

CAUL Questionnaire IT Skills for Students Responses – November 2003

The original Questionnaire IT Skills for Students Survey no.2002/28 was reviewed in November 2003 to invite each CAUL member institution to record progress towards provision of online IT training programs. A total 22 institutions completed the survey.

Brief summary of total feedback received:

- **32%** of respondents indicated they did NOT currently provide online IT or Computer skills training for students and/or staff.

- **59%** (13 total) indicated they currently provide online IT computer skills training programs, using the following products:
 - Monash Learningfast (7)
 - Smartforce (3)
 - Learn-IT Online (1)
 - ElementK (1)
 - WebCT (1)

Some respondents are currently evaluating these products.

- **59 %** (13 total) of respondents indicated current implementations for the following Learning Management Systems (LMS):
 - On line learning and Teaching (OLT)
 - Blackboard
 - WebCT

- For those who answered Question 8, **100%** indicated that their IT Skills Training Program is NOT mandatory for students.

1. Does the University currently provide online IT or Computer skills training for students AND/OR staff?

If YES, what is the online product used?

If NO, are you planning to implement a program in 2004-5?

Please provide details.

UNIVERSITY		PRODUCT
<u>Bond University</u>	NO	
<u>Charles Darwin University</u>	YES	Learn-IT Online
<u>Curtin University</u>	YES	Smartforce
<u>Flinders University</u>	NO	Some faculties are actively considering such a programme.
<u>Griffith University</u>	YES	Monash Learningfast We provide hands-on computing skills workshops for a range of supported software applications as well as access to self-paced online training via Monash Learningfast. This training is available to both students and staff.
<u>James Cook University</u>	YES	Monash Learningfast
<u>Macquarie University</u>	NO	Looking at implementing Monash Learningfast
<u>Monash University</u>	YES	Monash Learningfast
<u>Queensland University of Technology</u>	YES	Monash Learningfast ICT Skills Benchmark
<u>RMIT</u>	YES	Smartforce
<u>Swinburne University of Technology</u>	NO	There is no plan to implement an online IT or computer skills training program for students or staff in 2004.
<u>The Australian National University</u>	YES	In 2004-5 we are looking at either; Monash Learning Fast Element K In Learning
<u>The University of Melbourne</u>	YES	Monash Learningfast. On trial to the end of May 2004
<u>The University of New England</u>	YES	Monash Learningfast
<u>The University of NSW</u>	NO	UNSW is currently reviewing how we provide IT skills support and training both categories students and staff. It is highly likely that we will

		implement an on-line program as part of our new approach to the issue. The process of identifying the exact product has not begun so I cannot comment at this point on specific products
<u>University of Ballarat</u>	NO	Students - under consideration Staff - investigating products / options for rollout in 2004
<u>University of Southern Queensland</u>	YES	There are online programs available in the information literacy areas through the library. There are no online programs that address basic computer skills, but USQ has provided brief tutorials to explain navigation and use of basic functions of our LMS within WebCT. In accordance with USQ's academic regulations regarding 'core competencies, all undergraduate students study a basic introductory computing course either on campus or by distance education.
<u>University of Tasmania</u>	YES	ElementK
<u>University of Western Sydney</u>	NO	Monash Learningfast The Library provides access for Library staff to the Monash Learningfast programme. The University is currently investigating the introduction of such a programme for all staff and students.
<u>University of Wollongong</u>	YES	Smartforce modules - loaded onto our server. We do not allow off campus access because of security issues

