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Integration at the Learning Commons: How to Drive Innovation and Enhance the Student Experience

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Integration at the Learning Commons:

How to Drive Innovation & Enhance the Student Experience

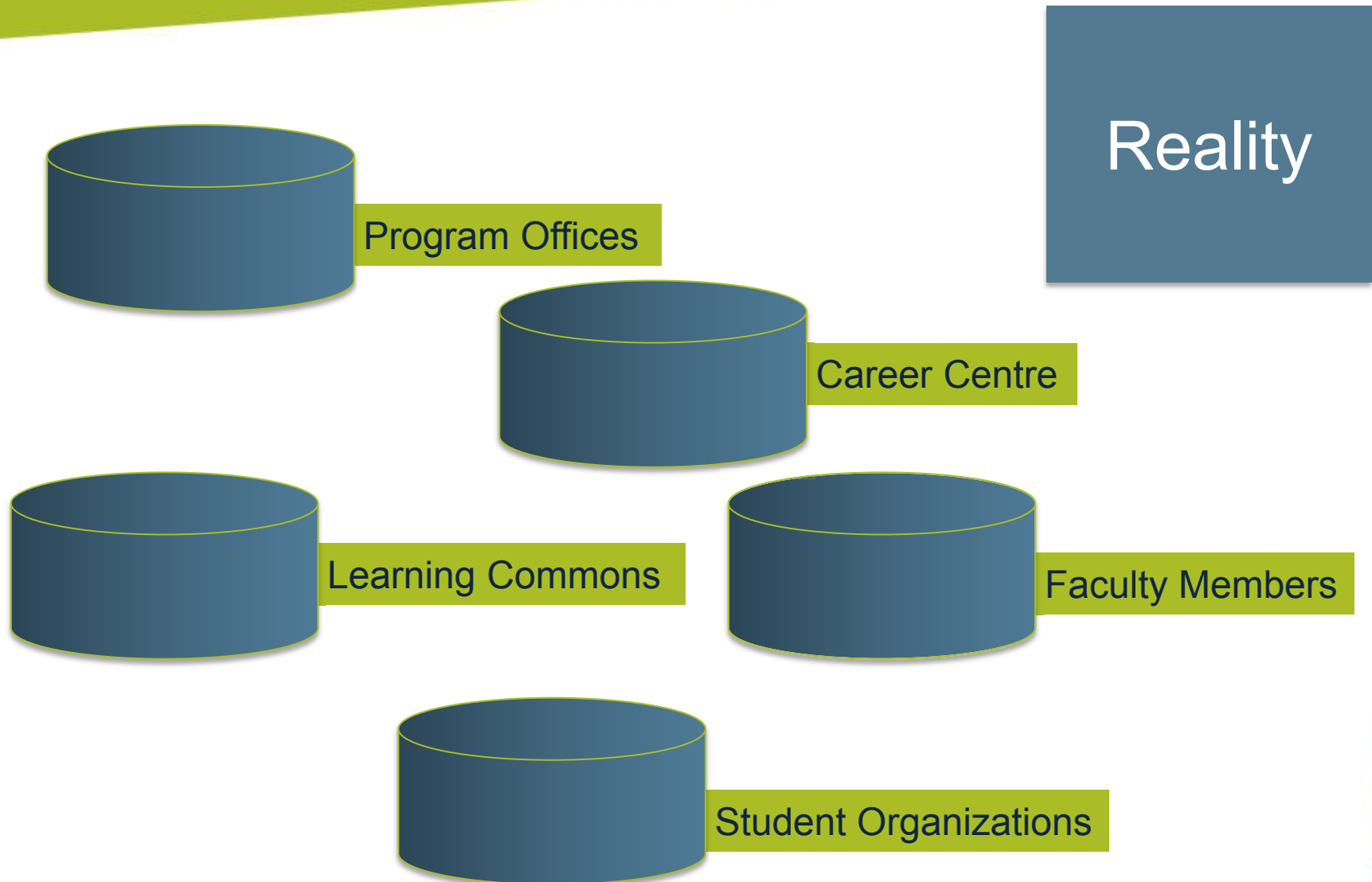
Alex Monegro,

Sauder School of Business,
University of British Columbia



The dream:
an integrated
learning
experience







Our organization
and context

Constantly
engage your
stakeholders

Run your
learning
commons
like a startup

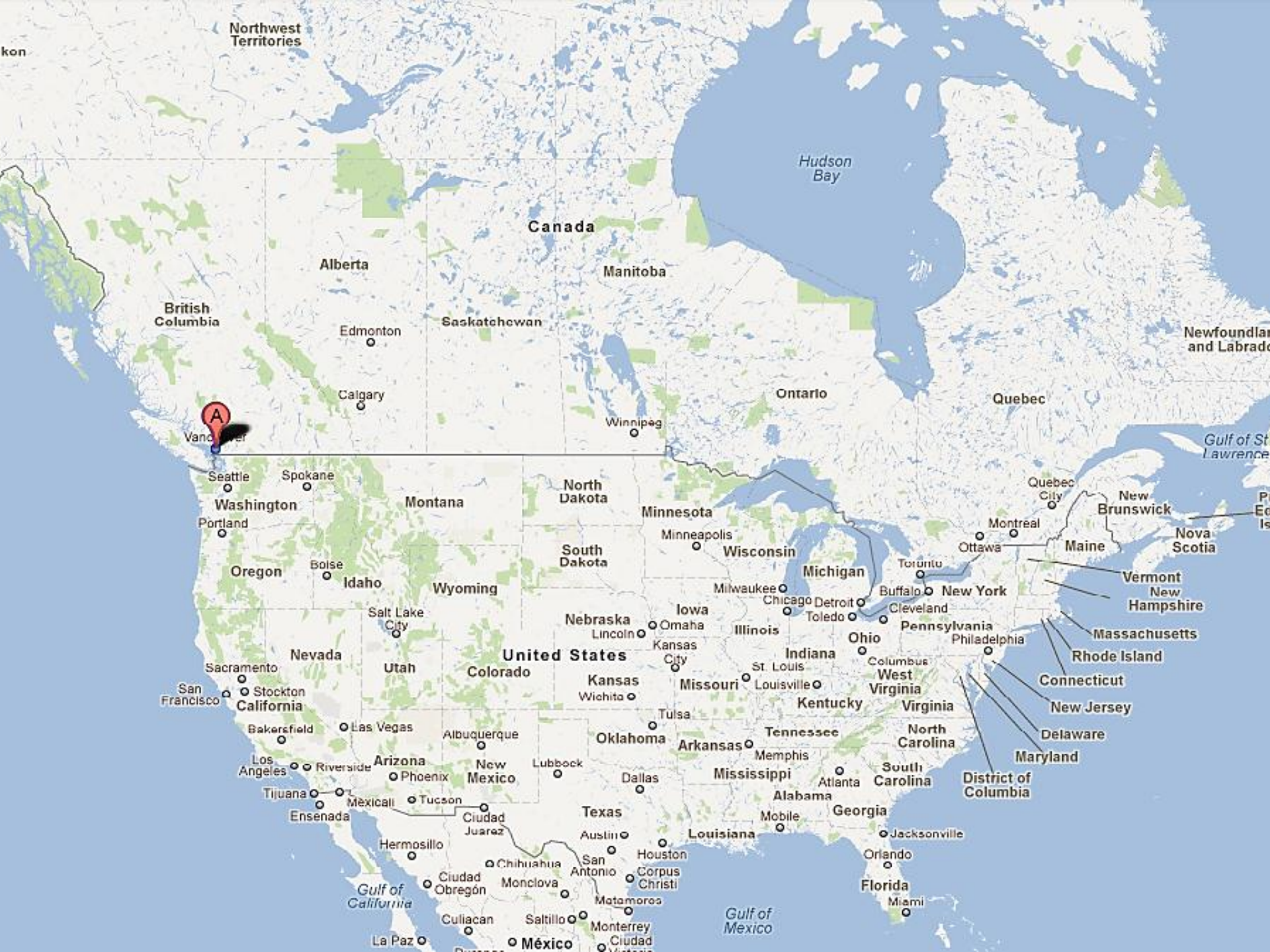
Technology

Integration and innovation



