SITS Trainers Network

# Friday 8th December 2017

## Online Event – Session 2 (12:15-13:00)
## Discussion: Approaches used to deliver SITS training

Adobe® Connect™

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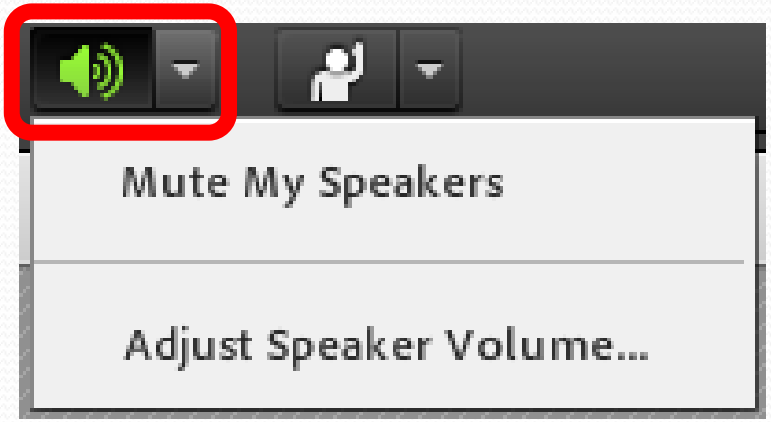
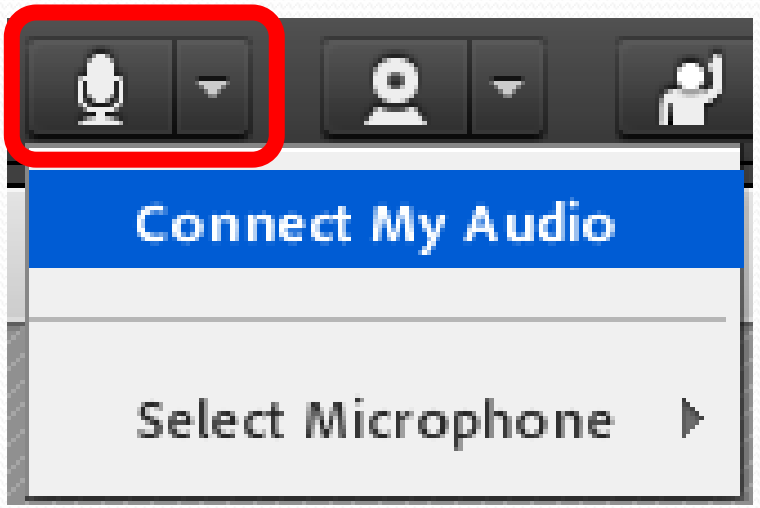
# Setting up Audio & Webcams

