Notes from SITS Trainers Network event (24/05/2013)

Attendance:

Helen Lane	Anglia Ruskin University
Richard Block	Aston University
Jean Bates	Liverpool Hope University
Dionne Senior	Northumbria University
Briony Hancox	Sheffield Hallam University
Jillian Bagnall	Tribal Group plc
Niamh Hopkins	Trinity College Dublin
Emma Goodman	University College Falmouth
Gemma Sturtridge	University of Brighton
Irene Baker	University of Bristol
Matthew Taylor	University of Edinburgh
Sarah Silverman	University of Exeter
Richard Clark	University of London **(Co-Facilitator)**
Daniel Farrell	University of St. Andrews
Joanne Hyslop	University of Sunderland
John Crofts	University of Surrey
Jeanette Fluellen	University of Winchester
John Davis	University of Wolverhampton **(Co-Facilitator)**
Michelle Jenkinson	York St. John University

Apologies:

Claire Gale	Cranfield University
Sharman Wiles	Tribal Group plc
Dawn Tindal	University of Dundee
Sarah Wood	University of Warwick

1. **SITS Trainers Network: An update and the SITS Trainers survey**
   Presented by Richard Clark & John Davis

   - A brief overview of the SITS Trainers Network (for new members to the group)
     - o Where it all started and the first two meetings
     - o It was noted that although we had previously applied for SIG/WG status on 2 occasions, we entirely understood why SIG/WG status wasn't approved by the Exec Group and that we were happy with the notion of continuing as a 'network' of like-minded SITS trainers who can host events via member Institutions.
   - Format of the SITS Trainers Network
     - o Continue to host events via Institutions.
     - o Make use of the SITS Training Forum via MySITS.
     - o Ascertain what the group want from the SITS Trainers Network.
   - Terms of reference/remit/membership
     - o Membership in the SITS Trainers Network is open to any person associated with the delivery of SITS and/or e:Vision training.
     - o Meetings will be held twice a year if desired (one in the north/one in the south) and/or via the SITS User Conference.
     - o Objectives:
       - ▪ Share expertise, ideas and resources.
       - ▪ Identify common issues and priorities.

- Pursue collaborative activities that address shared needs.
- Create and nurture a safe environment to discuss training issues.
  - Roles of members:
    - Participate in STN events (present/showcase training approaches etc).
    - Share (where applicable) re-usable training materials.
    - Facilitated discussions (breakouts, meetings).
  - Constitution: facilitation of the SITS Trainers Network from the co-ordinators (whom will act and/or report on behalf of the group).
- SITS Trainers Survey: a current activity conducted by Richard Clark & John David in conjunction with further outcomes from SITS Trainers Network events to create a profile of SITS training activities throughout the country.
- SITS User Conference 2013: Richard will be presenting at the conference; Day 1- Session 1 13:15-14:00. After the presentation, it was suggested that a short meeting/discussion could be facilitated (unless trainers who are attending the conference wish to meet at another time – i.e. during a break?).

2. **Trinity College Dublin: Four hundred years of paper and beyond**
   Presented by Niamh Hopkins, Training Manager (Trinity College Dublin)

   (additional notes taken by Richard Clark during the presentation)

   - Mostly Client Server based use of SITS (therefore majority of training is Client Server based).
   - Improving staff/student communications.
   - Improving management of enquiries.
   - A team of two (training manager and assistant trainer).
   - Delivery via college-wide demonstrations, hands-on workshops, drop-in clinics etc.
   - Can fit 14 people in one training room or 35 in another.
   - Fees office staff were trained 9-10am (before fees office opened) on two days for 5 months.
   - 2000 people trained in 9 months by 2 trainers (modular assessment & progression).
   - Booking system available for staff to book onto a session (uses Google calendar).
   - Short Courses.
   - It was noted that Trinity benefits from top-down support for training.
   - The training manager was regularly creating training documentation/materials the night before as many aspects of the system were 'just in time'.
   - In terms of training environment management, it was noted that the Tribal randomiser was used to randomise data.

3. **Academic Data Model (Application to Graduation)**
   Presented by Daniel Farrell, Academic Data Manager (University of St. Andrews)

   (additional notes taken by Richard Clark during the presentation)

   - Daniel noted that he was new to the role of 'training'.
   - Interested in sharing and the re-use of training materials where possible.
   - St. Andrews doesn't have a training department (or any professional trainers).
   - In terms of sharing materials, as a network we need to learn a little about member Institutions.
   - SITS use is mostly Client Server based (wish some e:Vision tasks).
   - Peripheral systems access data via a Data Warehouse.

- No exam board/Assessments in SITS – St. Andrews use peripheral systems.
- Monthly training sessions conducted. These are well attended (approx 50 people).
- Daniel put forward the notion of Training Passports.
- Daniel also outlined an example of an 'Introduction to SITS' course
    - Used to breakdown terminology
    - Database terms
    - SITS on a PC / MAC etc

4. **Breakout Session 1: "What's on offer? A look at your Training Suite"**
   Chair: Helen Lane, Information Management (Anglia Ruskin University)

   See **Notes_Breakout_MX113.pdf**

5. **Breakout Session 2: "How can we support each other? What challenges do we face?"**
   Chair: Jeanette Fluellen, University of Winchester

   Attendees: Briony Hancox, Emma Goodman, John Crofts, Matthew Taylor, Niamh Hopkins, Daniel Farrell, Richard Clark, Jeanette Fluellen.

