IC Group@UoA

Co-location

Collaboration

Integration

Innovation

Hester Mountifield
University Library
The University of Auckland

The University of Auckland

New Zealand's largest residential university
Approximately 39,200 students
16% of students are international students

THE UNIVERSITY OF AUCKLAND
NEW ZEALAND

The University of Auckland

Eight Faculties
Over 10,000 degrees awarded annually
Highest ranked research university in New Zealand
Universitas 21/APRU Partner

“Typically international and contemporary”

Increasing number of non school leavers

Increasing average age of students

Larger numbers of students

Diverse cultural, geographic & personal backgrounds

“Learner-earner/Earner-learner” osmosis

Diversification of teaching technologies

Mixed degree types

Mixed modes of delivery

Increasing government intervention

Supporting Learning

- University Library
- IT Service
- Centre for Academic Development
- School of Graduate Studies
- Student Administration
- Faculty services, inc IT labs

IC Group – models

Kate Edger

Grafton

Epsom

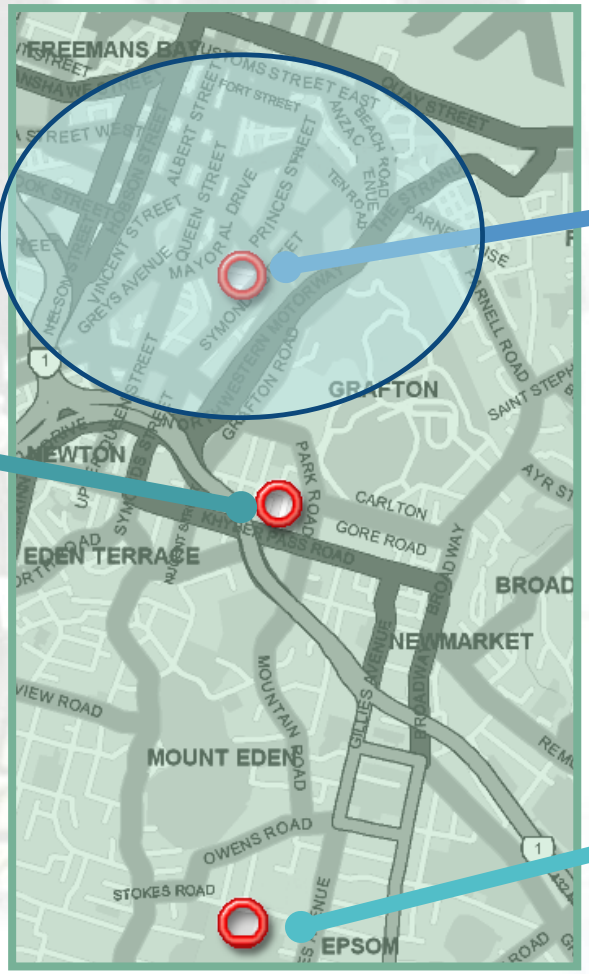
IC Group - locations

Auckland City Centre

Kate Edger

Grafton

Epsom



IC Group – infrastructure

Physical

Virtual

Services

Staff

IC Group – stats

Kate Edger

April 2003

6,647 m^2 / 73,700 ft^2

5 levels

1350 seats, inc 518 computers

Hours:

7:00 – 24:00

8:00 – 10:00

Multi-disciplinary (28,835)

Grafton

April 2004

490 m^2 / 5,274 ft^2

1 level

146 seats, inc 105 computers

Hours:

7.30 – 10:00

10:00 – 20:00

Medical & Health Sciences (3,670)

Epsom

1999 / 2006

235 m2 / 2,529 ft2

4 rooms

74 seats, inc 74 computers

Hours:

7.30 – 10:00

10:00 – 16:00

Education (6,250)

Vibrant heart of the City Campus

Kate Edger IC

Learning Services, Teaching spaces, Quiet study space	4
Student Learning Centre, Teaching spaces, Quiet Computer space	3
I.C. HelpDesk, Teaching space, Group Computer space	2
High Demand Collection, ELSAC	1
Group study & Discussion space, Computer space	0

