



University of East Anglia

Information Services Directorate

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23 June 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-131)**

We have now considered your request of 25 May 2017 as clarified on 07 June 2017 for information relating to the use by UEA of systems to monitor certain functions of the University.

Our response is on page 3-4 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information in response to questions 3 and 4 of your request. Further information is on pages 2-3 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer  
Information Policy and Compliance Manager  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_17-131)

*Could I please have the answers to the following questions?*

*1. What system/s do you use to support, manage and track the following*

*a. Student inward mobility?*

*[Clarification of 07 June: "Student inward mobility would refer to students who are coming in to UEA for study exchange, placements or as part of a Erasmus+"]*

For Erasmus, Study Abroad and Summer School inward mobility UEA utilises an Excel Database and Access Database. UEA utilises Hobsons/SITS as our system to administer admissions records.

In regards placements, records are kept in a decentralised fashion at a Faculty and School level. There is no bespoke system in place solely to track placements. Software employed includes Excel and Word, and financial information is tracked using the UEA finance system, Agresso QL Financials.

*b. Student outward mobility, including fund management?*

*[Clarification of 07 June: "Student outward mobility would refer to students who are leaving UEA for study exchange, placements or as part of Erasmus+" and "The fund management would be tracking payments made by or to institutes where students and/or staff are on an exchange. It would also refer to Erasmus funding."]*

For Erasmus and Study Abroad student outward mobility, UEA utilises an Access Database, Excel and the European Commission's Erasmus Mobility Tool.

In regards placements, records are kept in a decentralised fashion at a Faculty and School level. There is no bespoke system in place solely to track placements. Software employed includes Excel and Word, and financial information is tracked using the UEA finance system, Agresso QL Financials.

*c. Staff mobility, including fund management?*

*[Clarification of 07 June: "Staff mobility is as above but would also include secondments/sabbaticals"]*

For Erasmus staff outward mobility, UEA utilises an Access Database, Excel and the European Commission's Erasmus Mobility Tool.

*d. Partnerships?*

For Erasmus and Study Abroad partnerships, UEA utilises an Access Database, Excel and the European Commission's Mobility Tool. Our Partnerships Office does not deploy any specific IT system to support, track and manage Partnerships.

*2. Please advise the vendors of these systems?*

Microsoft is the vendor for Excel and Access. ABW is the vendor for Agresso QL Financials.

3. Do the systems adequately meet all of your requirements?

**[Information not held - s.1(1)(a), Freedom of Information Act]**

UEA does not hold any recorded information that provides an opinion on whether any of the software employed adequately meets our requirements.

4. Have the vendors of these systems met your service requirements adequately?

**[Information not held - s.1(1)(a), Freedom of Information Act]**

UEA does not hold any recorded information that provides an opinion on whether any of the vendors utilised adequately meets our service requirements.

5. If there is a member of staff who has experience of using or implementing the system/s, and would be happy to be contacted by the project manager if they have further questions, please could their name and email be provided?

No.