

CANTERBURY COLLEGE POLICY

ILT STRATEGY

EFFECTIVE DATE: June 2011

LAST REVIEWED: June 2011

REVIEWED BY: Rob Arnold

NEXT REVIEW: June 2013

POLICY LEAD: Director of Finance & Corporate Services

Canterbury College ILT Strategy

1. Vision

Canterbury College recognises the importance of ILT and its value to Teaching and Learning. The College Mission is “to be the best at teaching & learning” with this in mind we aim to provide a stimulating learning environment by using ILT where appropriate to enrich the learner experience, widen participation and raise the aspirations of our students.

ILT can be integrated in a variety of ways to the benefit of our Staff and Students, by targeting the relevant technologies to the right areas we aim to provide a high quality, sustainable and environmental friendly technological focused learner experience.

Life in 2011 is extremely Technology focused, more a more people are comfortable using, learning and working in this type of environment. Therefore everyone who comes to Canterbury College to work and learn will be able to access IT Networked Services.

Communication between Staff and Learners, by e-mail, SMS (text services), web conferencing will become common place in college. The focus for this will be the Virtual Learning Environment (VLE) Candoodle.

We will look to actively encourage the use of Social Media where appropriate, sites such as Facebook and Twitter will be accessible to students and staff. Guidelines for Staff and Students will be available and will promote a safe and engaging learning platform.

To support this vision the College will look to develop the Staff IT skillsets, maintain high quality/speed networks, and make relevant equipment such as presentation tools, high specification workstations, mobile technologies and other learning devices available to staff to embed e-learning and blended learning into our curriculum.

This strategy sets out the Colleges ILT goals, how we are going to achieve them and how we can ensure that they are meeting the needs of our Staff, Learners and Local Community.

2. Responsibilities

- a. The ILT Strategy will be driven by the ILT Steering Group; this group will meet termly to review current ILT working practices, Communicate, improve and encourage Canterbury College members in the uptake of ILT.
- b. The Director of Finance and Corporate Services will arrange and chair the ILT steering group meetings, and in their absence the Computing Support Manager will assume responsibility.
- c. College staff will have a requirement to actively work with the ILT strategy and be encouraged to add to the goals and targets that it sets out.
- d. Computing Support will be responsible for ensuring that the IT infrastructure is in place to enable the successful delivery of the ILT strategy.
- e. Learners will be encouraged to buy-in to the ideas put forward in the ILT strategy, contribute to the design and take on the challenge and benefits that increased use of technology can bring to their experience whilst studying at College.

3. ILT in relation to other College strategic aims and policies

- a. The ILT Strategy will link closely with the overall strategic aims of the College.
- b. The Information and Learning Technology (ILT) Policy will be consistent and complementary to all other College policies and Strategies such as
 - Equality & Diversity
 - Safeguarding
 - Health & Safety
 - ICT Strategy

4. Objectives

- a. The role of ILT will be an integral part of strategic planning and development of the College and used to enhance management practices.
- b. The College will work closely with partner institutions, national, local and regional organisations to develop a coherent strategy.
- c. ILT is integrated into all relevant College courses.
- d. Priority will be given to the development of ILT learning materials.
- e. All staff and students will have an entitlement to access network/internet enabled devices.
- f. The College VLE 'Candoodle' will be a central focus for all aspects of the Student IT Experience.
- g. Remote access to IT services will be available for all Canterbury College Staff and Students.
- h. A Wireless network will be available for all, and the use of Personal IT devices is actively encouraged.
- i. A continuing programme of professional development in the use of ILT will be provided for Staff.
- j. Adequate resources and support for computing services will be provided and maintained to a high standard.

5. Learner Entitlement

Our learners are entitled to access their learning however they find appropriate, whether it be:

- Access to network/internet connected devices (PC, Laptop, Netbooks)
- in college, via face-to-face delivery of their course
- online
- At home, at work, or from any internet connected device.

