Putting a Face to a Name: Using Technology to Reach Out to Overseas Distance Learners

Leanne Young
Distance Services Librarian
University of Sunderland
leanne.young@sunderland.ac.uk

Prezi

Distance Learning at Sunderland

- 41% students at Sunderland study off campus (2010/11)
  - 6,155 overseas or independent students registered with library
  - 2,149 students studying at a partner centre in the UK
- Different Models of Distance Learning
  - Independent Learning
  - Students studying at partner centres (not local partners)

Prezi

Challenges

We want to reach out & offer support to all these students but we've faced a number of challenges:

- Many distance learning programmes are not run through VLE
- Students tend to contact staff at their partner college if they have a problem/question
- Staff at partner centres are like many other academic staff – they don't always have best grasp of library themselves
- Sunderland has offered a distance learning library service since 1997 – when the technologies of today were not available
- We don't have a lot of money!

Prezi

Updating Our Service Offer

Our Quality Promises

"No matter where you are, when or how you reach us, we will strive to deliver an equivalent library service. "

" You will have the opportunity to develop information literacy skills that will help you to use library services to your best advantage, support your academic progress and your future development."

Student Familiarity with Technology

Availability of Technology

Ubiquitous Access to the Internet

Prezi

Our Quality Promises

"No matter where you are, when or how you reach us, we will strive to deliver an equivalent library service. "

" You will have the opportunity to develop information literacy skills that will help you to use library services to your best advantage, support your academic progress and your future development. "

Prezi

Updating Our Service Offer

Our Quality Promises

"No matter where you are, when or how you reach us, we will strive to deliver an equivalent library service. "

" You will have the opportunity to develop information literacy skills that will help you to use library services to your best advantage, support your academic progress and your future development."

Student Familiarity with Technology

Availability of Technology

Ubiquitous Access to the Internet

Prezi

Workshop

•Individually:

take a few minutes to think about how you deliver support / information skills,

- have you incorporated any technologies into your teaching?
- Write down one or two experiences that come to mind. What technology did you use?
- How did you use it?

•In small Groups:

Share your experience with other members of your group and think about following question:

- Did you run into any problems using technology in your sessions and how did they impact your use of technology in future sessions?

Prezi

Skills for Learning

> if we are committed to providing the "very best possible learning experience for students" this must include both access to high quality learning resources and the skills to use these effectively
>
> University Library Services Skills for Learning Strategy, 2011

Distance Learning Service then...

In the early years of our distance learning service it was difficult to provide an equitable service - especially in terms of Information Skills

- technology was not as widely available
- we had (& still have) a limited budget
- some students had little/no access to the internet
- if they did it wasn't very fast

Videos on CDs that Faculties would make available

Help guides

Distance Learning Service now...

It's a lot easier to provide an equitable service...

- many new technologies - many of which are free
- we still have a limited budget
- pretty much all of our students have internet access
- Still some problems with internet speed in some areas

Captivate/Camtasia Video & Tutorials

Synchronous support via LiveChat, Skype & AnyMeeting

Help guides & blog posts

Prezi

What do you do when

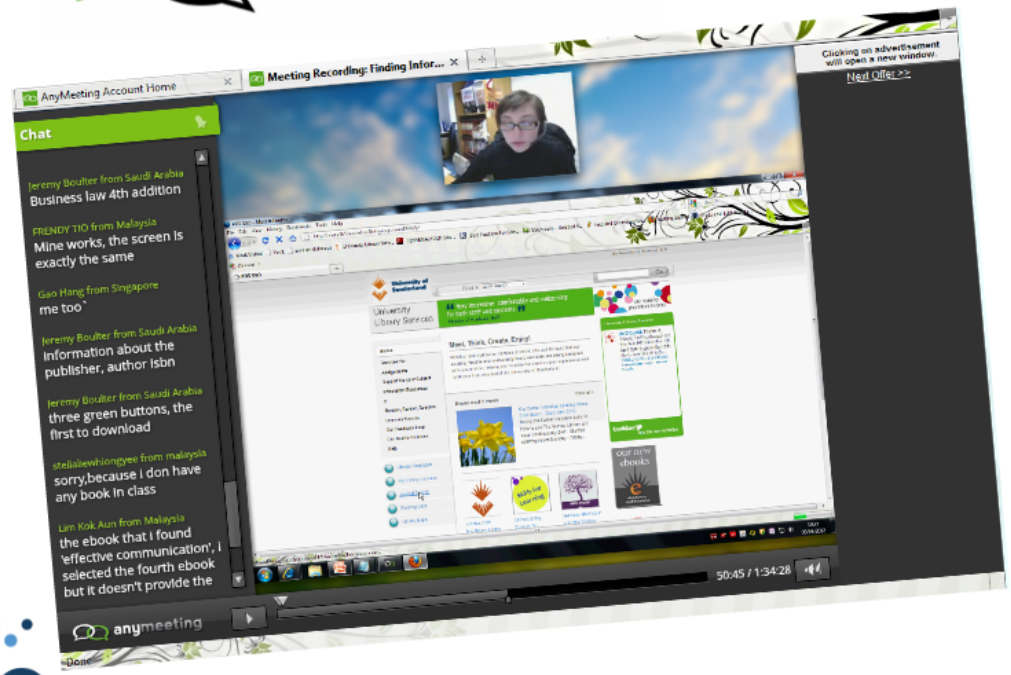
- You don't subscribe to Elluminate (or similar software)?
- You haven't got money to spend on subscribing to them?

