



Gaining traction with collaboration

engaging faculty to understand
and support the diverse
student experience

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SS Research :

- Consolvo (2002)

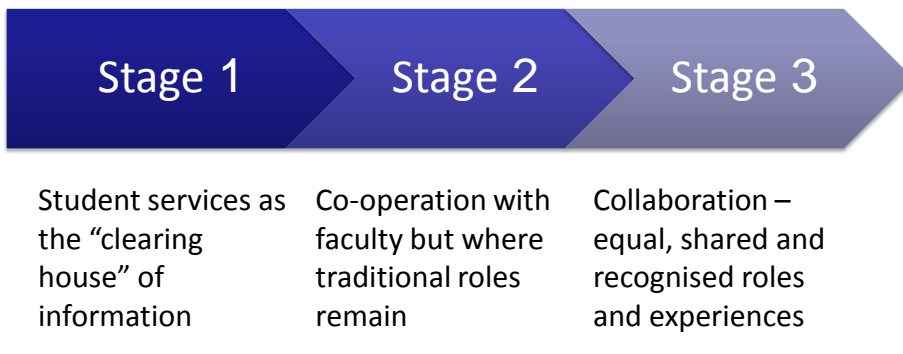
Pass the buck or Share responsibility ?

Key benefits of collaborative links

- Enhanced contact between students and staff
- More knowledgeable staff to help connect students
- Better service uptake
- Reduced stigma
- Better student outcomes

3 stage continuum of collaboration

Engstrom and Tinto, 2000



Management Research– “3Cs”

Source: Brown and Keast, QUT School of Management, 2005





WHERE DO YOU FIT?

More Research - Systems thinking

Professor John Seddon

Key principles

- Businesses and organisations work as systems
- Focus is on relationships in the system
- Flow of work needs research
- Customer driven -what matters?

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?
- 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

[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

Systems thinking and collaboration?

- Both are **relationship based**
- **Customers** – the diverse students are at the core
- **Failure demand** can be university based and collaboration can reduce that
- **Value demand** is the difference student services can make

Your input

- Why is collaboration necessary and what benefits do you see from collaborating across the university?



From group – benefits include

- **Efficiencies** - \$\$ / decrease duplication/add value
- **Improved student exp** – better outcomes/ consistency and equality of treatment
- **Increased connectivity across instit** –rels w other units/ staff/ builds u'standing and deepens knowledge of what others do
- **Improved innovation and opportunity**
- **Better staff satisfaction**

Your inputIssues ?

- **Attitudes** –not my job/ academic staff not willing
- **Lack of skills** in working collaboratively
- **Sabotage** for own glory
- **Instit** not have models of working collaboratively
- **Traditional barriers**



Enablers

- What will make collaboration happen ?
What are the critical success factors ?




VUW Examples : WIIFM

FCA/SLSS partnership



- FCA accreditation process needed some links to internationalisation goals
- SLSS area of expertise – joint L and T funding for a project to develop cross cultural group work
- Research opportunity plus improved learning and student satisfaction

Collaborative modelling
– setting the example



Library/SLSS

- Academic support
- Shared space
- Joint planning
- Planned outcomes
- Student successes



Example 3 : Align with uni goals

VUW Student experience strategy

- **Cross cultural training for frontline staff** – joint training by SLS staff and Counsellors with international students
- **Online Readiness tool**
 - Joint project with Recruitment and SLSS
 - New students gain idea of their needs through self evaluation online tool before coming to uni or in 1st few weeks of uni and are shown what and where they can get assistance

Your examples....

- Counselling and acad staff working together on call for critical incidents –VUW
- Dev an online attendance mechanism – Wintec
- Staff booklet “just doing our job” – empowering staff to work with students in holistic model -VUW
- Data sharing and analysis – use expertise to assist in data analysis and collation – McGill Canada

Where do we go from here?



Practical strategies

Your checklist of ideas



- ✓ Use the 3Cs model to engage with academics in new programme
- ✓ Build trust – create opportunities to engage
- ✓ Staff capability days –eg IT or diversity - in ptner with academics
- ✓ ASK
- ✓ SS person to liaise w faculty academic and admin
- ✓ Create a presence in instit –market SS
- ✓ WIIFM
- ✓ Model behaviours
- ✓ Find champions
- ✓ Offer staff dev to improve skills and opportunities to engage and collaborate