

Minutes from SITS Trainers Network event (01/06/2018)

Event Date

Friday 1st June 2018

Minutes Posted/Circulated

22/06/2018

Venue

University of Hull, Brynmor Jones Library, Cottingham Rd, HU6 7RU

Attendance

Beccie Cahill	University of Hull	r.cahill@hull.ac.uk
Blake Mace	University of Hull	b.mace@hull.ac.uk
Briony Hancox	Sheffield Hallam University	b.hancox@shu.ac.uk
Elizabeth Wright	University of Brighton	h.e.wright@brighton.ac.uk
Emma Hardy	University of Hull	e.c.hardy@hull.ac.uk
John Crofts	University of Surrey	j.crofts@surrey.ac.uk
Karen Hartfield	University of Warwick	k.hartfield@warwick.ac.uk
Kathryn Laidlaw	University of Warwick	k.laidlaw@warwick.ac.uk
Rebecca Hancock	Sheffield Hallam University	rebecca.hancock2@shu.ac.uk
Richard Block (STN Committee)	Aston University	r.block@aston.ac.uk
Richard Clark (Chair)	University of London	richard.clark@london.ac.uk
Russell Pryce	University of Brighton	r.pryce@brighton.ac.uk
Samuel Booth	University of Sheffield	samuel.booth@sheffield.ac.uk
Sam Gallant	Birmingham City University	samuel.gallant@bcu.ac.uk
Sharon Bhangu	University of Wolverhampton	sharon@wlv.ac.uk
Shelley Calvert	York St. John University	s.calvert@yorks.ac.uk

Apologies:

Alison Roy	Sheffield Hallam University
Helen Lane	Anglia Ruskin University
Joelle Walker	Regent's University London
Luke Austin	Glyndwr University
Renee Stoll	University of Bristol
Sara Kirby	Tribal Group plc
Robbie Vigers	Meetoo



(Left to right) Richard Block, Russell Pryce, Elizabeth Wright, Emma Hardy (back), Sam Gallant, Rebecca Hancock (back), Shelley Calvert, Kathryn Laidlaw, Karen Hartfield, Richard Clark, Beccie Cahill, Briony Hancox (back), Sharon Bhangu, Samuel Booth, Blake Mace & John Crofts.



[Photo by Briony Hancox]

(Left to right) Richard Block, Russell Pryce, Elizabeth Wright, Emma Hardy, Sam Gallant, Rebecca Hancock (back), Shelley Calvert, Kathryn Laidlaw, Karen Hartfield, Richard Clark, Beccie Cahill, Sharon Bhangu, Samuel Booth, Blake Mace & John Crofts.

1.0 Summary of Actions from University of Surrey (May 2017) and Online event (December 2017)

No.	Action Items	Status	Outcome
1.	Chair to post minutes/notes, presentations, videos and photos on website from STN event at the University of Surrey (May 2017) and online event (December 2017).	Complete	Minutes, Presentations, Videos and Photos available on STN Website.
2.	Members of the STN community are invited to become Regional Facilitators (Scottish, SFE & North of England <i>and</i> Ireland).	Ongoing	Invitation open to all STN members.
3.	Chair to re-issue invitation for STN members to contribute to Volume 2 of the Collaborative Manual (Introduction to SITS:Vision Client Server).	Complete (noted for follow-up action)	Follow-up issued to authors who had originally put themselves forward. No submissions received. Chair to reissue invite to all STN community.
4.	Richard Block inviting regional members to local events (Midlands, Wales & West of England).	Complete	Invites issued, no events scheduled. Richard Block will continue to promote regional event offer.
5.	STN Committee to follow up with Alastair and Catherine (Assima UK Ltd) with regards to potentially setting up a STN shared-hosting option with regards to STT Trainer.	Complete	Further meeting with Assima UK Ltd hosted at UoL on 29/09/17. Due to high costs of STT Trainer, STN unable to take offer forward.
6.	STN Committee to plan an Autumn 2017 event.	Complete	Online event held on 08/12/17 via UoL's Adobe Connect.
7.	STN Committee to follow-up coordination of Volume 2 of the Collaborative Manual (Introduction to SITS:Vision Client Server).	Complete (noted for follow-up action)	[See action 3 above]
8.	Chair to re-issue a further call for the submission of basic information for the 'STN member profiles area of the website.	Ongoing	To be followed up during 2018/19.
9.	Luke Austin and Richard Clark to discuss mapping the Collaborative Manual to an NVQ Level 2 qualification in the future (after the completion of Volumes 1 and 2 of collaborative manual).	Ongoing	To be addressed after completion of Collaborative Manual.
10.	STN Committee to plan a further collaborative manual project for the creation of an eLearning publication.	Ongoing	To be followed up during 2018/19 (after completion of current collaborative manual project).

