

Minutes from SITS Trainers Network event (20/03/2015)

Event Date

Friday 20th March 2015

Minutes Posted/Circulated

21st April 2015

Venue

Arts University Bournemouth, Wallisdown, Poole, Dorset, BH12 5HH

Attendance

Ashley Jones	Queen Mary University of London	ashley.jones@qmul.ac.uk
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Helen Lane	Anglia Ruskin University	Helen.Lane@anglia.ac.uk
Jeanette Fluellen	University of Winchester	Jeanette.Fluellen@winchester.ac.uk
John Crofts	University of Surrey	j.crofts@surrey.ac.uk
Luke Austin	University of Huddersfield	L.A.Austin@hud.ac.uk
Richard Clark (Chair)	University of London	richard.clark@london.ac.uk
Sharon Perry	Anglia Ruskin University	sharon.perry@anglia.ac.uk

Apologies:

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Vicky Gosling	Arts University Bournemouth	vgosling@aub.ac.uk

1.0 Summary of Actions from Huddersfield event (November 2014)

No.	Action Items	Status	Outcome
1.	Chair will issue call for the submission of member profiles to add to the website and for the addition of re-purposed training materials to share amongst SITS training community.	Complete	Ongoing – addition of further member profiles to STN website during 2015.
2.	An announcement with regards to the website and LinkedIn group to be circulated by the Chair to all members of the SITS Trainers Network.	Complete	24 people joined group (as of 20/03/15)
3.	Chair to update the Terms of Reference and post to SITS Trainers Network website.	Complete	Updated Terms of Reference available on STN website
4.	Chair to issue invitation to the STN community for a Vice-Chair.	Complete	Currently in discussion
5.	Chair to issue invitation to the STN community for regional facilitators.	Complete	1 STN member has offered to take on a role as a regional facilitator. Invitation to be reissued.
6.	Chair to issue invitation for a Pilot STN webinar during early 2015.	Ongoing	Dependant on Action 5
7.	Luke Austin to investigate the potential use of Adobe Connect to offer alternative solution for a pilot STN webinar.	Closed	Huddersfield have ceased use of Adobe Connect for webinars
8.	John Crofts to put forward webinar solutions used by the University of Surrey.	Ongoing	Dependant on Action 5
9.	Chair and STN members to continue to investigate potential funding bodies/opportunities.	Ongoing	Further enquires made to SEDA, HEA and Staff Development Forum.
10.	Chair to re-evaluate the current contents list for the collaborative manual (in an 'editor' role) to partition into two smaller manuals and to remove ambiguous sections.	Complete	Contents list re-partitioned into Volume 1 and Volume 2
11.	Chair to re-issue an updated 'invitation' to the STN community during early 2015 with the aim to facilitate the completion of a draft for part 1/level 1 of the manual during the next STN event.	Ongoing	Work continues with regards to the completion of Vol 1 during Q1/Q2 2015.
12.	Ross Denby to provide University of Huddersfield approach to measuring training effectiveness (for 'Huddersfield event' section of STN web-site).	Closed	Incomplete – Ross has left Huddersfield (now at Bradford)
13.	Chair to plan next event during Spring 2015 (in consultation with venue host and future STN committee).	Complete	Spring event at Bournemouth arranged c/o Vicky Gosling (AUB) and Carlos Bertrand (AUB)

1.0 Welcome, Introductions and Updates

Members of the SITS Trainers Network (STN) were welcomed to the Arts University Bournemouth by Carlos Bertrand, Senior MIS Systems Developer and Analyst.

1.1 Apologies for Absence

The Chair welcomed all members with thanks for attending the event. The Chair also conveyed thanks to both Vicky Gosling and Carlos Bertrand (Arts University Bournemouth) for the venue arrangements.

Apologies were noted.

1.2 Welcome to new members and a brief history of the STN

As part of the welcome to new members, the Chair presented a brief history of the STN:

- Officially founded on 29/02/2012 by Dr. Richard Clark & Mr. Aditya Vadali (co-chairs).
- Initially proposed as a Special Interest Group (SIG) or Working Group (WG), the SITS Trainers Network continued as a 'self-sustaining network' where member institutions generously host STN events.
- Mr. John Davis replaced Mr. Aditya Vadali as the co-chair on 30/05/2012.
- Mr. John Davis stepped down as co-chair on 21/11/2014 (Richard Clark continues to Chair and co-ordinate the SITS Trainers Network, invitation put out for a Vice Chair during early 2015 – *currently in discussion*).
- Purpose and activities of the STN:
 - Sharing knowledge, lessons learned, training approaches and good practice.
 - Showcases (training and e-Learning).
 - Offer re-purposed training materials.
 - Profiling SITS training activities.
 - Skills analysis of STN members.
 - Collaborative training initiatives.
- Statistics (as of 20/03/2015):
 - **91 members** (*currently on contact list*) across **47 institutions** & **1 partnership company** (Tribal Group plc).