Student Commons

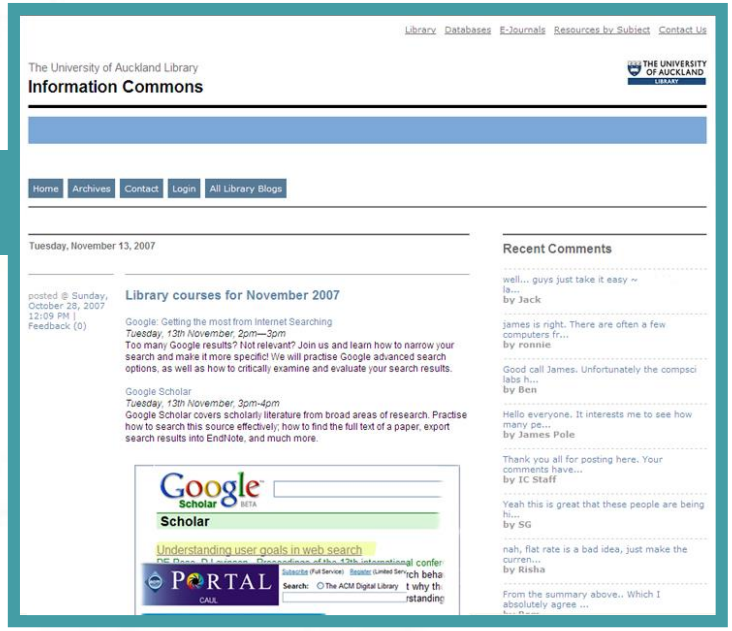
Postgraduate Lounge International Student Centre
Health and Counselling Accommodation Centre
AUSA offices, Café, Travel Agent, IT shop, Hairdresser, Mini-market
Pharmacy, Bank, Bookshop
Bookshop, Café

THE UNIVERSITY OF AUCKLAND
NEW ZEALAND

Presence on the web

IC Website

IC Blog



Drivers

Technology

Net Generation

Collaborative & social learning

Built pedagogy

2003 - Working together?

Co-location

Student Learning Centre (SLC)

Student Admin

Collaboration

ITS

ELSAC

Short Loan

Learning Services

Integration

Student ITS

Library IC Services

SLC

Short Loan

Learning Services

2007 - Working together?

Co-location

Student Learning Centre (SLC)

Student Admin

Collaboration

ITS

Faculty IT

ELSAC

SLC

Short Loan

Learning Services

Student Admin

Integration

Student ITS

Short Loan

Library IC Services

Learning Services

Doctoral Skills Programme

Success

Inclusive experience through holistic learning support, common software environment

Meeting learning and social needs

Continuum of service

Flexibility, adaptability

Developing IT & information literacy

IC Service 2003 -2006

Cross functional and multi-skilled service environment

Walk-in support

- IC Helpdesk
- Open consultation space
- NetAccount sales
- IC Supervisors

Roaming support

- All levels
- Basic troubleshooting
- IC Consultants (students)

Why Change?

Current model no longer meets service requirements

Single sign-on and Uniguides

Range of self-service options growing

Continuity of customer service problematic

Lack of service diversity and growth

Unsustainable in terms of budget, administrative processes, recruitment and training

Why Change?

Service focus for 2007:

IT literacy courses & consultations

Information literacy courses

Development of web resources

Stronger collaboration with other units

IC Group Staffing 2007

Permanent component

5 x full-time (Jan – Dec)

4 x part-time (Jan – Dec)

2 x part-time (Mar – Nov)

Casual component

13 x IC Assistants

Evenings and weekends

… Upon reflection

Recruitment challenges

Clear benefits from Sep 07

Changes to team culture

Service improvements

Ownership and job satisfaction

Staying relevant

What are our institutional priorities

How well do we know our students

What types of physical & virtual spaces enable learning

How pro-active is our learning support

How interactive is our learning environment

Do we have an infrastructure that enables pervasive learning

Future….

Does the current model focus mostly on undergraduates?

What is the digital commons and what is its relationship to the physical commons?

Where does non-digital material fit into the commons?

How is the new e-environment changing information and learning support services?

What skills and competencies will be required?

GRAFTON
UBS

From the students

Coolest place on Campus

Learning & social hub

Not big enough

We want more of everything!!!