

## Working in Partnership

Demonstrating JISC services' support for the FE communities



The Joint Information Systems Committee (JISC) supports further and higher education by providing strategic guidance, advice and opportunities to use Information and Communications Technology (ICT) to support teaching, learning, research and administration. JISC is funded by all the UK post-16 and higher education funding councils. The 13 Regional Support Centres are the main points of contact between JISC and the further education communities.

[www.jisc.ac.uk](http://www.jisc.ac.uk)

[www.jisc.ac.uk/rsc](http://www.jisc.ac.uk/rsc)

# Working in Partnership

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# How to use this publication

The case studies in **Working in Partnership** illustrate how learning providers across the FE communities have made progress in the effective application of technology as a result of partnerships formed with one or more of the JISC services.

Table 1: *Selecting your pathways* helps you to identify the most appropriate case studies for your role or area of interest. **Case studies with high relevance to a particular role or activity are marked in bold.**

An alternative approach is to select case studies that cover the services most familiar to you before you explore what is offered elsewhere. The table includes page numbers so that you can easily locate the case studies you require.

The JISC Advance services are highlighted and the strategic role of the JISC RSCs in working directly with the FE communities is reflected in the central position of the JISC RSC case study in the publication.

You can find more detailed versions of the case studies online. [www.jisc.ac.uk/whatwedo/services/about/casestudies](http://www.jisc.ac.uk/whatwedo/services/about/casestudies)

JISC service	If your role includes:								See page
	Strategy and policy making	Procurement, finance and administration	Quality and curriculum planning	Course management and delivery	Libraries and learning resources	Staff development and CPD	e-Learning development and support	IT and network services	
JANET: Remote connections	<b>X</b>	X	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>	6
BUFVC: Press record				<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		8
Mimas: Upgrading the skills				<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	X	10
JISC Collections: Accessing the collection				<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	X	12
DCC: Archiving for the future	X	X			<b>X</b>		X	<b>X</b>	14
JISC Monitoring Unit: Maintaining the quality	X								15
JISCMail: Strategic communication	<b>X</b>	<b>X</b>	X	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	16
JISC Legal: Keeping it legal	<b>X</b>	X	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	18
JISC Procureweb: Getting the best deal	X	<b>X</b>			<b>X</b>			<b>X</b>	20
JISC RSCs: Bringing it together	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	22
JISC infoNet: Helping to manage change	<b>X</b>	X	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	X	24
JISC TechDis: Meeting the needs of all learners	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	26
JISC Digital Media: Sharpening up the image				<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		28
JISC Netskills: Net gain				<b>X</b>	X	<b>X</b>	<b>X</b>	<b>X</b>	30
JISC CETIS: Reducing risk, uncertainty and cost	<b>X</b>	X	<b>X</b>	<b>X</b>	X	X	<b>X</b>	<b>X</b>	32
UK Access Management Federation: Making the change	X	X	X		<b>X</b>		X	<b>X</b>	33
JISC e-Learning Programme: Informing change	<b>X</b>		<b>X</b>	<b>X</b>	X	<b>X</b>	<b>X</b>	X	34
UKOLN: It's a Web 2.0 world	X		X	<b>X</b>	<b>X</b>	X	<b>X</b>	<b>X</b>	36
EDINA and Mimas: Sharing resources			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	X	38
OSS Watch: Opening the door	X		X	X	<b>X</b>	X	<b>X</b>	<b>X</b>	40

Table 1 Selecting your pathways

# Introduction

**JISC services promote the effective and innovative use of Information and Communications Technology (ICT) in the further education (FE), higher education (HE) and research communities.**

Collectively, the JISC services offer:

- Access to high-quality digital resources to support learning, teaching and research
- Advice on the creation and preservation of digital resources
- Guidance on the implications of ICT, including legal and organisational issues
- Advice and training on technical and network matters
- Opportunities to trial tools for resource creation and to share and repurpose resources
- Front-line support through the JISC Regional Support Centres (JISC RSCs)

**Working in Partnership** demonstrates how the FE communities have used the expertise and experience of JISC-funded services to overcome challenges, to gain skills and to enhance the quality and value of what they offer.

In many cases, collaborative partnerships between services have enabled learning providers to achieve deep and transformative change, becoming a beacon of good practice to others.

As a result, a high regard for the JISC services is felt by many in the FE communities, as is evident from the case studies in this publication. Supporting each account are testimonies from senior managers, practitioners, sector associates and learners.

However, today's fast-changing technological and educational environment means that these stories cannot be complete. Closely focused on the needs of users across the sector, JISC services continue to provide agile, high-quality guidance and support to the FE communities as they strive to meet the new challenges of the digital age.

Tailor-made advice and dedicated support from JISC services help the FE communities to realise their ICT and technology goals.

JISC's mission is to provide world-class leadership in the innovative use of Information and Communications Technology to support education and research.

## JISC Advance

JISC Advance is a not-for-profit organisation launched in 2009 to bring together the collective expertise of eight established JISC services:

- JISC Digital Media
- JISC infoNet
- JISC Legal
- JISCMail
- JISC Netskills
- JISC Procureweb
- JISC RSC UK
- JISC TechDis

Supported by the UK education funding bodies, JISC Advance aims to enhance the provision these services offer to learning providers by meeting three objectives:

- Understand the key issues for the FE communities
- Develop and deliver expert advice and support and raise awareness of the advantages of using technology in education
- Work closely with learning providers at a national, regional and local level

With these objectives in view, JISC Advance works to promote understanding of good practice, provides flexible and comprehensive support on ICT and technology issues and offers opportunities for high-quality training and skills development.



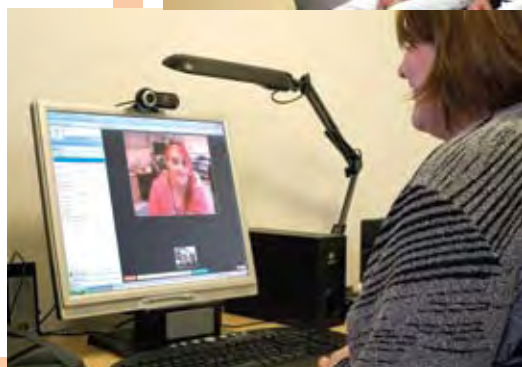
*'JISC Advance has a wealth of services which are proven to be of real value to colleges, work-based learning, adult and community and other learning providers. The new structure will provide an additional focus to our work at a time when creative use of technology can really help the sector improve its service to the community.'*

**Guy Lambert**  
Managing Director  
JISC Advance

# JANET

## Remote connections

JANET connects the UK's education and research organisations to each other and to the rest of the world via the internet. JANET(UK) manages the operation and development of JANET on behalf of JISC for the UK further and higher education funding councils.



The JANET Videoconferencing Service is one of the JANET(UK) video services available to HE and FE in the UK. The service provides access to technical and administrative advice alongside factsheets on video-conferencing safety, user guides and a video-conferencing booking service.

### Background


Coleg Powys in mid Wales serves a dispersed rural community and is based on a number of sites. Some courses – such as those franchised with and supported by the University of Wales Lampeter – involve courses offered on multiple campuses.

### Challenge

Because of Coleg Powys' rural location, organising and attending meetings has been difficult and time consuming. A further challenge, given the college's aim of reducing its carbon footprint, has been to ensure effective support for learners attending courses delivered on different sites.

### Making the most of the JANET(UK) Videoconferencing Service

The solution adopted by Coleg Powys was to opt into the JANET(UK) Videoconferencing Service. The use of Internet Protocol greatly reduces the cost of video conferencing



Over 18 million users in UK universities, colleges and schools rely on JANET, one of Europe's largest computer networks.

while still maintaining quality and reliability. The service also offers the option of ISDN lines at preferential rates as a result of its aggregated purchasing power.

The JANET(UK) Videoconferencing Service has proved so valuable for Coleg Powys that 2009 has seen the upgrading of the first of three systems in the college as part of the Welsh Video Network refreshment programme funded by the Department for Children, Education, Lifelong Learning and Skills and the Higher Education Funding Council for Wales. The systems installed were made available as a result of European Union procurement run by JANET in 2007.

The college is now able to run staff, management and IT services meetings via video conferencing. Once held infrequently because of the cost and difficulties involved, meetings can now take place on a regular basis. Video conferencing has also helped to ensure equality of access to support for learners across all college sites: the video-conferencing equipment connects the college campuses together and helps to develop a sense of community.

*'The multi-screen video conference was really interesting in as much as we were exposed to the questions of other organisations and not just seeing things from our own perspective.'*

**Learner**  
Coleg Powys  
[www.coleg-powys.ac.uk](http://www.coleg-powys.ac.uk)

## Benefits achieved

- *Health studies learners at Coleg Powys gain a different perspective on their curriculum by video conferencing with students in the USA*
- *In 2008, learners had an audience with Welsh author, Rachel Trezise, via a nation-wide video conference held during the National Year of Reading*
- *Video conferencing has improved support and communication between college sites and the University of Wales Lampeter*
- *Meetings can now take place more frequently and involve a greater number of staff*

## Further information

[www.ja.net](http://www.ja.net)

# British Universities Film & Video Council (BUFVC)

## Press record

The BUFVC supports innovative learning and teaching by providing access to resources rich in sound and the moving image. Membership of the BUFVC, which is open to the HE, FE and research communities, offers a range of benefits according to the level of service required, including discounts on training courses and workshops, and access to databases, special collections and catalogues of content involving sound and/or the moving image.



