



Jisc Learning Analytics

G-Cloud 15 Service Definition

1. Overview

Jisc is the UK digital, data and technology agency focused on tertiary education, research and innovation.

We are a not-for-profit organisation and believe education and research improves lives and that technology improves education and research.

We provide managed and brokered products and services, enhanced with expertise and intelligence to provide sector leadership and enable digital transformation.

We manage a huge network of communities across the FE, HE and skills sectors: this network is available to call on in support of any sector engagement if required, including product co-design and innovative development of the learning analytics services through pan-UK and devolved nations' community partnerships.

Our data analytics directorate aims to harness the power of data and technology for everyone. Our learning analytics services help organise and make sense of vast, complex historical and live data landscapes so that institutions, businesses, and students can make timely, confident decisions.

We have a wealth of analytical and data science knowledge and skills spanning data extraction and transformation, automated data ingest/validation, visualisation (PowerBI, Tableau), machine learning, data & software engineering, with knowledge and expertise across a wide variety of tools and methods.

Our in-house consultants have years of experience of deploying both the technical and business change aspects of learning analytics services. This experience has been gained not only as Jisc staff but also working in universities.

It is the first truly national learning analytics software as a service (SaaS) offering for UK Higher Education and was first launched as a live service in 2018. The service is now in its second iteration which was launched in 2024 following extensive customer and sector research to meet the evolving and future demands of the sector. The Jisc LA services are now delivering learning analytics requirements for a growing customer base of UK HEIs. Whilst we have strong technical foundations in place, implementing learning analytics services is not an IT project, and

we ensure that a holistic, ethical approach is taken with due focus on project planning, resource and culture.

2. General Service Provision

2.1 Overview

Jisc offers two core learning analytics service components which can be taken independently or together:

- Learning Analytics; and
- Attendance Monitoring.

An additional service component, “Implementation, Integration and Trial” is a pre-requisite to the core services and offers the Institution the chance to validate their data, phase roll-out, before moving to the full service.

Our core users are personal and module tutors, academic supervisors, and student support and wellbeing teams. Additionally, the data provided by our services is often used across the university including faculty and university management, and UKVI student visa compliance teams.

Jisc learning analytics and attendance monitoring services use the same core system and data infrastructure, thus providing a seamless provision for customers which can help to reduce the number of systems and integrations universities require when deploying learning analytics services.

Using the same underlying infrastructure also ensures a standardisation of service provision across all the Jisc learning analytics services.

2.2 Functional

Our platforms are SaaS and are ready to use as soon as Institution Data is validated and key systems integrated.

The Jisc in-house data infrastructure processes a core data set:

- Student and staff details using a HESA based unified data definition.

Additional data sets are processed depending on the services ordered by the Institution. Both core services (Learning Analytics and Attendance Monitoring) offer the following functionality:

- A web-based dashboard visualising student engagement at an individual and module level;
- Student engagement metrics calculations providing ranked values categorised in red, amber and green enabling prioritisation and filtering;
- Ability to show in the dashboard additional data related to the student and apply staff permissions on who can access that data;

- Ability to apply granular permissions to ensure staff only have access to required functionality and data;
- Ability to map users across different systems where their identifiers may be different; and
- Downloadable reports are delivered nightly via secure SFTP in the .tsv format, which can then be assimilated into institutional reporting processes to support compliance and business information requirements.

Customers who take Learning Analytics without Attendance Monitoring can ingest attendance data from their attendance system.

Jisc offers additional chargeable functionality options which currently provide:

- Functionality enabling the recording and categorisation of student engagement interactions with staff (“Interactions”);
- Functionality enabling the delivery and management of communications (“notifications”)
- Timetable integration to prepopulate student fitted (personalised) timetable data (“Timetable and Additional Data Sources”); and
- Integrations with other data sources are being developed and will be added as options once they are available (“Timetable and Additional Data Sources”).

2.3 Non-functional

Learning analytics services are centred on an experienced and knowledgeable team working with the Institution to manage all aspects of implementation. This will ensure a successful onboarding and implementation phase and a sustainable service going forward.

Learning analytics services provide:

- A structured project management framework, including well-defined approaches to technical implementation and institutional change;
- A nominated Jisc consultant with HE sector experience implementing learning analytics projects;
- Access via the Institution’s nominated consultant to the data and systems specialists;
- Technical documentation which provides full detail on system and file format requirements;
- Implementation guidance including template privacy documents, ethical guidance, and business change guidance;
- A service manual providing full details on how the system works supplemented by a range of training videos;
- Access to a dedicated customer portal where the Institution and other customers are informed of developments and can share practice; and
- Additional consultancy (at extra cost) to support deployment of learning analytics and attendance (“Consultancy Services”).

2.4 Data and Storage

The Institution is required to upload data to the Jisc learning analytics services in a prescribed manner, using .tsv, .csv, or .json file formats, to a secure SFTP site. Full specification of the files, format, and data structures are provided to Institutions via the LA Community Site. The system automatically produces detailed validation reporting on submitted files enabling the Institution to easily identify and therefore correct data issues. API access is also available.

