



**Friday 7<sup>th</sup> December 2018**

**Online Event – Session 1 (11:00-12:15)**  
**Discussion: Training Strategies**



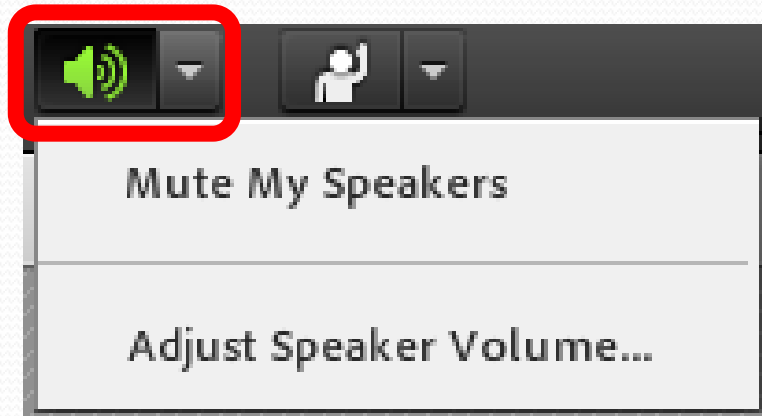
Adobe<sup>®</sup> Connect<sup>™</sup>



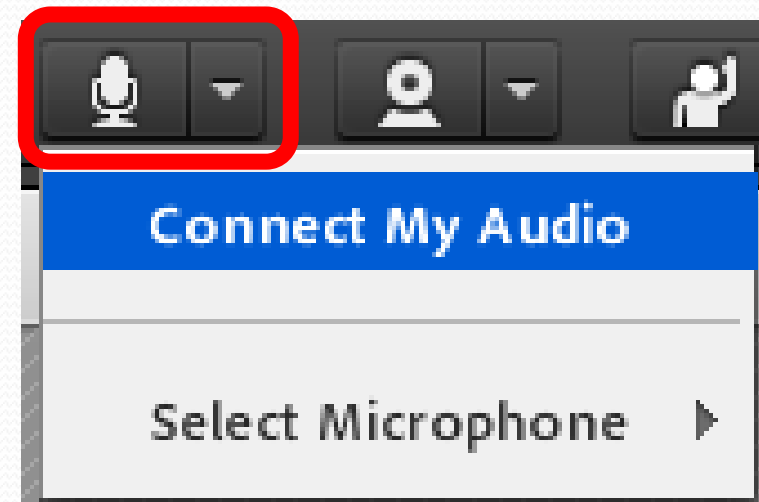
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# Setting up Audio & Webcams