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA





SAUDER
School of Business



46,000

Canaccord Learning Commons



Canaccord
Financial in
honour of
Peter Brown

3,300

learnin
comm ns



1 year 3 months





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**learning
commons**



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commons**

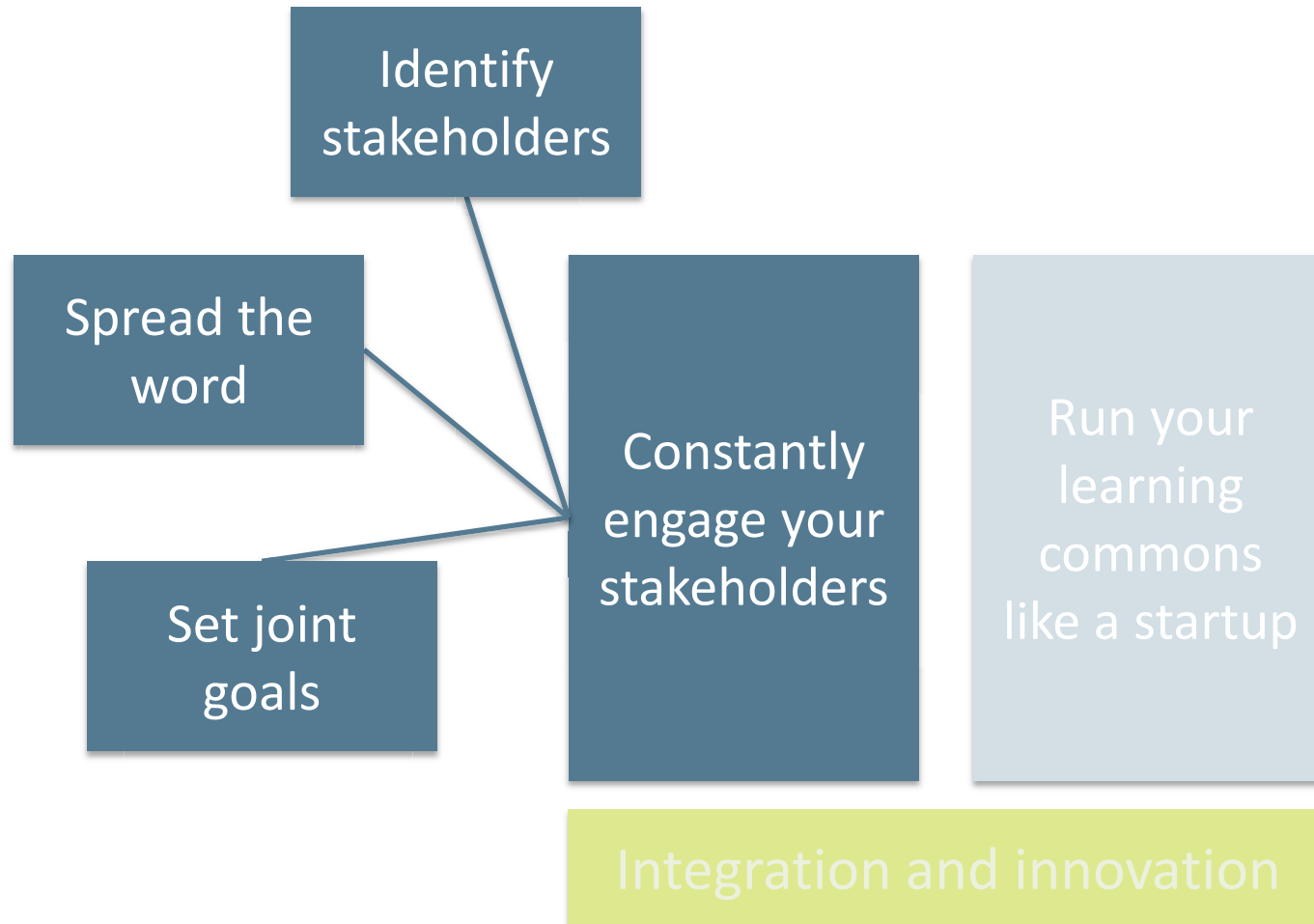


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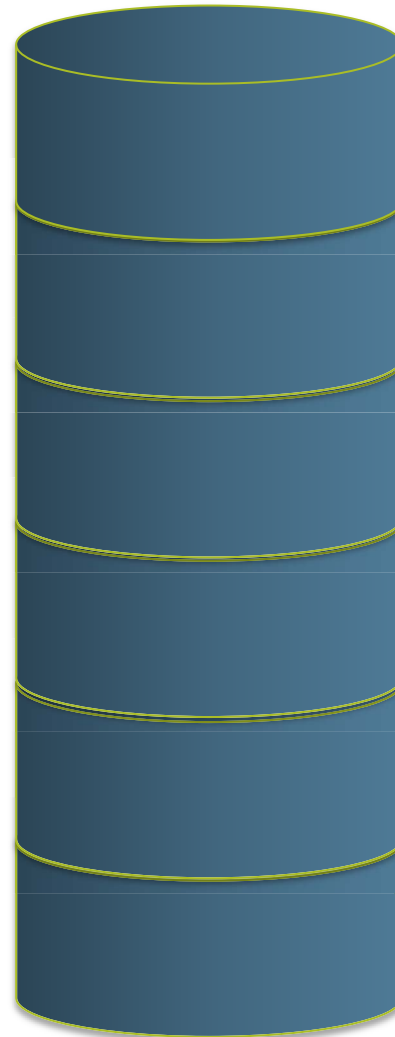
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commons**

Integration and innovation





- What are the potential roadblocks?
- Who are my potential champions?
- What is my value proposition?
- How can they help me?
