HEIDI Stakeholder Group minutes
Wednesday 5th March, 2014
The George Hotel, Cheltenham

Present:

Alison Hartrey	The School of Oriental and African Studies
Amanda Watson	The University of Sunderland
Andrew McConnell	The University of Huddersfield
Christine Couper	The University of Greenwich
Clare Huxley	Equality Challenge Unit
Giles Carden (Chair)	The University of Warwick
Julie Leeming	St George's, University of London
Mike Wilson	Glyndwr University
Prashant Desai	De Montfort University
Sue Holmes	Oxford Brookes University

Apologies:

Laura Watson	The University of St Andrews
Lesley Donnithorne	Universities Human Resources
Nathalie Mortimer	The University of Nottingham
Rob Wyn Jones	Cardiff University
Stephanie Neave	Equality Challenge Unit

Absent:

Kyla Morgan	The University of Plymouth

In attendance:

Abu Syed	HESA
Adrian Crossley	HESA
Emilie Beale	HESA
Hannah Lloyd	HESA
Jonathan Waller	HESA
Nicola Phelps	HESA
Sophie Rogers	HESA

1. Minutes from previous meeting

Giles Carden welcomed everyone to the Heidi Stakeholder Group meeting and members introduced themselves. The minutes from the previous meeting were formally approved with no further comments. Julie Leeming joined as a new member of the heidi Stakeholder group and Clare Huxley was attending in the place of Stephanie Neave from the Equality Challenge Unit.

2. Matters arising

The main matter arising was in relation to attendance at meetings. It was proposed that a quorum of 8 members be established to ensure that decisions were sufficiently representative of the group. This was agreed.

In relation to this Sue Holmes asked for meetings to be scheduled as far in advance as possible to which Jonathan agreed.

1. Heidi data maintenance policy   HSG/14/01/01

Jonathan introduced paper HSG/14/01/01 which presented a draft data maintenance policy for heidi. The policy is aimed at reviewing usage of current heidi datasets against set criteria, to assist the group in making decisions about data that is not well used and may therefore be discontinued to release resources to develop new datasets for heidi. Jonathan asked for the group's views on the policy and metrics. The group approved the policy and requested that usage statistics should be provided to them one month before the relevant Stakeholder Group meeting to allow them to consult other heidi users at their organisation.

It was highlighted that usage statistics will need context to ensure that the correct decisions on discontinuation are being made: for example the recent introduction of the Health and Safety statistics within EMS will probably result in apparently low usage levels when in fact it is likely that most HEIs have simply not progressed far with their analyses of the data at this stage.

Giles highlighted the increased use of the heidi API and that HESA should consider including this usage within usage statistics.

Jonathan confirmed that HESA data would still be available by other means if the decision was taken to discontinue inclusion within heidi. Jonathan highlighted HEMS is a likely candidate for removal and HESA will need to show a detailed breakdown of the HEMS data usage. Jonathan suggested the group revisits this issue at the next meeting where further analysis can be presented.

The group approved the policy.

Action 1: HESA to provide further analysis on data usage including HEMS and the heidi API statistics and review at next meeting.

2. Heidi access policy   HSG/14/01/02 †

Jonathan presented paper HSG/14/01/02 to the group regarding the newly developing Heidi access policy.

The group's discussion of the heidi access policy relates to policy in development. As such, this section of the minutes has been redacted.

Action 2: HESA to further reflect on the proposed pricing levels and concerns raised by the group.

3. Jisc collaboration update   HSG/14/01/03 †

Jonathan introduced the paper HSG/14/01/03 describing the background and plans for a collaborative project with Jisc around business intelligence services.

The group's discussion of the Jisc collaboration relates to a project in development. As such, this section of the minutes has been redacted.

Action 3: HESA to provide project updates to the Stakeholder Group.

4. Current heidi issues   HSG/14/01/04

Nicola presented the current issues paper which will be a regular paper for every meeting. The group were asked to consider whether there was a requirement for Funders forum metrics to be created centrally at HESA. The group agreed that Funders forum metrics data can be created by institutions using data sets already in heidi and it was felt there was no longer a requirement for HESA to construct these separately. HESA should offer support to institutions who wish to create these statistics.

The group were asked to consider HESA's current approach to specifying UUK Patterns charts for heidi. It was agreed that HESA should continue producing Patterns charts as a time-series based on the 2009/10 chart list, which will mean a diversion from the changing UUK Patterns report over time. This will mean stability of content for users and HESA can schedule charts to be released much earlier in the year.

Action 4: HESA to continue to create UUK Patterns data based on the 2009/10 chart list and to release these in heidi as early as possible.

5. Service levels, training and usage statistics   HSG/14/01/05

Nicola presented paper HSG/14/01/05. The usage of charts has decreased, however general usage has increased with more active users. Jonathan emphasised that heidi data is being extracted and used in different systems, underpinning the need for an updated delivery system. Giles emphasised the growing use of the heidi API and thought their usage statistics ought to be included separately.

Performance against service standards had improved compared to the previous year.

Sophie introduced the heidi training update and reported that most heidi training had taken place offsite which will continue until August 2014. Feedback from delegates attending heidi training had been overwhelmingly positive. Sophie reported a record high attendance for heidi training this year and there was a number of bespoke visits to HEIs.

Some group members raised concerns over perceived lack of heidi training delivery in the northern UK regions and felt that training seminars focussed too heavily on Cheltenham and London.
Sophie stated that timetabling and the availability of venues with adequate computing facilities had been issues in the past. Members of the group kindly offered to assist in finding suitable venues at HEIs in Northern England based in HEIs.

Sophie also pointed out that bespoke onsite training could also be a very cost-effective option, particularly if two or more HEIs in an area wished to organise bespoke training together.

Action 5: HESA to include heidi API usage statistics in the Service levels, training and usage statistics paper for the next meeting.

Action 6: HESA Training Team to contact members of the group to assist in finding venues for heidi training in northern regions.

6. Heidi development update   HSG/14/01/06

Nicola introduced the development update and said a maintenance release is due in March to address known issues and improve performance. API final production release is expected in April also and API case studies will follow.

Work has begun integrating heidi with the single sign-on system and there would be some rationalisation of roles in Heidi. Nicola stated that there would be some changes to how heidi users were administered.

It was noted a regular heidi user survey would normally have been issued by this time but this was being delayed to enable additional questions to be added which will provide baseline metrics for success measures for the Jisc/HESA project.

7. Papers for publication on heidi information website
This was agreed to commence the publication of papers, however it was decided not publish papers HSG/14/01/02 and HSG/14/01/03.

8. AOB
There were no items of any other business.

9. Date of next meeting: October 2014

Action 7: HESA to canvas availability for next meeting in October 2014 and meeting for spring 2015.

Actions from this Meeting:
1. **HESA to provide further analysis on data usage including HEMS and the heidi API statistics and review at next meeting.**
2. **HESA to further reflect on the proposed pricing levels and concerns raised by the group.**
3. **HESA to provide project updates to the Stakeholder Group.**
4. **HESA to continue to create UUK Patterns data based on the 2009/10 chart list and to release these in heidi as early as possible.**
5. **HESA to include heidi API usage statistics in the Service levels, training and usage statistics paper for the next meeting.**
6. **HESA Training Team to contact members of the group to assist in finding venues for heidi training in northern regions.**
7. **HESA to canvas availability for next meeting in October 2014 and meeting for Spring 2015.**