

# Learning Centre Practice (Paper version)

## 1. Learning Centre Practice in Aotearoa/New Zealand

Dear colleague

We invite you to complete a questionnaire about Learning Centre practice and resources in Aotearoa/New Zealand.

This questionnaire is part of a research project being conducted by Caitriona Cameron (Lincoln University) and Charlie Catt (Christchurch Polytechnic and Institute of Technology). The data to be collected will assist learning advisors to reflect on the provision of learning development in New Zealand institutions and will provide baseline information that will assist future research into effective practice and comparison with practice in Australia and the United Kingdom.

We have identified Learning Centres in New Zealand universities and polytechnics through the ATLAANZ web site and are asking managers/coordinators of these centres to complete this questionnaire.

Any information you provide in this questionnaire will be confidential. You are being asked for your details on the questionnaire form so that, if necessary, we are able to contact you again (with your agreement) to clarify details in responses. However, if you wish to remain anonymous, it is your right to do so. Individual questionnaire data will be seen only by the researchers and an administrative assistant who will collate responses. Information will be stored in an electronic form with password protection. Data will be presented at the 2008 ATLAANZ conference and a summary will appear in the conference proceedings. Data will be aggregated; any comparison will be at the level of type of institution and no information will be reported in a way that will identify individuals or institutions.

Your participation is entirely voluntary and you may decline to answer any questions. If you complete the questionnaire, it will be understood that you have consented to participate in the project and have consented to publication of the results with the understanding that anonymity will be preserved.

We anticipate that the questionnaire will take approximately 30 minutes to complete. Some of the questions require data from 2007 that will need to be obtained from Learning Centre or institutional data bases; you may wish to gather this data before you begin to fill in the questionnaire.

This questionnaire has been distributed in both paper and electronic form. Please return this paper form by September 1st to Caitriona Cameron, Teaching and Learning Services, P O Box 84, Lincoln University, Canterbury.

If you would prefer to complete the electronic form of the questionnaire (our preference), you will find it at the following URL:

[http://www.surveymonkey.com/s.aspx?sm=SjhG6wTAsMjTFqblFfm02Q\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=SjhG6wTAsMjTFqblFfm02Q_3d_3d)

You may exit and re-enter the electronic questionnaire as many times as you wish. Each time you exit, your responses will be automatically saved. When you re-enter the questionnaire, you can change your previous responses if you wish. The questionnaire site will be closed on September 1st.

If you have any queries about this project, please contact Caitriona Cameron (cameroc@lincoln.ac.nz) or Charlie Catt (cattc@cpit.ac.nz).

We would appreciate your support in completing this questionnaire. Your contribution will be of great value to this research.

Sincerely, Caitriona Cameron & Charlie Catt

## 2. Your details (page 2 of 20)

1. Name of your institution (e.g. Lincoln University) :

2. Your name:

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3. Name of your Centre / Unit (e.g. Student Learning Centre) :

## 3. Job titles (page 3 of 20)

1. What is the title of your position as the "head" of the centre ? (Tick one)

Manager

Coordinator

Director

Other (please specify)

2. What title do your teaching / learning advising staff have ?

Learning Advisor

Learning Support Specialist

Lecturer

Tutor

Other (please specify)

3. Optional comments (Feel free to include further information or comments about job titles)

## 4. Learning Centre Location (page 4 of 20)

1. How many campuses does your centre service ?

1

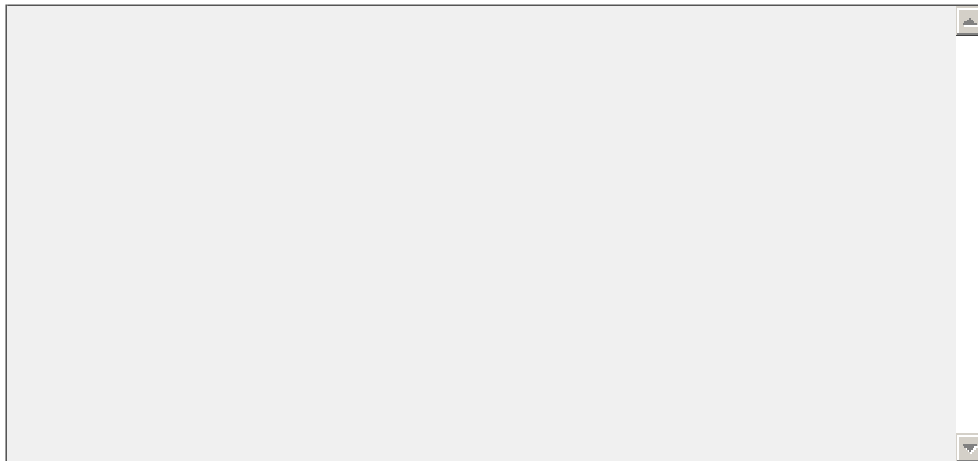
2

More than 2 (please specify)

