

Learning Resource Services Vision 2020 Implementation

Vision: Learning Resource Services is an essential core of the Bow Valley college community, a leader in facilitating learning success, and a champion in enabling innovation.

Mission: Learning Resource Services champions effective learning practice throughout the Bow Valley College community, any time, any place, any path, any pace. We advocate for lifelong learning, applied research, and learning success by providing expertise, specialized services, and resources that enable academic excellence & collaboration.

VISION 2020 STRATEGY LEARNING RESOURCE SERVICES GOALS & OBJECTIVES

BEING A LEARNING PARTNER FOR LIFE

LRS Goal #1: Fostering lifelong learning relationships.

1. Strengthen relationships with our clients & stakeholder groups.
2. Develop strategic partnerships between LRS units and other BVC support departments.
3. Adapt services to meet flexible needs – in both the present and expected future.

DELIVERING EXCELLENCE IN APPLIED EDUCATION

LRS Goal #2: Engaged, intentional, responsive, evidence-based teaching & learning.

1. Deeply embed LRS services across the College academic and social experience to add value and drive engagement in learning at BVC.
2. Develop recognized and ever-evolving expertise in “leading-edge” teaching, learning, and learner support practices.

OPTIMIZING OUR COMMUNITY CONNECTEDNESS

LRS Goal #3: Fostering professionalism and development of Communities of Practice.

1. Facilitate the development of Communities of Practice in our areas of core competency.

ADVANCING THE DIVERSITY ADVANTAGE

LRS Goal #4: Celebrate, support, and leverage diversity.

1. Create a departmental culture that recognizes and builds on the important contribution of multiple stakeholder perspectives.

GROWING OUR CAPACITY FOR THE FUTURE

LRS Goal #5: Fostering capacity and innovation.

1. Make every service offering an opportunity for our clients to develop their own capacity and skills.
2. Create and refine programs specifically designed to prepare learners and staff to meet future challenges.

LRS Goal #6: Scalable, automated systems for administration and service delivery.

1. Model the “art of the possible” by imagining and developing innovative solutions in cooperation with the College community.
2. Provide leadership by implementing technology-based solutions that improve effectiveness, efficiency, and flexibility in academic and administrative pursuits.

Teaching & Learning Enhancement Vision 2020 Implementation

Vision: Teaching and Learning Enhancement is recognized as a leader in an evidence-based approach to any time, any place, any path, any pace teaching and learning.

Mission: Teaching and Learning Enhancement provides expertise and promotes best practices in teaching, curriculum design, and copyright. We support, empower, and engage with the Bow Valley College community as the College achieves excellence in applied education.

LRS GOALS

UNIT GOALS & OBJECTIVES

FOSTERING LIFE- LONG LEARNING RELATIONSHIPS

TLE Goal #1: Respond to the professional development needs of the College community in order to enhance the quality of teaching and learning at a comprehensive community college.

- Establish a systematic and meaningful process to assess the professional needs of the College community.

TLE Goal #2: Strengthen our relationship with other post-secondary units that focus on teaching and learning.

- Partner with Calgary-based post-secondary units on initiatives that align with the unit goals.

TLE Goal #3: Foster a flexible, cooperative, and collaborative team-based environment.

- Enhance internal workflows and processes in order to enable a flexible, cooperative, and collaborative team-based environment.

ENGAGED, INTENTIONAL, RESPONSIVE, EVIDENCE-BASED TEACHING & LEARNING

TLE Goal #4: Support, promote, and advance the quality of engaged, intentional, responsive, evidence-based teaching and learning.

- Embed an engaged, intentional, responsive, and evidence-based approach in our services and support.

FOSTERING PROFESSIONALISM & DEVELOPMENT OF COMMUNITIES OF PRACTICE

TLE Goal #5: Connect BVC faculty across program areas in order to share expertise, explore innovation and address the challenges of teaching for any time, any place, any path, any pace learning.

- Leverage the College's systems and technology to establish Communities of Practice.

TLE Goal #6: Foster a culture of excellence in applied education.

- Develop a Bow Valley College Adult Educator Certificate program.

Teaching & Learning Enhancement Vision 2020 Implementation

LRS GOALS

FOSTERING
CAPACITY &
INNOVATION

SCALABLE,
AUTOMATED
SYSTEMS FOR
ADMINISTRATION &
SERVICE DELIVERY

UNIT GOALS & OBJECTIVES

TLE Goal #7: Support the College community in matters related to copyright.

- Provide leadership, education, and consultation services by implementing a Copyright Safe Harbour (a set of principles and best practices as defined by the Association of Canadian Community Colleges).

