SITS Trainers Network 07/12/18 (Session 2) - Chat Window Transcript

Discussion: Evaluation of Training
Techniques used to obtain and analyse feedback from SITS / SID training.
- Approaches used by institutions.
- Analysis of feedback.
- Using feedback to validate and improve training)

Arrival and Setup (pre session)

Richard Clark: Welcome to Session 2 of our Online Event today :) During the welcome/setup period, a few of us will be here to help you become acquainted with Adobe Connect and plug in any devices (mic's, speakers, webcams etc) that you may wish to use :)

Elizabeth Dumitrescu-Wright: University of Brighton: Hi

Elizabeth Dumitrescu-Wright: University of Brighton: yes thanks

Abi (University of Oxford): Hey!

Abi (University of Oxford): Yes I can hear

Dawn Sincock: hello

Rob @ Bath Spa: Hello chat box!

Richard Clark: Hello everyone :)

John Crofts - Surrey: afternoon all

Chat window transcript during online session

Lee Martin: Hi Tom, it's a great place!

Liisa Miil - University of Warwick: We don't currently collect feedback. Looking to start collecting feedback more formally

Shelley Calvert (York St. John University): All our training courses across the university go through our Staff Development department. They are quite generic forms and the hosts get the results from Staff Dev after the course has run.

Thomas Undy - Canterbury Christ Church University: does this have a mix of qualitative and quantative data?

Rob @ Bath Spa: I send out a link to a Google form after the session to gather feedback. It has a mixture of tick bow type answers to gather numbers, and then it has free text 'What three things did you find most useful?', etc

Abi (University of Oxford): We used to run evaluations through Survey Monkey. However we moved to Bristol Surveys (BOS) and it is simple to use. I administer this myself.

Shelley Calvert (York St. John University): It's quite short and subjective. We don't go into the same level of detail as Richard's example. More a 1-5 how did you enjoy the course, was it relevant, what did you enjoy/

Abi (University of Oxford): We do it in the classroom, at the end. All anon.

Rob @ Bath Spa: I also book in a follow uo visit with people two weeks after training. This gives us a chance to talkl about any ectra bits they've come across since the session.

Elizabeth Dumitrescu-Wright: University of Brighton: We use Office 365 Forms, post session and sometimes prior to assess users levels of ability to tailor sessions accordingly. Mixture of radio boxes, free text etc

Rob @ Bath Spa: I'm having trubble with my speellong!

Shelley Calvert (York St. John University): The last time I saw one of our forms (as I wouldn't ordinarily see them, they would go to our Student Records team), they are also anonymous so it makes it difficult to follow up on areas where we could improve on the training.

Abi (University of Oxford): Is the pre-meeting questionnaire covering access requirements etc? Or something more along the lines of assessing ability?

Lee Martin: Any views and experience on how to follow up on Non-attendance as part of evaluation, assuming users expected have pre-booked.

Elizabeth Dumitrescu-Wright: University of Brighton: we find it helpful as we're a small team who have to provide SITS training for a number of different departments. If we have more users from a School who wish to focus on specific screens we can tailor the training, or admissions etc...

Richard Clark: Thanks Abi, questionnaire really covers 'what went well' or 'where could improvements be made' from a project/product roll-out perspective.

Emma Watts: Our pre-training questionnaire is mostly to gather information about the role trainees are in, how they expect to use the system, how long they have been in role etc. Allows us to somewhat tailor the training session.

Abi (University of Oxford): That sounds sensible Emma

Abi (University of Oxford): @ Lee - I do have serial no-shows. But because it is 'training before access' then eventually I close their access request. They also don't get offered 121s

Lee Martin: Thanks Abi, that's a great idea. Do you ask why they don't show (or their manager) before deciding on whether to offer another date or leave it to them to contact you?

Liisa Miil - University of Warwick: we do run a report to monitor "unusual activity" - if someone has logged in SITS on more than one IT login

Katy Terry: We at BCU don't give access to SITS until basic introduction training is given

Liisa Miil - University of Warwick: we also close the access requests if they do not book the training

Abi (University of Oxford): I usually contact them Lee and offer them another course date. I'll give the up to three months and then I give them 2 week's notice. If I don't receive a response, then I close their access request. This alert's the person who raised the access request too - often a senior person the college/department.

Katy Terry: they receive the access request form at the training

John Crofts - Surrey: Hi Abi, don't you get complaints from user departments if new staff are unable to access SITS ?

Abi (University of Oxford): No. They all understand that training is required. The 'information custodian' can waive the training if they want to, but with the understanding that if mistakes are made then they are taking responsibility for the errors.

John Crofts - Surrey: I think the truth at Surrey is that SITS training ISN'T mandatory to be able to access SITS

Shelley Calvert (York St. John University): John, we are the same. It just needs authorisation by the manager.

