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DE MONTFORT UNIVERSITY LEICESTER

Beyond Pathfinder...

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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.

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.

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).

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

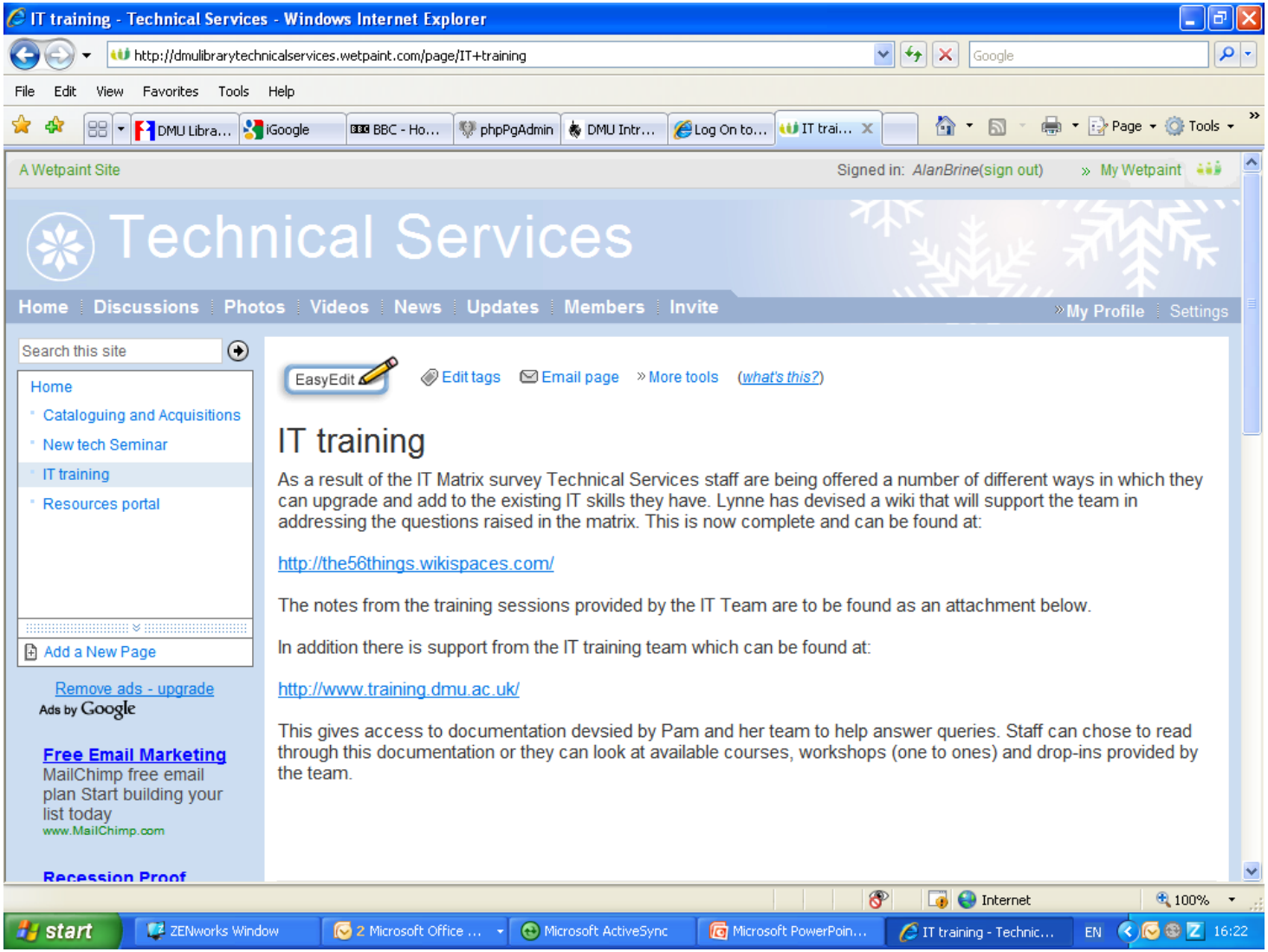
Name: * Post: *	I don't know how to do this	I do this occasionally but may need reminding	I am able to do this
Microsoft Office			
Cut / paste / copy – using icons / keyboard shortcuts	○	○	○
Select all text in a Word Document	○	○	○
Outlook calendar	○	○	○
E-mail signatures	○	○	○
Spellcheck – e-mail and standard Office packages	○	○	○
Word – Change style and font format / size	○	○	○
Move slides on PowerPoint	○	○	○
Select all Cells in Excel	○	○	○
Change cell size	○	○	○
Use basic formulae e.g. total columns / groups of cells	○	○	○
Insert Table of Contents	○	○	○
Page Break	○	○	○
Create graphs / charts using Excel	○	○	○
Import images into a Document	○	○	○