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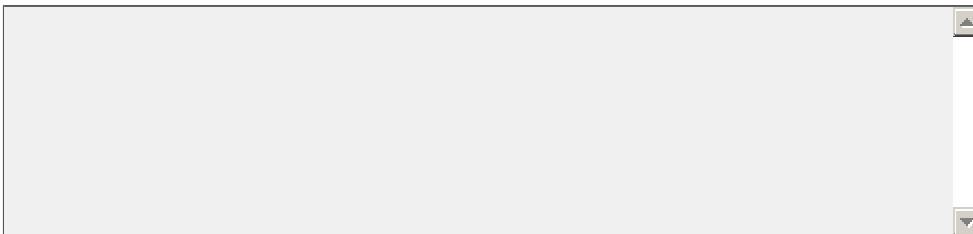
2. Where is your centre physically located ? (If you service more than one campus, please use the Comments box to specify where the centre is located on each campus)

- Library building
- Faculty building (please specify in Comments box below)
- Student Support Services building
- Stand-alone Learning Centre building
- Other (please specify in Comments box)
- Comments

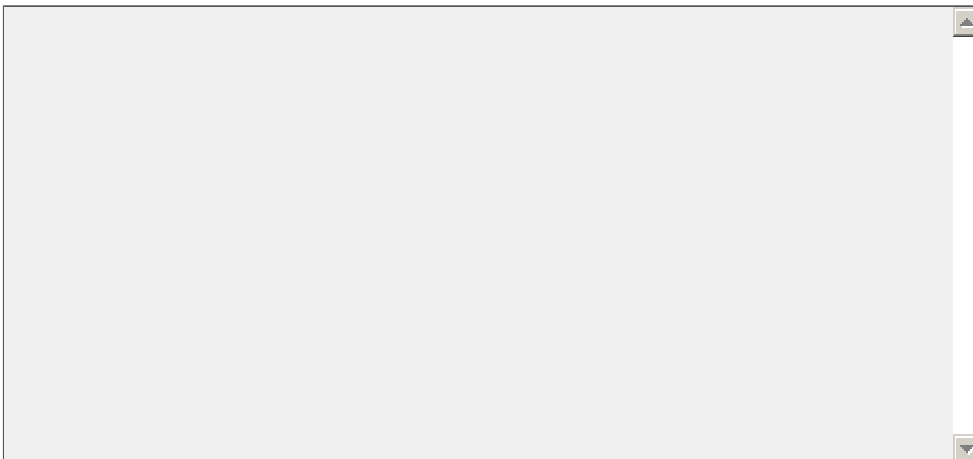


## 5. Learning Centre Hours (page 5 of 20)

1. What days / hours is your centre open ?



2. Optional comments (Feel free to include further information or comments about location and hours)



## 6. Institutional Connections (page 6 of 20)

1. Is your centre an autonomous entity, or part of a larger team ?

- Autonomous entity
- Part of Library team
- Part of faculty (please specify in Comments field below)
- Part of Teaching and Learning Unit
- Part of Student Support Services
- Other (please specify in Comments field below)

Comments

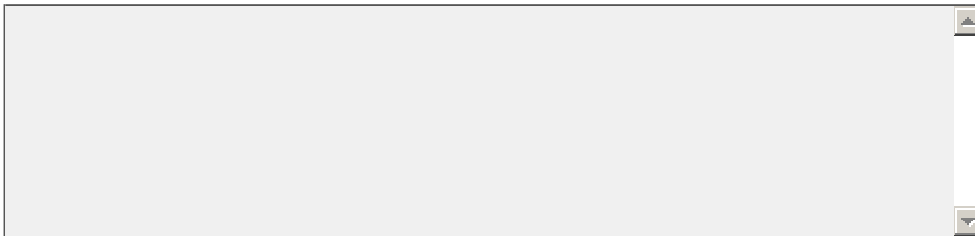
2. Who does your centre report to ? (from immediate reporting line to head of institution - e.g. to Librarian, then to Head of School, then to CEO)