- How can I improve communication flow?



Career Centre

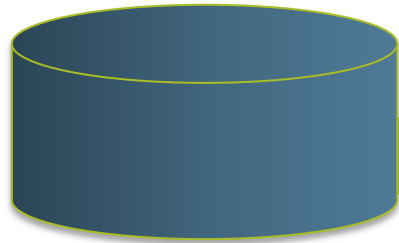
Program Offices

Faculty Members

Student Organizations

UBC Partners

External Partners



Faculty Members

- What are the potential roadblocks?
 - Lack awareness; Think it's more work; Disagree with methods
- Who are my champions?
 - Professors with teaching awards; Reputation for using tech
- What is my value proposition to them?
 - Can free up class time; Increase quality of work from students
- How can they help me?
 - Drive usage to my services
- How can I improve communication flow?
 - Attend division meetings; Engage during class prep; Email newsletter



Joint goals
increase
motivation

- Target university wide program goals
- Find common ground with specific efforts each partner is undertaking

Clearly outlined
expectations
maintain
accountability

- Specifically outline each party's responsibilities
- Clarify expectations for outcomes



When it didn't work

Setting up our Digital Media Lab

- Lab did not meet university wide privacy policies
- Different expectations for, “it’s ready”



Success story

Joint meetings with Career Centre, Program Offices, Reference Librarians, and Learning Commons Student Development

- Better integration in LMS
- Increase awareness of our services
- Natural experiment for measuring impact of programming



