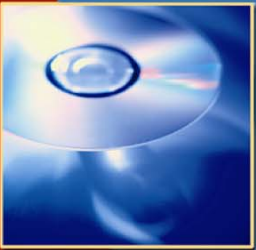


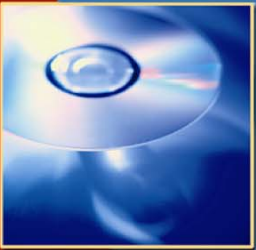
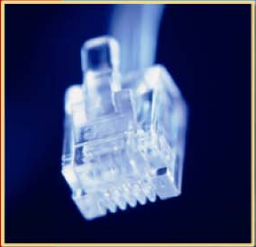
# Recipe for Success

## ITS/Library Collaboration in the Learning Commons



## What will be covered

- Ingredients in the collaboration
- Stir and add - putting it all together
- Happy eating – Students, ITS, Library
- Keeping the recipe up-to-date
- The student perspective
- Questions



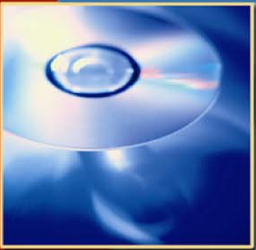
## Ingredients of collaboration

- Service point for IT Help
- Computer Lab/printing/software
- Lab food/drink signage
- Smart board room computers
- On-line training
- Saint Thomas University – service to both UNB and STU
- Clear responsibilities (biggest challenge)

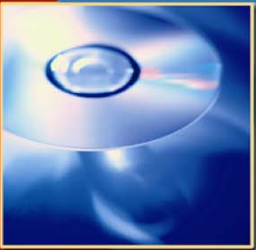


## Stir and add

- The Vision
- An Enterprise perspective
- Respect for the partners
- Knowing your own services
- Realistic timeline
- Point person
- Can-do implementation teams
- Excellent communication
- Expectation management



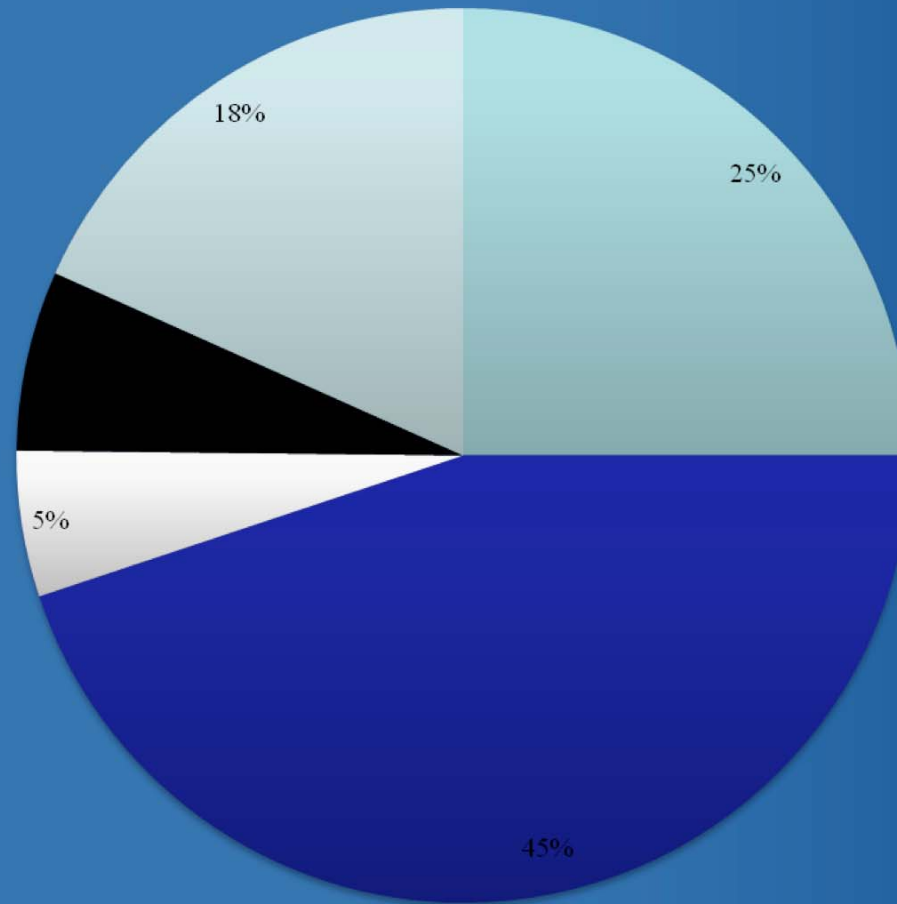
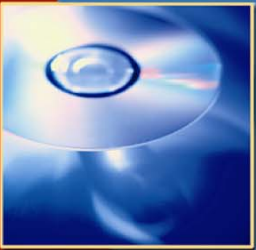
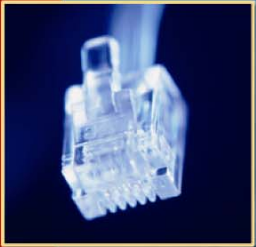
# Happy Eating – Student Results



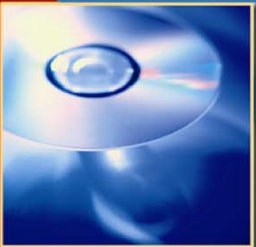
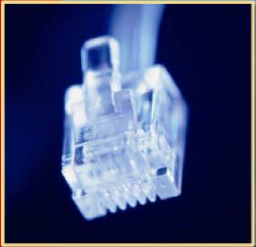
- Customer contact increased
  - One month period – about 600 walk up requests – most during the day
  - Old service – few walk- up requests
  - No push back from service reductions
- Service technically oriented
- Standardization across campus
- Library/ITS synergy benefits students
- UNB/STU

