Key technology questions college leaders should ask
Is your college taking full advantage of the benefits that digital technologies offer?

Doing so will help it to become – and remain – more competitive and sustainable in an increasingly digital age. Ask yourself and your colleagues on the senior management team (SMT) these questions to help you find out.

For more information, please contact your Jisc account manager
jisc.ac.uk/contact/your-account-manager
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| Do you, the SMT and the governors have a strategic understanding of the benefits and added value technology can provide? | » Does your college have a vision for the use of digital technology and a strategic plan to deliver it?  
» Do you have a cross-college technology strategy group, chaired by an SMT member and with representatives from curriculum and support services, to plan and monitor progress against the strategy?  
» Does technology offer solutions to issues you've identified in your quality improvement plan?  
» Has your college's SMT considered ways in which technology could enable business efficiencies?  
» Would training and awareness give senior managers better understanding of technology and of what a digitally capable college should look like?  
» How does your SMT let your Governors/Board know how you use your data? | Your Jisc account manager can:  
» Show senior managers how technology can improve the quality of teaching, learning and assessment and deliver efficiencies  
» Organise a digital strategy review and support your improvement plan ([jisc.ac.uk/advice](http://jisc.ac.uk/advice))  
» Highlight best practice and identify staff development opportunities for senior leaders, including our digital leadership programme ([jisc.ac.uk/training](http://jisc.ac.uk/training))  
» Signpost you to appropriate resources such as the ETF governors' guidance pack which is also useful for senior managers ([http://content.wortech.ac.uk/LearningFutures/story_html5.html](http://content.wortech.ac.uk/LearningFutures/story_html5.html))  
» Advise on how you can analyse and understand your data and how you can get involved in Jisc’s learner analytics project ([jisc.ac.uk/rd/projects/effective-learning-analytics](http://jisc.ac.uk/rd/projects/effective-learning-analytics)) |
| Are you taking full advantage of the core services that Jisc provides as part of funding from DfE? | » Are you aware of Jisc’s fundamental technologies document? It identifies the core technological solutions that colleges should have in place ([http://ji.sc/fundamental-technology-area-review](http://ji.sc/fundamental-technology-area-review))  
» Do you know which Jisc services your college uses and the benefits these provide? Do you know which ones you aren't taking up? | Your Jisc account manager can:  
» Ensure you are taking advantage of the core services provided to you as part of Jisc’s DfE grant. For example, make sure you are using the GCSE English and maths e-books that come as part of Jisc’s e-books for FE offer ([jisc.ac.uk/e-books-for-fe](http://jisc.ac.uk/e-books-for-fe)) |
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| If your college is going through a merger, are you taking advantage of Jisc's merger support offer to help you transition and transform? | - Is there a digital by default approach to the merger?  
- Have all systems and processes been reviewed?                           | Your Jisc account manager can:  
- Guide you through Jisc’s extensive merger support offer (c.20 days ‘Free’ consultancy support) to help you review how technology can be utilised in the new organisation and to ensure your college has a smooth transition with uninterrupted connectivity and access to licensed resources ([jisc.ac.uk/consultancy/merger-support](http://jisc.ac.uk/consultancy/merger-support)) |
| If your college has been rated ‘requires improvement’ or ‘inadequate’ by Ofsted, are you taking advantage of the tailored support from Jisc? | - Have your college and its account manager started on this process yet?  
- Are you considering ways technology can improve your teaching, learning and assessment and apprenticeship delivery? | Your Jisc account manager can:  
- Support you to improve grades in teaching, learning and assessment; apprenticeships, personal development, behaviour and welfare (PDBW) and safeguarding, via access to Jisc experts, advice and guidance and training ([http://ji.sc/assessment-and-feedback-technology](http://ji.sc/assessment-and-feedback-technology)) |
| Is your college using technology to make continuous improvements to the quality of teaching, learning and assessment? | Does your college:  
- Encourage the use of blended and flipped learning?  
- Use digital platforms to enhance the learning experience?  
- Use digital assessment so that learners get instant feedback and can take immediate action to improve?  
- Give learners access to good quality digital learning content? | Your Jisc account manager can:  
- Signpost you to the relevant Jisc teaching, learning and assessment experts who can support to progress (wherever you are) on your technological journey  
- Identify engaging digital content and provide key content services to support GCSE English and maths as well as vocational and academic programmes ([jisc.ac.uk/e-books-for-fe](http://jisc.ac.uk/e-books-for-fe)) |
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| **Is your college providing opportunities for learners to extend their learning beyond the classroom?** | » Can learners access college systems and resources from home/their workplace?  
» Can they connect their own devices to the college network?  
» Does the college provide the wi-fi infrastructure and authentication that enables this?  
» Do the college’s environment and social spaces provide opportunities for learners to learn outside the classroom?  
» Does the college incorporate blended learning into its delivery? | Your Jisc account manager can:  
» Signpost you to our subject experts who can support your college to transition to a blended learning methodology  
» Help you explore learning space redesign and guide you through providing seamless access to digital content via the UK Access Management Federation (UKAMF) ([jisc.ac.uk/uk-federation](https://jisc.ac.uk/uk-federation)) which enables fast, secure access to online resources and services, and eduroam ([jisc.ac.uk/eduroam](https://jisc.ac.uk/eduroam)) which enables learners to stay connected to the digital world while they are on the move |
| **Is your college equipping learners with the digital skills they require to live, work, play and participate in today’s digital world?** | » Do your college’s senior managers understand the digital expectations of learners? Does it provide:  
› Digital skills training at induction and regularly thereafter?  
› E-safety training?  
» Do learners know how to create a positive digital presence – and why it’s important?  
» Are relevant digital skills embedded in the college’s vocational curriculum? | Your Jisc account manager can:  
» Take you through Jisc research into learners’ digital expectations.  
» Highlight good practice and discuss the benefits of participating in the student digital experience tracker ([jisc.ac.uk/rd/projects/student-digital-experience-tracker](https://jisc.ac.uk/rd/projects/student-digital-experience-tracker))  
» Provide advice and guidance to help you ensure students develop the digital skills they need ([jisc.ac.uk/guides/developing-students-digital-literacy](https://jisc.ac.uk/guides/developing-students-digital-literacy)) |
### Key technology questions college leaders should ask

