**Appendix 6** local strategy impact example

## UAL departmental perspective on DIAL impacts and longer term success in terms of stakeholder gains and institutional impact for the report?

Working on the DIAL Project was very timely as it has informed our thinking for some of the strategic priorities we have developed for the new Library Services Strategy 2013-2016, specifically:

* **Academic Support:** *Support and develop students to become confident independent learners and to fulfil their academic potential*
* **Staff:** *Refine roles and develop staff to achieve our goals*

Participation in DIAL also aligned with one of our **core values**:

* *Forging effective and creative partnerships internally and externally*

We believe the experience of being part of DIAL will benefit the work we are planning for academic and research support - the focus of our input is on information and digital literacies and one of our aims is to develop virtual as well as face-to-face support and guidance. The Project has facilitated our engagement with UAL wide debates on digital information literacy, leading to increased reflection on the value of various frameworks and models. This is timely due to the roll out of both the Library Services Strategy and the Academic Support Strategy, in terms of both clarifying the Library Services support offer, and finding ways for staff to share and extend their knowledge of digital information literacy.

The learning gained through DIAL will undoubtedly feed into the development of a new Departmental Staff Development Framework that we intend to launch in 2013/14 as it has raised our awareness of and commitment to digital literacy as a core competence for staff (we hope to create a suite of online resources that relate to digital literacy). It has also provided us with opportunities to experiment with different approaches to learning, initially for our staff, but also potentially for students (our hope is that the 23 things approach that we used for DIAL can be adapted for a range of topics and purposes) and provided us with a practical way to learn about and address issues around OER, licensing and the open access agenda.

The Project has enabled us to take more responsibility for developing learning materials in an incremental manner rather than always looking externally for solutions that are often one-offs and not specific to our needs. Hence, it has introduced us to a more empowering and efficient delivery mode for staff and student training.

Finally, it has enabled greater networking with colleagues engaged in similar activities, and many useful exchanges with the DIAL Project Team, as well as with colleagues in other institutions doing similar projects.

Pat Christie, Director of Information Services and Jessica Crilly, Learning Resources Manager (Resources and Systems)

## Organisational Development and Learning working in partnership with DIAL

Please see notes below from Anna Petts Head of UALs Organisational Development and Learning [OD&L](http://www.arts.ac.uk/humanresources/support/development/). The meeting with Anna, Christine Kelly from [Learn IT](http://www.arts.ac.uk/humanresources/support/development/learn-it/) and myself was a welcome and timely opportunity to reflect on the [Professional On-line Identities project](http://process.arts.ac.uk/category/project-groups/professional-online-identities) (POI) collaborative work [DIAL](http://dial.myblog.arts.ac.uk/), [SEE](http://see.arts.ac.uk/) and Learn IT have been involved in over the past year and a half.

Chris Follows is leading the DIAL project funded through JISC (£100K), which concludes in July 2013 (continues at UAL until Dec 2013). The DIAL project is designed to address digital literacy across UAL raising awareness of the opportunities in developing and delivering innovative technologies to support the student experience and integrating DIAL projects with course curriculum.

There are currently 12 DIAL projects in place ranging from 1 – 20 people, so quite varied.  One project supported by [OD&L](http://www.arts.ac.uk/humanresources/support/development/) is the [Professional On-line Identities project](http://process.arts.ac.uk/category/project-groups/professional-online-identities) (POI) designed to support students with their on-line presence, practice and brand.

In supporting these projects there are issues related to the training of staff in particular space on campus, and the only training room with PCs being at Richbell Place in Holborn.  Encouraging staff to travel to Richbell Place can prove problematic.  Benefits could be realised with having IT training space at all of the Colleges to provide tailored support and training and to promote the projects relevant to their needs and give greater profile.

There appears to be a number of other opportunities through more coordinated support – as potentially provided through OD&L in raising awareness as well as providing the knowledge and skills to staff, such as the facility to Lecture Capture – as is in place at LCF – looking to roll this facility out across UAL as well as incorporate into the design of learning provision.

As a result there were four areas to consider in taking DIAL forward, working in partnership with OD&L:

* **Demonstrating value** – raising the profile of DIAL through targeted learning provision, aligning Learn IT’s provision with relevant DIAL projects to create awareness and understanding, in particular how it supports and enables the student experience – one of three strategic priorities for UAL for 2013 – 14.
* **Scheduling and planning** – OD&L are currently revising their approach to course enrolment and scheduling and there is an opportunity to align DIAL training to this to proactively promote training and engage staff with DIAL projects.  OD&L to support with the scheduling of training, although recognising constraints with training space/resources.
* **Delivery of** – instructor led training (ILT) has many benefits but there is potential in developing more innovative mediums such as social media and e-learning, to provide knowledge & skill in DIAL related technologies to help augment ILT delivery or replace it.
* **Competencies** – identifying and putting in place digital literacy competencies that clearly articulate the necessary blend of knowledge and skills required to support and engage with technologies, relevant to delivering the student experience and/or enable staff to confidently interact.  A competency framework woven into recruitment, performance management and career development as well as other people practices could prove beneficial.