



World-Changing Glasgow Transformation

5 Questions for Professor Frank Coton

At this stage, what do you think is the most significant achievement or milestone in our transformation?

I think the biggest achievement has been the change in approach to transformation that the University has taken. We have put structure around transformation taking time to understand issues whilst carrying out proper planning that will make the change. In the Assessment and Feedback project for example, gathering a considerable amount of information has supported our understanding of what we're dealing with, putting us on a good footing to move forward.

Large scale transformation is challenging- what lessons have you learned on the journey so far?

For me the key lesson has been around the nature of the approach we are taking. Transformation can consist of quite large-scale changes, but it can also involve identifying those smaller opportunities. Our approach balances the completely transformational changes for staff whilst at the same time not missing the opportunity to just fix some of the small things. It's important that we bring people with us, that the University and its people, own this transformation.

Many universities are transforming- what do you feel makes our transformation unique?

Time will tell! We have a portfolio of transformation projects that have the potential to significantly change the way we do things in the University. For me the outstanding thing about Glasgow is the level of commitment to transformation. Many people talk about it, very few people do it successfully. I think for us the challenge is to demonstrate that we can do it successfully on a large scale and if we do that it will set us aside from the pack.

As Vice Principal, how do you champion transformation across the University?

I'm leading two transformation projects but beyond that, I am aware of all the other transformation projects that touch on aspects of what I do within my day job. For example, the way in which we are transforming support for students has a strong connection to the learning and teaching hub project (S3D). As a Vice Principal I make sure we are taking advantage of transformation wherever we can, to embed it within our practice, so that our students and staff get the best possible environment here at the University.

We have been asking staff to tell us one thing that would improve their daily working life. What would yours be?

I really enjoy my job however what I don't like is to have time lost through wasted effort. If through the Transformation programme we can make our processes more efficient it will mean that there is less time lost on wasted effort and that would be a positive for me.