

NEON Summit 'Taking outreach online: delivering widening access to HE work in the Covid-19 context'

Thursday 30th April 2020

Chat during the summit.

00:58:50 Tash: Hi from NTU

00:59:04 Helen Guerin: Hi Everyone, Greetings from University College Dublin!

01:00:08 TubaMazhari: #outreachonline - please use this hashtag

01:00:51 Amy Knott: Hello from Arden University :)

01:01:01 Mel Bottrill: Thanks

01:01:31 Tony: Welcome from the Uni. of Portsmouth (UK) - hope everyone's well :)

01:02:32 Martin Webster: Hi Tash, welcome

01:02:58 Kate Holmes: Hello from Kate at NERUPI Network

01:03:19 Megan Hunt: Morning everyone, Megan here from Canterbury Christ Church

01:03:37 Anna T: Morning, Anna here from Sheffield Hallam University.

01:03:40 Ida Walker@ Ida Fatimawati Adi Badiozaman: Hi from Malaysia

01:03:54 Martin Webster: Welcome to everyone, don't forget to use twitter and #outreachoutline

01:05:43 Michelle: Chris unfortunately we can't see your screen!

01:05:44 Cherelle Allen: We can't see the slides

01:05:45 Scott Walker: Is it just me, but I can't see Chris or his slides?

01:05:47 Kendra Argile: I'm not able to see anything?

01:05:47 Rebecca Oliver: I can't see this

01:05:49 Sarah Chappell: Can't see the screen!

01:05:51 Ruth Bennetts: cannot see the slide or you Chris

01:05:51 Alice: can't see the slides

01:05:53 Andy J: No slides yet

01:05:53 Ellen Thomas: no I can't see either

01:05:53 jgiannini1@hotmail.com: no slides unfortunately

01:05:55 Greg Walker: can't see anything!

01:05:55 Carol Pippin: You're not sharing your screen Chris

01:05:56 Laurence van der Haegen: no slides

01:05:57 Bc Cvav: yo chris you've turned your camera off

01:05:57 Abbie: I can't see the slides or Chris

01:05:58 Amber Percy: cant see any slides or Chris

01:05:58 Simon: Can't see Chris, or slides,

01:05:59 Alice: We can't see the slides

01:06:00 Linda.Greening: I cant see any slides currently...

01:06:00 Rohit Sharma: No can see

01:06:01 Emma Palmer: Can't see his screen and camera

01:06:01 Shauna-Aine O'Brien: Can't see slides

01:06:02 Bc Cvav: also Graeme nice beard

01:06:03 Clare Ridley: no visible slides here

01:06:03 Robbin C. Bastian: nope..no slides :)

01:06:08 Beth Hope: Hi Chris, Can't see your screen or slides.

01:06:17 Simon: Or face or anything

01:06:17 Melanie Harris: Hi Chris I can't see slides

01:06:20 Sara: cant see Chris either

01:06:29 Katie Green, Royal Holloway: yes

01:06:32 Beth Hope: Perfect thanks

01:06:35 Bc Cvav: nice

01:06:38 Carol Pippin: Yes Katie!

01:06:48 Alice Smith LEAPS: :-)

01:07:01 Grace: Hi just wondering if delegates will be getting a copy of any slides shown today?

01:08:13 gmayhew: Yes, I was wondering the same thing as Grace.

01:09:01 Sarah Chappell: Yes they said they would share next week

01:09:10 gmayhew: Thanks

01:09:16 Grace: Thanks

01:09:22 Emma Gillis: thanks

01:09:38 Martin Webster: We are recording it too so you can watch it all at your leisure (provided the tech works)

01:09:41 TubaMazhari: Recordings and presentations will be sent out after the event

01:10:42 Bc Cvav: disadvantage has basically remained static during the era of austerity - hmmm I wonder why....

01:14:06 Maria-Anna NEON: please right your questions for Chris here

01:14:19 Ruth Bennetts: Can you shed any light on the level of support the Uni Connect programme will continue post 2021?

01:14:53 Shireen Quraishi: Will the OfS provide any guidance on evaluating online programmes?

01:15:26 Amanda Bishop - Warwick: I think we also need to strongly be thinking at this time about Pre 16 work , it is those in year 10 that I think will be affected strongly, especially for RG an highly selective courses. Will we still have measure in place in 3 years time...

01:15:26 Hannah Merry: Question for Chris: I find it interesting that you've used FSM as a proxy for disadvantage here rather than POLAR, TUNDRA etc. Does this maybe signal a shift away from area-based measures?

01:15:48 Julian TRUE: There is some guidance from HEAT on evaluating and collecting online activities.

01:15:52 Fatmata Daramy: Question for Chris: In light of the pandemic, can he shed some light to what extent universities can make our financial commitments, when a lot of events that were planned cannot go on

01:16:00 Tim Dhir: Agreed with Hannah- especially as POLAR is the metric focussed on in so many APPs rather than FSM

01:16:04 Naomi: As students are now experiencing disrupted education - how will targets be re-addressed to reflect this non-linear journey? As we know that target learners are most likely to be affected by changes (education, social and economical) in current climate

01:16:25 bayes: Would echo what Fatama has said.

01:17:05 Marta Almeida: Would echo what Naomi has said

01:17:19 Helen: Is there any indication for government plans for the current year 10 age group? These children are missing vital months of teaching for GCSEs. Will they have grades adjusted to reflect this?

01:17:21 Bc Cvav: Underplaying these "issues" - COVID has highlighted the staggering inequality of access to learning, our existing deeply unequal educational environment needs govt policy change

01:18:20 Bc Cvav: Teacher assessment biases against WP target students.

01:18:25 bayes: Have heard some stories about funds which should be devoted to WP being diverted within Universities. Would be interested to hear thoughts on this from a regulatory viewpoint.

01:19:02 Katie Green: Agree with bayes - would like to hear more on this

01:19:07 Tim Dhir: Have OfS submitted a response to the Ofqual consultation focussing on those points you make Chris? e.g. statistical adjustments for some of those groups who may otherwise come out with worse results than historically

01:19:09 Alice Smith LEAPS: Very similar to SQA in Scotland
apologies!

01:19:23 Amanda Bishop - Warwick: positive bias too, will schools over score pupils to get them in to their chosen Uni's to make it look good for them, however student will then not survive at university as course is too hard...

01:19:49 Bc Cvav: Agreed Amanda - both are damaging.

01:20:02 UPENNED: Is there any prospect of this greater appreciation of context in judging attainment likely to carry through to the post-Covid admissions world, particularly in relation to more selective institutions? Are we likely to see more of an imperative from the OfS in terms of how selective HEIs use contextual data?

01:21:15 Sam Dunnett: Also our concerns are about reduced funds for APPs as our student income drops in response to may be deferred entry,, reduced international market means more competition for home eu students some institutions will lose out due to this.

01:22:06 Michelle: It will be really interesting to hear the role that contextual admissions can play by universities in light of covid and beyond - not all universities have a contextual admissions process, should all universities be held to account and have a contextual admission policy in place?

01:22:18 Amanda Bishop - Warwick: Will there be national funding for current HE students who are suffering from internet or tech poverty? Normally reliant on HE buildings to access computers etc? Some of our students are studying off their mobiles!

01:22:21 Vicky Blake: Following on from Fatmata's question: also worried about staff capacity among practitioners and academics who give WP/outreach sessions, especially as we hear more news of universities not renewing contracts, looking at redundancies, etc. We need to think about how we fight the corner for the work we do, for the students who will suffer if we can't reach them. And echoing bayes point above — if funds are being diverted to other 'functions' in universities that is incredibly worrying (dismaying if this happening).

01:22:42 TubaMazhari: Please do tweet your thoughts #outreachonline

01:23:03 Johnny Rich (Push): Questions for Chris: What controls does OfS feel it has over issues such as unconditional offers, the clearing process, admissions policies, etc given that HEI autonomy on these issues is protected by HERA and UCAS is independent?

01:23:26 Anthony Burrowes: The need has changed for students due to Covid19. Financial support will need to reach a larger audience is there a plan to support these students

01:23:32 bayes: Amanda there is a fund apparently, from DfE I think...Some projects such as Realising Opportunities are onto this already, and we are discussing Lancaster's approach to this later.

01:23:45 neilraven: Also the long-term impact of covid... y10s and 12s, especially from WP background, may well struggle to catch up.

01:24:31 Jenny (UWL): Will OfS be stricter with institutions trying to reduce/divert APP spending (particularly spending for pre-16 and community) - "seek to deliver their APPs" is easy for providers to work around. Will providers be required to ring-fence a certain percentage of their overall spend specifically for APP?

01:24:35 Bc Cvav: 100% agreed neil, the gap is already present, this will rip it wide open. we need radical change

01:25:01 bayes: Good question from Jenny.

01:25:37 Johnny Rich (Push): As we all know, the most disadvantaged have the least access to online (limited or no devices, broadband, data allowances). Does OfS have any thoughts about outreach that does not rely on tech?

01:26:04 Vicky Blake: neilraven - thinking too about the way this impacts on the wider family.... hearing from parents and carers incredibly worried about supporting kids' learning from home. Access to tech and decent web access a significant problem

01:26:23 Mone: really interested to hear the response to your question Jenny.

01:26:25 Catherine C: Question for Chris: Will there be more specific underrepresented groups outlined that UniConnect are expected to work with and how are we to identify them?

01:26:26 Cathy McLoughlin: Great point Johnny lack of access to wi-fi/laptops is really impacting on students. How can Unis help?

01:27:04 Bc Cvav: Online outreach is all very nice, but we have kids who aren't getting food let alone access to a reliable internet connection - we must be working offline or optional offline as much as possible

01:27:41 neilraven: Hi Vicky.... All this suggests the real need for LT planning and funding!

01:27:51 Johnny Rich (Push): @Bc Cvav Agreed

01:27:53 Vicky Blake: Bc Cvav - agree and worried about the 'online panacea' mode of thought, we need both.

01:28:10 Linda.Greening: Is it true that the government is ring fencing funding to provide IT equipment for school children at home?

01:28:12 Vicky Blake: Neil - yep, it really, really does

01:28:49 bayes: Quite Neil. As we have been saying for years, national flagship projects starting at Y9 is too late.

01:29:07 Bc Cvav: bayes - absolutely right, we need to be working from early years and up

01:29:10 Katie: Have any uni connect partnerships got an example of good practice in offline outreach over the past month? Are any consortia posting resources via schools for example?

01:29:35 Hannah Merry: Hi Katie - we are doing this in Higher Horizons

01:29:37 chris dobbs: agree bayes , i work with year 7 and yr 8

01:29:43 Mark Dawson: Is there enough collaboration within Universities to ensure WP pupils are supported with the transition from 6th Form to HE?

01:29:44 addgh: At Loughborough we've had to post resource packs

01:29:45 lionel bunting: AFAO are sharing info on online outreach over the coming months on their website

01:29:47 Amanda Bishop - Warwick: Not just everyone working independently should collaborate regiopnaly to create good future proofed online content that is not duplicated

01:29:55 addgh: Also had to have them translated....

01:30:01 Bc Cvav: addgh - are you posting them out via schools?

01:30:14 Scott Walker: Agree with @Bc Cvav and @Vicky Blake. Even in the schools I am working with who are creating "offline" work packs, the content and quality of these is vastly different to that of the "online" work they are setting, disadvantaging those without access to internet/internet devices

01:30:20 Vicky Blake: BC Cvav, bayes, Neil, yes: and to do this we need secure contracts for practitioners to underline a meaningful commitment to this work

01:30:24 sh3398:Thanks Chris that was really useful..

01:30:25 addgh: No, from campus, our post room is still operating, luckily!

01:31:28 Tom Ratcliffe: Agree Amanda - Careers and Enterprise Company and NCS are also creating all kinds of content and online delivery - have to figure out how to align and compliment each other - concerned about a tidal wave of digital content overwhelming our audiences

01:31:31 Johnny Rich (Push): Outreach is going to need to start to embrace reskilling far more actively. There will be a lot of unemployed people post Covid and also a lot of mismatched skills shortages (made worse by Brexit, potentially). OfS and HEIs should be reviewing APPs to reflect new priorities.

01:32:07 Johnny Rich (Push): Reskilling will be one of the keys to getting continued support for HE from Govt.

01:32:27 Bc Cvav: Question for chris that was missed - what about Year 10?

01:33:16 neilraven: Fear that higher adult unemployment will discourage some YP, inc. WP, from considering HE option.

