

## ISD Education Board Programme of Work

### 1.0 The Basics

At UEA there are many tools in use with many more available aimed at Learning and Teaching within HE. Many of the tools available require a large amount of investment in terms of resources and capital. The aim of this strand of work is to assess the value for money of the tools used at UEA and those more widely available.

N <sup>o</sup>	Priority	Lead	Deliverable	Timescales
1	A	Steve Jackman	Develop a proposal for the use of the VLE for teaching including a minimum expectation for content that should be available on the VLE for all modules.	Draft Guidelines to IEB (Jan 2012)  Final Guidelines to IEB (May 2012)
2	A	Jo Bruce	Develop and deliver against a structured communication plan that will promote the use of existing resources and tools. This should include a training programme with priority for self-help training with supporting material using guidelines, videos and one-to-one training packages. Identify volunteers to come into classroom to help (Peer help from other academics).  Review approach to Learning Technology showcases, need to cover things like lecture capture, using video conferencing in teaching, what is an access grid. Could these be done as short videos? Include showcase of academic work that has used technology.	Ongoing
3	A	TBC	Assess VLE to match new academic model. Include changing Blackboard to automatically create course level modules and modules for each seminar group.	TBC
4	A	TBC	Improving the campus experience. Include remote access (not on UEA Network) to UEA online services and improving authentication (single point of access).	TBC
5	B	Andy Mee (lead) Jane Helgesen Judy Tryggvason	Ensure close join up / embedding with UEA Learning and Teaching Strategy. Ensure that technology features in the proposed Learning and Teaching web site that Adam Longcroft will be leading on.	Timescales to be set by Adam Longcroft
6	B	Iain Reeman	Review the impact of L&T developments on other strategies, in particular network strategy and the impact of increased mobile access on wireless network provision	TBC

## 2.0 Supporting and advocating content creation

The importance of high quality content to students has increased to allow Universities to provide a rich online experience. In order to support this we are putting together these actions. Finding tools to make it easier for people to create content as well as improving service delivery to facilitate these new tools.

N°	Priority	Lead	Deliverable	Timescales
1	A	Jo Bruce	Identify areas of low adoption of content creation in VLE and proactively target support to these areas.	Paper for IEB (Jan 2012)
2	A	Jo Bruce	Subject to resourcing setup a pilot content creation service that will work with academics in target areas to facilitate the creation of digital content. Create business case for additional resourcing.	Business Case Paper for IEB (Jan 2012)

### 2.1 Content creation tools

Investigation is needed to assess if off the shelf tools are appropriate for content creation and if they can meet the expectations and requirements of the academic community.

N°	Priority	Lead	Deliverable	Timescales
1	B	Andrew Simpson	Investigate the requirement for content creation tools and make recommendations / business case for additional investment.	Paper for IEB (May 2012)

### 2.2 Standard content / learning objects

Investigation is needed to assess if a core set of online materials would improve the experience and value gained from using the VLE. Assessments should be made on how to improve services to support the student and academic community in using learning technology.

N°	Priority	Lead	Deliverable	Timescales
1	B	Richard Jardine	Investigate opportunities for increased use of standard content / learning objects. Scope is very wide so as to find out what material is available and how we can use it.	Paper for IEB (May 2012)
2	C	Richard Jardine	Develop support and training materials that will be used by academic staff using new technologies. Create a series of video for induction / information literacy / learning skills. E.g. Using Blackboard in teaching e.g. development of podcasts or other new technology to improve training / self help.	Ongoing
3	C	Jane Helgesen	Develop support and training materials that will be used by students using new technologies. Create a series of podcasts and vodcasts for induction / information literacy / learning skills.	Ongoing

### 2.3 Reading lists

We are looking to consult more widely on whether a reading list tool embedded in Blackboard should be pursued under the student experience agenda, possibly linked to an actual mandate for academics to submit all reading lists. The potential advantages are:

- Improved join-up between teaching & resources, including students being able to follow seamless links between reading lists and the library catalogue, digitised course readings, online journal articles, etc.
- A flexible tool for academics and their admin staff (with support from library staff) to create new reading lists – by simply searching and transferring records rather than re-typing.
- Earlier alerting to the Library to ensure correct books, and appropriate numbers of copies, are purchased in advance

The current market leader, which the Library will be evaluating further, is Talis Aspire. An example is given here:

<http://resourcelists.ntu.ac.uk/lists/516FF8D0-B62E-A60D-F105-B77609537F4B.html>

Some 25% of UK HEIs have now signed up to Talis Aspire. Those institutions that have had most success with online reading lists see them as a tool at the heart of the academic process, rather than just another library/IT product.

