Glasgow Kelvin College

Item 20
For Noting

Glasgow Kelvin College

Board of Management Meeting of 12 June 2023

Digital Transformation Strategy – Year 3 Update

Report by Director of Digital Servicers

1. Introduction

The Digital Transformation Strategy was launched in December 2019, only months prior to the start of the Covid-19 pandemic. As a result, the strategic priorities and objectives were accelerated at an unprecedented rate. The purpose of this report is to update Board members on progress of year three of the strategy.

A copy of the Digital Transformation Strategy can be found at Appendix 1.

2. Year 3 Strategy Update

Access to Digital Resources
Strategic objectives: A1, A3, B1

Achievements

- Expansion of Lapsafe self-service system and increase to laptop loan provision.
- Investment in high end computing recourses.
- Off-campus remote access software to specialist labs.

The operating environment for academic session 2022/23, shifted to greater face-to-face learning and teaching, however hybrid working has remained a feature of the College. Investment was made to upgrade high end computing areas such as CAD, Jewellery and Sound Production, to ensure that the curriculum remains relevant through the use of the latest software and standards expected in industry.

Where online classes are timetabled, they are still delivered through Microsoft Teams. However, through the use of a new remote access portal, students can access high-end computing resources based at the College, from their own home and beyond the usual College opening hours.

Students continue to require access to laptops for self-study and the College has continued to invest to meet demand. Our newly installed Lapsafe facility enables a self-service short-term laptop loan scheme for students. Usage of the facility was so high that additional capacity has been purchased to meet demand.

Digital Skills Development
Strategic objectives: A1, A3, B2, C2, C3

Achievements

- Delivery of student 'Digital Headstart' online course.
- Digital January staff development month.
- Streamed CPD events recorded for greater access.

Building on the success of the previous year with the Digital Ready unit, this academic session over 1,350 students achieved their certificate for the new Digital Headstart unit. Designed in-house, the course seeks to enhance digital skills in software, digital health and awareness and, cyber security and identity.

Working alongside the Organisational Development Lead, a schedule of targeted digital training for staff was developed to align with the actions from staff Personal Development Reviews. Digital training session were delivered during staff CPD days, the "Digital January" month-long event, as well as ad-hoc requests with the majority of session being recorded and posted online to ensure greater access to CPD for staff.

A Rich Digital User Experience
Strategic objectives: A1, A2, B1, B2, B3, C1

Achievements

- New College website.
- Launch of student individual learning plans.
- Student engagement surveys.
- Digital classrooms.
- Development of Virtual Reality software for the curriculum.

The launch of the new Glasgow Kelvin College website, was part of a wider campaign to strengthen the image of the College and enhance its reputation. The website utilises modern technologies to provide a platform to promote courses and the student voice to maximise opportunities to increase student recruitment.

Internally, new systems have been developed to increase student feedback through digitisation and automation. Using these new approaches the College has significantly increased student participation levels to 54% for the Stop and Check survey and 44% for the annual student satisfaction survey (full-time students).

Virtual Reality (VR) solutions have been developed to engage students in learning environments where real-life scenarios may be difficult to facilitate, such as Dementia VR, Depression VR and Infection Prevention VR.

Key Business Systems
Strategic objectives: A2, B1, B3, C1, C2, C3

Achievements

- HR system in the cloud.
- Major upgrade to financial systems.
- Lean processes for Student Funding.
- Microsoft Teams and telephone system integration.
- AI assisted systems.

Our adoption of cloud technologies has continued with the external hosting of our HR and Payroll software in the past year. In addition, a new portal for staff recruitment has been added to modernise and simplify processes with the added capability of local systems integration.

The College financial systems have been significantly upgraded and completely rebuilt to ensure system stability, cyber security standards and providing a modern staff user experience. Furthermore, lean management processes have been introduced to support the Student Funding systems through bespoke developments and automation.

Building on our extensive use of Microsoft Teams, we have integrated telephone capabilities to unify communication tools, provide roaming access and reduce overall costs of digital infrastructure.

Artificial intelligence (AI) has been a big global talking point this year and the College has introduced AI in our anti-plagiarism detection software for student assessments. AI is also used to verify student photos uploaded as part of the student ID card system. AI is set to feature more in the near future as development continues at a rapid pace.

The Power of Data
Strategic objectives: B1, C1, C2

Achievements

- College strategic measure report to the Board.
- SMS integration with Power BI.
- Student survey performance reporting.

Strengthening our reporting capability is an important pilar in measuring and improving performance. The development of Power BI continues with advanced analysis in areas such as student withdrawals, recruitment, SFC Credits, student surveys, laptop loans and Moodle course engagement rates. Development has extended with the introduction and integration of text messaging to students from live dashboard data to improve attendance rates at 'Keep Warm' events, to improve course recruitment rates.

