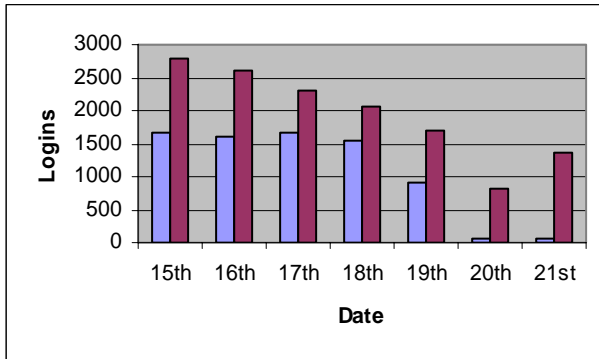


Chart A5.2.1: Internal/External logins  
15<sup>th</sup>-21<sup>st</sup> Sept 2003

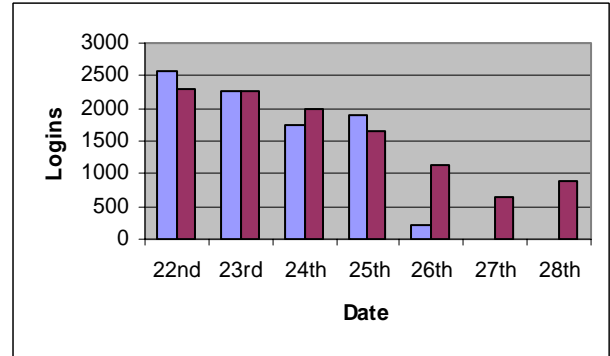


Chart A5.2.2: Internal/External logins  
22<sup>nd</sup>-28<sup>th</sup> Sept 2003

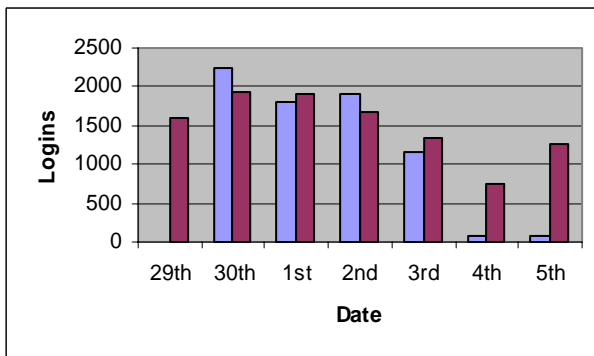


Chart A5.2.3: Internal/External logins  
29<sup>th</sup> Sept-5<sup>th</sup> Oct 2003

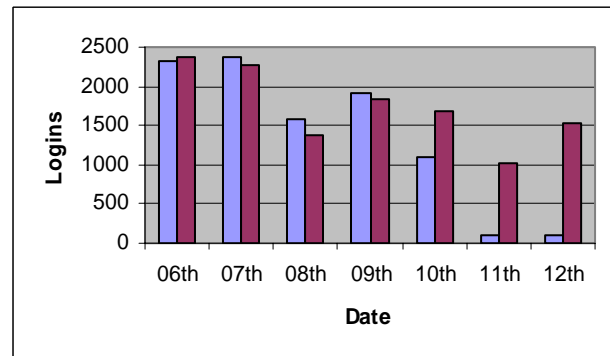


Chart A5.2.4: Internal/External logins  
6<sup>th</sup>-12<sup>th</sup> Oct 2003

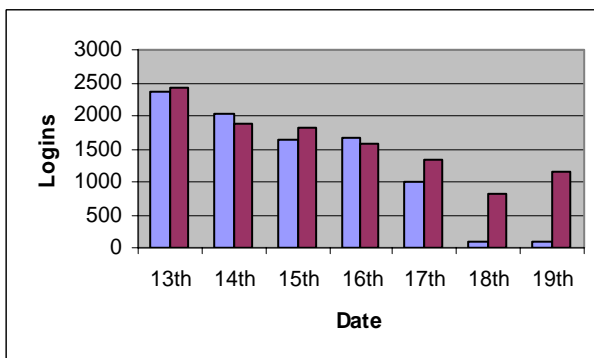


Chart A5.2.5: Internal/External logins  
13<sup>th</sup>-19<sup>th</sup> Oct 2003

