

ACODE 84 | Innovation...Survival to Purpose

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Strategy & Quality Challenges

Click + to add your Challenge.

**Quality - how to maintain confidential conversations online?
What is quality in this space?**

Stakeholder views

Ensuring that you determine and then consider input and feedback from the variety of relevant stakeholders

Pace of strategy/ decision making sometimes disjointed from the realities involved with implementation.

People who should be dealing with strategy, start actually dealing with operational management.

Strategy is usually developed at higher levels and usually doesn't link down to what is actually happening at the coalface.

Having a strategy that's already in place before you apply it.

Strategy & Quality Enablers

Click + to add your Enablers

Authentic consultation

People 'at the coalface' or directly affected by strategic decisions can have genuinely useful insights- important that consultation and information gathering feels authentic and is followed through on.

Transparency about decision-making

Use of artefact like TEL framework as analysis tool can help with articulation

Buy-in

Ensuring there is buy-in and representation from the various relevant stakeholders

Systems & Services Challenges

Click + to add your Challenges

SaaS solutions are continuously updating - changing purpose and featuresets

The rest of the uni needs to catch up with regards to provisioning processes, purposeful use and support

Consistency - that old chestnut that students want!

Where there are different academic preferences, can cause confusion with students studying different courses in the semester - where is my source of truth?

Overlap of platforms - which one to use?

Which tool do you use if the features overlap with other platforms??

Staff: Which do I choose when there are various platforms that all do what I want?

Students: different units/courses using different platforms

Student user experience - want seamless!

Students are vocal that they do not want to swap to different technologies, so want it to sit in or be deeply integrated

Lack of LTI integration from LMS to Teams

Bb to MS Teams - student memberships are not up to date

0365 and Google - have separate tenancies

Is for security reasons - but creates an interesting challenge re comms

Systems & Services Enablers

Click + to add your Enablers

SaaS allows for the vendor to take on updates/ maintenance/ getting it back online!

Peer to peer opportunities

Improving options for student engagement

Integration when you have it!

Student Support & Training Challenges

Click + to add your Challenges

Too many ways to communicate so information gets lost

Too many communication channels to pick from.

Email, LMS discussion boards, 'Conversations' in Teams, 'Comments' in Teams documents, 'Posts' in Teams, 'Calls' Teams...



Students may experience the tool used in different ways by staff (who are telling them there's only way to use it)

Staff and students not sharing the same digital spaces and not having the same access to central IT support services

YASN problem - not necessarily part of their usual ecosystem

No IT support

Different digital capabilities

Students are located everywhere - hard to corral together for training sessions

Student Support & Training Enablers

Click + to add your Enablers

Motivation

link to a workplace they aspire to, or needed to pass

Info Literacy

Assessment objectives

Holistic Information Literacy

Teach them to avoid echo chambers, old information, unreliable sources

Spoilt for choice. Where do you communicate?

Lecturers need to know student support

So they will refer to it as needed, not invent their own (or get it wrong)
Needs to address issues lecturers know their students are having

Just in time support

Human call back

Evergreen

Vendor guides

Effective linking to vendor support

Bots to answer questions

Anytime, anywhere access

University support required for assistance

Make it easy to be heard

Don't require students to fill in unpleasant/somewhat inappropriate forms

Connecting with students

Short Video for Digital Natives (What qualities of a digital native)

Staff Support & Development Challenges

Click + to add your Challenges

Make it enjoyable



None of the staff have much experience using social media

SS - Too many sources of information

Lack of good communications strategy and teaching and learning strategy

Hard to say no when you need to in order to build independence and problem solving

Sheer exhaustion due to rapid change

needing to select tools that are easier to use, not complex for staff or students

SS - Infrastructure

Staff support and development for support staff to understand integration with other systems and

SS - Resistance

Resistance to even consider the support of Teams for Teaching and Learning

So do we train for adoption not for specifics

SS - Resourcing

Staff and funding

Keeping up with change of tools

Depends what type of social media - difference Facebook and LinkedIn

Staff Support & Development Enablers

Click + to add your Enablers

SS - Communities of Practices

Being able to get academics and support staff in one space to troubleshoot. This will reduce load on service desk

Simple clear tools

Not picking tools that are complex for staff to learn

SS - Incentives

Providing incentives for early adoption and good practice usage

SS - Staff experience and Best practice

Using new staff with experience to share best practice stories and model good use

SS - Level of demand

Level of complexity and frequency of support will improve with higher demand aka higher usage

SS - Resourcing

Staff and funding

stick to core capabilities

Need clarity about priorities and core capabilities

We need to train for rapid change not for tools
