

**LSIS Leadership in Technology (LIT) grant based intervention
Impact study template**

Provider name & contact details	Tara Phelan ShIPLEY College Victoria Road ShIPLEY BD18 3LQ 01274 327221
LIT Project title	The Self Assessment Review Process through Google Apps
The project	
What problem or issue you were trying to resolve or improve with this project	In previous years the SAR has always resulted in many copies in many places and no consistency to version control, Microsoft Word based document that is usually emailed to and from Managers across the college. ShIPLEY College aims to use Google Apps (cloud technology) to stream line the Self Assessment Review (SAR) Process.
Why did you go for a technology-based solution	As the college had already embraced Google Apps in its business and learning & teaching, it was obvious to include the SAR Process. Google Apps would give the college a chance to completely reform the SAR Process so that it was collaborative, non-static and constantly changing. A document for the college to reflect upon, not just for external sources.
What did the project cost: LSIS funding + your organisation's contribution	Total Project cost £6950 Strategic Managers - £1350 Curriculum Senior Managers - £1750 Operational Managers - £600 Project Manager - £100 Administrator - £150 Sector Mentor - £3000
Describe what you did and what happened	Due to this project being reliant on the new CIF being released on time (April 2012) this project has fallen behind by two months as the framework was not released until mid June 2012. In the beginning it was thought that the eSAR would be transferred directly into Google Docs, using the online word processing software, focusing on collaboration and version

control. However after my initial meeting with our mentor, whom showcased his organisations SAR System, plus meetings with the Director of Quality & Innovation it was decided that a Google Site would be dedicated to the eSAR. This way the eSAR would become an interactive place to store evidence, update regularly and increase the search functionality.

Unfortunately our mentor stepped down shortly after our initial meeting. As a result of this I got in touch with a Google Apps Developer based in Manchester, to at least gain some technical support. Coupled with the change of focus from Google Docs to Google Sites we no longer needed a developer to shape the eSAR.

Project is behind schedule by 2 months due to:

- Mentor stepping down
- New CIF launched in June 2012

Challenges:

- Delay in the CIF launch
- Contributions and feedback from SMT re. Requirements from the new eSAR
- Not having a mentor

Learning points

- Cannot undertake this project in isolation (need the Sector to be involved if it is to be an FE Sector based product)
- Need face to face contact at times to formulate ideas

November 2011 –

- First visit from LSIS Associate

December 2011 –

- Met with Mentor (James Clay, Gloucestershire College) 2nd December. Demonstrating their eSAR system. Good to see other methods used.
- Mentor stepped down from his role in the same month. Mentor not replaced. However now in discussions with CloudTechnologySolutions who specialise in developing and customising Google Apps.

January 2012

- Phone meeting with LSIS Associate
- Email contact with LSIS Associate

February 2012

- Meet with LSIS Associate
- Email contact with LSIS Associate
- Google Development conference call with CloudSolutions and SalfordSoftware
- Meeting with Director of Quality and Innovation. Evaluation of current SAR process discussed and agreed – eSAR Questionnaire developed and circulated to all staff who contribute to the college SAR process for benchmarking data.
- 37% responses collected:
 - only 1% of responses found the SAR Process VERY collaborative
 - experiences so far: not joined up, delay due to data (received the highest scores)
 - actions that would help to complete the SAR: using Google Docs, Timely Data (received the highest scores)
 - any further comments: “Live, correct, timely data is key to the SAR process. Therefore we could spend more time interpreting the data instead of chasing it.”

This last comment I felt summed up the main point of reviewing the SAR plus the comments about “not joined up” and “using Google Docs”.

The evaluation also confirmed that moving to a Google solution for the SAR Process was welcomed by the management team, on the whole, and it’s benefits could be clearly seen.

March 2012

- Email contact with LSIS Associate
- LSIS LIT Technology for Success Bid Conference. Not attended due to sickness
- Attended 2nd day of Leadership in Technology Course

April 2012

- meeting with Director of Quality and Innovation. Update and share the evaluation comments from the management team
- Email contact with LSIS Associate
- Phone meeting LSIS Associate.

May 2012

- mock Google Site created based on old CIF criteria.

