Thank you to everyone who took part in the 2015 stakeholder forum. Here’s what you told us you wanted – and a few of the steps we’re taking in response:

**“greater clarity about what Jisc provides and its value proposition”**

We now have:
- a developing suite of product information sheets to support our conversations with you
- a dashboard that we will use to highlight the services you are using – and ones that (perhaps) you could benefit from using
- a summary of our strategic priorities and investment areas in 2015-16
- information about our research and development service ([jisc.ac.uk/rd](http://jisc.ac.uk/rd)) which aims to keep you competitive into the future

**“more stakeholder involvement in strategy development and in shaping products and services”**

We have created more opportunities for customers and stakeholders to engage and get involved in developments, including:
- an upcoming consultation on the R&D visions for FE and skills, HE teaching and research which will help steer our work to 2020

**“an expert, trusted advisor”**


**“negotiate with publishers on our behalf”**

We ([jisc.ac.uk/jisc-collections](http://jisc.ac.uk/jisc-collections)) will continue to:
- take a strong stance on your behalf in negotiations with all publishers on the costs of journal subscriptions and publishing in open access – including the 2016 negotiations with Elsevier
- push for more transparent licence agreements
- work with institutions and their representatives to ensure that its negotiation criteria meet the needs of all institutions
"a better understanding of Jisc’s approach to working with stakeholders and customers”

- our new engagement approach ([bit.ly/Jisc-engagementcopy](http://bit.ly/Jisc-engagementcopy)) ensures we work closely with a range of customers and stakeholders
- in its first 11 months our customer services team created 1,653 new opportunities for customers to benefit from more of our services

"more frequent, simpler communications”

Our response? We:
- revamped our website ([jisc.ac.uk](http://jisc.ac.uk))
- increased the frequency of the Headlines news digest
- provide more topical information and advice via blog posts ([jisc.ac.uk/blog](http://jisc.ac.uk/blog)) and podcasts ([jisc.ac.uk/podcasts](http://jisc.ac.uk/podcasts))
- offer regular news via Jisc Announce ([jisc.ac.uk/jiscannounce](http://jisc.ac.uk/jiscannounce)), Facebook ([facebook.com/jiscsocial](http://facebook.com/jiscsocial)) and Twitter ([https://twitter.com/jisc](https://twitter.com/jisc))

"more shared solutions and resources”

In the last year our research and development ([jisc.ac.uk/rd](http://jisc.ac.uk/rd)) work has focused on developing:

"a strong focus on learners, and on an excellent experience for all students”

- our digital student project ([http://bit.ly/Jisc-digstudent](http://bit.ly/Jisc-digstudent)) has been expanded to include FE and skills
- working with the National Union of Students and the Student Engagement Partnership we have produced a benchmarking tool ([http://bit.ly/jisc-nus-benchmark](http://bit.ly/jisc-nus-benchmark)) aimed at improving the digital experience for students
- in our accessibility and inclusion work ([jisc.ac.uk/guides](http://jisc.ac.uk/guides)) we now have four subject specialists working directly with customers

And, you wanted us to concentrate on some of the sector’s most pressing priorities

So, we continue to work hard on the areas you particularly highlighted, including
- Cyber security ([jisc.ac.uk/network/security](http://jisc.ac.uk/network/security))

There’s more information on all these developments on our website ([jisc.ac.uk](http://jisc.ac.uk)).

The full progress report on all the issues raised is available here
[jisc.ac.uk/about/corporate/stakeholder-forum](http://jisc.ac.uk/about/corporate/stakeholder-forum)