## Speakers/Headphones

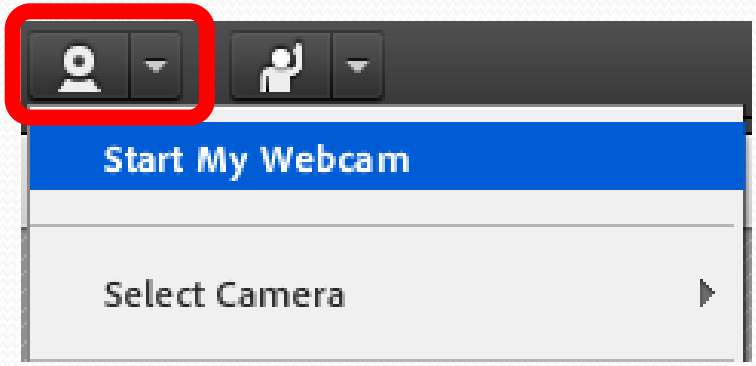



## Microphone




Note: Host will test delegates Microphones before session commences

## Webcam



# Interacting with Presenters

# Ready to commence recording…

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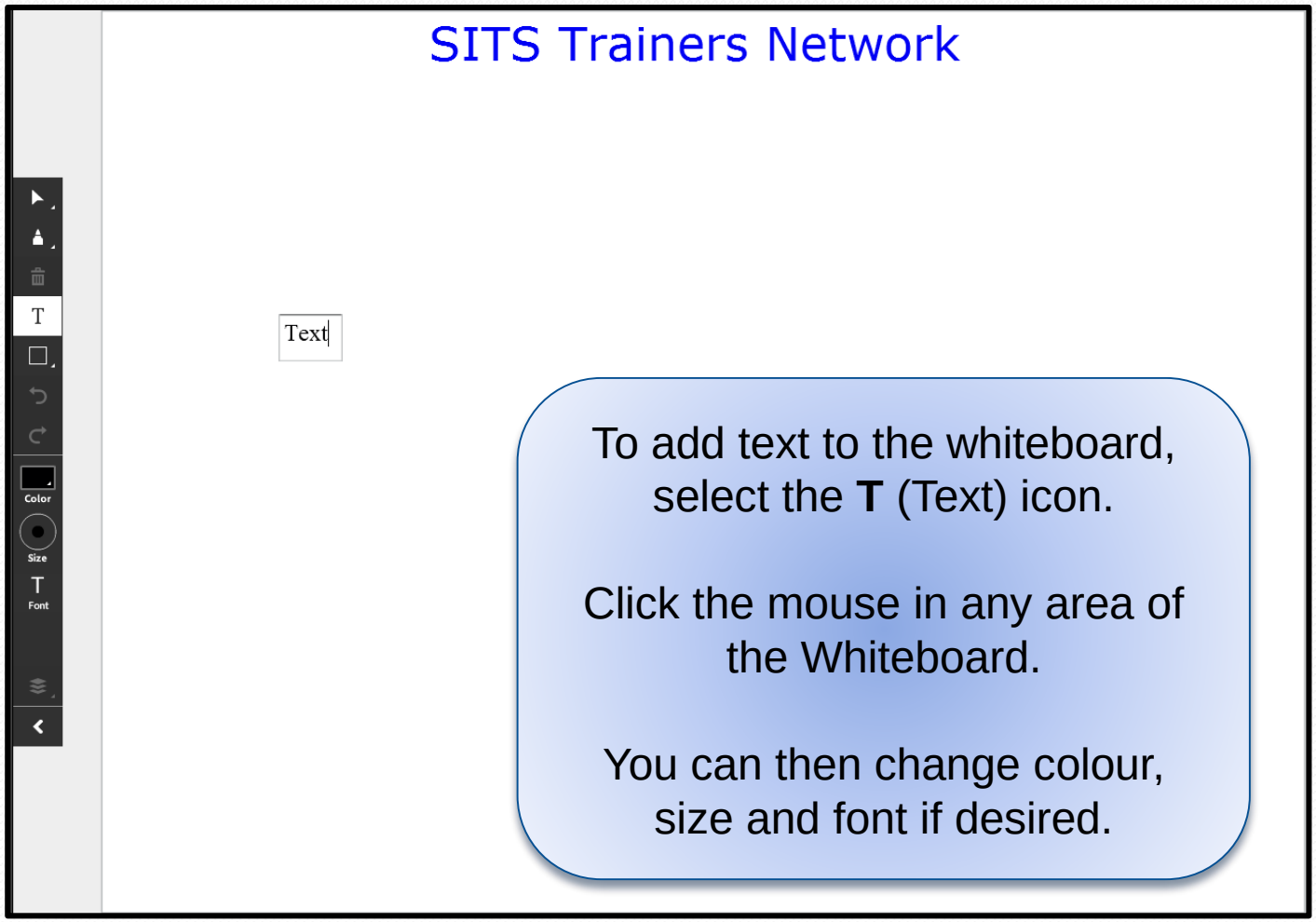
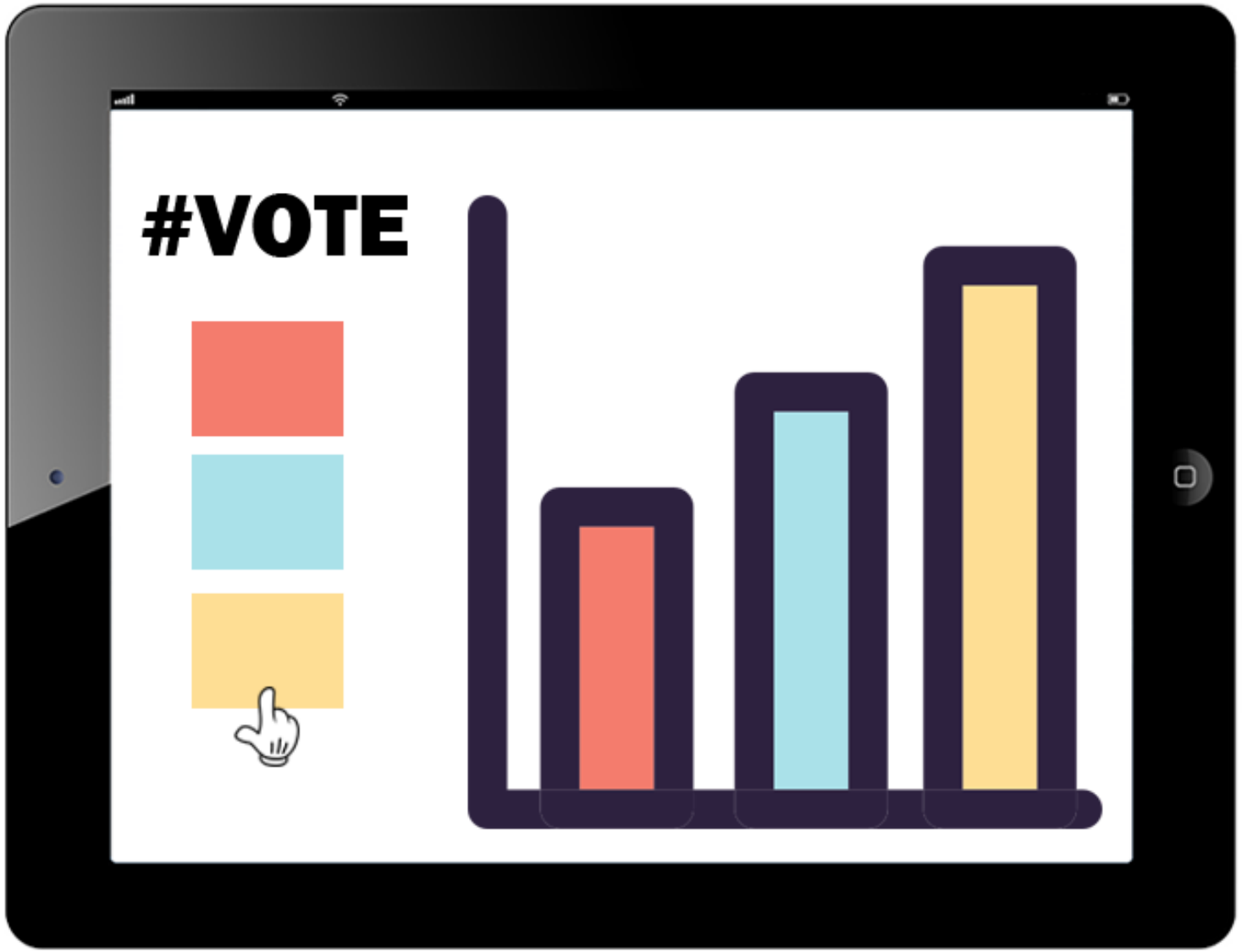
# Welcome to All Delegates