3. Resource Implications

There are no immediate resource implications assigned to this report. Future investment may be required to ensure the College is able to deliver on its digital transformation strategic ambitions.

4. Impact on Students

No adverse impact on students have been identified as a consequence of this report.

5. Risk and Assurance

This report seeks to provide members with assurance that positive progress has been made in the delivery of the College Digital Transformation Strategy.

6. Equality

No adverse impacts on individuals with protected characteristics have been identified as a consequence of this report.

7. Data Protection

There are no data protection concerns with the contents of this report.

8. Environmental and Sustainability

There are no environmental and sustainability concerns with the contents of this report.

9. Recommendations

Members are recommended to note the contents of this report.

10. Further Information

Members can obtain further information on the contents of this report from Jason Quinn, Director of Digital Services – jquinn@glasgowkelvin.ac.uk.

Glasgow Kelvin College
Jason Quinn
2 June 2023

Appendix 1

2020
To
2025

DIGITAL TRANSFORMATION STRATEGY

Glasgow Kelvin College

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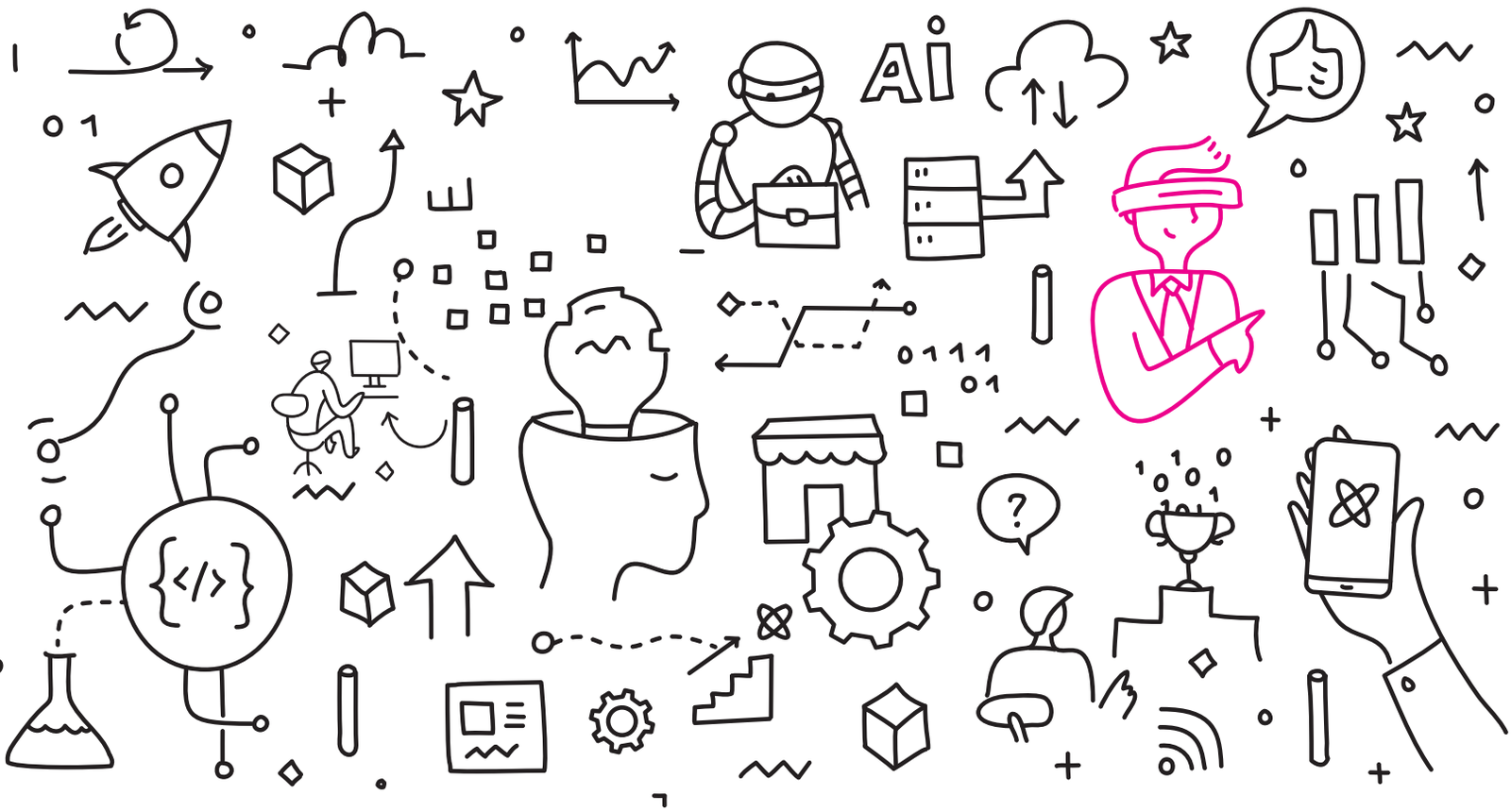