Constantly
engage your
stakeholders

Run your
learning
commons
like a startup

Integration and innovation

Only build what
you know
someone
wants

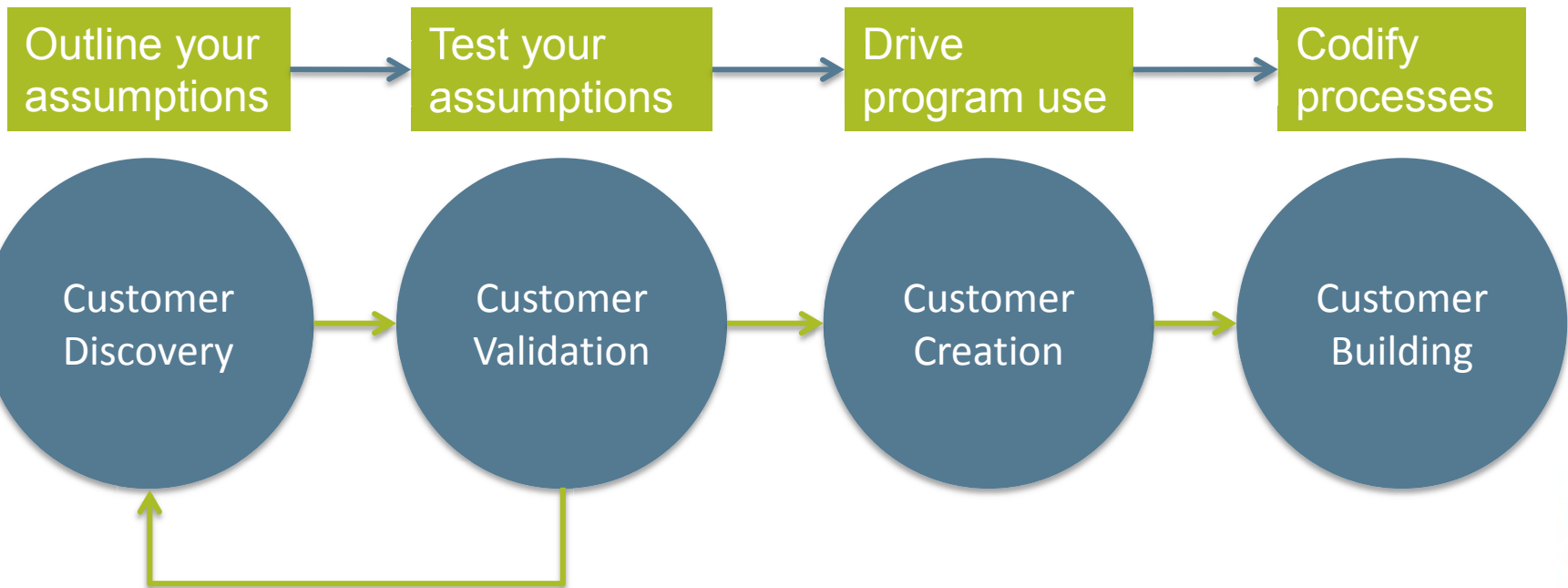


A startup is a human institution designed to deliver a new product or service under conditions of extreme uncertainty.