### A5.3 Breakdown of logins (Internal/External access) by time of day

Key

Internal logins  
(i.e. on Campus)

External logins  
(i.e. off campus)

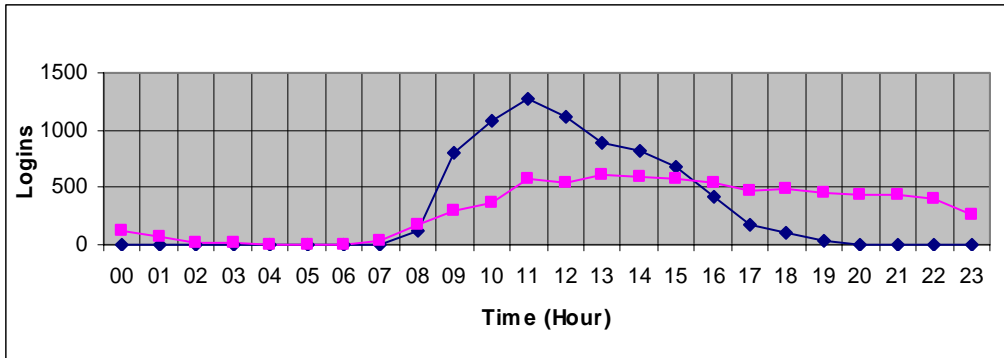


Chart A5.3.1: Logins by time of day 15<sup>th</sup>-21<sup>st</sup> Sept 2003

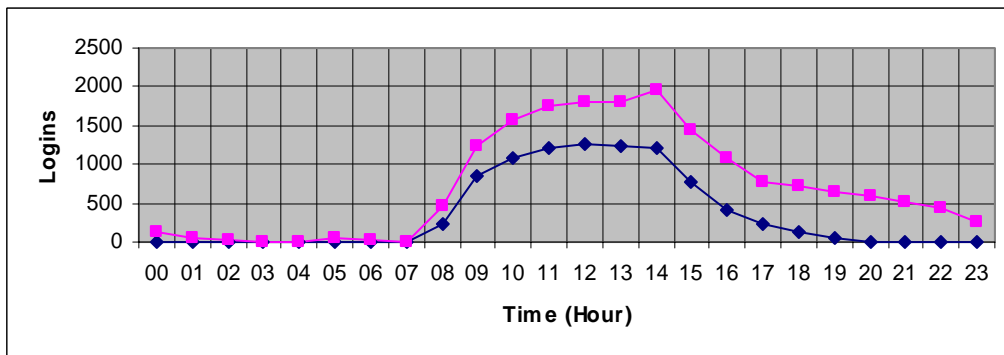


Chart A5.3.2: Logins by time of day 22<sup>nd</sup>-28<sup>th</sup> Sept 2003

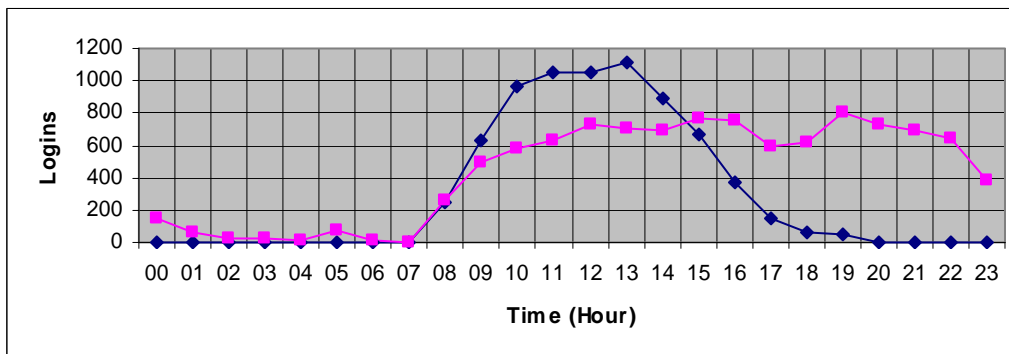


Chart A5.3.3: Logins by time of day 29<sup>th</sup> Sept-5<sup>th</sup> Oct 2003