2. LEARNING MANAGEMENT SYSTEM - Do you have a current LMS?

If YES, please name the product

If NO, please give details of any future implementation plans

UNIVERSITY		PRODUCT
Bond University	NO	
Charles Darwin University	YES	Blackboard
Curtin University	YES	WebCT
Flinders University	YES	WebCT
Griffith University	YES	Blackboard
James Cook University	YES	BlackBoard
Macquarie University	YES	WebCT
Queensland University of Technology	YES	On line learning and Teaching (OLT)
RMIT		
Southern Cross University		
Swinburne University of Technology	YES	Blackboard and WebCT
The Australian National University	NO	
Monash University	YES	WebCT
The University of Melbourne	NO	Insitution wide LMS at present. Processes are underway to select one LMS for the whole insitution and begin implementation in 2004.
The University of New England	NO	
The University of NSW	YES	WebCT
University of Ballarat	YES	WebCT
University of Southern Queensland	YES	WebCT
University of Tasmania	YES	
University of Western Sydney	NO	Library provides access for Library staff to the Monash Learningfast programme. University is currently investigating the introduction of such a programme for all staff and students.
University of Wollongong	NO	

3. Is there verification that the student has undertaken the work?

UNIVERSITY	RESPONSE
Bond University	NO
Charles Darwin University	NO
Curtin University	YES
Flinders University	N/A
Griffith University	YES
James Cook University	N/A – Monash Learningfast is used in both a voluntary mode and as part of coursework. In the latter case, verification and results can be obtained.
Macquarie University	YES
Monash University	YES – Teach Me administration reports
Queensland University of Technology	YES
RMIT	
Southern Cross University	YES
Swinburne University of Technology	N/A
The Australian National University	NO
The University of Melbourne	N/A - No institution wide LMS
The University of New England	NO
The University of NSW	YES
University of Ballarat	NO
University of Southern Queensland	YES
University of Tasmania	Don't understand the question
University of Western Sydney	N/A
University of Wollongong	N/A - this function is available with Smartforce but not the way we have it set up

4. Can the supervisor access students' results and run reports?

UNIVERSITY	RESPONSE
Bond University	NO
Charles Darwin University	NO
Curtin University	YES
Flinders University	N/A
Griffith University	YES
James Cook University	
Macquarie University	YES
Monash University	YES - all results are stored in student profiles. Learningfast TeachMe product has its own course tracking system.
QUT	NO
RMIT	
Southern Cross University	YES
Swinburne University	N/A
The Australian National University	N/A
The University of Melbourne	N/A - No institution wide LMS
The University of New England	NO
The University of NSW	YES
University of Ballarat	NO
University of Southern Queensland	YES
University of Tasmania	YES
University of Western Sydney	N/A
University of Wollongong	N/A - function is available with Smartforce but not the way we have it set up

5. Is the student's result stored on the University's student record system?

UNIVERSITY	RESPONSE
<u>Bond University</u>	NO
<u>Charles Darwin University</u>	NO
<u>Curtin University</u>	NO
<u>Flinders University</u>	N/A
<u>Griffith University</u>	NO
<u>James Cook University</u>	NO
<u>Macquarie University</u>	YES
<u>Monash University</u>	NO
<u>Queensland University of Technology</u>	NO
<u>RMIT</u>	
<u>Southern Cross University</u>	YES
<u>Swinburne University of Technology</u>	N/A
<u>The Australian National University</u>	NO
<u>The University of Melbourne</u>	N/A - No institution wide LMS
<u>The University of New England</u>	NO
<u>The University of NSW</u>	YES
<u>University of Ballarat</u>	NO
<u>University of Southern Queensland</u>	YES
<u>University of Tasmania</u>	YES
<u>University of Western Sydney</u>	N/A
<u>University of Wollongong</u>	N/A - this function is available with Smartforce but not the way we have it set up

