

In ConTact

A Retrospective Of the first 10 Years of Provision from your Local RSC!

Newsletter of the RSC Scotland South & West

Summer 2010

Best of the West



Simply the Best!

Our **Best of the West 2010** event on June 3rd was an opportunity to showcase a selection of case studies exemplifying initiative, dedication and the clever use of technology to support learning and teaching. We were spoiled for choice with the vast portfolio of wonderful local case studies that have been created in the past year.

The Best of the West event also attracted the best of Scottish Keynote speakers, who were informative *and* entertaining, with a Scottish twist! If you missed the event or would like to listen again, recordings of our keynotes "**Gonnae no dae that?**" from Jason Miles-Campbell from JISC Legal, and the Tam O'Shanter banter from JISC Chairman, Prof Derek Law, "**O'er a' the ills o' life victorious: making the most of JISC's Services**" are available along with a selection of photographs from the day, on our Best of the West website in our conference archives:

www.rsc-sw-scotland.ac.uk/confarchives.htm



Derek Law,
JISC Advance
Chairman with
prize draw
winner Kurien
Philip, lucky
recipient of the
iPod Touch!

Contents

See how far we've travelled together in 10 years!

Project Based Training

Curriculum Mapping Project

College Projects

Subject Projects

What our trainees say

Bank on Success

ESF Project

RSC Scotland South & West on iTunes

Training Needs Analysis Service

JISC Advance

JISCAsk!

ManageIT

e-Skills for e-Learning

RSCTv

Topic Briefings

Best of the West Case Studies

AccessApps

Focus Groups

Learning Lunches

Newsfeed

ETNA

Project Based Training

One of our most successful approaches over the last ten years has been Project Based Training. The RSC adopted this approach as it allowed practitioners to consolidate new skills acquired as well as leading to the production of content, which was shared with the sector, not just Scotland wide but nationally.

Practitioners attended training but also were given the opportunity in follow-up supported sessions to put this training into practice, by developing relevant teaching resources that they could incorporate into courses they taught. The project based approach reflected the needs of individual staff and colleges and was aimed at supporting the development of e-learning capacity within the sector.

In all, over 350 learning and teaching resources have been created and shared with the FE sector. All the resources are freely available to download from our website and can be used and adapted for non-commercial educational purposes.

'A professional and worthwhile course which will have a significant impact on my daily teaching. It made such a difference to be given the time to research/use and put together a resource using the training we were given.'

'The most important feature of the project was the support given. Their flexibility and encouragement opened doors for me. Everything was fantastic, thank you.'

'The course made me think differently about teaching and student learning using ICT and online resources. The bank of resources created will be most useful.'

Curriculum Mapping Project

This project involved training in the sourcing and evaluation of relevant electronic content and the production of interactive resource guides for selected units. Over 160 units have been mapped to websites that support each learning outcome.

In total 180 resources are available at:

www.rsc-sw-scotland.ac.uk/curriculum_mapping/mapping.htm



College Projects



The project-based approach reflects the needs of individual staff and colleges and was aimed at supporting the development of the e-learning capacity within the sector. All FE colleges in the S & W participated and in total 118 teaching resources were developed. These are available at:

www.rsc-sw-scotland.ac.uk/project_pages/projects.htm

Subject Projects

Four subject based projects were run centrally at the RSC. These were in the areas of:

- Learning Support.
- Library and Information Skills.
- Care.
- Hospitality, Leisure, Sport & Tourism.

www.rsc-sw-scotland.ac.uk/project_pages/projects.htm

What our trainees say

'This has been a great experience for me as I have been more confident in my approach to IT skills/learning/developing. Looking forward now to learning more and enhancing my newly acquired skills.'

I feel a lot more confident in my IT skills/abilities to help me to carry these forward into my work life. I would like to thank the JISC team for the supportive environment they create.'

'Extremely advantageous for FE lecturers to be able to learn new skills to enhance teaching and learning.'

'Wonderful! Wish we could have more sessions like this. The key was the combination of a small group, enthusiastic and skilled facilitators and good facilities.'

'Great to have time to develop skills. It was very helpful having time to "try out" and get advice when required'

'This has been a first – the chance to practice skills in a supported environment until I feel confident in my level of achievement.'

'Enjoyed it very much – time out to meet people from other colleges and to enjoy time in a creative manner with colleagues. Very productive day!'

'Excellent session – felt entirely confident that I could now go back and develop e-assessments and also show the rest of any staff group, how to go about it.'