01:34:53 Emily Scott: Really heartning comments about the importance of Uni Connect partnerships and important role they will play for recovery post-Covid

01:34:58 Johnny Rich (Push): That's an interesting point @neilraven. Outreach focus may need to shift a bit from YP to adult returners for reskilling

01:35:04 Shauna-Aine O'Brien: Many 6F students are deciding to work in supermarkets at the moment, instead of completing their education and going onto HE. What can we do to support students who are on the cusp of dropping out?

01:35:37 Martin Webster: My dogs are sat here too

01:36:43 Shauna-Aine O'Brien: Haha @Martin Webster

01:37:16 Hollie Baker: please don't apologise! #allinthistogether!!

01:37:19 Anna T: Same! My 6 year old listened to a lot of Chris' talk!

01:37:33 Rebecca Oliver: Yep - what Hollie Baker said!

01:37:51 Bc Cvav: Yorkshire pride represent!

01:38:02 Michael Bennett: Graeme/Martin/Emma - my two kids are here. Padding your numbers and getting the skinny on HE regulation

01:38:13 Graeme: great stuff we can confidently assume we have broken 600!

01:38:22 Caroline McDonald: please don't worry! We understand!

01:40:42 Johnny Rich (Push): If unis start limiting the range of courses, because of the way HE is funded on a per capita basis, the choice will be based on popular courses, not on which courses have the best outcomes or meet wider societal and economic needs.

01:41:37 Andrea: Fee waiver for student nurses??

01:41:52 Bc Cvav: @Johnny - it'll be a stick the government uses to beat the "mickey mouse" courses they bang on about

01:42:01 Vicky Blake: Bursary and no fees for student nurses tbqh

01:42:09 Bc Cvav: preach Vicky!

01:42:54 Vicky Blake: we have legions of students paying to work in the most dangerous conditions

01:43:02 Johnny Rich (Push): Well said, Emma. The retention data in a couple of year's time – for both unis and 6th forms – is going to be hit like a tidal wave.

01:43:26 Caroline McDonald: There is also the issue of what form of learning students are returning to. Mature students will be massively hit by all of this as they juggle the hugely complex issues which have arisen from COVID. We need to be talking about mature students more.

01:44:01 Colin McCaig: Spot on Caroline....

01:44:08 Jenny (UWL): Agreed Caroline

01:44:13 Vicky Blake: @Johnny Rich the issues at Sunderland Emma has mentioned plus the warning shot we have seen with Durham's (now withdrawn after uproar, but expect more in this vein) plans that would have involved reducing modules across courses by 25% should frighten us.

01:44:24 Naomi: Agree Caroline - well said

01:44:42 Andrea: Agree Vicky

01:45:16 Vicky Blake: Agree Caroline - especially those trying to work, study, and deal with caring responsibilities

01:46:08 Fatmata Daramy: I think this is also a problem with PG students. I know a number of students who are looking to drop out because some universities are not providing financial support for PG students. This is even if they are WP students.

01:46:18 Tony Hudson: The lockdown has made the digital divide even more evident. As a sector should we be lobbying ISPs to provide free or discounted internet access to learners in financial hardship. BT already has a scheme but there is a data cap.

01:46:22 Naomi: Is it time to re-think a risk based HE system? I don't think it was set up with the potential of mass failure!

01:46:34 Bc Cvav: @Tony well said

01:46:35 Simon Chapman: I agree Tony

01:46:45 Teresa: PGT is under greater threat than UG courses.

01:46:54 Ashleigh - Guildhall School: Thank you for recognising the different challenges for conservatoires - it is very challenging for the current students. The majority are in London too, so the financial impact is great, and the graduating students are going into a sector which is currently not making any money. From an APP perspective, the quality of the outreach we can deliver is significantly impacted, as we rely on in person activity more than most (particularly when it comes to spending the allocated funds, as so much of this goes to training via junior school and summer schools).

01:46:55 Alex: Great point Tony

01:47:03 Simon Chapman: Free Data needs to happen to support the most disadvantaged

01:47:21 Colin McCaig: Naomi - it was set up with the idea that some would fail - to keep the rest keen - but not sure they want to let any HEIs fail right now...

01:47:23 Bc Cvav: free data, universal basic income

01:47:32 Emma Palmer: A lot of my students are losing motivation and are struggling to engage. If they have little access anyway to laptops and wifi, this is only going to impact their motivation to learn. Sadly aside from a phone call, I'm struggling to support them.

01:47:47 Andrea: The current offer of laptops for disadvantaged students by the Govt. is not enough currently to cover demand.

01:47:48 Johnny Rich (Push): If the HE sector had had a chance to plan all this, then the nomination of furloughing and home learning should be an opportunity to run a range of MOOC-style taster courses for up-/re-skilling. Perhaps it's better late than never, especially as we don't know how long the situation will continue.

01:47:49 Bc Cvav: almost as if this government did that deliberately as part of austerity program

01:48:21 Cathy McLoughlin: Yes, the Irish Govt has negotiated with the mobile phones provides to eliminate data caps on accessing educational websites

01:48:23 Johnny Rich (Push): "combination" not "nomination"

01:48:26 Bc Cvav: the universal credit thing I mean

01:48:35 Vicky Blake: @Ashleigh agree, performers are suffering enormously, the issues all through those pathways are huge. Can't let performance become the preserve of those with independent means.

01:48:42 Steph: Also an issue with parents/carers not having the ability/time to support their children - especially if needed to continue to work and support a number of children. The government needs to consider these parents/carers more.

01:48:44 Martin Webster: Start getting your questions in for Emma

01:48:46 Tom Ratcliffe: Agreed Andrea - one device for a family is not enough - it will be relied on to meet all kinds of needs

01:49:03 TubaMazhari: Please do post any questions you have for Emma

01:49:23 Andrea: Not enough to cover every family from one school...!

01:49:35 Helen: @Steph I agree. Trying to balance home ed with 3 kids while working full time is so hard. I envy my husband who is still going to work!

01:49:35 Alex: This is such an important point. When are commuter students ever recognised and celebrated within national policy discourse?!

01:49:59 maria-anna: Please let us know your questions for Emma

01:50:06 Amanda Bishop - Warwick: Collaborate not compete

01:50:06 Clare Ridley: Swindon is a cold spot in terms of no local HEI

01:50:16 Lorraine: Is there any lobbying to include free Internet hotspots as an essential journey going forward

01:50:37 Naomi: Question for Emma - the funding for laptops and internet access, data from DfE does not match LA data for disadvantaged learners - so lots will miss out - this also includes a large number of UniConnect students - Do you know the dataset/variables used? it would be useful to know the dataset Gov has used to identify learners. This will support UniConnect partnerships/HEPs to support their local communities further.

01:50:39 chris dobbs: yes amanda ! well said

01:50:42 Clare Ridley: How is the momentum for apprenticeships going to be sustained?

01:50:54 Emma Maslin: Thank you for highlighting the concerns around supporting commuter students - we need to start with a universal HE definition for a commuting student to help universities identify their commuting cohorts, and then work with students to ensure they are receiving the right support. We have an institutional definition which has helped a little, but still difficult to get hold of and identify these students accurately

01:50:58 Kate Holmes: This crisis is an opportunity for universities to at last properly engage with local students and local partnerships rather than chasing international student income

01:51:00 Melanie Harris: I agree most of our students are struggling with food and heat let alone Wifi.

01:51:14 Tayler Meredith: Thanks Emma!

01:51:22 Shauna-Aine O'Brien: Thank you Emma, some really important points made

01:51:24 Johnny Rich (Push): Well said, Emma. Allowing unis to fail would be to allow major regional employers and economic/cultural engines to disappear

01:51:25 Caroline McDonald: Thanks Emma!

01:51:27 Teresa: Thank you Emma!

01:51:32 Andrea: Agree Melanie

01:51:33 aliki_000: Thanks Emma some great points!

01:51:35 john: Thanks Emma

01:51:36 Sara: That was great, thank you

01:51:38 Bc Cvav: Universities need to be adding their voice to erasing the social issues that have created these disparities - COVID has highlighted, not created these issues

01:51:38 55061036: Great to have your insight, and to hear what's happening behind the scenes, thank you!

01:51:41 Melanie Harris: Thank you Emma.

01:51:41 Emma Palmer: Thank you Emma - great to have you represent Hull!

01:51:42 Clare Ridley: How much cross party support are you able to achieve around tackling these issues?

01:51:42 Bc Cvav: thanks emma!

01:51:47 Aimee Cheesmond: To echo questions about lobbying internet providers, this is particularly relevant in Hull, Emma, as KCOM is the only major provider and is more expensive than others. Have there been any conversations with them about this?

01:51:51 Cathy McLoughlin: During an economic downturn people look to third level for answers, how can we ensure those from WP groups are not edged out by middle class students

01:52:04 nick.worley: Thanks Emma.

01:53:08 Bc Cvav: agreed emma

01:53:09 Aileen Wilson: Melanie Harris - I agree with you. I have a primary teacher eager for schools to reopen so she can ensure the children are alive and safe. That says it all.

01:53:29 Mark Dawson: Given the scale of the crisis coming is there an argument for a government of national unity with collaboration by all major parties to get us through this?

01:53:35 finn lawson (CCCU): I think this a really good point

01:53:51 Clare Ridley: Totally agree Finn

01:54:10 bayer: The removal of funding to support Nurses and Healthcare courses was nothing short of a disgrace.

01:54:10 Grace: Emma, if our YP are giving up HE to work could there be an opportunity to engage with the employer and run apprenticeships this way as opposed to Uni's setting these up in advance of courses starting?

01:54:45 Michael Bennett: The listening campaign we ran locally sourced principal concerns on education/HE were anxiety over predicted (calculated) grades and bias cooked in, fear of destitution (families in precarious employment) and digital poverty (kit/network/space and time to study). We're doing work on these as an institution and others are too. Do you have a view on how the sector can work collectively here?

01:54:57 Melanie Harris: Good point Grace.

01:55:24 Vicky Blake: @Johnny, problem is we haven't been able to plan, and doing that without planning / in a rush will do more harm than good. Would like to see more universities overtly respect and support on the issues of changing to online, unfortunately seeing a lot of inequality and poor assumptions being replicated where institutions have made hasty plans / unrealistic and unfair expectations... challenge is how can we balance the need to support students, while supporting staff to themselves learn new skills and adapt to this environment, and learn from all of this for the long term

01:55:43 Emma Palmer: That's a great story Emma - the power of Foundation Year can establish a sense of belonging and assisting with progression.

01:56:02 Ruth Bennetts: The foundation year allows adult learners to do this as it is funded, whereas the Access courses which is the only route in for some, is just not possible. It doesn't give you the time to earn money and there's no funding support available.

01:56:05 Kate Holmes: Lovely to have the children butting in - we are real people!

01:56:06 Alice Smith LEAPS: yes - connectivity!

01:56:23 Melanie Harris: It's going to be so hard to encourage our students to apply for university when we cannot invite them in to see if it feels right for them.

01:56:24 Emma Palmer: I agree Ruth :)

01:56:33 Megan Hunt: I agree Melanie!

01:56:40 shahima.begum: I agree Melanie

01:57:07 lionel bunting: relationships are quite often built with people not just places, so online can still work well without campus visits

01:57:11 Johnny Rich (Push): The Augar Review proposed axing Foundation Years in HEIs in favour of access courses (more usually in FE).

01:57:31 Johnny Rich (Push): It's good to hear people arguing the case for Foundation Years.

01:57:43 Caroline McDonald: I agree with Michael. In dealing with digital poverty, whether it be kids or adults, this will help the whole of that household. My worry is that UniConnect and other conversations is drowned out by children/young people engagement. We need to

remember there is often a knock on effect for mature as ell. So rather than it being an accident, can we include them in our thinking and discussion earlier on?

01:57:45 Bc Cvav: Emma - as always when they're in power, the third sector acts and the government is shamed into following

01:58:20 Ruth Bennetts: There also many accredited professional courses that are also not funded.

01:58:42 Andrea:Unforseen impacts of fragmentation of education??!

01:58:47 Megan Hunt: great focus on mature, commuting and Foundation year students

01:58:51 Kate Derrington: Totally agree with all the comments regarding access to equipment online resources. University of Southern Queensland, is a regional uni with a significant percentage of FIF and mature age learners. While we can't help with the access to hardware, the library has responded to the access issue by curating and developing a moodle site of research and study skills support aimed specifically at High school students - all content is open access <https://open.usq.edu.au/course/view.php?id=366>

01:59:20 Melanie Harris: It's okay giving out a laptop but who will be monitoring it's usage? Also as stated before many of our students come from households who cannot afford the basics including electricity.

02:00:11 Lucy Jenks: Hi anyone know about post 16 at FE colleges was told there was no need to provide equipment to college students as there was a government bursary for this but not our experience on the ground . Any suggestions thoughts

02:01:02 Ben Copsey: Graeme - we could reconfigure NEON as a lobbying organisation to push for wider social change to facilitate WP work.

