

Minutes from SITS Trainers Network event (22/04/2016)

Event Date

Friday 22nd April 2016

Minutes Posted/Circulated

Friday 13th May 2016

Venue

The University of London, Senate House, Malet Street, London, WC1E 7HU

Attendance

Abi Taylor	University of Oxford	abigail.taylor@admin.ox.ac.uk
Aimee Henderson	York St. John University	a.henderson@yorks.ac.uk
Briony Hancox	Sheffield Hallam University	b.hancox@shu.ac.uk
Carlos Bertrand	Arts University Bournemouth	cbertrand@aub.ac.uk
Helen Lane	Anglia Ruskin University	helen.lane@anglia.ac.uk
Joanne Champeney	University of East Anglia	j.champeney@uea.ac.uk
John Crofts	University of Surrey	j.crofts@surrey.ac.uk
Luke Austin	University of Huddersfield	l.a.austin@hud.ac.uk
Maria Drummey	University of London International Programmes	maria.drummey@london.ac.uk
Matt Gordon	King's College London	matt.gordon@kcl.ac.uk
Richard Block	Aston University	r.block@aston.ac.uk
Richard Clark (Chair)	University of London International Programmes	richard.clark@london.ac.uk
Russell Pryce	University of Brighton	r.pryce@brighton.ac.uk
Samuel Gallant	Birmingham City University	samuel.gallant@bcu.ac.uk
Sara Kirby	Tribal Group Plc	sara.kirby@tribalgroup.com
Sarah Stafford	York St John University	s.stafford@yorks.ac.uk
Tim Hall	University of London International Programmes	tim.hall@london.ac.uk



(Pictured Left to Right) Joanne Champeney, Russell Pryce, Matt Gordon, Aimee Henderson, Tim Hall, Sara Kirby, Sarah Stafford, Helen Lane, Richard Block, Maria Drummey, Richard Clark, Samuel Gallant, Abi Taylor, Carlos Bertrand, John Crofts, Luke Austin, Briony Hancox.

Apologies:

Alison Ryle	Northumbria University	alison.ryle@northumbria.ac.uk
Conor Rapple	Trinity College Dublin	rapplec@tcd.ie
Jeanette Fluellen	University of Winchester	Jeanette.Fluellen@winchester.ac.uk
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Kate Wilson	London Metropolitan University	wilsonk@hope.ac.uk
Sarah Kenyon	Kingston University	ss.williams@kingston.ac.uk
Sarah Wood	University of Warwick	Sarah.L.Wood@warwick.ac.uk

Note of special thanks (for the lunch time tour of Senate House):

John Stone (Technical Officer, Property and Facilities Management, University of London)

1.0 Summary of Actions from Bournemouth event (March 2015)

No.	Action Items	Status	Outcome
1.	Chair will re-issue call for the submission of basic information ' STN member profiles ' to add to the website.	Complete	To be re-issued during 2016 due to need for further member profiles.
2.	Chair has issued invitation to the STN community for a Vice-Chair and discussions are currently ongoing with a member of the STN.	Complete	Invite issued during 2015, potential Vice Chair put forward (ongoing discussions).
3.	Chair to re-issue invitation to the STN community for regional facilitators to form STN Committee (as only 1 nomination received so far).	Complete	To be re-issued during 2016 due to need for further regional facilitators.
4.	Chair to arrange Pilot STN webinar for STN Committee during 2015.	Ongoing	To be organised during 2016 (webinar could not be arranged due to busy workloads of many STN members).
5.	John Crofts to also put forward webinar solutions used by the University of Surrey.	Closed	Closed and merged with Action 3 above
6.	Chair to post minutes, presentations and photos from STN event in Bournemouth.	Complete	Posted on website 21st April 2015
7.	STN members to forward details of which RUG's they attend (to Chair or Luke Austin) to co-ordinate further training agenda items.	Ongoing	Recommend 'Training' as a standard agenda item on RUG's.
8.	Chair and STN members to continue to investigate potential funding opportunities.	Closed	Chair will explore further options as an ongoing process. Action closed.
9.	Chair to edit and re-issue modification to the contents list for completion of Volume 1 of collaborative framework manual during May 2015.	Complete	Updated contents list/manual template issued to Volume 1 working group.
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).	Complete	Chair issued guest log-in accounts to UOL International Programmes Training VLE.
11.	Chair to setup STN YouTube Channel/Google+ and invite examples of videos to share amongst STN community.	Complete	Complete – no content to share/circulate as yet. To follow up at future STN event.
12.	Helen Lane to share her work on User Group clean up at Anglia Ruskin University.	Closed	Discussed at University of London event.
13.	Chair to create a template/outline of an e-Learning showcase/presentation to circulate to Bournemouth delegates.	Closed	Due to unavailability of STN members, no presentation was put forward for 2015 conference. To potentially revisit.
14.	Chair to plan next event during Q4 2015 (<i>in consultation with venue host and future STN committee</i>).	Closed	Due to unavailability of STN members, STN event postponed until early 2016.