1.0 Welcome, Introductions and Updates

Members of the SITS Trainers Network (STN) were welcomed to the University of Hull by **Emma Hardy** (*Training Manager*), **Beccie Cahill** (*Training Officer*) and **Blake Mace** (*Training Officer*).

A brief summary of aims of the network was presented by **Richard Clark** (*Chair*):

- Share knowledge, lessons learned, training approaches and good practice.
- Showcases (training, testing, support, e-Learning etc).
- Offer re-purposed training materials.
- Build up a profile of SITS training activities across Institutions.
- Skills analysis of STN members.
- Collaborative training initiatives (manuals, books, courses etc).
- Create a community of trainers/testers/support staff via networking events.

Group members introduced themselves, their institutions and their roles with regards to SITS.

1.1 Apologies for Absence

Apologies were noted.

1.2 Welcome to new members and a brief history of the STN

As part of the welcome to new members, the Chair presented a brief history of the STN:

- Officially founded on **29/02/2012** by co-chairs Dr. Richard Clark (*University of London*) & Mr. Aditya Vadali (*University of Surrey*).

Initially proposed as a *Special Interest Group* (SIG) or *Working Group* (WG), the SITS Trainers Network continued as a 'self-sustaining network' where member institutions generously host STN events.
- **30/05/2012** - Mr. John Davis (*University of Wolverhampton*) replaced Mr. Aditya Vadali as co-chair.
- **21/11/2014** - Mr. John Davis stepped down as co-chair (Richard Clark continues to Chair and co-ordinate the SITS Trainers Network).
- **06/05/2016** - Mr. Luke Austin (*University of Huddersfield*) became the Vice Chair of the STN and also the Regional Facilitator for the M62 Region (*note that Luke is now based at Wrexham Glyndŵr University*).
- **06/05/2016** - Mr. Richard Block (*Aston University*) became the Regional Facilitator for Midlands, Wales & West of England.
- **12/05/2016** - Mr. Carlos Bertrand (*Arts University Bournemouth*) became the Regional Facilitator for London & South of England.
- Statistics (as of **01/06/2018**):
 - **109 members** (*currently on contact list*) across **55 institutions** & **1 partnership company** (Tribal Group plc).

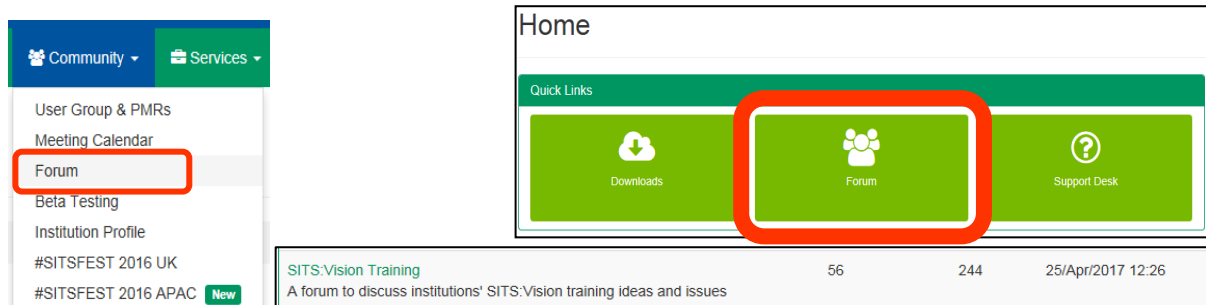
1.3 Summary of events

A brief summary of previous events was presented:

- | | |
|---|--|
| 1) University of Oxford (29/02/2012) | 9) University of London (22/04/2016) |
| 2) Celtic Manor, Newport (July 2012) | 10) Sheffield Hallam University (11/11/2016) |
| 3) University of Wolverhampton (24/05/2013) | 11) University of Surrey (19/05/2017) |
| 4) Celtic Manor, Newport (July 2013) | 12) Online Event (08/12/2017) |
| 5) University of Edinburgh (28/02/2014) | |
| 6) Celtic Manor, Newport (July 2014) | |
| 7) University of Huddersfield (21/11/2014) | |
| 8) Bournemouth Arts University (20/03/2015) | |

1.4 Resources: MySITS Forum, STN Website & STN LinkedIn Group

Members of the STN were reminded that they can use the SITS:Vision Training forum setup by Tribal Group plc via **MySITS (Community-> Forum -> SITS:Vision Training)**.



The [SITS Trainers Network website](#) was also discussed. Repurposed training materials and presentations/minutes/photos from past events are available via the website.

The [STN LinkedIn Group](#) was also discussed and STN members were invited to join the group.

