

Staff IT Briefing Note

For new and returning academic staff – September 2019

- Please review the Student IT Briefing Note provided with this pack



Learner Digital Engagement

What's new for this year?

- We have developed a student centric view after conducting student feedback sessions that shows their own digital engagement data and how it compares with their cohort. Optimised for viewing on mobile devices, this can be accessed via 'MyLJMU' (<https://my.ljmu.ac.uk/>) or directly at <https://myengagement.ljmu.ac.uk/>. A list of 'Frequently Asked Questions' is available to provide students with guidance on what information is gathered and there are quick links to get in touch with the Student Engagement Team or their Personal Tutor (using SeeMyTutor) if they have any concerns.

Following feedback from Tutors and Directors we have also made these changes:

- A version of the LDE Student View has been added to the Personal Tutor report, so if a student asks you any queries about theirs you will see the same view
- A link to the LDE system (<https://my-engagement.ljmu.ac.uk/studentengagement>) has been added to the Staff Intranet front page
- To reduce the amount of email traffic to Personal Tutors, the system will only send notifications if any of their students are deemed to be 'At Risk' i.e. no engagement over a period of 14 days. The first email notification detailing any 'At Risk' students will be sent to Personal Tutors on 30th September
- The colour palette for the graphs and charts has been changed to make them clearer
- An 'early warning' category has been added to flag any students showing no engagement for 7 days, this is intended to identify students who may be about to enter 'At Risk' status. This won't trigger any email notifications to Personal Tutors, these are only sent after 14 consecutive days of non-engagement
- 'Help text' added to provide clarification on the terminology used



MyLJMU

What's new for 2019-20?

- Added a link to the student version of the Learner Digital Engagement system
- Careers Events pages are now available where students can browse and book places on workshops, webinars, fairs, employers events and activities
- Improvements to 'My Services' pages means that a number of requests have now been streamlined and automated such as:

- Letter requests (e.g. council tax exemption) are now automatically generated and emailed to a student's LJMU email account, removing the need for manual intervention
- Policies around Special Mitigation and Personal Circumstances have recently undergone policy changes and this academic year we will be working with Academic Registry to implement these revisions. The Academic Registry team will be communicating these changes in due course.
- See MyTutor – Staff are able to allocate timeslots that students can then book as needed. These sessions can then be linked to your LJMU calendar in Outlook. A video user guide can be found [here](#)
- **COMING SOON**
Our mobile app for MyLJMU will be launching for Android Play Store and the iOS App Store. As soon as they are launched we will notify students via [MyLJMU](#).



Keep your account and your data safe and secure

Forgotten passwords are still the single largest source of calls to Helpdesk. Also, colleagues are becoming increasingly aware of the threat of security attacks on their accounts.

- Always use a strong password (one that others will not guess easily but you will remember)
- Never share your password with anybody else
- Never click links in emails asking you to 'verify' or 'confirm' your details. The Helpdesk will never ask you to reveal your password, so please be vigilant of anyone asking for this.
- Always save your data to your LJMU OneDrive, [M: drive](#) or other LJMU managed storage such as SharePoint or departmental fileshares



Higher Powered PCs

COMING SOON – more powerful PCs for demanding graphical software – our standard PC is more than capable of handling the vast majority of software used in teaching and research at LJMU. ***When the refurbished upper floors of the Avril Roberts Library reopen***, it will have a set of higher powered PCs that will be well suited to power-hungry software. Library staff will help you and your students locate them. All of the bookable PCs in the Avril Roberts library will be of this higher specification, and there will be eight extra powerful workstations for the most demanding uses. The workstations will need to be booked. ([How to book a PC](#))