

# Curriculum Vitae

**Name**                    **Tom Franklin**

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Date of Birth              14 September 1958

Nationality                UK

## Education and qualifications

Dates	University	Major subjects	Qualification
9/1977 to 6/1980	University of Leeds	Zoology	BSc (Hons) II <sup>1</sup>
9/1987 to 10/1988	University of Manchester	Computer Science	MSc

## Memberships

Member of the British Computer Society – Chartered Information Technology Professional

Certified Member of the Association for Learning Technology

<b>Employment Summary</b>		
<b>Dates</b>	<b>Post and Employer</b>	<b>Major duties</b>
8/2003 to present	Consultant <b>Franklin Consulting</b> No 5 17-19 Elsworthy Road London NW3 3DS	Supporting strategic developments in technology enhanced learning including the use of VLEs and Web 2.0. Promotion of technology enhanced learning Evaluation of e-learning and standards development. Project and programme management. Research in learning technology Process improvement Process modelling
3/2011 to 10/2011	Synthesist Dept of Computer Science <b>University of Manchester</b> Manchester M13 9PL	Synthesising the outputs of the JISC Activity Data programme to provide other universities with useful support for their use of activity data
8/2000 to 7/2003	Senior Technology Advisor TechLearn <b>Higher Education Academy</b> Innovation Way York Science Park York YO10 5BR	Researching the use of new technologies in support of learning and teaching. Informing the further and higher education community how these technologies will affect them and actions they should take. Working with other agencies in the sector. Advising JISC on policy.
5/1994 to 8/2000	JISC Programme Manager <b>JISC</b> Seconded from Manchester Computing University of Manchester Manchester M13 9PL	Project management of over 100 projects to demonstrate and pilot new technologies and techniques and their application to education. Policy definition for JISC in learning and teaching. Promoting the use of technology in higher education for teaching, management and research. Promoting the use of standards. Implementing the Centre for Educational Technology Interoperability Standards (CETIS) and DISinHE (the predecessor to TechDiS).
10/1990 to 4/1994	Liaison Officer, Centre for Novel Computing Dept of Computer Science <b>University of Manchester</b> Manchester M13 9PL	Managing a research team on a major EU funded project. Promoting the use of parallel computing to higher education and industry in the North West. Writing six successful grant proposals. Research into parallel databases.
11/1988 to 6/1990	Research Programme Manager <b>TSB Group plc</b> Southgate Centre 1 Wilmslow Road Stockport, SK8	Research management in information technology to sell financial and related services. Promotion of understanding of IT to senior management across the Group.
9/1987 to 10/1988	<b>University of Manchester</b> Department of Computer Science	MSc in advanced computer science including a dissertation on knowledge representation.
9/1980 to 8/1987	Programmer to consultant <b>Hoskyns Group PLC</b> Cross Street Sale M33	Work included technical development, programming, specification, working with clients from pre-sales through to implementation, managing a team of programmers, providing technical training and support

## **Selected work**

### **Teaching Learning and Assessment**

I have taught on a Masters in distance education for the Institute of Education. I regularly provide training and mentoring online for the Association for Learning Technology and have given a wide variety of invited workshops and presentations including for university teaching, learning and assessment workshops. I have developed and led many online and face-to-face workshops.

### **Providing strategic advice on e-learning development**

I have provided strategic advice to universities on the development of e-learning including the use of virtual learning environments (VLE) and the development of managed learning environments (MLE).

### **Project and programme management**

I project managed the implementation of Moodle for a Russell Group university. This was a migration from Blackboard to Moodle 2.2, and included working with the external hosting company to configure Moodle to meet the university needs, migration of all courses from Blackboard to Moodle, training of all module leaders across the university, integrating Moodle with the student record system and a variety of other university systems.

I managed the Shared Infrastructure Services programme for the JISC for 18 months from September 2007 to March 2009, supporting the projects to deliver the greatest value to the community. I was particularly concerned to ensure that the services that they were developing or running met the needs of the users, and ensured that the projects increased their engagement with users and tested their ideas to validate that they met genuine user needs. During this time I also wrote committee papers and calls bids for the JISC.