## Speakers/Headphones

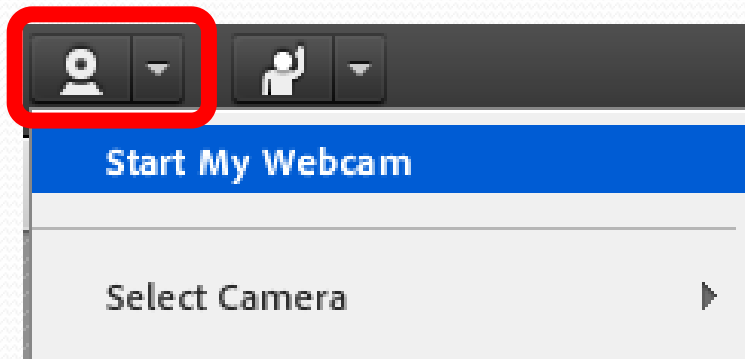


## Microphone



Note: Host will test delegates Microphones before session commences

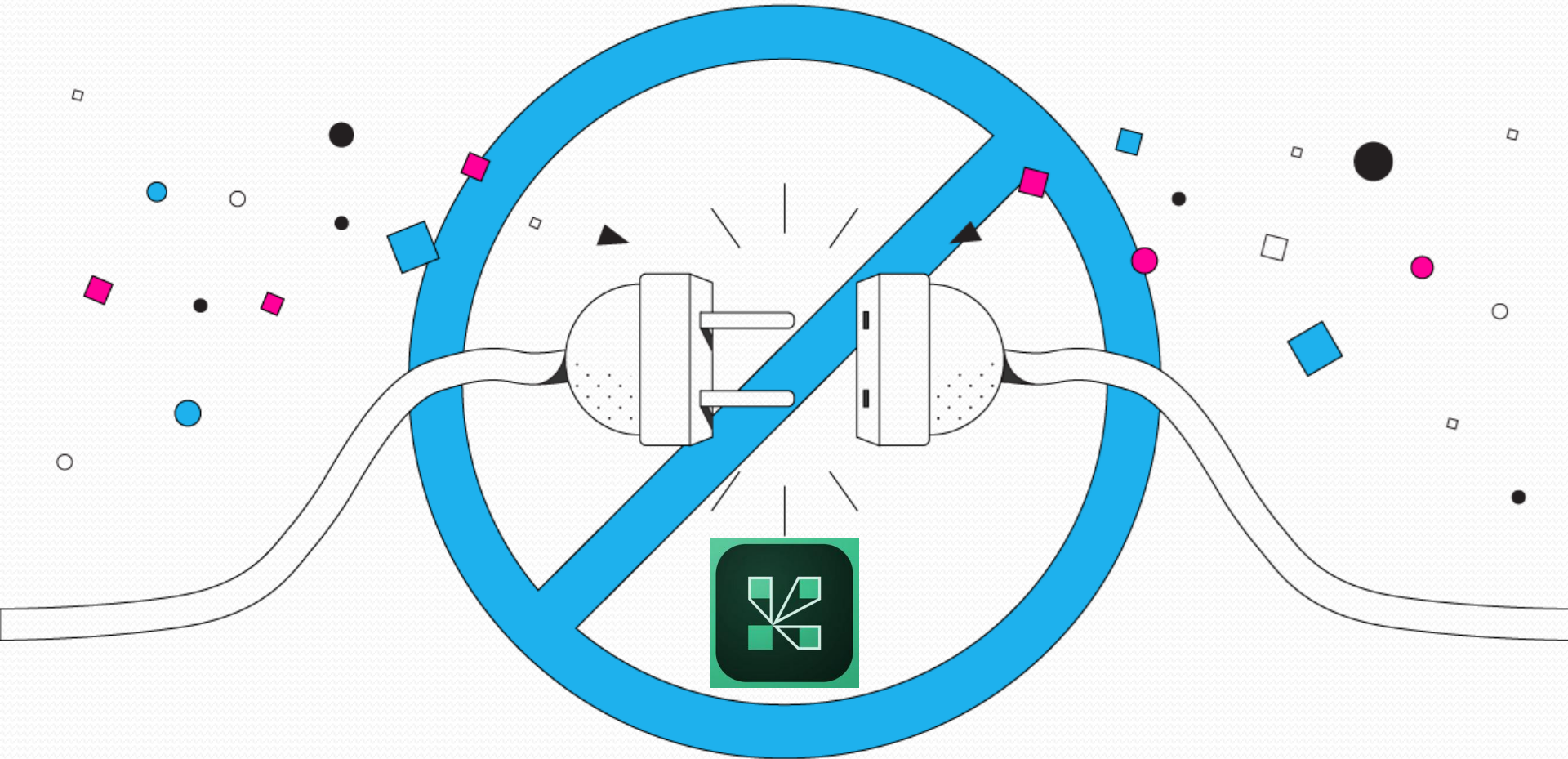
## Webcam



# Interacting with Presenters



# If connection drops, please just re-join



**Ready to commence recording...**





**Friday 7<sup>th</sup> December 2018**

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Discussion: Training Strategies**



Adobe<sup>®</sup> Connect<sup>™</sup>



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# Overview of Session

- Strategies, approaches and tools used by institutions to deliver SITS/SID training.
- **Discussions:**
  - Techniques explored & lessons learned by institutions who have **previously** delivered training programmes.
  - Planning training for **new** SITS/SID projects.
- Our facilitators welcome contributions and experiences from other trainers.

# Agenda

- **Whiteboard: Introductions**
- **Poll:** Current training approaches
- **UoL Case Study: SITS Project Training Strategy**
  - Training methods
  - Class-based & eLearning examples
  - New future approaches (*redeveloping training*)
- **Discussions: New Implementation Projects**
  - **Thomas Undy**, Canterbury Christ Church University
  - **Jason Parry**, University of Portsmouth
- **Whiteboard: Opinions (BAU/Mapping)**
- **Q&A and Summary**