	<p>Decided easier to create new Site when new CIF is released.</p> <ul style="list-style-type: none"> • Email contact with LSIS Associate <p>June 2012</p> <ul style="list-style-type: none"> • Meeting with Director of Quality and Innovation. New CIF released. Word document created by Director of Q&I to emulate the CIF requirements and to collect thoughts/ideas on how this would be translated into a Google Site. Discussed the Site, layout of pages, navigation of the site (for ease and speed), decide on pages needed, how to link up the different evidence. • Email contact with LSIS Associate <p>July 2012</p> <ul style="list-style-type: none"> • Meeting with Director of Quality and Innovation. Work on real Google Site begins. Options are discussed and it is decided that there will be 3 phases: Phase 1 College SAR, Phase 2 Sector SARs, Phase 3 Course Assessment Reviews. Links to live data available through the site, static data available on site. Evidence to be accessible via 3 routes: list, searchable, in context. Authors have access to specific pages • Email contact with LSIS Associate <p>August/September 2012</p> <ul style="list-style-type: none"> • New eSAR Process piloted on Google Site. Online training, 1-1 training, group sessions available. • Feedback/evaluation carried out • Issues/amendments incorporated into the Site • Email contact with LSIS Associate <p>September 2012</p> <ul style="list-style-type: none"> • New SAR process/template is documented for wider FE sector. Template available on Global Sites Template Gallery and therefore customisable to other FE organisations. • New SAR Process uploaded onto the Excellence Gateway
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The benefits and impact	
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What benefits/ impact has the	a. the work/ effectiveness of your organisation
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<p>project had on:::</p>	<p>Heightened the awareness of Google Sites within the Senior Management Team</p> <p>Authors feel more of a team, working collaboratively not in isolation when completing the SAR.</p> <p>Timeliness/ease of access/accurateness of data has become vital to the successful completion of the SAR. Hence a lot of work has been spent on this, so that data is available at the touch of a button.</p> <hr/> <p>b. the cost/ efficiency of activities</p> <p>At the moment this cannot be measured as the eSAR site will only be going out to the rest of management to pilot on Wednesday 1st August.</p> <hr/> <p>c. any other aspect of your work</p> <p>As eLearning Manager I feel that it has brought the Management Team up to speed with using technology to complete such tasks as the SAR. In the future it will be easier to get the “buy in” from Management to use technology to solve problems/issues.</p>						
<p>What contribution to the success / smooth running of the project was made by:</p>	<table border="0"> <tr> <td>LSIS funding</td> <td>a little / some/ a lot / essential</td> </tr> <tr> <td>Your mentor</td> <td>a little / some/ a lot / essential</td> </tr> <tr> <td>LSIS Associate</td> <td>a little / some/ a lot / essential</td> </tr> </table>	LSIS funding	a little / some/ a lot / essential	Your mentor	a little / some/ a lot / essential	LSIS Associate	a little / some/ a lot / essential
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LSIS Associate	a little / some/ a lot / essential						
<p>Do you have any comments on the funding, mentor or LSIS Associate.</p>	<p>It was disappointing that the mentor (supported by his organisation) decided not to carry on with his role in this project. The one brief meeting we did have did give me an insight as to how else the template could be work, not just focusing on sharing a document online but making the whole SAR process an ongoing / online experience.</p>						
<p>What lessons did you learn / what tips would you give to other providers</p>	<ul style="list-style-type: none"> • Working with such a relatively new technology within the FE Sector meant that there was limited support available. • Being reliant on external organisations to provide the back bone to the project i.e. the updated Common Inspection Framework, meant that the delay of its release delayed the whole project. • When submitting a bid be mindful of the organisations you will be working with, the technologies and information 						

	<p>available, so that there is minimal disruption to the project if any fail to deliver their services/information/etc.</p> <ul style="list-style-type: none"> • Be open minded and listen to those who are going to be using the new process, even if not technology minded. Their involvement is important to ensure the process is easy to use, valuable and is a good experience.
Telling others	
What have you done to share /disseminate this project with others in the sector	<ul style="list-style-type: none"> • The site template will be presented to a group of FE colleges from LSIS Peer Review and Development Group: Barnsley, Sheffield, Bradford, Wakefield
Provide a quote on your experience of the LSIS LIT project.	<p>The experience of this particular LSIS Project has not been a very positive one, due to issues highlighted above:</p> <ul style="list-style-type: none"> • Delay in crucial data • Absent mentor
Are you happy for us to use this and your contact details for marketing and publications?	<p>Please do not use this quote.</p> <p>Also I will be on maternity leave from September so will not be contactable regarding this project.</p>
Contact details for further information	<p>Julie Bales jbales@shingley.ac.uk</p>

Please email all case studies to leadership@lsis.org.uk by 31st July 2012