**Interview Notes 15/10/18**

**Ops Manager – IT as a profession**

**Timetabling:**

* Uses word dos/spreadsheets to organise timetables
* Talks to individual tutors to find out the sessions/hours of teaching time required
* Gets info on the teaching environment needed from tutors (ie. Lab/lecture theatre)
  + Speaks with each tutor individually and builds the info into a spreadsheet
  + Very basic IT tools
* Once complete timetable is put into formal Tribal software
* No, it programs specifically for timetabling
* Info sits in Tribal and a PDF in Moodle as info for staff/student
* No systems to program timetables/classroom availability

Attitude is that if things work, don’t change them – management have agreed to add/amend as curses change, rather than look each semester at changing things completely

Lots of manual work – but it works for the department

**CAPEX Requests**

* In charge of processing CAPEX requests for the team
* Paper forms to be completed
* No way to track the status of CAPEX requests, and ensure that the money has been correctly spent

**Uploading records to S Drive**

* Confidential aspects of student records are only uploaded to S drive, rather than TRIBAL
* Full student records are on TRIBAL
* Records on both systems manually updated
* Higher degree of Privacy for student records on S-Drive – only 1-2 pax can access, rather than all academic staff

Business plans also sit on S-Drive – not a live document

* Reluctance form the team to use live online documents, although there is the ability to do so

**Checking Student Results**

* Different systems and tools used
* TRIBAL – results are manually updated
  + Once tutor has confirmed results for students on Tribal it is immediately available to students
  + Formal publication is separate
  + To change results once confirmed there is a manually process
* Results Meeting:
  + Used to identify students that may need additional Support
  + Check consistency of grading
  + Not a formal cross-checking process
  + Preparation for the results meeting:
    - No auto extraction from the Tribal Database
    - Results are manually populated into a spreadsheet
    - This spreadsheet is then discussed at the results meeting
    - Occurs at the end of every semester prior to results being confirmed as final

**TRIBAL**

* Can load course prerequisites into Tribal
* Tribal will show if someone doesn’t qualify to take a course

**Graduation/progression of students:**

* Tribal generated report shows the students who are due to graduate
* This is individually checked
* Study plan for each student is electronically recorded – this is cross checked against their results
* Study plans are not on TRIBAL
  + BCIT – no individual study plan until Yr2
  + GDIP – Study plan from start
* Re-Enrolment – System generated form that is required to be printed and signed by staff/students
* All manual with forms – no system
  + Would like for it to be more automated

**New Programs/course updates**

* The system for developing new programs is outside of the Moodle/Tribal system
  + Nothing electronic about it
  + Initiative of tutors to develop new courses
  + Informal for small changes
  + Large changes need MOE approval
  + Consultation with industry happens
    - Technology/processes could improve that – just chatting isn’t the best option
    - Assumption from the industry is that they know best – can’t tell universities what to do – needs to be seen as a partnership
* Change management processes within the department have not been going well due to lack of resources
  + Groups of lecturers from every group get together to formally discuss and evaluate new curses
    - Forms need to be filled out
    - All paper based/MS word
    - No application used to simplify the process
  + Institution doesn’t require lecturers to re-evaluate courses, but most do anyway
    - Not a formal process
    - Each program has a MOE required review
    - Not at a course level, but at a program level (IE degree)
  + Academic services assist with the documentation side of things
    - Not assisted by an IT system

**POWER BI**

* System for managing BI for organisations
* Business intelligence tool
  + Gives BI level reporting (Overall information)
* Not updated manually – pulling info from somewhere
* Understanding how to use it is important
  + Does stuff that seems wrong because of the way things are calculated
  + People not knowing how to work it are an issue

**Meetings:**

* Don’t use tech in meetings
* Use outlook to organise meetings
  + IT Admin manually send out meeting booking requests
* Team in Timaru – not involved in meetings
* Culturally – prefer to get together face to face
* Some people embrace multi-tasking in meetings, some are untrusting
  + Generally comfortable, but not everyone agrees with the use of laptops/tablets in meetings
  + Can be very useful (ie to get stats needed for the meeting)
  + Use of tech can assist with people working around the world
  + Would like to see a further embracing of that

**Are there more efficient systems?**

* Yes processes can always be improved
* Believes that there can be improvements in all processes
* Not enough engagement with students
  + Risk taking not seen in students – ie in choice of courses
  + Engagement with students could be improved

**Challenges for the department:**

* Consistency of information for decision making
  + What do things mean? Not set
* Lack of awareness and communication of roles and responsibilities within and outside the team
  + Eg no one knows we are the biggest CISCO system trainer in nz
  + Pax don’t know what is going on in units
* Project orientation – setting beginning, end & review dates for things

**Critical outside services:**

* IT services are outside of the department – centralised IT
* IT labs are slightly separate from the main IT system
* Biggest tool used is TRIBAL
  + Overall planning for the school
* If things are broken IT will fix
* If better equipment is required budget request has to be put in
  + Over $20k this is CAPEX request
* Rely on lots of other services (ie enrolement/admin)
  + Forms are processed by the admin teams
* Rely on marketing
  + Don’t do marketing themselves
  + See students as a form of marketing

IT deployment is managed by the centralised IT department – any suggestions would be implemented through them

* Marketing drives the website
* IT department deploy standard tools
* If the team want to use something else they need to go through a formalised process
* Small purchases within budget can be made autonomously
* Labs/equipment deployment done by the department staff

**Issues:**

* Never had any issues
* Generalise issue with the overall process plan
  + What can help with a clear awareness of pathways
  + Processes within the department work because people are passionate about making it work
  + Department runs like a well-oiled machine

**Processes that could be improved:**

* Moderation of assessments
  + Decided to have a 5 year strategy
  + Each 5 yrs each course has an external assessment
  + Priority is given to new courses/tutors
  + Completely manual process
  + All in a spreadsheet
  + Someone has to remember to do it
  + Manual follow up if this has been done
  + Would like to try and minimalise reliance on actual people
    - Risk reduction
    - Tech could assist