### Background

Carshalton College, a medium-sized FE college in south London, aims to support learners and practitioners on a wide range of courses with learning resources that are apt and engaging. Increasingly, such resources include film, video and broadcast material.

### Challenge

The importance of the moving image and spoken word in learning and teaching cannot be overstated – many of today's learners have a marked preference for visual and audio material over written content. As a result, there is a growing requirement for high-quality educational material from films, newsreels and broadcasting.

Courses offered to the 4,000 or so learners attending Carshalton College range from pre-entry to degree level, with the main focus on vocational disciplines. In all cases, staff and learners benefit from the rich immediacy of the moving image. However, locating content that is appropriate for the range of courses offered by an FE learning provider is not easy. Practitioners may require content as diverse as last week's television programmes or film footage from the past, and all resources need to be obtained at reasonable cost.

Members of the BUFVC can search thousands of programmes stored in archives and also request support from the BUFVC Information and Off-Air Recording Services.

## Making the most of the BUFVC

The BUFVC gives access to one of the largest searchable archives of film and broadcast material, enabling practitioners to find learning content that is applicable to the courses and learners they teach. For support staff like Diane Wilson, e-Learning Librarian at Carshalton College, the BUFVC is a vital gateway to quality resources that are relevant to a wide variety of courses.

Membership of the BUFVC also offers Carshalton College good value for money. The college has an Educational Recording Agency (ERA) licence enabling practitioners to record off-air. However, as the college is an ERA licence-holder, Diane can also find recordings of TV and radio programmes in the Television and Radio Index for Learning and Teaching (TRILT) database and make use of the off-air recording archive available to BUFVC members.

*'We find that immediacy matters. If lecturers can use current TV programmes to illustrate a point, it makes a difference. This is true at all levels – programmes such as "Horizon" are as valuable to our foundation degree courses as more populist material such as "You are what you eat" can be to personal, social and health education (PSHE) courses.'*

**Diane Wilson**  
e-Learning Librarian  
Carshalton College  
[www.carshalton.ac.uk](http://www.carshalton.ac.uk)

## Benefits achieved

- *Carshalton College has made full use of the continuously updated TRILT database, just one of the media archives available via the BUFVC*
- *The BUFVC's Information Service has helped practitioners to locate archived material and provided advice about the reuse of items for educational purposes*
- *Archived material from the BUFVC has cost less than an equivalent range of commercially produced resources*

Further information  
[www.bufvc.ac.uk](http://www.bufvc.ac.uk)



# Mimas: Hairdressing Training and Intute Upgrading the skills

Mimas is a national data centre which hosts a significant number of the UK's information assets. Mimas expertise builds applications that enable users to make the most of these resources. Some are accessed via subscription, but others such as Intute (a JISC-funded gateway to web-based resources for study and research) are freely available.

## Background

Funding from the Learning and Skills Council (LSC) has enabled the Mimas-supported Hairdressing Training materials to be made freely available. The materials are licensed through JISC Collections and supported by Mimas at the University of Manchester.

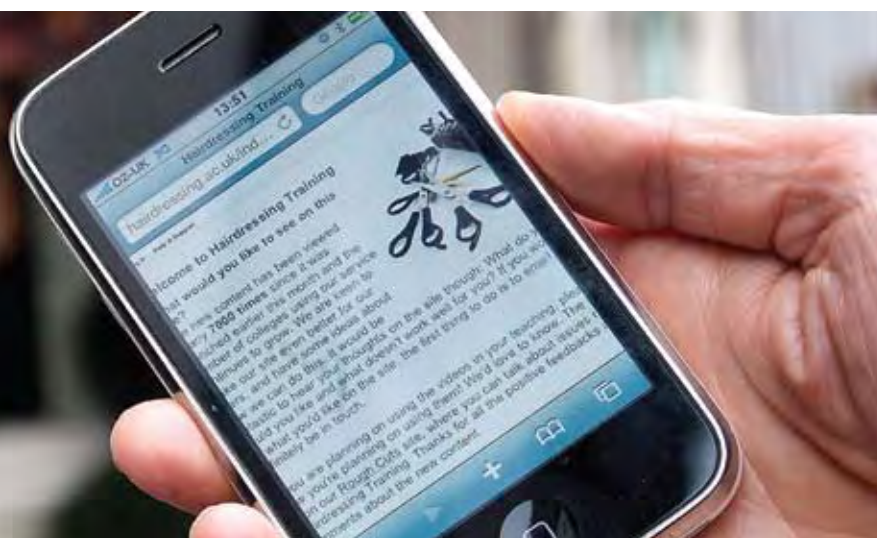
In 2007, a joint bid for funding through the Mobile Learning Network (MoLeNET) project – also funded by the LSC and managed by the Learning and Skills Network (LSN) – enabled Stockport College and Trafford College to work with Mimas on a project to give over 400 learners access via mobile devices to the Hairdressing Training resources.

## Challenge

With the computing and connectivity power of today's mobile phones outstripping older desktop computers, many learners expect to be able to access learning resources on the move and in the workplace. Learning providers have to strive to meet such expectations by supplying online resources that are easy to use, relevant, up to date and accessible from anywhere. Learners also require guidance on conducting web-based research so that they can easily locate and effectively use the information they find online.



Over 200 FE learning providers in the UK subscribe to the free Hairdressing Training materials available through Mimas.



## Making the most of Mimas resources

Hairdressing Training is a set of Mimas-supported online learning resources that have been designed by a leading salon. Now formatted for use with mobile devices with funding from the MoLeNET project, the resources can be accessed whenever and wherever they are needed.

Mimas support and consultancy formed a key part of the MoLeNET project, but also prompted practitioners at Stockport College into new ventures with support from the 'Rough Cuts' community space administered by Mimas and worksheets from Jorum – the JISC online repository service for teaching and support staff in UK HE and FE.

To complement the Hairdressing Training materials, tutors have created their own resources, including worksheets, blogs and quizzes to address learners' Skills for Life needs. Intute's Fashion and Beauty web links are also used to provide subject-specific, quality-assured online resources, with guidance on using the internet from the Intute Virtual Training Suite (VTS) tutorials.

In this way, the links forged with Mimas have helped to develop a model for learning and teaching that can be transferred to other curriculum areas at Stockport College.

## Benefits achieved

- *Learners using the Mimas-supported Hairdressing Training resources are more confident in the workplace and find more pleasure in learning*
- *Learners on a range of programmes, including fashion, beauty and hairdressing, have found the Intute web links and VTS tutorials a source of helpful guidance*

*'Hairdressing Training, the first service of its kind in the UK to develop free content for delivery by mobiles, is going from strength to strength. [The approach] could be relevant in any situation where it would help to have instructions by your side – in fieldwork, for instance.'*

**Stuart Smith**  
Mimas m-Learning Consultant

### Further information

Mimas: [www.mimas.ac.uk](http://www.mimas.ac.uk)  
Hairdressing Training: <http://hairdressing.ac.uk>  
MoLeNET: [www.molenet.org.uk](http://www.molenet.org.uk)  
Intute: [www.intute.ac.uk](http://www.intute.ac.uk)

# JISC Collections

## Accessing the collection

JISC Collections offers value-for-money access to a wide variety of online resources, including e-journals, e-books, full-text databases, digital images, online film and geospatial data. JISC Collections also works to achieve high-quality evaluation and cost-effective licensing of online resources.



### Background

Subject librarians at St Helens College on Merseyside find online resources in the JISC Collections invaluable when supporting learners and practitioners. Some of the JISC Collections they use are available on subscription only. Other resources, such as the 3,000 items in the e-books for FE project which is managed by JISC Collections, are free to FE learning providers.

### Challenge

Online resources can present considerable challenges for FE learning providers. Firstly, demand for core materials can be high, but disparity of access to technology and the correspondingly inconsistent use of online resources in FE can mean that it is difficult to justify subscriptions to high-cost resources: the wide range of subjects, levels and types of learner can result in many resources showing low usage in percentage terms. High-quality, free or low-cost online resources are therefore much sought after.

Secondly, to make it easier to access online resources, learners need a single easy-to-operate log-in so that they can engage with learning resources anytime, anywhere.

### Making the most of JISC Collections

The introduction of a new Virtual Learning Environment (VLE) at St Helens College offered the opportunity to integrate JISC Collections into the VLE by means of

JISC Collections saves its members time and money by providing free access and low-cost subscriptions to high-quality digital resources.



Shibboleth – a technology which enables a user to access internal and external resources seamlessly via an institutionally authenticated identity.

The system makes online resources such as those offered by JISC Collections accessible both to learners and practitioners at times and locations to suit their needs. As a result of this one-stop shop approach, use of online resources, including those available from JISC Collections, has increased at St Helens.

JISC Collections also supports the e-books for FE project, funded jointly by JISC and the LSC to supply FE learning providers in the UK with a collection of core e-books free of charge until 2014. JISC Collections is continuing to work with learning providers and others in the supply chain to see how the adoption of e-books can be sustained in the future.

