

National Consultation on Glow Futures

What our client wanted

In April 2010, Learning & Teaching Scotland (LTS) commissioned Frontline to undertake a full consultation on the future of Glow. Glow is an innovative, interactive schools Intranet that has evolved over time to link up teaching professionals and school pupils with wider influences including colleges, business and private learning providers. It aims to facilitate the sharing of knowledge across the school sector and to improve delivery and performance across schools in Scotland. This project was designed to gather views from a broad spectrum of users, future users and stakeholders to enable LTS to continue to develop Glow so that it remained fit for purpose and met user expectations.

What Frontline did

The consultation ran from April 2010 to February 2011. Frontline developed five specific research products for the consultation, which included: stakeholder interview; e-survey; online discussion forum; classroom based activities with school children and a 'critical friends' review process. We consulted with around 800 individuals, including representatives of public sector organisations, Local Authorities, teachers, pupils, private learning providers, educationalists and software providers. We used a variety of tools for fieldwork to ensure that as many views were captured and that the needs of each user group were represented in our findings. Views of younger learners were captured using illustration and key themes were extrapolated from all research products and formed the basis of our final report.

What difference we made

We collated and analysed the responses from all user groups and made recommendations that detailed the changes required to make Glow more intuitive, user friendly and fit for purpose. We also made recommendations that would help LTS to continue to develop Glow so that it evolved in line with user expectations and requirements. Glow continues to be rolled out across schools in Scotland and the consultation has helped LTS to interact more openly with Glow users and Glow's future audience.