-Eric Reis, author of Lean Startup



Steven Blank's Customer Development Model





Minimum Viable Pilot

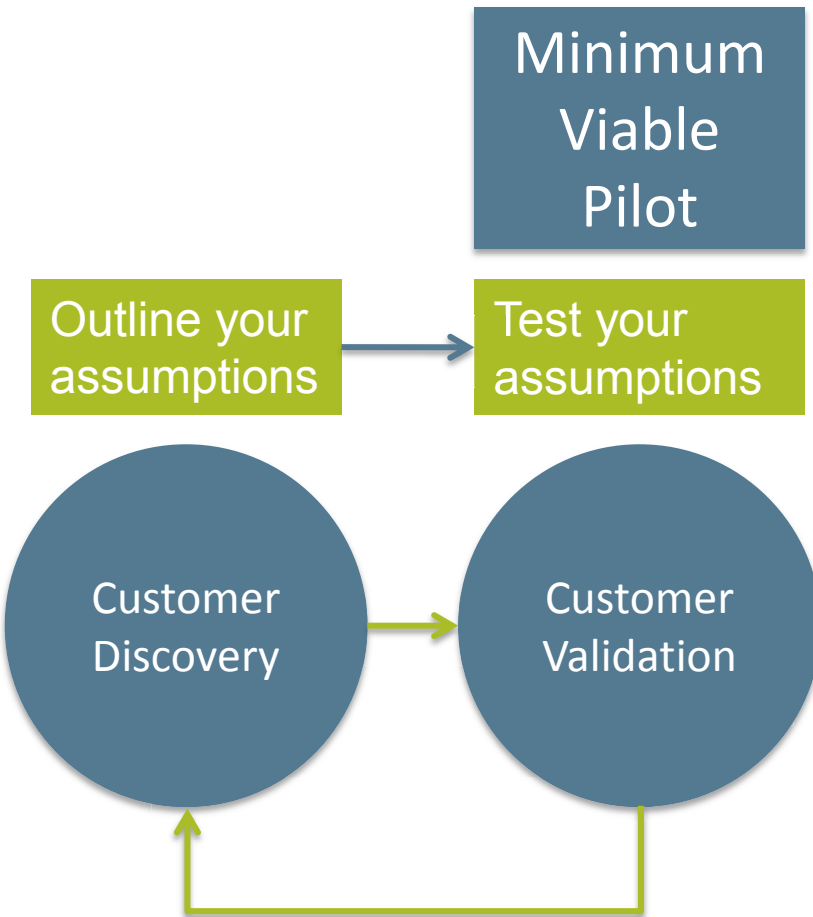
- Tied to specific class or program
- Must allow testing of assumptions

