

# LEARNING SKILLS OPERATIONAL PLAN 2007-2009

*Vision: Learning Skills is central to the provision of high quality learning and teaching at Charles Sturt University.*

Area of Focus	Strategies	Key Actions	Responsibility and Resources	Timeline
<p><i>Insert high level objective/s</i></p> <p><b>1. Provide distinctive educational programs for the professions that prepare students for work and citizenship (University Strategy 2007-2011)</b></p> <p><b>Enable CSU to develop a national reputation by offering a premium student experience (DSS Operational plan)</b></p>	1.1 Strengthen links and partnerships with schools, faculties and divisions	<ul style="list-style-type: none"> <li>LSA participation in Academic Liaison Discussion group</li> </ul>	Learning Team	2007 ongoing
		<ul style="list-style-type: none"> <li>Inclusion in L&amp;T, Course Coordinators, Faculty Board, ILSOSC</li> </ul>	Learning Team Manager	2007 ongoing
		<ul style="list-style-type: none"> <li>LSA presence in Learning Commons</li> </ul>	Learning Team	2007 ongoing
		<ul style="list-style-type: none"> <li>Promote availability of STUDY LINK to Heads of School and Course Coordinators and potential benefits to students</li> </ul>	Manager	2007
	1.2 Identify and assist 'at risk' students	<ul style="list-style-type: none"> <li>Develop and pilot Diagnostic literacy test and follow up program for School of Teacher Education</li> </ul>	English Skills Support ( \$ dependent )	Commencing Autumn Session 2008
		<ul style="list-style-type: none"> <li>Focused indigenous orientation program</li> </ul>	Indigenous Learning Skills ( \$ dependent )	February 2008
		<ul style="list-style-type: none"> <li>Research project into FYE of Indigenous students</li> </ul>	Indigenous Learning Skills	Complete 2008
		<ul style="list-style-type: none"> <li>Participation in KAP program and block release res schools</li> </ul>	Indigenous Learning Skills	2007 ongoing
		<ul style="list-style-type: none"> <li>Seek funding for targeted chemistry and physics support</li> </ul>	Manager ( \$ dependent )	Commencing 2008
		<ul style="list-style-type: none"> <li>Targeted promotion and offering of maths/stats studylink subjects</li> </ul>	Manager Maths Support	For Autumn Session 2008
		<ul style="list-style-type: none"> <li>Increased collaboration with key maths lecturers and enhanced use of tutorial time</li> </ul>	Maths Support	Spring 2007
	1.3 Embedding of academic skills into core	<ul style="list-style-type: none"> <li>Promote policy of LSA Involvement in all Cat 4/new subjects/course review and course development</li> </ul>	Manager Learning Team	By end 2008

