

Adding value to what we do

-taking learning advising in a more strategic
direction

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Student Learning *Te Taiako*

Capital thinking. Globally minded.



Your thoughts*from group feedback*

- *Help sts succeed*
- *Empower*
- *Champion equity*
- *Connect with sts*
- *Build confidence*
- *Influence institution*
- *Be confident online*
- *Help sts to spell*
- *We support ,engage, enable, build knowledge, motivate, influence,.....*

Victoria SL Staff task

New VC “*directive*” ...Professor Grant Gilford



VCs request - “Grass roots” approach – 3 Qs

- **Sum up what your team does to contribute to VUW ?**
- **What are your priorities ...**
 - **right now**
 - **in next 3 years ?**
- **What stands in the way and persuade me about what you need to achieve those goals ?**

Results

Staff got to think outside of what they do daily

our contribution was

- ✓ **Transition from school to university** – Teaching the skills that are required for this transition.
- ✓ **Retention and achievement** – We can convey the rules of game (university) / and help students to learn the game of university.
- ✓ **Having a collaborative community approach** – Staff, academic staff, services, students, external and internal resources.
- ✓ **Equity** – Providing support for diverse students.
- ✓ **Missions and goals.**
- ✓ **Having a strong student voice** – Safe role modelling, postgraduate, staff development, student leadership.
- ✓ **Teaching and learning and employability.**

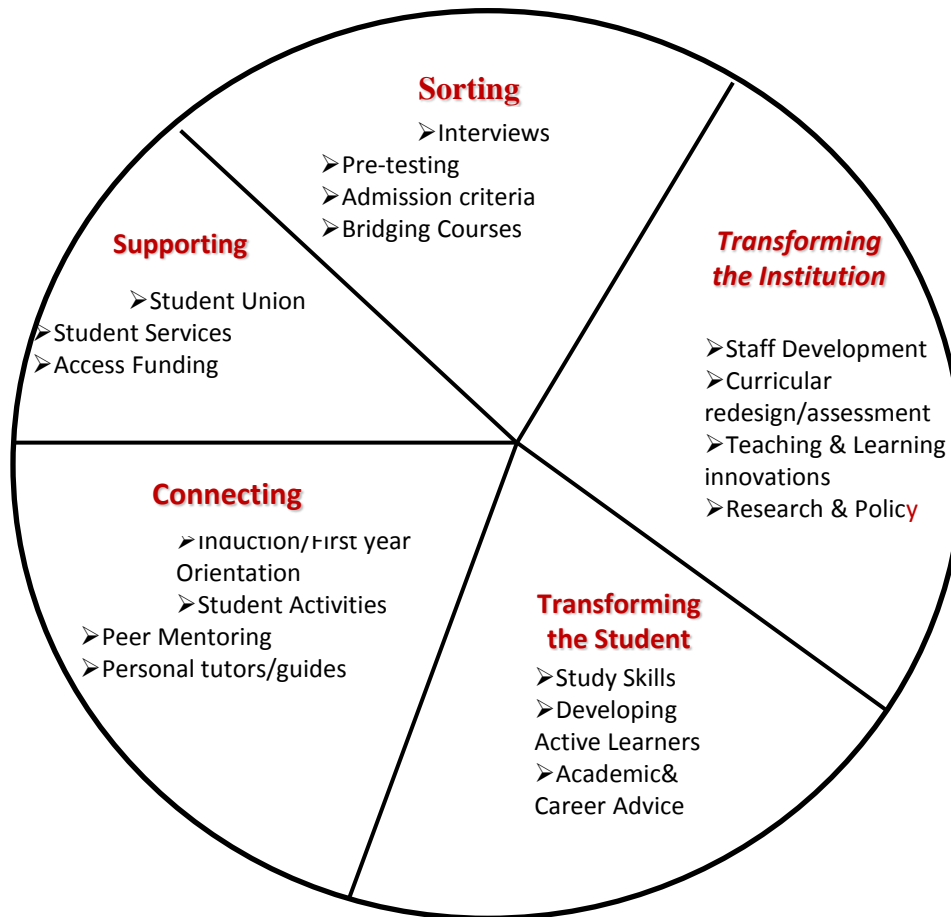
What is a strategic approach ?

- **Definition**

Taking an approach that includes a plan of action or decisions designed to achieve a long-term or overall aim.