Prior to that I also managed the JISC Technology Applications Programme, which comprised over 100 concurrent projects. I was responsible for the development of the call, marking of the bids, project initiation and oversight and ensuring that the programme was more than the sum of the projects, as well as ensuring that the projects were appropriately managed.

Within Franklin Consulting I have managed over 30 projects from developing the bids through to final delivery. These have included a number of complex multi-site projects where teams have been brought together to undertake specific projects from a variety of different organisations including both universities and commercial organisations.

### **Process improvement**

I have been helping a number of universities to understand and improve some of their work processes to provide efficiencies either through cost savings or improved outcomes such as student retention (which equates to enhanced revenue).

### **Web 2.0**

I provided expert advice and a report to the Committee of Inquiry into the Changing Learner Experience. This looked at current and developing practice in the use of Web 2.0 in higher education in five countries, looking at the technology and pedagogic practice and how the technology is being used in other areas of the university including student support, management and marketing.

## **Process modelling**

In order to make the JISC e-Framework I have been working on a project with the Universities of Southampton and Manchester to support modelling and in particular the sharing of models. This work has included both the development of the highly innovative technology to underpin the sharing and support for the community where, currently, little modelling takes place.

## **UK Learning and Teaching Portal**

I have been advising Connect, the UK Learning and Teaching Portal Project, ([www.connect.ac.uk](http://www.connect.ac.uk)) on strategic issues. In particular the need to develop the service in such a way that it can be embedded within university and college portals. This has included designing the architecture and the services to be implemented. The architectural design of Connect has already changed other national portal initiatives.

As part of this I have been working with leading players in the field to define a metadata set for UK education, based on the work of IMS and the IEEE LOM and have developed an application profile for material other than learning objects including a set of vocabularies covering educational level, pedagogic issues and current policy areas.

## **National E-learning Research Centre**

I have designed a model of e-learning for the National E-learning Research Centre specifically designed to support evaluation for quality enhancement, which will form the basis of much of the Centre's future work. While many models have developed in the past none has been developed with the aim of supporting evaluation, and the lessons learnt from developing the model are important for anyone considering developing e-learning.

## **Investigating and reporting on technology**

Work with Franklin Consulting, and previously with TechLearn involved investigating new technologies and in particular their implications for further and higher education in the UK. Particular areas of interest have been:

### **Ubiquitous computing**

I was responsible for setting up the National Ubiquitous Computing Forum, with Diana Laurillard as its chair. This brings together the key players in the UK higher and further education communities to look at the issues around the implementation of ubiquitous computing and what is needed in terms of national and local policies to ensure its success. The forum has only just started its work, but can be expected to have a major impact across the whole of the education sector from schools to higher education.

I also organised an international conference on ubiquitous computing entitled "Educational Computing for the 21st Century".

### **Portals**

Besides developing the portal strategy for Connect I have also been involved in developing web services for portals and reporting on them, including writing a report for The Observatory on Borderless Higher Education entitled "Portals in higher education: concepts and models".

### **Wireless networking**

I have intensively investigated the state of, and current developments in, wireless networking, both for local area networks (LANs) and for wide area networks (WANs) and produced a major report on wireless networking and its role in education. This report has been influential in further and higher education sectors because it addressed both the

technical and pedagogic issues around the use of wireless networking. There is much of interest for universities and colleges in the developing world as it can provide a considerably cheaper alternative to wiring campuses.

### **Virtual learning environments**

I have been involved in VLEs for a long time, first through JISC's Technology Applications Programme, which funded the development of some of the first VLEs to be developed including COSE and Colloquia, both of which started by developing a pedagogic model and only then implanting the systems to support this.

More recently I have advised some universities with the selection of appropriate systems.

### **Managed learning environments**

I was responsible for JISC's initial involvement in the area of MLEs, first through setting up CETIS (The Centre for Educational Technology Interoperability Standards) and then JISC's MLE programme.

I was a section editor for the technology options for the JISC infoKit on developing Managed Learning Environments. This work will bring together all JISC's work in the area, together with other work in the UK and beyond and make it available to the community.

I have undertaken consultancy to help universities to determine the best strategy for developing systems and MLEs given their existing systems and technologies.

## Selected publications:

### Peer reviewed papers

Dexter, H. and Franklin, T., 2010. Lowering the barriers to sharing knowledge through domain modelling. IADIS Information Systems Conference 2010 . Porto, Portugal.

