Faculty of Humanities eLearning Network

12th October 2021

Unconfirmed Minutes

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| **Item** | **Noted** | **Actions** |
| **1.** | **Welcomes and apologies**  Present: Becki Bennet (**BB** – Chair), Hannah Cobb (**HC**), Dan Rigby (**DR**), Huw Morgan, Amanda Banks, Kamil Stobiecki (**KS**), Alex Galbraith (**AG**), Steve Bagley (**SB**), Jac Dennington, Chris Milson, Stuart Phillipson (**SP**), Linda Irish, Hilary Pooley, Lauren O’Donnell, Elsa Lee, Ray Wilson, Janean Lancaster, Mark Lobjoit, Helen Perkins, Jonny Crook, Rachel Wilder, Hamza Badenjiki, Omar Ahmedmia, Graham Holland, Olesya Shipova, Andrew Richardson (**AR**), Moyra James (**MJ**), Eva Ward, Imogen Durant.  Anna Verges (AV – Secretary)  Apologies: Lisa McAleese, Angela Gardner. |  |
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| **2.** | **Minutes of last meeting 29th June 2021 [eLN-1\_21\_2]**  **To approve the minutes as an accurate record.**   * The minutes approved – subject to any comments that members may want to submit to Secretary. |  |
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| **3.** | **Matters Arising and Outstanding Actions [eLN-1\_21\_3]**  **To update the committee on matters arising and actions**   * Outstanding actions: Call to all members to propose examples of good practice and potential podcasts * IT questions on agenda (Item 7 below) * All other actions complete |  |
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| **4.** | **Chair’s Report**  **4.1. Verbal report from Becki Bennett**   * BB welcomed Amanda Banks and Kamil Stobiecki as members. * BB thanked Rob Marks and Imogen Durant for contribution last year * No students representative present – are elected later in the month * BB reported on Flexible Learning Programme: consultation ongoing; [appointments of academic theme leads roles](https://www.staffnet.manchester.ac.uk/flexible-learning/news/display/?id=27045) Caroline Bowsher to lead Digital Learning Environment (DLE) and Jane Mooney to lead Digital Skills. Humanities under presentation in FLP groups. Humanities were made aware of FLP leadership positions being advertised very late in the process. This lack of communication has been fed back. * BB and Nadim Mirshak (SoSS) are members of DLE review * SP, LI and AV will be involved in FLP Working Groups * RB called for members to register interest in being involved in [FLP Working Groups](https://www.staffnet.manchester.ac.uk/flexible-learning/get-involved/) and contact BB if encountering difficulties * FLP progress: blue sky thinking so far. Completion dates have been pushed back – the full business case deadline has moved from December 2021 to autumn 2022. * FLP has a 7.7 million budget allocated. * A meeting with Steve Pettifer arranged for 17th December 10am for update on FLP. Network members have been invited to join.   **Discussed**   * DR wondered if senior staff could continue to work on ensuring that Humanities representation is not appropriate. BB suggested to raise at meeting with Steve Pettifer the Humanities underrepresentation at Steering Committee, especially lack of communication on key roles being advertise which prevented Humanities staff to apply. * HC noted 17,000 of total 40,000 students are from Humanities. * There appeared to be a bias towards one Faculty. |  |
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| **5.** | **Student Voice**  **5.1. To receive verbal update from student reps**  **Reported (BB)**   * No student present as these have not yet been elected * BB and AV will brief student reps |  |
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| **6.** | **School updates**  **6.1. To receive: School eLearning Priorities 2021-22 [eLN\_1-21\_6]**  **Reported (BB):**   * Sharing of eLearning Plans is useful to identify common themes. Rubrics, assessment, sharing good practice and Student communities seem common themes across all Schools. * Useful having such plans shared updated and available within Teams itself   **Discussed:**   * Proposal from DR to discuss common themes at eLearning Network meetings useful. * Allocating time (15-20min) to discussion of a substantive item at following meetings * Agreed an eLearning Lead to propose and lead a substantive discussion item with a view to share good practice in that area and to facilitate coming up with shared action plans i.e. working as a group to address those themes. * Having a meeting in October (start of the year) is useful * AB reported that SEED eLearning Plan is pending agreement from SEED Director of T&L and will be distributed as soon as signed off.   **6.2. To receive: any other School matters**   * Dual delivery discussed under agenda item 8. | **eLearning leads to post any updates to eLearning plans in Teams**  **AV to include Discussion item in agenda**  **eLearning leads to consider and agree theme for discussion for next meeting** |