	curriculum			
		<ul style="list-style-type: none"> <li>• Identification of core level 1 subjects for LSA forum participation</li> </ul>	Learning Team Manager	By 2009
		<ul style="list-style-type: none"> <li>• Targeted embedding projects in core and at risk subjects/courses</li> </ul>	Learning Team	2007 ongoing
		<ul style="list-style-type: none"> <li>• Evaluate student outcomes from embedding projects</li> </ul>	Learning Team	By 2009
	1.4 Utilisation of students for peer to peer support	<ul style="list-style-type: none"> <li>• Train and engage student mentors to deal with low level queries and self identified at risk students</li> </ul>	Manager Learning Team (\$ dependent)	By 2008
<p><i>Insert high level objective/s</i></p> <p><b>2. Develop a consistent approach to Service Delivery across the University (Institutional Development Plan - Service alignment)</b></p> <p>The Division will continually improve our understanding of the needs of all CSU students, with needs being mapped to service and delivery solutions. (DSS Operational Plan)</p> <p>Undertake workforce planning that considers current and future human resource implications (Institutional Development Plan)</p>	2.1 Business process improvement to ensure equivalence	<ul style="list-style-type: none"> <li>• Review and improve student contact procedures</li> </ul>	Manager, Learning Team, Head, Learning Access & Work, WPI group	By 2008
		<ul style="list-style-type: none"> <li>• Workload allocation via performance management process</li> </ul>	Manager	Mid 2007 ongoing
		<ul style="list-style-type: none"> <li>• Benchmark performance against other Universities</li> </ul>	Manager	Commence 2008
	2.2 Develop an effective communication strategy for the Learning Skills group	<ul style="list-style-type: none"> <li>• Appoint Senior LSA</li> </ul>	Manager	Mid 2007
		<ul style="list-style-type: none"> <li>• Implement schedule of meetings, reporting protocols and communication channels</li> </ul>	Manager	Mid 2007
		<ul style="list-style-type: none"> <li>• ILSAs involvement in ISU meetings</li> </ul>	ILSAs	Mid 2007
		<ul style="list-style-type: none"> <li>• Enhanced use of Vconf facilities for staff communication</li> </ul>	Learning Team (\$ dependent)	Commencing 2007
		<ul style="list-style-type: none"> <li>• 2 x face to face meetings per year</li> </ul>	Learning Team (\$ dependent)	Commencing 2007
	2.3 Ensure staff profile and skill sets reflects changing needs of organisation and student body	<ul style="list-style-type: none"> <li>• Undertake workforce planning process</li> </ul>	Manager	By 2009
	3. Create a more accessible and effective learning	3.1 Enhance professional development of LSAs in	<ul style="list-style-type: none"> <li>• Attend CSU interact roadshows</li> </ul>	Learning Team
<ul style="list-style-type: none"> <li>• Training in the CSU OLE</li> </ul>			Learning Team	By end 2007

environment (University Learning & Teaching Plan)  The Division will be a learning organisation where staff are committed to and supportive of continuous improvement. (DSS Operational Plan)	the use of OLE in learning and teaching	• Training in wikis and blogs	Learning Team	By end 2007
		• Establish S drive resources	Learning Team	Commencing 2007
		• Align LSA duty statements to reflect organisational structure and evolving role of LSAs	Manager	2007
		• Professional development in online publishing	Learning Team	Commencing 2008
		• Attendance roster at Association of Academic Language and Learning conferences/meeting	Manager (\$ dependent)	Commencing 2007 (biennial)
		• Knowledge and use of OLE embedded in staff performance management plans	Manager	Commencing mid 2007 - ongoing
		• Membership of University Web Management Committee	Manager	2007 - ongoing
Continue the development of student communities through virtual spaces and the provision of online service solutions. (DSS Operational Plan)	3.2 Provide training and support to students in the use of OLE	• Development, promotion and moderation of Learning skills forum	Learning Team	2007 - ongoing
		• Film LSA lectures for multimedia delivery	Learning Team	Commence 2008
		• Redevelopment of SSS003	Learning Team	By 2008
		• Redevelopment of online learning site	Learning Team	By 2008
	3.2 Provide academic/maths skills support utilising the OLE	• Learning skills/maths/English web site development	Learning Team	2007 - ongoing
		• Revision of referencing and plagiarism resources	Learning Team	2007 – ongoing
		• Revise and offer STUDY LINK subjects via new OLE	Learning Team STUDY LINK Coordinator	2007 - ongoing
3.4 Research and evaluate student outcomes to inform future practice	• Investigate innovative strategies to support maths/stats students via OLE e.g blog/chat room/bridget sessions/camtasia	Maths Support	2008 - ongoing	
	• Evaluate study link program	Manager (\$ dependant)	By 2008	
	• Initiate STUDY LINK Course review	Manager, Learning Team, STUDY LINK Coordinator	By 2009	
The Division will enable the University to provide access to all students who have the capacity for University study. (DSS Operational Plan)		• Initiate student evaluation/feedback mechanisms	Learning Team	2008