# Introductions

## STN Committee



**Dr. Richard Clark**  
University of London



**Luke Austin**  
Wrexham Glyndŵr University



**Richard Block**  
Aston University



**John Crofts**  
University of Surrey

## Presenters



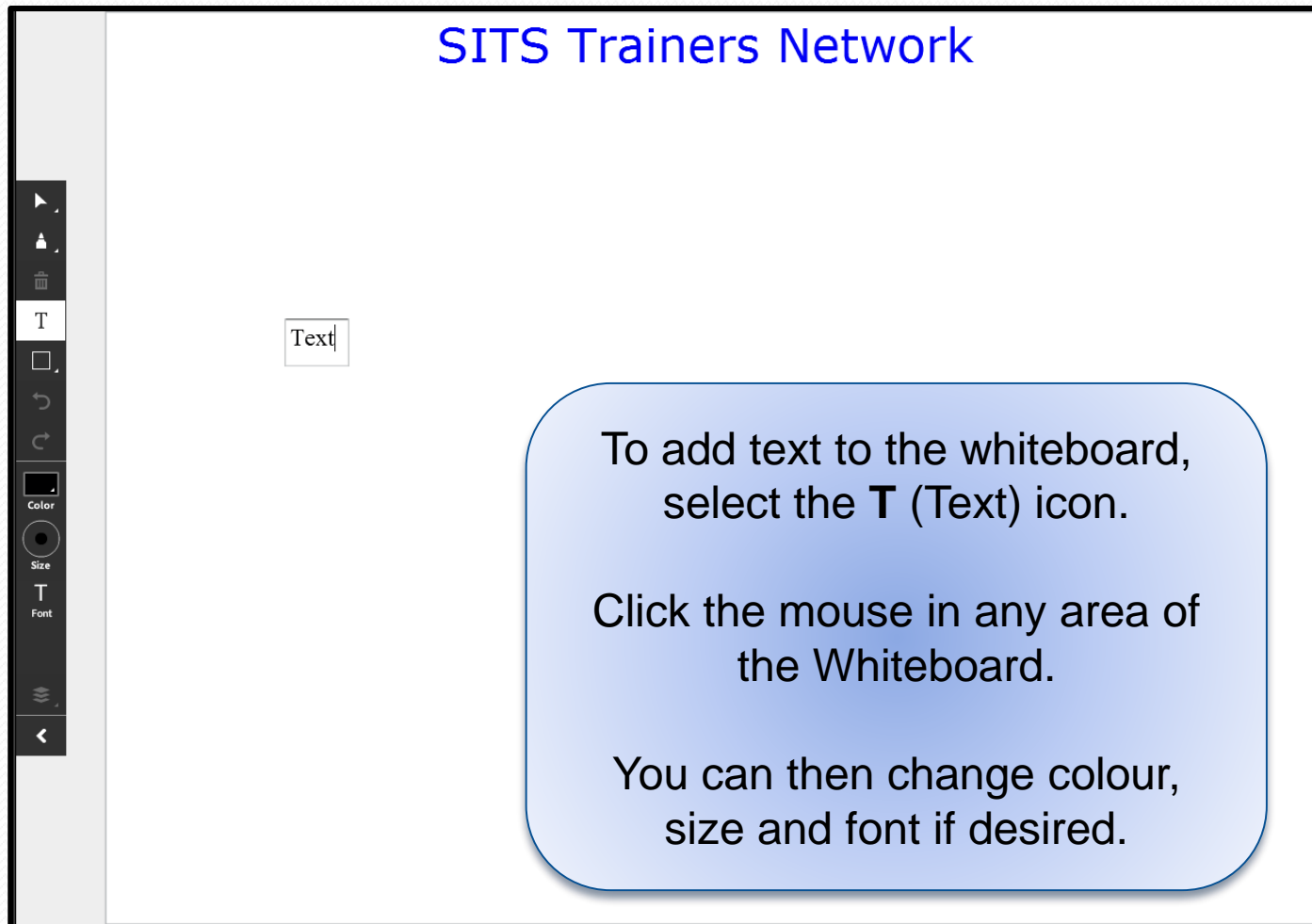
**Thomas Undy**  
Canterbury Christ  
Church University



**Jason Parry**  
University of  
Portsmouth

# Delegate Introductions

- Interactive Whiteboard



The screenshot shows a whiteboard interface with a title bar at the top that reads "SITS Trainers Network". On the left side, there is a vertical toolbar with several icons: a play button, a home button, a trash can, a text tool icon (a white square with a black 'T'), a rectangle tool, a circular arrow, a square arrow, a color selection tool, a size selection tool, a font selection tool, and a back arrow. In the center of the whiteboard, there is a small white text box containing the word "Text". On the right side, there is a larger blue rounded rectangle containing instructional text. On the far right, there is a vertical toolbar with icons for navigation, a home button, a trash can, a text tool icon (circled in red), a rectangle tool, a circular arrow, a square arrow, a color selection tool, a size selection tool, a font selection tool, and a back arrow.