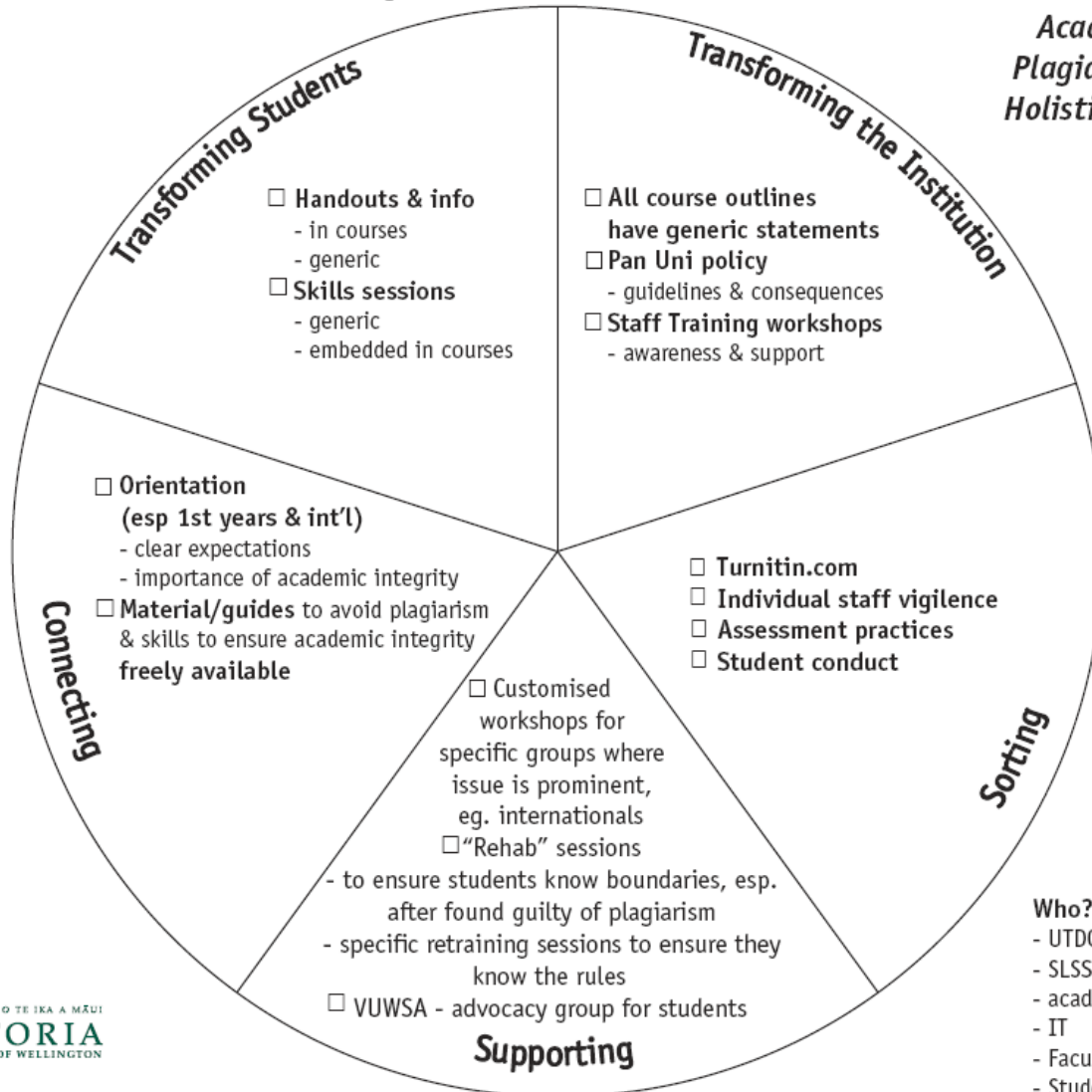
- *Why is a strategic approach needed in our professional area ?*

Whole university approach – Beatty-Guenter Retention Strategy Model (Johnston,2001)



Issue of Plagiarism

*Academic Integrity &
Plagiarism Issue in the
Holistic Beatty-Guenter
Retention Model*