There is also a question about whether library search and resources should appear at a more generic level in Blackboard – e.g. the Library catalogue search box (Primo OneSearch).

N <sup>o</sup>	Priority	Lead	Deliverable	Timescales
1	B	Andrew Barker	<p>Reading list acquisition drive (in liaison with faculties, schools and Waterstones) with a view to making the case for mandatory deposit, including business case for reading list software.</p> <p>Talis Aspire has become a more mature product and is at the stage where it would work with ease with academics. This product is simpler than the bibliographic software. The business case will look at options for support and for students to create their own reading lists which could be shared with others. This would need to be embedded into the current library systems. An electronic bookshelf would be investigated to allowing linking directly from reading list to electronic copy. The information from this product could provide useful statistics on which journals are being used.</p>	May 2012

### 3.0 Lecture capture

Recent national student's surveys and internal surveys (ISD Survey) have indicated that this is an area that students feel would improve their experience at University. FMH use it heavily to good effect and in some cases it's essential. UEA London has an increasing need for "lecture at a distance" availability. Other academics that have used this or similar technology have reported successful trials with measurable difference in student outcomes in one case. The current lecture capture facilities are limited to several rooms and dependant on technical support. Investigations are needed to find a more scalable, flexible and easy to use solution that can be used more widely within the University.

N <sup>o</sup>	Priority	Lead	Deliverable	Timescales
1	A	Eva Roberts	<p>Lecture capture tools are centrally provided as fixed installations in a small number of centrally bookable teaching rooms, in addition local lecture capture systems have been bought by FMH. There is relatively low use of the current systems and further work is required to understand why this is the case and whether alternative solutions might be more appropriate.</p> <p>A review of lecture capture will be undertaken with a view to making recommendations to the ISD Education Board for future rollout. Need to consider options for both video and audio only lecture capture.</p> <p>Current solution is on loan and we will need to decide in 2011/12 the options available and if current loaned option should be adopted. Scope should consider capturing only audio as well on options for video.</p>	Paper for Jan 2012
2	A	Eva Roberts	<p>Review streaming services with a view to rationalising delivery mechanisms.</p> <p>Current solution is on loan and we will need to decide in 2011/12 the options available and if current loaned option should be adopted.</p>	Paper for Jan 2012
3	B	Eva Roberts	Review editing tools and consider potential for editing services.	Paper for Jan 2012
4	B	Eva Roberts	<p>Introduction of standards, where does iTunes-U sit?</p> <p>Current system does not record in correct format for use in iTunesU. An agreed standard format is needed that will work across multiple platforms.</p>	Paper for Jan 2012

#### 4.0 Mobile

Importance of Mobile devices is increasing as seen in the 2010 UCISA survey. A preference to be able to access all of UEA services that are currently online through a mobile device may increase for some users. At this time our systems are not setup for the mobile environment.

N <sup>o</sup>	Priority	Lead	Deliverable	Timescales
1	A	Jo Bruce	Develop business case to support the procurement of Blackboard Mobile and Blackboard Connect.  Should consider DR/BC process in case of network failure.	Paper for IEB (Jan 2012) – Order and Timescales TBC
2	A	Andy Mee	We need to better understand how mobile technology can be used to support teaching and learning, preferably supported by an agreement from some academics to work with pilot exemplars, in particular to explore the impact of mobile connectivity on the use of collaborative tools.	Paper for IEB (Oct 2012) – Order and Timescales TBC
3	B	Laura Leech	Text messaging pilot e.g. NSC have requested this functionality  Consider if we should be adding credit to student phones to allow texting to take place. If at UEA students should use Wi-Fi whereas off campus we should consider if we are disadvantaging students. The use of mobile technology is complementary to existing services that are more accessible.	Paper for IEB (May 2012) – Order and Timescales TBC
4	C	Andrew Barker & Heather Wells	Consider pilot of mobile device loan scheme in the Library. E.g. i-pad or Kindle	TBA