6. Implementation and promotion: Please give details of how the online training program was implemented.

UNIVERSITY	RESPONSE
Bond University	
Charles Darwin University	It was first implemented for all staff, and is now being rolled out to postgraduate students only.
Curtin University	All students receive a copy of the SmartForce suite of software on their Startup CD which is given to all students. We also run on campus IT Survival programs for Postgraduate students and researchers which are advertised via the Postgraduate students association. They run the week of orientation and the first week of semester
Flinders University	
Griffith University	Griffith has had an online IT skills training program for many years. This began in the 1990's as a CBT program and moved to web-based training in 2001 with Learningfast. This IT skills training has been advertised and promoted in various ways.
James Cook University	Learningfast. was introduced at the beginning of 2003, and was heavily promoted.
Macquarie University	N/A
Monash University	Online training program is delivered via my.monash portal, Computer Training channel to staff and students, authenticated by single Authcate signon to MLF products. Access also via Students Computer Resources cdrom, promoted by the Training Forum and Faculties.
Queensland University of Technology	Staff advised via email from DVC For student use academic staff advised by the QUT OLT Steering committee which has a rep from each faculty at QUT. Student computing help desk also advised to refer students in need of IT training.
RMIT	
Southern Cross University	
Swinburne University of Technology	N/A
The Australian National University	A committee is reviewing. Face to Face traning is done all year in addition to online modules we previously had

	OTTO
<u>The University of Melbourne</u>	A working group drawn from the Information Division customised Monash Learningfast for local requirements and resolved authentication issues
<u>The University of New England</u>	Printed information on Monash LearningFast was sent out to all external students. Links to Monash LearningFast were put up on the UNE site.
<u>The University of NSW</u>	N/A
<u>University of Ballarat</u>	N/A
<u>University of Southern Queensland</u>	
<u>University of Tasmania</u>	Licensed it, Installed it, Advertised it
<u>University of Western Sydney</u>	
<u>University of Wollongong</u>	It took a lot of time and many problems and issues along the way. We just got to the point of thinking that it was going to work and some other problem would emerge. Finally: - we have an icon loaded on all Uni PCs and students can access the modules from that - we copied the basic modules eg Word, Excel onto a CD and they are for loan from Reserve. - flyers were made for O week to promote - posters are in the labs - staff promote to students at service desks

7. How is the training program promoted to students?

- * e.g. at Enrolment
- * e.g. by Course Administrators
- * Other

UNIVERSITY	RESPONSE
<u>Bond University</u>	
<u>Charles Darwin University</u>	At this stage, just by word of mouth via research supervisor
<u>Curtin University</u>	Students are notified about the software on the Startup CD at the point of enrolment.
<u>Flinders University</u> <u>Griffith University</u>	This training program is currently promoted in several ways including: * On the Griffith website * At orientation sessions for new students * During hands-on computing skills workshops (handouts link workshop topics to LearningFast) * Via print publications with wide distribution across the University.
<u>James Cook University</u>	At enrolment, at library orientation, through web sites, through academic staff, through learning advisers, through student publications, etc.
<u>Macquarie University</u>	N/A
<u>Monash University</u>	Orientation program at enrolment, Student Resources guide and cd rom
<u>Queensland University of Technology</u>	Reference in student computing guide. Individual academics advise students if thought necessary for the content of the unit being taught.
<u>RMIT</u>	
<u>Southern Cross University</u>	
<u>Swinburne University of Technology</u>	N/A
<u>The Australian National University</u>	at Enrolment, in the library, on the studnet home page, in lecturers, via tutors, stands in compuer labs
<u>The University of Melbourne</u>	Launched in the middle of the year, Learningfast was publicised via email to students and staff.

<u>The University of New England</u>	By mail from the Teaching and Learning Centre.
<u>The University of NSW</u>	N/A
<u>University of Ballarat</u>	N/A
<u>University of Southern Queensland</u>	Enrolment Course Administrators
<u>University of Tasmania</u>	Posters Orientation Through the Service Desk Reminders to staff about its availability
<u>University of Western Sydney</u>	
<u>University of Wollongong</u>	O week - Student roving helpers - desk staff - posters in labs

8. Is the IT Skills training program mandatory for students in the University?

UNIVERSITY	RESPONSE
Bond University	NO
Charles Darwin University	NO
Curtin University	NO
Flinders University	NO
Griffith University	NO
James Cook University	NO
Macquarie University	
Monash University	NO
Queensland University of Technology	NO
RMIT	
Southern Cross University	
Swinburne University of Technology	
The Australian National University	NO
The University of Melbourne	NO
The University of New England	NO
The University of NSW	
University of Ballarat	NO
University of Southern Queensland	NO
University of Tasmania	NO
University of Western Sydney	
University of Wollongong	NO

9. Please leave your name and contact details, and if available, please provide a link to the University's policies, procedures and/or guidelines.