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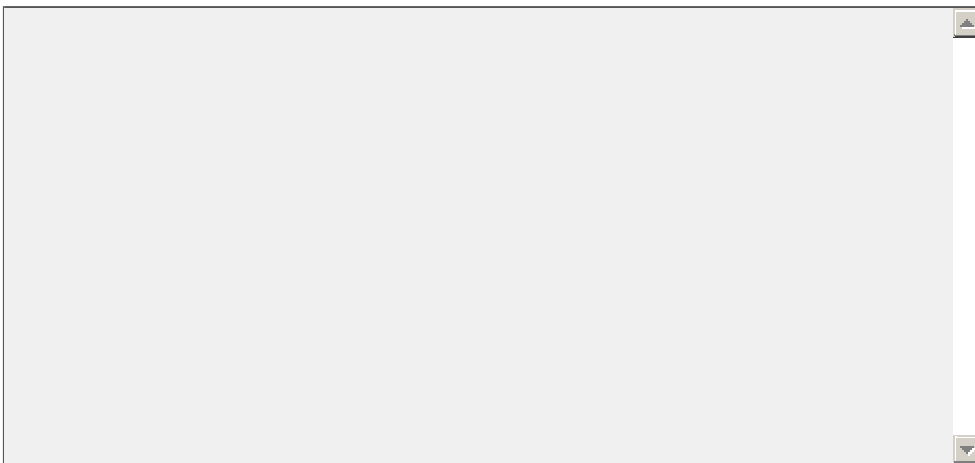
3. Which other groups does your centre work with ? (Please choose all that apply)

- Librarians
- Faculty members
- Information / Computing services
- Postgraduate services
- Staff developers
- Administration / Registry
- Health & Counselling services
- Disability services
- Maori student support services
- Pacific student support services
- International support services
- Students' Association
- Community groups (please specify)
- Other (please specify)

Details about "Community groups" / "Other"

A large, empty rectangular text area with a light gray background and a thin black border. It has a vertical scrollbar on the right side, indicating it is a scrollable field for providing details about the selected community groups or other services.

4. Optional comments (Feel free to include further information or comments about institutional connections)

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7. Learning Centre Funding (page 7 of 20)

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## 1. How is your centre funded ?

- Central institution funds
- Faculty funds
- Student Association fees
- Learning Centre user fees (If so, please provide details of the fee in the box below)
- External funding (e.g. contracts)
- Other (please specify in the box below)

Details of fees and other sources of funding

## 2. Optional comments (Feel free to include further information and comments about funding)

## 8. Learning Centre Staffing (Numbers of staff) (page 8 of 20)

### 1. How many individual staff members are there in your centre ?

Number of learning advisors

Number of administrative staff

Other (please specify)

### 2. How many full-time equivalent staff are there in your centre ?

Number of FTE learning advisors

Number of FTE administrative staff

Other (please specify)

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3. Optional comments (Feel free to include information/comments about staffing levels)

### 9. Learning Centre Staffing (Contracts) (page 9 of 20)

1. How many individual staff members in your centre are in the following categories ?

Continuing / permanent / tenured learning advisors

Fixed term / casual / temporary learning advisors

Continuing / permanent / tenured administrative staff

Fixed term / casual / temporary administrative staff

2. On what type of contracts are your learning advisors employed ?

Academic

General

Other (please specify)

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3. Optional comments (Feel free to include further information and comments about contracts)

## 10. Learning Centre Staffing (Qualifications) (page 10 of 20)

1. How many learning advisors in your centre have the following qualifications (as their highest qualification) ?

Certificate (Undergraduate level)	<input type="text"/>
Diploma (Undergraduate level)	<input type="text"/>
Bachelors degree	<input type="text"/>
Graduate Diploma	<input type="text"/>
Post graduate certificate / diploma	<input type="text"/>
Masters degree	<input type="text"/>
PhD	<input type="text"/>
No formal qualifications, but other appropriate experience (please specify)	<input type="text"/>

2. Optional comments (Feel free to include further information and comments about qualifications)

## 11. Students in your institution (page 11 of 20)

1. In 2007, how many students were enrolled in your institution ?

Number of individual students	<input type="text"/>
Number of FTE students	<input type="text"/>



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2. In 2007, how many students enrolled in your institution were in the following categories ?