*'The introduction of the virtual resources has moved the walls of the library out into the community and the workplace, allowing learners to access a range of quality resources when it suits them best, not when we want to provide it.'*

**Barry Jones**  
Head of Information Learning Services  
St Helens College  
[www.sthelens.ac.uk](http://www.sthelens.ac.uk)

## Benefits achieved

- *With easier access via the VLE, resources from JISC Collections are becoming integrated into a wider number of courses at St Helens College*
- *Learners moving on to HE become familiar with the JISC resources and databases that are used widely in universities*
- *Via the VLE, all learners are now able to access high-quality resources at any time and in any place*

### Further information

[www.jisc-collections.ac.uk](http://www.jisc-collections.ac.uk)

The DCC acts as an agent of change, facilitating best practice in digital curation in a rapidly changing educational and technological environment.

# Digital Curation Centre (DCC)

## Archiving for the future

### Background

The DCC is funded by JISC to promote and disseminate good practice in digital curation – the practice of managing and preserving research data in digital format. The service describes its work as ‘maintaining and adding value to a trusted body of digital information for current and future use’.

### Working for the sector

Educators and learning providers face the challenge of managing access to the large quantity of digital data generated by research, education and policy-making. As well as purchasing or subscribing to new digital content, FE learning providers are also creating their own digital materials or digitising materials originally created in other formats.

*‘The DCC event was very well organised and provided a great opportunity to communicate face to face with practitioners from areas FE does not normally get to meet.’*

**Simon Bowler**  
Learning Media Services Coordinator  
Exeter College  
[www.exe-coll.ac.uk](http://www.exe-coll.ac.uk)

The DCC supports the development of strategies to assist learning providers in managing and preserving digital data and for ensuring access to digital data. Staff in library and learning resource centres, for example, increasingly set up and manage their own data centres and digital repositories as part of their data management plans. The DCC has developed useful tools such as a data audit framework and a curation lifecycle model to support these activities.

### Making the most of the DCC

The DCC supports the FE sector through:

- *An online resource centre containing briefing papers, legal resources, case studies, interviews and links to articles on digital curation*
- *Summaries of research and development activities based around digital curation*
- *An associates network and online forum*
- *Contact with expert advisers online or via telephone*
- *Workshops, tutorials and seminars*

Further information  
[www.dcc.ac.uk](http://www.dcc.ac.uk)



The JISC Monitoring Unit represents a vital link between the JISC committees, the JISC services and the communities they serve.

## JISC Monitoring Unit Maintaining the quality

### Background

The JISC Monitoring Unit, based at the University of Kent, builds on a long history going back through the Monitoring and Advisory Unit to the Technical Advisory Unit set up in the early 1990s.

### Working for the sector

The JISC Monitoring Unit plays an important role in assuring the quality of the JISC services and makes no distinction in terms of its service users: 'FE is included in everything we do,' says Ian Cooper, Manager of the JISC Monitoring Unit.

The Unit collects data from other JISC services and network infrastructure to monitor overall performance and to analyse statistical trends, including any significant changes, for submission to the JISC Services Group. In addition, the Unit conducts and publishes an annual audience survey and an annual customer satisfaction survey on the work of the JISC RSCs. From time to time, special studies may also be undertaken that draw on data accumulated by the Unit.

*'The JISC Monitoring Unit is a primary source of information for demonstrating the efficiency, impact and value of the infrastructure and services provided by JISC to UK education.'*

**Norman Wiseman**  
Head of Services and Outreach  
JISC

### Making the most of the JISC Monitoring Unit

Monitored services currently include:

- *JANET – the data communications network for further and higher education and the Research Councils*
- *EDINA – the national data centre based at the University of Edinburgh*
- *ESDS – the integrated Economic and Social Data Service*
- *ESRC Census – a one-stop gateway on recent census returns for academic researchers*
- *Mimas – the national data centre based at Manchester University*
- *JISC Digital Media – a JISC Advance service offering free guidance on creating and using resources in digital media*
- *UK Access Management Federation – a single solution to accessing online resources and services for education and research*

Further information  
[www.mu.jisc.ac.uk](http://www.mu.jisc.ac.uk)



# JISCMail

## Strategic communication

The National Academic Mailing List Service, or JISCMail, is a free, secure mailing list service funded by JISC specifically for the HE, FE and research communities. JISCMail currently manages over 7,000 mailing lists with an average of two new lists being created every day.



A JISCMail list can be set up by anyone working in an educational establishment as long as membership is open to more than one learning provider.

### Background

A regional Heads of IT network, set up by Derby College in conjunction with JISC RSC East Midlands, enables heads of IT in the East Midlands to discuss issues and concerns and share solutions to common problems. Between face-to-face meetings, the group relies on a JISCMail list to sustain the flow of ideas and information.

### Challenge

Heads of IT are often under pressure to provide an ever-expanding service on a tight budget. They also have to balance the aspirations of practitioners and learners against the need to maintain the security and stability of college systems and to operate these systems efficiently and within the law.

Many members of the East Midlands Heads of IT network subscribe to mailing lists of a technical nature but find that these offer limited guidance on managerial issues. What is needed is access to the experience, advice and support of other staff in the region.

JISCMail uses the internet and email to enable groups to communicate and share information with one another.

## Making the most of JISCMail

The Heads of IT JISCMail list has proved a safe haven where members can sound out ideas and learn from one another's successes and mistakes within a trusted community. Before carrying out developmental and experimental work (which can be costly and sometimes risky), the heads of IT can consult with members of the JISCMail list before making decisions.

The list is also used to organise face-to-face meetings and to advertise events and webinars which not only contribute to the growth of the community but also help individual learning providers to manage their infrastructure more effectively.

The national ILT Champions' (CHAMP-CURRICULUM) mailing list performs a very similar function for those who support the use of technology in learning and teaching. However, this JISCMail list provides more than a source of encouragement – ILT champions in Northern Ireland, who often have difficulty in attending conferences and training events in other parts of the UK, find the ILT Champions' list an invaluable way of keeping in touch with new developments.

*'At least I'm not alone in trying to get to grips with ILT. I can learn from the experiences of others on the list.'*

**ILT Champion**  
Northern Ireland

## JISCMail lists offer

- *A discussion room with threaded discussion forums*
- *A file-sharing area*
- *Tools for setting up meetings and generating questionnaires*
- *Searchable archives of all postings on the list*
- *RSS feeds that allow list activities to be integrated into a blog or VLE*
- *Reporting functions that allow list owners to gather data on the use of their lists*

### Further information

[www.jiscmail.ac.uk](http://www.jiscmail.ac.uk).

JISCMail is a **JISC Advance** service.



# JISC Legal

## Keeping it legal

JISC Legal is an advisory service funded to prevent legal issues becoming a barrier to the development and use of ICT in UK HE and FE. The JISC Legal team offers high-quality, relevant and up-to-date information designed to dispel myths, instil confidence and promote good practice in legal compliance.

Guidance comes in the form of:

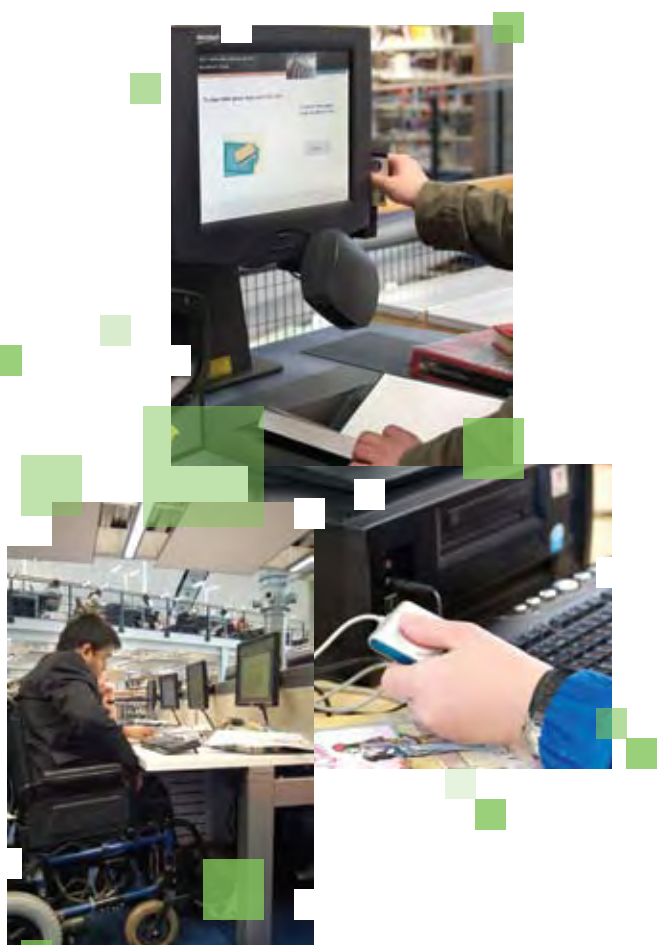
- Regional and national staff development events
- Webcasts and newsletters on topical issues
- Online advice and model documents
- A helpdesk service available online, via email and by telephone

### Background

South East Essex College in Southend operates on six campuses and enrolls over 12,500 young people and adult learners annually on a wide range of programmes. College policies promote equality and diversity and many learners are supported by assistive technologies.