Bank on Success

Bank on Success is a project focusing on e-Assessment. Based on a model the RSC team has used before, the aim is to up-skill staff in the art of designing valid and reliable e-Assessments and at the same time build an assessment bank for the sector to use.



The RSC's website hosts the legacy of the project with e-Assessments that can be freely downloaded and used in the Moodle or Blackboard learning platform. In total 40 sets of assessments have been created so far that is 400 questions available so far and more to come!

www.rsc-sw-scotland.ac.uk/bank_on_success/examples.htm

ESF Project 'RSC's do IT' 2004 - 06



The "RSC's do IT" project was designed to add value to the ICT support services in order to achieve visibly additional, measurable outputs that would contribute to the Objective 3 programme aim of **Modernising the Learning Industry**.

The additional funding from this project enabled the RSC to increase the capacity of the team by 50% to include a specialist in Virtual Learning Environments, an accessibility officer to provide support in all aspects of assistive technologies and a content officer to concentrate on resources issues.

RSC Scotland South & West on iTunes



A wide range of audio and video podcasts are available on iTunes, including some of The Best of the West case studies.

Podcasts can be found on iTunes or through:

www.rsc-sw-scotland.ac.uk/podcast/Podcasts.htm

JISC Regional Support Centre Scotland South & West
Podcast Description

An audio podcast from the JISC Regional Support Centre Scotland South & West. Focusing on the implementation of learning technology and campus data infrastructure in further & higher education learning region of Scotland.

▲	Name	Time	Released	Description
1.	Episode-13: Eco Module	11:52	7 4 10	Kenny Girvin of Kilmarnock Coll...
2.	Episode-12: Web 2.0	12:33	18 12 09	John Archibald, Senior Lecturer, ...
3.	Episode-11: Record TV online BUFVC	19:13	26 10 09	Glasgow Metropolitan College h...
4.	Episode-10: Virtualisation	34:34	17 6 09	Fionnuala Carmicheal introduce...
5.	Episode-9: eSkills	11:55	8 6 09	Over the last academic year Rei...
6.	Episode-8: Inclusion3	13:18	18 5 09	In this episode Mary Ann Bird of ...
7.	Episode-7: Inclusion2	15:36	15 5 09	In this episode Mary Jane Bird of ...
8.	Episode-6: Inclusion1	6:15	14 5 09	In this episode Mary Jane Bird fr...
9.	Episode-5: Posturite	7:30	13 5 09	Discussion between Margaret M...
10.	Episode-4: Virtual Servers	9:33	13 3 09	In this episode Mark Clark talks L...
11.	Episode-3: Air Mouse	9:44	16 1 09	In this episode Joan Walker talks...
12.	Episode-2: Mahara	7:48	13 1 09	In this episode Joan Walker talks...
13.	Episode-1: Introduction	5:05	17 10 08	In this episode the support centr...

Total: 13 Episodes

Training Needs Analysis Service from your local RSC

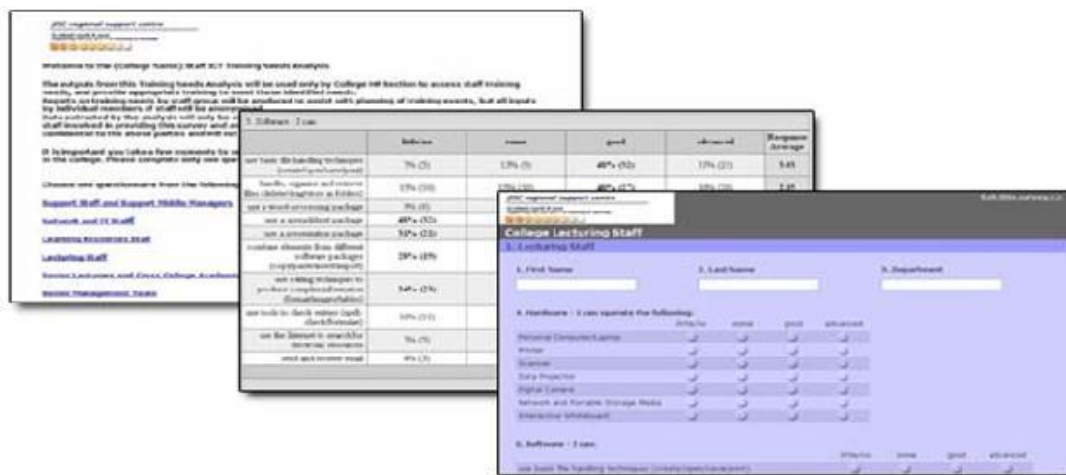
TNA available on request!