Emma Watts: We wouldn't give access until basic training has been completed. Training is however offered on a regular basis.

Abi (University of Oxford): Tough love.

Karen Foster: At Kingston we allow read only access to staff but no access to run a process or change records without relevant training - in Client and E Vision, no exceptions. Otherwise where is QA and audit responsibility?

Abi (University of Oxford): Most are scared to touch the systems without training.

Abi (University of Oxford): Yes, we do that too Karen - read-only access is plenty for most people

Abi (University of Oxford): Building training environments are very time consuming! I'm always trying to find ways to make things easier.

John Crofts - Surrey: Karen, Kingston is relatively close to Guildford (we're both in Surrey) I'd be interested in visiting Kingston at some point in the new year

Shelley Calvert (York St. John University): Abi, do you have a single training environment or bespoke to different departments/processes?

Karen Foster: Yes John, you're welcome Kingston to visit any time. Get in touch

John Crofts - Surrey: At Surrey we use a VM environment which has 'roll-back' burt data does become out of date

Abi (University of Oxford): We have one training environment Shelley. Occasionally two, when I training using one and re-building the other. What about you?

Shelley Calvert (York St. John University): We use a single training environment that is a direct copy of our Live environment.

John Crofts - Surrey: what about anonymising data Shelley

Abi (University of Oxford): Yes, same! How do you deal with anonymisation?

Abi (University of Oxford): snap

Katy Terry: we create test data in our training system so it isn't specific to actual data

Abi (University of Oxford): We look at the number of support calls to help evaluate success

Rob @ Bath Spa: Does anyone have experience of the anonymiser tool?

Abi (University of Oxford): @ Rob, we have a anon script, but I understand SITS have one?

Shelley Calvert (York St. John University): We don't, we use the live dataset controlled by role groups so that those being trained would only see the screens and data they'll be looking at as part of their role, but using test students embedded in the data, but the real academic module in there.

Thomas Undy - Canterbury Christ Church University: Our configuration team have used it

John Crofts - Surrey: no rob, what is it ?

Shelley Calvert (York St. John University): Anomymisation has been brought up before but we've never gone down that route.

Abi (University of Oxford): I run pilot sessions to check courses are good enough to roll out

Shelley Calvert (York St. John University): Mainly because we don't do the generic SITS training workshops.

John Crofts - Surrey: so this is an anonymising script available from TRIBAL?

Rob @ Bath Spa: I understand it is a Tribal tool to anonymise the data when you copy from Live to Training environments.

Abi (University of Oxford): Yes, I have heard that too Rob

Abi (University of Oxford): I think we will be using for all our environments from next year

Rob @ Bath Spa: I've tried to get our IT team interested, but with little success thus far.

John Crofts - Surrey: I'll place a call on REMEDYFORCE and ask the question

Abi (University of Oxford): Sometimes the people I invite on the pilot are from 1st line support or 'real' users who have expressed an interest in the training

Richard Clark: Abi - very similar to us at UoL, I always invite support teams to sessions to help their understanding.

Thomas Undy - Canterbury Christ Church University: can those who have expressed an interest be supported to become champions?

Thomas Undy - Canterbury Christ Church University: Catch them while the enthusiasm is there

Abi (University of Oxford): Yes, maybe Tom. I like the idea of champions but I seem to be the only one lol

Abi (University of Oxford): We usually try and get senior people to be 'sponsors'

Abi (University of Oxford): but they are often a bit 'disconnected' from the actual 'do-ers'.

Thomas Undy - Canterbury Christ Church University: I'm concerned senior staff might be a bit unavailable for the mundane day to day questions from users

Shelley Calvert (York St. John University): We try to aim at the manager level, rather than senior manager. They're still hands-on with the system so it works well for us.

Abi (University of Oxford): Does anyone use IT Officers as champions? I think someone who is tech savvy and data conscious would be a good bet

John Crofts - Surrey: I agree with you Tom and Abi, senior management don't work the coal-face

Shelley Calvert (York St. John University): Our Admissions Manager is a good example. She was vital in getting the training, and the general positive acceptance of change, when Clearing on the Web went live.

Rob @ Bath Spa: Abi - I'm trying to establish a SID Champions group at my place. I want to use it to look at new developments, and spread the good practice between teams.

Shelley Calvert (York St. John University): Abi, our IT team is more removed so that wouldn't work for us.

Shelley Calvert (York St. John University): And we don't have those sorts of roles embedded within other departments.

Abi (University of Oxford): Rob - yes, best practice is key. Good idea.

Rob @ Bath Spa: Abi - Let's just say it's on my 'to do' list...

