User Agreement Policy

The SITS Data Management (SDM) team is responsible for the development of the University’s student records system (SITS), the extraction of student data via the reporting tools (Infoview & MS Reporting) as well as providing training and support to our user base. The SDM team receives daily requests for new developments, enhancements to existing developments, as well as many queries across the breadth of the facilities and reports supported by SDM. This includes:

- Development and support for eVision, the web-based face of SITS.
- Development and maintenance of letters and emails from SITS client.
- Development and modification of reports using the University’s reporting environments
- Table set-up and maintenance
- General records management queries
- Training requests

What we expect from our users

- All users’ requests and queries should be sent to sdm@brunel.ac.uk.
- Before requesting ad hoc data, check if there is an existing report that meets your needs.
- Users should provide the SDM officers with appropriate notice to deal with their requests.
- Users should inform the SDM officers of any deadlines as this will help them to conduct necessary testing and better prioritise workload. Your deadline may not be achieved if SDM is not given sufficient notice.
- During busy periods, departmental or institutional priorities might lead to a delay in responding to your query or delivering your request.
- All data provided by SDM is for internal administrative/research purposes only and should never be disclosed outside the institution.
- Users must take personal responsibility for the secure storage of personal and institutional data, whether in electronic or paper format.
- In line with the Data Protection Act, users should be aware that personal data must not be disclosed either orally or in writing or via Web pages or by any other means, manual or electronic, accidentally or otherwise, to any unauthorised third party. Users should note that unauthorised disclosure will usually be a disciplinary matter, and may be considered gross misconduct in some cases.
- Users must not reveal any personal details of students enrolled at Brunel to any individual or body outside the University without authorisation from the Information Access Officer.
- All requests should be clearly outlined as this will help SDM team to respond more efficiently. Sometimes it may be necessary to meet with an SDM officer to develop a detailed task specification.
A list of typical requests can be found below; please follow the link for each to see specific examples of how the requests or queries might look.

- A request for a new SRL
- A requested update of an SRL
- An error within an eVision facility
- A request for a change to an Infoview report
- A request for a new Infoview report
- A query regarding a process within SITS client
- A query regarding data held within SITS client

Some points to consider:

- If your query relates to a specific student, please include the student number (including the slash number (/) where appropriate).
- Screenshots of error messages can help us to problem-solve more quickly.
- Use a specific subject line rather than something generic like ‘eVision error’.
- Please refer to specific SITS screens, reports or eVision facilities by name where applicable.

What to expect from us

- All requests will be logged and allocated to an SDM officer within 1 to 2 working days from when received to sdm@brunel.ac.uk.
- SDM will aim to deliver clear, courteous, respectful and relevant advice / information to all Brunel University users.
- SDM will aim to deal with most logged requests in a timely manner and ideally prior to any specified deadlines.
- SITS Data Management deal with multiple requests across the entire breadth of the University and, as a result, whilst we always aim to deliver work promptly, this is not always achievable due to conflicting priorities and limited resource.
- Response time may be longer during peak periods or when SDM officers are on annual leave.
- Queries are usually dealt with in the order in which they are received.
- Development requests are allocated accordingly by the Head of SITS Data Management.
- Requests or queries that are not owned by SDM may be referred to a different department.
- SDM will test all solutions and developments to ensure that they match the specifications received from users. However users should also test these solutions to ensure that their original specifications match their requirements.

- All eVision and report developments will be completed using the relevant house style, to ensure consistency and to maintain a similar look and feel to aid usability.

- SDM can provide training where necessary; this includes ‘Basic SITS Navigation’, ‘Student Records Overview’ and specific eVision facility training.

- The SDM website [www.brunel.ac.uk/services/sitsdatamanagement](http://www.brunel.ac.uk/services/sitsdatamanagement) provides users with useful resource including self-service training materials such as manuals, training documents and videos. Users can also find training documents, notices about upgrades, user access request forms, contact details and general system information.

**Glossary**

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>eVision</td>
<td>The web interface of the SITS system.</td>
</tr>
<tr>
<td>eVision facility</td>
<td>Functionality designed to allow users to carry out a process within eVision.</td>
</tr>
<tr>
<td>Infoview</td>
<td>The web portal that contains our published reports.</td>
</tr>
<tr>
<td>SITS client</td>
<td>The student records system used at Brunel University.</td>
</tr>
<tr>
<td>MS Reporting</td>
<td>The tool used to publish reports in eVision.</td>
</tr>
<tr>
<td>SRL</td>
<td>SITS client comes with in-built system tools, one of which is Standard Report/Letter (SRL). This is a term commonly used if you are requesting an email, letter or HTML document.</td>
</tr>
</tbody>
</table>

**SITS Data Management website:** [http://www.brunel.ac.uk/services/sitsdatamanagement](http://www.brunel.ac.uk/services/sitsdatamanagement)