




SITS Trainers Network

20 March 2015 – Arts University Bournemouth



Agenda

- 11:00 – 11:20 **Welcome (Carlos Bertrand & Richard Clark)**
- 11:20 – 12:00 **Updates and SITS Trainers Network Activities (Richard Clark)**
- 12:00 – 12:15 **Coffee/Tea & Comfort Break** 
- 12:15 – 13:15 **Collaborative Framework Training Manual**
- Completion of Volume 1 / Plans for Volume 2 (Introduction SVCS)
- 13:15 – 14:00 **Lunch & Networking** 
- 14:00 – 15:00 **Creating and maintaining e-Learning/training/support materials**
 - Tools & approaches used by STN members.
 - How do we keep e-Learning updated, innovative and engaging?
 - Showcase of examples (static e-learning, interactive e-learning, videos etc).
- 15:00 – 15:15 **Coffee/Tea & Comfort Break** 
- 15:15 – 16:00 **Future initiatives of the SITS Trainers Network (Richard Clark & Helen Lane)**
 - User Groups.
 - Future collaborative publications, projects, videos, e-Learning?
 - Skills analysis & profile of training across our sector.
 - Examples of tools used at member institutions (on website).
 - How could the STN collaboration help member institutions further?
 - STN at the SITS User Conference 2015.
- 16:00 – 16:15 **Objectives for next meeting, AOB & close**

Introductions...

- Please introduce yourselves to the group:



Name

Institution

Job Title

Updates and STN Activities

- Welcome (including history of STN) and apologies for absence.
- Brief recap on how the STN formed, objectives and past events.
- Minutes and summary of actions from previous meeting.
- Recap on recent activities (since Huddersfield event - Nov 2014).
 - Official STN website
 - Profiles of STN members required (basic profile initially)
 - LinkedIn Group
 - Future STN structure and activities during 2015
 - Funding

Apologies Received

- Aimee Ross
York St John University
- Alison Ryle
Northumbria University
- Briony Hancox
Sheffield Hallam University
- Claire Doherty
University of St. Andrews
- Irene Baker
University of Bristol
- Jackie Thompson
University of Bolton
- Jean Bates
Liverpool Hope University
- Jillian Bagnall
Tribal Group Plc
- Joanne Champeney
University of East Anglia
- Karen Senior
York St John University
- Karen Wilson
Liverpool Hope University
- Matthew Rust
Cranfield University
- Matthew Taylor
University of Edinburgh
- Richard Block
Aston University
- Ross Denby
University of Bradford
- Vicky Gosling
Arts University Bournemouth

SITS Trainers Network is 3 years old

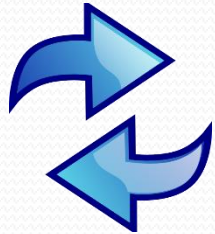


About the SITS Trainers Network



Founded **29/02/2012** by Dr. Richard Clark & Mr. Aditya Vadali (co-chairs).

~~SIG/WG???~~
Network ✓



30/05/2012 Mr. John Davis replaced Mr. Aditya Vadali as co-chair.

21/11/2014

Mr. John Davis stood-down (RC continues as Chair; Vice Chair in discussion)

- 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



91 members

48 institutions

+1 company: Tribal

SITS Trainers Network

STN Events

- 1 University of Oxford (29/02/2012)
- 2 Celtic Manor, Newport (July 2012)
- 3 University of Wolverhampton (24/05/2013)
- 4 Celtic Manor, Newport (July 2013)
- 5 University of Edinburgh (28/02/2014)
- 6 Celtic Manor, Newport (July 2014)



- 7 University of Huddersfield (21/11/2014)
- 8 Bournemouth Arts University (20/03/2015)



Minutes and Actions (Huddersfield)

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.	✓	Ongoing
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.	✓	✓
3.	Chair to update the Terms of Reference and post to SITS Trainers Network website.	✓	✓
4.	Chair to issue invitation to the STN community for a Vice-Chair.	✓	Ongoing
5.	Chair to issue invitation to the STN community for regional facilitators.	✓	✗
6.	Chair to issue invitation for a Pilot STN webinar during early 2015.	Dependant on action 5	
7.	Luke Austin to investigate the potential use of Adobe Connect to offer alternative solution for a pilot STN webinar.	Ongoing	
8.	John Crofts to put forward webinar solutions used by the University of Surrey.	Ongoing	
9.	Chair and STN members to continue to investigate potential funding bodies/opportunities.	✓	✗
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.	✓	✓
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
12.	Ross Denby to provide University of Huddersfield approach to measuring training effectiveness (for 'Huddersfield event' section of STN web-site).	✗	✗
13.	Chair to plan next event during Spring 2015 (in consultation with venue host and future STN committee).	✓	✓

SITS Training Forum on MySITS

www.mysits.com



SITS:Vision Training

A forum to discuss institutions' SITS:Vision training ideas and issues

Welcome Richard

[Home](#)

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[Enterprise Service Desk
Product Suite](#)

[Community](#)

