## Some of the highlights include:

**New Digital Services Structure Implemented**

**Creation of Records Management Team**

**Women in Tech Group Created**

**Development of Online InfoSkills Curriculum**

**New IT Strategy**

**Online Resource List Policy Developed**

**Jisc Learning Analytics Implemented**

**Centralised Timetabling & Attendance Monitoring Implemented**

**Digital Bursary Work**
Device and connectivity funding sector leading.

**LinkedIn Learning Investment**

**Creation of the DigiCentre**
Digital Skills Framework created and DigiCentre launched.

**Business Intelligence**
Data enhancements and increased reporting capabilities.

**CRM System Implementation**

**Customer Service Excellence Accreditation**
LLR first team in UWTSD to achieve this.

**New LLR Strategy**

**NSS Learning Resources Score Improvement**
- 2021 – 63.2%
- 2022 – 72.4%
- 2023 – 82.5%

**New Website Launched**

**Digital Infrastructure Improvements**
Halls and Campus Wi-Fi upgrades,Guest Wi-Fi solution implemented, SAN replacement.

**Immersive Rooms**
Sector leading digital innovation for learning & teaching including award recognition.

**Cyber Security**
Cyber Essentials Plus (only Uni in Wales for full scope on new measures) as well as several new initiatives.

**L&T Room Enhancements**
Hyflex/Hybrid rooms installed across all campuses.

**Digital Displays**
Digital signage, digital wall screens, digital totems, digital wayfinding in Libraries.

**Digital Pedagogy Enhancements**
Learning design guidelines.