- Interactive Whiteboard



# Quick Poll: SITS Training Methods



# Approaches and tools used to deliver SITS training

**Case Study:** UNIVERSITY OF LONDON | INTERNATIONAL PROGRAMMES

- During ‘SITS Project’ - dedicated trainer seconded from Staff Dev.
- Pre Go-Live training:
  - Enquiries, Admissions, Registrations, Fees, Stock Control, Accessibility Manager, Assessments etc.
- SITS Training environment used & bespoke manuals produced.
- Some basic e-Learning as precursor to class based sessions.
- Mostly class-based sessions (1 or ½ day) & workshops/drop-in.
- Post Go-Live Training Support & Floor Walking

# Case Study:

UNIVERSITY OF LONDON | INTERNATIONAL PROGRAMMES

- **eLearning** (via MOODLE):
  - Oracle UPK – ‘see it’, ‘try it’, ‘know it’ simulations.
  - Static pages (based on training manual).

ORACLE
USER PRODUCTIVITY KIT

- **Class-based sessions**:
  - Interactive (‘show and tell’ with exercises and walkthroughs).
  - Data setup for each session (manually), some real data from paper-based documents used during workshops by delegates.
- Some basic e-Learning as precursor to class based sessions.
- Mostly class-based sessions (1 or ½ days) & workshops/drop-in.
- Post Go-Live Training Support & Floor Walking.