Outline your
assumptions

Test your
assumptions

Customer
Discovery

Customer
Validation





Minimum
Viable
Pilot

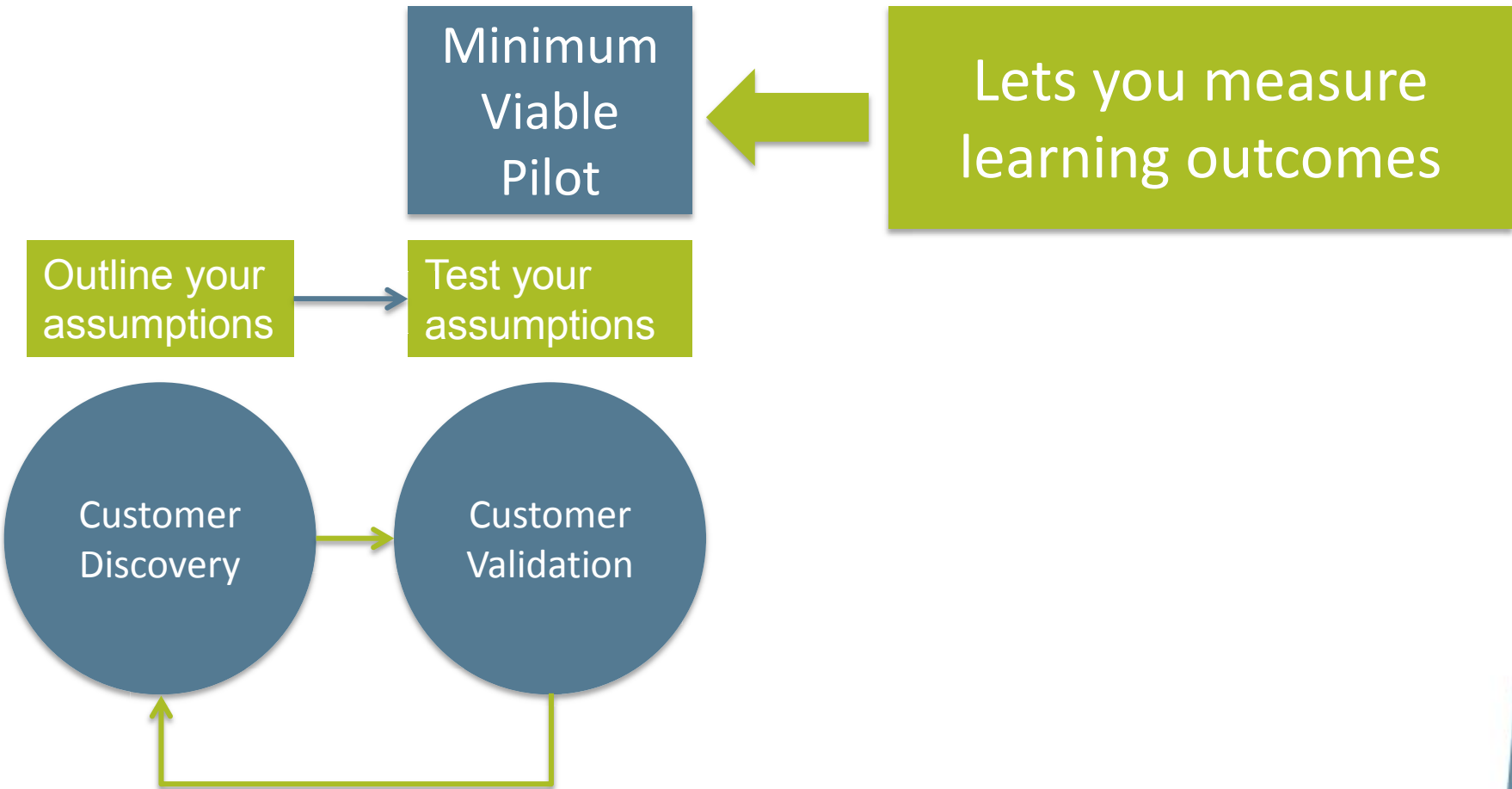
Lets you measure
learning outcomes

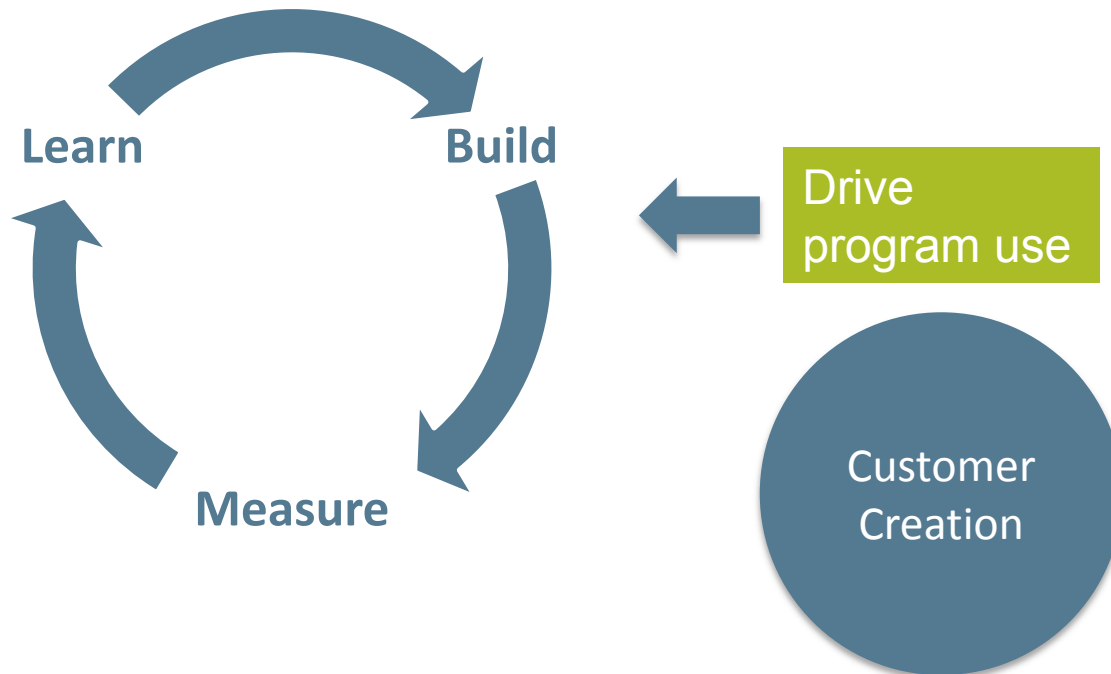
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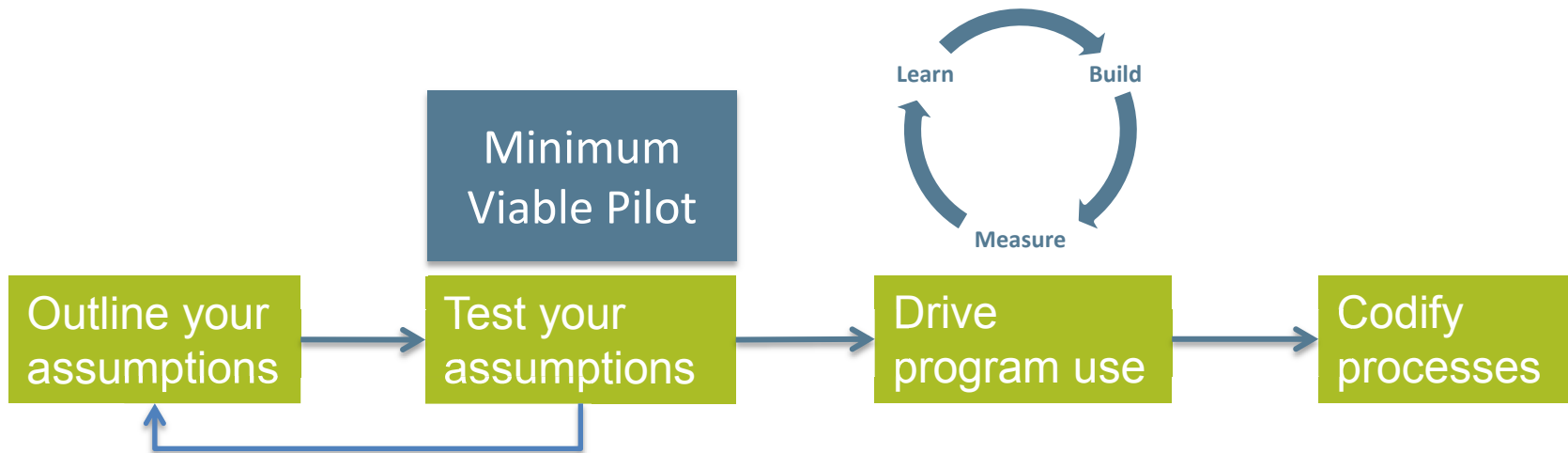






Codify
processes

Customer
Building



- Students want to ‘buy’ workshops from us
- Workshops should be tied to specific courses/assignments
- Content should be Sauder/program specific
- Content should be more like how-tos
- Students want more doing in sessions



Success story

Building a presentation skills training program

- Integrated with first year Business Fundamentals course
- Working to support verbal Business Communications course
- Serviced over 550 students
- Moving to flipped classroom model to scale



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Integration and innovation



*Keep up the good work and please add
more sessions...*

-MBA Student

INTEGRATION AT THE LEARNING COMMONS: HOW TO DRIVE INNOVATION AND ENHANCE THE STUDENT EXPERIENCE

The hits:

- **Tell the world**, but do it with purpose
- **Build only what you can prove someone wants**, and they will come
- **Build, measure, and learn** to have a bigger impact

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**Thank you,
Questions?**

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