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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File Edit View Favorites Tools Help
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Search this site
Home
Cataloguing and Acquisitions
New tech Seminar
IT training
Resources portal
Add a New Page
Remove ads - upgrade
Ads by Google
Free Email Marketing
MailChimp free email plan Start building your list today
www.MailChimp.com
EasyEdit
Edit tags
Email page
More tools
(what's this?)
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 devsied by Pam and her team to help answer queries. Staff can chose to read through this documentation or they can look at available courses, workshops (one to ones) and drop-ins provided by the team.
Internet
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Microsoft ActiveSync
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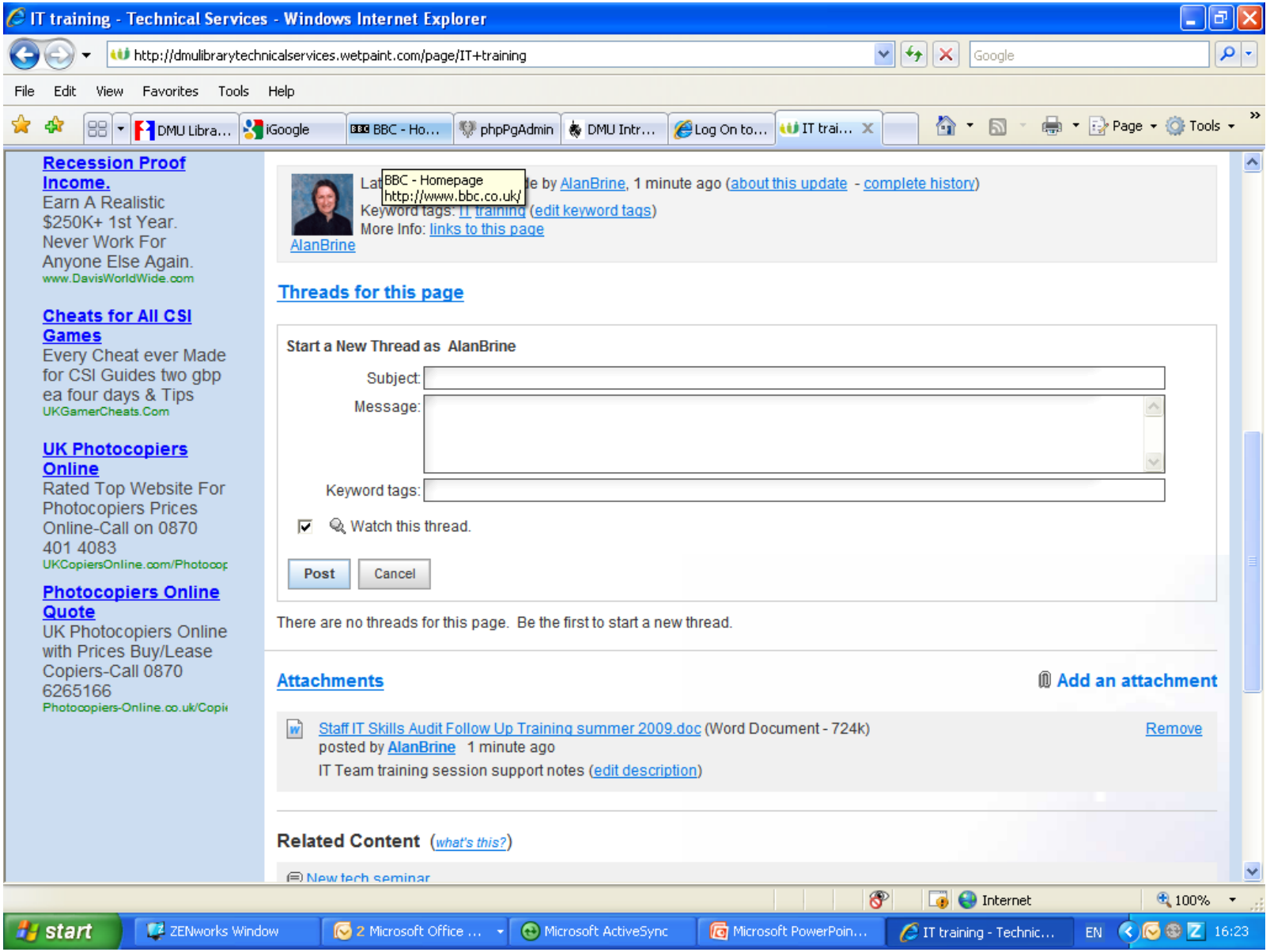