### Challenge

The information systems team at the college has responsibility for ensuring legal compliance with internet access, data handling and email protocols as well as IT-related issues under the Disability Discrimination Act. However, the high number of enrolments and the wide range of tools and technologies the college supports can present real challenges. Now the growth in interest in Web 2.0 technologies has introduced a further range of questions that the information systems team must answer.



JISC Legal removes the uncertainty surrounding ICT and the law, allowing learning providers to make informed decisions about issues relating to technology.



## Making the most of JISC Legal

Craig Willcocks, Information Systems Manager at South East Essex College, has found JISC Legal an effective source of legal advice and support. Queries have been successfully resolved with advice from the helpdesk and from webcasts, and college policies and procedures amended accordingly. For example, logs of email traffic are archived for seven years following guidance from JISC Legal on the relevant legislation – advice which Craig describes as ‘invaluable’.

As a result, the college can offer its IT provision with confidence. Learners value well-managed access to IT systems and, with appropriate acceptable use policies enforced, use their student ID and individual password to sign in to the VLE, from college or home. The information gained from JISC Legal has also fed into training sessions for staff on IT legislation, and all rights and obligations under new regulations are regularly monitored and reviewed as the latest JISC Legal guidance is published.

New challenges continue to emerge – for example, the legal and ethical issues raised by Web 2.0 technologies and the emerging use of the Unique Learner Number scheme. However, the college is confident that, with the help of JISC Legal, any emerging issues will also be resolved in time.

## Benefits achieved

- *South East Essex College is achieving a balance between policies and procedures that is in line with current legislation, yet fair and encouraging to practitioners and learners*
- *Learners have benefited from JISC Legal’s guidance on technology and inclusion*

*‘JISC Legal definitely caters for the needs of FE colleges and we will certainly be going back to them for more advice, as and when we need it.’*

**Craig Willcocks**  
Information Systems Manager  
South East Essex College  
[www.southend.ac.uk](http://www.southend.ac.uk)

### Further information

[www.jisclegal.ac.uk](http://www.jisclegal.ac.uk)

JISC Legal is a **JISC Advance** service.

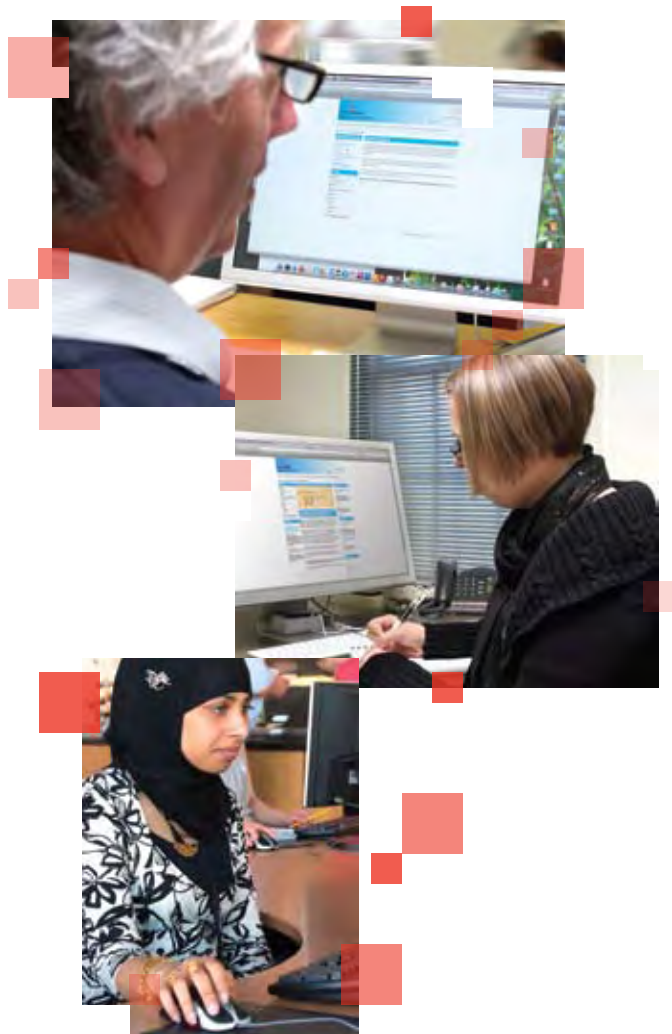
**JISClegal**  
information

JISC advance

# JISC Procureweb

## Getting the best deal

JISC Procureweb aims to secure efficiency gains and cost savings on the procurement of vital equipment by the HE, FE and research communities through the provision of tools, information and guidance.



JISC Procureweb services include:

- CuPID – a central contract database listing current contracts issued by institutions and regional purchasing consortia
- Tenders.ac.uk – a free tendering service
- Xchange – a free electronic billboard for buying and selling items
- Tools and electronic systems development
- Documentation, forums and links to other procurement-related resources

### Background

JISC Procureweb came into being to help universities and research departments reduce costs by exploiting the power of the internet, at the time a relatively new technology. JISC Procureweb now manages a number of databases and websites offering procurement advice, and is increasingly focused on the service it offers to the FE communities.

### Challenge

Just as there are many thousands of suppliers to the FE communities so are there many thousands of buyers within the sector. Without expert guidance and support, procurement may occur in an ad-hoc way. Uncoordinated buying can also dilute the provider's purchasing power and lead to a less coherent market place for suppliers.

JISC Procureweb provides information, tools and services to support the procurement process.

## Making the most of JISC Procureweb

Effective procurement has a key role to play in improving the quality and efficiency of education providers. JISC Procureweb provides a variety of information, tools and mechanisms to support those in FE involved in procurement-related work.

During 2009, JISC Procureweb celebrated 10 years of service to education and research and many learning providers can testify to the benefits that have been derived from using the service. Supporting an estimated 62,000 buyers, the contract database alone has more than 11,000 users every month. Advice on tendering and access to lists of approved suppliers also promote good practice and procedures.

JISC Procureweb does not work directly with individual learning providers but provides advice and support via its website and through the JISC RSCs. However, via its regularly updated news items, JISC Procureweb keeps its users informed about relevant new developments and users can have a say in the running of the service via an online forum and feedback facility.

*'JISC Procureweb's service provisions deserve to be taken into consideration to ensure the maximum effectiveness and efficiency of procurement activities.'*

**David Mackay**  
Director  
JISC Procureweb

## Potential benefits

- *Improved staff knowledge and skills*
- *Reduction in costs, risks and time when developing tenders*
- *Dissemination of good practice via training events and online tools*
- *Access to networks of learning providers to facilitate more efficient procurement*
- *Advice on the integration and interoperability of procurement systems*
- *Access to approved suppliers*
- *Reduction in the costs of goods and services*

### Further information

[www.procureweb.ac.uk](http://www.procureweb.ac.uk)

JISC Procureweb is a **JISC Advance** service.

# JISC Regional Support Centres (JISC RSCs)

## Bringing it together

The UK-wide network of 13 JISC RSCs plays a central role in enabling learning providers to develop, implement and review effective use of technology. The JISC RSCs support leaders in undertaking strategic development and provide information, advice and guidance on the use of technology across all roles in designated learning providers.



Areas of support include:

- Strategy development
- Methods of assessing e-maturity
- Design and sustainability of learning spaces
- Peer-to-peer networks
- Accessibility
- Pedagogy and e-assessment
- Managing digital resources

### Background

As an example of JISC RSC support, Wakefield College in West Yorkshire, which enrolls around 10,000 learners each year on courses at three major sites, has formed a strategic relationship with JISC RSC Yorkshire and Humber. Managers view this partnership as an essential and cost-effective component of the college's learning and teaching and risk-reduction strategies.

### Challenge

Wakefield College aims to offer its learners inspirational teaching and training but, like many learning providers, faces challenges in updating the skills of its practitioners. In addition, the college needs to reduce to a minimum the risks involved in investing in ICT. A reliable, objective source of guidance in the sound application of technology is vital to support effective decision making.

The JISC RSCs are trusted and invaluable partners on the journey of learning providers towards e-maturity.



## Making the most of the JISC RSCs

Wakefield College has taken full advantage of the JISC RSC Yorkshire and Humber services for learning providers in the region. College management has relied, for example, on the tailored advice of the JISC RSC to support the development of the college's e-learning strategy and to facilitate assessment of the college's progress towards e-maturity.

Strategic support such as this is the most high-profile example of a JISC RSC's work. However, of equal importance is the relationship built up through regular contact between the JISC RSC and key staff across all roles.

The JISC RSCs, for example, support regional networks and communities of practice for specialists in ILT/e-learning, information and learning resources, staff development and infrastructure. Wakefield College's ILT development team relies on these networks as a cost-effective method of keeping on top of a rapidly changing technical and professional context.

JISC RSC-facilitated communities also enable the college to draw on a wide spectrum of professional and community expertise, which reduces risks and delivers genuine cost savings.

*'We put a lot of energy and effort into ILT and we value the services of the JISC RSC very highly.'*

**Sue Griffiths**  
Principal  
Wakefield College  
[www.wakcoll.ac.uk](http://www.wakcoll.ac.uk)

## Benefits achieved

- *The JISC RSCs are key strategic partners in the development of ICT-related capacity and practice*
- *JISC RSC-facilitated networks offer sources of professional and community expertise for learning providers*
- *JISC RSC guidance can reduce the uncertainty and cost of technology-based initiatives, offering tangible benefits to both the ICT-experienced and the less advanced*
- *Reduction in the costs of goods and services*

### Further information

[www.jisc.ac.uk/rsc](http://www.jisc.ac.uk/rsc)

The JISC RSCs are a **JISC Advance** service.