UNIVERSITY	CONTACT/POLICIES
<u>Bond University</u>	Gulcin Cribb gulcin_cribb@bond.edu.au
<u>Charles Darwin University</u>	None available. Ruth Quinn (Director Learning Resources) ruth.quinn@cdu.edu.au
<u>Curtin University</u>	The University Policy on Computer Literacy outlines what we are attempting to do: http://www.curtin.edu.au/corporate/governance/ Des Thornton d.thornton@curtin.edu.au
<u>Flinders University</u>	Ian McBain Phone: 0882012023 ian.mcbain@flinders.edu.au
<u>Griffith University</u>	There are no policies in place related specifically to IT skills training. Lynne Russell (Manager Learning Services) l.russell@griffith.edu.au
<u>James Cook University</u>	No relevant policies. John McKinlay john.mckinlay@jcu.edu.au
<u>Macquarie University</u>	Trish Edmonds (Manager Information and Technology Training Unit Macquarie University Library) 02 98506512 trish.edmonds@mq.edu.au
<u>Monash University</u>	Christine Walker (IT Training Manager) Tel: 03 9905 4718 christine.walker@its.monash.edu.au
<u>Queensland University of Technology</u>	Ross Hall rv.hall@qut.edu.au
<u>RMIT</u>	Craig Anderson uni.librarian@rmit.edu.au
<u>Southern Cross University</u>	Alison Ransome aransome@scu.edu.au
<u>Swinburne University of Technology</u>	Policies and procedures located at http://www.swin.edu.au/corporate/registrar/ppd/

	<p>Bea Donkin (Information Services Manager) Wantirna and Croydon Campus Libraries Swinburne University of Technology 369 Stud Road, Wantirna, Victoria 3152, Tel (03) 9210-1135 bdonkin@swin.edu.au</p>
<u>The Australian National University</u>	<p>N/A Karen Visser karen.visser@anu.edu.au</p>
<u>The University of Melbourne</u>	<p>https://learningfast.lib.unimelb.edu.au/login.asp?menu=corp Susan Bray TeLaRS, Info Div. The University of Melbourne (Project Manager for Learningfast implementation) (03) 8344 5368 susaneb@unimelb.edu.au</p>
<u>The University of New England</u>	<p>Cameron Barnes Electronic Access Librarian UNE University Library University of New England Armidale NSW 2350 cbarnes@une.edu.au 02 6773 2533</p>
<u>The University of NSW</u>	<p>Isabella Trahn i.trahn@unsw.edu.au</p>
<u>University of Ballarat</u>	<p>Kerry Matheson (03) 53 27 9588 k.matheson@ballarat.edu.au</p>
<u>University of Southern Queensland</u>	<p>IT training courses are listed at http://www.usq.edu.au/SECARIAT/calendar/Part10/index.htm though this does not include the courses the Library offers, in Endnote and use of online resources. Madeline McPherson (University Librarian) mcpherso@usq.edu.au</p>
<u>University of Tasmania</u>	<p>http://www.utas.edu.au/policy/index.html Sue Mulcahy Sue.Mulcahy@utas.edu.au</p>
<u>University of Western Sydney</u>	<p>Robyn Benjamin (Associate Librarian) r.benjamin@uws.edu.au</p>
<u>University of Wollongong</u>	<p>The compulsory ILIP program has an IT element to it http://www-library.uow.edu.au/help/training/workshops/ilip/index.html But Smartforce modules do not form part of that Lynne.Wright@uow.edu.au</p>