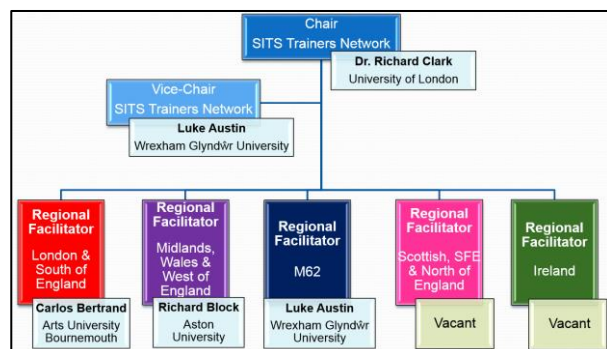
[Action] Chair to post minutes, presentations and photos on website from STN event at the University of Hull.

1.5 STN Committee Structure

The STN Committee structure was presented. Regional Facilitators help to coordinate regional-based activities for the SITS Trainers Network including meetings, RUG's, training events etc. Regional updates are then presented at STN events.

Current Regional Facilitator vacancies include:

- Scottish, SFE & North of England
- Ireland



Members of the STN are invited to put themselves forward for vacant Regional Facilitator posts as part of the STN Committee.

[Action] Members of the STN community are invited to become Regional Facilitators (Scottish, SFE & North of England and Ireland).

1.6 STN and Regional Updates

An overview of updates and continuing work streams for the STN was presented.

2018 is our sixth year as a Professional Network.

During previous events, we have also been able to include external presentations:

- Chris Sutton - The Training Foundation, TAP Accreditation (11/11/16)
- Assima UK Ltd - Presentation of 'STT Trainer' software (19/05/2017)

The STN Committee would like to note particular thanks to **John Crofts** (University of Surrey) for setting up external presentations during previous STN events.

Work on Volume 2 of the Collaborative Manual (Introduction to SITS:Vision Client Server) was re-launched during 2018. There haven't been any submissions so far for contents and the Chair plans to re-open contributions to the manual via all STN members.

During recent events, eLearning showcases have been extremely popular and have included demonstrations/discussions of the following:

- | | |
|---|---|
| <ul style="list-style-type: none">○ Moodle○ Blackboard Collaborate○ Camtasia Studio○ Snagit○ Screencast-O-Matic○ Eesysoft○ STT Trainer○ Oracle UPK | <ul style="list-style-type: none">○ Articulate Storyline 2○ Prezi○ Google Hangouts○ Adobe Connect○ Socrative○ Cisco Webex○ Skype for Business |
|---|---|

[Action] Chair to re-open invitation for STN members to contribute to Volume 2 of the Collaborative Manual (Introduction to SITS:Vision Client Server).

1.6.1 Assima UK Ltd (STT Trainer)

The Chair provided a further summary of a STN meeting with Assima UK Ltd during 29/09/17 (this was also summarised during our online event during 08/12/17):

- Meeting attended by Assima UK Ltd (Catherine Thynne and Alastair Smith), Richard Clark (University of London) and John Crofts (University of Surrey) and a number of other University of London staff.
- Alastair/Catherine demonstrated 'STT Trainer' plus their ATS system.
- STT Trainer: record and edit 'see it', 'try it', 'know it' types of eLearning.
- ATS: Cloning not screenshot based – far more expensive (~50K licence).
- STT Trainer records screen components as a simulation (i.e. of SITS etc).
- Price offered to SITS Trainers Network (as a collaboration of institutions):
 - £4000 per user, per year for min of 5 users for 3 years (hosted by Assima) – 60K
 - £3000 per user, per year for min of 5 users for 3 years (hosted by institution) – 45K
- STN have thanked Assima UK Ltd for the demos and meetings but we feel that our membership/institutions in the STN are currently unable to take up the offer due to the high cost.

1.6.2 STN Online Event (December 2017)

A brief summary of our first Online Event was presented. Adobe Connect (via the University of London) was used to host four separate sessions (welcome/update, approaches used to deliver SITS training, keeping training up-to-date & further activities for the STN).

Sessions were recorded and a number of delegates had viewed recordings of some of the sessions (links to the session recordings and chat window transcripts provided below):

- Session 1 (10:30hrs – 11:15hrs during 08/12/17)
[Welcome, STN Activities and Updates](#) [47 minutes]
[Session 1 Chat Window Transcript](#)
- Session 2 (12:15hrs – 13:00hrs during 08/12/17)
[Approaches used to deliver SITS training](#) [55 minutes]
[Session 2 Chat Window Transcript](#)
- Session 3 (14:15hrs – 15:00hrs during 08/12/17)
[Keeping SITS training up-to-date](#) [41 minutes]
[Session 3 Chat Window Transcript](#)
- Session 4 (15:45hrs – 16:20hrs during 08/12/17)
[Future activities for the SITS Trainers Network, AOB & Close](#) [20 minutes]
(Chat Window Transcript Not Available)