Prezi

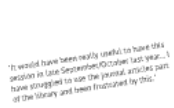
What do you do when
- You don't subscribe to Elluminate (or similar software)?
- You haven't got money to spend on subscribing to them?

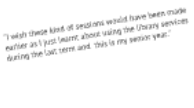
Synchronous Support

anymeeting



- 6 sessions
- A lot of preparation
- 165 students in total signed up - not all attended

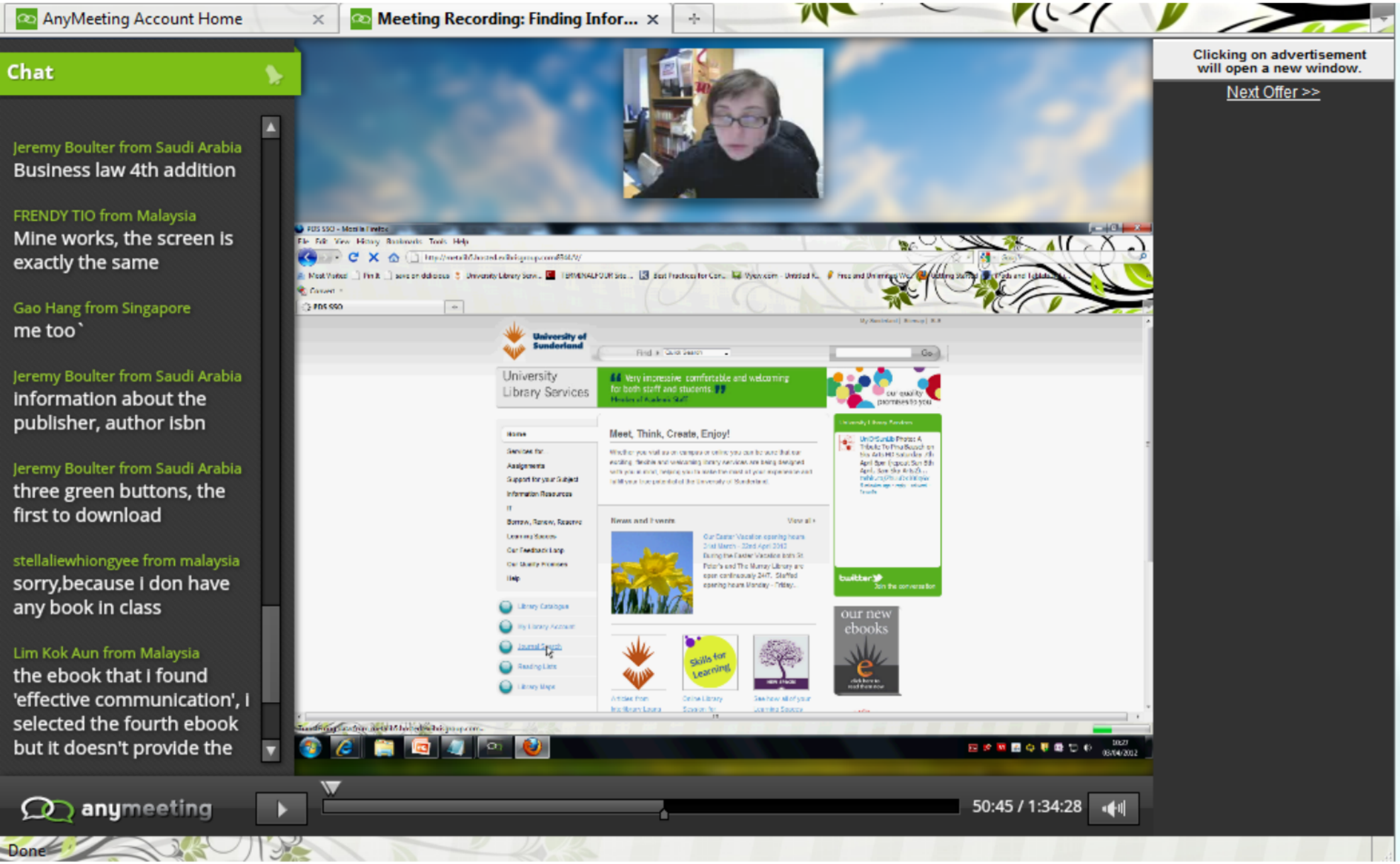




skype™ 1-2-1s

LIVEPERSON

Prezi


AnyMeeting Account Home
Meeting Recording: Finding Infor...
Chat
Jeremy Boulter from Saudi Arabia
Business law 4th addition
FRENDY TIO from Malaysia
Mine works, the screen is exactly the same
Gao Hang from Singapore
me too`
Jeremy Boulter from Saudi Arabia
information about the publisher, author isbn
Jeremy Boulter from Saudi Arabia
three green buttons, the first to download
stellaliewhiongyee from malaysia
sorry,because i don have any book in class
Lim Kok Aun from Malaysia
