ETS User Advisory Group Charge

The ETS User Advisory Group (UAG) was established to evaluate current and potential instructional support services, tools, and functionality; provide insights and/or feedback that are representative of colleges, schools, departments, or other constituencies; and provide feedback and recommendations regarding the priorities and directions for ETS Teaching and Learning Services (e.g., bCourses (LMS), Classroom/Lecture Capture, Digital Media Support, Classroom Support, Student Computing, etc.). The UAG is comprised of instructors, students, GSIs and instructional technologists from broad spectrum of the campus and membership in this larger group is not capped or limited in order to ensure the process is inclusive. Members of the UAG will be regularly asked to solicit and convey feedback from their specific constituencies and may occasionally be asked to review and research functionality.

The activities of the UAG will be coordinated by a subset of the UAG known as the Executive Steering Group (ESG). The ESG will be co-led by two faculty members and includes 6-10 representatives from the Academic Senate, ASUC, GSA, ITC and STC. Through regular meetings (~ 6-8 a year), the ESG: Identifies critical user issues, unmet needs, and/or mission critical service improvements; Communicates evaluation activities and guidance with the UAG membership; gathers feedback through surveys, interviews, and online system; and, with the assistance of ETS staff, develops recommendations that depending on the specific issue will be brought to the appropriate decision making body (i.e. Service Team, the Vice Chancellor for Undergraduate Education and/or the CIO, or the broader campus IT Governance process).

If you would like to find out about joining the group, please contact the ETS UAG Admin Group, uaq-admin-group@lists.berkeley.edu
ETS User Advisory Group Process

Overview of Input and Evaluation Process:

Through regular meetings and based on evaluation of the most critical user issues, unmet needs, and/or service improvement opportunities, the Executive Steering Group (ESG) raises issues, ideas, features, application integrations, and wireframes for members of User Advisory Group (UAG) to evaluate.

UAG members evaluate and provide feedback on enhancements, integrations, feature requests and raise additional issues to be taken back to the ESG.

*Most feedback will be provided online, through web conference calls and/or interactive voting, with no more than one in-person meeting per semester.

Feedback will be analyzed by the ESG membership. Recommendations will be drafted and presented to the appropriate decision-makers.

*Depending on the specific issue, decision-making authority may reside with the Service Team, or be escalated to the Vice Chancellor for Undergraduate Education and/or the CIO, or be subject to the IT Governance process.
Overview of Recommendation Process:
The UAG is part of a larger IT Governance process. Recommendations that involve requests for new services or funding or large service changes will go through the full IT Governance process. However, many of the UAG recommendations will be able to be implemented more quickly though ETS and IT Leadership action. The chart below provides an overview of the process.