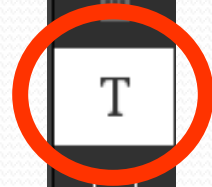
SITS Trainers Network

Text

To add text to the whiteboard,  
select the **T** (Text) icon.

Click the mouse in any area of  
the Whiteboard.

You can then change colour,  
size and font if desired.



# Poll: Current SITS Training Approaches



# (Case Study) Training Strategy



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- Examples of the strategy at the University of London
  - During 2009-2012 'SITS Project'
  - After the 'SITS Project'
  - Current renewal of strategy

**SITS:VISION**  
Client Server

**e:VISION**



**Dr. Richard Clark**  
University of London

# Training Strategy



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- 2009-2012 'SITS Project' – 1 x **dedicated** SITS trainer
  - Training role changed after project completion (2012; 2016)



Group / in-class  
sessions



One to one / coaching  
sessions



e-learning



Floor walking support



Workshops /  
drop-in sessions



Refresher, Repeat,  
Update sessions



Evaluation (to discuss during Session 2 today 14:30–15:45hrs)

# Training Strategy



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- **SITS Training environment:**
  - Copy of Live using training data (data manually configured)
- **Pre Go-Live bespoke training:**
  - Preview Galleries (i.e. designs for e:Vision screens)
  - Comprehensive Training Manuals
  - Exercises for hands-on practice
  - Slides (enlarging/presenting areas of screens)
  - SITS training environment for training/interaction
  - Quick reference cards & additional bespoke handouts
  - Drop-in practice sessions / familiarisation sessions

The **My Applications** screen will present a range of applicant records under the headings of **Submitted Applications**, **Referrals (to QE or Programme Directors)**, and **Incomplete Applications**.

Note that applications records will remain in the **My Applicants** page if the application status is '**Pending**' or '**Duplicate Match**'.

Applications with a status flagged as 'High Priority' will appear at the top of the **My Applicants** page.

'Normal Priority' records will appear beneath any 'High Priority' records.

My Applicants						
Applications assigned to you for processing						
Submitted Applications - High Priority						
SRI	NAME	DOB	OWNER	STATUS	Priority	Priority
COURSE	BA Creative Computing			Pending Applicant	High	High
Click to upload an attachment   Create new CAP Record   View more details						
Submitted Applications						
SRI	NAME	DOB	OWNER	STATUS	Priority	Priority
COURSE	Bachelor of Laws (LLB) Standard Entry			Pending Applicant	Normal	Normal
Click to upload an attachment   Create new CAP Record   View more details						
Referrals						
SRI	NAME	DOB	OWNER	STATUS	Priority	Priority
COURSE	BA Philosophy w/ Computing (Computing & Cognition)			Applicant Referred to Programme Director on Wednesday 11 February 2016 by Richard Clark (8 days ago)	Normal	Normal
Click to upload an attachment   Create new CAP Record   View more details						
Incomplete Applications						
SRI	NAME	DOB	OWNER	STATUS	Priority	Priority
COURSE	MSc Global Health Policy			In Progress	Normal	Normal
View more details						
SRI	NAME	DOB	OWNER	STATUS	Priority	Priority
COURSE	PG Certificate in Epidemiology			In Progress	Normal	Normal
View more details						

Referrals (to QE or Programme Directors) will be shown further down the screen.

Towards the lower area of the screen, any incomplete applications will be presented.

## 5.1 Submitted Applications and Referrals

With regards to Applications which have been submitted or have been referred, a number of options are available beneath each record summary.

Submitted Applications						
SRI	NAME	DOB	OWNER	STATUS	Priority	Priority
COURSE	Bachelor of Laws (LLB) Standard Entry			Pending Applicant	Normal	Normal
Click to upload an attachment   Create new CAP Record   View more details						
Referrals						
SRI	NAME	DOB	OWNER	STATUS	Priority	Priority
COURSE	BA Philosophy w/ Computing (Computing & Cognition)			Applicant Referred to Programme Director on Wednesday 11 February 2016 by Richard Clark (8 days ago)	Normal	Normal
Click to upload an attachment   Create new CAP Record   View more details						

Click to upload an attachment | Create new CAP Record | View more details

Select the **Click to upload an attachment** button to upload attachments/documents to the application record (as outlined in Section 4.2).

