Beyond Pathfinder...

Alan Brine and Richard Hall
ENVIRONMENTAL CHANGES

• Read/write web
• IT literacy
• Support for faculty IT
  – Hardware
  – software
• Physical changes
  – Learning Zones
• Help at point of need
PATHFINDER PROJECT

• HEFCE funded E-learning Pathfinder
• Managed by HEA & JISC

“One that discovers a new course or way, especially through or into unexplored regions.”

Or …

Someone who can find paths through unexplored territory (syn: Scout, Guide)
STAFF VIEWS

Why current communication?
Custom and practice. Time and opportunity lacking to set up alternative, i.e., Blogs wikis.

Current communication
the problem with much existing infrastructure is that it is too broad-brush, and many students will feel that either it is not relevant, or are unable to wade through everything and locate the stuff that is relevant to them. Many students do not know which faculty they belong to. I think we need to work at Department level (or lower).

The problem with email
Correct information given by student, always giving correct e-mail address-i.e. correct DMU e-mail, not what they guess, and making sure they use the DMU mail, not hotmail etc, as takes time to check ….and obviously cannot just reply to a library PC, email.

Suggestions:
Perhaps more use of mobiles, as this seems to be the preferred mode of communication of many students these days.

A forum on the webpage!
This should increase students’ feeling of ownership of the library.
I think there is already generous provision for student support, and students seem to increasingly use the support office/ drop-in sessions. An integral part of communicating to students are the pop-ups that appear when students log in. These are highly visible, and should continue to be seen as an important ‘advertisement’ for our services.

Student-to-student communication can be provided by the creation of interactive blogs/ wikis/ facebook accounts. Also, the idea of having a link when searching for a book on the library catalogue that states ‘Other users who read this book also recommend…’ is an excellent form of peer-review.

Some kind of online ‘case traceability’ mechanism may be of use: at present multiple members of library staff (and university staff more broadly) will deal with an issue for a particular student

Current communication (VLE)
the problem with much existing infrastructure is that it is too broad-brush, and many students will feel that either it is not relevant, or are unable to wade through everything and locate the stuff that is relevant to them. Many students do not know which faculty they belong to. I think we need to work at Department level (or lower).

Caveats are that when computer or power failure occurs, as information not retained in brain but saved on computer, no access available 😞, trying to locate information as information overload can occur.

I imagine better communication leads to greater satisfaction. Pushing students from ‘pillar-to-post’ to try to resolve an issue and miscommunications between library/ administration/faculty can’t exactly help retention rates.
TRAINING IMPLICATIONS

• Skills required for new and changing roles
• Creation of support packs
• Re-evaluation
• Staff demands in light of environmental changes
IT SKILLS MATRIX

• Review of student feedback
• Collation of enquiry desk and rover IT queries
• Formatted into matrix
• Staff complete survey using InfoPath
• Study results
• Target staff needs
  – Greater
  – Lesser
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SOLUTIONS

- Review group
- IT training sessions
  - ECDL
  - bespoke
- Wikis
  - team needs
- Blogs
  - Professional development
UPTAKE

• Project work: increase in use of wikis on small teams (project)
• General improvement technical literacy
• Rise in use of some existing systems
• Demand for further training
• Collaborations with Faculty
• Facebook/Twitter
IT training

As a result of the IT Matrix survey Technical Services staff are being offered a number of different ways in which they can upgrade and add to the existing IT skills they have. Lynne has devised a wiki that will support the team in addressing the questions raised in the matrix. This is now complete and can be found at:

http://the56things.wikispaces.com/

The notes from the training sessions provided by the IT Team are to be found as an attachment below.

In addition there is support from the IT training team which can be found at:

http://www.training.dmu.ac.uk/

This gives access to documentation devised by Pam and her team to help answer queries. Staff can choose to read through this documentation or they can look at available courses, workshops (one to ones) and drop-ins provided by the team.
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Threads for this page

Start a New Thread as AlanBrine
Subject:
Message:
Keyword tags:

Watch this thread:
Post Cancel

There are no threads for this page. Be the first to start a new thread.

Attachments

Add an attachment

Staff IT Skills Audit Follow Up Training summer 2009.doc (Word Document - 724k)
posted by AlanBrine 1 minute ago
IT Team training session support notes (edit description)

Related Content (where this?)

New tech seminar
Welcome!

Purpose of the site
This site has been designed for you to use to help you update your skills in a specific area of the 56 things. While you are doing this you will also be experiencing how to use a wiki!

This is a work in progress - as they say - and only covers about 80% of those things covered by the IT matrix. Snapshots now added, so you can see what a page looks like before you go there, except for those pages that can only be accessed from a computer within the institution.

Access to the links on the pages
Where you see a link to a web page, this will be underlined and in blue text (if you haven't already visited the link) or red and underlined if you have visited it. To go to the suggested page simply click on the linked word. Use the browser's back button to go back to the place you came from.

Access to the site
To get to the home page click on the plant pot on the top left of the screen.

Navigation bubble
The navigation bubble on the left-hand side of the screen lists each of the pages on this site in alphabetical order - basically, an index by page name. Wherever possible the page name relates to one of the questions on the 56 things matrix, but may not be worded in exactly the same way. On some of the pages there is also...
ISSUES

• Recognition of technological engagement by management
• Recognition of additional workload
  – Time required for training and exploration
• With so many possibilities
  – New skillsets will be required
  – Who will keep ‘current’
  – Managing the overall student experience now more complex.
• Face-to-face contact and personal communication remains crucially important, still preferred.
GOING FORWARD

• Culture change required in different areas

• Information as needed rather than in deluge (induction!). (information management – part of experience).

• Staff have problems of having increasing numbers of issues to communicate (warnings, alerts about their accounts, book returns)

• Additional work required to define a way forward – institution wide Technology Enhanced Learning Review
TEL REVIEW

• Current issues
  • Models
  • Digital literacies
  • Interoperability/integration
  • Information management

• Building on Pathfinder findings
  • Staff interviewed/surveyed
TEL REVIEW

- Integration (69%);
- Workflow ease (71%);
- Communications (69%);
- Customer focused activities (63%);
- student mobile technology (65%).
TEL - STAFF DEVELOPMENT

• Formal sessions (79%);
• Briefings (94%);
• Manuals or guides (70%);
• Podcasts (53%);
• Personal contact (54%).
TEL REVIEW

- Clear routes of communication
  - Information overload
- Integration enhancement
- More flexible communications
- More flexible access for staff to technology
- Central student support
- Ensure staff and students understand rationale and pathways