Forum

[Consultancy](#)

[User Conference 2015](#)

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Forum Topics

This screen contains the topics for the current forum

[my profile](#) [search](#) [my PMS](#)

Forum Index -> [SITS:Vision Training](#)

[new](#)

SITS:Vision Training

	Topics	Replies	Author	Views	Last Post
	Sticky: SITS Trainers Network event at Bournemouth 20/03/2015	1	Clark, Richard	9	23/Feb/2015 19:31
	Recording staff training in SITS	2	Luke Austin	23	02/Mar/2015 14:38
	SITS Trainers Network celebrates its 3rd birthday	0	Clark, Richard	3	27/Feb/2015 13:26
	SITS Trainers Network Spring 2015 Event (*save the date*)	1	Clark, Richard	23	13/Feb/2015 14:28
	General query: Developing & maintaining online training materials	5	Taylor, Matthew	28	30/Jan/2015 18:53
	STN: Calls for regional facilitators, Vice Chair & website profile content	0	Clark, Richard	15	18/Dec/2014 10:24
	SITS Trainers Network Website	3	Clark, Richard	30	08/Dec/2014 14:00
	SITS Trainers Network Event (November 21st 2014)	11	Clark, Richard	87	08/Dec/2014 13:59
	Users & User Groups	1	Lane, Helen	13	02/Dec/2014 08:41
	Call for November 2014 SITS Trainers Network event	1	Clark, Richard	32	23/Sep/2014 12:56
	TRIBAL User Conference 2014	6	Crofts, John	75	17/Jul/2014 15:22
	SITS Trainers Network event (28/02/14, Edinburgh)	4	Clark, Richard	144	07/Mar/2014 16:14

Website



SITS Trainers Network




Scan to view website

[Email
sitstrainersnetwork@gmail.com](mailto:sitstrainersnetwork@gmail.com)

[Web
http://sitstrainersnetwork.wordpress.com](http://sitstrainersnetwork.wordpress.com)



Demo



SITS Trainers Network
KNOWLEDGE SUPPORT

WELCOME

ABOUT THE STN ▶

NEWSLETTERS

EVENTS/MEETINGS ▶

TRAINING MATERIALS

CONTACT US

Search ... 🔍

RECENT COMMENTS

ARCHIVES

CATEGORIES

NO CATEGORIES

META

REGISTER

LOG IN

ENTRIES [RSS](#)

COMMENTS [RSS](#)

WORDPRESS.COM

WELCOME



Welcome to the SITS Trainers Network.

The SITS Trainers Network started on 29/02/2012 as a forum for anyone involved in training-related activities with regards to the SITS:Vision system (provided by Tribal Group Plc).

Members of the SITS Trainers Network meet twice yearly at events hosted by member Institutions and at the SITS User Conference. These events provide an opportunity to meet other like-minded users of the SITS:Vision system to discuss a variety of commonly shared training initiatives and issues.




The SITS Trainers Network has always favoured a collaborate approach to the work of the training community so that members can work together and offer guidance, pass on lessons learned, highlight methods of good practise and offer assistance across Institutions.

The network continues to collaboratively work on new initiatives facilitated by the training community, for the training community.


STN LinkedIn Group




Demo



**SITS Trainers Network** 23 members  


[Discussions](#) [Promotions](#) [Members](#) [Search](#) [Manage](#)







Popular Recent

**SITS Trainers Network is 3 years old - happy birthday to us :)**
Richard Clark
Training Manager at University of London International Programmes
On 28th February, the SITS Trainers Network will be 3 years old.
3 years ago, we held our first STN event at the University of Oxford and are about to get together for our 8th event at ...
 **Event #8 (Bournemouth)**
Event #8 – 20/03/2015 at the Arts University Bournemouth The eighth event of the SITS Trainers Network will be hosted at the Arts University Bournemouth. Many thanks to Vicky Gosling (Information &...
Like (1) • Comment (1) • Unfollow • 11 days ago

 Victoria Brown likes this

 Kat Lee I remember it well! :-)
1 day ago

Members of this Group



[See all members](#)

Your group contribution level

Keep it up! Contributing quality comments and discussions elevates your status.

Finding an audience

[About](#) | [Feedback](#) | [Privacy & Terms](#)

