

Technology Enhanced Learning Unit Operating Statement and Action Plan 2019

About the Team

The Technology Enhanced Learning Unit is located within Library Services at the University of Worcester and provides a specialist service to supports staff and students in the use of technologies in learning, teaching and assessment. The team can assist staff in the planning, development and implementation of the use of a range of technologies to enhance the student experience and develop digital capabilities.

The team provide a range of opportunities for staff to engage with and learn more about the use of technology and promote, support and administrate the underpinning, centrally provided technologies such as the VLE and e-portfolio systems.

Areas of activity

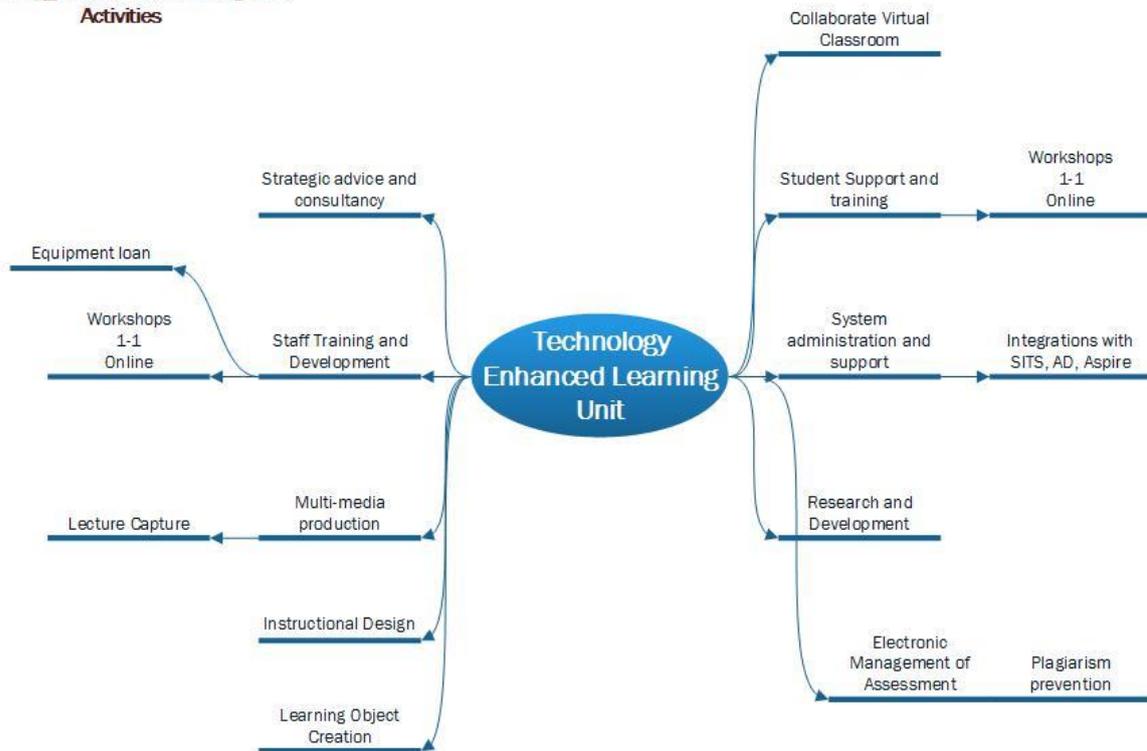
The work of the unit ranges from highly technical system administration and management to work with a more pedagogic focus. The team's remit covers a broad spectrum of activities, including staff development and training, creation of learning objects and resources and collaborative curriculum design. Research and development is also essential in order to stay up to date and ensure the University keeps abreast of developments in the field of technology enhanced learning.

Spectrum of TELU activity

Spectrum of TELU Activities



Technology Enhanced Learning Unit Activities



Key Strategic Priorities

Enhancing the Student Experience

- Provision of support and information to help students access and use the University's learning technology platforms
- Specialist training and support for students using learning technologies for work based and portfolio based learning.
- Seek feedback from students on the use of learning technologies to inform practice and guidance provided to staff.
- Promote the student informed baseline standards to ensure a consistent and user friendly experience for students online.
- Respond to enquiries from students in a timely and efficient manner

Actions

All enquiries to the TEL Unit will be responded to within 24 hours.

Training workshops and follow up support will be provided to students using Pebblepad for assessment.

Staff Support and Development

The student experience of Technology Enhanced Learning is largely dependent on the way in which teaching staff implement it so providing training opportunities and a responsive and friendly support service is a key priority of the unit.