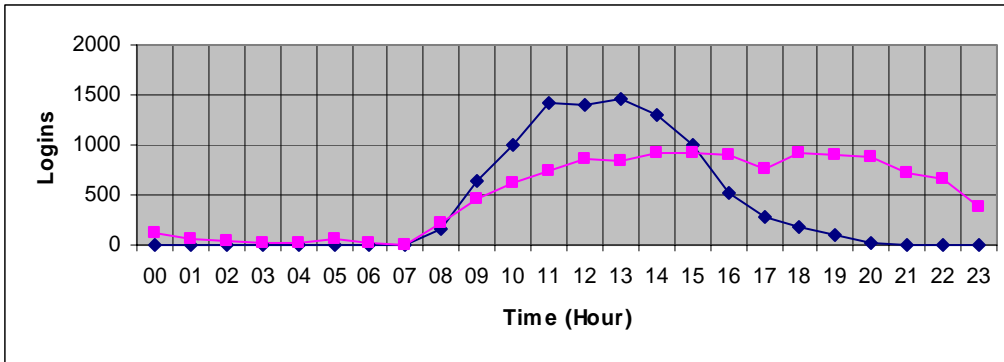


Chart A5.3.4: Logins by time of day 6<sup>th</sup>-12<sup>th</sup> Oct 2003

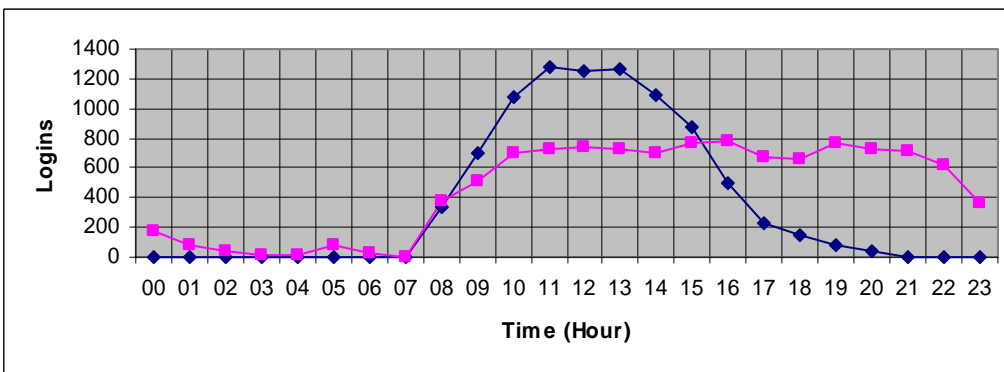


Chart A5.3.5: Logins by time of day 13<sup>th</sup>-19<sup>th</sup> Oct 2003

## A5.4 Weekly breakdown of Internal/External access

### Key

Internal logins  
(i.e. on Campus)

External logins  
(i.e. off campus)

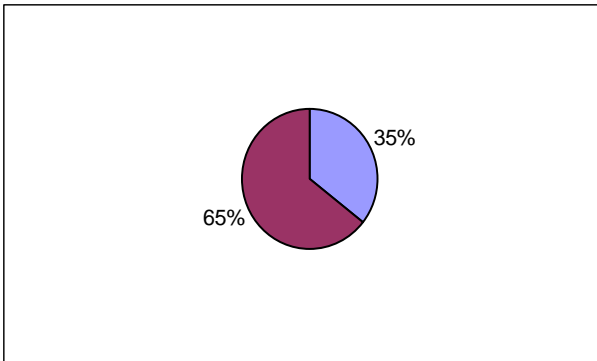


Chart A5.4.1: Weekly Internal/External access  
15<sup>th</sup>-21<sup>st</sup> Sept 2003