 LinkedIn Corp. © 2015

SITS Trainers Network Structure

Regional Facilitator

London & South of England

Regional Facilitator

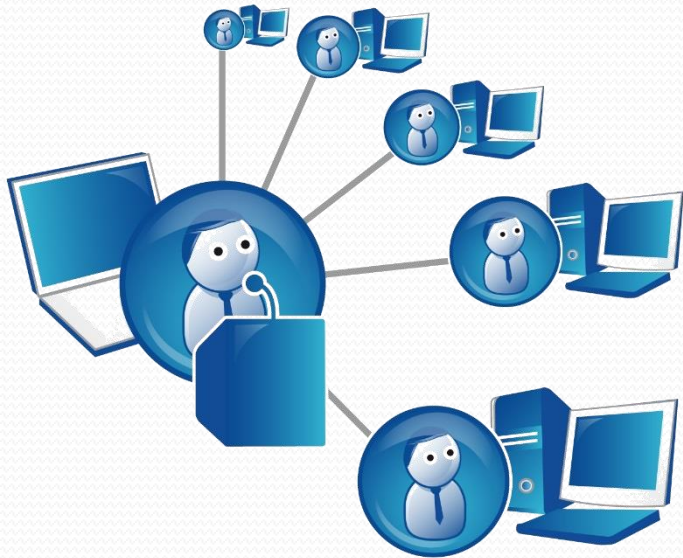
Midlands, Wales & West of England

Regional Facilitator

M62

Regional Facilitator

Scottish, SFE & North of England



Regional / National Webinars



Regional Meetings



- Skill Sharing
- Knowledge Exchange
- Coaching/Mentoring

What's ahead for the STN (2015)?

- 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

TODAY

TODAY

TODAY

TODAY

- 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

A note about funding

TRIBAL

Inspiring
Leadership

Leadership
Foundation
for Higher Education



SEDA
STAFF AND EDUCATIONAL
DEVELOPMENT ASSOCIATION

JISC



staff development forum

12:00 – 12:15 (Coffee/Tea/Break)



Collaborative Framework Training Manual (*Update since 2014*)

Recap: Create a training template to share with community of trainers and with Tribal Group plc.

Introduction to SITS:Vision Client Server



Edinburgh 2014: Group brainstorm of contents.

Huddersfield 2014: Group desired partitioning of manual into two smaller volumes.

Collaborative Framework Training Manual (*Invite & Tracking Sheet*)

Keyboard shortcuts

KEY + Combination

(i.e. **CTRL+Q**)



Menu items

Display the hot key
as an underscore.

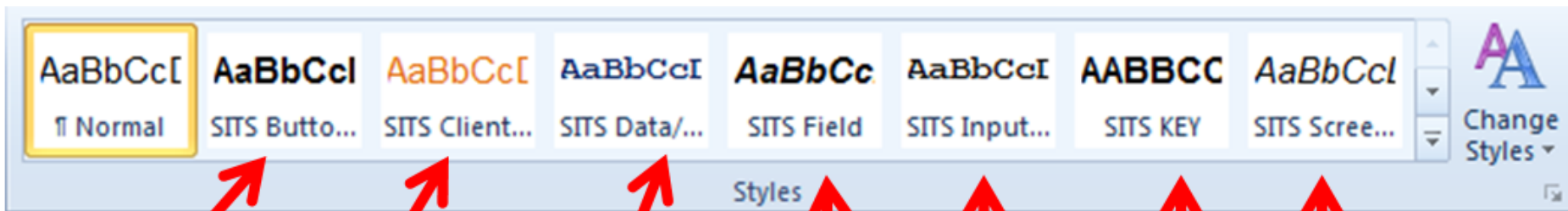
(i.e. **File, Quit)**

<http://tinyurl.com/STNManual>



Hints, tips and
highlighted information.

Collaborative Framework Training Manual (*Style Guide*)



Button or **Option**

Client Server (or a reference to)