# JISC infoNet

## Helping to manage change

JISC infoNet is an advisory service offering guidance to managers in FE on embedding ICT and e-learning. Topics include strategic planning, implementation and management of human and technical resources.



Resources and services include:

- Free online infoKits containing self-help material on project, risk and change management, case studies and overviews of activities across the sector
- Events and workshops in partnership with the JISC RSCs
- Free in-house training for managers where groups of colleges combine

### Background

Shrewsbury College of Arts and Technology, a medium-sized FE college, has recently undergone a process of management development and performance improvement and, with the assistance of resources and in-house training from JISC infoNet, has now achieved significant college-wide transformation.

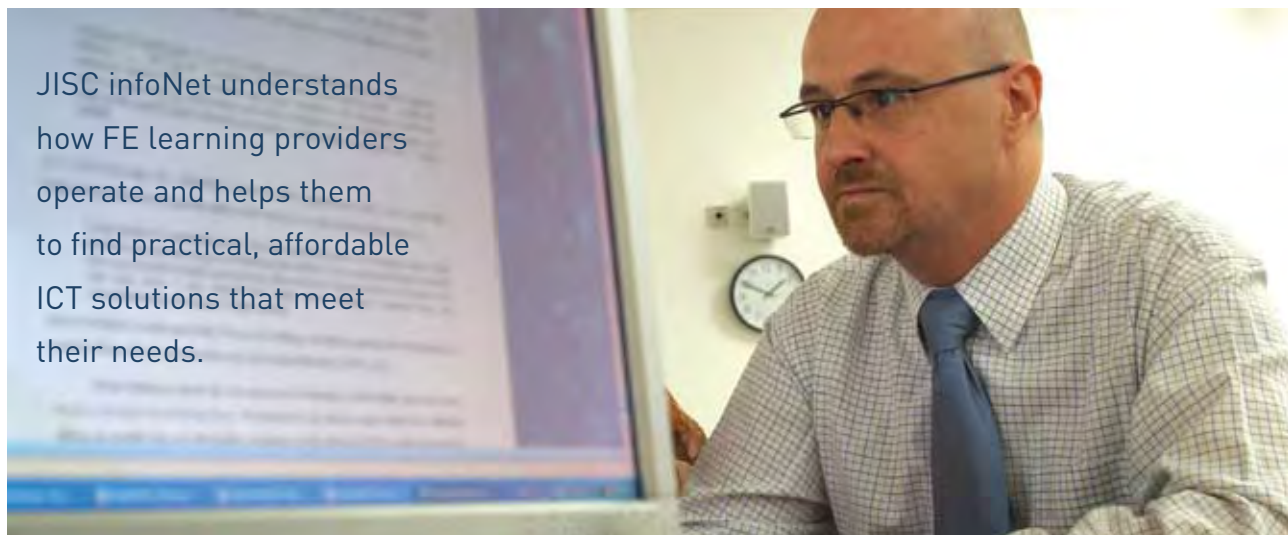
### Challenge

The challenge for Greg Molan, Principal of Shrewsbury College, was to find an affordable option based on practical, high-quality resources that could be delivered in house. As there was a legacy of scepticism in the college about the value of staff development, the management development programme also had to win the confidence and trust of all concerned by bringing about demonstrable returns.

### Making the most of JISC infoNet

When Donna Lucas, Human Resources Manager at Shrewsbury College, was asked to put together the programme for management development at the college,

JISC infoNet understands how FE learning providers operate and helps them to find practical, affordable ICT solutions that meet their needs.



JISC infoNet resources offered a clear starting point. The wide-ranging catalogue of infoKits, management guides and publications available from the service formed the basis for a tailor-made programme. Donna also called in JISC infoNet training services, which are free of charge when six or more providers participate.

The result was a core programme of four one-day workshops delivered on site over one year and designed to develop an understanding of:

- Project management discipline
- The importance of clear direction
- How to get everybody on board
- The roles and functions of all concerned
- Constraints and external factors

Ultimately, Shrewsbury College benefited from its contact with JISC infoNet in a number of ways. Covering project, process, risk and change management, the management development programme helped college leaders to gain the discipline and clarity of direction needed to effect significant change. Their improved skills and understanding are already having an impact on the performance of the college.

An additional benefit has been the good impression made by the workshops which helped to further the momentum of the self-renewal process. 'We got the training we wanted at very low cost and had the advantage of networking too,' says Greg Molan.

Online infoKit-branded resources and management guides have ensured a continuum of support for those attending the training days and have given managers a common framework and vocabulary with which to face new challenges.

**Further information**

[www.jiscinfonet.ac.uk](http://www.jiscinfonet.ac.uk)

JISC infoNet is a **JISC Advance** service.

*'It has made us face up to the need for a more integrated business strategy. Before we had the problems of conflicts pulling in different directions; now we have started down the track of pulling it into a single strategy.'*

**Greg Molan**  
Principal  
Shrewsbury College of Arts and Technology  
[www.shrewsbury.ac.uk](http://www.shrewsbury.ac.uk)



## JISC TechDis

# Meeting the needs of all learners

The JISC TechDis service aims to be the leading educational advisory service across the UK in the fields of accessibility and inclusion. JISC TechDis supports all aspects of FE provision by a variety of means, including publications, how-to guides, staff packs and managers' briefings.



Topics of guidance include:

- Creating accessible learning materials
- Mobile learning and accessibility
- Principles of accessible assessment
- e-Portfolios and accessibility
- Web accessibility

## Background

Glasgow Metropolitan College launched its Creating Accessible Learning Materials (CALM) project in 2007 with the support of JISC RSC Scotland South and West. The project made full use of the JISC infoNet Project Management infoKit as well as resources from JISC TechDis.

## Challenge

By 2007, Glasgow Metropolitan College had identified four significant issues that were having an impact on the effectiveness and inclusivity of its provision. The college had a legal requirement to respond proactively to the Disability Discrimination Act, but college managers also aimed to improve the ICT skills of staff, increase use of the VLE and provide support in a more cost-effective way for the growing number of learners requiring specialist support.

## Making the most of JISC TechDis

Being able to draw on JISC TechDis expertise has saved Glasgow Metropolitan College considerable time, effort and money. JISC TechDis resources such as the Accessibility



Learners of all kinds benefit from personalised, adaptable resources. Discovering how to create accessible resources can benefit the wider learning community.

Essentials publications have formed the basis of the CALM training pack, which encourages the view that accessible learning resources benefit all learners – not just those with disabilities.

With full management support, all practitioners at the college now receive two or three hours' training on creating accessible learning resources. Accessible resources on the VLE are also required before a college course passes its internal quality audit and review.

As part of the CALM project, a college house style has been developed for the creation of new learning resources. The house style incorporates minimum accessibility standards based on guidance from the JISC TechDis website and the Plain English campaign.

The CALM project has had another valuable by-product – a general improvement in the ICT skills of practitioners who have received CALM project training. With guidance from JISC TechDis, the effects of the project are now being felt in all parts of the curriculum.

## Benefits achieved

- *Surveys of staff before and after the CALM training show that knowledge and understanding of equality legislation have risen from approximately 35% to 65%*
- *The number of high-quality accessible learning resources on the VLE has risen*
- *Learning resources are increasingly adaptable and personalised*
- *There has been a reduction in requests for note-takers and a consequent saving for the college*

*'The JISC TechDis website is a great resource because you can cherry-pick information and resources to suit a particular need. For example, we have used the Accessibility Essential guides and Staff Packs to create accessible learning materials, and the case studies and Senior Management Briefings to create accessible marketing materials.'*

**Jen Fuller**  
CALM Project Manager  
Glasgow Metropolitan College  
[www.glasgowmet.ac.uk](http://www.glasgowmet.ac.uk)

**Further information**  
[www.techdis.ac.uk](http://www.techdis.ac.uk)  
JISC TechDis is a **JISC Advance** service.

# JISC Digital Media

## Sharpening up the image

JISC Digital Media offers the UK HE, FE and research communities training, advice and community support in embedding digital media.



Topics of guidance include:

- Creating digital media resources: sound, still and moving images
- Formatting digital media resources for use in different contexts
- Using digital media resources to support learning, teaching and research
- Managing small- and large-scale digitisation projects

### Background

Barony College, a land-based learning provider in south west Scotland, aims to maximise the use of digital media in learning resources as part of a blended learning initiative in partnership with Dumfries and Galloway College and Borders College.

### Challenge

Learners on land-based and animal care courses at Barony College depend on images to help them identify species and follow guidelines on animal husbandry. However, many of the graphics and images used in VLE-based and printed resources such as workbooks have to be produced in house as image galleries rarely contain content appropriate for a land-based context.

Staff in the Learning Materials Development Unit at Barony College found they needed expert guidance on how to capture and format digital images and how to comply with copyright and intellectual property rights when reusing images owned by others.

The training, guidance and support offered by JISC Digital Media can prove a cost-effective solution to staff development needs.