Foundation (pre-entry)	<input type="text"/>
Certificate	<input type="text"/>
Diploma	<input type="text"/>
Undergraduate	<input type="text"/>
Postgraduate course work (inc. Honours)	<input type="text"/>
Research degrees	<input type="text"/>
Other (please explain)	<input type="text"/>

3. In 2007, how many students enrolled in your institution were in the following categories ?

Domestic	<input type="text"/>
International	<input type="text"/>

## 12. Learning Centre Users: Programmes of study (page 12 of 20)

1. In 2007, did students studying in the following programmes use your centre's services ?

	Yes	No
Foundation (pre-entry)	jn	jn
Certificate	jn	jn
Diploma	jn	jn
Undergraduate	jn	jn
Postgraduate course work (inc. Honours)	jn	jn
Research degrees	jn	jn
Staff	jn	jn
Other (Please specify)	jn	jn
Other	<input type="text"/>	

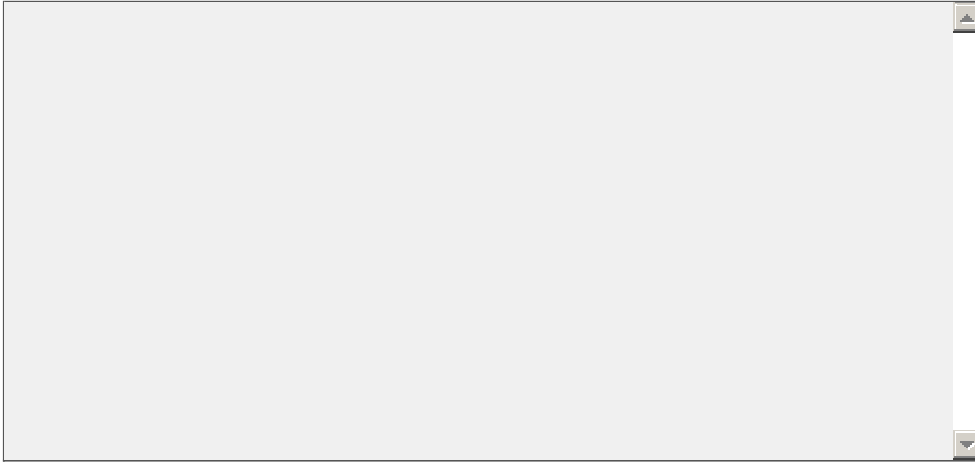
2. In 2007, approximately what percentage of students using your services were enrolled in the following programmes ?

(If you do not have this data, please leave boxes blank)

Foundation (pre-entry)	<input type="text"/>
Certificate	<input type="text"/>
Diploma	<input type="text"/>
Undergraduate	<input type="text"/>
Postgraduate course work (inc. Honours)	<input type="text"/>
Research degrees	<input type="text"/>
Staff	<input type="text"/>
Other	<input type="text"/>

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3. Comments (Feel free to include further information and comments on users and data availability)



### 13. Learning Centre users: Demographic groups (1) (page 13 of 20)

1. In 2007, which demographic groups used your Centre ?

- Domestic (including Australian)
- International
- Maori
- Pasifika
- English as an additional language
- English as a first language
- Learning disability and other specific needs
- Adult / mature (> 25 years of age)

### 14. Learning Centre users: Demographic groups (2) (page 14 of 20)

1. In 2007, approximately what percentage of students using your services came from the following fee-paying groups ? (Leave these boxes blank if you do not have this data)

Domestic (including Australian)

International

2. In 2007, approximately what percentage of students using your services came from the following ethnic groups ? (Leave these boxes blank if you do not have this data)

Maori

Pasifika

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3. In 2007, approximately what percentage of students using your services came from the following language backgrounds ? (Leave these boxes blank if you do not have this data)

English as an additional language

English as a first language

4. In 2007, approximately what percentage of students using your services had the following specific needs ? (Leave these boxes blank if you do not have this data)

Learning disability and other specific needs

Adult / mature (> 25 years of age)