02:01:39 Chrissie: Kate - that's a fantastic resource you have at USQ

02:02:43 Colin McCaig: Lucy- not heard anything about this - but is the kind of targeted approach HEIs and govt should adopt. Take the issue of affordability and credit ratings out of the equation

02:03:07 Andrea:As Emma said - those that are shouting loudest at Govt are getting support.

02:03:28 Megan Hunt: great thoughts Emma

02:03:36 Alice: Thank you Emma

02:03:42 Kate Holmes: Thanks @emma hardy!

02:03:49 Emma Palmer: Would there be an opportunity for us to collaborate with Emma to make more noise?

02:03:49 Louise Kelly: Thank you for a really interesting talk

02:03:52 Alice: Thanks Emma!

02:03:56 Comfort Omorogbe: Thanks Emma

02:03:58 finn lawson (CCCU): thanks Emma Really great keynote

02:04:01 Shauna-Aine O'Brien: Thank you Emma, really insightful :-)

02:04:01 Sara: Brilliant thanks Emma

02:04:02 Simon Chapman: Thanks

02:04:02 Grace: Thanks Emma

02:04:03 Ben Copsey: thanks emma that was great

02:04:03 Marlene Copeland: Thank you!

02:04:06 Emma Gillis: thanks Emma

02:04:06 Vicky Blake: Making more noise would be excellent

02:04:15 chris dobbs: brilliant emma

02:04:17 Beck Tomkins: Great speaker, really interesting, thanks Emma

02:04:18 jgiannini1@hotmail.com: Thank you Emma

02:04:22 Tazmyne Carruthers: Thanks Emma! Brilliant :)

02:04:28 Judith James: Thanks Emma

02:05:23 sh3398:Emma I loved your honesty. very motivational

02:05:44 Melanie Harris: Jon we can see your notes

02:05:53 Tom Ratcliffe: Jon if you're dual screening, it looks like we've got your notes not you're presentation

02:05:53 Jamie: thanks emma, that was excellent insights :)

02:06:01 Melissa: Great resource, Kate. RMIT University created a website for digital outreach for regional students in Victoria. We are aiming to update it over the next few weeks and months - <https://sites.rmit.edu.au/reachfurther/>

02:06:03 Ben Copsey: jon your notes!

02:07:45 Ashleigh - Guildhall School: The biggest consideration about moving online was making sure that it wasn't reactive, but actually reflected on how it could be used in the future and that it had the best interests of the participants at heart

02:08:23 Megan Hunt: I agree Ashleigh, it cant be slap dash, it needs to feel different, as if intended to be taught online

02:09:32 finn lawson (CCCU): ^Agreed, and this is the challenge balancing timely reaction and positive experience

02:11:30 Jenny (UWL): Agreed - all and sundry are throwing out webinars left, right and centre, there is so much duplication and schools have been inundated with offers of webinars

02:11:48 Ben Copsey: yep

02:12:51 Vicky Blake: Yes, and hastily slapped together webinar overload from stressed out staff probably not producing quite the effect we would want and need

02:13:03 Martin Webster: Don't forget to get your questions in for Jon

02:13:09 finn lawson (CCCU): and teachers and parents feeling overwhelmed with the sheer amount of webinars that are a "must see" if you are to learn appropriately/ not miss out/ fall behind in this time

02:13:39 Alice Smith LEAPS: YES! web meetings are exhausting

02:13:42 ALICE DAVIES: I think having a 'culture of learning' at home is important too. If you don't live in a household where doing homework, reading etc is encouraged then you're unlikely to be motivated to engage. the feedback from our schools is that 20% are engaging, mostly in the 'top sets'. the other 80% are on 'holiday'.

02:13:44 Tom Ratcliffe: And that's just in our field - NCS are aiming to offer their programme via online sessions too

02:13:57 Michelle: Are there alternative platforms than Zoom, that are more suitable for students?

02:14:06 Ben Copsey: @Alice Davies, exactly right - preexisting issue made worse by this

02:14:12 Kate Holmes: What was that reference? Is it on a slide?

02:14:44 Kate Derrington: Thanks Melissa, ours was put together earlier this year and had a very soft launch, but the current home schooling situation has seen the site engagement sky rocket in recent weeks. Your site looks like a useful resource for transitioning students.

02:14:47 Martin Webster: Remember we will distribute all the slides after the event

02:14:49 Colin McCaig: Outreach staff and the rest of us for that matter are under pressure to show we are 'actually working' at home and that just adds to the blizzard of info out there that will never even get watched

02:15:02 Ruth Bennetts: We are creating a suite of our resources, recorded and via Panopto platform. I don't expect them to be watched widely in the short term. There is just too many other priorities for everyone. But hoping they form a bit of legacy and they are watched in the future!

02:15:43 Tom: Colin McCaig excellent point!

02:15:59 Colin McCaig: Jon makes an excellent point about optimal time of 10 mins for younger learners. WE should be asking people to absorb shorter bits of stuff and reflect on them later - pausing learning, not accelerating learning to fill the space

02:16:05 Steph: This is particularly challenging for a pre 16 outreach. The young people we want to engage with the most aren't engaging with the activity the schools are providing so sceptical that they'll engage with us. We're thinking about incentives to engage but keen to hear thoughts from any other pre 16 WP teams.

02:16:28 Shauna-Aine O'Brien: It's also about our own development, and developing our programmes to look at things in new ways, try new things, and have something that can work alongside our programme in the longrun, rather than just transferring the same thing to a temporary online pltfom.

02:16:37 addgh: We are finding that also Steph.

02:16:41 Nicola Lumb: Steph - we too are looking at incentives and perhaps running some competitions to engage with these learners

02:17:02 Colin McCaig: Spot on Steph

02:17:23 ALICE DAVIES: @Steph we're trying a competition with prizes too.

02:17:44 TubaMazhari: Please do post your questions for Jon

02:18:15 Shauna-Aine O'Brien: Incentives are interesting - will they work for the most disengaged students?

02:18:16 Adam Young: I agree Steph. We tried an online project with a prize draw for successful learners who completed all tasks, and although this did improve the numbers completing tasks, it was still nowhere near what could be expected from an "in person" project.

02:18:57 shahima.begum: Really good points Jon

02:19:05 ALICE DAVIES: Question for Jon - How do we get pre 16 groups to engage? Especially when they are not engaging with their teachers and school work. How do we compete with xbox?!

02:19:21 Colin McCaig: Adam - we can't be measuring the impact of online in the same ways as f2f

02:19:39 Ruth Bennetts: Hi Alice I think we need to target them at teachers to roll out to students.

02:19:42 Kate Holmes: @john rainford - are you sharing this with schools? Be really useful for them at the moment!

02:20:28 ALICE DAVIES: @ruth teachers have told us the pupils are not engaging at all! one head of year has had one email from her entire year group

02:20:29 Martin Webster: The slides will be available via the NEON website - they can be shared with schools

02:20:35 Adam Young: Completely agree Colin, I am just comparing very basic level numbers of student engagement with a project (ie; number of submissions of work) but the quality of impact is another discussion to be had too.

02:20:37 Tracey Kerr: Question for John - any tips for engaging mature students and/or college students (ie over 18)

02:20:39 Sarah White: What has engagement been like with the teachers/ advisers who would traditionally signpost their learners to Outreach activities? I would argue that there has been disengagement there too as these staff members' priorities have shifted and/ or have less access to learners.

02:20:44 Ben Copey: even need to think about offline resources - printers, printer ink!

02:20:51 Colin: Future Learn - an offshoot of the OU have developed this course for academics and similar to explore the approaches to pivoting to on line or distance learning .<https://www.futurelearn.com/courses/teach-online>

02:21:04 Sarah Dymott: I really like the idea of project based activities as it could work really well with practical subjects such as art and design

02:21:09 Ruth Bennetts: @Alice yes we do have the same issue...tricky!?

02:21:31 ALICE DAVIES: @ruth - agreed!

02:22:41 Ben Copsey: Most learners is not all learners. Schools I work with have said there's no internet at home - this access is not evenly distributed at all. we have whole schools with virtually 0 connected students

02:22:41 addgh: At least 5 of the high priority WP schools i work with are using a whole school approach to project work. These include all subject areas, and are mapped across key stage 2-4 - so all year groups participate.

02:22:48 Steve: Sarah White, as an advisor we are only just starting to signpost students to outreach opportunities because of the uncertainty in the last few weeks, and waiting on decisions made by ofqual, ucas and the government

02:23:02 Ruth Bennetts: @Alice this is the issue - there are just some things we cannot address in the current situation. I suppose it comes down to the level of support provided by the local authority...

02:23:11 joe.bradburywalters: We are concentrating on project based activity in various areas and then sign posting to other existing outreach activity and opportunity rather than duplicate

02:23:12 Colin McCaig: Adam - yes its a real issue coming down the line because we will have no way of effectively evaluating the effectiveness of outreach delivered either side of this disruption. I think we just have to do the best we can do in the conditions and hope for the best!

02:23:41 Alice Smith LEAPS: For art and design example see: <http://collaboraces.eventbrite.co.uk/> from Edin & Dundee

02:23:54 Laurence van der Haegen: Just because post-primary students have access to the internet, doesn't meant they actually have the IT skills to engage with online sessions. They may be savvy with social media use but often not proficient in basic IT skills.

02:24:09 Alice Smith LEAPS: Agree Laurence

02:24:13 Jenny (UWL): Encouraging people to do tasks offline is fine - but if they don't have any resources at home such as stationery, printers (@Ben) then they can't do any of these subject specific workshops anyway. Does anyone send out these resources to learners?

02:24:15 Vicky Blake: @Sarah White most teachers I have spoken to are in bits trying to support their students, look after kids at home, sadly I think Outreach becomes more difficult to wedge in. Connects to the earlier conversation about how webinar overload can create a wood-from-trees situation.

02:24:25 Colin McCaig: Ruth - yes we have to accept we can't do it all and in fact perhaps we should pause and do less for now

02:24:35 Beckie Bartle: Any insights into creating a sense of belong online among learners within a particular cohort, programme, or university?

02:24:56 Beckie Bartle: *belonging

02:25:02 Jess (Higher Horizons): Agreed, I know some students were asked to email their teacher with their work attached and they didn't know how to do that, simple IT skills is an area they could do with additional support

02:25:11 Rochelle Gough: Are we missing creating a sense of community?

02:25:29 Emma: @Jenny, we've sent out art resources to year 10 students taking part in our Arts and Design Club

02:25:30 Colin McCaig: VickyB - yes outreach appears to be a lower priority for schools now

02:25:33 Laurence van der Haegen: @Jess - exactly my point above.

02:25:46 Sarah Dymott: @AliceSmith - Thank you I'll definitely take a look as I work at a specialist arts university :-)

02:25:53 Ben Copsey: I think we've provided enough evidence here that online might not be the preferable way

02:26:26 Megan Hunt: AMAZING Jon, so useful and so interesting

02:26:27 Ruth Bennetts: Really good presentation!

02:26:33 Stephanie Gan: Excellent, thanks Jon

02:26:34 Clare Ridley: superb

02:26:34 Steph: Really useful and reassuring, thanks Jon

02:26:34 Vicky Blake: Brilliant Jon

02:26:35 Katie Green: Thank you John, so many good ideas

02:26:35 Scott McKenzie: Really interesting @Jon - thanks!

02:26:37 dmarkey: really great and insightful - thanks

02:26:37 Tayler Meredith: Thanks Jon!

02:26:38 tim dobson: really useful jon thank you

02:26:39 Steph: I couldn't type notes fast enough! That was incredibly useful and reassuring Jon, thank you very much

02:26:39 Alice Smith LEAPS: @sarahdymott - it is brand new, using Microsoft Teams, I believe

02:26:41 MariaJ: Really interesting session Jon. Thank you.

02:26:42 Bob Savill: Inspiring presentation, thank you!

02:26:43 Clare Allison: Thank you Jon - that was really really useful!

02:26:44 Sarah Dymott: Thank you - really useful presentation!

02:26:44 JD Sage: Thank you Jon from the team here at Herts.

02:26:44 Michelle: Really useful - thanks Jon!

02:26:44 Shauna-Aine O'Brien: How can we have those chatty moments with students that really make a difference? Ambassadors and students doing a shared task together and being learners together. How can we have those inbetween interactions that make a big difference?

02:26:46 Laurence van der Haegen: Excellent presentation and slides. Thank you.

02:26:47 Melanie Harris: I send out weekly lockdown challenges for our looked after children, 1 for the student, 1 for the carer and 1 for the household. They have a week to complete all challenges. So are academic, so are just fun.