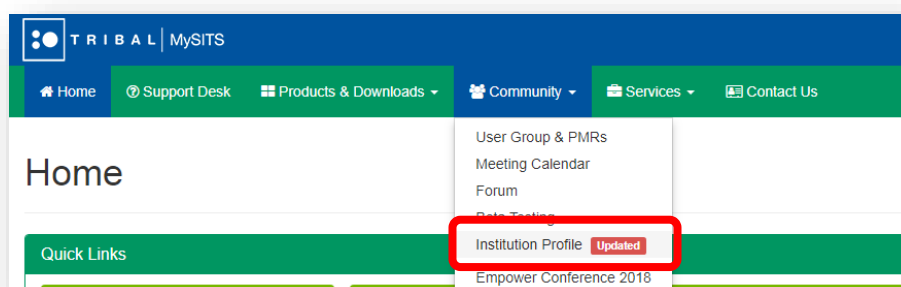
Interactive whiteboards were used to facilitate delegate introductions, discussions, Q&A's etc.

Online polls were also used to facilitate feedback on topics, opinions and options explored by delegates with regards to SITS training.

1.6.3 Regional updates

Luke Austin (Vice Chair / Regional Facilitator: M62 / Wrexham Glyndwr University) provided a regional update – presented by Richard Clark in Luke's absence:

- A few things to note from recent RUG and other Tribal led events at Glyndwr University:
 - Tribal showcase of Tribal Edge. Evolution of the product from e:Vision/online to Edge/Mobile has led me to start thinking about training solutions on mobile devices for staff/students and would be interested in any involvement in mobile device responsive training packages that anyone in the network may have used? Maybe Adobe Captivate or other software?
 - Delegates at Hull added that it was felt that Tribal Edge was in further development for the next 10 years. Delegates expressed a desire for a demonstration of Edge during a future STN event via Tribal or an institution.
 - Tribal have implemented the Component Profile on the MySITS website.



- o Note that a search facility via the *Institution Profile* can also be used to search for institution components (where institutions have chosen to make such information publicly available).
- o Given that it is now possible to view other institutions implementations of the SITS system, there could be some gains made from using the *Institution Profile* to offer training to other institutions that have a similar component that you may have written training documents for.
- o Re Glyndwr, Chester University is geographically close enough that a training event could be held on either campus if common ground could be established with the potential to “learning hubs”. Thoughts and opinions sought.

The Chair also added that during 2012/2013, the SITS Trainers Network did undertake a piece of work to create a STN ‘Institution Training Profile’. This profile presented a matrix of SITS components and indicated which components member institutions were using, training staff in, planned to train staff in etc.

The Chair added that this was a piece of work that the STN Committee would like to revisit and update (with help from the STN membership).

Delegates at the Hull event also expressed a desire to see this work updated.

Richard Block (Regional Facilitator: Midlands, Wales & West of England / Aston University) presented a regional update:

- Richard discussed further interest in setting up a local/regional event in the future if STN members were interested.
- Richard offered to host a regional event at Aston University.

It was also noted (during regional updates/discussions) that the Student Information Desk (SID) was increasingly used by a number of STN member institutions. STN events and regional activities could also be facilitated in the future with a focus on SID (as SID is often a further area of work for many STN members involved in SITS activities).

[Action] STN committee to include a demonstration of Tribal Edge during a future STN event (presented by Tribal or via an institution).

[Action] STN committee to update/reopen ‘Institution Training Profile’ with further contribution via the STN membership.

[Action] Luke Aston/Richard Block/STN Members to indicate interest in STN regional events.

[Action] STN Committee to explore future activities involved the Student Information Desk (SID).

2.0 Presentation

Dr. Richard Clark (University of London) presented an overview of a current project: 'Revamping SITS User Training at the University of London'.

Previous SITS training at UoL:

- 2009-2012 in SITS Project team as f/t SITS trainer (seconded from Staff Development).
- Pre Go-Live bespoke training designed and delivered (+ manuals & eLearning)
- Included areas such as Enquiries, Admissions, Registrations, Fees, Stock Control, Accessibility Manager, Assessments etc.
- SITS Training environment used as a copy of the Live system with updates plus training data (manually configured). Some system parameters turned off to avoid accidental emailing etc.
- Some basic e-Learning used as precursor to class based sessions or as a preview of forthcoming changes/screens etc.
- Mostly class-based courses delivered (as 1 or ½ day) plus workshops & drop-in sessions.
- Post go-Live training support provided (for reinforcement of earlier training) & floor walking support by trainer and SITS team members.
- Richard's training role changed after SITS Project completion (2012; 2016).
- SITS further developed (Assessments; New Programmes) and some products re-engineered (Admissions, Registration).
- Challenges in keeping materials up-to-date.
- Changes not always communicated to trainer, user newsletters distributed upon an upgrade via 'SITS team'.
- Champions in each department help new staff upon arrival (localised SITS inductions).
- Manuals, notes & eLearning have since fallen out-of-date.
- No maintenance of training materials (no resource/capacity).
- Very few SITS training sessions currently offered (as of 2017/18).