## Making the most of JISC Digital Media

Hands-on training sessions offered by JISC Digital Media in digital photography and graphics editing software helped Christine Dudgeon, Learning Materials Development Unit Manager, get started in her new role. Subsequent advice and guidance was obtained from the JISC Digital Media website and free helpdesk service.

The helpdesk, for example, enabled the Learning Materials Development Unit to avoid costly errors by giving guidance at the point of need on how to manage the college's increasing store of digital images, how to navigate copyright and intellectual property rights issues and how to format images for use in print or on the VLE.

There have been other valuable by-products from accessing the guidance and training offered by JISC Digital Media. Knowing more about digital media has helped Christine work more effectively both with staff at Barony College and with external designers, developers and printers. Colleagues at Barony and its partner colleges have also benefited as Christine has cascaded her skills to others.

As a result, learning and teaching are being transformed. Image-based self-assessment quizzes on species and breeds of plant and animal life are especially popular, enabling learners to test their knowledge at their own pace in a place and at a time convenient to them.

With expert guidance from JISC Digital Media, learning at Barony College is now a richer and more interactive experience. The service's free advice – accessed by phone, mailing list, or website and backed up by off-site training – has helped staff to effectively harness the power of digital media.

*'It's good to know there is someone out there who knows the answers to most of your questions. Even if they don't immediately have the answer, JISC Digital Media have always searched further and come back promptly with some assistance.'*

**Christine Dudgeon**  
Learning Materials Development Unit Manager  
Barony College  
[www.barony.ac.uk](http://www.barony.ac.uk)

### Further information

[www.jiscdigitalmedia.ac.uk](http://www.jiscdigitalmedia.ac.uk)  
JISC Digital Media is a **JISC Advance** service.

# JISC Netskills

## Net gain

JISC Netskills helps individuals and organisations in HE and FE to make effective use of technology through high-quality training and staff development programmes. The service also conducts research into new technologies, investigates new uses of familiar technologies and offers a range of training options.



JISC Netskills training includes:

- e-Learning
- Web technologies
- Information skills
- Training skills
- Software products
- Software development
- Team and individual skills

### Background

Training from JISC Netskills helped IT staff at Richard Huish College in Somerset to develop the necessary technical systems and infrastructure to deliver Shibboleth on the Windows Server® operating system alongside Apache software.

### Challenge

When free use of the Athens system of accessing online resources was discontinued, Richard Huish College library service had a choice of Open Athens, a chargeable service, or the free UK Access Management Federation service which uses Shibboleth technology.

After discussions with JISC RSC South West, members of the Richard Huish IT team booked places on a JISC Netskills training course to understand better how to implement the UK Access Management Federation service. The team

JISC Netskills and other JISC services work together to help learning providers to make their systems more efficient and user friendly.



also wished to explore how the new system would operate within the existing college infrastructure and what benefits it would bring.

## Making the most of JISC Netskills

Steve Prentice, Assistant IT Services Manager at Richard Huish College, was able to link remotely to the college's system while attending the JISC Netskills course. This meant that he could obtain all the support he needed from the trainer as he built the system on the college server. By the end of the course, he had a working solution up and running even before he was back at work.

Since setting up the system, the IT team have been keeping in touch with colleagues from other learning providers via JISC Mail lists. Contact with this virtual community of peers has enabled them to keep abreast of new developments and obtain technical help when needed.

The impact of the new system on the college has been considerable. Many resources and tools are now available to practitioners and learners and gaining access to them is also a simpler process, which has encouraged more people to use online learning resources. With only one username and password to use, it is easier to log into the college system and to access Shibboleth-protected resources on the internet.

## Benefits achieved

- *With training from JISC Netskills, Richard Huish College IT team have been able to make their IT systems more flexible and accessible*
- *Practitioners and learners have a single log-in to a college-branded, user-friendly interface from which they can access all learning resources*
- *The use of online resources has increased*

*'Our solution was to use Shibboleth on the Windows Server operating system, but there was a need to understand other software that would be used such as Apache HTTP Server software and this was covered comprehensively during the JISC Netskills course.'*

**Steve Prentice**  
Assistant IT Services Manager  
Richard Huish College  
[www.richuish.ac.uk](http://www.richuish.ac.uk)

**Further information**  
[www.netskills.ac.uk](http://www.netskills.ac.uk)  
JISC Netskills is a **JISC Advance** service.



Advice from JISC CETIS is instrumental in helping FE providers to reduce costs by selecting and implementing the right technologies.

# JISC CETIS

## Reducing risk, uncertainty and cost

### Background

JISC CETIS offers guidance to learning providers on technology implementation via special interest groups, reports and conferences. Guidance from JISC CETIS can, for example, help to ensure interoperability between systems and effective implementation of open source solutions.

### Working for the sector

The FE sector is going through a period of rapid change in the use of technology-supported learning and teaching. Learning providers can benefit from the impartial expert advice of JISC CETIS about which technologies to adopt, how to use them effectively, and how best to respond to the implications for staff training, budgeting, purchasing, implementation and ongoing support.

*'JISC CETIS meetings are a great opportunity to meet and interact with our HE partners, something which we don't otherwise do enough of in the FE sector.'*

**John Edmonstone**  
e-Learning Development Officer  
Cardonald College  
[www.cardonald.ac.uk](http://www.cardonald.ac.uk)

### Making the most of JISC CETIS

JISC CETIS supports the FE communities by:

- *Developing and supporting innovation in the use of technology*
- *Identifying interoperability needs and advising on how to address them*
- *Advising on the organisational changes needed to embed learning technologies effectively*
- *Disseminating information about specifications, standards and application profiles*
- *Providing cost-benefit analyses which compare the costs of adoption with the costs of no action*
- *Developing and sharing good practice in the use of open standards services and systems*

#### Further information

JISC CETIS is an Innovation Support Centre. The service does not work directly with individual learning providers, but provides advice and support to FE via its special interest groups, workshops, reports and website and through the JISC RSCs.

[www.cetis.ac.uk](http://www.cetis.ac.uk)

**JISC cetis**  
centre for educational technology  
& interoperability standards

The UK Access Management Federation enables educational users to access digital resources without needing to identify themselves at each location.



# UK Access Management Federation

## Making the change

### Background

In 2008, when JISC-funded access to the Athens service was discontinued, JISC encouraged learning providers to seek alternative solutions to gaining access to a range of online resources with a single identity. Since July 2008, JISC has supported access management in HE and FE through the UK Access Management Federation.

choice of joining the federation as an identity provider or as a service provider – for example, as a publisher or content provider.

By allowing users to authenticate their identity at their home institution, the new system opens up a range of benefits including reduced administration of user accounts in libraries and more opportunities for learning providers to collaborate on opening up access to certain resources.

*'The UK Access Management Federation provided invaluable help, advice and support to the Swansea College IT Services Department when we implemented Shibboleth on Windows® onto the college server.'*

**Ian Stewart**  
Computer Services Manager  
Swansea College  
[www.swan.ac.uk](http://www.swan.ac.uk)

### Making the most of the UK Access Management Federation

The federation supports the FE communities by:

- *Offering specialist advice on installing and configuring identity and service provider software*
- *Running courses and training events to assist learning providers with federated access management*
- *Providing community and third-party support*
- *Maintaining JISC Mail lists for announcements and discussions*

### Working for the sector

The UK Access Management Federation for Education and Research is supported by JISC and Becta and operated by JANET(UK). The federation uses US-developed Shibboleth software, which defines a way of exchanging information between an individual and a provider of digital data resources while protecting the security of the data and the privacy of the individual user. Learning providers have the

**Further information**  
[www.ukfederation.org.uk](http://www.ukfederation.org.uk)

# JISC e-Learning Programme

## Informing change

The JISC e-Learning Programme aims to enable UK further and higher education to create a better learning environment for all learners, wherever and however they study. The vision is of a world where learners, teachers, researchers and wider institutional stakeholders use technology to enhance the overall educational experience.



### Background

In 2008, the department of Complementary Health and Beauty at Abingdon and Witney College in Oxfordshire embarked on a pilot project to explore the resource and staff development implications of introducing e-portfolios.

### Challenge

Practitioners had little previous experience of using e-portfolios and needed preliminary research to determine how best to implement the technology. At this early stage in an e-learning initiative, structured guidance and case studies can help to build shared understanding and allay fears, but such resources can be scattered and difficult to locate.

### Making the most of resources from the JISC e-Learning Programme

The Effective Practice guides, video clips and other resources from the JISC e-Learning Programme contain coordinated advice, models and illustrations of effective practice in technology-supported learning and teaching.

**Effective Practice with e-Portfolios** was a key source of information and support for managers and practitioners at Abingdon and Witney College. Using the information

JISC e-Learning Programme guidance enables managers and practitioners to develop confidence and skills in designing and facilitating e-learning.



provided, a bespoke pilot model was developed for the department which identified the aims, systems and procedures that would be needed.

To develop awareness in senior managers and practitioners of the potential of e-portfolios, other JISC resources such as the e-Portfolios infoKit from JISC infoNet and the JISC Learner Voices video case study entitled 'Jenny and Emma' were also used.

The body of evidence available in the JISC portfolio of guidance helped to inform discussions within the department. As the resources are available online, busy managers and practitioners were able to access information and guidance as and when needed.