02:26:49 Simon Chapman: Great presentation Jon. Fantastic last point as well!

02:26:51 James - LCoM: Excellent Jon, thank you!

02:26:52 Sara: that was excellent, thank you

02:26:54 Judah C: "The internet doesn't need more content to learn from but people that can bring the content to life" Brilliant

02:26:56 Simon: Agreed with Rochelle ... the need to try and help create a sense of community and belonging

02:26:57 Sara: so helpful

02:27:07 Naomi: Thanks Jon! Great points well made.

02:27:08 Nikki Collins: Thank you so much Jon!!

02:27:11 Gillian: Thank you for such a helpful presentation.

02:27:11 Pete Reeves: Really insightful Jon many thanks

02:27:11 Jo Jenkins: Thanks Jon, we've been using Zoom as we've bought a licence so it's behind the uni firewall

02:27:14 Maeve Minihane: Excellent presentation! Thank you!

02:27:16 Katherine: Really helpful- thanks so much!

02:27:35 Tina Wakelin: Really enjoyed that Jon, thank u. Some great insights and things to think about

02:27:35 finn lawson (CCCU): incredibly helpful and lots to think about especially the value of asynchronous learning and how we can still create personal relationships which are so important for outreach

02:27:43 Harriet Pole, DMU: Great, insightful presentation Jon. Gave me lots of ideas and things to think about! Thank you.

02:27:49 Melanie Harris: We also use an online mentoring platform where my university students mentor my young people.

02:27:50 Sarah Collins: great talk, thanks Jon

02:27:53 nick.worley: Very interesting thoughts about the reality of online delivery. Thank you !

02:27:55 Julian TRUE: Very interesting and good to have a pedagogic perspective. Thanks John.

02:28:03 Comfort Omorogbe: brilliant presentation

02:28:07 Gillian Lambe: Thank you for the much needed positivity!

02:28:13 Sarah Collins: i'm still wary of online learning based on my experiences with aimhigher

02:28:14 Paula Page: Really useful and great points Jon

02:28:22 Melanie Harris: Thank you Jon, really useful

02:28:25 johanna: Really useful talk, thank you Jon

02:28:42 Ewa Fojt: Excellent presentation !

02:28:42 Eirini: Question: How we can design online activities for outreach work, especially on pre-16 groups.

02:28:59 bayes: This is a very good point.

02:29:05 Kate Derrington: Thank you Jon, dialogue is the key to establishing ongoing engagement. Be a person!

02:29:22 Tom Ratcliffe: "We are not working from home - we are at home, during a crisis, trying to work."

02:29:54 Megan Hunt: yes Tom!

02:29:54 Tony Butcher (Uni. Portsmouth): Question - are students going to be overwhelmed by online resources sent to them by HE institutions? How will they decide which to view/engage with in the virtual world?

02:30:19 Simon: YES yes yes - all the yesses to this.

02:30:27 bayes: We often want to create a sense of rapport and empathy with young people we work with, if they can see us as people they can relate to - a bit like them - is surely a positive...

02:30:30 Megan Hunt: im honestly cheering at home!

02:30:50 Michelle: Totally agree for the need to not duplicate resources, but bringing these together in one place and adding the 'local' element through delivery. Such a good point!!

02:30:57 gmayhew: Great point about collaboration and use of existing resources

02:30:58 Ruth Bennetts: great point Jon but I think it needs some coordination by a central organisaiton - i.e. OfS or Uni Connect

02:31:03 Laurence van der Haegen: I think the current situation is a great opportunity to humanise university for students by identifying with them, expressing empathy, given that we are all expressing unprecedented challenges.

02:31:11 Michelle: Completely agree Ruth!

02:31:11 Clare Ridley: Tackling student self motivation to bother studying online is important. If exams are off, and homeworking not linked to their grades...why engage?

02:31:23 Lizzie Turner: Is Zoom safe for schools?

02:31:30 Carol Pippin: Completely agree with you Ruth!

02:31:30 Ben Copsey: no

02:31:35 Andrea Dapoto GM Higher: Lots of schools in Salford area using Microsoft teams

02:31:39 Caroline Dedman: anyone know how to hide email addresses on MS teams?

02:31:42 chris dobbs: completely agree claire

02:31:48 Beck Tomkins: Many schools refuse to use zoom

02:31:58 Lizzie Turner: Can you remove the chat function in Teams?

02:32:09 finn lawson (CCCU): Collaborate allows you to send links to externals and be able to limit video use etc. At lot of schools aren't allowing it at all.

02:32:11 Tracey Kerr: All schools in Scotland should, in theory, have access to MS Teams through Glow. Whether they use it or not is a different matter.

02:32:12 Melanie Harris: I agree Clare Ridley, self-motivation is key, it's a hard one to tackle.

02:32:15 Kate Oliver: My understanding is that students need to have Office to access most Teams features - is this right?

02:32:15 Michelle: I understand there's a different version of Teams, that is live events which is better for GDPR

02:32:31 Caroline Dedman: thanks Michelle!

02:32:47 Sarah White: My team did a trial on live events for external people via Teams and the functionality was not good

02:32:49 Cathy McLoughlin: If Zoom is behind a university wall is it safe?

02:32:54 chris dobbs: im told to use team at work. i have to have the video function on and i find it very intrusive to be honest

02:32:58 Michelle Anson:Although you're not able to monitor/track/evaluate using that - but pros and cons!

02:33:06 Sarah Dymott: A lot of FE Colleges are using Google Classrooms

02:33:08 Ashleigh - Guildhall School: I used Teams to run workshops a couple of weeks ago - it worked reasonably well, but had limitations. If you set up a meeting on Teams you can send the link to external people by copy and pasting it into an email (as there isn't an option to Bcc).

02:33:12 Shauna-Aine O'Brien: I've been testing Teams with our Ambassadors using non-uni emails, and it's all possible. They need to download the app, but don't need to sign-up or pay, and don't need a Microsoft email account

02:33:21 Fiona Curry: schools in our area use google and teams

02:33:44 Alice Smith LEAPS: Really interested to hear about the use of Teams - if you are able to share info, please message me!

02:33:51 Leanne Taher-Bates: Google are about to make Google Meet free to anyone with a google account. This has been an internal platform they have using for a while but has some good functionality

02:33:51 Sian Griffiths: you can disable the chat in Teams so people outside the Team (ie. external students) cant see or access this, then have a separate chat function running alongside this (we used mentimeter)

02:33:51 Alice Smith LEAPS: Excellent, Jon :-)

02:33:56 TubaMazhari: For those who have just arrived: Welcome to the NEON summit
During the event, please remain on mute throughout

If you have a question for a speaker, please use this chat feature. NEON staff are monitoring this feature

And join the conversation by using the hashtag #OutreachOnline

PLEASE NOTE this event is being recorded

TIPS FOR ZOOM - 1. use the speaker view setting 2. turn off camera for a better connection 3. if you have any audio problems, please check the settings on your computer. If this doesn't work, try logging out and back into the event. An alternative option is to use your phone, if possible, to join the event

a link to the recording and the presentations will be sent to delegates early next week

Today's delegate list <https://www.educationopportunities.co.uk/wp-content/uploads/Delegate-list-30.04.20.pdf>

Today's agenda - <https://www.educationopportunities.co.uk/wp-content/uploads/NEON-Summit-Taking-outreach-online-agenda-30.04.20-1.pdf>

02:34:00 gmayhew: Thanks Jon, that was really useful

02:34:01 finn lawson (CCCU): Blackboard Collaborate doesn't require any download and does work reasonable well on mobile as well - but obviously dependent on your uni using it

02:34:04 Kate Holmes: Thanks Jon - very interesting and useful

02:34:05 chris dobbs: great contribution john, cheers

02:34:05 Tony Butcher (Uni. Portsmouth): Thanks Jon - very informative

02:34:06 Rachel Wright: Brilliant thank you.

02:34:06 Vicky Blake: @Chris Dobbs switch your vid off and cite bandwidth issues — the sound will be better with the vid off if you're having issues. Perhaps you want to turn it off as a precaution so you can focus on what is being said in your meetings :)

02:34:10 Mel Bottrill: We are working with our ICT team to get Teams set up for external users and initial discussions seem positive!

02:34:13 Melissa: Thanks Jon!

02:34:17 dmarkey: Great morning - love the emphasis on the human side of all this.

02:34:24 Mel Bottrill: That was great - thanks Jon!

02:34:27 Tracey Kerr: Alice again theoretically Scottish schools can access google classrooms through Glow too.

02:34:35 chris dobbs: thanks vicky ! shall do !!

02:34:39 Jess Woodsford: What time is does break finish?

02:34:40 chloepercival: Morning has been really engaging so far, thanks all.

02:34:52 Mark Dawson: Fab talk Jon - love the thoughts on the potential utility of asynchronous learning activity.

02:34:55 Rachel Spacey, UoLincoln: I've found this morning really useful thank you!

02:34:58 Ben Copsey: worth reading over th ebreak

02:34:59 Ben Copsey: <https://www.forbes.com/sites/kateoflahertyuk/2020/03/25/zooms-a-lifeline-during-covid-19-this-is-why-its-also-a-privacy-risk/#554ac57b28ba>

02:35:00 Greg Walker: three brilliant talks so far! looking forward to the rest

02:35:01 Shauna-Aine O'Brien: Thanks Jon - too much information to take in, looking forward to seeing the slides again, as I found them hard to read with all the info!

02:35:10 Terri Cash: How long is the break?

02:35:19 Sian Griffiths: until 11.55

02:35:22 Martin Webster: We are back at 11:55

02:35:22 Jon Rainford: I'll be around the rest of the day but more than happy for people to email me - jon.rainford@beds.ac.uk or tweet @jonrainford

02:35:25 Terri Cash: Thank you

02:35:26 Amara: Thanks

02:35:28 Ant Sutcliffe: Excellent, as ever, Jon

02:35:38 Martin Webster: Morning Ant

02:36:10 addgh: ta

02:36:38 Clare Ridley: Might be worth reminding how to get subtitles to the talks....So much communication even the government covid briefings, doesn't cater for those with visual or audio difficulties

02:36:40 addgh: Whoops that was meant to be thanks Jon

02:36:59 Colin McCaig: Cheers Jon that was excellent!

02:37:28 Jon Rainford: I've also left my notes in the oresentation that Maria-Anna will circulate in case people did have audio needs @claire

02:41:01 Vanessa Worthington: .

02:44:24 Maria-anna: Hi everyone, we are just on a break and will be back at 11.55am

02:44:50 Martin Webster: We are starting again in 5 minutes

02:48:37 Geraldine Douglas: 5

02:49:10 Johnny Rich (Push): I like the idea of an announcement along the lines of 'If you're not here, please come back'. Hehe

02:49:49 Maria-anna: We will be starting again now with the chair of NEON, Les Ebdon

02:50:30 Johnny Rich (Push): Happy birthday, Graeme

02:50:30 Vicky Blake: Happy Birthday!!

02:50:32 Helen Lord: Happy b'day!

02:50:34 Sarah Louise Hanson: Happy birthday!

02:50:37 Michelle Anson:Happy birthday Graeme!!

02:50:38 Megan Hunt: Happy birthday!!!

02:50:43 Ellen Thomas: happy birthday!!

02:50:45 Sara: happy birthday

02:51:00 Melanie Harris: Happy birthday!!

02:51:02 Scott McKenzie:"Penblwydd Hapus" as we say in Wales!

02:51:04 Kate Holmes: Many happy returns!

02:51:07 becky: happy birthday! :)

02:51:09 Gillian: Happy birthday Graeme!

02:52:04 Cathy McLoughlin: Lá breithe shona duit- in Irish

02:53:21 Vicky Blake: La multi ani :)

02:53:24 Colin McCaig: With my UniConnect ECAP evaluator role hat on I hope that partnerships are spending some of the time thinking about how better to evaluate effectiveness of what we are doing!

02:54:34 Hannah Merry: We're spending quite a bit of time thinking about that Colin, but not sure we've cracked it yet!

02:55:12 Colin McCaig: Ha ha good to hear you are trying anyway.....

02:55:36 TubaMazhari: Please post your questions for Martin

02:55:59 Sam McKay: How can we reach our students off line? Does anyone have any good examples?

02:56:11 Abbie: i'm from Uni of Manchester and I can talk anyone through GotoWebinar - it's been a fantastic platform for us!

02:56:38 Yasmine Haggar: We are also thinking about how to evaluate impact / effectiveness with new delivery methods - has anyone made any progress in this area?