1.0 Welcome, Introductions and Updates

Members of the SITS Trainers Network (STN) were welcomed to the University of London by Tim Wade (*Director of Student Services, University of London International Programmes*) and Pamela Roberts (*Director Student Recruitment & Enrolment, University of London International Programmes*).

Group members introduced themselves, their institutions and their roles with regards to SITS.

1.1 Apologies for Absence

The Chair welcomed all members and extended his thanks for attending the event.

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 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 22/04/2015):
 - **90 members** (*currently on contact list*) across **45 institutions & 1 partnership company** (Tribal Group plc).

1.3 SITS Trainers Network is 4 years old

As of February 2016, it was noted that the SITS Trainers Network has reached its fourth birthday. Many thanks to all members and interested parties of the STN in helping to keep the network going.

A birthday cake was provided for delegates.

1.4 MySITS Forum, STN Website & STN LinkedIn Group

Members of the STN were reminded that they 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, presentations and notes from the current London event will be made 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 London.

1.5 Minutes and summary of actions from previous meeting

Minutes/actions from the previous event (Arts University Bournemouth, March 2015) were summarised and updates to the actions were presented to attending STN members.

The minutes from March 2015 were agreed as correct and accurate by all attending delegates.

A number of continuing actions were noted as follows:

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

[Action] Chair had 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 a further invitation to the STN community for regional facilitators to form STN Committee.

[Action] Chair / STN members to arrange a pilot webinar for Collaborative Manual authors or for a meeting of the STN Committee.

[Action] Sara Kirby to recommend that 'Training' appears as a standard item on future RUG's.

2.0 Presentation

Richard Block (Aston University) presented a session on “SITS Experts” and the approach undertaken at Aston University.

[See Richard’s Presentation Slides – “SITS Experts, Richard Block - STN 22nd April 2016”].

- Richard Block is in a team of 7 with Richard as the trainer.
- The number of overall courses has been reduced, with focus on regular required sessions.
- Class-based training, usually 1 hour sessions.
- Some sessions such as SRL and Progressions require 2 hours.
- Lots of Client Server use in Aston University and some e:Vision use too (i.e. Transfers).
- Lots of freedom on how users use SITS.
- The “SITS Experts” project aimed to create local expert/super users.
- Involved staff/stakeholder groups in training (i.e. Marketing) in addition to main user groups.
- A ‘SITS Experts Forum’ was setup as a monthly event. The forum is fairly well attended.
- All users still attend Richard’s training events but SITS Experts are often their first point of call.
- For some users, training can be ‘too difficult’ as it may include a wide variety of Client Server processes.
- It was noted that staff frequently change roles, training therefore needed to upskill staff (via courses and refreshers).
- Some SITS Experts wish to learn Tasking.
- Some SITS Experts demonstrate completed projects.
- All training guides are provided via a staff Portal.

Further points during Q&A:

- University of Surrey – apply the use of SITS coordinators & Super Users.
- Anglia Ruskin University – build SRL’s in SITS Training before moving them to Live.
- Sheffield Hallam University – All components are created by Developers only.

3.0 Tour of Senate House

During the lunch period, a tour of Senate House was provided by John Stone (Technical Officer, Property and Facilities Management, University of London).

