

2021/22



Systems and Infrastructure Strategy

Ambition 2025



Dumfries and
Galloway College

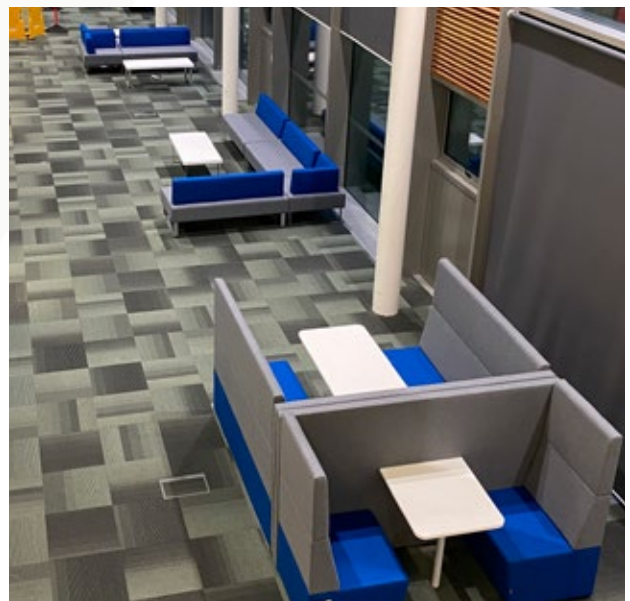
One step ahead

Our Strategy

Systems and Infrastructure play a critical first line role in daily college life. From our campus buildings to our digital systems they all play a vital role in our learning and teaching success.

The Systems and Infrastructure strategy is designed in a way to show how the college will continue to invest in the provision of the facilities which will provide the inspiration to all who come to learn with us.

The strategy takes recognition of the changing role of a college campus and the fast evolving change in learning delivery. The college will, through successful implementation of this strategy, put its students at the leading edge of learning facilities.



Our physical and digital estate are at the heart of the College experience, from the first contact with the College to the point of leaving.

Ambition 2025

By 2025 Dumfries & Galloway College will provide an ambitious and far reaching student experience that will:

1. nurture aspiration, ambition and achievement
2. support and stimulate the local economy
3. develop our people and partnerships
4. enable equity of access and social mobility
5. create a prosperous net zero economy

Providing individuals, businesses and communities with the skills to flourish.

The systems and infrastructure will contribute to the following initiatives noted in Ambition 2025:

1. Integrate and harmonise college systems to meet our customers' needs
2. Provide an exceptional experiential learning and social environment to support high quality learning
3. Model innovative workplace practices with a focus on increasing our customer reach and satisfaction
4. Provide a modern estate which is flexible, adaptive and meets the needs of our current and future users
5. Optimise our ways of working through the use of digital technologies
6. Enable our net zero emissions within college operations

Accountability and Review

The Vice Principal for Strategic Planning and Corporate Services is accountable for the successful implementation of this strategy. Review will take place through monthly departmental reports, project management reports, annual board reports for Corporate Services, performance reviews with those who have responsibilities underlying in the strategy and also regular organisational feedback sessions.



Our Strategic Aims



1

Integrate and harmonise college systems to meet our customer needs.

- » To provide a range of data management systems which provide clear and reliable data to the end user.
- » To ensure all available data systems have the ability to harmonise with other college systems, providing an efficient working practice.



2

We will provide an exceptional experiential learning and social environment to support high quality learning.

- » To provide modern, innovative and flexible learning and social spaces which will enhance the students on campus experience.
- » Engagement with users to identify and support changing needs.

3 We will model innovative workplace practices with a focus on increasing our customer reach and satisfaction.

- » Become a model of the campus of the future by providing a flexible opening approach to suit the changing needs of our stakeholders including students and local business.
- » Work with wider college colleagues to provide a commercial offering of our facilities to the local area utilise high quality learning and meeting facilities.
- » Through continued investment in digital learning, increase our accessibility to those choosing to study remotely.



4 Increase ownership and accountability across our workforce

- » Ensure a comprehensive lifecycle maintenance plan is in place to keep the physical and digital estate modern and fit for purpose.
- » Provide innovative plans for the future of the physical and digital estates in line with the changing needs of learning and teaching.
- » Provision of customer focussed support services who ensure that the facilities are provided to a high level of customer satisfaction.

5 Optimise ways of working through the use of digital technologies

- » Enable a digital service which works closely with its users to seek new digital opportunities and enhance existing services.
- » Provide innovative solutions which places the college at the cutting edge of digital learning and teaching.



6 Enable net zero emissions within college operations.

- » To continue to work towards the college target of net zero emissions by 2030.



Roadmap to Achievement

2022/24

- Through years 2022–24 key projects will be implemented with a view of upgrading and refreshing physical and digital learning and teaching facilities. Projects will be centered around enhancing the student experience by providing modern and inspiring facilities.
- Continued feedback monitoring through students and staff on suitability of physical and digital estates.