The RSC has developed an online Training Needs Analysis Survey, which can be customized by RSC Scotland S&W staff to suit each institution. This may be a staff or student focus on training needs and is available to all our supported institution on request and is entirely free of charge.

On completion of the TNA, the RSC analyse the survey data and return both the full data and a short summary report. These are supplied both as hard copies and in electronic format.

In the past couple of years, 12 staff TNAs and 2 student surveys have been carried out. A sample TNA is available to view at the following web address:

www.rsc-sw-scotland.ac.uk/sample_tna/sample_survey_index.htm



JISC Advance brings together eight JISC services

Almost one year old now, JISC Advance brings together eight established JISC services as part of JISC's ongoing strategy to deliver world-class support to education and learning sectors.

JISC Advance is committed to providing agile, holistic services, developing new services where required and ensuring the community meets the emerging technology challenges across the education sector.

The eight services brought together under JISC

Advance, focusing on good practice, training & skill development and advice & support are:

JISC Digital Media - www.jiscdigitalmedia.ac.uk

JISC infoNet - www.jiscinfonet.ac.uk

JISC Legal - www.jisclegal.ac.uk

JISCMail - www.jiscmail.ac.uk

JISC Netskills - www.netskills.ac.uk

JISC Procureweb - www.procureweb.ac.uk

JISC RSC UK - www.jisc.ac.uk/rscontacts

JISC TechDis - www.techdis.ac.uk

JISC Advance - www.jiscadvance.ac.uk



"advancing education, research and management through expertise, advice and inspiration in the use of technology"

JISCAsk

JISCAsk is a service from the RSC Scotland South & West to help staff with queries about using ICT in Learning and Teaching.



If you have a burning question that we can use on our blog send it by email to support@rsc-sw-scotland.ac.uk with JISCAsk in the subject line and we'll send you a pen drive - JISC for the asking!

Bookmark the *JISCAsk* blog www.jiscask.blogspot.com

Manage IT

Making the most of your Information Systems Consultancy

The RSC Scotland South and West has piloted a new service in 2010 aimed at supporting learning providers make the most of their information systems.

Increasingly, IT plays a critical role in supporting all aspects of learning & teaching, administrative and support services. The RSC's role is to provide advice and support to learning providers in implementing and managing efficient, effective information systems whilst ensuring best value. Initially, the RSC offered specific help in a number of areas under the 'ManageIT' banner and the pilot involved 4 institutions. Consultancy areas included:



- Server Virtualisation.
- IT Service Management.
- Business Systems Integration.

An audio recording of Martin Forte relating his experiences of migrating Cardonald College's critical systems onto virtual servers is available at:

www.rsc-sw-scotland.ac.uk/podcast/audio/episode4.m4a



e-Skills for e-Learning

This is a course comprising of 8 x 3 hour modules, which cover the essential skills, and knowledge, which are needed by teaching practitioners to enable the use of technology for teaching & learning. A certificate is awarded to each practitioner on completion of the course. E-Skills for e-Learning has been recently updated and is on offer free to all institutions in a range of formats, including Moodle and BlackBoard. It has been shared with all UK RSCs and has been particularly successful in RSC Eastern Region. Further details are available at: www.rsc-sw-scotland.ac.uk/sdo/eskills.htm



Ayr College implementation of e-Skills case study:
www.rsc-sw-scotland.ac.uk/best_of_the_west/ayr.htm

RSC Eastern case study:
www.excellencegateway.org.uk/page.aspx?o=194464

'I loved this course and learned a lot. Great opportunity to work at your own pace.'

'This was a great experience, all relevant and will be put to great use. Many thanks.'

'Highly recommended! I am delighted to have learnt as much as I have and I am looking forward to generating materials and to sharing this new knowledge with colleagues.'

'Really enjoyed this course. Staff were able to work with us on a one to one level according to the skill ability.'

'Excellent. First class! Best course I've attended in a long time.'

RSCtv

The Regional Support Centre has been broadcasting a series of 20-minute lunchtime on-line video presentations on recent developments, interesting features & future trends.



RSCTv began in 2007. Viewers need nothing more than a network enabled PC or Mac running an up-to-date browser.

www.rsc-sw-scotland.ac.uk/rsctv/RSCTv.htm

"This was a great way of training without having to leave your desk."