Select the **Create new CAP Record** button to create a new application for an existing applicant (as outlined in Section 4.3).

The **View more details** button can be chosen to display the applicant record (as outlined in Section 4.1 and Sections 4.4-4.14).

## Enquiries - Quick Reference Card

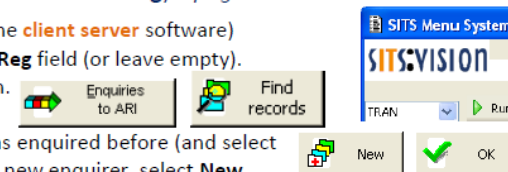
**SITS:VISION**  
Client Server

e:VISION

- Infrequent tasks
- Transfer process (duplicates)
- Printing labels
- Printing questions
- Frequent tasks
- Internal/External enquiries
- Search & Edit
- Tally sheet / Press enquiries.
- Clean Web enquiries/questions.

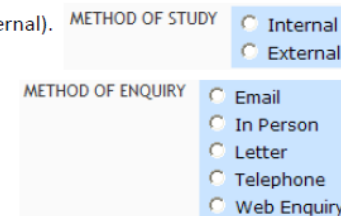
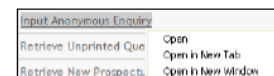
**Transferring duplicates (duplicate matching)** – pages 44-48 in manual:

- Display the **TRAN** screen (in the **client server** software)
- Enter the date in the **Date of Reg** field (or leave empty).
- Select **Enquiries to ARI** button.
- Select **Find Records**.
- Identify if current enquirer has enquired before (and select **Ok**). If the record relates to a new enquirer, select **New**.
- Select the **Transfer** button (or **Skip** to skip current record, **Delete IPR** to remove).
- Continue until complete (*i.e. for all potential duplicates in the holding table*).



**Anonymous Enquiries / Tally Sheet** – pages 90-91 in manual:

- In **e:Vision**, right-click the **Input Anonymous Enquiry** link and choose **Open in New Tab**.
- Note that you will not need to record data obtained from the web prospectus request forms (as this data is collated in the statistics automatically).
- All other enquiries (*i.e. your workload for the day including each web question*) should be recorded via the **Anonymous Enquiry/tally sheet** facility.
- Record the **Method Of Study** (Internal/External).
- Record the **Method of Enquiry**:
  - Email.
  - In Person.
  - Letter (includes faxes).
  - Telephone.
  - Web Enquiry (web questions).
- Enter the requested degrees in the text box (using a comma to separate each item).
- If required, set the **Special Needs** to **Yes** and enter relevant data in the **Special Needs Details** field (*note that this field will only appear if Special Needs is set to Yes*).



# Training Strategy (Interactive e-Learning)



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A screenshot of the SITS:VISION e-learning interface. The interface has a blue header with a search bar and three interactive options: 'See It!', 'Try It!', and 'Know It?'. The main content area displays the 'SITS:VISION' logo and a welcome message. A left sidebar shows a tree view with 'Record Operations' and 'Retrieving Records using Wildca'. The Oracle logo and 'USER PRODUCTIVITY KIT' are visible in the bottom left corner.

search

Record Operations  
Retrieving Records using Wildca

See It! Try It! Know It?

## SITS:VISION

Welcome to the e-learning course for an [Introduction to SITS:Vision client server](#).

This course will address introductory and topics with regards to the use of the SITS:Vision client server software.

**Please note that this course is preparatory to all other SITS:Vision or e:Vision courses.**

In the e-learning system, you can choose to **See It**, **Try It** or **Know it**.

- **See It** will present a demonstration of a particular tool/process. You can advance each screen by using the **ENTER** key or wait for a number of seconds.
- **Try It** will allow you to try the steps and use/apply a particular tool by following on-screen prompts.
- **Know it** will provide an opportunity for you to try using a tool or work through a series of steps without the e-learning system prompting you. A score of 75% or higher represents a pass rate (you may try each 'know it' test as many times as required).