1.3 SITS Trainers Network is 3 years old

As of February 2015, it was noted that the SITS Trainers Network has reached its third birthday. Many thanks to all members and interested parties of the STN in helping to keep the network going.

1.4 Minutes and summary of actions from previous meeting

Minutes/actions from the previous event (University of Huddersfield November 2014) were summarised and updates to the actions were presented to attending STN members.

The minutes from November 2014 were agreed as correct and accurate by all attending delegates.

A number of ongoing actions were noted as follows:

[Action] Chair will re-issue call for the submission of basic information '[STN member profiles](#)' to add to the website.

[Action] Chair has issued invitation to the STN community for a Vice-Chair and discussions are currently ongoing with a member of the STN.

[Action] Chair to re-issue invitation to the STN community for regional facilitators to form STN Committee (as only 1 nomination received so far).

[Action] Chair to arrange Pilot STN webinar for STN Committee during 2015.

[Action] John Crofts to also put forward webinar solutions used by the University of Surrey.

1.5 MySITS Forum, STN Website & STN LinkedIn Group

Members of the STN were reminded that we can use the SITS:Vision Training forum setup by Tribal Group plc via **MySITS** (*Community menu -> Forum -> SITS:Vision Training*).

An update and brief demo of the [SITS Trainers Network website](#) was presented by the Chair.

Examples of submitted content for the Member Profiles section of site was shown. STN Members were encouraged to send a concise profile of themselves for the website so that other members of the STN could put 'faces to names' during future events.

It was noted that the Newsletter section of the website will be removed as there is currently no content (as the website itself presents updates for each event).

Re-purposed training notes available from the website were also demonstrated to new members of the STN.

A group photo, the presentations and notes from the Bournemouth event will be available on the STN Website.

The [STN LinkedIn Group](#) was also demonstrated and STN members were invited to join the group:

[Action] Chair to post minutes, presentations and photos from STN event in Bournemouth.

1.6 SITS Trainers Network Structure

The Chair re-iterated a number of activities raised during the Huddersfield event (November 2014):

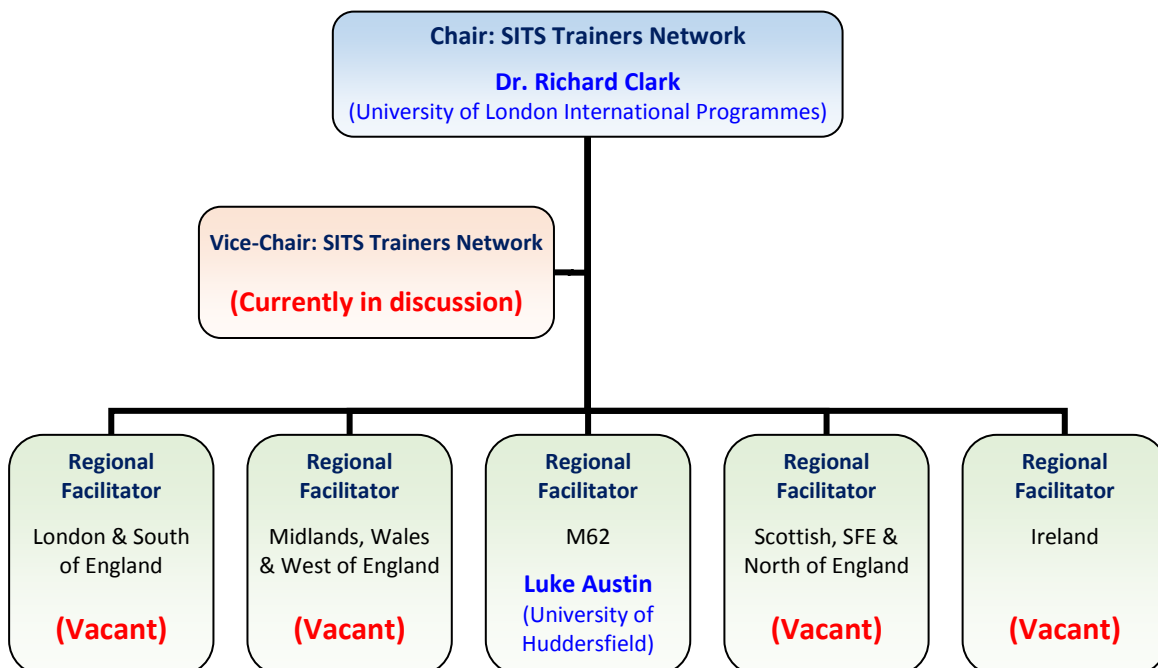
- Continue to formalise the SITS Trainers Network – create a STN committee.
- Nominate a new Vice-Chair (*currently in discussion*).
- Nominate Regional Facilitators (to facilitate regional meetings, regional webinars, skill sharing/knowledge exchange/coaching/mentoring amongst regional STN members).