All students will be made aware of the IT services available to them whilst studying here at the College, this will be delivered through the Student Induction program, support from their tutors and support staff (such as via the Student IT Helpdesk)

6. Personalisation

- a. The use of ILT in the learning environment lends itself to personalising the students learning experience, making different material available to varying levels and ways in which students learn.
Accessibility of the environment must also be considered when creating learning material for hosting on the VLE to ensure that it's accessible to all.
- b. A Personal Learning plan (PLP) for all students will be delivered through the College VLE 'Candoodle', allowing all students to access information about themselves, their course and their target learning aims.

7. Staff Entitlement

- Access to a computer connected to the internet on a 1:1 ratio for full time staff.
- Access to equipment in the classroom to deliver successful ILT integrated sessions.
- Induction and on-going staff development in the use appropriate technologies.
- Training in the pedagogical principles of blended learning.
- Support staff will be recognised for their contribution to the learner experience.

8. Staff Training

Many Staff use ILT on a regular basis, however there is still a requirement to expand the use of ILT continually improve and share good practice, therefore the College will do the following

- ILT inductions for all new staff in their first week with the college.
- Mandatory staff development sessions will encourage the use of and familiarity with the VLE focused on team-based training and workshops.
- A continuing programme of professional development in the use of ILT will be provided for staff.
- Staff will be afforded the opportunity to gain qualification in ILT.
- Adequate resources will be made available to meet the ILT staff development needs of the College.
- Online Training for Staff will be provided within the VLE (Microsoft Office Training Packages etc)
- Production of Video 'How to' guides to be made available.
- Drop in facilities will be provided for training on College applications and the use of the Intranet/Internet, VLE, use of e-mail, Promethean Equipment, Presentation Tools and video conferencing.
- Sharing national research / local good practice events on training days.
- The Staff Development Team assisted by the Advanced Practitioners and Computing Support will facilitate the above training.
- A yearly skills audit will be used to gather information on the extent to which staff are engaged with ILT and inform future training priorities

9. Sharing of Best Practice

a. Promotion of good practice

- Promote and disseminate good practice through the ILT Steering group.
- Showcase good practice, materials and achievements on College Staff development days.
- Encourage sections to share good practice at regular department meetings.
- Use the Staff Newsletter to inform of ILT strategy, best practices and details of available material.
- Make use of high quality learning materials available from publishers.
- Make use of free materials produced for FE by National Bodies such as JISC, JISC Digital.

b. Working Collaboratively

- Collaborative development of learning material within college, tutors to be encouraged to work together interdepartmental as well as within sections.
- Create online work spaces to increase the sharing of ideas and developments.
- Establish a repository, to store both College and nationally produced ILT material.

10. Support

- An adequate level of support for hardware and software will be provided through the Computing Support team who will have an appropriate level of training and expertise.
- Students will be supported via a Student IT Helpdesk
- Support for staff in using ILT will be available as part of the staff development scheme and through online video and user guides.

11. Infrastructure

The ILT Steering Group will continually review and update the minimum specification of hardware and software required.

a. Network

- Wireless Network availability is high and covers 90% of the College (Canterbury and Sheppey Campus'. There are 2 available networks including a network for College devices and a network for personal devices to be connected. The College supports the eduroam standard Wi-Fi network and allows our students to connect personal devices such as Laptops, Smart Phones and Tablets with their College Network credentials; it allows them to connect to eduroam networks at other institutions running eduroam across the world. This also allows other users from eduroam institutions to connect to the Canterbury College eduroam network.
- The College Internet Connection is sufficiently high enough to allow for streaming media to be run easily.
- The College Internet Connection is filtered preventing users from getting to inappropriate sites; it is highly configurable to any type of filtering request.

b. Hardware

- The College runs a Windows based network Infrastructure, running primarily PC's and Laptops, however there are a number of Apple Mac devices totalling around 300.
- The College adopts the Promethean Interactive Board Technology.
- The College has bookable Video Cameras, Digital Cameras, Visualizers, LCD projectors all available to staff via an AV support team within Computing Support.
- Replacements, the College is working to a 4-5 year rolling replacement scheme for IT equipment.

c. Software

- The College will continue to provide its users with the latest versions of Microsoft Operating Systems and Microsoft Office installations.
- There are a number of Specific Software packages available to use, they will be as up to date as budgetary commitment allows.
- Open source software is encouraged, and will be fully tested before being rolled out into production environments.
- College Systems will be fully secured at both endpoint and backend with fully up to date Anti-Virus and Firewall products.

d. Availability (DR, Network reliability, SLA's)

- A disaster recovery plan is in place to ensure that any damage is minimised in the event of any disruption of ILT services.
- Service levels for computing support will be agreed by the ILT Steering Group.