**ORACLE**  
USER PRODUCTIVITY KIT



# Training Strategy (Interactive e-Learning)



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The screenshot displays the 'University of London Train System 8.2.0' application window. Inside, the 'SITS Menu System' window is open, showing a file explorer view of the 'SITS:VISION Menu Options' directory. A yellow 'Try It!' dialog box is overlaid on the interface, providing instructions for an exercise. The dialog box text reads: 'For this exercise, you will make use of the **Enquirer Student Detail (ESD)** screen as an example of a typical screen in the client server software. In the **option box**, enter the text: " **ESD** ". Below the text is a 'Typing Complete' button. The background interface shows a file tree with 'Menu System (MENSYS)' expanded, and a table listing various menu items and their codes.

Name	Code
Menu System (MENSYS)	
Programmes (CAMS)	
Admissions (MAS)	
Students (SRS)	
Publishing (IPP)	
SITS:Vision Manuals	SVM
Visit MYSITS.com	MSC
Exit	EX

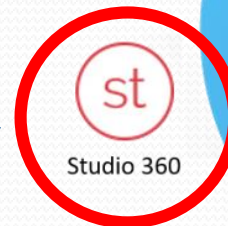
# Training Strategy (New/Future e-Learning)



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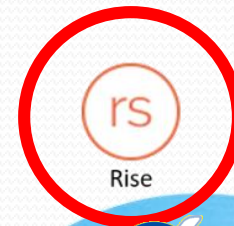
Camtasia



Studio 360



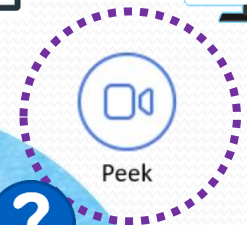
Storyline 360



Rise



Replay 360



Peek



articulate  
360



Articulate  
Review



Content  
Library



Articulate Live





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## Logging in and out of Client Server and using basic navigation.

From the buttons below, please select:

- See It (to watch a demo)
- Try It (to interact with the demo)
- Know It (test your knowledge)



### Logging into/out of Client Server

SITS:VISION Logon - v6.8.0

TRIBAL

SITS:VISION

Username tr001

Password

Ok

© Tribal Education 1992-2014

© Tribal Education Ltd.

In the *Username* field, enter "tr001" as a training username and press the **ENTER** key.

# Panopto (Recording / Editing)

Panopto My Folder > SITS Test Recording ☆☆☆☆ Help Sign out

Search this recording

Contents	This is just a test of Panopto - not for release to users/staff
Notes	Introduction to SITS:Vision Client Server 0:00
Bookmarks	Lifts 0:11
	Virtual Learning Environment 0:12
	Virtual Learning Environment 0:14
	Group 28 0:16
	Group 29 0:17
	Group 30 0:17
	<a href="http://training.elearning.london.ac.uk">http://training.elearning.london.ac.uk</a> 0:18
	Target Audience / Level 0:33
	Group 9 0:35
	Group 10 0:53
	Group 11 1:02
Topics Covered	1:17

Slide Version: 1.3 (2014)

0:02

1x Speed Quality Slides Screen

Introduction to SITS:Vision Client Server

Dr. Richard Clark  
Head of Training and Development

SITS:VISION

SITS:VISION Client Server

Virtual Learning Environment

Virtual Learning Environment

Virtual Learning Environment

Virtual Learning Environment

Virtual Learning Environment

Virtual Learning Environment

# Panopto (embed in Moodle page)

Home » My courses » SITS:Vision & e:Vision Training » Intro to SITS:Vision client server » General » Panopto test

## Panopto test

This is a test video created in Panopto

The screenshot displays a Panopto video player interface. The video content is a presentation slide with the following elements:

- University of London Logo:** Located in the top left corner.
- Slide Title:** "Introduction to SITS:Vision Client Server" in large white text on a red background.
- Presenter:** "Dr. Richard Clark, Head of Training and Development" in white text on a red background.
- Software Interface:** A screenshot of the "SITS:VISION" software interface, showing a tree view of menu options and a list of items.
- Video Player:** The video is displayed in a window titled "SITS:VISION Menu".
- Thumbnail:** A small video thumbnail in the bottom right corner shows a man speaking.
- Slide Version:** "Slide Version: 1.3 (2016)" is visible at the bottom of the slide.

# Planning Training Strategies (For new implementation projects)

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**Thomas Undy**  
Canterbury Christ  
Church University



Canterbury  
Christ Church  
University



**Jason Parry**  
University of  
Portsmouth



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# Training Strategy



- Does your institution have local training networks?
- If so, are they formal (ie. supported by HR&OD) or informal (purely led and resourced at a local level)?
- Have these informed your approach?



