Chair’s comment

2015/16 has been a period of change and uncertainty for UK education and research, not least with the unexpected result of the EU referendum.

In higher education (HE), fundamental change is in prospect with the HE and Research Bill proposing shifts in how HE will be funded, from the changing financial models and range of providers in HE to the consolidation of the existing Research Councils to manage the future funding and stewardship of research.

FE provision continues to experience restructuring through the area reviews in England and the renewed focus on apprenticeships. The major restructure of Whitehall government departments has centralised support for HE, FE and skills in the Department for Education.

Jisc continues to support UK education and research as it faces these changes.

We have invested in a significant upgrade to the Janet Network including providing additional network security and resilience. We continue to broker agreements for access to digital content and to provide advice and guidance on key issues for our sectors.

Given HE institutions’ increased emphasis on learning and teaching, prompted by increasing demands from students and the UK government’s current focus on teaching excellence, we have been working with vice-chancellors and leaders from higher education to discuss how the UK moves towards a UK-wide strategy for technology-enabled learning and how our work supports it.

For FE and skills across the UK we are focusing on three key areas where we can contribute to delivering organisations’ priorities: quality of provision, sector transformation and employer-led training. In England we are continuing to support colleges undergoing the area review process by identifying how they can be as efficient and effective as possible, with an updated version of our approach rolled out to all 58 colleges under review.

With the Quality Assurance Agency and Higher Education Statistics Agency, we have launched the M5 consortium, working even more closely together to develop better solutions to some of the long-term issues being faced by the UK higher education sector.

Amid all the uncertainty faced by our members, we’ve been listening and engaging to understand better their needs. We are looking closely at what our members should expect to receive from their membership and defining these benefits in a way that promotes inclusivity and participation.

Within Jisc, the organisation has entered a new phase of development under the vision and energy of our new CEO, Paul Feldman. We are proud to have adopted five values that we believe should be at the core of our culture and behaviour: pace, pride, passion, trust and teamwork.

As this report shows, Jisc is an important part of the HE, FE and skills educational landscapes. We have produced a new strategy for 2016-19 that will guide our activities and priorities for the next three years to ensure that we remain so.

Professor David Maguire, Jisc chair
In 2015/16 we launched...

Our research and development work identifies emerging technologies and develops them around the particular needs of our members in HE, FE and skills. We work collaboratively, with members, end users, stakeholders and other sector organisations throughout the UK to ensure that we’re providing the products and services that are most valuable, valued and competitive. As a result of this engagement and collaboration we launched these products, services and activities in 2015/16:

**Vulnerability assessment and information service**
[link](https://jisc.ac.uk/vulnerability-assessment-and-information-service)
Detects internal and external vulnerabilities within IT estates, helping IT teams to manage security risks, compliance and quality.

**Web filtering and monitoring framework**
[link](https://jisc.ac.uk/blog/web-filtering-and-monitoring-what-do-you-need-to-know-11-jul-2016)
Our framework agreements with selected suppliers makes it quicker and easier to find cost-effective safeguarding solutions.

**Research at risk - research data shared service**
[link](https://jisc.ac.uk/rd/projects/research-data-shared-service)
Our pilot service enables researchers and institutions to meet policy requirements for the deposit and curation of their research data.

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**Heidi Lab dashboards service and launch of new Analytics Academy**
[link](https://jisc.ac.uk/rd/projects/effective-learning-analytics)
We’re building a learning analytics service for the sector, with more than 50 universities and colleges signed up to the first phase.

**Open access good practice**
[link](https://jisc.ac.uk/rd/projects/open-access-good-practice)
More than 200 professionals from 90 universities have been sharing what works in a community-based open access support activity.

**Publications Router**
[link](https://jisc.ac.uk/publications-router)
This cost-effective service automates the process of populating institutional repositories with information about authors’ research articles.

**Student digital experience tracker 2016**
Discover students’ expectations and experiences of using technology in HE, FE and skills, with results from more than 10,000 students.

*Simply put, web filtering is about making the web appropriate for your organisation.*

Nelson Ody, Jisc
Member story

“Technology is a conversation starter with our students”

“We really value our students’ opinions and we’re constantly talking to them. We’ve had more conversations recently with the help of Jisc. Using the student digital experience tracker was a really interesting approach for us because it gave us in-depth feedback on what the students were thinking. It’s a great starting point for conversations.

