

CASE STUDY

Title: Developing a one-stop-shop information resource for learners at Innopharma Education

Themes: Learner support

Keywords (2-3 words): Learner support, resources, feedback, enhancement;

Short Abstract (optional):

Insert Case Study 3 below (in form of text, images, multimedia etc.):

In October 2020, Innopharma Education achieved success in Stage 1 of QQI's Initial Access to Programme Validation process, gaining approval of its institutional capacity and quality assurance procedures. Over the summer of 2021, Innopharma underwent a change of learning management system and transitioned from Moodle to an Innopharma-branded virtual learning environment named Innoskills. As part of this change, the learner support team also implemented an additional support for learners called the Learner Hub.

The Learner Hub would have to cater to the three branches of learners at Innopharma Education: learners on Innopharma-TU Dublin collaborative programmes, learners on Innopharma-Griffith College collaborative programmes and learners on Innopharma's own developed programmes. Programmes delivered at Innopharma range from NFQ level 6 to level 9. It was therefore important that resources developed for the Learner Hub catered to all learners.

A working group was established and consisted of the Head of Teaching & Learning, Learning Technologist, Librarian and the Learner Support Coordinator. They worked together to brainstorm themes and sections that would be relevant within the Learner Hub. A layout of 8 sections was agreed upon and developed thereafter. Sections were built upon throughout the course of the academic year as needed.

The Learner Hub is a module on Innoskills that acts as a one-stop-shop of resources for our learners. It is a repository of various information, tutorials and guides that support learners at various points throughout their journey with us. The Learner Hub was developed by the Learner Support team with resources developed afresh.

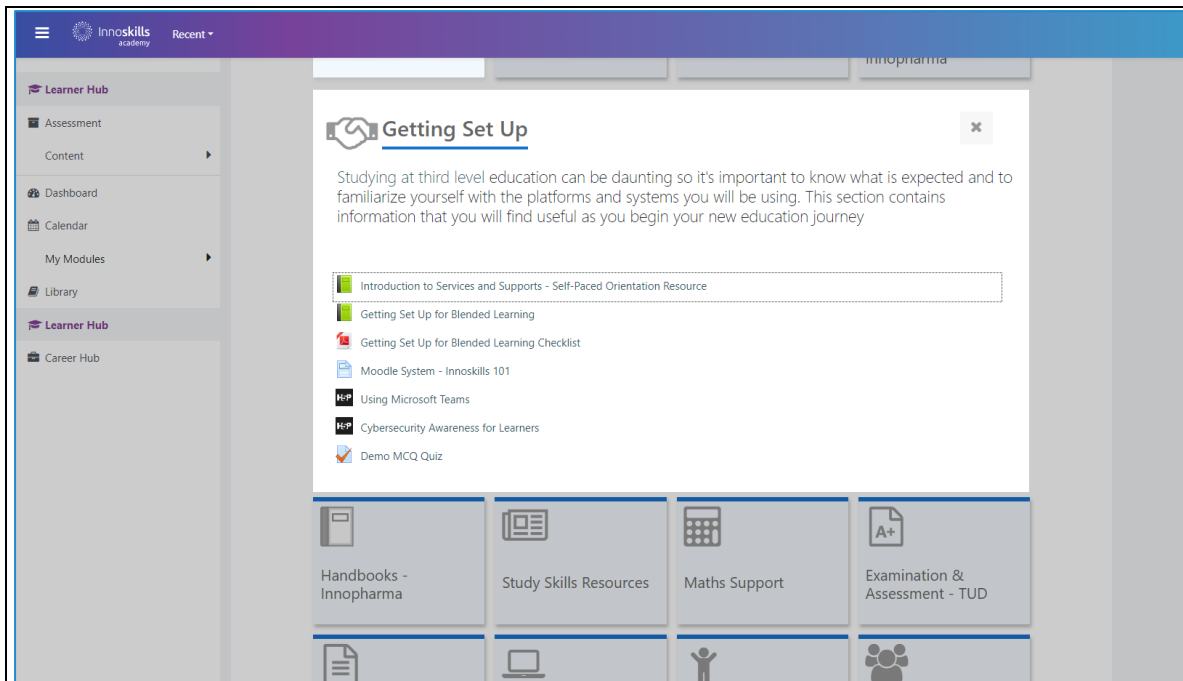


Image illustrating the Learner Hub within the Innopharma Education VLE

A review of the Learner Hub was carried out in summer 2022. Feedback was sought from learners as well as staff at Innopharma Education. Some learner feedback noted that the Learner Hub contained good resources however it wasn't straightforward in terms of navigation. A working group was established to review the structure and layout of the Learner Hub and implement changes accordingly.

Content was reorganised and improvements were made where relevant. New resources were also developed as a result of a smaller-scale analysis. Separate sections were created per branch and restrictions were used to allow access accordingly. We adopted the tile layout within the Learner Hub for better accessibility and features. The tile layout is a course format which displays topics as "tiles" in a grid layout rather than a list. When a tile is clicked, the content is displayed beneath the tile. An added benefit of this layout is that it also automatically adapts to different screen sizes and orientations which makes navigation more user-friendly.

An analysis took place in December 2022 with the aim of illustrating virtual traffic on the Learner Hub as well as the use of the resources within it. Over the year, the Learner Hub had over 100,000 visits from learners on the TU Dublin and Griffith collaborative programmes as well as learners on Innopharma developed programmes. Some resources among the most popular were as follows: announcements, programme handbooks, self-paced orientation resource, study skill resources and assessment resources.

It is difficult to imagine Innopharma Education without the Learner Hub, it has become a staple for our learners and a go-to for useful information and guides. Since its creation, it has also informed similar projects such as the Career Hub. All these resources ultimately support our learners to succeed in their studies and careers.