



# CASE STUDY

## University of Lincoln

It was a University forged by the will of a community, not by a government directive, and was the first new city centre campus to be built in the UK for decades. The Times Good University Guide described it as “the most dramatic transformation of a university in recent times”.

Her Majesty the Queen opened the first University of Lincoln building on the Brayford Campus in 1996.

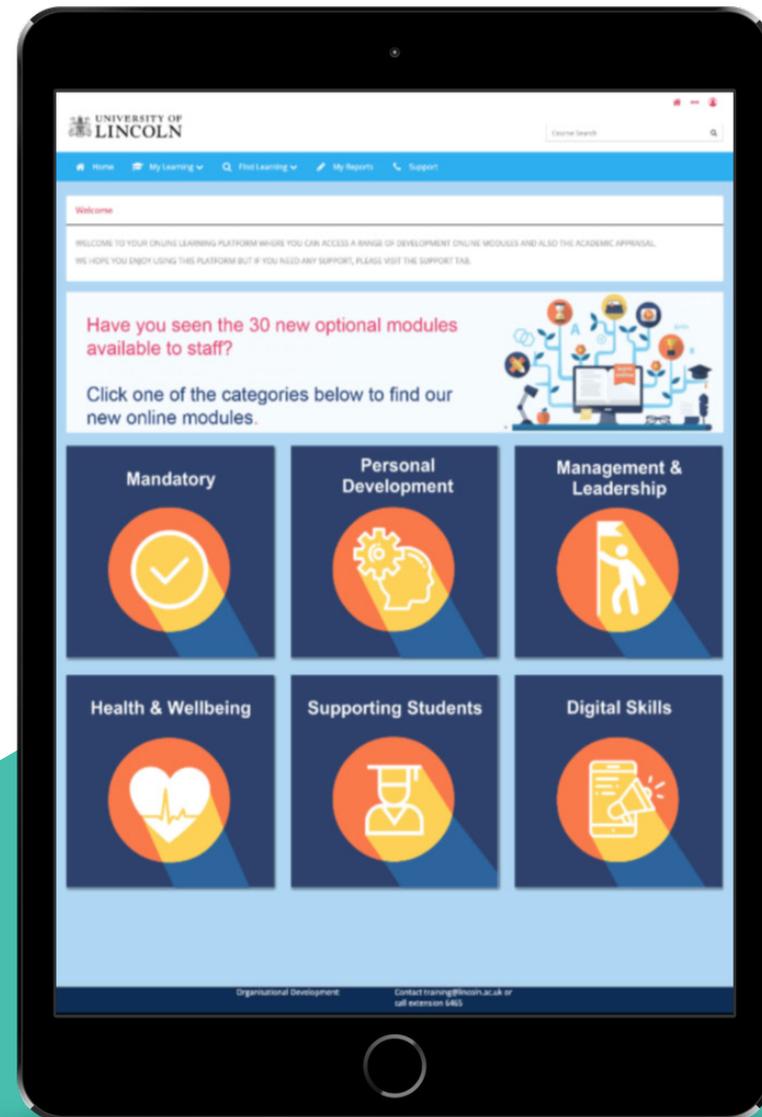
£170 million has now been invested in the campus, transforming a brownfield site into an award-winning, state-of-the-art learning environment for the thousands of students who pass through its doors every year. The university plans to spend a further £130 million to improve the student experience further over the next few years.



UNIVERSITY OF  
LINCOLN

## BACKGROUND

Working within the HR department at the University, the Organisational Development (OD) Team wanted to refresh their range of online mandatory training courses, as well as the Learning Management System (LMS) that housed them. They also were looking to provide a new range of customised courses that offered staff a more blended approach to some of their existing workshops. In addition to this, they were looking for the ability to create their own bespoke content in a cost-effective way.



## SOLUTION

To achieve this, the OD Team worked with Learning Pool to roll out its Stream LMS, together with a range of collections from the Stream Content Library that mapped to the original content that they had on offer. This required the OD team to work with key stakeholders across different areas of the University to ensure the new content met the University's needs. It was imperative to work quickly to get the LMS and mandatory courses up and running so that the service to internal customers was not impacted and that mandatory training targets were upheld.

In addition to the eight mandatory training modules that were redesigned and relaunched; 35 new custom modules were also rolled out to expand their blended learning approach. These modules were designed to complement their existing workshops and allowed staff to engage with a larger variety of learning interventions to support their development needs and career progression plans. These courses were made up of content from the Stream Content Library and were reviewed by the subject owners and amended to ensure the content was specific to their needs and also reflected the University branding.

Lastly, the OD team also opted to invest in the Stream Automation tool, allowing them to become more self-sufficient in terms of developing their own e-learning content in-house. This has allowed them to expand their offering of bespoke interventions, including online appraisals and they are also set to launch Career Pathways using the programmes functionality.





## RESULTS

The team has received extremely positive feedback from their staff about the new modules and LMS, many stating they look better, are simpler to navigate and the content is easier to understand. The new optional customised modules have been well received as these are now accessible in advance of having to wait for future workshops, allowing them to engage with more people and in a timelier manner.

The percentage of completions of mandatory modules now stands at 89%, an increase compared to the old content/system, demonstrating a higher level of engagement from staff.

Having the ability and skills to develop bespoke modules in-house also means the OD team can respond to business needs in a quicker and more cost-efficient way, compared to commissioning through an external provider.



“Working with Learning Pool has been a refreshing and positive experience; they have provided us with a variety of options to meet our University and staff needs. They work closely with us to understand our staff, culture, and aims and provide solutions that are relevant. We have a fantastic working relationship with our Learning Consultant to continually improve our systems and offering. We also engage with the local and national Learning Pool events to learn from other sectors and share best practices. Our success is aligned to the ‘technology’ vision noted within our Dynamic Engaged People Plan. ‘Accessible services and innovative technologies’, as well as our ‘Continuous Development’ vision ‘creates flexible opportunities to access development enhancing experiences”.

**Kate Willson, Organisational Trainer**



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