



From the PVC Education

Carole Kayrooz



This BLT is focused on student learning support and features items from the Library, Faculty Learning Resource Centres and the Academic Skills Program. We have improved the BLT feedback mechanism in response to comment on last month's issue. We have included instructions on how to subscribe to the UC Teaching & Learning discussion list. All UC staff with an interest in learning and teaching, whether academic or general, are invited to subscribe.

Last month I wrote about the Final Report of the Review of Courses and Disciplines, a document that is going to be of ongoing

significance to the future of courses and disciplines at UC. I am pleased to announce that we have been funded to realise recommendation 4.5 of this report. Each of these projects we bid for will be featured in future issues but in brief they are:

1. Development of a distributed learning support network – project leader Anita Crotty;
2. Piloting a personal tutor program – project leader Michele Fleming;
3. Institution of a learning resource centre in those faculties without one and funding to all faculty learning resource centres to develop

a peer-assisted learning system PAL – project leader Kate Wilson; and

4. Development of a student-friendly learning support web site – project leader Helen Carter.

In parallel with this, the Learning and Academic Success Network (LASnet) has been formally established and will report to the University Education Committee. LASnet's primary function is to ensure that quality learning support is available to all UC students through a range of delivery modes and it will be responsible for developing a learning support plan.

This month . . .

- From the PVC Education 1
- Library client satisfaction survey .. 1
- Learning support makes a difference 2
- New Products and Services..... 2
- Worth a look..... 2

Article contributions

This newsletter is published monthly by Learning and Teaching. Contributions from L&T staff should be forwarded to the editor at: blt@canberra.edu.au

Feedback

We welcome feedback on any aspect of this newsletter and its contents. These will be made available to all staff in future editions. Feedback should be forwarded to the editor at: blt@canberra.edu.au

Discussion

Subscribe to the Teaching and Learning discussion list at: <http://tiny.cc/17mkf>

Library client satisfaction survey

Chandani Prammer



The InSync (formally Rodski) Client Satisfaction Survey has been used by Australian and New Zealand University Libraries since 2002 to understand clients' requirements, to benchmark performance and to promote continuous improvement.

The Library is conducting this Survey in May. All students and staff will have an opportunity to express both their expectations and level of satisfaction about

- effectiveness of Library communications
- the quality of service
- the delivery of service
- facilities and equipment
- the calibre of library staff
- the virtual library environment.

Together with identifying new targets for improvement, this year's survey will provide critical evidence about the effectiveness of a number of improvements implemented as an outcome of the 2006 Library Client Survey.

Since then, the Library has

- doubled the number of computers available for Library users
- expanded eReserve services
- increased the ratio of multiple copies of text recommended enrolments in Units
- updated the currency of materials for a

number of disciplines.

- Implemented a more functional and user-friendly catalogue
- Increased the range of electronic full text journals and journal indexes
- Simplified access to online resources with a single sign-on
- Improved access to document and inter library loan delivery service for PG students and academic staff.
- Improved space for group work and reflective study.

Survey data will be collected via on-line forms via OPUS and OSIS with paper versions of the survey form available in the Library for walk-in clients.

The aim is for a survey response rate of at least 10% of the University community to ensure a good understanding of concerns – in 2006 the response rate was 14%. The survey only takes 5-10 minutes to complete and is administered analysed independently by InSync on behalf of the Council of Australian University Librarians (CAUL)

The survey will be widely promoted to students – with the added incentive of one respondent being chosen at random by InSync to receive a digital camera.

Learning support makes a difference

Kate Wilson



We've known it's true but now we have the data to prove it! The Academic Skills Program (ASP) makes a distinct difference to students' grades.

A study by Gerald Tarrant of the Planning and Statistics office has shown that over the past three years, on average, students' GPA (Grade Point Average) improved by 0.236 after attending the ASP. In fact in Semester 1, 2007 the average GPA improved by 0.515. This improvement can make the difference between Pass and Fail, between Credit and Pass – or even between High

Distinction and Distinction. With 799 students attending the ASP in 2007, it seems that the ASP is making an important contribution to learning outcomes at UC.

In 2008, we have embarked on a new project: to follow up with students on probation, that is, students who failed 50% or more of their study load in the previous semester. In the first week of semester, we sent a text message to the 472 students on the list of probation students. We also followed up with a letter. Many of these students resolved their results (e.g. an NC result was changed).

Some responded to our text but felt that they did not need help. However, about 120 of these students have made appointments with an ASP adviser to discuss how to improve their grades this semester.

Even if we can help a few students to turn around their results, the project will be worthwhile – not just because we want the best possible outcomes for UC students but also because retaining students is a good way of retaining income in these difficult times.

For further information, contact Kate Wilson, Director, Academic Skills Program, x2124

New Products and Services

Joanne James



Oliver on board!

Teaching resource collections at the Curriculum Resources Centre (CRC), the International Learning and Teaching Centre (ILTC) and the Schools and Community Centre are now on Oliver, a school library management system. Oliver (named for Oliver Twist), replaces Alice (Alice in Wonderland) in both the CRC and ILTC. This system has brought the 3 collections together in one system, and reflects the type of library system teacher education students will encounter when they work in the school environment. CRC staff are currently investigating ways of linking digital learning objects through Oliver.

Education Workshops

Over 60 teacher education students attended workshops on accessing the Learning Federation's digital objects early in Semester One. The workshops were run by staff of the Curriculum Resources Centre in response to an increased awareness of the technology by academic staff and students, and an obvious need for student support in this area.

In Week 10 of Semester One, 50 teacher education students have been invited to take part in a day long workshop at the ACT Dept of Education and Training's Centre for Teaching and Learning on the Use of Interactive Whiteboards in Schools. UC students will learn practical techniques used by teachers in the ACT. The CRC coordinated UC's involvement in the workshops. CRC staff are hoping to follow up with a series of shorter sessions on campus covering the basics of using Interactive Whiteboards.

ILTC Website

Staff in the ILTC are putting their finishing touches on a new website which brings together the services of the ILTC and online resources aimed at International students and language students. The site structure has been based on that of the CRC and the Library to ensure consistency, and to provide some familiarity to students using the various sites on campus.

www.canberra.edu.au/iltc

Worth a look ...

Follow these links for further information

Information for students about academic literacy:

<http://tiny.cc/ngtSc>

The recently launched UC 'Guide to Referencing' (APA and Harvard):

<http://tiny.cc/Pp10B>

For Chicago referencing:

<http://tiny.cc/7B1bh>

<http://tiny.cc/vkHoU> - (PDF 12mb)

Collaborative site for teacher education students:

<http://tiny.cc/2EYtq>

International Learning and Teaching Centre Web Site

<http://tiny.cc/3qnPX>