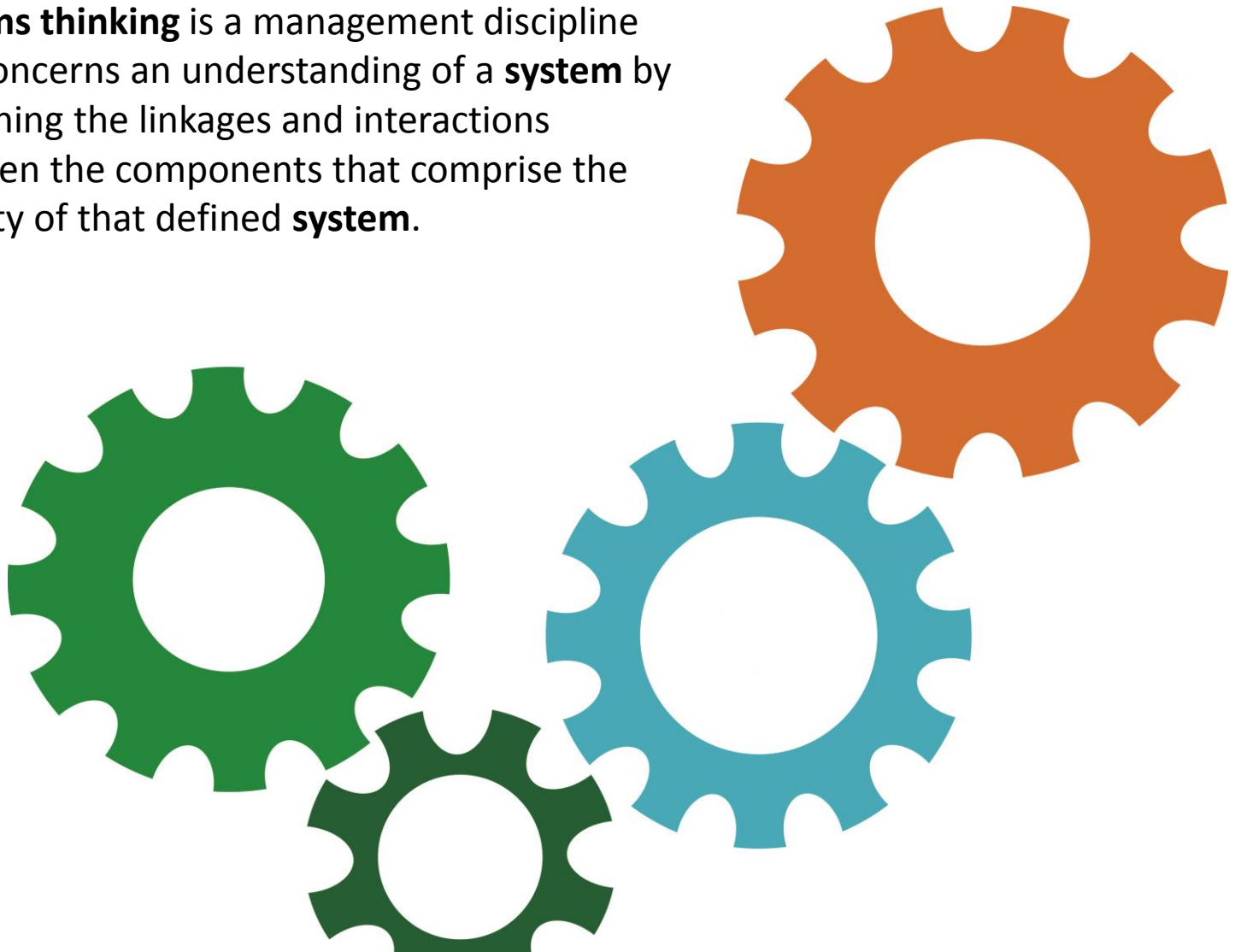


Who?

- UTDC
- SLSS
- academic staff
- IT
- Faculties/Schools
- Students

Systems thinking

Systems thinking is a management discipline that concerns an understanding of a **system** by examining the linkages and interactions between the components that comprise the entirety of that defined **system**.



The bigger picture

*Basically, systems thinking is a way of helping a person to view systems from a broad perspective that includes **seeing overall structures, patterns and cycles in systems, rather than seeing only specific events in the system.** This broad view can help you to quickly identify the real causes of issues in organizations and know just where to work to address them.*

Systems thinking

Key differences in style

CONTROL & COMMAND

- Top down
- Work -functional specialisation & procedures
- Contractual
- Output, targets, stds – rel to budget
- Control budget and manage people
- Extrinsic

SYSTEMS

- Outside –in
- Work is demand, value and flow
- What matters to clients?
- Capability, variation-rel to purpose
- Learn through action on the system
- Intrinsic



DEMAND

- Value Demand

Value that customers place on the system – the reason for doing things. This is the demand we want

[These are the ideals for all systems]

➤ *Examples*

- Failure demand

Demand caused by a failure to do something in the system or do right by the customer

[Predictable failure demand is preventable]

➤ *Examples*



Your thoughts*group feedback*

Value demand in learning advising

- *Enriching experiences*
- *Transferable capabilities*
- *Guidance*
- *Dev acad skills*
- *Passion for learning*
- *Knowledgeable and experienced staff*
- *Empathy*
- *Confidence building*
- *Different pathways*

Failure demand in learning advising

- *Advocating for sts*
- *Not asking qs*
- *Being functional not educative*
- *Dependent sts*
- *Removing personal interaction*
- *Reactive and pick up pieces of poor academic practice eg bad essay q generates lots of sts coming to see us – need to be proactive and get essay q sorted!*

Systems thinking

- is *relationship based*
- *Customers* – the diverse students are at the core, their voice is essential
- *Failure demand* can be university based and working together collaboratively can reduce that
- *Value demand* is the difference student services can make

Positive outcomes of strategic thinking

- Create strong bonds across institution
- Colleagues are supportive of your service if under threat because they realise the value you add
- Accountable and this is apparent
- Bring about wider collaborative change eg inclusivity or FYE
- High level of recognition which is great for staff moral

Risks and barriers

- Too much work – can spread yourselves too thinly
- Too much liaison and not enough work on the ground
- What if it doesn't work?
- Fighting the academic and professional staff divide
- Disheartening at times
- Need to be very open to change and adaption – can be hard on staff

What can I do to work strategically?