The Organisation HAS CHANGED!

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CCA Educause 2011

Overview

- University of Canterbury prior to Learning Resources
- Formation of Learning Resources
- Accelerators for Change
- Outcomes Thus Far
- Questions and Comments
UC Overview

- Over 100 years old, based on the Oxbridge model of a university
- Was conservative but now inspired to create “a world class learning environment”
  - Staff, students, space, services
- Libraries, ICTS and Facilities Management separate silos
  - UCTL (supporting flexible learning) was separate again

Learning Resources formed June 2010

http://www.canterbury.ac.nz/learningresources/people/
Accelerators for Change
Earthquake Response post 22 February

- Senior Management Team sub groups formed
  - Academic Planning
  - Student Support
  - Governance, Insurance, Finance
  - Staffing and HR Matters
  - Communications and External Relations
  - Infrastructure
- Business Analyst and Project Management provided to all

Project Support Examples

- Student Exchanges to University of Adelaide
- Business Case for $20m ‘new builds’ (10,000+sm of flat floor spaces)
- Relocation of services to temporary accommodation
- Creation of the Tent Village for temporary teaching spaces

*Much more than IT projects!!*
SMT Infrastructure Sub Group

- Certification of buildings
- New Builds
- Space Allocation and Timetabling
- IT and AV
- Learning Support
- Security
- “Business as Usual”
  - Mail, cleaning, warehouse, gardening ...

Outcomes Thus Far - Certification and New Builds

- Campus Master Planning
  - Identification of “opportunities” to maximise asset utilisation
  - Engagement in new ways for learning, teaching and research
- Can-do attitude and teamwork
  - 180+ buildings/structures checked
- Remediation to “better than before”
  - Energy efficiency
  - Improved safety
Progress Thus Far - Space Allocation and Timetabling

- Central timetabling
  - Less lecture clashes
  - Improved asset utilisation
  - New policies, attitudes ...
- University not departmental space
  - Lecture and tutorial rooms
  - Computer laboratories
- Social learning spaces – raised profile
- Can teach in a tent!!

Outcomes Thus Far - IT

- Enterprise architecture framework
- Server consolidation into the Primary & Secondary Data Centres
- SAN upgrade - RFP
- HPC upgrade integrated with mainstream IT
- Service Desk Tool for all LR – RFP
- Managed desktop environment – in planning
- Remote and mobile computing initiatives, incl. Wireless
- Enterprise application governance & support
- Disaster Recovery and Business Continuity – UPS upgrades, cloud options, ...
**Outcomes Thus Far - Learning Support**

- Recognition of importance of eLearning and flexible learning
  - Multimedia initiatives: DVDs, Lecture capture...
- Recognition of importance of digital information resources and services
- Librarians and Flexible Learning Advisers working as one team
- Self service options: RFID and user borrowing, user initiated purchases and ILLs, self guided tutorials, ...

**Outcomes Thus Far - Security**

- CARDAX review and upgrade
- Emergency evacuation protocols
  - Building wardens and staff responsibilities
- Emergency Management and Incident Response
  - Practice makes perfect ...
  - Teamwork
  - LR providing the bulk of the emergency and strategic response
Progress Thus Far – Governance etc

- Investment Advisory Group for decision-making
  - LR and College spends
    - Capital and Operational expenditure
- Planning Strategy and Services Group
  - Program Office, Enterprise Architecture, Business Management
  - Overall efficiencies and consistency
- Information Management
- LR as one team
  - LR Directorate, Managers Forums, Joint Celebrations
  - Respect and co-dependencies

Thanks

to my staff for their magnificent response to change, including two earthquakes

“Efficient, Effective and Agile”

and to you for your interest
Questions and Comments

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