



CAUL Principles and Guidelines for Library Services to Onshore Students at Remote Campuses to Support Teaching and Learning

Context

The following guidelines have been developed as an aid for Australian university librarians providing services to students enrolled at Australian universities at onshore campuses which are remote from the main campuses of the university, whether they are campuses operated:

- by the University; or
- by a partner on behalf of the university

International students form a significant cohort of students enrolled at onshore remote campuses. The total enrolment of international students at Australian universities in Semester 1 2007 was estimated at 210,956 or 17.3% of the total student population in Australian universities. Of these, 70% study onshore (<http://www.idp.com/research/fastfacts/article406.asp>, accessed 30 March 2008). The importance of quality assurance for international and transnational education, and hence of services to these students, is recognised by the Australian government, The Australian Universities Quality Agency (AUQA) and Universities Australia.

The Australian government's policy is outlined in Australian Education International's *Transnational Quality Strategy* (<http://www.transnational.deewr.gov.au/TQSbackground.htm>, accessed 30 March 2008). The strategy is based on the principle that "Australia is committed to ensuring the high quality and integrity of Australian education and training, regardless of the location in which it is delivered". A key principle of the strategy is that "Courses/programmes delivered within Australia and transnationally should be equivalent in the standard of delivery and outcomes of the course, as determined under nationally recognised quality assurance arrangements".

AUQA audits of Australian universities include consideration of translational education and library support services. The second cycle of audits has as a common theme for all universities the quality assurance of academic outcomes in internationalisation/international activities including the international student experience (onshore) and transnational education and evidence of equivalence (AUQA Audit Manual v4.1 (September 2007), Section 8.4 (http://www.auqa.edu.au/qualityaudit/auditmanuals/auditmanual_v4_1/?pageid=8, accessed 30 March 2008).

Universities Australia in its publication *Universities and their Students: Principles for the Provision of Education by Australian Universities* (http://www.universitiesaustralia.edu.au/documents/publications/policy/statements/Principles_final_Aug2005.pdf, accessed March 30 2008) states that universities *Should have policies and procedures to ensure that courses are relevant and of high quality. To achieve this they should [among other things] Ensure that the needs of students are met in relation to physical resources, learning resources and support and fair assessment practices.*" and *"In maintaining a partnership arrangement with another institution, the university should ensure that the academic and support services offered under the arrangement are of comparable quality to those offered by the university."*

Australian university librarians have responded to the needs of onshore students at remote campuses in a variety of ways. These include the provision of services to remote students from the 'home' library; arrangements for provision of services by local partners; and agreements for service provision from other local libraries.

It is important that students studying at onshore remote campuses have access to library information resources and services equivalent to those provided to students studying at the home campus and that these services are monitored through quality assurance mechanisms. The Council of Australian University Librarians (CAUL) encourages library quality assurance through mechanisms such as client satisfaction surveys, benchmarking and a range of best practice measures.

These Principles aim to provide assistance to Australian universities in ensuring the provision of quality library resources and services to all students of the university regardless of location.

Definitions

1. Definition of Onshore Students at Remote Campuses

An onshore student at a remote campus is a student who is enrolled in an Australian higher education course and who is undertaking study onshore with the home university's staff or with local staff employed by, or employed in consultation with, the home university, but who is located at a campus remote to the home campus of the university. The remote campus may be operated by the university or by a partner on behalf of the university. A remote campus is typically located in a different city or state to the location of the home university. The distance is such that students and staff cannot be expected to travel to the home institution to obtain services.

2. Definition of Onshore Staff at Remote Campuses

Onshore Staff at Remote Campuses are staff who provide teaching and support services to Onshore Remote Campus Students. Onshore Remote Campus Staff may be:

- employed directly by the home institution;
- employed by a contractor of the home institution;
- employed by the host institution; and they may be
- employed on an ongoing or contractual basis.

3. Distinction between Onshore Remote Campus and Distance Education Students

Distance Education Students are considered to be students (based onshore or offshore) who do not require on-campus attendance (except perhaps for block work). Library services and information resources for Distance Education Students are provided directly by the home institution, and are not covered by these guidelines.

4. Types of Onshore Remote Campus Arrangements

These Principles and Guidelines apply to a wide variety of Onshore Remote Campus arrangements including:

- Direct teaching at an onshore institution remote to the home institution
- Partnering with an onshore educational institution to teach an Australian university course
- A commercial partnership with an onshore agent to teach an Australian university course.
- A fully-owned and run onshore campus of an Australian university remote to the home campus.

Principles

1. Onshore Remote Campus Students will have access to core library services and information resources to support their learning.

2. Onshore Remote Campus Students will have access to the learning support spaces and facilities, including technology, required to support their learning.
3. Onshore Remote Campus Students will be authenticated for remote access to a range of library services and information resources arranged by the home institution.
4. Appropriate access to the home library's services and information resources will be made available to the Onshore Remote Campus Staff to support onshore remote campus teaching and learning.
5. The home institution's planning; accreditation; quality assurance; and decision-making processes will take into account the requirements for Onshore Remote Campus Students to access library information resources and services.
6. The cost of providing library services, information resources, learning spaces and support facilities to Onshore Remote Campus Students and the Staff supporting them shall be recognised in university budget allocations, costing models and partner agreements.