### 5.0 Assessment and coursework

With a reduction in funding levels the importance of improved effectiveness with administrative processes increases. Consultation with academic communities has shown some demand for online marking to help improve efficiency in the marking process. Student surveys have shown that for many written assignments they would prefer to submit online from home. Providing an electronic means for feedback will heighten the visibility and value of feedback to students.

N <sup>o</sup>	Priority	Lead	Deliverable	Timescales
1	A	Jonathan Richardson, Joanne Ashman	Continue to develop e-submission tools increasing scope for submission.  Need to consider how we store student papers and for how long as they may become subject to FOI requests.	Aug 2012
2	B	Andy Mee	Develop plans for an online marking pilot	Paper for IEB (May 2012) Pilot (Oct 2012)
3	B	Jonathan Richardson, Joanne Ashman	Technologies to support student feedback and evaluation	Oct 2012
4	B	Andy Mee	Review opportunities for e-assessment and supporting the shift to formative assessment.	Paper for IEB (Oct 2012)

### 6.0 Teaching spaces

As student expectations increase with the introduction of higher fees the importance of providing a standard core set of facilities and services will increase within University teaching space. The value placed upon face to face contact with academics increases and an important element affecting student satisfaction will be the environment within which students are taught. Increasing demands and costs of the University estates mean that effective and efficient use of space is needed to provide value for money to the University.

N <sup>o</sup>	Priority	Lead	Deliverable	Timescales
1	A	Eva Roberts	TV Studio refurbishment	Aug 2012
2	B	Eva Roberts	Creation of more coherent spaces for access grid and video conferencing	Paper for Oct 2011
3	A	Steve Jackman	Develop a set of common standards for technology provision in teaching spaces.  Lots of equipment was being manually delivered to teaching space e.g. portable data projectors and flip charts. This is an expensive use of resource. Need to assess cost of buying and installing standard equipment such as data projectors / flip charts into each room. Options should also be investigated into an estates run concierge service for rooms. A list of possible	Jan 2012

			room layouts for each room could be added to the room booking system and requested when placing that booking request. Academics are currently not restoring rooms back to intended room layout. Assessment needed of information provided in the room on standard layout.	
4	B	Steve Jackman	Support activities to work on optimizing the use of teaching spaces, in particular the high premium ones.	Ongoing
5	B	Steve Jackman	Work with Estates on the refresh of teaching spaces.	Ongoing
6	A	Steve Jackman	Review the requirement for large formal IT teaching spaces v.s. collaborative IT enabled learning spaces and develop proposals if required.	May 2012
7	B	Nickolas Lewis	Develop plans to free up more learning space within the Library.	March 2012

### 6.1 Online Teaching Spaces

UEA has been running a pilot of an online meeting space (Elluminate) for the past year. This has been extensively used within various groups of the University and within teaching events in FMH. Assessment needs to take place to establish the possible uses of an online meeting space within teaching and learning and the value this can add to the student experience.

N°	Priority	Lead	Deliverable	Timescales
1	A	Jo Bruce	Develop business case for investment in an online meeting space which can be used for collaborative work and teaching e.g. Elluminate	Paper for IEB Oct 2012

### 7.0 Management information

Management reporting needs to be improved on existing services to allow for informed decisions on usage, value for money and in identify trends and areas for improvement. Quantitative statistics should be linked with qualitative analysis to provide a more rounded and realistic picture.

N°	Priority	Lead	Deliverable	Timescales
1	A	Paul Hooper	Better usage statistics for the VLE and associated tools to be developed in order to: <ul style="list-style-type: none"> <li>demonstrate the impact of VLE content on learning outcomes</li> <li>demonstrate return on investment</li> <li>allow champions to be identified</li> <li>identify core technologies for support and conversely those to cease supporting</li> </ul>	Paper for IEB Jan 2012