The tour took delegates through the Crush Hall (via Beveridge Hall), up and around the 'Grand Staircase' to the view the plans for Senate House and the UOL precinct. The group then continued to the Senate Room and then returned to the Chancellors Hall. The next stage of the visit took delegates up to the library storage levels (via the service lifts) and to the rooftop of Senate House for a spectacular view of central London. The tour then concluded with a visit to the switch room in the Basement.

The SITS Trainers Network would like to extend a note of thanks and gratitude to John Stone for an excellent and enjoyable tour.



The Senate Room



The Chancellors Hall



The Grand Staircase / Crush Hall



View from the top of the tower staircase



View from the rooftop of Senate House



The Switch Room

4.0 Breakout Sessions

During the afternoon, two breakout sessions were available for delegates:

- Testing and Training (*Tim Hall, University of London International Programmes*)
- STN Collaborative Manuals: The Next Volume (*Richard Clark, University of London International Programmes*).

4.1 Testing and Training

Session presented by Tim Hall (Quality Review & Testing Manager, University of London International Programmes).

[See slides “STN London - Testing Breakout Session”]

During the breakout session, Tim presented the following topics for further discussion:

- TMMi maturity levels and process areas (figure/model)
- Purpose of a Test Training Program
- Methods used for test training
- Training tasks, roles and responsibilities
- Required resources including tools, facilities, environments, and staffing
- Required skills and knowledge of the trainers
- Data to be collected for measuring training effectiveness
- Training commitments to projects

There was also an off-topic discussion on experiences and plans of the group with regards to implementation of ESD/SID, with interest in continuing this discussion in the future.

[Action] Chair to circulate the breakout session slides and TMMi documentation discussed.

[Action] STN to consider the areas of their roles that involve Testing and how, as a network, we could share best practice.

4.2 STN Collaborative Manuals: The Next Volume

Session chaired by Richard Clark (Head of Training and Development, University of London International Programmes).

[See slides “STN London - Collaborative Manual Breakout Session”]

The session commenced with a summary on the work undertaken by members of the STN to date:

- The concept of the collaborative manual was to create a training template to share with the community of trainers and with Tribal Group plc.
- During the Edinburgh 2014 event, STN members brainstormed a list of content items as an ‘Introduction to SITS:Vision Client Server’ (which would be the first collaborative manual). A manual template was also agreed by delegates at Edinburgh.

- During the Huddersfield 2014 event, STN members partitioning the manual into two smaller volumes (with the focus remaining on the completion of Volume 1 of the 'Introduction to SITS:Vision Client Server' manual).
- During the Bournemouth 2015 event, STN members further refined the contents list for Volume 1 and assigned authors to all outstanding sections.
- To coordinate contributions, several invites were issued to all STN members during 2015/2016 along with manual template and contribution Tracking Sheet (<http://tinyurl.com/STNManual>).

A review of activities to date was also presented:

- Invitation sent to STN members (**Complete**).
- Contributions from authors received (**Complete**).
- All contributions collated for editing (**Complete**).
- Manual circulated to contributors/UOL event delegates (**Complete**).
- Agreement to 'sign off' (from contributors/STN members) - (**TBA**).
- Host final version on STN Website and issue to Tribal Group plc for distribution? (**TBA**).

The breakout session continued as a workshop (in two groups) and subsequent discussion to review the contents of Volume 1 (as Draft v0.6). Groups were also asked to consider the proposed contents for Volume 2 and to recommend any changes based on their experiences of creating similar manuals.

Two minor typos were noted in Draft (v0.6) version of the manual for correction (pages 8 and 14).

The contents list for Volume 2 was also updated.

Section	Title of Section
-	Front Cover
-	Document Version Page
-	Licence
-	Contents Page
i.	Index of Authors
ii.	Glossary
iii.	Notations
iv.	Foreword by the Editor
Section 1	
1.0	Record Operations
1.1	Retrieving records
1.1.1	Complex retrievals
1.1.2	Drilling down records and fields
1.1.3	Data Extraction (File->Print, File->Export)
1.2	Releasing Records
1.3	Deleting Records
1.4	Wildcards / operators
1.5	Student record views for specific purposes
Section 2	
2.0	System Tools
2.1	Sorting records
2.2	Dropping or Keeping Records
2.3	GoTo field contents / GoTo Find Value
2.4	Special Characters
2.5	Save Profile / Load Last Profile
2.6	Quick Analysis
Appendix A	
Appendix A	Appendix A
Appendix B	
Appendix B	Appendix B
Last Page	
Last Page	Summary

Note: A new tracking spreadsheet for Volume 2 contributions (Introduction to SITS:Vision Client Server) was created after the STN event at <http://tinyurl.com/STNManualVol2>.