During the Huddersfield event, delegates recommended that STN regions should mirror SITS User Group regions. It was noted by delegates at Bournemouth that Ireland doesn't have a regional user group and that the STN should add Ireland as an additional region:

- **London & South of England**
- **Midlands, Wales & West of England**
- **M62**
- **Scottish, SFE & North of England**
- **Ireland**

During the Bournemouth event, **Luke Austin (University of Huddersfield)** nominated to the Chair that he would like to represent the SITS Trainers Network as the **M62** regional facilitator.

The current status of the STN Committee structure is shown below:



Luke Austin attends the M62 RUG and informed delegates that the topic of 'training' is to be put on the RUG agenda as a possible breakout session.

Delegates were also asked 'Which RUG's do we all go to?'

[Action] STN members to forward details of which RUG's they attend (to Chair or Luke Austin) to co-ordinate further training agenda items.

1.7 What's ahead for the STN (2015)?

A summary of STN activities during 2015 was presented to delegates:

- First STN Collaborative Manual:
 - Complete Volume 1 of "Introduction to SITS:Vision Client Server".
 - Commence Volume 2 of "Introduction to SITS:Vision Client Server".
- Recommendations & advice: training/support methods applied within our community:
 - e-Learning tools & blended methods.
 - Videos / screencast / podcast etc.
 - Documentation & maintenance of materials.
 - Re-usable resources (avoid reinventing the wheel).
 - STN Profiles on website (assist knowledge sharing – who/where).
- Regional activities/webinars/meetings.
- Publication of our activities/collaborative themes.

1.8 Funding

The chair summarised how the STN had initially approached **Tribal Group plc** during the formation of the SITS Trainers Network but had continued as a 'self-sustaining network' with events hosted by member institutions.

The Chair had also investigated opportunities via the **Leadership Foundation**, **SEDA**, **JISC**, **HEA** and the **Staff Development Forum**.

Although funding has not been available for the SITS Trainers Network, the Chair will continue to investigate funding opportunities and invited members of the STN to put forward any potential funding bodies.

John Crofts enquired what funding for the STN would be used for. The Chair outlined a number of themes including:

- Funding towards future collaborative events (possibly larger events/conferences)
- Production of training materials/professional portfolio for member institutions.
- Web hosting.
- Travel and expenses (for STN members).
- Webinar solutions.
- Funding towards future research publications.

John Crofts asked delegates if they thought that we could potentially extend to other student records systems. The Chair added that as there are a number of shared systems/themes between members of the STN, it would be possible to consider additional strands of activities around other products (timetabling systems, video creation software, other SRS's etc.).

With regards to timetabling system systems, it was noted that the University of Surrey use [CMIS](#), Trinity College Dublin use [Scientia](#) and Arts University Bournemouth use [Celcat](#).

[Action] Chair and STN members to continue to investigate potential funding opportunities.

2.0 Collaborative Framework Training Manual (Group Workshop)

The group workshop continued the collaborative work for the 'Introduction to SITS:Vision Client Server' collaborative framework manual.

During the Huddersfield event (November 2014), delegates partitioned the original contents list into two smaller volumes and it was agreed that work would continue on Volume 1 of the 'Introduction to SITS:Vision Client Server' manual in the first instance.

The Chair briefly presented the background to the work, recommendations for co-ordinating documentation styles and outlined how further contributions would be collated/edited. A completed 'Volume 1' of the manual would be signed off by all authors before making the manual available to the community via Tribal Group plc.

John Crofts raised a query about copyright for the manual. The Chair noted that the manual will include an open licence agreement which will outline how the manual can be used and edited as required by each institution (as long as credit to the original authors/STN is noted). The manual will be freely available.

The Chair also noted the correct usage of logos provided by Tribal Group plc (as the Chair has already discussed the use of logos in training manuals with the Marketing Manager at Tribal Group plc). Tribal state that "[We are happy for logos to be used as long as it's clear the documents are not created by us](#)". Additionally the Chair noted the requirement for an 'exclusion zone' around the 'Tribal' logo.