Any **Data**, **String** of characters or **Command**

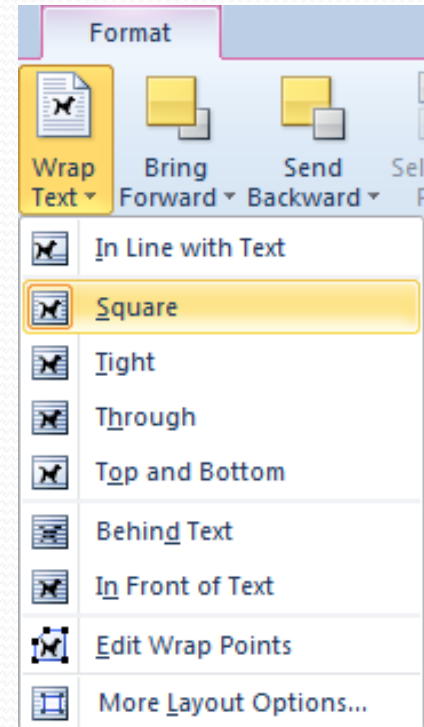
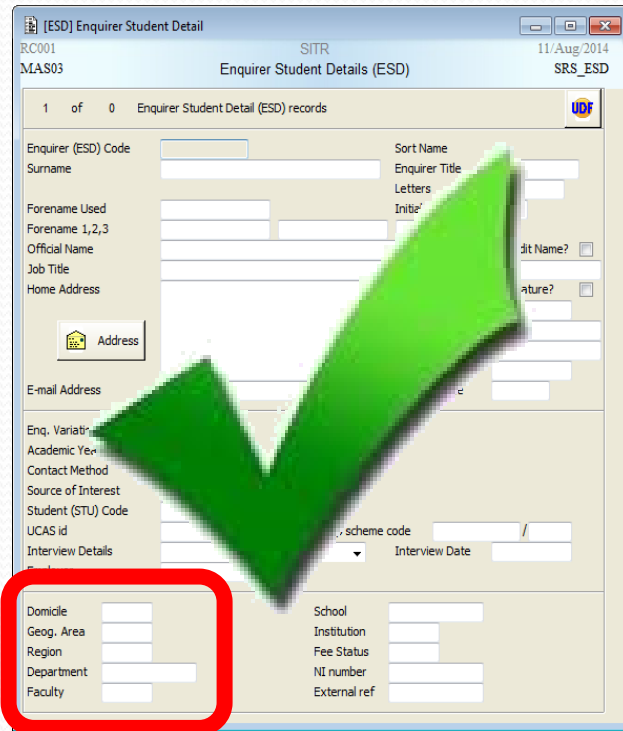
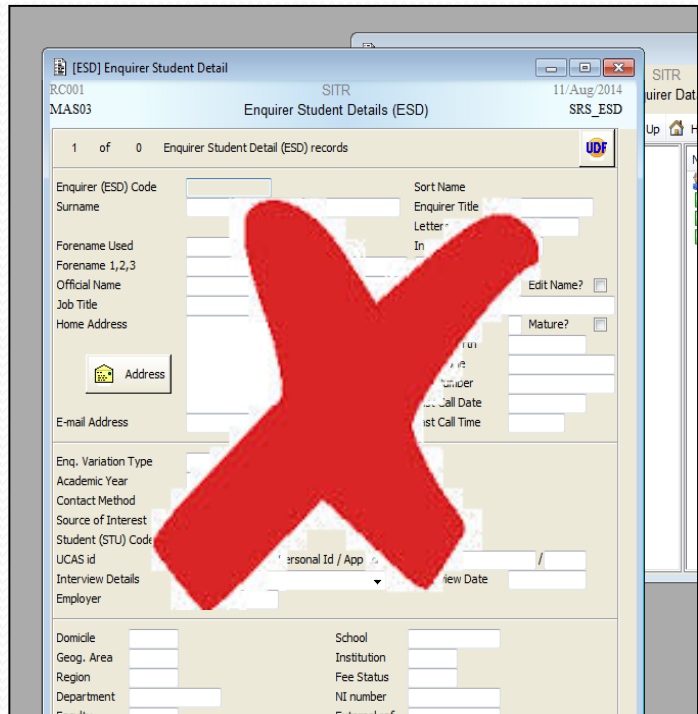
Field

Input String (i.e. what the user may 'type' into a field) or Code displayed on-screen.

A **KEYSTROKE** (i.e. **TAB** or **ENTER** key etc)

A **Screen** or **Table** name (i.e. **ESD**, **CAPS**, **QAS** etc).

Collaborative Framework Training Manual (Style Guide)



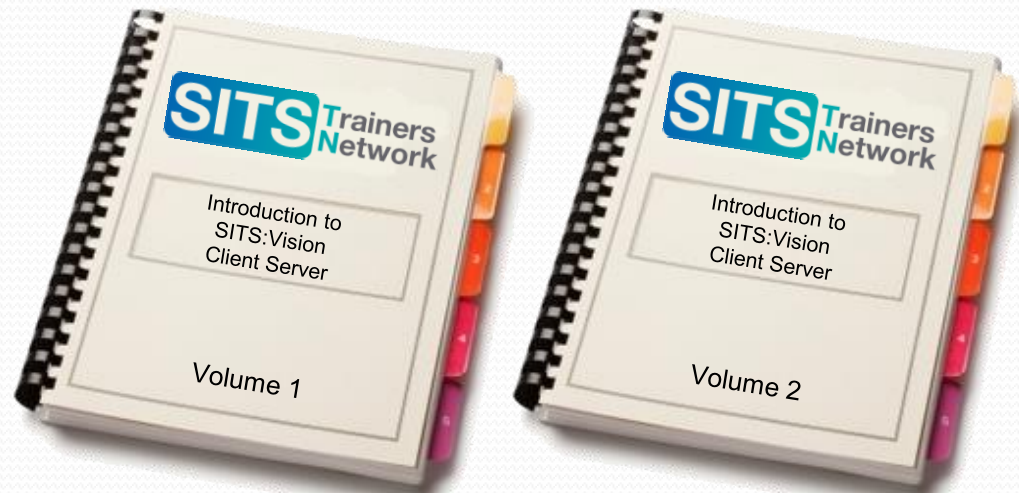
Collaborative Framework Training Manual Vol. 1 (*To Do List*)

- Invitation sent to STN members (**Complete**)
- Contributions / nominated authors received (**Ongoing**)
- All contributions collated for editing (**TBA**)
- Edited manual circulated to all contributors (**for sign-off by community**)
- **Finalised version:** Issued to Tribal Group plc for distribution (**TBA**)
Host on STN Website (**TBA**)
- Highlight collaborative themes for potential funding opportunities (**TBA**)
- Research-based publication of STN work and approaches (**TBA**)

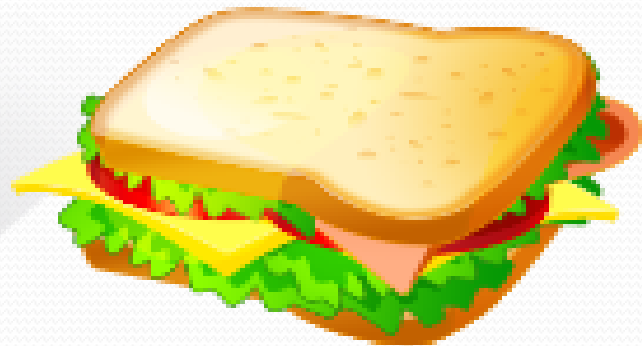


Workshop...

