**Manager Community Computing**

**Role Description:**

* Manager
* Previously a tutor
* Looks after community computing
* Other teams and subsets of teams are spread across Canterbury
* School program –
  + 2 x staff look after tech to schools’ program
  + Implemented at schools
* Digital Boost
  + Teaching staff at companies in the region new technology
  + Lessons take place at Ara campus
* LNAAT – online assessment tool
  + Really complex process
  + TEC tool and TRIBAL used to track – manually inputted info across the two systems

**In the department:**

* Trying some new things to enable the team to work together
* Environment:
  + Have lots of tools
  + Legacy systems and attitudes prevail
  + Want to do new things, but don’t always have the support

**Devices used:**

* Laptop//Computer//Tablet//Smartphone//personal smartphone
  + **Ara** Use mainly Android based phones
  + **Personal** – has an apple phone
    - Needs to carry both phones
    - Looking at a dual sim card apple option
    - Personal preference would be to use apple
* Office 365 – general tool used
* S-Drive – Staff networked hard drive for storage (old tech)
* Cloud – One Drive (personal / business)
  + Introduced to OneDrive by the business
  + Used OneDrive personal first
  + Had to swap to business version
  + Painful process to swap between the two
* One-Note
* Outlook – used for both communication and storage
* Sharing information is most important for the team
  + Shared space to work without being in the same physical space
  + Need to ensure that everyone is looking at the same thing
  + Live documents need to be used not attachments as attachments may have been changed
* Team are spread out geographically
  + Hard drive and S-drive are not always accessible when on the road
* Struggled with the change to Ara (from CPIT and Aoraki Poly) to deal with the additional geographical challenge – now have teams in Oamaru and Timaru
  + People in Oamaru can feel ignored
  + Staff in Oamaru need to be kept as up to date as those in Christchurch

**Zoom:**

* Skype for business alternative
* Tracks stats as to which staff are using – he is the biggest user
* 2 x weekly team meetings are held across Zoom
  + Everyone Zooms in
  + Can see/talk to each other – using Webcams
  + Can share screens – ie pull up live documents that everyone can see an interact with
  + Can give control of that screen to others

**One Note:**

* Moving away from
* Not always that useful

**Coggle:**

* Online collaborative mind map
* Can do live interaction with it
* Use to plan projects remotely
  + People can add/change things
  + Use to collect ideas without everyone needing to be in the same place
* Free version was being used
  + Not secure
  + Must pay to make it private
  + Free software not always private

**Trello:**

* Workflow software
* Used to write courses
* Allows interaction
* Can flag errors in online courses
  + Both students and tutors can interact with it

**Remote Teaching:**

* Students do self-paced learning
* All on Moodle – mixture of face to face/online
* Not teaching – facilitating learning
  + Course content is live online and needs to be able to be updated /amended easily and quickly
* Instead of emailing stuff jump into trello and place into a project
* Can use with a phone
* Can put deadlines onto things
* Can add files/images

**Trello is not sanctioned by Ara**

* Shadow IT – programs used while not sanctioned because they are better that what is supposed to be used
  + Have access to Microsoft teams, but this is not integrated with SharePoint
    - Don’t know how to use it
    - Trello is easier, so that is what is used
* It was an adventure getting people on board with using trello
  + Gets excited about new technology
  + Not everyone was on board at first
  + Everyone likes it now it’s shown that it works

**Panopto:**

* Used to create updates from the boss for the team
* Includes a PowerPoint of slides (basic headings)
* Does a voice record for detail?
* Allows segmentation of each slide, so staff can watch as much or little as they want
* Staff can comment on what is there
* More personal than sending an email
* Can communicate emotion through the voice when using sound recording

**One Drive:**

* Staff drive moved to OneDrive
* Can remote access into the system from home
  + Not logging into the hard drive but into the actual computer
* Tools aren’t always the answer
  + What they enable is good
  + Trello allows a common shared space
* Feels like he is working in a 20th century institution trying to do 21st century stuff

**Requirements:**

* Zoom works well because screens can be shared, and remote staff can work on things together
* Need to always be connected
* Mobile tech helps with this

**Questions:**

**What would happen if you couldn’t use trello?**

* In a group looking at the future of tech for Ara
* Would be hard to stop using trello
* If Ara brought in something better that would work, it would be used
  + Trello is a tool, but have learned to work in the digital shared space using it
  + Team would be ready to embrace something similar
* Get around the rules as the tools are cloud based, and don’t need to be installed
  + IT dept control the software that can be controlled
* Moving to office 365 next year

**How cluttered are your files?**

* One drive doesn’t replace the S drive – still individual drives
  + Heading towards using SharePoint
  + If using SharePoint, a proper naming convention is required
  + Issue in one drive with the number of characters available in the file pathway
  + Need to bear that in mind when naming files
* Naming convention is a big thing
* S-drive fills up
  + Always full
  + Doesn’t let you save things when full
* S-drive stores department stuff/course content/student files
  + More high-level information is only stored in s drive

**How does having systems in different locations affect you?**

* Each location is owned by Ara
  + Leased buildings in greater Christchurch area
  + Ara owns all the technology
  + All on the fibre network
  + All linked online
  + IT maintains all systems
* Occasional drop out of online systems at campuses
  + Generally ok for students

**Do you clash with IT over shadow programs?**

* Haven’t asked about the programs used
  + Knows IT will take time / paperwork to get it approved
  + No cost to use initially (but privacy may be an issue)
  + Not putting student info/personal stuff/confidential information on Trello
* Early adopter
  + Team is open to the use of new technology
* Some people are afraid of new technology
  + Adopts out of frustration
    - Must convince people the benefits of using the new technology
    - Need to help them through the transition
* Zoom – better quality than skype
  + Easier to collaborate

Hasn’t solved the issue of Oamaru pax feeling left out

* Can still put feedback straight on trello, but harder
* Important to keep connected with the remote teams