**Thomas Undy**  
Canterbury Christ  
Church University

# Training Strategy



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- What assumptions about your training approach have you come across?
- Are these different depending on whether the trainer is recruited internally or externally?



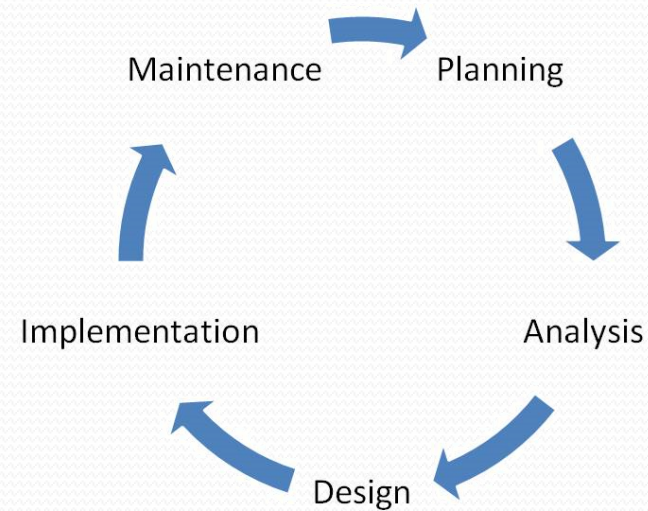
**Jason Parry**  
University of  
Portsmouth



# Training Strategy



- At what point in the implementation cycle did training get underway?
- What budget and resources did you begin with? How did this change through implementation?
- Did **e:Vision** and **Client** necessitate a different approach?

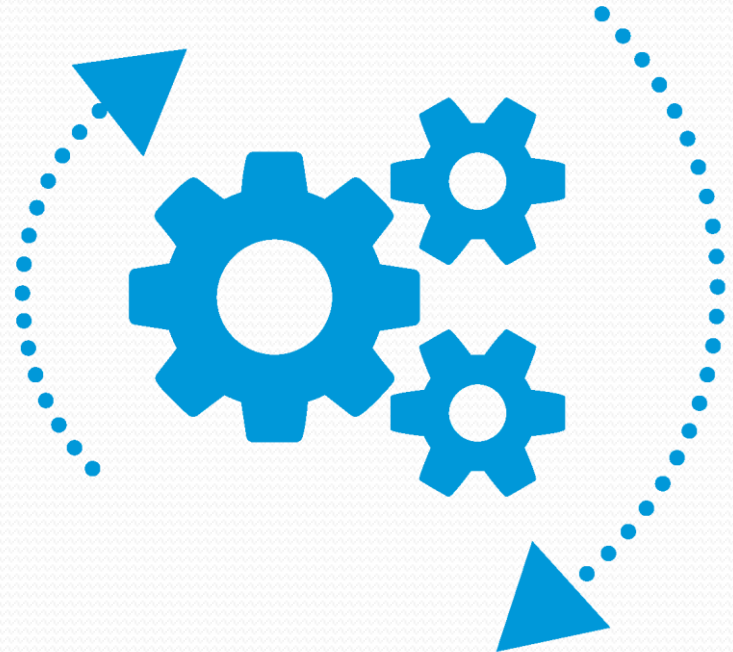


**Thomas Undy**  
Canterbury Christ  
Church University

# Training Strategy



- How to balance the differences between business process and systems training?
- How did you define this in a strategy?



**Jason Parry**  
University of  
Portsmouth

# Training Strategy



- How have user groups within your institution contributed to/sustained their own learning?
- Have you engaged/supported them as communities of practice?



**Thomas Undy**  
Canterbury Christ  
Church University

# Training Strategy



- What were your experiences of scoping a SITS training strategy?
- How did you narrow down the focus to help achieve realistic aims?