- Completing Volume 1:
 - further nominations?
 - new target date?
- How to address Volume 2
 - working group?
 - topics?
- Timescale and Action Plan for Volume 2



13:15 – 14:00 (Lunch)



Creating and Maintaining e-Learning/training/support materials

General query: Developing & maintaining online training materials

Author

Message

Taylor, Matthew

Number of Posts: 9

University of Edinburgh -
Business Analyst

Posted: 27/Jan/2015 10:58



Dear All,

At Edinburgh Uni we develop our SITS user guide material online using Captivate tutorials in a short, FAQ based format for any new software. We then ask our Systems Support staff to maintain these materials for enhancements and training needs. However, due to work load out System Support staff rarely find the time to update these materials and their value as a resource is much diminished.

I'm heading up a departmental user group to brain storm some ways in which we can make this easier, bearing in mind we can't recruit or stop producing online help. If anyone has any thoughts on this I'd really appreciate if you could share these on the forum? For example, how do you deal with production and maintenance of your materials? Do you have to sacrifice quality or focus on core areas for the end user?

We switched to Captivate online tutorials as capturing and updating these is significantly quicker than the static web pages (with screen dumps) we had before, but we're willing open to any change!

Thanks in advance

Best wishes

Matthew
University of Edinburgh

Topics to showcase & discuss

- Showcase of examples:

- Static e-Learning
- Interactive e-Learning
- Videos etc.



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

Showcase: MOODLE



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You are logged in as [Training1 Training1](#) ([Log out](#))

SITS:VISION e:VISION



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PROGRAMMES

[Home](#) ► [My courses](#) ► [SITS:Vision & e:Vision Training](#) ► [Intro to SITS:Vision client server](#)

Navigation

Home

- My home
- Site pages
- My profile
- Current course
 - Intro to SITS:Vision client server
 - Participants
 - Badges
 - General
 - Topic 1
 - Topic 2
 - Topic 3
 - Topic 4
 - Topic 5
 - Topic 6
 - Topic 7
 - Topic 8
- My courses

Administration

- Course administration
 - Unenrol me from Intro to SITS:Vision client server
 - Grades
- My profile settings

Online Users

Welcome to the Introduction to SITS:Vision client server course.

This course is designed to provide a generic introduction to the [SITS:Vision client server](#) software. Examples and comparisons between the use screens in the [SITS:Vision client server](#) software and [e:Vision](#) are also presented.

A range of navigation methods and examples of useful tools are outlined in order to provide a foundation for further SITS:Vision training.

It should be noted that this course is considered **preparatory** to all other SITS:Vision courses. Additional courses will also focus on specific aspects that are applicable to various areas of SITS (*Enquiries, Applications, Finance & Fee's etc*).

The e-learning materials presented below are designed to provided a blended approach to training - i.e. reference and demonstration materials are available online and further topics/exercises will be explored during in-class sessions.

Contents (select a topic to jump to the desired section):

- Introduction to SITS:Vision
- Navigation
- Record Operations
- Tools & Special Characters
- Glossary of terms
- Feedback/Comments/Help Forum
- Troubleshooting
- [Appendix A] Further tools for Advanced users



[View latest course news & updates](#)



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SITS:VISION

Topic 1

Introduction to SITS:Vision

This section of the course introduces methods used to log into and out of the SITS:Vision client server software.



[Introduction to SITS:Vision \(client server\)](#)

SITS:VISION

MOODLE



- Manuals created first.
- Can quickly create static e-Learning from manuals.
- Can potentially assign 'editors' to maintain materials.

Examples of client server screens

As an example of the differences between **SITS:Vision client server** and **e:Vision** screens, the screenshots in this section illustrate how information with regards to an **Enquirer** would be displayed to a user in the **client server** software.

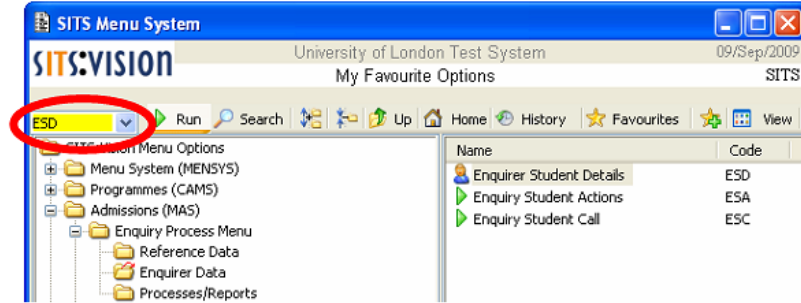
The example illustrated below presents typical screens in the **SITS:Vision client server** software (a subsequent section of the course will also present the same example using **e:Vision** screens instead).