02:57:18 Johnny Rich (Push): @Colin, in theory online delivery should lend itself to tracking better than live, but we need to think about it very differently from traditional tracking. We

need to consider automated data collection and AI. Of course, this has significant GDPR considerations and it's hard to imagine many organisations would have the capacity to build AI analysis models independently.

02:57:24 Emma: Making a survey compulsory is interesting - yes it means we get information for evaluation but it feels uncomfortable ethically.

02:57:29 Charlotte Plowman: I agree Colin. There is a tension around not wanting to put undue stress/stipulations on support given need, but the trying to articulate the need to monitor who is/isn't engaging more than ever to see who is falling through gaps. Advice on how to articulate/support or what others are prioritising would be appreciated

02:57:33 neilraven: Hi Martin, little surprised only 1 % planning for post crisis and return - in some form - of schools!

02:57:34 Laura: Sam McKay, I was thinking the same thing

02:57:43 Mark Dawson: Interested to hear about what platforms others are using for live QnA sessions

02:57:52 Sarah White: Yes, access to students in the autumn term (assuming we are back to 'normal') is one of our biggest concerns going forward

02:58:07 Megan Hunt: Mark we are considering Unibuddy Live as we already use Unibuddy

02:58:08 Ben Copsey: adding another online platform will most likely lead to even more fragmentation of material

02:58:19 Hannah Merry: I'll be covering what we're trying/have tried with evaluation, monitoring and tracking in my session later

02:58:25 Steph: @Mark We've had success with Blackboard Collaborate

02:58:26 Sarah Dymott: @Yamine Brightside are running a webinar on evaluation and monitoring this afternoon which I am going to and the webinars are usually shared afterwards.

02:58:42 Kizzi: Mark, we're using UniBuddy Live. Also

02:58:43 Colin McCaig: Looking forward to that Hannah

02:58:44 Charlotte Plowman: @Hannah great news!

02:58:44 Emma: Look forward to it, Hannah!

02:58:50 Steph: new possibility to list online events on unitasterdays also really useful

02:59:33 Lizzie Turner: Ensuring these platforms are tried and tested before launch within tight timescales

02:59:40 neilraven: Guess the challenge is to develop online provision that can complement real life stuff.

03:00:03 Maria-anna: Please let us know of any questions for Martin

03:00:31 Sarah Dymott: Sorry - it should be:

03:00:34 Ben Copsey: We've spent the last several hours talking about how online is good for some but theres HUGE problems with focusing on online material - what are we going to do as an organisation, as a sector, with offline capable work?

03:00:38 Sarah Dymott: @Yasmine Brightside are running a webinar on evaluation and monitoring this afternoon which I am going to and the webinars are usually shared afterwards.

03:00:43 Jenny (UWL): It would be really useful if groups such as NEON could host collaborative events with multiple universities contributing - this is particularly important for those of us with very small outreach teams and budgets who can't quickly create lots of engaging resources/don't have mentoring platforms etc

03:00:53 Jon Cheek: thanks Steph re the UniTasterDays mention ;-) it is free to list online events if anyone would like to list them (300+ currently listed) in just a couple of weeks

03:01:22 Ben Copsey: piling up online platform upon online platform is not going to address the systematic issue that online focus is discriminatory

03:01:30 Sarah Dymott: @Jenny (UWL) Good point

03:01:32 Yasmine Haggar: Thanks Sarah, yes I am attending that one later too

03:01:36 Shauna-Aine O'Brien: Is anyone doing offline outreach at the moment? Posting physical work to students, or creating a presence in a non-digital way?

03:01:38 Charlotte True: What would the timeframe be for NEON coordinating a national site for this?

03:01:49 Ashleigh - Guildhall School: Does anyone have a link to the Brightside training?

03:01:59 Steph: Absolutely Neil, particularly as we approach an academic year that may present ongoing challenges with face to face and on campus activity. We can't rush things through if this is going to be our reality for our young people (including thinking about non online delivery).

03:02:04 Tom Ratcliffe: @Ben - I fear there will be a tipping point when our audiences - pupils or adults - will be sick of being in front of screen and will just switch off

03:02:09 Kizzi: Search for Brightside on Eventbrite and you'll find all the events they are running

03:02:11 Yasmine Haggar: @Ashleigh - [https://zoom.us/meeting/register/tJlIdeitqDliEtdz9Fq8x0wFMNnTeR-HOZcO](https://zoom.us/join/zoom/register/tJlIdeitqDliEtdz9Fq8x0wFMNnTeR-HOZcO)

03:02:22 Steph: Question - TASO were going to be doing an evaluation of summer schools, which are now (largely) cancelled in their initial form. Are they making any move to do cross-institution evaluation of online outreach efforts during this period which could be used going forwards to ensure current efforts have a legacy?

03:02:35 Colin McCaig: cheers Martin

03:02:46 sarahwood: There is talk of the digital divide and expanding in equality on one hand and then online platforms and online solutions on the other. We really need low tech solutions as well.

03:02:53 Ashleigh - Guildhall School: Thanks Yasmine!

03:02:57 Tom Ratcliffe: Being able to host a talk in a public park where everyone can social distance may be a way forward (eventually)

03:03:04 Vicky Blake: Would like to echo what Jenny said - would like to hear what NEON thinks re collaborative events

03:03:12 Amanda Bishop - Warwick: Has anyone got any examples of University Level guidance issued around safeguarding at this time and using online platforms?

03:03:14 Anna Wooley: Training around GDPR considerations from an online prospective (particularly in regards to younger students) would be really useful. At the moment, this is impacting our ability to evaluate our current online outreach efforts.

03:03:33 Amanda Bishop - Warwick: I would like to see the collaboration but only if its Free! Not all of us are NEON members due to tight funding

03:03:57 Ben Copsey: so basically, there's actually LOADS of online material available. We can bring it together but theres no offline!

03:04:08 Graeme: Collaborative events are certainly something we can look to pull together as part of the project we are pulling together

03:04:11 bayes: One of the things clear from today, it was very insightful to listen and learn from Jon. Colleagues of this ilk can obviously support upskilling others who aren't as tech savvy.

03:04:11 Linda.Greening: I think that Brightside have run or will be running a webinar of on safeguarding

03:04:21 Colin McCaig: Question for Martin: is there a risk that with all the new platforms and new online activity squeezes out an emphasis on evaluating what we do?

03:04:22 Tim Dhir: @Amanda- Not University focussed, but DfE issued some guidance on Gov.uk for education institutions generally around safeguarding online during coronavirus which is quite useful

03:04:59 Tony Butcher (Uni. Portsmouth): Could local libraries act as an unbiased repository for hard-copy resources perhaps? (provided by central organisations and local universities)

03:05:03 Kizzi: @Amanda - I have been developing some by bringing together guidance from NSPCC and DfE and adapting to our context. And as others have said, there is a Brightside webinar about it coming up which I am hoping will be useful.

03:05:19 Ben Copsey: Martin - likewise with offline, we are producing resources which can form a legacy

03:05:26 Vicky Blake: Brilliant news Graeme, hoping Amanda's comment re membership can be addressed somehow too. NEON playing a very important role here

03:06:04 Tom Ratcliffe: Amanda, may be able to provide some guidance from a UniConnect partnership perspective

03:06:15 Rochelle Gough: I think evaluation should be more qualitative if there is no previous data to compare against

03:06:24 Vicky Blake: Leeds uni safeguarding group has been working on renewed guidance in this context, would be useful to have a session specifically dedicated to this for sure

03:06:47 Colin McCaig: Good point Rochelle

03:07:05 TubaMazhari: Remember to tweet your thoughts and suggestions #outreachonline

03:07:18 Mark Dawson: Is there a potential for more fruitful collaboration between WP practitioners and University Learning Technology and Learning Development teams?

03:07:22 Vicky Blake: I feel many of us are doing our best but often experiencing some of this as feeling in the dark — especially under pressure to move quickly. There is danger many things slip — ties into q's on evaluation as well

03:07:24 Steph: Possible that the platform may actually be overwhelming in terms of the vast amount of resources that will be on there

03:07:30 bayes: A series of seminars led by NEON members on different aspects of how we cope with this situation could be one approach?

03:07:39 Colin McCaig: We could still build in pre-post type questions for any intervention people logged into

03:07:42 Helen Higgins: Would like to echo questions about guidance around safeguarding using online platforms - please could NEON send a follow up with links to any articles/guides suggested - a dedicated NEON session on this would also be extremely useful.

03:07:56 Naomi Roussak:@Amanda - GM Higher are currently pulling together some safeguarding guidance - thinking about general guidance, use of video/sound, reporting disclosures and then thinking about mitigating risks around using specific platforms that our network are currently planning on using. I've found NSPCC/DfE a good starting point to collate guidance around this

03:08:59 Kate Holmes: Also need to think about how we evaluate online / distance WP work - NERUPI Network will be considering this

03:09:10 Steph: Uni Connect are working on online hubs - would be good to not duplicate this work.

03:09:13 Catherine C: Study Higher are in the same position re: safeguarding

03:09:15 Hannah Merry: Agree with Chris Bayes - I found Jon's session on pedagogy really useful this morning, and would welcome more training around aspects of this new virtual world like this. NEON would be well-placed to pull expertise from across the membership and create a new virtual Access Academy type sessions

03:09:38 Clare Ridley: Government funding???

03:10:10 Hollie Baker: unitasterdays are collating online resources for free at the moment, could we look at what's already available and develop that?

03:10:13 Linda.Greening: I do think that there needs to be a connection between the platform and the users to support the use of such as resource?

03:10:31 Kate Oliver: Is the NEON resource platform really needed by members/learners/teachers, given it's duplicated elsewhere?

03:10:51 sh3398: Definitely need to be cognisant of what's already happening - UniConnect Outreach Hubs as people already mentioned.

03:11:03 Ben Copsey: @kate agreed, we shouldn't act for the sake of acting

03:11:03 Tom Ratcliffe: Just about to say same Linda - does seem we might be attempting to corale students to the online platforms we want to use, more than finding out how they want to be reached?

03:11:18 Kate Holmes: Thanks Martin

03:11:20 Amanda Bishop - Warwick: Agreed Tom

03:11:36 Jenny (UWL): Agreed Ben

03:11:40 Ben Copsey: Big up chris, massive respect for the work you do

03:11:45 Luke C - UoB: yep!

03:11:49 Jon Cheek: thanks Hollie - yes, Martin, I will drop you an email.

03:12:50 Clare Ridley: I agree Hollie

03:13:22 Kate Holmes: Definitely @ben copsey - some great work at Lancaster. Also where I did my MA many years ago - fond memories

03:14:46 Martin Webster: Just so people are aware Jon Rainford has already posted his presentation on twitter <https://twitter.com/JonRainford/status/1255818970084581379?s=20>

03:15:08 Tom Ratcliffe: Thanks Martin :)

03:15:19 chris dobbs: hi martin, will it be posted later by neon/ maria - anna? i dont have twitter

03:15:42 Martin Webster: Yes, it will go up on our website along with the other presentations

03:16:02 TubaMazhari: Yes. Maria-Anna will send round presentations and videos

03:16:19 Jodie Meakin: could we be provided with a full list of guest speakers please - full names, job titles, institutions - thank you

03:16:26 chris dobbs: ty Tuba

03:16:47 Judah C: Jodie- see the agenda which has those details on

03:16:53 Steve: @Jodie - see the agenda <https://www.educationopportunities.co.uk/wp-content/uploads/NEON-Summit-Taking-outreach-online-agenda-30.04.20-1.pdf>

03:17:11 Jodie Meakin: thank you

03:17:35 Maria-anna: Please let us know for any questions for Chris and Nik

03:17:38 Ben Copsey: preach Nik! ridiculous to start with Y9

03:17:39 Liz Routhorn, London Met: Great point re post-year 9 work from Nik

03:17:53 Melanie Harris: Catch em young!

03:18:03 Ben Copsey: not ridiculous, sorry!

03:18:04 chris dobbs: i start with year 7

03:18:05 Mone: Hear hear Nik - year 9 is too late

03:18:21 chris dobbs: but i consider that to be late

03:18:37 Ben Copsey: would love to hear more about the EY

03:18:42 TubaMazhari: Please do post your questions for Chris & Nik, here

03:18:48 Nikki Collins: university of brighton also start in primary with our professor c gull project and it is so well received

03:19:00 Ben Copsey: Nikki i love that

03:19:05 Andrew Shea: We start in Nursery, helps engage with parents, and follow through Primary and Secondary.

03:19:21 Rachel Wright: Very plsd to hear about engagement with alternative provision.

03:19:25 Ben Copsey: we start in primary, would love to hear about nursery stuff andrew

03:19:27 Nikki Collins: oh wow Andrew! would love to hear more

03:19:54 TubaMazhari: Please do post any questions here

03:19:56 Mone: it would be interesting to know if HEI's plan to move away from primary activity in the face of the current situation we find ourselves in?