Time to change and update SITS training approaches:

- During late 2017, Richard Clark met with 'SITS team' who acknowledged that update communications had lapsed a little.
- RC now receives more regular updates.
- Training environment regularly refreshed/upgraded.
- Richard agreed to re-vamp 'introductory SITS training' during Q2/Q3 2018.
- Richard to redevelop further SITS training modules during '18/19.
- UoL staff now also embracing Activity Based Working (ABW) approaches:
 - Not all staff are in the office/on-site.
 - Range of technologies used (PC's, Surface Pro's, other mobile devices, Office 365 / SharePoint etc).
- Richard has drawn up an ambitious plan to update/rebuild introductory courses during Q2/Q3 2018 (as Richard is the only resource, limited in availability, for SITS training developments).
- On-site training room acquired from the Central University of London and will be refurbished during 2018 onwards (turning the room into a multi-purpose & flexible training venue).

Modernising eLearning for ABW:

- Exploring the use of [Panopto](#) to record small modules of SITS training for user playback.
- Using video tools such as [Camtasia Studio](#) to record screencasts, walkthroughs, demos etc and to produce professional looking training videos.
- Exploring the use of [Articulate 360](#):
 - [Articulate Storyline](#) to create interactive eLearning topics (theory and practical aspects).
 - [Articulate Studio](#) to import old re-usable PowerPoint slides to create quick eLearning presentations/slideshows.
 - [Articulate Rise](#) to create reactive and responsive mobile/tablet friendly HTML5 content - can also be uploaded into VLE's or websites.
- [Adobe Connect](#) can be used to deliver short online sessions to staff who are working away from the office. May also explore the potential use of [Blackboard Collaborate](#).

Some illustrations and demonstrations were presented, illustrating experimental work conducted so far using Panopto, Articulate Storyline, Articulate Studio & Articulate Rise.

It was noted that Articulate Storyline had successfully been used to create 'see it', 'try it', 'know it' interactive eLearning – in a similar manner to other software solutions (such as [Oracle UPK](#) or [STT Trainer](#)). Further work on this approach would be undertaken with regards to interactive SITS simulations for training/familiarisation.

Content could be linked-to from MOODLE courses (as our training VLE) or embedded into MOODLE courses as SCORM-compliant modules.

Discussion topics were then presented and the delegation was partitioned into 3 sub-groups to discuss the following:

- How can we modernise and adapt our training for staff engaged in flexible or Activity Based Working?
 - A number of institutions use Panopto for lecture capture. It was noted that Panopto presentations can be re-visited and re-watched easily by learners, saves time in delivering training (as you can deliver training once and record it) with less classroom sessions required. The quality of the training-presentations can however vary (i.e. a professional trainer vs a process owner in delivering a session).
 - Setting up rooms to 'auto record' using Panopto can be helpful (presenters need to opt-out from auto recording where applicable).
 - Some institutions find it challenging to fill-up class-based sessions.
 - Many institutions currently do not offer eLearning or only small amounts of eLearning.
 - Videos are popular for training although they can fall out-of-date quickly if there are system changes. It was discussed that 'edits' can be made to re-record small bits of a video but often it's quicker to re-record the entire thing.
 - Having the latest of SharePoint can be helpful to post current training materials.
- How do we all keep our materials up-to-date?
 - At many institutions, SITS developers liaise with the trainer. Feedback from the trainer (to developers) is often taken into account with regards to user-aspects of the system.
 - Communication is often improved where a trainer is a member of a SITS team.

3.0 Tour of University of Hull Library & Campus

During the lunch period, two tours were kindly offered: Campus Tour and Library Tour.

A tour of the University of Hull Campus was provided by Emma Hardy and Beccie Cahill.

A tour of the Brynmor Jones Library, the Art Gallery and views of Hull from the observatory was provided by Ruby Hill.

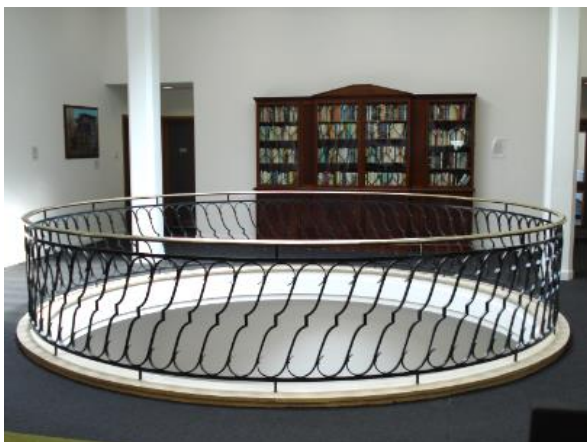
[Library Tour Photos – by Richard Clark]