Client server example screens

In this example, the **Enquirer Student Detail (ESD)** table/screen will be presented to illustrate a typical screen in the **SITS:Vision client server** software.

To load the **ESD** table (for this example), enter **ESD** into the option box and select the **Run** button, press the **TAB** key or press the **ENTER** key on the **number pad**.

Alternatively, locate the **ESD** screen in the following menus: **Admissions (MAS)**, **Enquiry Process Menu**, **Enquirer Data**.



In the example **ESD** screen, a record relating to an enquirer has been retrieved and displayed.

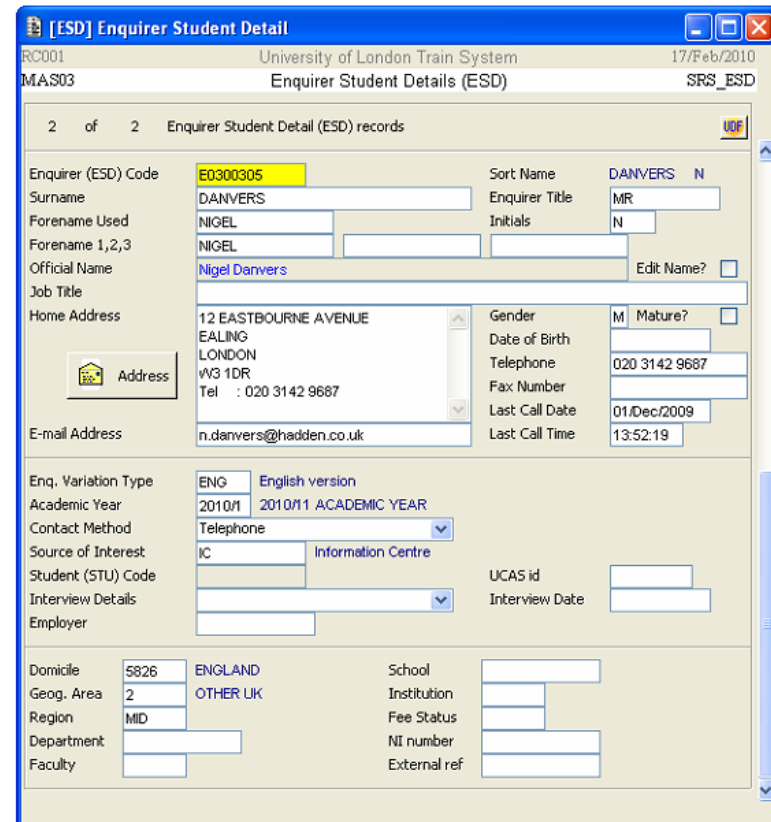
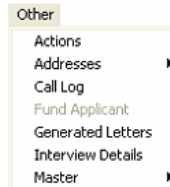
Note that methods to retrieve records will be outlined during a later section of the course.

The fields displayed on the **ESD** screen are the default 'out of the box' fields provided by the software.

Note that some fields are left blank (as they may be unused).