03:19:58 chris dobbs: me too andrew that sounds very interesting

03:20:31 Mone: me three andrew.

03:20:44 Andrew Shea: Caledonian Club - www.gcu.ac.uk/caledonianclub/

03:20:48 Kate Holmes: Slides not keeping up?

03:20:49 Amanda Bishop - Warwick: We work with year 5 through to year 13 too

03:20:55 Mone: Thanks Andrew

03:21:12 Luke C - University of Bolton: Thanks Andrew

03:21:25 Kate Oliver: Maria/Graeme, could you tell Nik we're not seeing his slides - we're still on Chris's screen

03:21:28 sh3398: Linking up with primary is definitely needed .. A project called Future Flyers has developed a pilot programme which has been really interesting and revealing about career ideas and aspirations. It's part of Hepp delivery housed at Sheffield Hallam University.

03:21:28 chris dobbs: thanks andrew !

03:21:53 Steph: Is it possible to make the presentation full screen again please? I'm struggling to read the text

03:22:04 Andrew Shea: I'm sure my colleague Nathan Tagg Nathan.tagg@gcu.ac.uk would be happy to answer any questions on Nursery engagement.

03:22:07 Megan Goldie: Me too!

03:22:09 Greg Walker: can Nik share his screen

03:22:19 sh3398:me too :(

03:22:25 Leanne Taher-Bates: Chris has Nik's slides

03:22:31 Alice: are the slides meant to be changing?

03:22:37 Leanne Taher-Bates: Chris are you able to share them

03:22:39 Kate Oliver: Maria/Graeme, could you tell Nik we're not seeing his slides - we're still on Chris's screen

03:23:03 Laurence van der Haegen: Is anyone moderating?

03:23:09 TubaMazhari: Hi

03:23:25 Vicky Blake: The provision of dongles for access - brilliant idea

03:23:26 Jodie Meakin: could Nick please share his slides

03:23:40 Clare Ridley: its not also on slide show mode

03:23:54 Kate Oliver: Nik needs to share screen, instead of Chris?

03:24:01 Amy Dicks: Maybe stop sharing and reshare

03:24:03 Steph: if you hit From current slide (top left?)

03:24:05 Jenny (UWL): Andrew this is great! I would love to bring our work even further down. Year 3 is youngest we work with at the moment

03:24:06 Laurence van der Haegen: VIEW

03:24:28 Steph: Thank you :)

03:26:02 joe.bradburywalters: Portsmouth used to have a great juniors programme <http://www.upforjuniors.org.uk/> unfortunately think they have stopped it but still worth a look as they did great stuff for Year 5 and 6 and some projects for younger

03:26:12 Scott Walker: @sh3398, for those in a science context, the ASPIRES2 report from Louise Archer and her Team is well worth a read regarding young people's science and career aspirations. Further evidence of the need to start engaging at primary age

https://discovery.ucl.ac.uk/id/eprint/10092041/15/Moote_9538%20UCL%20Aspires%202%20report%20full%20online%20version.pdf

03:26:35 Kate Holmes: Sounds brilliant Nik

03:26:42 Andrew Shea: The Caledonian Club works in 5 learning communities in Glasgow. Concentrates on following Nursery classes to linked Primary School and then on to linked Secondary school.

03:26:42 Ben Copsey: Nik, thank you for your work there - foodbank learning packs are an amazing idea.

03:26:53 Tony Butcher (Uni. Portsmouth): Hi Joe - Tony here from Portsmouth. Sadly the Juniors programme was pulled :(

03:27:10 Ben Copsey: I think you should be really proud of the commitment to access, WP and social justice.

03:27:11 Tim Dhir: At Kingston Uni we do 2 projects for primary age students- 'Launch Pad' for Years 3 to 6 and also an 'Outdoor Learning' project led by our BA Teaching students

03:27:30 Jenny (UWL): Question for Nik - What courier/company are you using to send out these packs? Do you send them out to people's homes as well?

03:27:32 Mone: Tony, do we know why it was pulled?

03:27:39 joe.bradburywalters: real shame Tony, it was so good in its time

03:28:03 Tony Butcher (Uni. Portsmouth): Mone - budgets :(

03:28:15 Tony Butcher (Uni. Portsmouth): Hope all's well with you Joe :)

03:28:17 addgh: Parcelforce - we use they are still doing 48 hour delivery service

03:28:22 sarahwood: also interested in the practicalities of sending resources and learning packs

03:28:29 Clare Ridley: Will we be able to get a copy of the chat? Its full of really useful ideas and activities people are doing that would be great to come back to offline

03:28:42 Mone: Tony - thanks. Figures.

03:28:53 Vicky Blake: Claire you can save it using the 3 dots button in the bit you type in

03:29:02 Kirsty Allen: A copy of the chat would be great!

03:29:07 Clare Ridley: whoop!

03:29:17 Leanne Taher-Bates: Hi all, I am Head of Outreach and Student Success at Lancaster so thought I could try to answer some questions here too.

03:29:28 Scott Walker: +1 for Jenny's Q. Even schools which are open for key worker and vulnerable children do not have staff "in the office" [with external gates locked] to accept deliveries, so sending "packs" to school doesn't guarantee use of these materials

03:29:30 Fiona Curry: Same as sarahwood- interested in practicalities of distributing 'packs' of any kind for outreach- re who packs the materials together before Parcelforce send them out

03:29:43 chris dobbs: hi leanne, very impressive work

03:29:49 sh3398:Thanks Scott Walker :)

03:29:51 Ben Copsey: Leanne - mad props for this work I am amazed and inspired by a University proactively working with foodbanks to support learning

03:30:02 Sarah Dymott: I have to leave the event at lunch :(so if NEON could save and share the chat that would be great! :-)

03:30:12 Fiona Curry: I think mini challenges set for students based on subjects from home are great, but could certainly be strengthened by providing supporting materials that some students might not have access to at home

03:30:28 Leanne Taher-Bates: We are not using a delivery company for the packs. Nik and I packed them on campus last week and we are using our Green Lancaster to drop them off at local food banks and at schools so they can be given out when people arrive to pick up food vouchers

03:30:38 Ben Copsey: potential that NEON could collect this material and send it out

03:30:54 Fiona Curry: Thanks Leanne

03:31:01 Scott Walker: On a local level [Stoke-on-Trent] we have been using our "Phiz Labs" [Ogden Trust funded dedicated science labs in a number of our partnership schools] to distribute "offline" materials

03:31:12 Jenny (UWL): @Leanne ahhh right, thanks for clarifying

03:31:21 Nik Marsdin: Fiona, we provide all the resources for the home projects

03:31:26 Leanne Taher-Bates: Looking to use TEAMS and open learning platforms via Moodle as well as aspects of Unibuddy for our online platform work

03:31:36 Andrew Reay: Connecting Kids sounds genuinely brilliant, the best thing I've heard since all of this started.

03:31:36 Nik Marsdin: They are also made available online for more affluent families

03:32:18 Martin Webster: Please submit your questions for Chris and Nik

03:33:10 Colin McCaig: Can we have a revised timetable for this event?

03:33:39 Linda.Greening: Is entry onto the LSP voluntary following invitation?

03:33:41 Kate Holmes: Question: Do you do any outcomes evaluation of Connecting Kids or LSP? What are your findings?

03:33:55 Andrew Reay: @Nik was it difficult to get "buy in" from higher levels for a project that is a long way removed from the typical intake impact data that is evaluated?

03:34:10 Leanne Taher-Bates: Hi Linda, yes - we wrote out to students who would be eligible and invited them to apply to be involved.

03:34:19 Tom Ratcliffe: @Andrew, it reminds me of West London Zone programme too, could be another one to investigate for more info on this kind of approach :)

03:34:53 TubaMazhari: Please post your questions here

03:35:24 Leanne Taher-Bates: Looking at next stage evolution for LSP with key groups like commuter and mature students to offer support in a way that fits them when they can't always access core support as it is at times or in formats that conflict with other priorities they have

03:36:16 Leanne Taher-Bates: @Andrew, had senior management buy in from the start. Our Pro VC Engagement has been a huge champion for us

03:36:53 Fiona Curry: @Nik, yes I think that model is great, thinking out loud for our own outreach how that might help bridge the digital deficit gap of those who can't access online. Really useful to hear you share Lancaster's practice- thank you!

03:37:15 James Bilson: Young people are oft branded as being expert on tech and online activity yet so many reports of them being overwhelmed by the volume of online resources by so many schools. Plus those from disadvantaged background struggling to use the platforms being used, due to lack of skills, or the availability of suitable technology. Need to have compatible platforms with familiar features and be conscious of skill development of young people early on

03:37:18 Fiona Curry: I know quite a few uni's do outreach in a box, but outreach in a box to your home is a great adaptation for these times

03:37:22 Rebecca Oliver: Brilliant presentation and programme - thank you so much for sharing!

03:37:25 Kate Holmes: Don't worry Chris - it was fine!

03:37:31 Ben Copsey: thanks team, lots to think about

03:37:34 Louise Miller-Marshall: Brilliant and inspiring

03:37:34 chris dobbs: nik, chris superb ! thanks

03:37:44 Ashleigh - Guildhall School: Amazing work!

03:37:45 Stephanie Gan: Thanks - very interesting

03:37:54 Linda.Greening:Very inspiring thanks Chris and Nik

03:37:57 Shauna-Aine O'Brien: At Lancaster, have you found opportunities for student ambassadors to support programmes?

03:38:06 Jon Cheek: thanks Chris + Nik

03:38:06 sarahwood: great stuff, thank you very much

03:38:11 Vicky Blake: James Bilson - yes that seems to me connected to earlier points about remembering the humanity of all involved in our interactions

03:38:27 Ida Walker@ Ida Fatimawati Adi Badiozaman: thank you.

03:38:33 Laurence van der Haegen: Excellent input. Thank you!

03:38:40 Leanne Taher-Bates: Still using ambassadors to support programmes. Especially the online mentoring that Nik mentioned. Looking at 300 SA's to be involved in that

03:38:42 Amanda Bishop - Warwick: Thank you all

03:38:58 Kate Holmes: My question was about evaluation of your projects...

03:39:00 Amanda Bishop - Warwick: What platform do you use for the mentoring Leanne?

03:39:15 Vicky Blake: That was brilliant everyone thank you, see you after lunch

03:39:31 Lizzie Turner: Bon appetit!

03:39:32 Louise Carr - YSJ: How are other universities looking into consent for students under 16 to take part in online mentoring? Some unis have this written into their participation plans when they gather consent for projects - but is anyone looking into this? Are most universities going through schools or is anyone getting parental consent?

03:39:35 Shauna-Aine O'Brien: @Leanne - thank you! I'm interested to know more about these things and look forward to seeing if more speakers today mention that

03:39:54 Sarah Dymott: Thank you for a great morning of presentations :-)) and look forward to receiving the slides and videos!

03:40:15 Leanne Taher-Bates: Hoping to use Moodle via open learning platform for the mentoring. We had already begun to use it for another programme so had managed to address lots of CP and safeguarding issues with our IT team

03:40:36 Nik Marsdin: Kate, we've evaluated in partnership with community partners. Looking at the impact of multiple interventions with young people in HE spaces but delivered through community provision rather than a school setting

03:40:49 Jon Rainford: I saw some people saying they weren't on twitter - the pre-recorded version of mine (where you can actually read the slides) is here
<https://beds.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=7729cdf6-3c8d-4c72-aa78-aba600cbd4a1>

03:41:03 James Bilson: absolutely Vicky, think I missed some of that earlier chat. But that's it, the connection between tech and the user is huge in too many cases. Brilliant ideas just there on bridging that gap

03:41:26 Kate Holmes: Sounds really interesting Nik - maybe a case study for NERUPI event at some point?? Did you use the Framework at all??

03:42:57 Ant Sutcliffe: Excellent work, Chris and Nik. Always great to hear about the fantastic work that you undertake. Something to be said, now more than ever, for those with direct experience of the challenges of uneven socio economic structures, leading in innovation, ideas and common sense. Well done, lads.

03:44:03 Nik Marsdin: We didn't Kate, we wrote 2 reports/papers for senior management on this approach. As I say the focus was very much on getting back to basics, using youth work methodology to engage young people. I spent a summer playing football, E-gaming competitions and DJ workshops. A lot of that involved hearing some uncomfortable truths about perceptions of HE from young people, they weren't the standard lines trotted out either!