Laptop loan machine



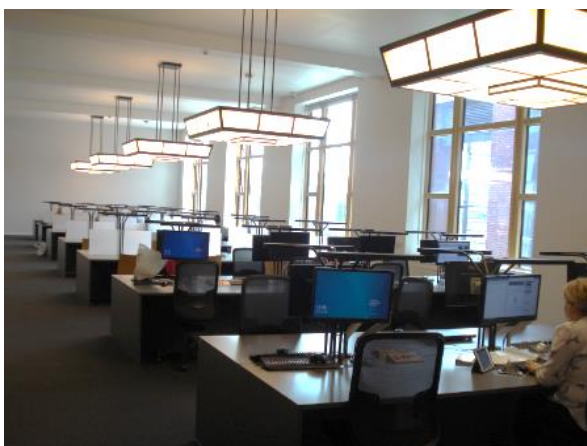
Automated book deposit/sorting machines



Refurbished environment



Comfortable working environments



IT workstations and replicas of original lighting



Many, many, many collections of books

[Library Tour Photos - Observatory Views plus frog from Art Gallery – by Richard Clark]



[Campus Tour Photos – by Briony Hancox]



4.0 Updates/Presentations/Discussions

During the afternoon, two sessions were facilitated by the Chair:

- **(4.1) Updates & Q&A's via Tribal Group plc**
 - Updates & overview of SITS training provided by Tribal Group plc
 - Q&A's (themed around training)
- **(4.2) Discussion & Debate**
 - Training topics common to member institutions
 - Topics/issues/ideas to be decided by delegates during the day

4.1 Updates & Q&A's via Tribal Group plc

During 2016 & 2017, the STN (via the Chair) and Tribal Group plc had a number of discussions with regards future events and Tribal's involvement. Included in these discussions was the suggestion of hosting a STN event at Tribal's Hessle building, incorporating a Q&A session.

Although Tribal's venue rooms could not accommodate the usual 20+ delegation for one of our events, we instead approached the University of Hull to host us as a nearby venue. Members of Tribal could then still attend (as the venue wasn't far from Hessle) and we could host a suitable Q&A session.

We weren't able to secure a venue during Q3/4 2017 but a venue was booked for Q2 2018 and an announcement of the date was published & circulated to all STN members and Tribal contacts during January 2018.

Unfortunately, as the event at Hull was approaching, discussions with Tribal included the fact that no representatives would be able to attend due to busy work schedules. The Chair instead compiled an update slide (based on a phone call via Sara Kirby) and sent submitted questions for a Q&A session prior to the event.

4.1.1 Tribal Updates

Information compiled by STN Chair via phone call via Sara Kirby, Tribal Group plc:

- Tribal training for implementation/SITS teams rather than end-user training.
- Shared training sessions offered:
 - SRL courses via University of Warwick (£250 per person) during April
 - New courses via Northumbria University
 - Foundation SRL: 5th June
 - Practitioner SRL: 6th June
 - Foundation Task Manager: 7th June
 - Practitioner Task Manager: 8th June
- Uses cloud / vanilla environment
 - Amazon cloud, imported training data, rolled back afterwards
- Tribal Empower Conference 2018 - June 11-12

4.1.2 Q&A's (training themed)

Questions were submitted prior to the event (via booking form) and sent to Tribal Group plc.

No answers to the questions were provided via Tribal Group plc before the event on 1st June 2018; questions were instead answered by STN delegates as the University of Hull.

(Q1) What options are available for quickly setting up sample data in SITS before a training session? E.g. I have 10 training sessions running and want to be able to "roll back" the system to the same point before starting each training session. [University of Sheffield]

(A1) Many institutions currently setup data manually or have a set of training data/records which can be imported via XPC process. It was suggested that SITS Projects could be used to roll back data.

(Q2) Could an easy-to-use tool be created in the future for trainers so that they are able to import/setup/roll-back various aspects of SITS for training sessions? [STN Committee]

(A2) No answer available – would need to be answered by Tribal Group plc.

(Q3) What methods are available to help randomise data in specific tables (i.e. for use in training classes, manuals etc)? [STN Committee]

(A3) Randomiser in SITS (if an institution licence includes this component). It was also suggested that solutions such as Datalitix could be applied. Delegates did ask if the randomiser had been updated at all and it would be good to see a demonstration of this component in the future (with application to examples of data for training).

(Q3) As the SITS Trainers Network has been running for 6 years now (voluntarily), would Tribal Group plc be able to offer some financial support to the STN (i.e. poster printing, leaflets for exhibitions, banner stand, web-site hosting, small costs towards events etc)? [STN Committee]

(A2) No answer available – would need to be answered by Tribal Group plc.