the ebook that I found 'effective communication', I selected the fourth ebook but it doesn't provide the
Clicking on advertisement will open a new window.
Next Offer >>
University of Sunderland
University Library Services
Meet, Think, Create, Enjoy!
our new ebooks
anymeeting
50:45 / 1:34:28
Done

Prezi

rious Support

- 6 sessions
- A lot of preparation
- 165 students in total signed up - not all attended

"It would have been really useful to have this session in late September/October last year... I have struggled to use the journal articles part of the library and been frustrated by this."

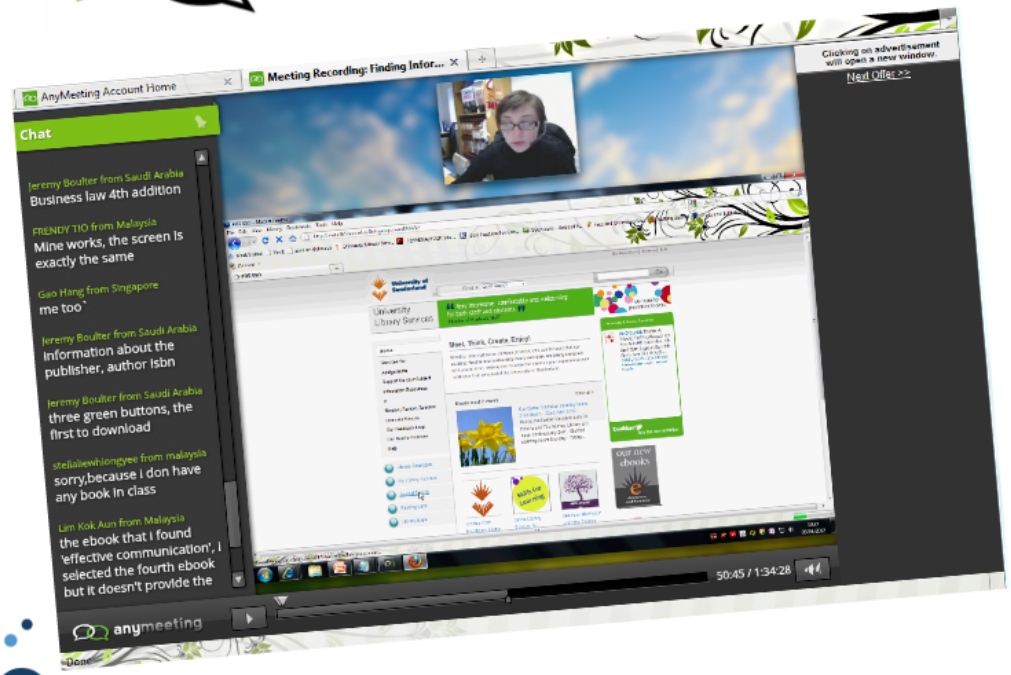
"I wish these kind of sessions would have been made earlier as I just learnt about using the library services during the last term and this is my senior year."

Prezi

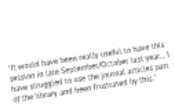
What do you do when
- You don't subscribe to Elluminate (or similar software)?
- You haven't got money to spend on subscribing to them?