**Jason Parry**  
University of  
Portsmouth

# Business As Usual Training & Mapping Training (who/what/when)



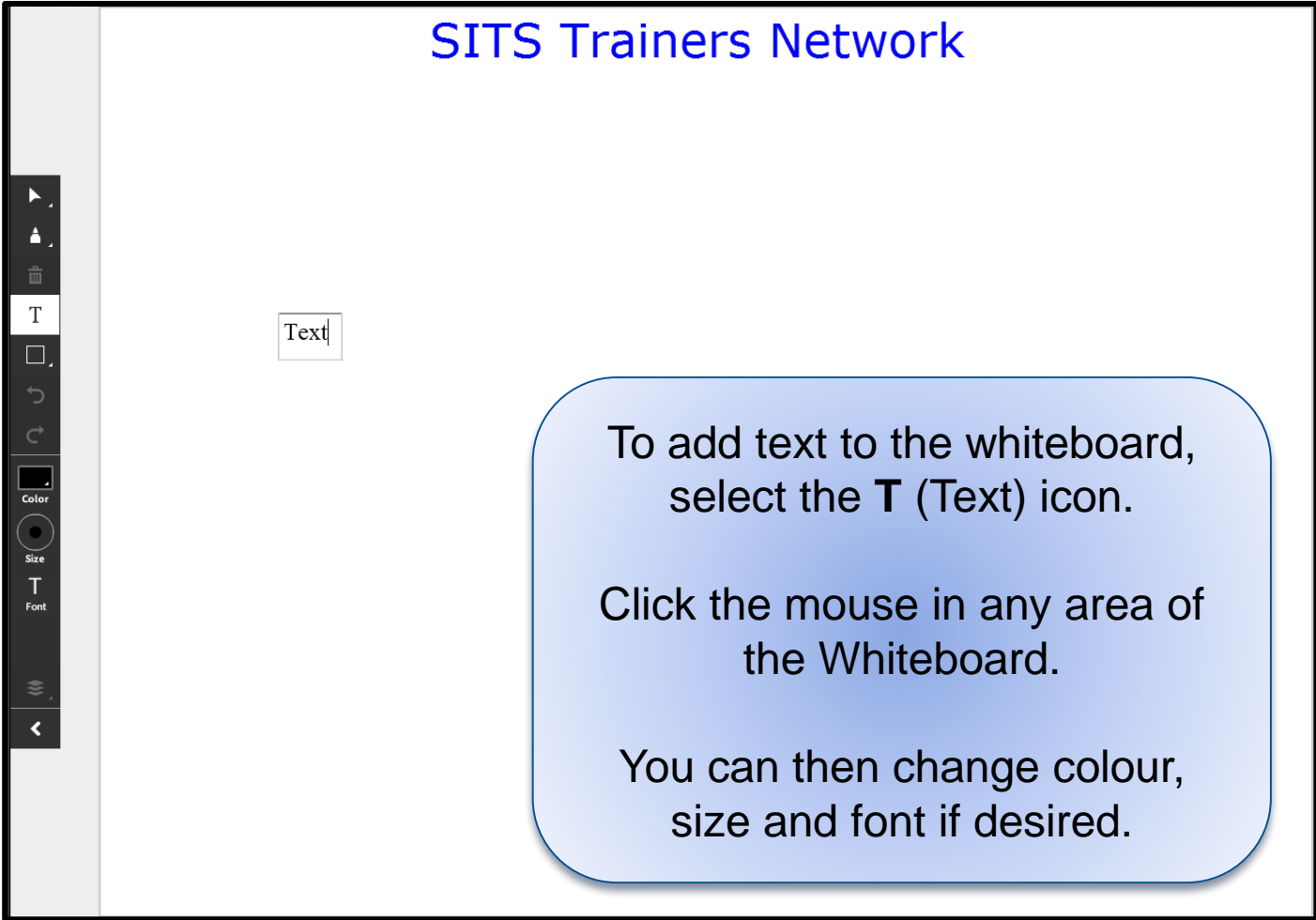
SITS Trainers Network

Text

To add text to the whiteboard, select the **T** (Text) icon.

Click the mouse in any area of the Whiteboard.


You can then change colour, size and font if desired.





Q & A

Enter Question



A screenshot of a web-based Q & A interface. The title bar at the top reads 'Q & A' and contains icons for a printer, a user profile, and a menu. The main area is a large, empty white text box. At the bottom, there is a text input field and a small speech bubble icon to its right.

# Thank you Presenters and Delegates



**Dr. Richard Clark**  
University of London



**Thomas Undy**  
Canterbury Christ  
Church University



**Luke Austin**  
Wrexham Glyndŵr University



**Jason Parry**  
University of  
Portsmouth



**Richard Block**  
Aston University



**John Crofts**  
University of Surrey

And everyone in the  
SITS Trainers Network



**Thank you for attending the session**

**Session 1 (11:00-12:15)  
Discussion: Training Strategies**



**Next Session 14:30hrs - 15:45hrs  
Discussion: Evaluation of Training**

**(Check your email for link to Session 2)**