"Enjoyed it not just for the content but for the way it was delivered."

Topic Briefings

Primarily aimed at college senior and operational managers, we have developed a suite of briefings on the benefits of using new technologies and the issues and challenges that they present. These briefings are short, twenty minute sessions, designed to be delivered either face to face or online. Briefings include:

- e-Assessment.
- Web 2.0.
- e-Portfolios.
- Copyright & IPR.
- Mobile Technologies.
- e-safety.



'Short and informative with time for Q & A. A really useful approach to raising awareness of current e-learning topics. The briefings "went down well" on our lunchtime programme.'

Best of the West Case Studies 2010



A wide range of case studies in a variety of formats has been added to our 'Best of the West' pages, in line with our focus on examples of effective and innovative practice from our supported institutions, sharing knowledge and expertise around the region.

Best of the West pages: www.rsc-sw-scotland.ac.uk/best_of_the_west/BoW.htm

AccessApps

The use of technology in education has raised concerns over a digital divide between the 'haves' and the 'have-nots', often based around cost.

AccessApps, an initiative developed by the JISC Regional Support Centres in Scotland, in conjunction with JISC TechDis.



It is a suite of open source and freeware programmes designed to run from a USB stick. Suitable for all learners, AccessApps is an original way of addressing the digital divide.

For more information and to download the software go to: www.eduapps.org/

Customised Focus Group Sessions

As part of the RSC remit to support e-Progress review, we facilitate focus group sessions to assist institutions establish staff and student perceptions & opinion about the use of technology on courses and the added value they feel has been provided. A wide variety of topics are discussed such as:

- Staff and student preferences in terms of using technology for learning & teaching.
- Institutional factors affecting the use of technology for learning & teaching.
- Use of new technologies e.g. Web 2.0 / mobile technologies.



Read about one of our focus group sessions, featuring in our 'Best of the West' Case studies at: www.rsc-sw-scotland.ac.uk/case_studies/docs/Motherwell_FocusGroups.pdf

Learning Lunch with the RSC



“No such thing as a free lunch?” Think again!

The RSC Scotland S&W will not only provide the food and refreshments for free, they will bring it to your institution, set it up and clear it away.

The aim of the 'Learning Lunch' is to meet with our nominated JISC contacts to discuss how we could support the work of the institution with regard to the use of technology.

Why not arrange a Learning Lunch at your institution?

Joint initiatives with RSC Scotland North & East



RSC Newsfeed

Throughout the year the two Scottish RSCs scour the virtual highways to bring you the latest and most interesting new technologies to add sparkle and value to teaching and learning.

Newsfeed is blog based which means you have the chance to comment on any item that takes your interest. In addition all items will be archived and the archive is searchable.

www.rsc-sw-scotland.ac.uk/news.htm#newsfeed



ETNA

The Electronic Training Needs Analysis (ETNA) is a series, which spans 10 years, providing a window on Further Education in Scotland. It presents valuable strategic information to decision-makers interested in tertiary education.

On the Right Track, Volume IV of the ETNA Report is based on the analysis of thousands of responses from staff and students in every FE College in the country. It looks at how technology is currently being used in colleges, how it might be used in the future, infrastructure and the skills necessary to continue the huge progress, which has been made over the last decade.

Further information is available at: www.rsc-sw-scotland.ac.uk/sdo/sdo.htm

Contact Details

JISC Regional Support Centre Scotland South & West,
1 Todd Campus, Acre Road, Glasgow G20 0XA.

Tel: 0141 585 0022/23.

Fax: 0141 585 0020.

Email: support@rsc-sw-scotland.ac.uk.

Website: www.rsc-sw-scotland.ac.uk



JISC RSC Scotland South & West Team

Manager - Fionnuala Carmichael

f.carmichael@rsc-sw-scotland.ac.uk

Administrator - Kirsty Menzies

k.menzies@rsc-sw-scotland.ac.uk

Senior e-Learning Advisor:

Curriculum Management - Joan Walker

j.walker@rsc-sw-scotland.ac.uk

e-Learning Advisors:

Technical Infrastructure - Mark Clark

m.clark@rsc-sw-scotland.ac.uk

HE Coordination - Theresa Duffy

t.duffy@rsc-sw-scotland.ac.uk

Accessibility & Inclusion - Margaret McKay

m.mckay@rsc-sw-scotland.ac.uk

Staff Development & e-Resources - Celeste McLaughlin

c.mclaughlin@rsc-sw-scotland.ac.uk