

Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Wednesday 1st & Thursday 2nd November



Tuition fees! That's all we seem to hear about when it comes to Further and Higher Education. You would have thought that with higher tuition fees there would be more money for universities and colleges. You would be wrong! The overall funding that institutions receive has actually fallen as have the numbers of staff. Students have more choice than before and far more access to information when it comes to choosing the location for their continued education and what they study.

Technology is playing an even greater role in the education of students, both in terms of how they learn and how Universities and Colleges deliver their "service". However, with technology constantly evolving and expectations becoming greater, what do educational institutions need to do in order to stay one step ahead? Interaction between students and lecturers is changing, the way they learn often involves the use of technology as well.

All of this is against a backdrop of decreasing International Students due to Brexit which is causing a drop of income at a time when institutions are having to grapple with the impact of COVID-19 on student educational development.

However, what next? Excellence In Education will bring together senior leaders from across the entire Further and Higher Education sector to share ideas and experiences with colleagues.

Topics to be discussed include:

- Cyber security • Hybrid learning • Cloud migration • Remote working • Virtual onboarding • Artificial intelligence • The pivot to digital learning • Increasing learner flexibility • Organisational cultural shift • Personalised student experience • Teaching in a post pandemic world • Managing quality in turbulent times • Coping with the advancing of technology • Higher Education for the mid-21st century • Advances in the use of digital technologies • How has digital changed the student experience? • Managing the risk and threat of extremism online • Expertise: a new discourse for high quality learning & teaching? • How does the UK maintain its status and relevance internationally?



Staverton Park Hotel
Daventry Road
Daventry
NN11 6JT

WEDNESDAY 1ST NOVEMBER

15:00 – 18:00 HOTEL CHECK-IN AND FREE TIME

18:45 – 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 – 22:00 NETWORKING DINNER

THURSDAY 2ND NOVEMBER

07:45 – 08:20 **REGISTRATION, TEA, COFFEE & PASTRIES**

08:20 – 08:30 **CHAIR'S WELCOME AND OPENING REMARKS**



Robert Moore, *Associate Director, IT Operations*



08:30 – 09:00 **IS IT POSSIBLE TO SOLVE THE WICKED PROBLEMS OF DIGITAL TRANSFORMATION?**



Education is riddled with wicked problems that may be difficult to solve. Some of this is due to the speed of change or inherent complexities involved. It could also be due to the cultural difficulties of the change process within an environment where the key stakeholders are encouraged to question everything. This session will discuss (warts and all) the University of Northampton's experiences around digital transformation. This will include the most recent discussions around how it is working with the A.I. tidal wave. There will be an opportunity to reflect on your own organisational approach and reflect whether you may have solved the wicked problems in your own contexts.

Rob Howe, *Head of Learning Technology*



09:00 – 09:30 **CASE STUDY PRESENTATION**

09:30 – 10:00 **BRIDGING PLATFORMS: DRIVING DIGITAL TRANSFORMATION THROUGH BETTER COMMUNICATION**



The Coventry University Group consists of multiple subsidiary companies, colleges and campuses that have different ways of working and communicating, as well as very different organisational cultures. While this presents opportunities to learn from successes, there are challenges posed by the divergent methods utilised, which in the worst cases has led to a silo mentality and a lack of consistency, impacting on the student experience and the effectiveness of the service we can provide. Nowhere is this siloed mentality more apparent than in the case of digital transformation, with our digital platforms being used in various ways across the board. I led on a process improvement project to streamline and improve communication and knowledge management across the Group, with the aim of creating a more cohesive and collaborative culture to better support our students and course teams. Join me for a review and reflection, with a focus on lessons learned.

Tara Hawes, *Senior Digital Platform Lead*



10:00 – 10:30 **CASE STUDY PRESENTATION**

10:30 – 11:30 **TEA, COFFEE & NETWORKING BREAK**

11:30 – 12:00 **DEVELOPING NEW APPROACHES TO PORTFOLIO
DELIVERY IN A POST PANDEMIC ENVIRONMENT**



Over the past year the University of Suffolk had been engaged in a number of areas especially around the delivery of learning and teaching both during and post COVID-19. The university has undertaken several interesting pilots with some great outcomes. Mohammad Dastbaz will share some of these outcomes and talk about how they plan to use these results moving forward.

Mohammad Dastbaz, *Deputy Vice-Chancellor*



12:00 – 12:30 **USER CENTRIC DIGITAL EXPERIENCE**



Technology constantly changes and with this so does the way in which people interact with organisations, do their jobs and go about their lives. However, too often systems and apps aren't put around the needs of the user, they are built around what it is thought people want and need.

University College London built a staff app, as a pathfinder for taking an experience led approach to all their digital delivery.

Samantha Fanning will discuss how the university undertook this and what lessons they learnt on the journey.

Samantha Fanning, *Head of Digital Experience*



12:30 – 13:00 **CASE STUDY PRESENTATION**

13:00 – 13:45 **LUNCH**

13:45 – 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

RIGID ENOUGH TO OPERATE, FLEXIBLE ENOUGH TO ADAPT



Having seen a huge shift with how students and staff interact with further and higher education institutions, IT departments have had to adapt very quickly to how they are structured and operate. Previously set strategies and plans have had to be rewritten with a completely different operating model.

Chris will discuss how the University of Lincoln has responded to this challenge and how they are planning for the future but with enough scope to shift as needed.

Chris Green, *Chief Digital Officer*



14:45 – 15:15

MAKING SENSE OF GENERATIVE AI FOR LEARNING, TEACHING AND DIGITAL TRANSFORMATION



The emergence of Generative AI has and continues to present the higher education sector with many challenges and opportunities. In a short time, the sector has moved from a focus on catching students who cheat on assignments with AI to a maturing intent to partner with students to find the best ways to learn with Generative AI and better prepare students for their working future. This presentation will present a case study from the University of Westminster on integrating Generative AI into learning and teaching. It will cover aspects of policy development, guidance on the use of Generative AI by students and colleagues and issues around training and ethical use. Opportunities for Generative AI to drive and stimulate digital transformation will also be considered.

Professor Gunter Saunders, *Associate Director
Digital Engagement and Library Services*



15:15 – 15:45

CASE STUDY PRESENTATION

15:45 – 16:30

TEA, COFFEE & NETWORKING BREAK

16:30 – 17:00

COMING BACK (TO BASICS?)



This session will present some of the practical observations and learnings from the IT team at Leeds Beckett University as we have made preparations for the new academic year. Will we be returning to campus in numbers? Will our colleagues in academia and the other professional services be coming back on site? How will technology help or hinder this return? What impact will our organisational culture have on the way that our IT teams work going forward? What do we need to fix, and what should we fight to protect?

Robert Moore, *Associate Director, IT Operations*



17:00 – 17:30

TACKLING INEQUALITIES THROUGH STUDENT ROLES



Katy will talk about a project Plymouth Marjon University has run for the last four years around developing student colleagues which has been part of a TASO review last year. She will discuss the purpose, principles and results of the project.

Katy Willis, *Pro Vice-Chancellor (Student Success)*



17:30 – 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