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WELCOME:

I am delighted to introduce this Digital Transformation Strategy which sets out our ambition to become one of the most digitally advanced colleges in Scotland. Achieving this vision will be critical to ensuring we continue to deliver high quality learning experiences which respond flexibly to our learners' needs, and which support more of our learners to develop the skills they need to prosper in their lives.

Through this Digital Transformation Strategy we will deliver a 21st century learning environment which empowers our learners, staff and stakeholders to interact with information in new ways which best suit their needs. Digital transformation will also contribute significantly to College sustainability, with intelligent business processes maximising use of data analytics and automation, helping us to deliver more efficient and effective College services.

This strategy is very ambitious in its scope and intended impact. However, I am extremely confident that the College has the skills and determination to achieve these goals and deliver the modern digital infrastructure and services our learners, staff and stakeholders deserve.

Derek Smeall
Principal

STRATEGY PURPOSE:

To be recognised as one of the most digitally advanced colleges in Scotland, delivering richer learning experiences, better student outcomes and more intelligent business processes through the effective application of informatics allied to a workforce with advanced digital skills.

And

To build a modern digital infrastructure which will meet the anticipated needs and expectations of future learners and partners and will enable the development of innovative approaches to learning and teaching.

STRATEGIC PRIORITIES:

A.
Enriched learning experience - delivering services through technology which allows users to interact with information in ways which best suit their needs.

B.
High quality digital architecture & platforms - using technically agile and integrated platforms which are flexible, secure and accessible.

C.
Intelligent business processing - using systems orientated solutions which integrate data and maximise the use of analytics, Artificial Intelligence and automation.

STRATEGIC OBJECTIVES:

A.1
To provide access to high-quality digital services to the communities we serve to enable local people to acquire digital skills to enrich their lives, improve access to employment and educational opportunities.

A.2
Place people at the centre of digital by developing a culture of innovation where communities grow and staff and students are empowered to achieve in a 21st Century learning environment.

A.3
Place inclusion and accessibility at the heart of everything we do – breakthrough language, location, disability, cultural barriers.

B.1
Build fast, secure and robust services and infrastructure and environments – developing a mobile and cloud first culture.

B.2
Gain the trust of our users by ensuring our systems and user data are secured and governed to the highest level.

B.3
Maximise value, a competitive edge and the evolving business needs using advanced turn-key cloud based systems that support streamlined Agile systems development.

C.1.
Develop robust, integrated, high quality data with flexible management reporting options which is aligned with business needs.

C.2
Facilitate the standardisation and simplification of business processes and cross-functional working through integration, 'single point of entry' data principles and automation of functions.

C.3
Consult widely to establish needs and work with partners/suppliers when external solutions offer best value.

STRATEGIC ENABLERS:

RESOURCE PRIORITISATION:

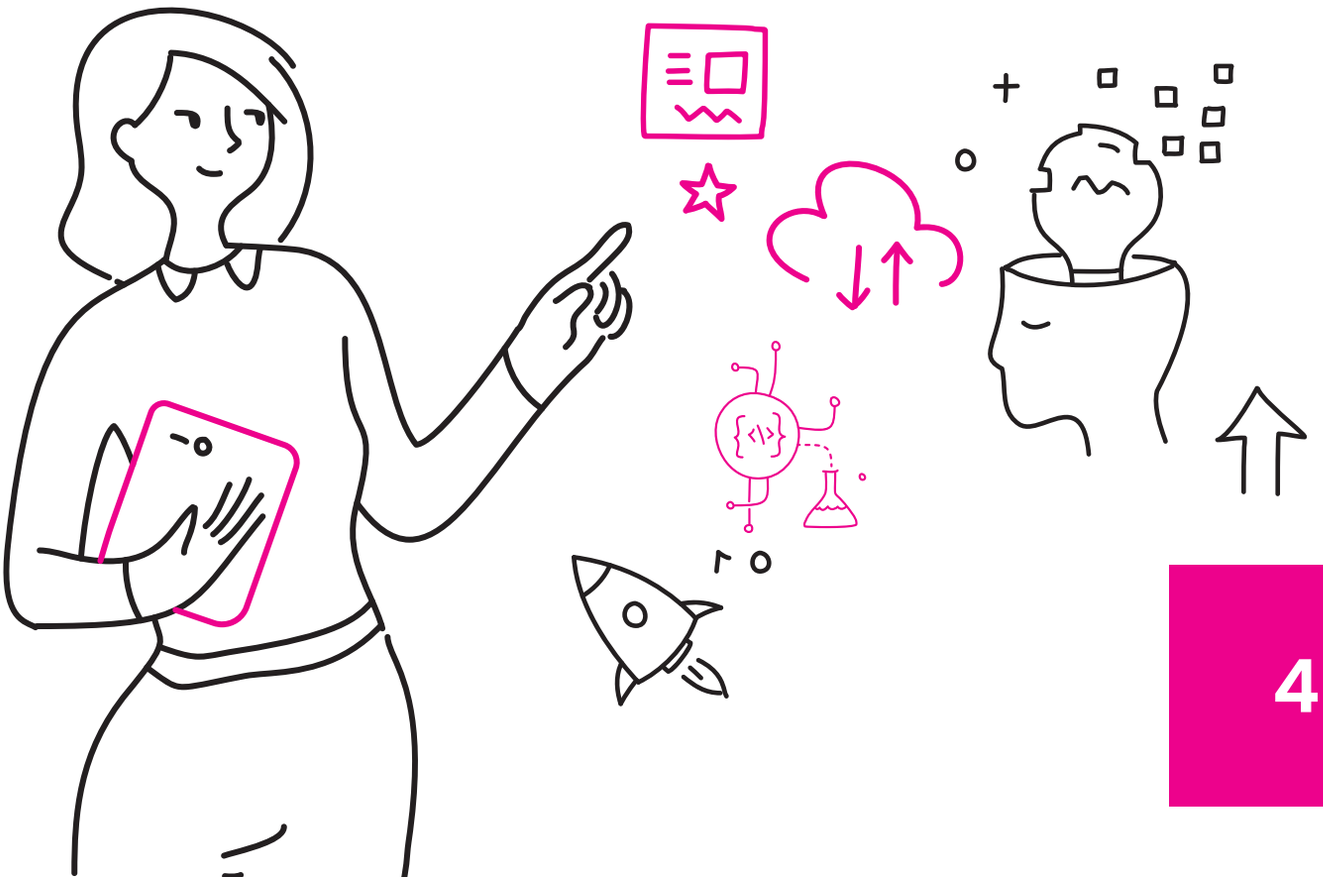
We will review and identify high impact digital developments, with staff and resources organised to maximise delivery of our digital transformation strategy.

EFFECTIVE PROJECT MANAGEMENT:

We will promote cross-college working, with high profile sponsorship of digital transformation projects and clear end-point outcomes.

DIGITALLY SKILLED STAFF:

Valuing and developing staff digital skills, our staff will inspire the next wave of the workforce to thrive and excel in a rapidly evolving digital landscape.



5 YEARS:

In 5 years time through the implementation of our digital transformation strategy, we will create a college where:

We use data and AI to maximise performance in all areas of the College

We empower our staff, allowing them to be truly collaborative, using digital technology to communicate, teach and learn

We use digital technology to enhance learning and create engaging and rich student experiences

We are capable of creating digitally rich and engaging online courses

Our staff and students have trust in us to keep their digital identities and data safe

Our staff are fully mobile – able to access all of their resources online from any campus, from anywhere outside of the College, on any device

We utilise advanced, turnkey, cloud based services that rapidly converts great ideas into great working systems

The College's infrastructure allows for fast and easy access to our network for all staff and students whether on or offsite

We have a digitally inclusive culture – all of our systems and content are easily accessible to all regardless of language or disability

There will be flexible and collaborative modern learning spaces across our estates

Our staff inspire the next wave of the workforce to thrive and excel in a rapidly evolving digital landscape

We deliver a curriculum that embraces 21st Century Learning in all aspects of teaching

We analyse and learn from the data we hold – ensuring evidence-based decisions based on accurate information

FAST TRACK:

We will fast track delivery of our strategic objectives through large scale digital transformation projects, including:

Implementation of a Power BI reporting interface proving enhanced access to College information

Development of new online courses to enable remote access to college study for school pupils, employees and college students (YES, BSmart, and Glasgow Code Learning developments)

Improved online admissions and digital student support services (Online services and MyDay implementation)

Produce a fully inclusive, secure and online enrolment process for the John Wheatley Learning Network

Ensure staff are digitally mobile and can easily access online services from any location with a mobile device

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