(Q3) When you have new starters, do you provide SITS training before granting SITS access? If so, how is that training delivered? In person, group session, one-on-one or online module? [University of Brighton]

(A3) Some institutions do not have a policy with regards to training before SITS access is granted, whereas others are much stricter (i.e. some institutions do not permit access until new users have attended training). Where such a policy isn't possible (due to insufficient training capacity/resources), new users are often trained by champions/super-users on a specific part of the system and when training is available at a later date, new users are invited for a wider overview. Some institutions deactivate user accounts [Client] if they are inactive for a period of time (i.e. 6 months), with training organised for such users upon a request to reactivate accounts. Most institutions offer class-based or 1:1 training. Some institutions are exploring eLearning (and this may be explored more fully by many organisations in the future).

(Q3) I'd really like to know more about what Tribal Group plc are doing with regards to GDPR and especially if there is anything we should be passing onto our trainees? [Sheffield Hallam University]

(A3) The STN Chair had found some information on GDPR via Tribal Group plc's website:

- Dr. Paul Duller (Information Consultancy Director) - blog with resources on the latest legislation and current thinking around GDPR
 - <https://gdpr101.wordpress.com>
 - <https://blog.tribalgroup.com/blog/student-data-and-gdpr-what-are-their-rights>

4.2 Discussions and Debates

During the day, delegates had pinned up discussion topics on 'post it' notes on a flipchart board.

Proposed discussion topics were grouped and the following discussion sub-groups were put forward for the session:

- SITS Training (including data setup, environment management, training delivery etc)
- Student Information Desk (SID)
- General Data Protection Regulation (GDPR)

4.2.1 Discussions: SITS Training

Chair was member of this discussion group and noted the following for the minutes:

(Birmingham City University – Sam Gallant)

- Provides introductory SITS sessions monthly – includes navigation, structures, scenario based, 1½ - 2 hours.
- Drop in sessions offered.
- Manual provided.
- Resource: Sam and other staff (Registry) provide further specialist training.

(University of Wolverhampton – Sharon Bhangu)

- Provides class based training when required.
- Would like to move more towards eLearning in the future.
- Resource: 1 but not a dedicated SITS trainer, p/t SITS training in addition to other work.
- Not all staff have access to SITS.

(University of Hull – Blake Mace)

- Basic eLearning on SharePoint, with tracking – demonstrated materials to group.
- Good on updates from 'SITS team' but some bits missed.
- Resource: 3 in training team (Emma, Beccie & Blake).

(University of Brighton – Elizabeth Wright / Russell Pryce)

- Training sessions delivered on demand when needed.
- Not advertised otherwise for staff to book.
- Resource: 2 in training team.

(York St. John University – Shelley Calvert)

- Basic e:Vision access to all new starters.
- Client access only if manager gets in-touch.
- Users do not need to have mandatory training to obtain access.
- Sessions requested via Staff Development and put forward to Shelley, or faculties run training themselves (note that quality of training varies depending on delivery).
- More training around Business Processes and e:Vision than Client.
- Some teams involved in testing and therefore gain familiarisation prior to release.
- Resource: 2 plus department assistance, not dedicated SITS trainers, p/t SITS training in addition to other work.

(University of London – Richard Clark)

- Provides class based training when possible to arrange (not very often during 2017/18).
- Would like to include much more eLearning in the future to help new user induction.
- Champions used to induct new staff members but only on department-specific aspects of SITS. Class based sessions delivered (when possible) at later date to 'mop up' all new staff/users to present a wider introduction to SITS.
- Resource: 1 but not a dedicated SITS trainer, p/t SITS training in addition to other work.
- New staff request e:Vision access via support team (authorised by Directors if no training can be provided, otherwise access setup after training). Not all staff use Client Server, training must be attended prior to access (or training can be provided via another staff member).
- Planned 'revamp of SITS training' project (see section 2.0 for details) will address a need to create an improved eLearning approach in order to assist limited SITS training resource/capacity.

(ALL)

- Many institutions have experienced a lot of restructuring which has caused a reduction in capacity for SITS training (as job roles are changed or more non-SITS work is assigned).
- With some staff leaving institutions, there is sometimes a loss of knowledge or insight into processes.
- The group highlighted that there is a growing need for good documentation to help alleviate any loss of knowledge or insight into processes.

Sam Gallant (Birmingham City University) asked the group if we assess staff after training?

- **Univ. Brighton:** We use Office 365 for quizzes, forms etc.
- **Univ. London:** Use Articulate Storyline quizzes and Moodle quizzes (in non-SITS training). This could be applied to future SITS eLearning courses. Donald Kirkpatrick four-Level Training Evaluation Model has been applied during past SITS training (particularly when full-time/dedicated SITS training was offered as part of the 'SITS Project').

4.2.2 Student Information Desk (SID)

Richard Block (Aston University) noted: "This was an interesting discussion and looked at the use of SID by Hull and Sheffield. It was largely comparing the two versions being used and their quirks but it was useful for several of us who don't use SID to see how it looked for a student".