# The results - Student

Types of issues at Commons

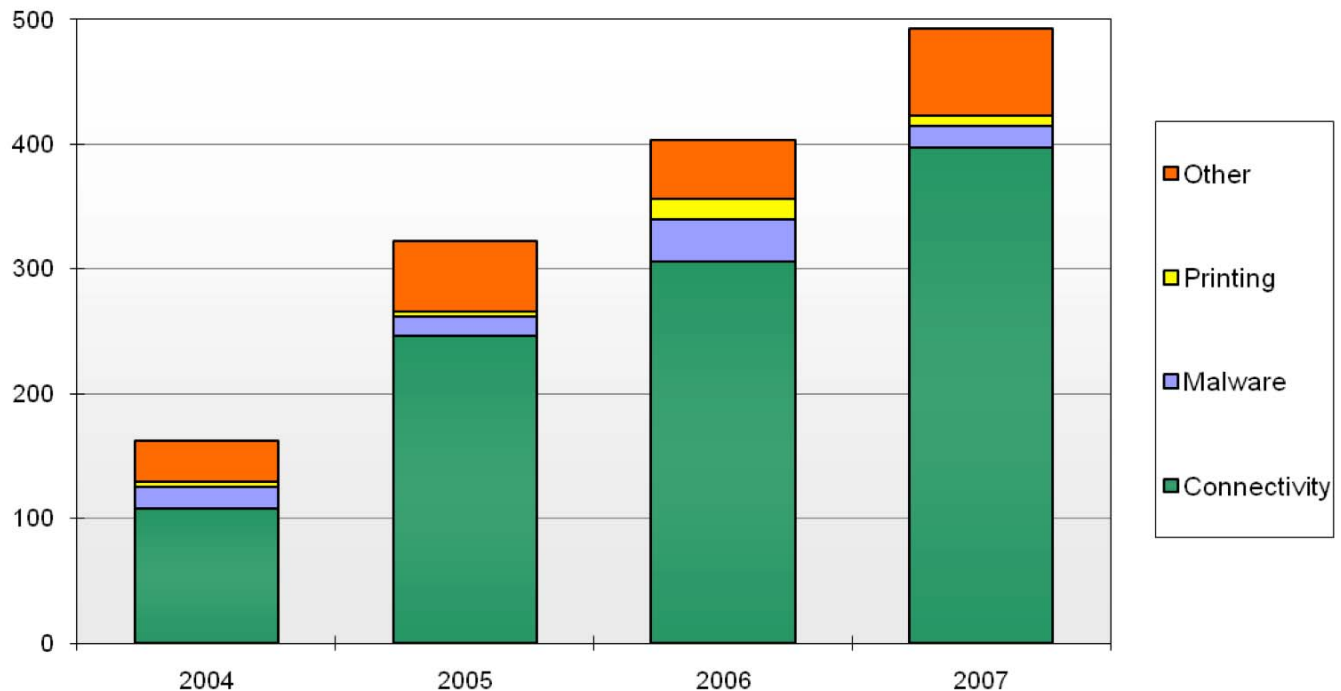


- Laptop
- Printing
- Account
- Document
- Other



# The results

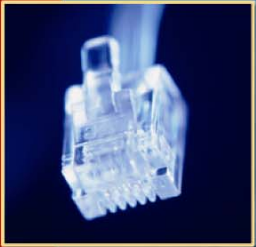
## Increased use of laptop support service

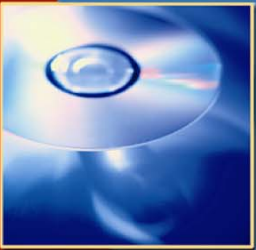
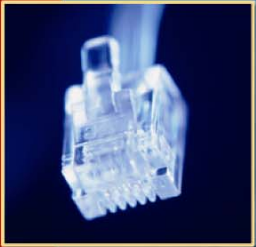




# Happy Eating – Library

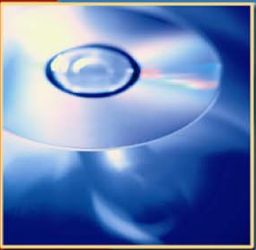
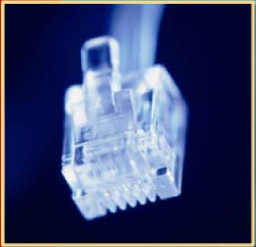
- Getting to know each other better (ITS/Library)
- Loaner laptop help





## Happy Eating – ITS

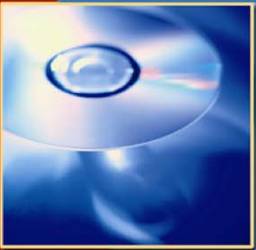
- Getting to know each other better (ITS/Library)
- Standards – better technical support
- Leveraged our chat client to other uses
- Off-loaded other labs
- Fits with ITS/UNB goals



## Keeping the recipe up-to-date

- Periodic review among stakeholders
- Quality student staff
- Feedback those who are delivering the service
- Feedback from those who are receiving the service
- Review what others are doing

# The student perspective



- First impressions
- Getting oriented
- Pop quiz
- It's not all fun and games
- Only the lonely
- New toys
- In a nut shell

# Questions?