**Taking full advantage of the benefits that digital technologies offer**

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| **Are your teaching and support staff digitally capable?**               | » Is the college aware of the current digital capabilities of its staff?  
» Are there criteria in job descriptions and/or performance management metrics that describe the digital competencies that staff need?  
» Is effective use of technology monitored as part of your quality improvement process?  
» Are staff aware of the digital systems and content available to them?  
» Does your CPD programme aim to enhance practitioners’ digital skills? | Your Jisc account manager can:  
» Signpost you to our extensive advice and guidance on workforce development ([http://ji.sc/developing-staff-digital-capabilities](http://ji.sc/developing-staff-digital-capabilities)) and our regular training courses.  
» Help you get involved in the development to our developing digital capabilities discovery tool ([http://ji.sc/digital-capability-discovery-tool](http://ji.sc/digital-capability-discovery-tool)) |
| **Is your college taking advantage of the efficiencies that technology makes possible?** | » Are your current systems/processes as efficient as they could be?  
» Does the college take a digital by default approach to new systems/processes?  
» Have you considered adopting shared digital services?  
» How will your college replace existing PCs and servers? Have you thought about the opportunities and increased efficiencies offered by cloud and/or virtual desktop solutions? | Your Jisc account manager can:  
» Help your college identify its priorities, share best practice at other colleges and help you develop a tailored technology improvement plan |
| **Is your college complying with the Prevent duty?**                      | » Have your staff received WRAP training? The Workshop to Raise Awareness of Prevent (WRAP) is part of the UK government’s Prevent anti-terrorism strategy.  
» Web filtering prohibits access to certain websites and monitors internet traffic. Is it in place in your college? | Your Jisc account manager can:  
» Provide advice and access to Jisc services that will help to keep learners safe online, and how to benefit from our WRAP training programme ([jisc.ac.uk/training/workshop-to-raise-awareness-of-prevent-wrap](http://jisc.ac.uk/training/workshop-to-raise-awareness-of-prevent-wrap)) |
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| Is your college prepared for the introduction of the new General Data Protection Regulation (GDPR)? | » Do college staff know that the General Data Protection Regulation (GDPR) replaces the Data Protection Act in May 2018 and about the new requirements?  
» Has the college started to review the personal data it collects as well as how it processes, stores and uses the data?  
» Has a staff member taken overall responsibility for ensuring that the college is compliant with the new regulation? | Your Jisc account manager can:  
» Signpost you towards the suite of resources tailored to help you with GDPR to include guides, an online briefings and training ([jisc.ac.uk/gdpr](jisc.ac.uk/gdpr))  
» Also, the Information Commissioner’s Office (ICO) offers general guidance for all UK organisations and it recommends that organisations ask their own sector bodies for more specific support and advice |
| Is your college legally compliant in relation to accessibility and inclusion? | » Are you aware of your legal obligations around accessibility and inclusion?  
» Are your digital resources legally compliant?  
» Are your staff making best use of assistive technologies to support learners with learning difficulties and/or disabilities?  
» And are they aware of digital approaches to becoming more inclusive? | Your Jisc account manager can:  
» Connect you with Jisc's accessibility and inclusion experts who can help your college ensure it is inclusive and make sure that it is providing effective support to learners with additional needs |
| Does your college have a business continuity plan?                     | » Does the college have resilient connectivity?  
» Does it have a disaster recovery plan?  
» Is college data and associated systems backed-up so they can be restored following a flood, fire or other disaster? | Your Jisc account manager can:  
» Connect you with Jisc's infrastructure and security experts who can help your college review its plans and identify ways to make them more robust. |
| Does your college have a robust and up to date cyber security strategy? | » Does the college list Janet network CSIRT ([jisc.ac.uk/csirt](jisc.ac.uk/csirt)) and Jisc's cyber security support ([jisc.ac.uk/network/security](jisc.ac.uk/network/security)) as mitigation against a cyber-attack within the college risk register? | You Jisc account manager can:  
» Ensure you are taking advantage of our extensive cyber security services to help you protect your college against attack, as well as expert advice ([jisc.ac.uk/network/security](jisc.ac.uk/network/security)) |
### Question
**Are your IT staff focused on supporting the college’s core business - learners and learning?**

### Things to consider
- Does your college IT department:
  - Have a learner helpdesk?
  - Work with curriculum teams to identify how technology can improve the learner experience?
  - Have a service level agreement with your curriculum teams?
- Are your learners engaged in shaping your IT strategy?

### How Jisc can help
Your Jisc account manager can:
- Highlight good practice from the sector to inform your own strategy.

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Share our vision to make the UK the most digitally advanced education and research nation in the world

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