Elizabeth Wright (University of Brighton) noted:

Discussed the common problems HE's are experiencing with implementing SID. Once rolled out, there's a lack of interest in SID teams developing their own procedural policy on how help calls are answered within teams and with fellow SID teams. As a result, some SID users tend to shy away from using the system to its full potential, this seems to be a common issue and is tackled with training. It would be very helpful to include SID discussions for future events.

5.0 Future Objectives of the SITS Trainers Network

The STN Committee would like to include further showcases and presentations from member institutions at future events. Showcases provide a good insight into approaches undertaken at institutions and can often inspire discussions and further ideas.

An invitation to all delegates to put forward showcase-presentations and/or to host future SITS Trainers Network events was expressed.

The Chair and delegates agreed that **eLearning** (i.e. Articulate 360 etc) should continue as an area of interest for future STN online/hosted events.

An increasing number of delegates are interested and/or involved in the **Student Information Desk** (SID) solution provided by Tribal Group plc. The STN would therefore be interested in facilitating SID-related sessions or events in the future for STN members (as often there is a cross-over with SITS/SID training & support work).

The STN would also like to include an overview of **Tribal Edge** at a future event (as a presentation via Tribal Group plc or one of the STN member institutions).

The topic of continuing a project which focused on building an **Institution Training Profile** of STN members was discussed. This project would continue some of the work undertaken by Richard Clark (UoL) and John Davis (University of Wolverhampton) during 2012/2013. A training profile of the STN membership would map out the wide range of useful skills and SITS-based training programmes across member institutions. This would provide STN members with a 'go to' map where members would be able to contact colleagues in other institutions who may be running training, testing or support activities for any topics of interest. STN members could then potentially arrange visits, collaborations, knowledge sharing activities, information exchange and regional events or training hubs.

Work on **Volume 2** of the *Introduction to SITS:Vision Client Server* manual will be re-launched by the Chair. Whilst the Chair had previously contacted previous voluntary authors with regards to manual content, no content has been received. This piece of work will therefore be opened up to all STN members for contributions. The STN aim to complete Volume 2 by Q4 2018.

It was noted that the proposed future collaborative project with regards to an **eLearning publication** (as a case study of tools, techniques and approaches across member institutions) would not be undertaken until Volume 2 of the *Introduction to SITS:Vision Client Server* collaborate manual had been completed.

[Action] All STN members invited to put forward showcases, presentations or workshops for future STN events.

[Action] STN to include eLearning (tools) as an ongoing area of interest for future events.

[Action] STN Committee to explore future activities involved the Student Information Desk (SID) (*also noted in 1.6.3*).

[Action] STN committee to include a demonstration of Tribal Edge during a future STN event (presented by Tribal or via an institution) (*also noted in 1.6.3*).

[Action] STN committee to update/reopen Institution Training Profile with further contribution via the STN membership (*also noted in 1.6.3*).

[Action] Chair to re-open invitation for STN members to contribute to Volume 2 of the Collaborative Manual (Introduction to SITS:Vision Client Server) *(also noted in 1.6)*.

[Action] STN Committee to plan future face-to-face and/or online events during 2018 *(in consultation with venue hosts)*.

6.0 AOB & Close

Our thanks to the **University of Hull** for the venue, catering and tours were again conveyed by the Chair and the STN Committee to **Emma Hardy** (*Training Manager*), **Beccie Cahill** (*Training Officer*) and **Blake Mace** (*Training Officer*).

No further AOB was expressed by delegates.

6.0 Summary of Actions

Actions arising from University of Hull event:

No.	Action Items (from these Minutes)
1.	Chair to post minutes, presentations and photos on website from STN event at the University of Hull.
2.	Members of the STN community are invited to become Regional Facilitators (Scottish, SFE & North of England <i>and</i> Ireland).
3.	Chair to re-open invitation for STN members to contribute to Volume 2 of the Collaborative Manual (Introduction to SITS:Vision Client Server).
4.	STN committee to include a demonstration of Tribal Edge during a future STN event (presented by Tribal or via an institution).
5.	STN committee to update/reopen Institution Training Profile with further contribution via the STN membership.
6.	Luke Aston/Richard Block/STN Members to indicate interest in STN regional events.
7.	STN Committee to explore future activities involved the Student Information Desk (SID).
8.	All STN members invited to put forward showcases, presentations or workshops for future STN events.
9.	STN to include eLearning (tools) as an ongoing area of interest for future events.
10.	STN Committee to plan future face-to-face and/or online events during 2018 <i>(in consultation with venue hosts)</i> .

No.	Action Items rolled-over from previous events
11.	Chair to re-issue a further call for the submission of basic information for the 'STN member profiles area of the website.
12.	Luke Austin and Richard Clark to discuss mapping the Collaborative Manual to an NVQ Level 2 qualification in the future (after the completion of both Volumes 1 and 2 of the collaborative manual).
13.	STN Committee to plan a further collaborative manual project for the creation of an eLearning publication.