2025

- Completion of key projects which will see the college continually providing a modern, exceptional learning and teaching environment.
- The college will have continued its journey towards net zero by 2030. At this stage we will review and refresh the Climate Change Action Plan to continue the work towards the net zero target.

2020/21

- Phase 1 revamp of student facing social areas.
- Implement ICT projects centred around remote working and digital curriculum, in line with changing business requirements.
- Carry out a series of baseline reviews on Systems, Technology and Physical Estates against the changing needs of the college.
- Implement new Climate Change Action Plan outlining the colleges ambition to achieve net zero status.

2021/22

- The 2020/21 baseline surveys will be fully reviewed with opportunities for improvements or upgrades to our digital and physical estates identified.
- Plans will be created, both operational and strategic projects, to implement the opportunities in line with wider college strategic aims.
- New management information dashboard will be implemented.

Systems and Infrastructure Strategy

KPI - Initiatives

AIM 1

Integrate and harmonise College systems to meet our customer needs

Initiative Outcome	Measure Description	20/21	21/22	22/23	23/24	24/25
provide a range of data management systems which provide clear, reliable and usable data which is easily accessible for all end users.	Implementation of new active dashboard management data system planned for roll out in academic year 20/21.	Initial install of Active Dashboards.	100% rollout of active dashboard system.			
To ensure all college data systems have the ability to harmonise with each other, provide a more effective and efficient process less reliant on manual input.	Implementation of data cleansing aimed at reviewing and improving all college data systems by 2025.	100% cleanse of HR and payroll systems.	Cleanse of all remaining college systems including finance/timetables/student data systems.			

AIM 2

Experiential learning and social environment to support high quality learning

Initiative Outcome	Measure Description	20/21	21/22	22/23	23/24	24/25
To provide modern, innovative and flexible learning and social spaces which will enhance the students on campus experience.	Completion of projects identified in digital and estates transformation plans.	100%	100%	100%	100%	100%
Engagement with users to identify and support changing needs.	Return of feedback surveys on campus provision.	60%	60%	68%	70%	75%

AIM 3

Model innovative workplace practices with a focus on increasing our customer reach and satisfaction

Initiative Outcome	Measure Description	20/21	21/22	22/23	23/24	24/25
Become a model of the campus of the future by providing a flexible opening approach to suit the changing needs of our stakeholders including students and local business.	Flexible campus opening based on growing college business needs.	100%	100%	100%	100%	100%
Work with wider college colleagues to provide a commercial offering of our facilities to the local area utilise high quality learning and meeting facilities.	Contribution to wider commercial college growth.	Create baseline of commercial activity.	25 % increase on baseline	40 % increase on baseline	50 % increase on baseline	55 % increase on baseline
Through continued investment in digital learning, increase our accessibility to those choosing to study remotely	Increase in flexible learning availability.	Overall % increase in line with curriculum planning.				

AIM 4

Provide a modern estate which is flexible, adaptive and meets the needs of current and future users

Initiative Outcome	Measure Description	20/21	21/22	22/23	23/24	24/25
Ensure a comprehensive lifecycle maintenance plan is in place to keep the physical and digital estate modern and fit for purpose.	College remains fully compliant against operational regulations	100%	100%	100%	100%	100%
Provide innovative plans for the future of the physical and digital estates in line with the changing needs of learning and teaching.	Creation and implementation of transformational and operational plans.	100%	100%	100%	100%	100%
Provision of customer focussed support services who ensure that the facilities are provided to a high level of customer satisfaction.	Increased levels of customer satisfaction through feedback surveys.	90% satisfaction rate	92% satisfaction rate	95% satisfaction rate	97% satisfaction rate	100% satisfaction rate

AIM 5

Optimise ways of working through the use of digital technologies

Initiative Outcome	Measure Description	20/21	21/22	22/23	23/24	24/25
Enable a digital service which works closely with its users to seek new digital opportunities and enhance existing services.	Provision of reliable, customer focussed digital service.	IT – security and hardware 95% availability = 18.26 days per year downtime	IT – security and hardware 95% availability = 18.26 days per year downtime	IT – security and hardware 99% availability = 3.65 days per year downtime	IT – security and hardware 99% availability = 3.65 days per year downtime	IT – security and hardware 99% availability = 3.65 days per year downtime
Provide innovative solutions which places the college at the cutting edge of digital learning and teaching	Creation and implementation of digital transformation plan.	100% implementation of College wide digital transformation plan.				

AIM 6

Positively impact our carbon emissions through efficient college operations

Initiative Outcome	Measure Description	20/21	21/22	22/23	23/24	24/25
To continue to work towards the College target of net zero emissions by 2030	Reduction of carbon emissions against baseline year 2014(1321 tonnes co2)	Continued reduction year on year to continue towards net zero 2030.				



Stay one 
step ahead.

Dumfries and Galloway College

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