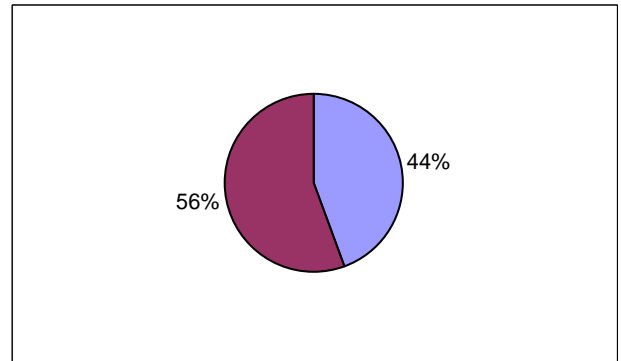


Chart A5.4.2: Weekly Internal/External access  
22<sup>nd</sup>-28<sup>th</sup> Sept 2003

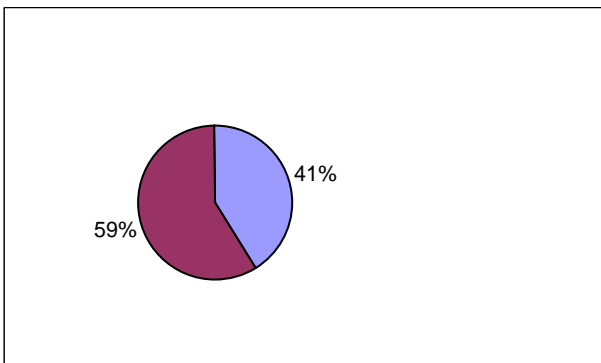


Chart A5.4.3: Weekly Internal/External access  
29<sup>th</sup> Sept-5<sup>th</sup> Oct 2003

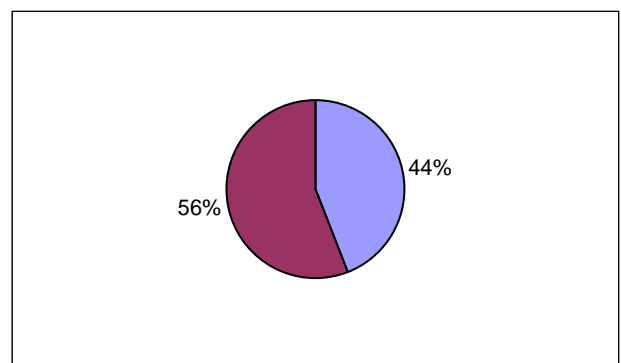


Chart A5.4.4: Weekly Internal/External access  
6<sup>th</sup>-12<sup>th</sup> Oct 2003

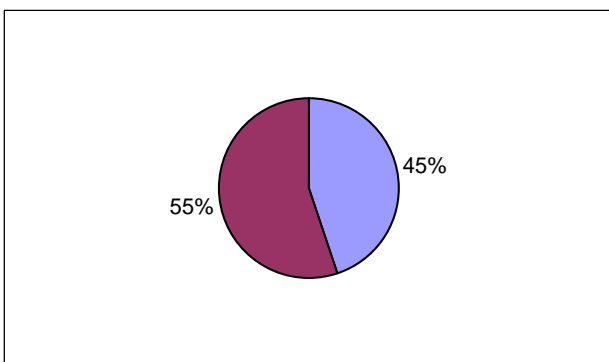


Chart A5.4.5: Weekly Internal/External access  
13<sup>th</sup>-19<sup>th</sup> Oct 2003