Franklin T, 2007, What Went Wrong: A Programme Manager's Perspective, WWWrong'07: Exchanging Experiences in Technology Enhanced Learning - What Went Wrong? What Went Right?, pp38-47, Crete, 2007, <http://ceur-ws.org/Vol-317/paper04.pdf>

Conole, G., Smith, T. and Franklin, T, 2002, A Review of the Technologies Application Programme - Perspectives on Teaching and Learning. In, ASCHILITE 2003, Auckland, New Zealand Dec 2002. , 107pp.

<http://www.ascilite.org.au/conferences/auckland02/proceedings/papers/068.pdf>

Keane, J; Franklin, T.; Dipper, R.; Grant, A.J; Sumner, R; Xu, M. Benchmarking Financial Database Queries on a Parallel Machine, In Proceedings of 28th Hawaii International Conference on Systems Sciences, HICSS-28, IEEE Press, Vol 1 pp 402-411, Hawaii, USA, January 1995

<http://www.computer.org/portal/web/csdl/doi/10.1109/HICSS.1995.375518>

### Book chapters

Franklin, T. *Portal Architectures* in Portals, Ed. Cox, A. Facet Publishing, June 2006

<http://www.franklin-consulting.co.uk/LinkedDocuments/portal%20architectures.doc>

Franklin, T. and Armstrong, J. *Designing Spaces for Personalizing Learning: Spaces for personalizing learning or personalizing learning spaces?* In Personalizing Learning in the Twenty-first Century, eds. De Freitas, S. and Yapp, C. Network Educational Press, 2005 pp 83-87

<http://www.franklin-consulting.co.uk/LinkedDocuments/personalising%20learning%20spaces%20-%20final.doc>

### Other publications

Franklin T and Armstrong J, Innovative Adoption of Web 2.0 Technologies: Emerging Policies, Practices & Strategies for University Leaders, Observatory on Borderless Higher Education, 2009, [http://www.obhe.ac.uk/documents/view\\_details?id=752](http://www.obhe.ac.uk/documents/view_details?id=752)

Franklin T and Armstrong J, A review of current and developing international practice in the use of social networking (Web 2.0) in higher education, 2008, <http://www.franklin-consulting.co.uk/LinkedDocuments/the%20use%20of%20social%20networking%20in%20OHE.pdf>

Franklin, T and van Harmelen, M Web 2.0 for Learning and Teaching in Higher Education, The Observatory on Borderless Higher Education, August 2007,

[http://www.obhe.ac.uk/documents/view\\_details?id=24](http://www.obhe.ac.uk/documents/view_details?id=24)

Franklin T, Portals in Higher Education: Concepts & Models, Observatory on Borderless Higher Education, 2004, [http://www.obhe.ac.uk/documents/view\\_details?id=54](http://www.obhe.ac.uk/documents/view_details?id=54)

Franklin, T., Armstrong, J., Oliver, M., & Petch, J. (2004). Towards a framework for the evaluation of e-learning.

[http://www.elrc.ac.uk/download/publications/foundationPAW\\_V0%5B1%5D.4.pdf](http://www.elrc.ac.uk/download/publications/foundationPAW_V0%5B1%5D.4.pdf)

Franklin T, Wireless Local Area Networks in Education, 2003, TechLearn Technical Report, TechLearn, York, 2003, <http://www.franklin-consulting.co.uk/LinkedDocuments/Wireless.pdf>

JANET Multi-Site Connectivity Advisory Service Case Studies:

Wincott E, Morgan A, and Franklin T, Cardiff University – Microduct Dark Fibre to Link Cathys Park (main campus) to Heath Hospital Solution, UKERNA, 2005,  
<http://www.ja.net/documents/services/mcas/cardiff-dark-fibre-v1.4.doc>

Wincott E, Falconer P, Franklin T, Lauder College – LearningStream Wide Area Network and IP Telephony Solution, 2005,  
<http://www.ja.net/documents/services/mcas/lauder-college-learningstream-and-ip-telephony-case-study2.1.doc>

Wincott E, Taylor P, Franklin T, Loughborough College Two-hop 802.11 Wireless Link to Remote Centre, 2005,  
<http://www.ja.net/documents/services/mcas/loughborough.pdf>