Guidelines

1. Planning

- 1.1 A Library Impact Statement (see example Appendix 1) should be completed as part of the formal university planning, accreditation, quality assurance and implementation process for all onshore remote campus courses.
- 1.2 The Library Impact Statement should be considered prior to finalisation of agreements with partners.
- 1.3 Agreements with partners should include a Service Level Agreement (SLA) for the provision of library services, resources and spaces. The SLA should clearly identify responsibilities and quality assurance processes.
- 1.4 Student computer workstations should meet minimum hardware and software specifications which enable Onshore Remote Campus Students to access home library electronic services and information resources.
- 1.5 The home institution or partner should ensure access to internet enabled computers with bandwidth suitable for accessing home institution electronic library services and information resources. Filters or other restrictions should not prevent access to teaching materials and resources necessary to support the course.
- 1.6 The Library should confirm whether proposed locally provided library services and resources are adequate for the Onshore Remote Campus Student cohort and academic programme/s.
- 1.7 The Library may facilitate agreements with local library providers to provide adequate services and information resources for Onshore Remote Campus Students.

2. Library Services and Information Resources

The Library will ensure access to adequate levels of service and information resources for Onshore Remote Campus Students and Onshore Remote Campus Staff.

Core services will include:

- 2.1 Access to physical collections sufficient to meet the core reading requirements of courses offered to Onshore Remote Campus Students.

- 2.2 Access to learning support spaces, physical facilities and technology sufficient to meet the core support requirements of courses offered to Onshore Remote Campus Students.
- 2.3 Access to the full range of electronic information resources provided to home campus students; including electronic journals and databases, e-reserve articles, past examination papers, lecture notes etc.
- 2.4 Licence agreements for electronic information resources will include access for enrolled Onshore Remote Campus Students and Onshore Remote Campus Staff.
- 2.5 Access to a range of appropriate library information communication services (e.g. phone, postal, email, web), including a help service which provides assistance with passwords, access and guidance in the selection and use of resources.
- 2.6 Access to information literacy training programs which may be virtual, interactive, face-to-face, etc.
- 2.7 Access to a document delivery service for designated Onshore Remote Campus Student cohorts and Onshore Remote Campus Staff equivalent to that provided to home campus students and staff.
- 2.8 Advice and training for Onshore Remote Campus Staff on library services and information resources available prior to programs being offered, including information literacy training for academics to enable them to assist Onshore Remote Campus Students.
- 2.9 Feedback mechanisms and quality assurance processes to monitor the quality and appropriateness of the library services and information resources available to Onshore Remote Campus Students and Onshore Remote Campus Staff.
- 2.10 Where library services and spaces are provided by the partner, the home institution library will ensure they meet the minimum standards provided to home campus students. Where they are provided by an independent local library, the home institution library is responsible for negotiating adequate provision.
- 2.11 Where services specific to Onshore Remote Campus Student cohorts and Onshore Remote Campus Staff are provided, these must very clearly communicated to students through the home institution library's website and other communication mechanisms.

3. Funding

The cost of providing library services and information resources to Onshore Remote Campus Students and Staff should be recognised in partner agreements, costing models and funding disbursements.

- 3.1 The Library should receive adequate funding for the onshore remote campus services and information resources provided.
- 3.2 Specific charges may need to be negotiated for additional services eg creation of learning centre/library remote campus print collection, and additional licence costs for onshore remote campuses.
- 3.3 Payments to local library providers may be necessary to ensure access and borrowing privileges for Onshore Remote Campus Students and Staff.

Related CAUL Documents

CAUL Principles for Library Services to Offshore Students to Support Teaching and Learning (<http://www.caul.edu.au/best-practice/offshore.html>)

University Library Australia: a national borrowing scheme for students and staff - Procedures & Protocols (<http://www.caul.edu.au/ula/protocols.html>)

Appendix 1

ONSHORE REMOTE CAMPUS COURSE LIBRARY IMPACT STATEMENT

This form should be completed by the course / program coordinators, in consultation with the Library, for any proposed course being taught at a remote campus onshore.

A. REMOTE CAMPUS RESOURCES AND LIBRARY FACILITIES

1. Details of existing collections in print and electronic, available for students that would support the proposed course

2. Is there an agreement in place with a local educational institution to facilitate library access to remote campus students? What services and resources does it cover?

3. What are the resources required at the remote campus, not currently available? Estimated cost to Faculty/School supplying resources.

4. Do the students have access to computer facilities? What computer facilities are available?

5. Do the students have Internet access adequate to access learning support resources and services provided by the home library?

6. What study areas are available for students? e.g. for private study, group study silent study, internet access, etc

B. SERVICES/SUPPORT NEEDED FROM HOME LIBRARY

1. Will the students need access to home Library e-reserve and electronic databases (subject to licence agreements)?

2. How will the students receive information literacy training support – from the home institution or the partner/institution?

3. Will academic staff, whether home or remote onshore, require access to and training in the use of electronic resources?

4. Will academic staff and/or students require access to document delivery services from the home library?

C. CONSULTATION WITH LIBRARY

1. Outcome of consultation with Library (including any Library cost implications)