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| **7.** | **IT Updates**  **To receive an update**  **Question raised about Network performance** **and updates to Wifi at start of the year**  **Reported (AG and SB)**   * During last week there was a major update to the firmware that affected a good number of buildings. This issue has been resolved across campus except for Martin Harris building. * Wifi upgrades were not deliberately planned for first week in teaching but took place as a reaction to an unknown issue IT Services became aware of.   **Discussed**:   * Wifi failure on the first week of teaching while trying to dual teach was a source of disruption and stress for staff and students and devastating for Humanities * HC noted colleagues do not often distinguish between eLearning and IT matters. eLearning leads were approached with complaints about Wifi and the challenges to dual delivery. HC welcomed the communication from Dean widely acknowledging the IT issues experienced. * SP reported on initial results from staff survey. These indicated a significant number of instructors had experienced Wifi issues while delivering teaching and a good number having to abandon a teaching event.   **Question raised on IT re-structures**  **Reported (SB):**   * Cannot provide a full briefing but would share presentation slides from Project Atom * The review is part of Project Atom - a reorganisation of IT Services, looking at capabilities and structures. * Project Atom is an update to existing areas including renaming and rebranding, rather than a wholesale change programme.   **Discussed**   * HC noted that the review includes a new T&L lead. HC asked how such new role would work together with eLearning and avoid silos * SB noted Sharon Newton is the new person in this post, only recently started. She now manages teams historically delivering T&L services - the VLE team, the Mobile, the Media Tech and the Digital Team. These teams will now come under her organisational control. SB and AG continue to be Service Managers attached to T&L and will be having conversations with new appointee about these relations and feedback how the new role would operate.   **Other questions discussed:**   * SP raised incidents where Zoom crashed in managed desktops had been reported. Media Services had communicated that Zoom had been re-packaged and re-deployed and this had resolved the issues. * AG was not aware of such communication. AG had had conversations with David Benko on Zoom installations in cluster PCs and gathering figures on machines with older version of Zoom. It is unclear whether the problem resides in Zoom, versions, or in the packaging of the application by ITS. | **AG to report on the root cause of Eduroam services failure**  **SG to distribute slide deck on ITS restructuring**  **AG to confirm whether re-package and re-deployment of application has resolved issues** |
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| **8.** | **Dual Delivery**  **8.1. To receive verbal update.**  **Reported (SP):**   * eLearning has trained over 1,000 Humanities staff - including Teaching Assistants - across the various types of training offered. * A staff survey has opened recently and closes on 15th October. Initial results: number of issues experienced had a negative impact on teaching, the most commonly reported issue is problems with audio. SP personal experience is that in Humanities rooms AV seems to work almost every time but in CTS room seems more problematic. * A list of CTS locations to prioritise for improvements is being put together to share with Media Services * There is a good number of staff complaints about increased overhead when dual teaching. To address this, Faculty employed about 30 graduate interns to assist full-time with actual delivery of dual teaching. More recently, eLearning trained hundreds of Year 3 UG and PGT students to be dual facilitators. 250 of them are now bookable and useful to reduce overhead. There has been mixed feedback about this support, some staff had high expectations on support interns and ambassadors would be able to provide. SP asks Leads to advertise that such support is available. * Zoom crashing during teaching events in managed desktops were received, a small number of reports have also been received when using managed laptops. * Wifi issues adds to the above. * Other lesser points raised are for training to be different, specifically split the training into two different types: smaller groups focused on pedagogy and teaching process running those instead of the 1h long sessions we have run. Separately a CTS room will be available (bookable 1 hr slots) for in-person practising at any point until end of December while supported by facilitators. * A small group of people encountered issues when using Whiteboards. A solution is being investigated to overcome complexities such as variety of Whiteboard types deployed across campus. Volunteers to trial solutions identified are welcome.   **Discussed:**   * BB and members thanked SP in particular for all the brilliant work he had done, for enduring frustration from colleagues, and also thanked the members of the team and the students partners involved for the training and support provided over the last months. * SP thanked Rach W, HP, JD, Ray W, CW, as without them the project would have not delivered the dual teaching offer. * HC asked whether it was possible to get Media Services telephone number stuck on presenter desks for easier calling for help, and thanked SP for supporting subject specific needs such as music, drama, labs. The largest issues experienced in SALC were audio issues in CTS rooms. * SP noted that there is a small amount of microphones that can be provided in cases where standard equipment is insufficient. * DR was very grateful to SP and team for all work