John Crofts - Surrey: at Surrey the SITS team is currently a separate entity to IT Services although there are rumours that we'll be coming together at some future point

Abi (University of Oxford): The differing structure of our institutions does have a big impact on what might work

Shelley Calvert (York St. John University): Rob, we're going to want to do the same thing as we want to roll out SID to other departments. It's currently just been with our Student Advice team who haven't had a brilliant time with it and all of the knowledge of how it works has been concentrated in a single person. We want to make sure that when we expand its use, we engage with the other departments and get proper champions in there right from the start so that we don't experience the same issues.

Shelley Calvert (York St. John University): John, our SITS team (all two of us!) is part of Registry.

Shelley Calvert (York St. John University): There's quite a grey area between what we do as SITS Devs and what our IT Devs do.

Abi (University of Oxford): KPIs - assessment during delivery is one

John Crofts - Surrey: I think that's quite common situation Shelley

Karen Foster: We have a SITS noticeboard for user to log their enquires and issues with broken records

Shelley Calvert (York St. John University): What do you use for that, Karen?

Shelley Calvert (York St. John University): SITS queries from students will generally go through to Student Records (then to me) and from staff will generally come directly to our SITS Support inbox.

Karen Foster: SITS users can ask questions about process and SITS issues to us the student record team

John Crofts - Surrey: interesting idea Karen, we have a support call logging system which records all support incidents

Rob @ Bath Spa: Shelley - We're (I'm) looking to expand SID across more of our teams too. Currently it's use is quite siloed according to different departments, ie Some use Case, some Enq's, one uses Diary...

Shelley Calvert (York St. John University): We may have volunteered ourselves to be part of the SID rollout though. If we're using it and can champion it then hopefully we can encourage others!

Abi (University of Oxford): I now run more 'refresher' workshops, rather than just focussing on new users

Shelley Calvert (York St. John University): Rob, what's the feedback been on it? We've struggled with a lack of support and training with SID which has meant it's not been taken up as much as we'd like.

Abi (University of Oxford): Also adding games! Otherwise it is very dry

John Crofts - Surrey: SID in supported within the SITS Operations team.

Rob @ Bath Spa: The newer version (8.3) has had a favourable reception, although there is always a speed issue!

John Crofts - Surrey: Likewise here at Surrey, a mixture of training for new users and refresher training

Rob @ Bath Spa: I must admit I quite like the new SID 'owners' too...

Shelley Calvert (York St. John University): Rob, our email harvester seems perpetually broken unfortunately. We've had several fixes but it's still not working as it should.

Abi (University of Oxford): I've never heard of SID...

Abi (University of Oxford): Is that for students?

Karen Foster: we no longer do refresher courses. We offer experience users dropins where they bring their own questions. We find this most effective

Abi (University of Oxford): That sounds good Karen. No one shows up to my drop-ins

Shelley Calvert (York St. John University): And we've never been involved in SID nor its training until these last few months. One of the reasons we want to implement it in our team so that we can properly support with user documentation and have a thorough understanding of it. It was implemented by the department using it, rather than with support from the SITS team.

John Crofts - Surrey: Student Information Desk (was ESD) will be Student Support (I think)]

Abi (University of Oxford): Thanks John

Shelley Calvert (York St. John University): Abi, it's a student enquiry system that raises cases and uses an email harvester to send messages to departments.

Abi (University of Oxford): Thanks Shelley. I don't think we have that here. Unless it is Oracle Service Cloud

Shelley Calvert (York St. John University): It would be great if we could encourage people on to Google Docs or something similar, but we've not been able to encourage staff to use it. We're still on shared drives for everything.

Abi (University of Oxford): We have SharePoint, but no one seems to like using it

John Crofts - Surrey: We're on shared drives here but moving toward SharePoint Online and TEAMS

Richard Clark: Abi yes same here re SharePoint :/

Shelley Calvert (York St. John University): We technically have SharePoint but it's never taken off. We just can't get people to use it.

Lee Martin: Thomas- on the last question, we are still in development with e:Vision at present but I use SharePoint alerts to notify me of changes to the system version or product and then update my training guide (also held on SharePoint)

Lee Martin: To explain: The dev and BAs hold their docs on SharePoint so I follow the changes

Abi (University of Oxford): We are moving from Weblearn to Canvas VLE and similarly everyone complains!

Jennifer Jackson Glasgow Caledonian University: Thank you!

Karen Foster: thank you!

Abi (University of Oxford): Thanks everyone. Is there somewhere we can continue to share ideas? A forum etc?

John Crofts - Surrey: Thank you all

Jason Parry: Thanks everyone

Liisa Miil - University of Warwick: Thank you and have a nice weekend all!

Katy Terry: Thanks!

Elizabeth Dumitrescu-Wright: University of Brighton: thanks all, it's been a really informative day :)

Shelley Calvert (York St. John University): Thanks everyone, this was really interesting!

Lee Martin: Thanks all

Rob @ Bath Spa: Thanks all! I think something alone these lines on a more regular basis (once per semester?) would be really useful.

Rob @ Bath Spa: Merry Christmas!