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by AlanBrine, 1 minute ago (about this update - complete history)
Keyword tags: IT training (edit keyword tags)
More Info: links to this page
AlanBrine
Threads for this page
Start a New Thread as AlanBrine
Subject:
Message:
Keyword tags:
Watch this thread.
Post
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There are no threads for this page. Be the first to start a new thread.
Attachments
Add an attachment
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posted by AlanBrine 1 minute ago
IT Team training session support notes (edit description)
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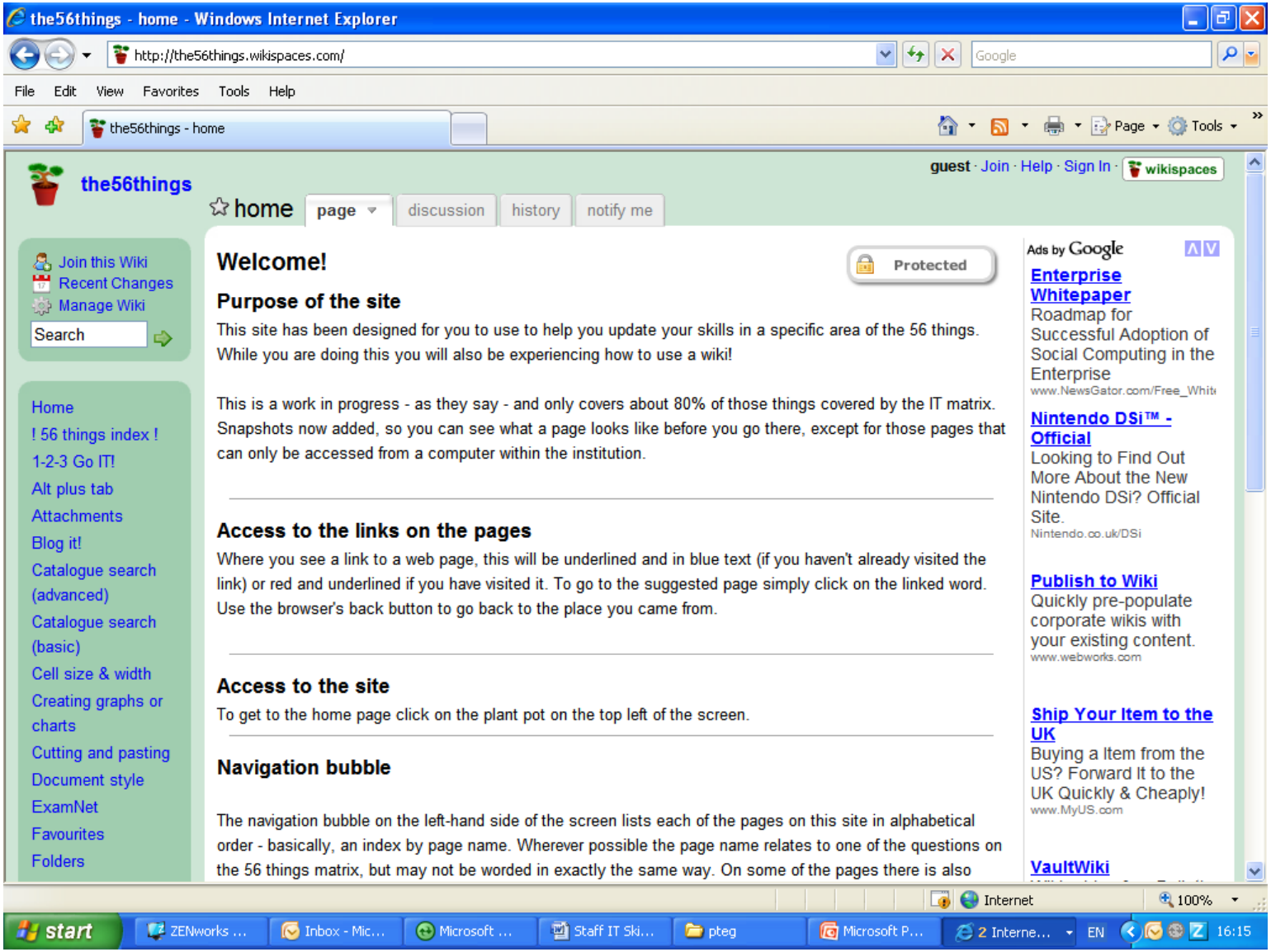

56 things created by Lynne Dyer, Cataloguing and Acquisitions Team Manager

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