



Live@Edu

Manchester Metropolitan University's Experience

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Heads in the Clouds, UCISA 1



MMU: institutional context

Context...	
Size	33,000+ students; 4,400 staff (1,500 FT teaching)
Geography	5 Manchester sites; 2 in Cheshire
Technology	Novell (file, print, email); Agresso (SRS); SAP (finance) Talis (library); WebCT Vista (VLE); PebblePAD (e-Portfolio)
Aim	"The University for World-Class Professionals"
Initiatives	Admin & Services restructuring; Estate consolidation; Institutional Audit; Managed Learning Environment (MLE); New DVCs: Strategic Planning & Student Experience

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Heads in the Clouds, UCISA 2



MMU: Live@Edu project context

- Institutionally-provided Novell Student E-Mail System (SEMS) approaching end-of-life
- Hosted offerings launched by Google & Microsoft
- Range of staff opinion about student email

We need a reliable way to get messages to our students

Our students have email accounts when they join, why do we need to provide another?

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Heads in the Clouds, UCISA 3



MMU: Live@Edu project response

- ICT Strategy Group approves Microsoft hosted pilot
 - 5,000 students to try additional Live@Edu account
- Why Hosted?
 - Lower Cost, Better Features, Better Environmentally
 - Microsoft-Google competition: keeps each on its toes
- Why Microsoft?
 - Synergy with Active Directory & SharePoint plans
 - EU hosting, disk space & interesting dev plans

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MMU: Live@Edu pilot findings

It's useful to have a formal email address when applying for jobs

I don't really mind what email you give us, but please stop sending institutional spam

I wouldn't like a Microsoft email account, I use HotMail at home

The amount of disk space is great – I like the way I can access it inside and outside uni

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Heads in the Clouds, UCISA 5



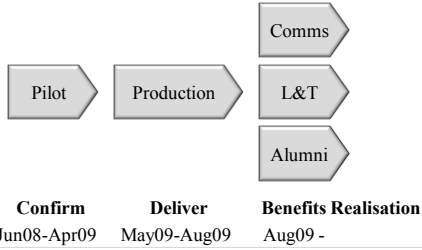
MMU: Live@Edu pilot findings

- Live@Edu-specific feedback
 - R2 accessibility: cross-browser problems
 - R2 usability: features & how to use them: not obvious!
 - R2-R3 upgrade: happened during 800 user skydrive hand-in experiment
 - R3 improved cross-browser & usability but features could still be more obvious
- MMU systems & procedures
 - Increase min password length; resolve password change caching

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Heads in the Clouds, UCISA 6

MMU: Live@Edu projects



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Heads in the Clouds, UCISA 7

MMU: Live@Edu lessons so far

- Value of an institutional identity (job apps, shib?)
- Value of cloud storage
- Excuse for reviewing student comms strategy
- Opportunity to blend institutional & personal
- Opportunity to practise creating professional digital-id
- Experiment > Pilot > Production framework useful
- Live@Edu institutions getting together

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Heads in the Clouds, UCISA 8