# Case Study: UNIVERSITY OF LONDON | INTERNATIONAL PROGRAMMES

## Challenges:

- A lot of work for just 1 person.
- Training role changed after SITS Project completion (2012; 2016).
  - SITS further developed (Assessments; New Programmes).
  - More recently, re-engineering (Admissions, Registration).
- Challenges in keeping materials up-to-date (**see Session 3 today**).
- Using Champions in each department to help new staff upon arrival (localised SITS inductions), followed by training invites later.

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Knowledge sharing.

Reuse of materials.

# Other Approaches/Case Studies

Luke Austin (luke.austin@glyndwr.ac.uk)

Wrexham Glyndŵr University

Richard Block (r.block@aston.ac.uk)

Aston University

# Most effective methods at your institution?

# Questions Submitted by Delegates

**Lee Martin - University of Kent**

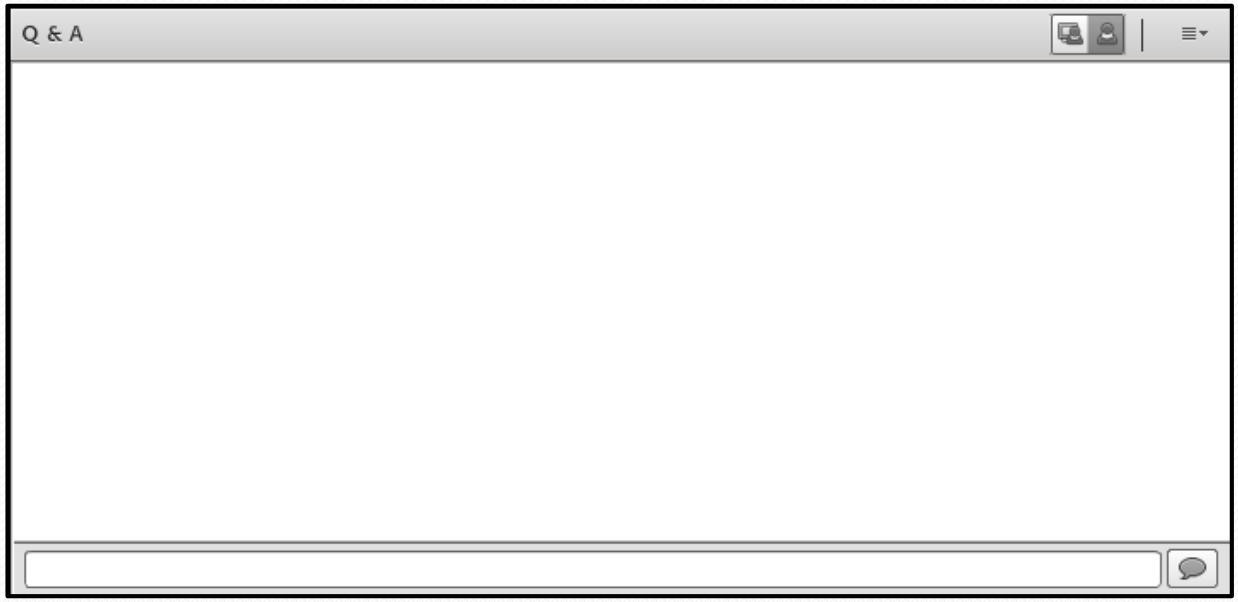
I am particularly interested in how training on e:Vision only is now considered (advantages/disadvantages) and whether e:Vision may be developed as an app for students/staff... implications for training if so?

# Future Plans

**Case Study:** UNIVERSITY OF LONDON | INTERNATIONAL PROGRAMMES

- Enhanced eLearning (via MOODLE):
  - Articulate Storyline / Articulate 360 / Rise.
  - Interactive eLearning (i.e. *perhaps via STT Trainer???*).
- Class-based sessions (for new staff or new SITS products).
- Short Online Sessions (for staff working elsewhere – i.e. ABW).

# Your future training plans?




Enter Question

# Thank you for attending the session

**Session 2 (12:15-13:00)**
**Discussion: Approaches used to deliver SITS training**

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**Next Session 14:15hrs - 15:00hrs**
**Discussion: Keeping SITS training up-to-date**

**(Check your email for link to Session 3)**