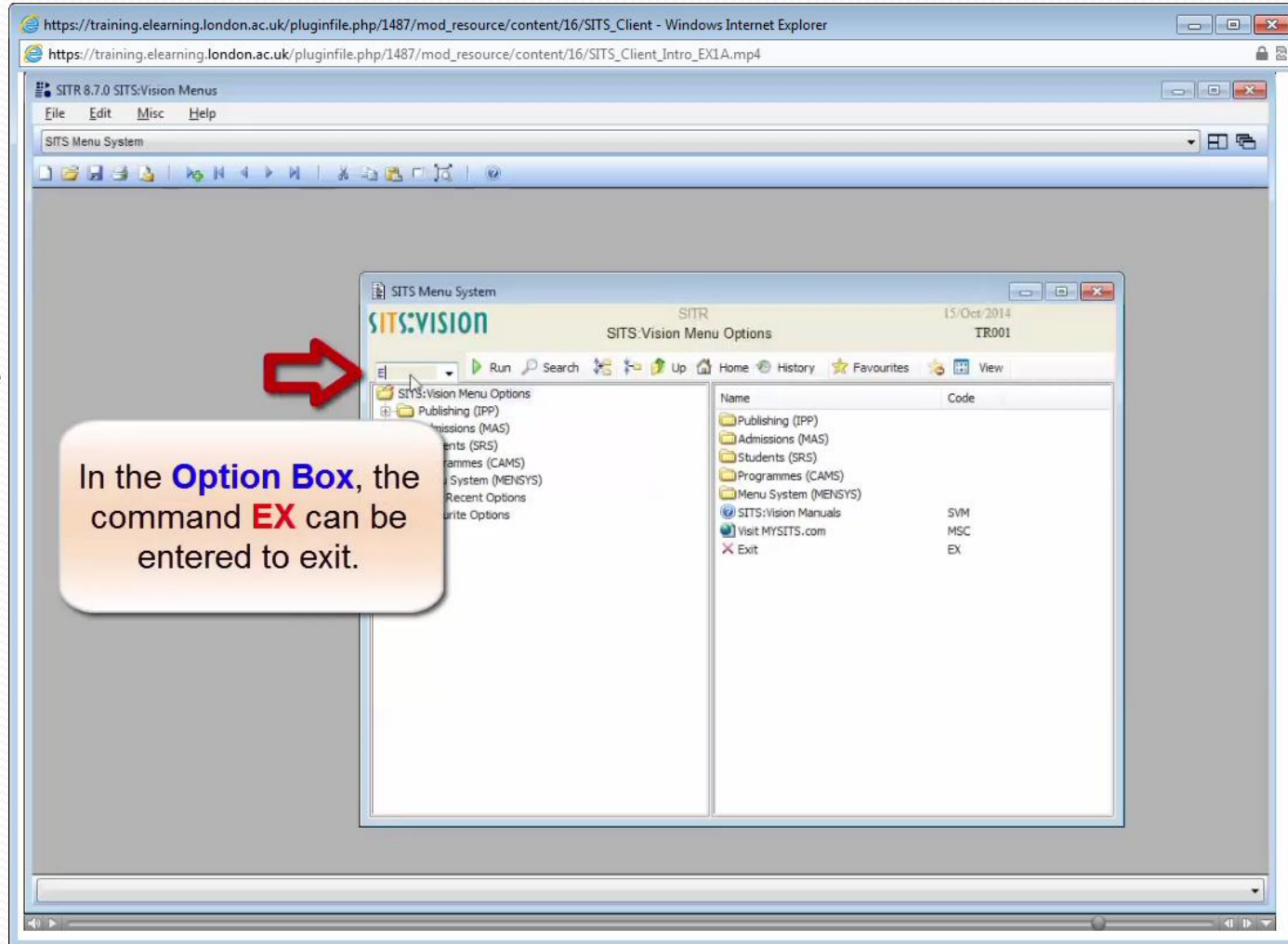
To view additional details with regards to the current record (i.e. an **Enquirer** in this example), the use of the **Other** menu can be applied.

In this example, the **Other** menu lists all the tables that are directly related to the current record (i.e. an **Enquirer** in this example).



Showcase: Video (in MOODLE)

- Created with **Snagit** or **Camtasia Studio 8**
- Can quickly create & edit videos (compared to Microsoft Word manuals).
- ‘See it’ approach.
- Useful for short ‘how to’ videos.



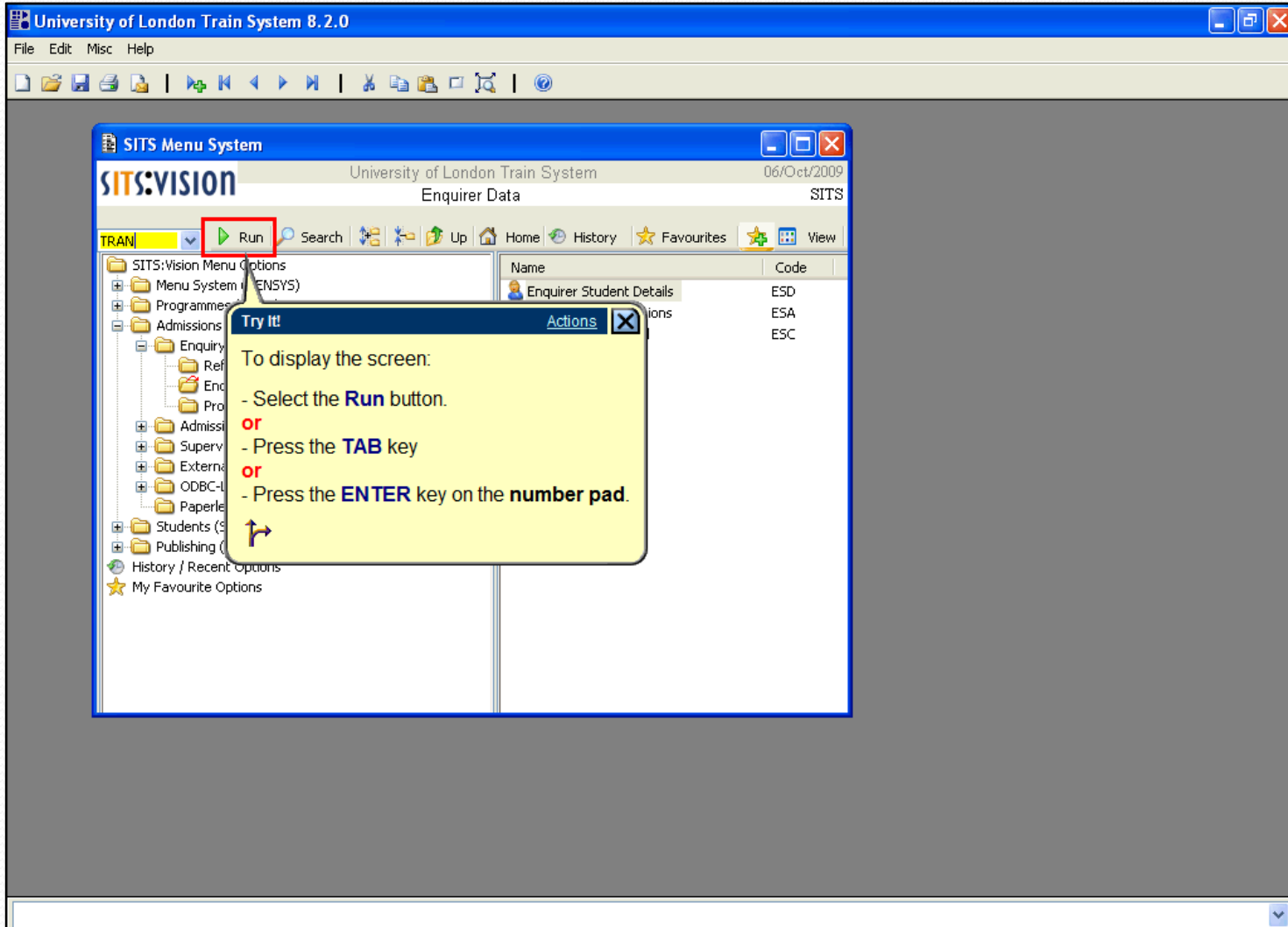
The screenshot shows a video player interface for a Moodle course. The video content is a screenshot of a 'SITS:Vision Menu Options' window. The window has a title bar 'SITS Menu System' and a menu bar with 'File', 'Edit', 'Misc', and 'Help'. The main area is divided into two panes. The left pane shows a tree view of menu options, including 'SITS:Vision Menu Options', 'Publishing (IPP)', 'Admissions (MAS)', 'Students (SRS)', 'Programmes (CAMS)', 'Menu System (MENSYS)', 'Recent Options', and 'Write Options'. The right pane shows a table with two columns: 'Name' and 'Code'. The table contains the following entries:

Name	Code
Publishing (IPP)	
Admissions (MAS)	
Students (SRS)	
Programmes (CAMS)	
Menu System (MENSYS)	
SITS:Vision Manuals	SVM
visit MYSITS.com	MSC
Exit	EX

A red arrow points to the 'EX' command in the command line of the 'SITS:Vision Menu Options' window. A callout box contains the text: 'In the **Option Box**, the command **EX** can be entered to exit.'

Showcase: Interactive e-Learning

- Created with **Oracle UPK**
- 'See it', 'Try it', 'Know it' modes.
- Takes time to build/update.
- Often needs 'compatibility mode' in modern browsers.
- Cost (££££'s)?



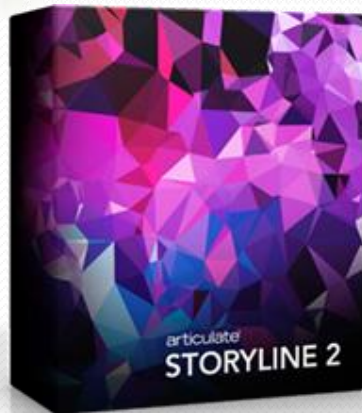
The screenshot displays the 'University of London Train System 8.2.0' application window. The main interface is titled 'SITS Menu System' and 'SITS:VISION'. It features a navigation menu on the left with categories like 'TRAN', 'SITS:Vision Menu Options', 'Programmes', 'Admissions', 'Enquiry', 'Ref', 'End', 'Pro', 'Admissi', 'Superv', 'Externa', 'ODBC-L', 'Paperle', 'Students (S', 'Publishing (', 'History / Recent Options', and 'My Favourite Options'. A 'Run' button is highlighted with a red box. A 'Try It!' pop-up window is overlaid on the interface, providing instructions: 'To display the screen: - Select the Run button. or - Press the TAB key or - Press the ENTER key on the number pad.' The background shows a table with columns 'Name' and 'Code', containing entries like 'Enquirer Student Details', 'ESD', 'ESA', and 'ESC'. The date '06/Oct/2009' and 'SITS' are visible in the top right corner of the application window.

Showcase: Future tools



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Group Discussion

- 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?



15:00 – 15:15 (Coffee/Tea/Break)



Future initiatives for the STN



- User Groups.
- Future collaborative publications/projects?
- Skills analysis/sharing & profile of training activities?
- Examples of tools used at member institutions.
- How could the STN collaboration help member institutions further?
- STN at the SITS User Conference 2015?

2015
JULY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

TRIBAL working as one

Save The Date

SITS:Vision Annual Customer Conference

14-15th July

Radisson Blu Edwardian, Heathrow UK



**Summary of day & objectives
for future events/meetings**



**Thank you and safe
journey home**