- Targets for reliability of the networks and for number of computers available will be set and monitored by the ILT Steering group.
- Security of equipment and systems will be maintained at a high level. Computing Support working with the Finance team and will regularly audit the College IT equipment.

12. Quality Monitor, Review, Improve

Understanding the impact of ILT on the Learner and in particular their success whilst at Canterbury College is key to ensuring that the ILT strategy is purposely focused and provides a useful guideline to how the College uses ILT in its provision. In the longer term the ILT Steering Group working with the quality team will assess and review student achievement against the ILT provision the student is exposed to during their studies.

The ILT Strategy will be monitored annually by the ILT Steering Group who will recommend relevant and meaningful updates and changes to the SMT and in turn the Corporation.

Student and Staff focus groups similar to the 'Meet the managers' event and use of the College CRO process will be used to measure student and staff feedback about the availability of ICT, use of ILT in the classroom and general ILT/ICT comments and feedback.

The ILT Steering Group will continually review and update the minimum specification of hardware and software required, and will recommend improvements where appropriate.

A yearly Staff ILT skills audit will be conducted and relevant training will be organised and arranged where appropriate.

Where significant improvements are identified, this will be incorporated into the Colleges ILT strategy with information disseminated to staff, training identified and delivered and new or changes and improvements to infrastructure provisioned.

13. Operational / Action Plan

Target	Action	By who	Timeline / Progress
PLP Make Personal Learning Plan available to all Students via Candoodle. (Target setting, CIS data Name, address, contact details, AV Score)	<ul style="list-style-type: none"> • Setup project team • Understand requirements. • Produced student details and course info • Develop and implement, ensuring Data is secure at all levels • Presentation within Candoodle • Carryout Pilot and Testing • Rollout fully College wide 	Advanced Practitioners, DaRT, Computing Support Web Developer	May2011 – Sept 2011 Sept 2011 – Apr 2012 Trial Areas Sept 2012 Release to wider community
Video Conferencing Big Blue button	<ul style="list-style-type: none"> • Review software/solution options • Install and carry out testing • Rollout, Go Live • Provide on-going training (via Staff Development) 	Computing Support Web Developer	Sept 2011
Equality & Diversity Calendar	<ul style="list-style-type: none"> • Equality and Diversity calendar to be sourced • Made available to all staff and students via Candoodle 	Advanced Practitioner Computing Support Web Developer	July 2011 - On-going
Moodle 2 Research and Testing Platform	<ul style="list-style-type: none"> • Setup testing environment for Moodle 2 • Look to fully test the install and develop for future move of VLE (Candoodle) 	Computing Support Web Developer	Aug 2011 – August 2012
iPhone app Smart Phone App to benefit Students, Staff, prospective students and visitors.	<ul style="list-style-type: none"> • Put together a project team • Set clear targets the App must meet. • Understand and learn the App development software. • Produce the App, undertake user acceptance testing • Release the App to end users 	Marketing and Computing Support Team	Oct 2011, (V.1 to be released.)
Off-air Recording	<ul style="list-style-type: none"> • Improve the systems and reliability of Off-air recording can • Setup facilities to easily distribute recordings across the network. (CC-VideoShare) 	Computing Support	Dec 2011