## Benefits achieved

- *Increased understanding of e-portfolios has enabled the department to effectively embed e-portfolios*
- *By using e-portfolios, learners' ICT skills have improved and evidence of their achievements is easier to locate*
- *The learning experience of those challenged by the written word has improved – e-portfolios enable use of multimedia*
- *e-Portfolios now form an area of growth in the college: the Complementary Health and Beauty pilot has become a model for other departments*

### Further information

The JISC e-Learning Programme does not work directly with individual learning providers, but provides advice and support via publications, web-based resources and the JISC RSCs.

[www.jisc.ac.uk/elearningprogramme](http://www.jisc.ac.uk/elearningprogramme)

*'If we are thinking about doing something new or deliberating how to improve something we already do, the JISC Effective Practice publications are the first thing I look at.'*

### Ellen Lessner

ILT Development Coordinator  
Abingdon and Witney College  
[www.abingdon-witney.ac.uk](http://www.abingdon-witney.ac.uk)

# UKOLN

## It's a Web 2.0 world

UKOLN is a research organisation that provides network information services, runs workshops and conferences and produces magazines and journal articles to inform practice and influence policy on the use of web technologies.

Areas of expertise include:

- Digital libraries
- Information systems
- Bibliographic management
- Web 2.0 technologies

### Background

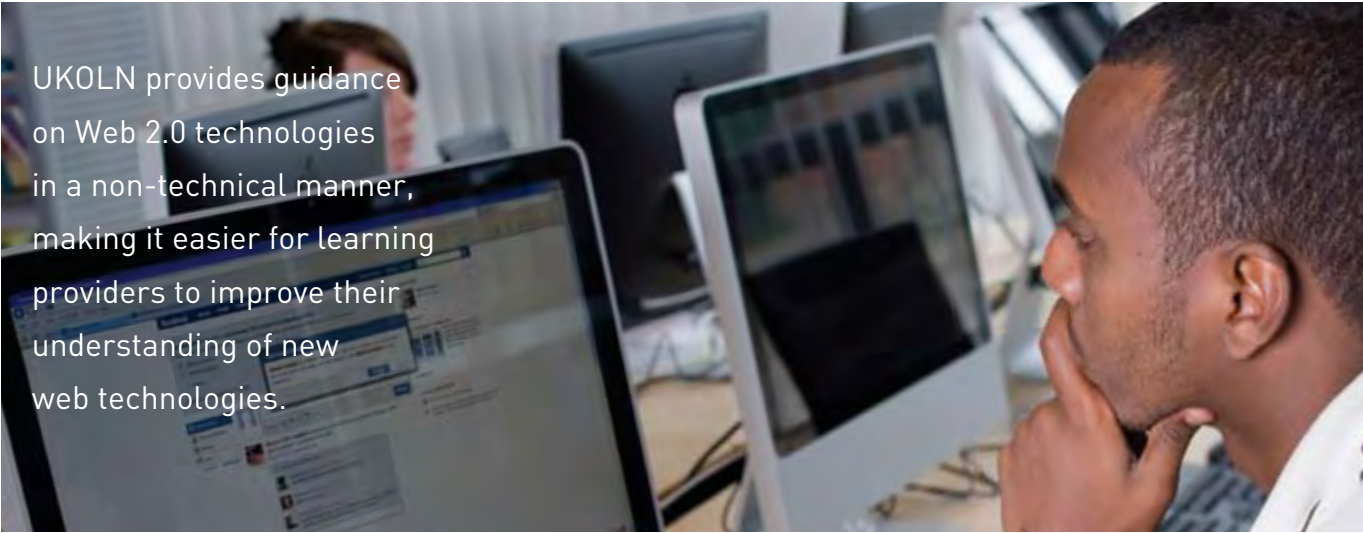
Coleg Llandrillo in north Wales is a general FE college with nearly 18,000 learners. The college has used UKOLN to help integrate Web 2.0 technologies into its learning and teaching strategy.

### Challenge

The decision to adopt Web 2.0 technologies at Coleg Llandrillo was driven not only by the library service and the college's learning technologist, but also by demands from learners and teaching practitioners.

With the adoption of any new technology, there are barriers to implementation – in the case of Web 2.0 technologies, there are often concerns about security and implications for technical support and acceptable use policies. It is essential that senior managers, practitioners and learners understand the potential benefits and risks so that use of Web 2.0 technologies can be embedded effectively in learning and teaching practice.





UKOLN provides guidance on Web 2.0 technologies in a non-technical manner, making it easier for learning providers to improve their understanding of new web technologies.

*'UKOLN is an excellent source of information for anyone considering implementing Web 2.0 technologies in their institution – the UKOLN website includes a wealth of practical advice on the utilisation and implementation of these technologies.'*

**Andrew Eynon**  
Library Resource Manager  
Coleg Llandrillo  
[www.llandrillo.ac.uk](http://www.llandrillo.ac.uk)

Initially, use of Web 2.0 technologies was restricted to blogs and wikis, but attention has now turned to Second Life® and YouTube. The college's firewall has been reconfigured to allow use of Web 2.0 technologies across the network and, as a result, there has been a significant increase in the demand for teaching strategies and resources that make use of Web 2.0 technologies. There has also been a noticeable saving in the time practitioners spend on locating high-quality, engaging resources for learning and teaching.

Thanks to UKOLN, college managers have greater confidence in their ability to manage issues such as ownership of Web 2.0 content, staff development needs and learner guidance, and are able to encourage more innovative approaches to learning resource development.

## Making the most of UKOLN

Coleg Llandrillo is working with UKOLN to ensure that guidance offered by the service has an FE focus and to make existing resources more applicable to FE.

Andrew Eynon, Library Resource Manager at Coleg Llandrillo, advises learning providers to contact UKOLN. 'It takes very little time to absorb UKOLN's web-based guidance and it can save a lot of time in other ways,' says Andrew, 'especially for those in information services who have to explain the benefits and risks of Web 2.0 technologies to others.'

Developing understanding of the Web 2.0 world with the help of UKOLN has enabled Coleg Llandrillo's library staff to answer the concerns and queries of senior managers, ICT colleagues and other practitioners. Once key staff at the college became convinced of the value of a Web 2.0 technology, and understood how to limit the potential risks, the benefits for learning and teaching quickly emerged.

### Further information

UKOLN receives funding from JISC and other agencies to inform practice and influence policy in the areas of digital libraries, metadata and resource discovery, distributed library and information systems, bibliographic management, and web technologies.

[www.ukoln.ac.uk](http://www.ukoln.ac.uk)



# EDINA and Mimas: Jorum Sharing resources

Jorum is a free online repository of learning and teaching resources available to UK HE and FE. Run jointly by EDINA and Mimas, two national JISC-designated data centres based at the universities of Edinburgh and Manchester, Jorum promotes the collection and sharing of learning and teaching materials, and supports their reuse and repurposing.



## Background

Carnegie College in south east Scotland caters for over 11,000 full-time and part-time learners. The college has made great strides towards embedding technology in learning and teaching: the college's learning, teaching and assessment strategy now assumes that appropriate use of learning technologies will be integral to the delivery of all courses.

## Challenge

Learners must be able to access high-quality digital resources at times and in places convenient to them. Equally, in order to fully engage digitally empowered generations of learners in the future, pedagogic approaches must exploit new as well as established technologies. But practitioners may not have the necessary time or expertise either to create digital resources or to explore unfamiliar technologies.

## Making the most of Jorum

Ease of access to high-quality, peer-developed and peer-reviewed resources in the college's own repository, plus materials from trusted external repositories such as Jorum, have been key building blocks in Carnegie College's

Jorum enables practitioners to find, share, reuse and repurpose learning resources free of charge.

strategy for e-learning. The college became involved with Jorum from the start, following a decision in 2001 to create a repository of interoperable and reusable standards-compliant materials.

To further the use of online repositories such as Jorum, the Integrated Learner Support Services staff at Carnegie College forward links to colleagues or post information in relevant areas of the VLE. Where appropriate, they also download and forward resources to practitioners. The service holds resource demonstrations at departmental events and organises drop-in sessions so that practitioners can experience new approaches. Developed and reviewed by practitioners teaching similar courses, Jorum resources have the credibility that college staff are looking for.

Jorum has played a significant part in changing the way programmes are delivered at Carnegie College. Improvements are already evident in the quality of learning and teaching and Jorum is increasingly seen by practitioners as a natural adjunct to the VLE.

*'Jorum can save us time. Using materials from Jorum means that we do not have to start from scratch and create resources ourselves. There is a wide variety of content so you never know what you might find.'*

**Carolyn Groom**  
Learning Technologist  
Integrated Learner Support Services  
Carnegie College  
[www.carnegiecollege.ac.uk](http://www.carnegiecollege.ac.uk)

## Benefits achieved

- *An increase in the range of resources available to teaching practitioners*
- *Ease of access to high-quality resources*
- *Sharing of resources and a reduction in duplication of effort*
- *Increased use of the VLE*
- *Greater access to independent, self-paced learning for learners*

### Further information

[www.edina.ac.uk](http://www.edina.ac.uk)  
[www.mimas.ac.uk](http://www.mimas.ac.uk)  
[www.jorum.ac.uk](http://www.jorum.ac.uk)

EDINA

powering  
knowledge

**\_Mimas**

OSS Watch helps learning providers gain the benefits from open source software without encountering the pitfalls.