03:44:50 Andrew Shea: Think it's very important to use this situation as a positive. We'd had plans this year to move some of our Outreach activities, especially for adult returners or students articulating into GCU from FE College, online to reach students who can't ordinarily engage with GCU. Covid has accelerated the need for this online delivery and in a strange way has allowed us to focus on this with other forms of outreach shelved. Although we don't see this becoming the norm in the future, accessible and interactive online outreach is another tool in our box of tricks.

03:45:49 Melissa Lowe: Hi there my name is Melisa I missed most of the first part of this I am joining from Deakin University in Australia. Sorry to be late.

03:46:03 Melissa Lowe: Any hints on some big stud I missed?

03:48:21 Tom Ratcliffe: Melissa I'd certainly recommend Jon Rainford's presentation earlier, you can even view it now while everyone is on lunch!
<https://beds.hosted.panopto.com/Panopto/Pages/Embed.aspx?id=7729cdf6-3c8d-4c72-aa78-aba600cbd4a1>

03:49:26 Melissa Lowe: Excellent thank you. My team works in outreach in Aus in widening participation and we are just now moving to online. Fabulous I will look at Jon Rainfords presentation.

03:52:02 Kate Holmes: Thanks Nik. I guessed as much and hearing about the youth based methodology could still be useful for the Network. I'd be interested in seeing any reports if they're available? Yes, it's eye-opening what you hear when you're in amongst it!

03:53:18 Kate Holmes: Off for lunch now - that spread looks amazing Graeme!

03:53:21 Tom Ratcliffe: One consideration we're trying to balance is investing sufficient capacity in developing online provision and approaches, while balancing the uncertainty of just when lockdown might be lifted and teams capacities being drawn back into F2F work - be great to hear others thoughts on this?

04:25:00 thomasr: Really disapointed with the lunch at this conference, it looks nothing like the picture

04:25:21 Jon Cheek: :-)

04:26:34 Melissa Lowe: hahaha :-)

04:27:06 Maria-anna: 😊

04:27:18 Jenny (UWL): @Tom that's a consideration we are grappling with at the moment, would also be interested to hear how others (particularly smaller institutions) are planning to balance this when F2F starts again

04:32:34 Helen Higgins: Hi all, I've just received this guide to creating and running online meetings and events, which is helpful:
https://www.publicengagement.ac.uk/sites/default/files/publication/creating_and_running_virtual_events_-_april_2020_v1.pdf

04:33:51 bayes: Those are good points. The move to online activity will be presenting similar headaches, challenges, but also opportunities for ALL HEIs. There definitely seems to be a need for a co-ordinated and possibly accredited portal for all of this material. With regards to the 'Supporting BTEC students' Working Group that I lead for NEON, this is something Maria-Anna was great at assisting with. We have a LinkedIn page where colleagues share ideas, papers and comments. This type of thing on a bigger and better scale with an agreed set of cohorts would seem sensible.

04:42:25 Maria-anna: Hi all, we are starting the summit again in 10 minutes, thank you

04:43:48 Tom Ratcliffe: As a partnership, NEACO is working on an assumption of not being able to provide a consistent level of engagement to schools again until at least the new academic year, recognising the amount of upheaval and sensemaking that will still need to take place once lockdown begins to be lifted (and hoping this can happen before Summer).

Our teams are still responding to local needs and requests from schools, but we've also created cross-network teams to collaboratively develop provision for target Y12 and 13s, with the aim that doing so will reduce duplication, be more efficient and expand ideas (I will definitely be sharing Jon's presentation to support this). We also want to help our network remain connected while everyone is WFH.

When schools return and our teams are able to start F2F delivery again, our hope is that the focus groups and provision they've developed collaboratively will be able to continue, and roll into resources supporting the transition to a Hub service...

04:44:52 Tom Ratcliffe: Still early days in this plan but I hope it provides a balance between responding to our audiences needs, being consistent as a programme, and remaining flexible to whatever happens next!

04:46:02 Maria-anna: Welcome back to the NEON Summit.

This event is being recorded. A link to the video and presentations will be sent out early next week and will be accessible to view from the NEON website, as well.

Please remain on mute - throughout - and use this chat feature for any questions for speakers.

Join the conversation using the hashtag #OutreachOnline

View the agenda here <https://www.educationopportunities.co.uk/wp-content/uploads/NEON-Summit-Taking-outreach-online-agenda-30.04.20-1.pdf>

View delegate list here

<https://www.educationopportunities.co.uk/wp-content/uploads/Delegate-list-30.04.20.pdf>

04:49:08 Liz Routhorn, London Met: Thanks Helen for the document. That and Jon's presentations have now gone round my team. Both excellent.

04:50:20 Johnny Rich (Push): As some of you will already know, Push has been running a number of our outreach sessions as live webcasts (working with some UniConnect hubs and direct with schools). The key to what we feel most able to achieve is getting engagement with proactive decision-making while in lockdown. We'll be putting some examples of our work on our website soon (push.co.uk), but in the meantime, do feel free to contact me (ask@push.co.uk) to discuss what we've been learning about developing an experience that feels designed for web, rather than a replacement for F2F. Happy to share.

04:52:34 Martin Webster: Hope you all had a nice lunch :)

04:54:56 Colin McCaig: Catering very poor I thought :-)

04:55:14 Martin Webster: Colin, apply for a refund

04:55:22 Colin McCaig: Ha ha

04:55:27 ps311: My neighbour brought me CAKE! :)

04:55:31 Johnny Rich (Push): Speak fro yourself, Colin. I've got marble cake that my daughter had to make for a school project.

04:55:37 Andrea:It was quite good in my house!

04:55:52 Colin McCaig: Actually my bacon sarnies were just fine!

04:56:45 Jon Rainford: if all conferences offered jacket potatos with beans and mini sausages i'd be a lot happier!

04:57:18 Colin McCaig: I'd vote for that Jon

04:57:19 Emma Palmer: Jon that sounds delicious!

04:57:25 Johnny Rich (Push): Jon, are we taking tinned mini sausages in the bean?

04:57:26 Jon Cheek: Great afternoon speakers too - looking forward to hearing/watching more.

04:57:33 Emma Palmer: I had left over garlic bread with cheese from my takeaway last night haha

04:57:55 Melissa: Too late for lunch here. Closer to a midnight snack...

04:57:59 Amy Knott: I too had leftover takeaway - Chinese!

04:58:32 Emma Palmer: Ooo Amy that sounds nice - most Chinese takeaways around me have not been on Just Eat :(

04:59:44 bayes: Opening chat about the weather, now lunch. Proper Radio 4 this.

05:00:09 bayes: Anyone missing the footy? Lol

05:00:19 Maria-anna: Welcome back to the NEON Summit.

This event is being recorded. A link to the video and presentations will be sent out early next week and will be accessible to view from the NEON website, as well.

Please remain on mute - throughout - and use this chat feature for any questions for speakers.

Join the conversation using the hashtag #OutreachOnline

View the agenda here <https://www.educationopportunities.co.uk/wp-content/uploads/NEON-Summit-Taking-outreach-online-agenda-30.04.20-1.pdf>

View delegate list here

<https://www.educationopportunities.co.uk/wp-content/uploads/Delegate-list-30.04.20.pdf>

- 05:03:09 TubaMazhari: Please post your questions here
- 05:05:54 bayes: Evaluation would be another area for which a portal would be beneficial.
- 05:06:24 Martin Webster: Investigating the potential to build in learner feedback into any portal
- 05:06:40 bayes: I know there's NERUPI etc, but like NEON not ALL the sector are members.
- 05:08:24 Louisa Dobson: Schools I am hearing from are saying that they won't allow any pupils to have any time out of lessons at all next academic year even if social distancing relaxes.
- 05:08:37 sh3398:That looks brilliant Hollie!
- 05:09:33 Alice: Question for Hollie: Have you thought about how you are planning to run the Virtual Summer school? Or is this still an ongoing thought
- 05:10:53 Nikki Collins: how do you get the physical packs directly to the pupils home?
- 05:11:00 Emma Church: We have a NEON Impact and Evidence working group LinkedIn page that Maria-Anna and I manage where we can share evaluation practice and guidance.
- 05:11:13 Cathy McLoughlin: Would be very interested in hearing more about the virtual summer school
- 05:11:16 joe.bradburywalters: so good to see wellbeing and residence incorporated in to the work! whole programme looks great Hollie!
- 05:11:47 chris dobbs: hi emma, i would like to know more about your work
- 05:12:09 Steve: Question: Through what channels are you hoping to get these resources to students? Almost all families I work with don't use social media or don't know that universities provide these great activities.
- 05:12:11 Saad Mufti: Also interested in planning for the Virtual Summer Schools.
- 05:12:33 ALICE DAVIES: Question for Hollie - what has engagement been like? Numbers?
- 05:12:34 Rae Tooth: I need to head off now, online provision to develop... this has been fantastic! thnk Villiers Park is keen to stay involved.
- 05:12:45 Maria-anna: NEON's Impact and Evidence working group LinkedIn page - more info and link to group on the NEON website
- 05:12:50 Melissa Lowe: Question for Hollie: These programs look great, how many students do you have involved. Do you deliver these programs in school time tables or after school? Are you programs part of the school curriculum?
- 05:12:51 Rae Tooth: thank you all!

05:12:59 bayer: Chris Millward showed reams of legislation earlier and made reference to a mental health piece. Is now not the time to just get these Outreach Hubs via UniConnect motoring and use this situation to open it up to families and younger students?

05:13:00 chris dobbs: ty maria - anna

05:13:21 Helen Higgins: I'm currently moving The Courtauld Institute of Art's Summer University online (for Year 12 WP students). Are any other institutions also offering online Summer Schools? It would be great to practice share and know which platforms are being used...

05:13:27 Cherelle Allen: The point about continuing to offer work opportunities for ambassadors is important. For lots of WP university students, mentoring and ambassador work, is a way of supplementing their finances as well as meeting other students

05:14:26 23345: Great ideas - how's take up been? How many schools do you have engaged in these programmes?

05:14:28 Vicky Blake: Question for Hollie: are you linked up in any way to community initiatives to support refugees and asylum seekers? There are networks fundraising online to help purchase items and internet time that are trying to raise awareness of the impact of lack of access in the pandemic to community centres and project hubs, I wondered if you were connected

05:14:38 Shauna-Aine O'Brien: Hi Hollie, this is amazing! How are you working with the students and getting the activities to them - is it via the school staff?

05:14:40 finn lawson (CCCU): @steve I think this is a real challenge on organising the delivery of hard copy resources to students. With teachers also in lockdown we are limited in terms of getting resources out as well as us being limited in terms of printing and postage

05:15:38 Shauna-Aine O'Brien: Also, I'd love to know more about the European project with Ambassadors and students working together. How does that work, what are they working on, nad what platform is that work carried out on? Aounds incredible!

05:15:55 bayer: I forgot to mention earlier due to tech issues and trying to maintain calm. We are using both Ambassadors and LICA (Lancaster Institute for Creative Arts) alumni who are recent grads and have been furloughed due to issues within the Arts & Creative community locally.

05:17:06 Mark Ellis: How do you deliver work to learners in schools? Do you use individual schools' Google Classrooms?

05:17:19 Jess Woodsford: What platforms are others using that have not been mentioned?

05:17:39 Jon Cheek: Hey Hollie - great session, thank you. For our Taster Tuesdays we use Zoom webinars rather than meetings. The chat can be disabled (and instead a moderated q and a offered) and participants can't see one another, are automatically muted etc.

05:17:50 Gillian Lamb: Thank you very much, that was great.

05:17:57 chris dobbs: thanks hollie , really interesting work

05:17:59 Michelle Anson:Thanks Hollie!

05:18:00 Maeve Minihane: Thank You Hollie ... that really is very helpful.

05:18:07 Jalal Pour: Our team at Make Happen are using Google Classroom for online activities

05:18:07 Katie Green: thanks Hollie, really helpful

05:18:11 Judith James: Most useful presentation so far, thank you

05:18:14 sarahwood: very interesting, thanks Hollie

05:18:24 Astra: Thanks Hollie, really interesting

05:18:24 Mark Ellis: Thanks Hollie, really interesting.

05:18:30 Teresa: Jess - Collaborate Ultra

05:18:31 sophie.hannan: thank you very much for sharing those ideas/resources!

05:19:42 Ant Sutcliffe: A very good point Chris. It is also an excellent time to seek the match funding needed to fulfil the Outreach Hub Requirements. Both with partner HEIs and Charities. We are building on this work currently at Higher Horizons. As I say, it's an excellent point, Chris

05:22:03 Simon: Love it, big up Yorkshire!

05:25:04 Hollie Smith: Mike, how are you working with your school-based GIs in the current situation? Are they following the direction of the school they are based in in terms of the type of work they are currently doing, or is their current work more centralised to your programme?