- Offer a range of open workshops available to all staff covering a range of topics and technologies.
- Develop and deliver online training opportunities which can be accessed by staff as and when needed.
- Develop a suite of online resources and information that staff can easily access to support their use of TEL.
- Maintain a clear and informative web presence with a regularly updated blog providing news and TEL related information.
- Provide bespoke training opportunities for course teams wishing to develop their use of TEL or any particular technology.
- Offer one to one support and guidance as and when required.
- Provide an efficient and responsive enquiry service to answer queries and provide information.
- Work collaboratively with staff and teams on projects and initiatives related to TEL.

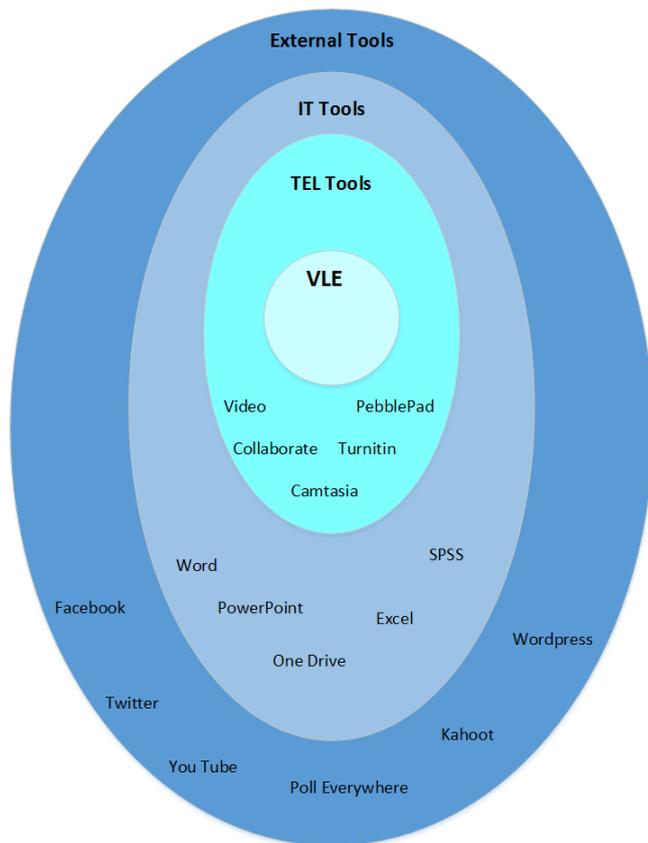
Actions

A programme of open workshops will be advertised at the beginning of each semester.

The team blog will be updated weekly with relevant items relating to TEL resources and events .

Software provision and review

- Support and administrate the University's core learning technologies ensuring updates are carried out so that service is maintained to the highest possible standard.
- Carry out reviews of key software to ensure our provision remains fit for purpose and provides value for money.
- Seek stakeholder feedback on the technologies provided and ensure that the needs of the users are met.
- Evaluate and recommend a solution for storage and management of media assets.
- Carry out research and evaluation of new technologies and stay up to date with developments in the field of TEL.



The Blackboard Virtual Learning Environment is at the heart of our Technology Enhanced Learning toolkit with students having automatic access to all their modules from registration.

Embedded within the VLE are a selection of tools which can extend and enhance learning and teaching in a variety of ways. These are all fully supported by the TEL Unit and training and support is available to all staff.

There are many other tools which can support learning and teaching but are more general IT tools and these are provided and supported by IT Services. These include the Microsoft suite of tools together with the SPSS statistics package. For support with these tools you will need to log a job on the IT Helpdesk.

There are a huge variety of tools available on the Internet which can be useful in learning and teaching. These can include social networking tools such as Facebook and Twitter, polling software such as poll everywhere and Kahoot and content sharing sites such as Wordpress and You tube. All these tools can be great for learning and teaching but please bear in mind issues around data security, administration and support when using them. The TEL team may be able to offer advice but these are not university tools and are not centrally supported.

Actions

Core systems will be updated regularly with any necessary downtime advertised at least two weeks in advance

Software reviews will be completed with full stakeholder consultation and engagement.

Electronic Management of Assessment

- Provide support and guidance to course teams moving to EMA through Blackboard and Turnitin through team training and development in order to establish a shared and consistent approach.
- Provide detailed documentation to support staff across the whole assessment lifecycle.
- Work with the ICT integrations team and Registry Services to implement technical integration between the student record system and the virtual learning environment.

Actions

Support materials will be available from the team website.