GCRB | Glasgow Colleges' Regional Board

Performance and Resources Committee Meeting

Date of Meeting	Friday 1 December 2017
Paper Title	Update on the development of a regional approach to student data management
Agenda Item	6
Paper Number	PRC2-B
Responsible Officer	Robin Ashton, GCRB Executive Director
Status	Disclosable
Action	For noting

1. Purpose

1.1 To provide members of the Committee with a further update on regional discussions regarding the development of a regional approach to student data management.

2. Recommendations

2.1 The Committee is invited to:

- **note** this update report and the agreement with Universities and Colleges Shared Service organisation to provide project management support;

- **note** the potential for a regional approach to student data management to contribute significantly to the achievement of regional strategy achievement; and

- **request** an update on the further development of proposals at the next meeting of the Committee.

3. Introduction

3.1 As part of the Glasgow Region Strategic Plan for College Education, 2017-2011, the GCRB Board has agreed the following strategic ambition and key objective:

Strategic Ambition	Key Objective
Adding value by unlocking our joint potential and opening up the full regional curriculum and resources to all our learners.	We will develop a regional approach to student data management to support the quality and impact of this information on services provided to learners and stakeholders, supporting improved learner outcomes. This work will support the development of a regional admissions system, which provides learners with access to, and progression within, the full regional curriculum.

3.2 The individual licenses for all three of the Glasgow College Region MIS systems are due for renewal and this provides an opportunity to progress this regional ambition and objective.

3.3 Members will recall that the previous meeting of the Committee considered a paper setting out for comment draft needs and benefits of a regional approach, and as part of this discussion, the Committee requested a further update at its next meeting on the development of a regional approach to student data management.

4. **Update on the development of a regional approach to student data management**

4.1 Since the last meeting of the Committee, GCRB and the three colleges have agreed to an offer of project support from the Information Services Catalyst team of the Universities and Colleges Shared Service organisation, a sister organisation of APUC, owned by the Colleges and Universities of Scotland.

4.2 The IS Catalyst team provide support for sharing throughout the Further and Higher Education Sector in Scotland, primarily in the Information Services (ICT and Library) area.

4.3 UCSS have agreed to offer project management support to the GCRB initiative to consider, and if appropriate, implement a regional solution for the Glasgow Colleges' Student Records Systems.

4.4 This project management support means that Terry Trundley is now working part-time to support the development of a regional approach to student data in Glasgow. Terry is highly experienced with a proven track record not only delivering complex and high-visibility technology related projects, but also driving change within the college sector.

4.5 The initial focus of the project management support has been on engaging with college stakeholders and beginning to scope out an understanding of key enterprise components and interrelationships.

4.6 A discovery approach will be used to determine the scope and project components. At a high-level discovery will include these components:

- **People** - from customers, to front line, to high level governance of stakeholders;
- **Process/Procedures/Policy** – where are we now? and what are the likely target stages of change and improvement to these three, to be able to simplify, standardise and share;
- **Information Architecture** - who, what, when, where, how of the information - internal/external, mobile/digital;
- **Security** – from Cyber Essentials to localised business continuity and disaster recovery.
- **Benefits** -no project should proceed without a robust advocacy of the benefits. A technical summary and benefits have already been described in previous documents. These will be included as references. For expediency, this discovery will use the following practical/measurable public-sector benefits:
  - A. Improved Customer satisfaction
  - B. Efficiency Savings

       A.   Cash-releasing savings

       B.   Improve staff satisfaction

4.7 A further update on the further development of a regional approach to student data will be provided at the next meeting of the Committee.

5. Risk assessment

5.1 The development of a regional approach to student data management is intended to reduce the likelihood and impact of the following GCRB identified risks:

- *opportunities are missed/not resourced appropriately and the potential to add value via the strategic plan is overlooked;*
- *a failure to effectively plan/monitor our educational delivery results in the curriculum not meeting regional economic and social needs; and*
- *failure to achieve the targets set out in the Regional Outcome Agreement lessens our ability to meet regional needs.*

5.2 A recent Audit Scotland report, "*Principles for a digital future: Lessons learned from public sector ICT projects*", stated that it is fundamental at the start to understand the need and clearly define the benefits that you want from an ICT development. The initial project scoping work described in this report seeks to address this risk and these will be further explored within the more detailed project plan.

5.3 Potential development timescales mean that it is important that the procurement process is initiated early in the new calendar year as further delay would push implementation timescales beyond the end of current student data licensing agreements. The project management support outlined within this paper is intended to address this risk and provide a robust basis for a project specification to be drawn up and agreed.

5.4 In terms of risks related to project delivery, it is recognised that developing a regional approach to student data management would be a significant project, and there will be a wide range of risks to be managed within the delivery of the project. A more detailed project proposal will outline these and planned mitigation strategies.

6. Legal Implications

6.1 No significant legal implications are identified in relation to the specification and procurement exercise. However, the implementation in May 2018 of new General Data Protection Regulations (GDPR) will have an impact on regional data management.

7. Resource Implications

7.1 There may be some potential savings which can be achieved from a joint approach to both procurement and system development. However, the primary driver for a regional approach to data management is to deliver a better student data system for learners, staff and stakeholders.

8. Strategic Plan Implications

8.1 The development of a regional approach to student data management provides the potential to directly support achievement of the following regional ambitions:

- opening up the full regional curriculum and resources to all our learners;
- building clear and flexible vocational learning pathways to widen access, and support inter-college progression;
- offering students inclusive support services consistently across the region;
- offering a curriculum that responds to economic and social needs;
- advancing an integrated regional curriculum with inter-linked learning opportunities to support barrier-free progression; and
- strengthening regional partnerships with schools, universities and employers to enhance flexible vocational pathways and successful learner journeys.