



Meeting students' changing needs for information

This exemplar is relevant to Digital Student challenge:

Deliver a robust, flexible digital environment

As part of Manchester Metropolitan University's comprehensive EQAL (curriculum transformation and quality enhancement) project, students have been given seamless access to personalised course information and other resources relevant to their studies. 'MyMMU' is available on their chosen web platform or mobile device, wherever they want to access it. It provides single-click access to students' Moodle, email and library accounts; to their personal marks and deadlines; to teaching and exam timetables; to notifications such as fee status; to information on network storage and the nearest available PCs; and to institutional surveys which collect feedback on the student experience and feed this into the university's continuous enhancement process.

The student portal has over 32,000 regular users and integrates with a suite of other self-service applications to cover a range of transactions from uploading photographs for ID cards pre-arrival, to enrolling online and choosing options, to booking graduation ceremony tickets. Feedback pre and post introduction of these personalised online services shows that students are more satisfied with course organisation, which has led to increased overall satisfaction.

How does this meet the challenge?

- Students have their needs for 'transactional' information fully met and can concentrate on their course requirements.
- Students can use their own devices and services for personalised access to university data, for instance synchronising timetables and assessment arrangements to their chosen calendars.
- Students have easy access to information about their progress and to support time and task management.
- Arriving students quickly feel a part of the institution and its systems.

Find out more

- [About the technical background](#)
- [About the student experience](#) (slides from Mark Stubbs)

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