- Jeanette introduced the topic for the breakout session and asked the group to briefly introduce themselves (and whether participants used Client Server and/or e:Vision).
- Daniel Farrell (St. Andrews):
    - Daniel noted that St. Andrews would offer a venue for a future STN meeting.
    - Mostly Client Server
- Mathew Taylor (Edinburgh):
    - Mostly e:Vision
    - Devise training and hand over to support staff for training delivery.
    - Keen on eLearning solutions.
- Briony Hancox (Sheffield Hallam University):
    - Briony noted that Sheffield Hallam University would offer a venue for a future STN meeting.
    - Mainly Client Server based (some e:Vision)
    - Offered an example of handouts.
    - 12 training courses delivered by process experts (not trainers).
    - Due to other work commitments, it isn't possible to create further training documentation.
- Richard Clark (University of London)
    - Training is mostly e:Vision based (some elements in Client Server).
    - A lot of 'just in time' implementations which make training preparations extremely tight.
    - As the only trainer (Training Manger), Richard is a single point of failure.
    - Use of blended methods (in-class sessions and e:Learning via Moodle, Oracle UPK etc).
    - Currently researching further methods for training and training support (Videos etc).
- John Crofts (University of Surrey):
    - John noted that Surrey would offer a venue for a future STN meeting.
    - A mixture of Client Server and e:Vision.
    - Staff have been showing other staff how to use system (devalued training).
    - As the only trainer, John is a single point of failure.
    - Re-introducing/refreshing knowledge for users.
    - Using Camtasia, STT etc.
- Niamh Hopkins (Trinity College Dublin)
    - Mostly Client Server based.
    - Had to re-write training from scratch (using Tribal manuals as reference).

Summary:
- All happy to share materials but felt any e:Vision training would be difficult to share (as customised processes).
- Materials not considered to be training could also be of use to other institutions e.g. flow diagrams, SRL templates.
- We have different backgrounds and may have skills to share.
- All used Client Server and e:Vision but this varies between institutions.
- Recommendations from the group:
    o Hints and Tips (or a Blog) from Tribal would be very useful.
    o Some Basic 'framework' guides from Tribal (i.e. STU screen for example) would provide trainers with a general starting point.
    o Members of STN could share short handouts and guides (Jeanette shared some examples based on dropping records, sorting etc).
    o RUG's have raised the issue that documentation via Tribal (for training) could be improved further.
    o It was noted that the context of training when delivering training sessions is important (rather than a standard 'sales type' approach).
    o Could members of the STN (as a network of Institutions) help train each other in some areas of our work:
        ▪ Using the results of the Profile Survey currently in progress via Richard/John?
        ▪ Sharing knowledge of HTML/XHTML, SRL's etc.
        ▪ Visiting Institutions to attend each other's training sessions.
    o Skills Analysis:
        ▪ Develop a template to add to the 'profile' of trainers the range of skills that our community may have (i.e. not just SITS training, include other skills such as HTML/XHTML for example).
- **Actions**:
    o Richard to re-share 'Intro to SITS Vision Client Server'.
    o Jeanette to provide electronic copies of Quick Guides.
    o Briony to provide electronic copy of Student Process Training PowerPoint.
    o Daniel to investigate document sharing mechanism.
    o Richard and Jeanette to construct Skills Analysis survey.
    o All to consider any other materials willing/able to share with other institutions.

For further discussion:
- Feasibility of attending each other's training courses (where available)

6. **Summary of day & objectives for future meetings**

- Many comments from STN members that it was a very worthwhile event.

- Longer breakout sessions would be needed in the future.

- Nearly all of our Institutions in STN offer some sort of basic introduction to SITS (noted from breakout session 1).

- Skills analysis noted (from breakout session 2).

- Visit each other's Institutions to attend relevant training courses (noted from breakout session 2).

- Length of the day was good (some commented that perhaps a 2 day event would be beneficial in the future).
- There were many common themes in terms of particular issues that the community faced with regards to training.
  - Presentations and discussions offer further dialogs to debate these issues.
- At future events, could member Institutions showcase e-Learning approaches?

Summary of all Actions:

1. Richard to send out web-link to notes from meeting and presentations.
2. Richard to re-share 'Intro to SITS Vision Client Server'.
3. Jeanette to provide electronic copies of Quick Guides.
4. Briony to provide electronic copy of Student Process Training PowerPoint.
5. Daniel to investigate document sharing mechanism.
6. Jeanette and Richard to follow up with Skills Analysis template for STN members.
7. All network members to consider any other materials willing/able to share with other institutions.
8. Richard/John to include e:Learning showcases and longer breakouts in future STN events.