2.5 Implementation

Jisc provides support and documentation to support onboarding and implementation. A learning analytics consultant will be nominated as the key point of contact.

2.6 In service

Jisc support does not end after implementation. Once an Institution has moved to business as usual, there will be access to a learning analytics consultant and the Jisc helpdesk is there to report any issues with the system should they arise.

The Institution will have access to a thriving online community of customers which provides peer support and opportunities to feedback suggestions for improvements.

Jisc provides the Institution with regular updates through the LA Community Site. This covers system updates as well as regular drop-in sessions and other events to help the Institution get the best use out of the service.

2.7 Offboarding

We recognise that a customer's requirements can change over time and that this may mean dropping their use of the Jisc learning analytics services.

Our aim is to make offboarding as seamless as possible. To support this:

- Most Institution Data is already made available through the SFTP interface;
- Other data will be made available within the offboarding timescales stipulated in the Terms and Conditions; and
- Jisc will purge Institution Data in the learning analytics systems within the offboarding timescales stipulated in the Terms and Conditions.

3. Service component: Implementation, Integration and Trial

This is a pre-requisite for Jisc Learning Analytics and Attendance Monitoring services. This offering enables the Institution to develop and validate their data feeds and check the product aligns with their business requirements before moving to a full institutional roll-out. The Institution is in control of the timeline as once they have their data validated into the system and have run a trial, they are able then to seamlessly move to full service.

Jisc will provide:

- Initial implementation orientation meeting;
- Regular meetings with a nominated consultant to review progress;
- Initial technical orientation meeting to enable technical staff from the Institution to check requirements with Jisc technical staff;
- Technical documentation;
- Service documentation;
- Support to setup SFTP access (in order to submit data files);
- Guidance on how to set up authentication to Jisc's system to enable Institutional staff and students to access dashboards securely; and

- Support to run a trial before moving to full service, if relevant.

It is highly recommended that the Institution ensures:

- They have a project/implementation plan in place;
- Their project plan has considered any constraints on timing of deployment and trialling, e.g. teaching time;
- Provisioning of good quality data that meets the requirements set out in the service data requirements and other integrations;
- Adequate staffing resource is in place and available;
- Legal and ethical policies/practices are in place prior to trial/go-live;
- An internal communications plan is in place prior to trial/go-live; and
- A training plan is in place prior to trial/go-live.

4. Service component: Learning Analytics

This service requires the “Implementation, Integration and Trial” service as a pre-requisite. Our core Learning Analytics service provides engagement metrics at both a student and a module level. The system uses VLE and submission data along with your attendance system data to create metrics which indicate a student’s engagement.

In addition, a comprehensive student biography section presents the vital information your tutors and student services teams need to provide holistic support.

5. Service component: Attendance Monitoring

This service requires the “Implementation, Integration, and Trial” service as a pre-requisite. It is cloud-based attendance capture requiring no installed hardware. Staff create and manage events which can be linked to modules or standalone, such as library skills or careers sessions – students can check in using their phones or other devices, or their attendance recorded by a member of staff. There is no need to download an app.

To meet the increase in hybrid events, events can be set as online, in class, or hybrid. The system also supports notified absences.

As a chargeable option, timetable data can be ingested which prepopulates module events. In addition, a comprehensive student biography section presents the vital information tutors and student services teams need to provide holistic support.

6. Service Add-ons

These are chargeable additional components that provide value-added enhancements to the core products.

6.1 Interactions

An optional interactions system can be purchased alongside both core products, which provides an effective solution to recording, managing, and reviewing staff-student interactions and interventions.

6.2 Notifications

An optional notification system can be purchased alongside both core products, which provides an effective solution to deliver and manage staff and student notifications and communications. Notifications can be sent using both email and SMS

6.3 Timetable and Additional Data Sources

Timetable integration is already available as a service add-on. As the service develops it will include the ability to bring other data sources into the system, such as lecture capture and reading lists. Once available these data sources will be used in metrics calculations where appropriate.

6.3.1 Timetable Integration

Institutions that purchase Attendance Monitoring can purchase our timetable integration which pre-loads timetabled activity into the system making it even easier to use. This add-on requires the Institutional timetable to produce personalised timetables for students.

6.4 Consultancy Services

The core components include an implementation consultancy provision which is normally enough for customers to achieve a successful deployment of Jisc learning Analytic services. Jisc also offers additional consultancy services which are designed to help higher education (HE) institutions navigate their way through the challenges that come with considering a learning analytics solution.

Our Discovery consultation services enable customers to better understand their readiness for deploying learning analytics and attendance services. Our full Discovery service provides an in-depth onsite evaluation of institutional readiness for deploying LA and attendance. We also offer Discovery Lite versions, which are designed to provide a particular stakeholder group, such as senior stakeholders, with an improved understanding of LA. Each version includes a brief report and a more in-depth report is also available at an additional cost. We can also offer additional bespoke consultancy to support both the business and technical deployment of our services if required. These are charged on our consultancy day rate.