We discovered that students’ access to mobile and digital devices was below the national average, so we’ve been able to provide more access to those devices at college, which has made a big difference. The feedback I get from staff is how interested and engaged students have been while using particular pieces of technology, which gives me a great deal of satisfaction. It’s always really difficult to show directly the impact of technology on teaching and learning. However, we’ve definitely seen an increase in the number of students who are talking about technology, that are using technology, and that, ultimately, has an impact on how the students succeed.”

Ross Anderson, e-learning ambassador, North Lindsey College

Ross and North Lindsey College students used the Jisc student digital experience tracker: a tool for surveying and understanding students’ expectations and experiences of technology.
In 2015/16 we led...

We provide trusted advice and practical guidance to meet the needs of our members in HE, FE and skills through research, training and thought leadership. In 2015/16 some of the highlights were:

**Learning analytics code of practice**
[analytics.jiscinvolve.org/wp/](analytics.jiscinvolve.org/wp/)
A world first, setting out the responsibilities of educational institutions to ensure that learning analytics is carried out responsibly, appropriately and effectively.

**Digital leaders programme**
[jisc.ac.uk/training/digital-leaders-programme](jisc.ac.uk/training/digital-leaders-programme)
We’re training more people to become digitally informed and empowered leaders able to help their organisations respond effectively to technology-driven change.

**Digital student skills study**
[digitalstudent.jiscinvolve.org/wp/skills-study/key-outputs/](digitalstudent.jiscinvolve.org/wp/skills-study/key-outputs/)
Explore insights into the technology needs of learners in apprenticeships, adult and community learning and prisons.

**Online guide for assessment and feedback in the FE and skills sector**
[jisc.ac.uk/guides/enhancing-assessment-and-feedback-with-technology](jisc.ac.uk/guides/enhancing-assessment-and-feedback-with-technology)
Our guidance for colleges and training providers on how technology can add value to assessment and feedback.

**Workshop to Raise Awareness of Prevent (WRAP)**
[jisc.ac.uk/advice/training/workshop-to-raise-awareness-of-prevent-wrap](jisc.ac.uk/advice/training/workshop-to-raise-awareness-of-prevent-wrap)
We have helped FE, HE and other training providers fulfil their requirements under Prevent - part of the government’s counter-terrorism strategy by delivering the Home Office-accredited Workshop to Raise Awareness of Prevent (WRAP) as a live, online, facilitated session.

> "117 WRAP courses delivered in 2015/16 to 1770 customers."

**OAPEN-UK monographs report**
[jisc.ac.uk/blog/plurality-partnership-and-pellucidity-the-three-ps-of-open-access-monograph-publishing-28-jan](jisc.ac.uk/blog/plurality-partnership-and-pellucidity-the-three-ps-of-open-access-monograph-publishing-28-jan)
Discover the results of a five-year study into open access monograph publishing in the humanities and social sciences.

**Evolution of FELTAG**
[jisc.ac.uk/reports/the-evolution-of-feltag](jisc.ac.uk/reports/the-evolution-of-feltag)
Deive into effective practice in UK FE and skills.

**Business intelligence**
Our business intelligence project, working with the sectors, now includes new proof of concept dashboards.
“We’re there for each other”

“The digital leaders programme was immensely valuable. It was a hands-on experience in a safe environment with like-minded people and, as it was specifically for people who want to be a digital leader, we were sharing common issues. It was really reassuring to know that we were all encountering the same sort of things, whether we were from FE or HE, and to see how the work we shared on the programme could be embedded in my own college.

What has really stayed with me are the bonds that were formed in the four days we were together. After the programme finished we set up a WhatsApp group and we stay in touch, chatting and helping each other. We’re from all over the country, from diverse backgrounds and roles, and we’re sharing pictures of pets (dogs and chickens!), children and grandchildren - but we’re also talking about digital literacy skills. We know we’re there for each other. That was forged in those four days.”

Deborah Kelsey Millar, director of IT, Salford City College

Deborah took part in our digital leaders programme, which equips participants with the tools, knowledge and skills to become digitally informed and empowered leaders. It is part of our wider approach to building digital capability in the sectors we support.
“Easy, high quality, reliable face-to-face experience”

“The University of Nottingham has made extensive use of Jisc’s Vscene technology over the past year. We have been running an international project with collaboration with Jisc and the research and education network in China. For this project to be successful, good communication between our partners and our colleagues in our overseas campuses in China and Malaysia has been vital. We have been using Vscene to bring everyone together for an easy to use, high quality and reliable face to face experience no matter where everyone is or what device they are using (desktop, VC unit, tablet, voice only). And without the need for complex setup or installations.”