5. Comments (Feel free to include further information and comments about users or availability of user data)

15. Learning Centre services: Types of programmes/services (page 15 of 20)

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1. Which of the following programmes/services does your centre provide for students ? (Choose all that apply)

- Academic writing
- Study skills
- Personal skills (e.g. time management, motivation, leadership)
- Mathematics/statistics
- Library and information literacy
- ICT
- PASS/Peer support
- Pastoral support
- Research student supervision
- Orientation programmes
- Transition programmes
- Programmes for external groups (please specify in Other/Comments below)
- Other (please specify)

2. What other roles/services does your centre provide for your institution ? (Choose all that apply)

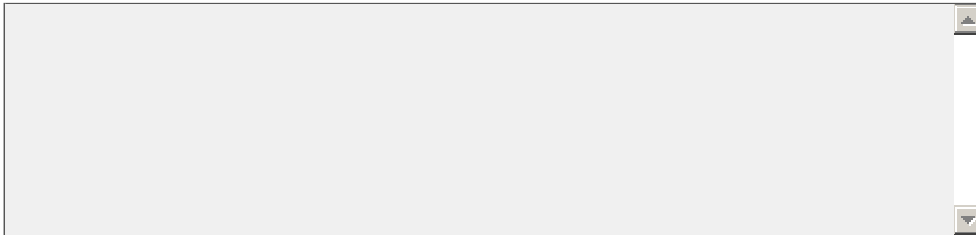
- Staff/tutor development
- Testing/assessment
- Academic/Executive committees
- Research on teaching & learning
- Liaison/extension work with schools, other universities etc
- Other (please specify)

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1. Which of the following credit bearing programmes does your centre provide ?  
(Choose all that apply)

- Full courses / papers
- Components/modules of a full paper
- No credit bearing programmes provided

Optional comments (Feel free to include further information and comments about credit bearing courses)



2. Through which (non-credit) modes does your centre provide programmes ?  
(Choose all that apply)

(NB. Centres are involved in a wide variety of teaching modes and use a range of terminology to describe those modes. Feel free to add examples or notes to the categories below if this would aid clarity.

For the purposes of this questionnaire, the following definitions have been adopted:

“Generic” – programmes not specifically tailored to the needs of a particular paper or programme. For example, a session on essay writing designed for and attended by students from a variety of disciplines/papers; a session on using a calculator attended by students from a variety of disciplines/programmes; a session on time management attended by students from a variety of disciplines/programmes

“Embedded or integrated” – programmes specifically tailored to the needs of students enrolled in a particular paper or programme; this may or may not involve team teaching with the faculty member responsible for the paper. For example, a session on essay writing designed for and attended by students in a first year sociology paper, possibly targeted specifically at the students’ next assignment; a session on hypothesis testing designed for and attended by students enrolled in a particular statistics paper; a session on developing a project time-line for students enrolled in a research methods paper.

- Individual consultation - face to face
- Individual consultation - email, telephone etc
- Courses – generic
- Courses – embedded or integrated

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- Workshops -generic
- Workshops - embedded or integrated
- Lectures - generic
- Lectures - embedded or integrated
- Text based ( e.g. print self study materials)
- Web based ( e.g. electronic self study materials)
- Other, please explain

Optional comments (Feel free to include further information and comments about modes)



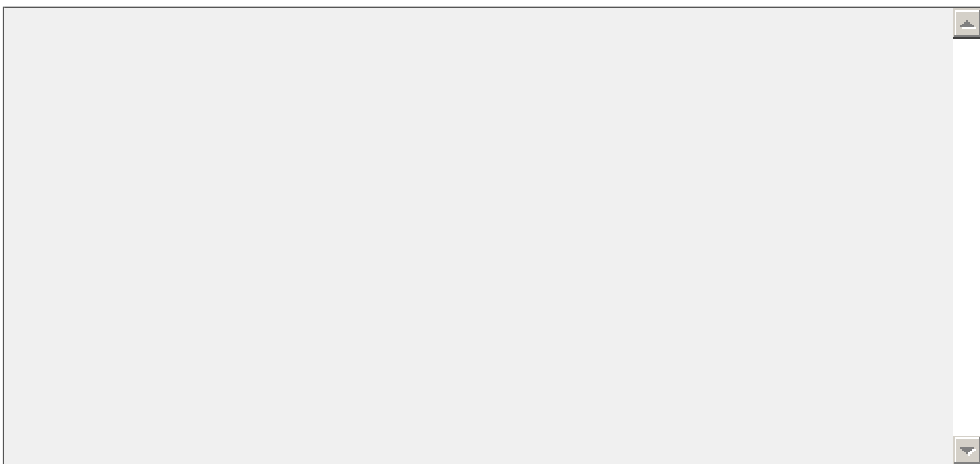
### 17. Learning Centre services: Mission statement (page 17 of 20)