involved in dual delivery. Asked if Media Services keep a log of issues reported e.g. visualisers. SP believes Media Services do not use a ticketing system. SP has asked for a log of tickets but reports such information is not forthcoming. AG offers to check with Media Services as he has approached Media Services recently and a ticket was logged in Ivanti. BB noted that it would be useful to know processes and whether Media Services needs more resource to respond to dual delivery issues. * DR raises the need to systematically identify those rooms where specific type of visualisers should be replaced, such replacement be prioritised and users alerted that these old visualisers do not work with Zoom. SP notes that the solution to this issue is to employ a different way to interface with the visualiser (UVC device) which comes at a lesser cost than replacing visualiser. * HC wonders what future holds for dual delivery, what will happen in semester 2, whether we should continue to encourage it, whether equipped rooms will continue to be maintained? RB notes that plans at the moment is for ‘return to normal’ but the kit should be there for those who may like to use it e.g. for meetings, events and workshops. * AV noted that a full evaluation later in the semester and including staff and students experience will need to take place. A Faculty wide Student Pulse Survey will be distributed soon to capture student views on dual teaching. * DR reported receiving quite negative feedback about dual delivery on both sound or pedagogy basis. Notably, a preference for 100% online or 100% on campus but not dual as this being very problematic on the dynamic of tutorials and seminars, not so much lectures. Such comments are arriving from good teachers. BB notes that feedback from staff and students will be instrumental in identifying where dual delivery works well and where does not, but especially once we are out of crisis management.   8.2. To share Dual delivery Cheat Sheet   * RB thanked HC for Cheat sheet * AR notes that Classroom technology for dual delivery e.g. Dojo 360 is being used in Schools not just in HE. * AV noted that Student Pulse Survey questions are being approved by School T&L directors. eLearning Leads can feed into survey questions via their T&L Directors. * BB invites members to continue discussing dual delivery via MS Teams until next Network meeting. | **SP will forward request from SALC for CTS phone number to be place on presenter desk**  **AG to confirm if Media Services uses ticketing system/log of reported issues**  **SP to raise with Media Services issues with old visualisers** |
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| **9.** | **Faculty eLearning Updates**  **9.1. To receive: Briefing Note\***  **Reported (RB):**   * Highlighted: Flexible by Design survey with a deadline of 30th of October. This is a short survey. Questions are strange and vague. * Padlet licence including students is welcome. AV to communicate when student licences can start to apply. * Turnitin update, members and staff in general to be aware that old version of Tii will be switched off in September 2022 – this means access for staff and students to submission made to the old version will no longer be possible after September 2022. Going back to prior years courses and access student submissions is something that academic colleagues often do but they will have to do by requesting PS teams for archived copies.   **Discussed:**   * All Schools to move to the new version (Turnitin LTI) from now while the old version is available in the next 12 months but not used for new assignments. New version has some welcome new features including marking by groups, analytics. Training of School PS teams has been completed. A very short timeframe to move to the new version. PS staff will download and keep previous years submissions * MJ requested information on available PS training on Tii LTI. AV had informed AMBS Assessment Office: [Training Catalogue](https://app.manchester.ac.uk/training/profile.aspx?unitid=9372&parentId=183&returnId=183&returntxt=Return+To+Search&returnQs=%3fterm%3dHUMEL%26org%3d0%26typeId%3d2) * KS asked when in September 2022 will be the cut-off point. HC noted that for SALC is the PS team who set up Tii assignments and PS teams are already being trained for moving to new system now. * BB highlighted that a site licence for Camtasia is available for staff who want to use it, it including Snaggit. * SP reported that after the campaign during the summer to move video files to the Video Portal the size of video uploads to Bb has improved significantly. There is only 70 odd large video files. Not perfect, but a much improved picture. | **AV: to provide more info student Padlet licences when and how to obtain** |
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| **10.** | **A.O.B.**   * No other business raised |  |
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| **11.** | **Date of next meeting:**  **Reported (BB)**   * Date for next meeting will be reviewed to try and fit in another meeting * Thanked all for dealing with difficult circumstances during the dual delivery start of year and stressed importance of teams supporting each other. * Welcomes members to get in touch if there are things to raise, or where resource is not sufficient. | **AV: To schedule another meeting before end of January** |