Andy Dallow, network projects team leader, University of Nottingham

Thanks to Andy and other Vscene users, 2015/16 saw a 1000 hours increase per month in the use of Vscene videoconferencing and 746 Vscene virtual meeting rooms created by users. Vscene won Best Education Application Award at the Vidyo EMEAI Partner Summit 2016.
In 2015/16 we connected...

We deliver shared digital infrastructure and services and provide a world-class network to our sectors, connecting 18 million users through the Janet Network. In 2015/16 we connected our sectors further and faster.

Janet6 mid-term upgrade
We’re tripling capacity over parts of the network, keeping UK research competitive on a global scale. In 2015-16 we saw a 30% increase in total network traffic from 2014-15.

“We’ve seen the power of what Janet and Jisc can do. If someone says I could do a certificate for £1, I would still stick with Jisc.”
Andy May, IT support manager, Southampton City College

Certificate service
[link] jisc.ac.uk/certificate-service
Through our certificate service we help institutions protect their web and email services and ensure that confidential data sent via the internet is encrypted and secure.

UK federation
[link] jisc.ac.uk/uk-federation
A self-service portal for the federation.

HereEast
Olympic Park’s former press and broadcast centre connected to the Janet core.

Janet external connectivity

Total external connectivity ≈ 1.5 Tbit/s

- 500 peerings to...
- 300 organisations
In 2015/16 we consulted...

We engaged in a variety of ways in 2015/16 to listen to and better understand the needs of our members and stakeholders.

Events
Including Digifest 2016, Networkshop44, the stakeholder forum, Connect More and the security conference. All of these interactions inform our future approach and priorities.

Thank you @Jisc for another marvellous #Digifest16. Relevant, inspiring, education and free! What’s not to love?”
Claire Chambers, @Claire_s_tweet, via Twitter

2020 visions for HE, FE and skills, higher education, and research
Encouraging individuals and organisations to predict how these areas will and should develop and what we can do to make these visions a reality.

Leadership survey
Capturing the views of leadership in FE and HE of Jisc.

Summer of Student Innovation
jisc.ac.uk/rd/projects/summer-of-student-innovation
Co-designing edtech solutions with students for a fourth year.

Account managers
We’re building a strong relationship with every member, finding out exactly what our customers need from us.

Member story
“We’re bringing campuses to life”

“Imagine if a visitor at a university campus with an augmented reality (AR) app could see multilingual content, photos or footage of events, or interviews with university employees. A prospective student could listen to alumni talking about their experience in a particular department. Current students could access information and the community. All available through devices such as smartphones or tablets without the need to purchase any additional technology. That’s what our AR app is going to provide.”

Marta Stelmaszaki, student, LSE

Marta and Nuno’s project is one of our 2016 Summer of Student Innovation winners. They will now be given the support they need to develop their idea and turn it into reality.
Financial summary

Jisc expenditure in the year ended 31 July 2016

- Digital infrastructure: £67.3m
- Digital resources (licensing): £24.4m
- Digital resources (other): £15.7m
- Digital futures: £10.7m
- Member support costs: £12.2m
- Grants paid: £4.8m
- Other: £1.5m

Jisc’s total expenditure in the year ended 31 July 2016 was £136.8m. It should be noted that this figure was subject to statutory charity reporting requirements.

Digital infrastructure was the single largest element of expenditure with £67.3m spent on the Janet Network and related services. Digital resources represented £40.1m of expenditure, with £24.4m being the value of licensing arrangements.

Of the £136.8m of expenditure, £22.1m was expended on restricted projects, with the remaining £114.7m being unrestricted.

Jisc income in the year ended 31 July 2016

- Grants from devolved funding bodies: £78.1m
- Digital resources licensing income: £25.2m
- Service income: £12.1m
- HE subscription income: £10.3m
- Other income: £5.1m

Jisc’s total income in the year ended 31 July 2016 was £130.9m. The largest element, totalling £78.1m of income, came as grants from UK devolved funding bodies. Digital resources licensing income totalled £25.2m, with service income totalling £12.1m and higher education subscriptions at £10.3m.

Of the total £130.9m of income, £26.0m was restricted, with the remaining £104.9m being unrestricted.