1. Does your Centre have a mission statement ?

Yes

No

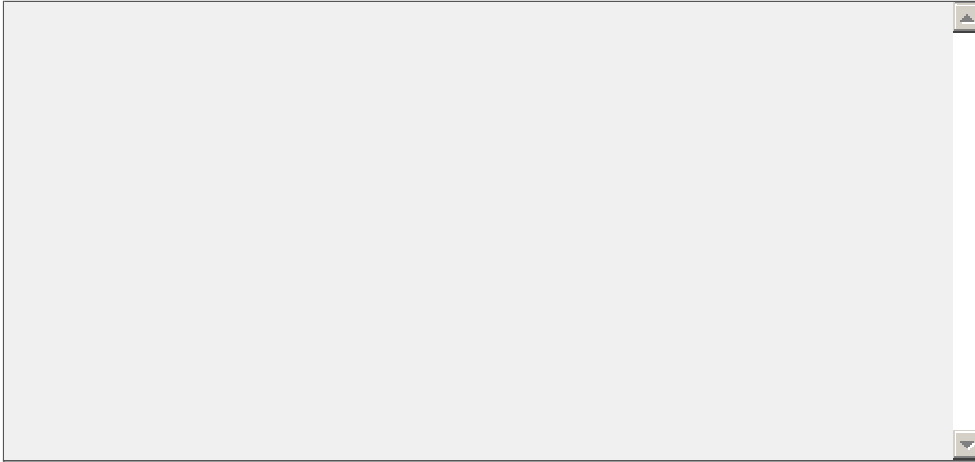
2. If your centre has a mission statement, please paste it here (or send separately, if easier)



### 18. Changes in practice (page 18 of 20)

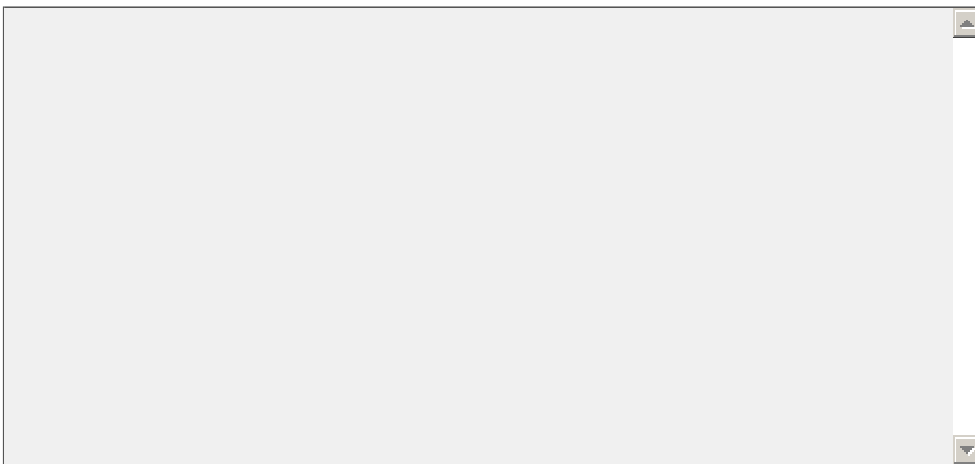
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1. What changes have occurred recently (or are about to occur) in the content of your centre's practice, reporting lines, or method of delivery and why ?



### 19. Final comments & follow up (page 19 of 20)

1. Are there any other comments you would like to make that have not been addressed here ?



2. Are you willing to be contacted for clarification or further detail ?

Yes

No

### 20. Thank you

Thank you for your help in completing this survey. We look forward to sharing our results with you at the 2008 Atlaanz conference.

Best wishes,

Caitriona Cameron & Charlie Catt