# OSS Watch

## Opening the door

### Background

OSS Watch provides unbiased advice and guidance on the use, development and licensing of free and open source software through a service that is free of charge to learning providers.

### Working for the sector

Open source software is becoming increasingly important to learning providers seeking to reduce the cost of software licences: an OSS Watch survey of HE and FE has shown an increasing trend towards open source products on both servers and desktops. However, providers may need support in understanding the varied terms and conditions of licences, and issues of intellectual property rights, copyright and interoperability can have major implications in education.

Dealing with these concerns demands knowledge and experience. OSS Watch can help learning providers to make informed decisions about which products to select and how to plan for the hidden costs of maintenance and staff training.

*'Not all open source is viable, just as not all closed source is viable. OSS Watch is here to help you understand what makes an open source project successful.'*

**Ross Gardler**  
Service Manager  
OSS Watch

### Making the most of OSS Watch

OSS Watch supports the FE communities through:

- *Reducing the cost of software acquisition, implementation and maintenance*
- *Ensuring interoperability between systems and applications*
- *Exploring the sustainability of software development activities*
- *Reducing exposure to poor supplier performance and viability*
- *Providing guidance via a website, publications, examples and case studies*

#### Further information

OSS Watch is funded by JISC to provide unbiased advice and guidance on the use, development and licensing of free and open source software.

[www.oss-watch.ac.uk](http://www.oss-watch.ac.uk)



# Working in partnership

Through the JISC portfolio of services, learning providers have access to a rich vein of information, guidance, support and training to help them address the challenges of the digital age.

Very often when one particular technology challenge is met, new ones emerge which require different kinds of support. However, across the full range of JISC services, learning providers can find an unparalleled body of knowledge and experience to assist them in meeting those challenges: holistic, quality-assured information and guidance that is responsive to the needs of the FE communities.

While the case studies in this publication focus on the benefits of individual services, many also reveal how the expertise of different services can be combined to achieve a range of benefits such as:

## **Knowledge transfer**

- Effective practice in technology-based learning and teaching
- Applications of new technologies
- Procurement efficiency
- ICT-related legal issues
- Peer-to-peer networks
- Case studies

## **Access to resources**

- Databases and archives
- Freely shared, adaptable resources
- High-quality collections
- Publications and guides

## **Advice and support**

- Strategy development
- ICT management
- Implementation and interoperability
- Project management
- Accessibility and inclusion
- Working towards e-maturity

## **Skills development**

- Workshops
- Helpdesk services
- Web services
- Networks and channels of communication
- Events

The following case study illustrates how one learning provider has made striking progress towards its strategic goals by working in close partnership with a number of JISC services.

## JANET(UK), JISC TechDis and JISC RSC

# Connecting to e-learning: an independent specialist college's story

JISC services work in a collaborative way with learning providers and with one another to ensure that knowledge and expertise can be combined to the best effect. The independent specialist colleges sector has, for example, been able to take full advantage of connection to the JANET network with support from JISC services such as JANET(UK), JISC TechDis and the JISC RSCs.



### Background

Thanks to strong partnership working between JISC services, Derwen College – a residential college in Shropshire for learners with learning difficulties and disabilities – has become a pioneer in innovative learning and teaching.

### Challenge

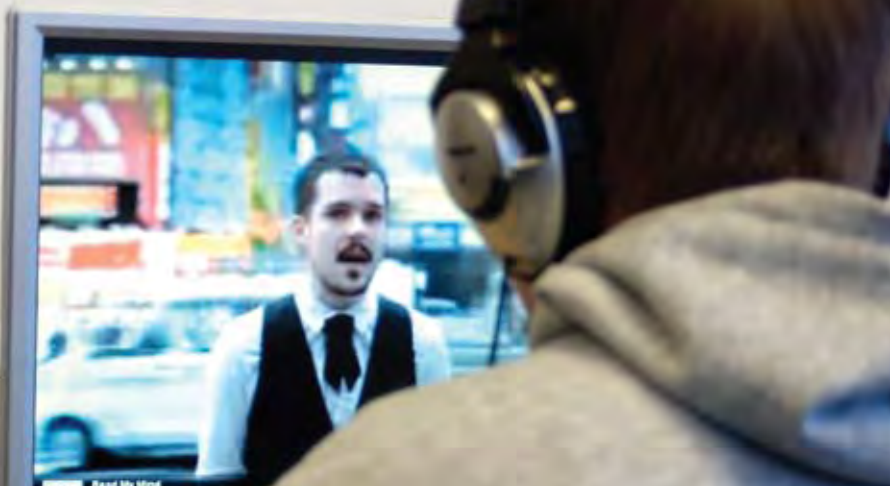
The independent specialist college sector was later than some FE communities in receiving funding to embed e-learning in the curriculum. In 2005, as part of a project funded by the LSC and supported by JISC, Derwen College benefited from a free 2MB connection to the JANET network in a UK-wide programme to encourage the use of technology in learning and teaching.

Staff at Derwen College, however, had limited experience of implementing technology-based learning and so faced a steep learning curve as they sought to make the most effective use of the technology at their disposal.

### Making the most of the JISC services

Improved bandwidth and email systems as a result of the connection to JANET opened up new lines of communication for the sector, making it easier to gain access to the wider expertise of the JISC services.

Collaboration between JISC services has enabled an independent specialist college to excel in e-learning.



Through contact with JANET(UK) and JISC TechDis, Derwen College managers and practitioners were introduced to JISC RSC West Midlands, which played a key role in helping the college to develop its e-learning strategy. Following involvement in JISC TechDis forums and online updates, Derwen College made a successful bid for funding for a video conferencing suite. In addition, JISCMail lists helped college practitioners keep in touch with the wider e-learning community.

As a result, Derwen College has now developed into a confident, e-mature college, seen as exemplary amongst the specialist college community for its innovative use of technology and enthusiasm for trying out new approaches. The college is currently implementing an e-portfolio system that has been developed in house, and is now looking forward to the next challenge.

For Russell Pentz, Learning Resources Manager at Derwen, the journey has been a rich and fruitful one, backed up by the support and guidance of JISC services. 'Over the years, we have really taken advantage of the expertise and networking opportunities that these services offer,' he says.

*'We have gone from being a college relying on a few networked computers and an ISDN line to being an example of best practice. We just couldn't have done it without these relationships.'*

**Russell Pentz**  
Learning Resources Centre Manager  
Derwen College  
[www.derwen.ac.uk](http://www.derwen.ac.uk)

## Benefits achieved

JISC services support the independent specialist college sector through:

- *JISC RSC support and guidance*
- *JISC TechDis specialist college forums, meetings and online updates*
- *Opportunities to bid for funding – JISC TechDis Innovation funding enabled Derwen to acquire video-conferencing facilities*
- *Involvement in projects – Derwen helped to trial the JANET(UK) SMS service, JANET txt*
- *Forging links with other agencies – Derwen is currently involved in a number of national e-learning projects*

### Further information

Derwen College has achieved Beacon and Technology Exemplar status and was nominated in 2009 for a Learning and Skills Improvement Service (LSIS) Provider of the Year award.

[www.ja.net](http://www.ja.net)  
[www.techdis.ac.uk](http://www.techdis.ac.uk)  
[www.jisc.ac.uk/rsc](http://www.jisc.ac.uk/rsc)

# Supporting your ICT and e-learning needs

The first port of call for any learning provider seeking high-quality guidance on the implementation of technology is one of the 13 JISC RSCs in England, Wales, Northern Ireland and Scotland.

## **What are the JISC RSCs?**

The JISC RSCs offer a range of services that address the ICT and technology needs of the communities they support. Working closely with other JISC services and regional and national agencies, the JISC RSCs act as knowledge brokers, linking learning providers to the resources and information they need.

## **What do the JISC RSCs do?**

The JISC RSCs have a regional presence and are proactive in offering unbiased information and guidance in the use of technology.

Part of the JISC RSCs' success has been to build relationships between organisational roles with different needs – for example, between teaching and technical staff. Communities of practice supported by the JISC RSCs also develop knowledge and information sharing within and between learning providers.

Throughout the academic year, the JISC RSCs host events and workshops that respond to local needs and provide opportunities to network, share good practice and keep up to date with emerging technologies and key issues.

## **Why contact your JISC RSC?**

In 2008–2009, the JISC RSCs collectively held over 2,000 consultations across the community, advising on a range of topics from the use of VLEs to the deployment of federated access management.

JISC RSCs can also help learning providers evaluate their current e-learning position, directing senior managers to appropriate sources of advice and guidance to assist further progress.

## **Will the JISC RSCs meet your needs?**

Each year, the JISC Monitoring Unit conducts a customer satisfaction survey across all 13 JISC RSCs. The responses reflect the positive impact that the JISC RSCs have on the FE communities and help to ensure that the JISC RSCs meet the changing needs of their learning providers.

## **Contact your local JISC RSC**

[www.jisc.ac.uk/rscontacts](http://www.jisc.ac.uk/rscontacts)

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James Clay

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Ros Smith

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Dave Foord, A6 Training & Consultancy Ltd  
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## Working in Partnership

Further information

Web: [www.jisc.ac.uk](http://www.jisc.ac.uk)

Email: [info@jisc.ac.uk](mailto:info@jisc.ac.uk)

Tel: +44 (0)117 3310789



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