[Action] Chair to circulate corrected and updated version of Volume 1 of the *Introduction to SITS:Vision Client Server* collaborative manual to all authors for sign-off and release.

[Action] Chair to issue an invitation to STN members to contribute towards Volume 2 of the *Introduction to SITS:Vision Client Server* collaborative manual.

5.0 Future Objectives of the SITS Trainers Network

5.1 SITS Training Qualifications

Luke Austin (University of Huddersfield) revisited a topic raised during the Edinburgh event where the STN could potentially look into SITS training qualifications. Luke recommended that if simple tasks or exercises were added to a manual and the user was asked to keep a log of activities, the course/materials could possibly be mapped to a NVQ Level 2 qualification.

The Chair suggested that the STN Committee could look into this concept further after the completion of Volumes 1 and 2 of the first STN Collaborative manual (Introduction to SITS:Vision Client Server). After the completion of the manuals, suitable tasks and exercises could be added and a log book/work book could be included.

Briony Hancox (Sheffield Hallam University) also recommended a STN Signposting Brainstorm to help signpost training events via member institutions and other qualifications (including technical qualifications).

[Action] Luke Austin and Chair to discuss mapping the Collaborative Manual to an NVQ Level 2 qualification in the future (after the completion of Volumes 1 and 2 of the collaborative manual). This will be noted as an ongoing action.

5.2 Future STN Event

It was proposed that the STN arrange a further event during Q4 of 2016 as a 1 day event hosted at a member institution (Midlands or North).

The next STN event should focus on eLearning themes (showcases & examples, good practice, lessons learned, recommended approaches etc). Web conferencing was also proposed as a future topic.

The *University of Huddersfield* and *Sheffield Hallam University* volunteered to host future STN events.

[Action] Chair & STN Committee to plan next event during Q4 2016 (*in consultation with venue host*).

5.0 AOB

Sara Kirby (Tribal Group Plc) would circulate further information on forthcoming SRL and Tasking training during May and June 2016:

<http://dmtrk.net/Shared%20Training/27G3-13YW-F1HE1PZW39/Shared%20Training.aspx>

Sara also confirmed the dates for the forthcoming SITS User Conference (12th and 13th July 2016).

Briony Hancox (Sheffield Hallam University) noted the SITS:Vision Wish List which is available via https://svugwishlist.ideas.aha.io/portal_session/new (note that a login account is required).

5.0 Summary of Actions

Actions arising from London STN event:

No.	Action Items (from these Minutes)
1.	Chair to post minutes, presentations and photos from STN event in London.
2.	Chair to re-issue a further call for the submission of basic information for the ' STN member profiles ' area of the website.
3.	Chair had issued invitation to the STN community for a Vice-Chair and discussions are currently ongoing with a member of the STN.
4.	Chair to re-issue a further invitation to the STN community for regional facilitators to form STN Committee.
5.	Chair / STN members to arrange a pilot webinar for Collaborative Manual authors or for a meeting of the STN Committee.
6.	Sara Kirby to recommend that 'Training' appears as a standard item on future RUG's.
7.	Chair to circulate the breakout session slides and TMMi documentation discussed.
8.	STN to consider the areas of their roles that involve Testing and how, as a network, we could share best practice.
9.	Chair to circulate corrected and updated version of Volume 1 of the <i>Introduction to SITS:Vision Client Server</i> collaborative manual to all authors for sign-off and release.
10.	Chair to issue an invitation to STN members to contribute towards Volume 2 of the <i>Introduction to SITS:Vision Client Server</i> collaborative manual.
11.	Luke Austin and Chair to discuss mapping the Collaborative Manual to an NVQ Level 2 qualification in the future (after the completion of Volumes 1 and 2 of the collaborative manual). This will be noted as an ongoing action.
12.	Chair & STN Committee to plan next event during Q4 2016 (in consultation with venue host).