

Preparing Tomorrow's Leaders for Today's Challenge



UNIVERSITY OF WASHINGTON



LIBRARIES
University of Oregon

Catalyst service lines

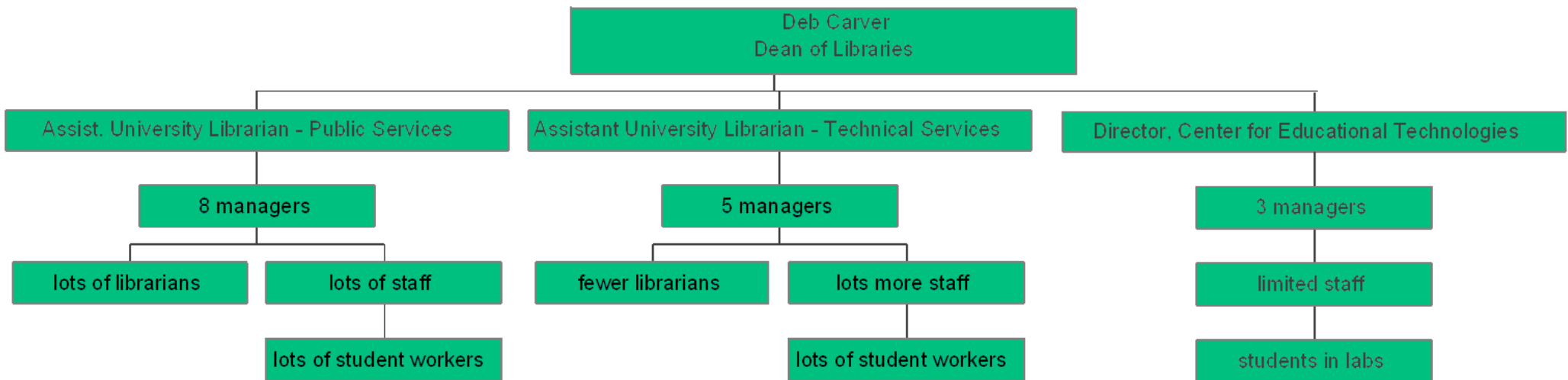
- Web Tools
- Learning Spaces
- Knowledge Services
 - Workshops/Events
 - Research
 - Consulting Services
 - Online Help Center

If you need help,
you can ask ... the iTeam

Utilizing the cost-effectiveness of student
staff to deliver tech training support

[Video](#)

A simple organization chart



Peer coaching & computing labs

An experience with
undergraduates

Creating peer coaching program

- Challenges
- Just-In-Time help
- Engage experienced students
- Saving staff time/money

Goals

- Build collaborative teaching/learning skills
- Improve critical thinking and problem solving
- Improve ability to identify problems and resources needed
- Improve teamwork
- Strengthen communication skills
- Encourage self-directed learning

Process

- Kick off Meetings
- Initial steps
- Extensive literature search
- Networking
- Developed preliminary packet
- Met with senior students



Student reaction

- Somewhat reluctant
- One reaction: *"Benefited from the project and actually took some insight into the purpose of having someone teach effectively."*
- Idea of what the meetings were like

Before the iTeam

- Campus-wide technology surveys
- Need for advanced technology support for computing lab clients
- Need for faculty/classroom support

Origins of the iTeam

- Formed team of student tech experts
- Created walk-in workshop program
- Developed over 50 free workshops
- Featured in "Series"
- For **students**, staff and faculty

The iTeam today

- Customized workshops
- Campus student orientations
- Online Help Center
- One-on-one consulting

Results

- Lots of campus recognition
- Multiple awards
- Thousands of clients per year
- Feedback from around the globe

Still to do

- Wider implementation across campus
- New Tools
 - Customer service video
 - Blackboard
 - Training/Tutorials

Where we are now

- Libraries did a big mandatory customer service training library wide
- Participation from highest levels of administration
- Changing format of the labs made implementation difficult

The Future

Can you use it and tell us how it goes?

What's Next?

- Fewer workshops
- More one-on-one consulting
- Drop-in consulting facility
- More targeted training

Materials

- [Training Wiki](#)
- Chart to trial and track the use of the material

UO Libraries

Coachee	Spring!	Contract signed + Master Plan viewed	Observation 1	Master Plan (Executive Summary) finished + reviewed by both coach/coachee	Peer Observation 2 (optional)	Peer finished + reviewed for Pos 2 (if happens)	Exit Interview Scheduled with JQ (15 min)	Interview with JQ Completed	2006
Robert			*	*	*		*	*	
Zach		*							
Jarod			*						
Eric		*							

Materials

catalyst.washington.edu

Questions

- Does your staff have "soft skills?"
- What are your customers needs?
- What technologies facilitate peer-coaching?
- How do you provide feedback/training ?
- Has your department documented your skills inventory or service procedures?
- What kind of tech training does your institution offer?
- How are departmental services communicated on your campus?