<p>CC-VideoShare</p> <p>Internal hosting of Videos, for College Wide streaming.</p>	<ul style="list-style-type: none"> • Research available software to distribute off-air recordings and Section recorded video. • Install, Test and release software • Complete documentation for support and end users. • Provide support via the Service Desk 	<p>Computing Support Web Developer</p>	<p>Aug 2011 - On-going</p>
<p>Microsoft Office 2010</p> <p>Standardisation of Office across all Canterbury College PC's & Laptops</p>	<ul style="list-style-type: none"> • Inventory all Equipment • Produce a rollout plan • Ensure full testing schedule is completed. (any Office based testing software such as AAT, edExcel Functional skills and enlight ECDL) • Inform all users and provide training (classroom and online) • Rollout Software to all College Machines 	<p>Computing Support Team</p>	<p>June 2011 - Dec 2011</p>
<p>Print Management solution</p>	<ul style="list-style-type: none"> • Review existing Printer Setup and Strategy. • Speak with prospective suppliers and solution experts. • Draw up requirements/specification for improvements. Detailing Environmental and financial savings. • Present solution to SMT for approval. • Rollout new print management solution. 	<p>Computing Support Manager Copy Shop Team Leader</p>	<p>Jan 2011 – Apr 2012 (Research & Procurement) Apr– June 2012 (Begin Rollout) Sept 2012 (Full solution implementation)</p>
<p>Department Blogs and Websites /Microsites</p>	<ul style="list-style-type: none"> • Provide the infrastructure to Section to independently manage a run department Blogs and websites. 	<p>Computing Support Team</p>	<p>June 2012 – Jan 2013</p>
<p>IT Hardware Replacements</p> <p>As part of the 5 year replacement schedule</p>	<ul style="list-style-type: none"> • As part of the capital bids replacement schedule, review the hardware required for replacement. • Put together a rollout plan, informing end users • Roll out the replacement hardware. 		<p>Sept 2011 – August 2012</p>
<p>Block A IT Hardware Install</p> <p>As part of the College redevelopment, Block A is have new IT equipment installed</p>	<ul style="list-style-type: none"> • Review requirements, liaising with Section Managers, Faculty Heads and Directors. • Research suitable equipment (laptops, 	<p>Computing Support Manager (Lead) Section Mangers, Faculty Heads, Directors and Block 'A' Project Management team</p>	<p>Dec 2011 – Jan 2012</p>

	<ul style="list-style-type: none"> desktops, Printers, AV & interactive Boards) • Purchase equipment and install in time for Block opening and use in Jan 2012. 		
Carbon Trust	<ul style="list-style-type: none"> • Improve and reduce the Carbon footprint of IT Services at the College • PC Shutdown • Virtual Data Centre Infrastructure 	Computing Support Team	Sept 2011 (trial, testing) – Sept 2012 (full site implementation)
Online Registers	<ul style="list-style-type: none"> • Implement, Trial and full rollout of Online Registers 	Database and Reporting Team	
Increase College Internet Connection	<ul style="list-style-type: none"> • Investigate associated costs and work required. • Plan into 2011/12 IT budget plan • Carryout installation (including minor hardware upgrades) 	Computing Support Team (Infrastructure Team)	Jan 2013
Improve communication of IT Services Available to Staff & Students	<ul style="list-style-type: none"> • Set-up Student IT helpdesk • Set-up Computing Support webpage and other Communication tools (such as Twitter, Blogs, Facebook) • Produce help guides, posters and leaflets 	Computing Support Team	Sept 2011 – on-going

14. Budgeting & Procurement

- An annual budget for IT hardware & Software will be agreed.
- All IT procurement will be undertaken by the Computing Support Department ensuring that best value for money is achieved, that the equipment meets previously agreed specifications and is suitable for the proposed use.
- Yearly College Faculties/Sections will be able to bid via the Capital Bids process for IT hardware, detailing why they need additional equipment for the upcoming academic year. This will be reviewed and prioritised by the SMT.
- IT Hardware replacements will be covered from the Computing Support replacements budget based on the 5 year rolling replacement scheme.
- Annual Software Licencing costs will be covered by Computing Support.
- Each department will be responsible for their own consumables budget, however all procurement will be handled by the Computing Support Team.
- The College though the Project Development team will bid for grants related to IT projects and schemes, they will work closely with the Computing Support and academic departments with a view to providing additional funding for specific IT and ILT projects.