

JISC
Joint Information Systems Committee

**Support available through the
Regional Support Centres**

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Why RSCs exist

- **Connectivity support**
- **ICT Curriculum Support**
- **ICT Learning Resources Support**
- **ICT Technical Support**
- **Advisory Services to Managers**



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RSCs' position NOW

Continuity of service 2003- 06

New Core remit:

- **Support F/HE e-learning capacity development**
- **Act as communications link between F/HE and JISC**
- **Partnerships / collaboration**
- **Operate within defined financial / performance frameworks.**



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RSCs - Staffing

Staffing typically consists of :

- Manager**
- Network Officer**
- Curriculum Officer**
- Training / Outreach Officer**
- Administration Officer**



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RSCs Staffing / FE interface

| | |
|------------------------------------|---|
| RSC staff member: | “Mirror” contacts: |
| Manager | Senior management |
| Network Officer | Network manager |
| Curriculum Officer | Curricular Head |
| Training / Outreach Officer | Staff Development / Senior Librarian |



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RSC Activities

- **Connectivity - bandwidth utilisation**
- **Staff development – from software applications to JISC Services**
- **JISC / Sector interface and feedback**
- **Training needs analysis**
- **Sectoral ICT strategy review**
- **Possible support for joint Funding Councils E-learning strategy**



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Where to next?

- **E- Learning Business Planning**
- **E-Business Technical deployments**
 - VLE deployment
 - VC over IP
 - Web-casting
 - Content creation



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RSC Quality Assurance

- Lead Institution financial procedures / audit
- End User Survey
- Self evaluation against specified PIs
- Monitoring visits from JISC Central
- External Verification



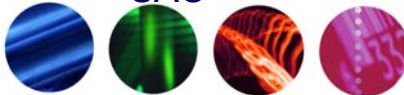
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RSCs in H.E?

- **Not** top sliced but grant supported by JISC
- **Limited** Support
Three “smaller” HEI’s per RSC region in Scotland

| West | East |
|-------|------|
| GSA | ESA |
| RSAMD | QM |
| Bell | SAC |



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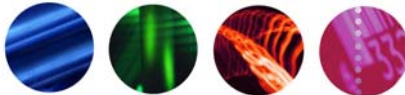
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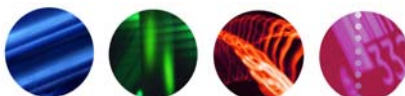
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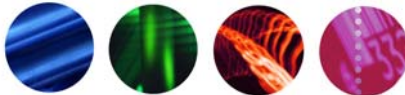
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JISC Regional Support Centres

Scotland South & West
www.rsc-sw-scotland.ac.uk
HelpDesk: 0141 558 4098

Scotland North & East
www.rsc-ne-scotland.ac.uk
HelpDesk: 0131 315 7674



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Identifying needs

SFEFC ICT Strategy review

- College ICT aspirations
- e-Learning / Business plans
- RSC support for planned developments

ETNA (more to follow)



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Support from RSCs

FERL Practitioners Programme (FPP)

Mapped to PDA and supported by RSCs.

- Strand 1 Using ICT with Learners
- Strand 2 Assisting/supporting staff to use ICT
- Strand 3 Making ICT happen in teaching & learning
- Strand 4 Using Learning Platforms including VLEs
- Strand 5 Technical Support staff



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Support from RSCs

- *Making the Most of Microsoft (MMM)*
Practitioner training for content creation using **existing** skills

Map2Learn
'A toolkit for the troops'
www.map2learn.org.uk



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Support from RSCs

JISC Resources

- **MMM** Training exemplar CD to all SW colleges
- RSC **JISC Resources** CD to all SW colleges



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Opportunities from Scottish RSCs

1. Content development pilot?
Subject based consortia
2. Using technology in teaching?
VC over IP, creating video "clips"
3. Piloting use of specific JISC services for FE?
BUFVC, TASI, TechDis, Bized, VTS.
4. Intranet development?
MMM materials, Recorded lectures?
5. Mapping resources to SQA descriptors + Other colleges?
<http://www.rsc-sw-scotland.ac.uk/mapping.htm>



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How can RSCs assist the ICT network?

- Provide facilities in Glasgow for meetings / training
- Set up & facilitate VLE commonality groups
- Provide UKERNA training programmes
- Take advice from the network on its requirements



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- Teaching staff
- Support & admin
- College managers
- Learning resources staff
- **Technical staff**



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ETNA



- 1st – 16th May 2003: survey live
- 21st June: the CAMERA
- Summer: analysis
- Autumn: free and public dissemination

www.e-tna.org.uk



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Technical staff training needs

Technical support

- Installation/maintenance of network security/firewalls
- Installation/maintenance of web server
- Installation/maintenance of email server

ICT

- Webpage/website design
- Designing active server pages
- MLE installation and maintenance

www.e-tna.org.uk



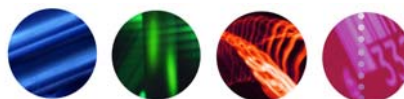
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Technical staff training: issues

- **Certification or non-certification?**
- **In house or outsourced?**
- **Training offered:**
 - Online
 - Face to face?

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