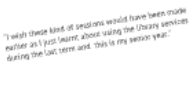
Synchronous Support

anymeeting



- 6 sessions
- A lot of preparation
- 165 students in total signed up - not all attended





skype™ 1-2-1s

LIVEPERSON

Prezi

Integrating Social Media

Find resources for your Assignments

This session is aimed at distance learners in the UK and overseas.
* Required

Full Name *

University User ID
(eg. bf10cd)

Your Email Address *

Which session would you like to attend? *
Sessions on 3rd May are now fully booked. Please choose from the following new dates:
Wed 4th April 9:30am (UK time)

Your Programme/Course?

What level are you studying?
Foundation

Location?
City/Country

Do you know your Athens username and password?
Yes

Is there anything in particular you would me to include in this session?

Submit

Powered by Google Docs

Google Docs

tumblr.

Off Campus Library Blog

Online Library Session - Distance Learners Sign Up Here

Skills for Learning

*****UPDATE*****

I have organised 2 further sessions on Thursday 5th April at 10am and 2pm. If you have already registered interest in the session I have emailed you with details of how to join and to help you with your Athens Account if you stated you did not know it.

If you have not registered interest but would still like to join one of the sessions it is not too late. Click here to read the joining instructions.

If you need to find information and resources for your assignments but are having difficulty or you're not sure where to start then sign up for one of the virtual library sessions.

Finding Resources for Your Assignments

Dates: Tuesday 3rd April: Cancelled due to 2 people (Fully booked)
Wednesday 4th April 09:30-10:30am (Fully booked)

Duration: 1hr 30mins (approx)

How:
I'll be using web conferencing software Anymeeting to host this session. It's really easy to use and you don't need to download any additional software although you may want to ensure your current Java is updated. You will need headphones and if you want to speak to me, a microphone, however a mic is not necessary - there is a chat facility which you can use.

Who is this session for:
Distance Learners who are either new to using University library services or who have questions about our online resources although everyone who studies off campus is welcome.

About this session:
This session will cover:

- an introduction to the types of information that we have available electronically
- an explanation of Athens Accounts & how to use them
- finding and downloading full text articles using Summit Search
- finding and accessing e-books using the Library Catalogue
- Guidance on finding other types of information such as newspapers.

The four sessions next week are now fully booked.

About

Newsletter

Library Web Pages

Facebook & Twitter

UNIVERSITY LIBRARY SERVICES

Prezi

Facebook & Twitter

Duong Duyen
hello, how can I access e-book in library? Even I log in to My Athens, go to Sunderland University Library but I don't receive the book I want at all. Thank you

Like · Comment · 21 December 2011 at 13:27

University of Sunderland Library Services Hi - you need to go to our Library Catalogue (see the link to the left here or on our webpages) and search for the books you want. If it is available as an e-book you will see a link in the record. If you only want to access e-books you can choose the More Search Options option and then search the E-Book Collection only. On clicking on the link you will be prompted to log in with your Athens Account. I hope that helps.

21 December 2011 at 15:13 · Like

University of Sunderland Library Services You may also find this video demonstration useful: http://www.youtube.com/watch?v=sM87ajvr-2o

Finding ebooks
www.youtube.com
A demonstration of using the Library Catalogue to find and access ebooks.

21 December 2011 at 15:25 · Like · Remove preview

Write a comment...

Cwmiss Rekha
School of Business and Computer Science (SBCS) students in Trinidad are having problems trying to get their Athens account. Our cases for exams are to come tomorrow according to you all. Sent you all an email moments ago with my user id etc. Any help appreciated. We need this to access ebooks and journals. Please help..

Like · Comment · 14 November 2011 at 14:49

University of Sunderland Library Services Hi. We have just checked our email account and unfortunately I cannot see your message. Please could you email library@sunderland.ac.uk as soon as possible and let us know your University User ID and we will try our best to help. Thanks Kay

14 November 2011 at 16:27 · Like

University of Sunderland Library Services Hi - we have located your message now and have just replied to your email. We have contacted the Faculty of Business and they have updated your registration details. You should be able to log into your University Email Account tomorrow with...

See more

14 November 2011 at 17:10 · Like

Cwmiss Rekha Thanks soooooo much for your quick reply. Got, it, tried it, it works. Felt like the 13th hour. We were running out of time depending on SBCS getting it for us before exams and cases. So had decided email and send an FB message to you all directly.

15 November 2011 at 13:44 · Like

Write a comment...

Integrating Social Media

Prezi

The Future

Elluminate/Class Live

Offer Online induction & skills support all year round.

- Sessions for specific Faculties/Centres e.g. Applied Sciences & TESOL students
- General sessions at key times eg. before assignment times

Live Polling tumblr google docs

Short videos

personalised

in response to common questions

iPad captivate/camtasia

Prezi

Facebook & Twitter