05:26:45 Laurence van der Haegen: Can you describe what these outreach supports to schools look like?

05:28:16 TubaMazhari: Please post your questions for Mike

05:29:04 Ali: Hi Mike, how do you identify the schools and colleges that you work with?

05:29:14 Kate Oliver: Which platform was that? Missed it.

05:29:23 sophie.hannan: Access platform

05:29:38 Jess (Higher Horizons): The Access Platform (TAP)

05:29:41 Helen: The Access Platform TAP

05:30:35 Rachel Wright: Plsd to see an interest in key worker roles pls do look at the healthcareers website and the step into the NHS.

05:31:33 Comfort Omorogbe: No more sound

05:32:14 martell:A return to 'new normal' will probably still require social distancing. For a return to face to face delivery (even in part) WP as a profession needs Pandemic risk assessment for practice, WP Profession guidelines, access to whatever is/is not recommended PPE at the time. WP practitioners with vulnerable family members, underlying health conditions will need consideration. A Post COVID WP strategy is required, a role for NEON? as a representative body for WP professionals.

05:32:16 Clare : Hiya Mike, how did you assess demand/need for the 'New Shoots' particularly Resillience. Ta! x

05:32:45 Steph: I'd be really interested to hear from anyone delivering resilience based activity. This feels particularly challenging to deliver in this new world.

05:32:48 Shauna-Aine O'Brien: How has it been quality assured, and how did you assess the 80% engagement?

05:33:44 chris dobbs: excellent points martell. thanks

05:34:40 Ashleigh - Guildhall School: I have planned a range of online workshops next week which centre around Wellbeing, Skills and IAG. Within the Wellbeing section, there will be a session on 'Unlocking Lockdown Tension', which will be linked to resilience in this time and ways to cope. I'm not delivering it (I have WONDERFUL alumni to work with) but I can feedback on how it is received and what the session covers.

05:35:39 Tony Hudson: Agreeing with Martell (and Chris) protecting practitioners in the time of pandemic is something that institutions will need to address.

05:35:52 Ashleigh - Guildhall School: Martell, they are such important points. And something for OfS to consider too, when monitoring impact and APPs. People working with people, as Jon said earlier.

05:35:56 Hannah Mariska: @Ashleigh would love to hear how that goes

05:36:00 Clare : yes loud and clear thanks

05:36:09 Emma: Is 'number of downloads' a valid way to evaluate the success of online activity? There's no guarantee that it was used it anger.

05:36:25 sophie.hannan: @Ashleigh that would be greatly appreciated

05:37:43 Martin Webster: Will definitely give thought to protecting professionals and how NEON can support

05:39:48 Vicky Blake: @Steph in the team I work in we started to feel very uncomfortable about delivering activity badged as resilience / wellbeing and have reframed how we approach it. Important we support learners with activity designed to boost confidence, and also knowledge of how to access proper support, but also important not to end up placing ourselves in pseudo-therapeutic roles. There were a couple of particular things that led to our review of this. We have been hyper aware of the increase in reported mental health concerns of participants in our sustained intervention schemes and imo need to return to this them and get advice and input from our counselling service + other appropriate orgs. Something also being discussed by safeguarding leads again in this light. So hard to get the framing right + v conscious of training needed in this area.

05:39:49 Tony Hudson: @Emma, I suppose the same could be said about academic citations. The number of citations does not imply quality. It could be cited for all the wrong reasons But it's probably better than nothing.

05:39:54 bayes: Today has been a great start to that conversation, Martin.

05:40:28 Helen Lord: I have a 'Thriving through Isolation' workbook which is a fab resource - it was created by 'Coaching Culture' and you could easily build some bitesized sessions

around the activities. I'm on h.lord@mmu.ac.uk if you'd like a copy. Although you'd may have to contact the creators if wanting to post it online as a resource. Helen

05:41:09 Alex Tansell: I would love a copy of that resource @Helen, so will definitely be in touch!

05:41:18 bayes: What are your issues and concerns with terms such as resillience and wellbeing?

05:41:37 Aileen Wilson: Another barrier that learners face is disengaged parents/carers. How can we overcome that?

05:41:45 TubaMazhari: Please post your questions for Hannah

05:42:55 bayes: Resillience is a bit of a patronising one in a way. Adds to defecit model. Wellbeing is pretty commonplace now. Don't think you need to be a counsellor to understand how we can support young people with this.

05:43:22 Vicky Blake: Bayes agree - I personally loathe the term (!) despite having done sessions talking about 'academic resilience'

05:43:57 bayes: Aileen, again this is another long standing issue. Would be another key topic to cover on any portal.

05:44:12 Vicky Blake: Prior to all this, we were rethinking how we put across stuff that touches on wellbeing, because it is so easy to do harm while trying to do a decent thing

05:45:03 bayes: Agreed, Vicky. Is the flip of this reframing things like this as encouraging learners to recognise their capabilities and then enhance them?

05:45:07 Vicky Blake: My concerns with those terms are how they have become almost meaningless with overuse

05:45:11 bayes: Just thinking out loud.

05:45:45 bayes: Well, that's true. A lot of effete middle class language is likely to disengage working class kids.

05:45:53 Simon: What was the name of that software, please?

05:46:04 Alex Sparrow (Higher Horizons): Bandicam

05:46:11 Simon: Thanks :)

05:46:21 chris dobbs: agree vicky, bayes

05:46:53 Helen Lord: We've just delivered a session on confidence - it was very much about wellbeing as was about them recognising the strengths and skills, but framed differently I guess.

05:47:45 bayes: That's it Helen. NERUPI did a really good session on a 'Capabilities Approach' which we referenced in developing the LSP programme.

05:47:52 Nikki Collins: Helen- I would love to hear more about this. Could you please email me n.t.collins@brighton.ac.uk

05:48:36 Tom Ratcliffe: We integrated the SkillsBuilder framework into our own Progression Framework - the terms are pretty universal and lots of existing resource to help recognise and develop

05:48:52 Vicky Blake: Yes I think that is a really good way to express it. I have an exercise about 'designing the perfect student' intended to lead to a conversation about how they don't exist, and recognising your own strengths and how they will complement others' in a group. It works well most of the time, there is palpable relief when the reveal is the point is the perfect student (human) doesn't exist. I feel there are ways into this conversation for all of us. There's no perfect WP practitioner either, just as there is no perfect academic, teacher, etc - especially in the pressured environment of "pivot online". The talk Jon gave was a very good crystallisation of everything so many people need to hear. It's not only about realising it's not possible to be perfect 'clinical' online delivery robot, it's about letting the humanity in to actually allow us to connect better? Waffling a bit, but made me think of a recent WonkHE piece that I saw someone shared on Twitter earlier...

05:49:51 bayes: Is this not just a product of a marketised sector?

05:50:07 Vicky Blake: Yes I reckon it is

05:50:31 Vicky Blake: This is the piece - Hanna Falvey shared it recently, spotted it as a result of this event today (had missed it): <https://wonkhe.com/blogs/digital-cant-replace-face-to-face-when-it-comes-to-widening-participation/>

05:50:49 bayes: When I used to deliver sessions day-to-day in the Aimhigher era and you asked kids why they wanted to go to HE they wouldn't just focus on Careers and Employability like they do now.

05:51:01 Kate Oliver: Facebook group - I'd have thought this was a worry for safeguarding/personal details - any issues with this?

05:51:05 Vicky Blake: Do you think they mean to focus on those things?

05:51:23 Teresa: @Kate - Just wondering same re Facebook

05:51:39 bayes: Vicky is that for me?

05:52:26 Ashleigh - Guildhall School: Lots of discussion today about moving summer schools online, which is something that we're looking into too, however how are universities going to report on the cost of these? Summer Schools are usually one of the biggest APP expenses, and there is no way to spend anywhere near this much online.

05:52:31 bayes: AMEN TO THAT.

05:53:15 Vicky Blake: @Bayes, yeah... I think this is perhaps where the sustained intervention schemes come into their own as you get to know the students and they reveal they have other concerns but are often worried about asking questions. I've noticed a lot of 'should-ing' that we can break down as we get to know them. Am gutted about the loss of the summer school residential app for this year's cohorts. That space has been so important and while it's great we are doing what we can to move online, nothing replaces the dynamics and relationships that grow.

05:53:34 Jon Rainford: I think when we are talking about evaluation in this context a theory of change model is a very useful way to think about what each intervention is trying to achieve and then how it is best to evaluate if this has happened. Less big data, more small steps.

05:53:51 bayes: I think it is a massive consequence of a shift to a marketised sector, Vicky.

05:54:13 bayes: How WP and Recruitment have become increasingly intertwined.

05:54:20 Vicky Blake: It is. Absolutely. And within the scope of what we can do, how do we open that back up?

05:54:49 bayes: Did my research paper in the OFFA Writing project - nod and wink to Les ;) - on his.

05:54:57 Michelle Anson: Question for Hannah - how have schools responded in the survey you mentioned, about the take up of resources and how they are used?

05:55:07 bayes: *this

05:55:31 Jon Cheek: Q for Hannah - fantastic session. What are your thoughts to completion incentives for student feedback?

05:55:42 bayes: Higher Horizons leading the way again. Boss work, all at HiHo.

05:55:44 Jon Cheek: oops beat me - ignore that!! Answered!

05:56:18 Jess Woodsford: I agree Jon, go back to outcomes, focus on the key ones and focus on how you meet those, rather than trying to replicate the previous activity online.

05:57:44 Vicky Blake: (@Bayes - I mean I know I would like to see a huge overhaul of many things across the whole sector... but I guess also through changing how we go about our activity in this context, we have those opportunities for reflection on what's missing and how the very instrumental approach the marketised model brings actually exacerbates a lot of problems re pandemic fallout)

05:57:53 sh3398: Really interesting Hannah and I love the fact a lot of your suggestions are so practical!! Thanks

05:58:00 Vicky Blake: Hannah - how do you admin the bursaries you mentioned re-purposing?

05:58:00 Melissa Lowe: Nice work Hannah thank you

05:58:06 Siobhan: Fantastic work Higher Horizons, from LiNCHigher!

05:58:07 Emma: Thanks, Hannah, fab presentation

05:58:08 chris dobbs: thanks hannah. superb presentation

05:58:14 as53: Well done Hannah

05:58:17 Maeve Minihane: UCC PLUS+ designed an interactive quiz for Transition Year students (age 16) showcasing prospective students future financial, academic, personal and social supports + information on all our 4 Colleges in University College Cork. Students have to navigate our website and prospectus to get the answers with prizes for participation. Quiz participation will be able to be measured by school.

05:58:25 Jon Cheek: Really impressive - thanks Hannah

05:58:37 Ant Sutcliffe: Excellent work, Dr. Merry. Great presentation

05:58:42 Emma Church: Excellent presentation Hannah!

05:58:45 Mark Ellis: Great Hannah, a huge range of activity there

05:59:21 neilraven: Thanks very much Hannah....really interesting and a lot to contemplate.

05:59:55 Kirsty Allen: Thanks for sharing Hannah!

06:00:01 Kate Oliver: Sutton Trust have been fantastic at supporting us to plan our virtual summer school (part-funded by them) - provided a platform, and lots of guidance on best practice which has been echoed today.

06:00:38 chris dobbs: hi kate, summer school for which part of the country please?

06:01:35 Kate Oliver: Sutton Trust Summer Schools are national reach - we (Royal Veterinary College) are based in London & Hertfordshire.

06:01:53 chris dobbs: thanks.

06:01:58 Kate Oliver: But we have students "attending" from all over (even in a non-virtual year!)

06:02:10 Kate Oliver: Funding for travel etc.

06:02:13 Vicky Blake: Hollie: this sounds brilliant

06:02:43 Kate Derrington: Is there a link available to this Hollie?

06:03:30 Hollie Baker: thanks Vicky! we're really excited about it!

06:04:26 chris dobbs: agree with mike !

06:06:22 Sarah Collins: great point Mike, plus schools will be in a better more settled position now then when lockdown first started

06:06:23 Vicky Blake: it's a bit like some boundary pushing electronic music this end

06:06:32 Hannah Merry: @Vicky Blake - for the printing bursaries, it's a 'claim' made by the school so we have their details, and they have to let us know how many students it will support and what they are sending home (and sign up to send our resources with the other things.) for the funding for laptops it's been a bit more difficult, but it's involved getting data from the school about which learners will benefit and then the funding follows

06:07:03 Vicky Blake: Thanks Hannah... am thinking about the travel bursaries we have that go direct to kids for travel to events and what we might be able to do

06:07:22 Hannah Merry: Ah, ours our all done via the school, so it was quite simple to repurpose the process