Our ref: FOI/16/00795

K Jones
By email: request-336711-175e44f2@whatdotheyknow.com

23 June 2016

Dear Sir/Madam

Freedom of Information request

Thank you for your request dated 25 May 2016 under the *Freedom of Information (Scotland) Act 2002* (FOISA).

Your request

You asked for the following:

1. Could you disclose how much money has been spent developing and supporting Glow (Scotland's digital learning environment) in the past 10 years from April 2006 until April 2016. (or as near an estimate as possible)?

2. Could you also disclose the number of current users,(broken down into staff and pupils), that have logged onto Glow more than 10 times in the past year (April 2015 to April 2016) as a percentage of the total potential users. (for example: number of students logging on in Scotland over the number of students eligible to use Glow, multiplied by 100.)?

Response to your request

1. In response to your first question, the money spent developing and supporting Glow (Scotland's digital learning environment) in the past 10 years, from April 2006 to April 2016, is approximately £69M.

   Nota 1a: This spend includes the initial costs of developing and integrating the original (old) Glow system that was hosted on servers in a data centre. The original system no longer exists and was replaced. In 2014, a different delivery and support model was adopted and, whilst still being branded as Glow, a new range of services were procured and developed. This new arrangement makes best use of online cloud based services that continue to evolve and provide greater flexibility to meet future user needs.

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2. In response to your second question, I am unable to provide you with this exact set of information as we do not record what you have requested - we have not recorded the number of current users who have logged onto Glow more than 10 times in the past year. We do, however, record the number of unique users per month and, in recent months, we have had a breakdown of those numbers into different types of users. From this we have been able to provide the type of percentages you requested for pupils/students and teaching staff. This information can be found in Annex 1.

Note 2a: We do not hold information on how frequently individuals access Glow, so we are not able to determine the number of users who logged into Glow more than 10 times in the past year.

Note 2b: A new analytics services was introduced in the summer of 2015 and this has allowed us to break down the unique users per month into pupils and members of staff from then onwards. The analytics prior to this did not record usage by role.

Note 2c: We have provided the number of pupil users in publicly funded schools (unique users per month). These monthly numbers have then been expressed as a percentage of the total number of pupils in publicly funded schools.

Note 2d: Some teachers access and use Glow to support teaching to a group of learners or a whole class of learners, without the learners themselves logging in. Therefore the actual number of learners who benefit from Glow is likely to be greater than the learner user numbers provided. However, we are unable to determine how many teachers are using Glow in this way.

Note 2e: We have provided the total staff user numbers: These include staff in publicly funded schools; staff in further and higher education establishments engaged in teacher education; staff in some independent schools; and some staff in other education settings.

Note 2f: We have provided the total staff user numbers in publicly funded schools, this includes both teaching staff (with professional teaching qualifications) and staff who are designated 'non-teaching staff' (who support education, such as librarians, classroom assistants, support staff, etc.).

Note 2g: We have provided the number of the teaching staff users in publicly funded schools (unique users per month). These monthly numbers have then been expressed as a percentage of the total number of teachers (headcount) in publicly funded schools (primary, secondary and special schools).

I have included links to the Scottish Government web site which will give you more detailed information on the number of pupils and teachers in publicly funded schools.
http://www.gov.scot/Topics/Statistics/Browse/School-Education

The total teacher (headcount) number was taken from the Teacher census, supplementary data. This was updated on 22 Feb 2016.
http://www.gov.scot/Topics/Statistics/Browse/School-Education/teachcenssuppdata/teachcensus2015
(Table 1.3 refers)

The total pupil number was taken from the Pupil census 2015 supplementary data. This was updated on 22 Feb 2016.
http://www.gov.scot/Topics/Statistics/Browse/School-Education/dspupcensus/dspupcensus15
(Table 1.1 refers)

Your right to request a review

If you are unhappy with this response to your Freedom of Information request, you may ask us to carry out an internal review of the response by writing to our Chief Executive, Bill Maxwell, at ps/educationscotland@educationscotland.gsi.gov.uk. Your review request should explain why you are dissatisfied with this response, and should be made within 40 working days from the date when you received this letter. We will complete the review and tell you the result, within 20 working days from the date when we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Scottish Information Commissioner. More detailed information on your rights is available on the Commissioner's website at: www.itspublicknowledge.info.

Yours sincerely

G Reilly
Corporate Business Manager