During the workshop session, the following concepts were addressed by two sub-groups:

- Further nominations for authors (for outstanding sections of the manual).
- Setting new target date for the completion of Volume 1.
- Collaborative methods and manual contents list for Volume 2.
- Creating a timescale and action plan for Volume 2.

Group 1: Ashley Jones, Carlos Bertrand, Conor Rapple, Emma Goodman, Jeanette Fluellen

Group 2: Helen Lane, John Crofts, Luke Austin, Sharon Perry

Outcomes from the workshop session were as follows:

- Completion of Volume 1 during summer (May 2015).
- Group 1 put themselves forward as shared editors for Section 3 of the manual.
- Luke Austin nominated for 'Environment Overview' topic.
- Helen Lane nominated for 'Data Protection Act' topic.
- Emma Goodman to share PowerPoints & Component Lists with Group 1.
- Rearrange order of Section 1 topics.
- Combine logging in/logging out section as 1 topic.
- Combine 'Introduction' and 'Difference between Client Server & e:Vision' topics.
- 'Opening Screen/what is where' topic moved to section 2.
- For Volume 2 contents list, the 'keyboards shortcuts' section should be shown in the record operations section.

[Action] Chair to edit and re-issue modifications to the contents list for completion of Volume 1 of the manual during May 2015.

3.0 Creating and maintaining e-Learning/training/support materials

Following on from a thread posted on the SITS:Vision Training forum in MySITS (by Matthew Taylor), delegates explored the topic of creating and maintaining e-Learning/training/support materials.

Showcases of examples of e-Learning approaches were presented by the Chair (Richard Clark, University of London International Programmes) and John Crofts (University of Surrey):

- MOODLE-based static e-Learning materials.
- Interactive e-Learning materials ('see it', 'try it', 'know it' modes).
 - o [Oracle UPK](#) (v3.5.1) used at the University of London International Programmes.
 - o [STT Trainer](#) by ASSIMA (Kaplan) used at the University of Surrey.
- Videos for staff training/e-Learning (created using [Snagit](#) and [Camtasia](#)).
- Videos created as student 'how to' guides.
- [Articulate Storyline](#) (to create other forms of interactive e-Learning).

The group were then asked:

- What tools do we use to create training/support materials?
- What approaches do we apply to update/maintain materials?
- How do we keep e-Learning updated, innovative and engaging?

Outcomes from the workshop session were as follows:

- Chair (Richard Clark) to send guest logins to delegates at Bournemouth in order to view examples of SITS e-Learning on the UOL International Programmes VLE (MOODLE). Richard also suggested creating training manuals first as these can then be changed into 'e-Learning' topics fairly quickly (i.e. when pasting content to a VLE such as MOODLE).
- Chair (Richard Clark) noted that videos should be less than 6 minutes long¹.
- Luke Austin noted that research has also shown that if a video is over 3 minutes long, include images of kittens to re-capture viewer attention².
- Oracle UPK was quite expensive to purchase with a high maintenance cost. Software has been 'retired' by UOL International Programmes as maintenance contract discontinued.
- A number of delegates are creating videos to support training (i.e. using Camtasia and call-outs/zoom-and-pan features). It was noted by delegates that there is an issue loading some Camtasia Studio Version 7 files into Version 8.
- Snagit used by a number of delegates to capture screenshots and for screen casting.
- There is an increasing use of Articulate Storyline 2 amongst some delegates with favourable results. Very easy to use and similar to PowerPoint/Captivate.
- STT Trainer has been successfully used at the University of Surrey and Northumbria University to create interactive e-Learning materials and training documentation.
- Luke Austin discussed the use of peer reviews with regards to training materials.
- John Crofts noted that when circulating training materials for review, there is often no response. Helen Lane recommended 'end users' to check sections of materials instead.
- Chair (Richard Clark) is setting up a 'Training and Change group' at UOL International Programmes to champion training and improve change management communications.
- Ashley Jones added that a close relationship with the SITS team assists the review of changes to training materials.

¹ Optimal Video Length for Student Engagement - <https://www.edx.org/blog/optimal-video-length-student-engagement#.VPb7iqNFCUm>

² Why We Watch Cat Videos On YouTube (And How They Can Help Us Focus) - <http://deepexistence.com/why-we-watch-cat-videos-on-youtube>

- With regards to videos, delegates enquired if the SITS Trainers Network could setup a YouTube channel to upload and share examples of video materials created for training or training-support. It was noted that the 'search and comment' features should be disabled to stop videos appearing in random Google searches.
- Examples of videos created by delegates include:
 - o Online Applications.
 - o Online Registrations.
 - o Enquiries.
 - o Change Management communications.
 - o Videos of Prezi presentations.
 - o Videos with voiceovers.

[Action] Chair to send guest logins to delegates at Bournemouth in order to view examples of SITS e-Learning on the UOL International Programmes VLE (MOODLE).

[Action] Chair to setup STN YouTube Channel/Google + pages and invite examples of videos to share amongst community.

4.0 Future initiatives for the SITS Trainers Network

Under the title of 'future initiatives', a number of topics were discussed.

4.1 User Groups (Chair: Helen Lane)

Anglia Ruskin University (ARU) are re-implementing SITS:Vision in January 2016 and have approximately 34,500 students and >2000 USR records. ARU are trying to use "out of the box" SITS and therefore have an opportunity to evaluate User Groups:

- User exceptions not recommended, use components.
- Creating institution components not recommended.
- Changing PRA levels not recommended.
- **Historically**
 - Lots of groups, lots of users.
 - User exceptions used and not necessarily removed when groups are changed.
 - USR not maintained well for movers and leavers.
- **Analysis of USR**
 - 6000 staff.
 - 2500 USRs in use.
 - Analysis of Last Logged in Date.
 - Took USR out of use for anyone not logged into Client or e:Vision.
 - Removed client access for users who hadn't logged in for 6 months.
 - Now 950 Client USRs in use.
 - 1050 e:Vision only users.
- **The Way Forward**
 - User Groups with levels (along lines of Read, Read/Write, Read/Write/Delete).
 - Team lead groups e.g. ASSESSTEAM1, ASSESSTEAM2, ASSESSTEAM3.
 - Use User Programme Exceptions for Write and Delete.

Comments added by delegates were as follows:

- Richard Clark noted how the University of London International Programmes are also monitoring USR records. If a user has not logged into SITS for 6 months or more, they are referred to Richard for refresher training (as much of the system may have changed during a prolonged period of inactive use).
- Anglia Ruskin University to arrange session with Luke Bell & Mark Snowden
- Document manager doesn't use same access rights as USR DMM - component access from other screens.
- Multi user groups not out until April 2016, Helen to share her work on USR clean up.

[Action] Helen Lane to share her work on User Group clean up at Anglia Ruskin University.

4.2 STN at the SITS User Conference 2015

It was proposed that the STN could submit a presentation/breakout session as a collaborative session between multiple STN members. The session could present a showcase of e-Learning methods from a number of STN member institutions to illustrate good practice in:

- MOODLE and other VLE's.
- Videos (Camtasia, Snagit, Captivate).
- Interactive e-Learning:
 - o Articulate Storyline.
 - o STT Trainer / Oracle UPK.

Richard Clark (Chair) suggested that delegates at the STN Bournemouth event form a 'steering group' to put together a presentation proposal prior to the 'call for presentations' from Tribal.

[Action] Chair to create a template/outline of a presentation to circulate to Bournemouth delegates.

4.3 Future STN event during 2015

It was proposed that the STN arrange a further event during Q4 of 2015 as a 1 day event hosted at a member institution (Midlands or North).

[Action] Chair to plan next event during Q4 2015 (*in consultation with venue host and future STN committee*).

5.0 Summary of Actions

Actions arising from Bournemouth STN event:

No.	Action Items (from these Minutes)
1.	Chair will re-issue call for the submission of basic information ' STN member profiles ' to add to the website.
2.	Chair has issued invitation to the STN community for a Vice-Chair and discussions are currently ongoing with a member of the STN.
3.	Chair to re-issue invitation to the STN community for regional facilitators to form STN Committee (as only 1 nomination received so far).
4.	Chair to arrange Pilot STN webinar for STN Committee during 2015.
5.	John Crofts to also put forward webinar solutions used by the University of Surrey.
6.	Chair to post minutes, presentations and photos from STN event in Bournemouth.
7.	STN members to forward details of which RUG's they attend (to Chair or Luke Austin) to co-ordinate further training agenda items.
8.	Chair and STN members to continue to investigate potential funding opportunities.
9.	Chair to edit and re-issue modification to the contents list for completion of Volume 1 of collaborative framework manual during May 2015.
10.	Chair to send guest logins to delegates at Bournemouth in order to view examples of SITS e-Learning on the UOL International Programmes VLE (MOODLE).
11.	Chair to setup STN YouTube Channel/Google+ and invite examples of videos to share amongst STN community.
12.	Helen Lane to share her work on User Group clean up at Anglia Ruskin University.
13.	Chair to create a template/outline of an e-Learning showcase/presentation to circulate to Bournemouth delegates.
14.	Chair to plan next event during Q4 2015 (<i>in consultation with venue host and future STN committee</i>).