TLE Goal #8: Support the College community in the design of engaged, intentional, responsive curriculum; and in matters related to innovation in curriculum.

- Enhance our internal processes for managing curriculum development projects to support our clients' efforts at innovation.

TLE Goal #9: Provide professional development for BVC faculty that assists them to adapt to changes in curriculum, instructional technology, teaching practices, and the student experience.

- Adopt a sponsor-led service model toward meeting our client's professional and development needs.

TLE Goal #10: Support, promote, and advance the College's systems of technological and pedagogical teaching tools and resources to facilitate any time, any place, any path, any pace learning.

- Embed the College's systems of technological and pedagogical teaching tools and resources in our services and support.
- Actively participate and contribute to the LMS RFP & Implementation project.

Online Learning Support Vision 2020 Implementation

Vision: Online Learning Support is a catalyst for any time, any place, any path, any pace learning through support of online learning technologies.

Mission: In collaboration with ITS, Online Learning Support provides up-to-date, timely, effective, friendly, technical support and administration to ever-evolving online technology needs.

LRS GOALS

UNIT GOALS & OBJECTIVES

FOSTERING LIFE- LONG LEARNING RELATIONSHIPS

OLS Goal #1: Leave all users with a positive experience or turn their poor initial experience into a positive one.

- Be the last or 2nd last point of contact for users' answers (i.e., track down the person they should contact).

OLS Goal #2: Closer ties at the unit and outside department level to foster best practices and collaborations.

- Best practices in customer service (i.e., friendly, empathetic).

FOSTERING PROFESSIONALISM & DEVELOPMENT OF COMMUNITIES OF PRACTICE

OLS Goal #3: Consistent course features and design to provide familiarity to users and streamline support.

- Build best practices from the ground up (development to delivery).
- Basic LMS training for department staff.

FOSTERING CAPACITY & INNOVATION

OLS Goal #4: Real time online help.

- Extension of services within current hours (i.e., Adobe Connect, updated phone system).

OLS Goal #5: Leading the way in supporting our LMS and other instruction supplemental technologies no matter the technology platform.

- Lay the current foundation with a new LMS and Agresso integration.
- Keep up with the latest platforms (hardware/software).

SCALABLE, AUTOMATED SYSTEMS FOR ADMINISTRATION & SERVICE DELIVERY

OLS Goal #6: Additional automation to allow users to complete tasks without human interaction.

- More tools create to allow simple student tasks (i.e., password resets).

Applied Research & Evaluation Vision 2020 Implementation

Vision: Applied Research and Evaluation is a leader in building capacity and supporting applied research and evaluation within the Bow Valley College community.

Mission: Applied Research and Evaluation strengthens the ability of the Bow Valley College community to achieve their goals towards learning success throughout the lifelong learning process. We accomplish this by supporting and fostering applied research & evaluation endeavors, engagement and collaboration, and knowledge dissemination and translation.

LRS GOALS

UNIT GOALS & OBJECTIVES

FOSTERING LIFE-
LONG LEARNING
RELATIONSHIPS

ARE Goal #1: Expanding strategic partnerships to implement the Vision and Mission of Applied Research and Evaluation.

- Develop cross college partnerships within the BVC community and with other PSIs.
- Expand community, business and industry, and government partnerships through applied research and evaluation collaborative activities, including networking opportunities.

ENGAGED,
INTENTIONAL,
RESPONSIVE,
EVIDENCE-BASED
TEACHING &
LEARNING

ARE Goal #2: Contributing to Bow Valley College's implementation and delivery of excellence in applied education.

- Support applied research that is relevant to teaching and learning.
- Use applied research as a vehicle for implementation and evaluation of college-wide learning outcomes.
- Conduct research and evaluation projects with other LRS units or assist them through consultation.

ARE Goal #3: Providing applied research services to all areas of the BVC community.

- Provide support to the College community for workforce and economic development through applied education. Bow Valley College, small and medium-sized enterprises (businesses, organizations, etc.), and communities utilize our expertise in applied research and evaluation to collaboratively identify and realize shared opportunities.

FOSTERING
PROFESSIONALISM
& DEVELOPMENT
OF COMMUNITIES
OF PRACTICE

ARE Goal #4: Fostering professionalism and the development of an Applied Research and Evaluation Community of Practice.

- Support the development and continuation of an Applied Research Community of Practice within the BVC community.

Applied Research & Evaluation Vision 2020 Implementation

LRS GOALS

FOSTERING CAPACITY & INNOVATION

UNIT GOALS & OBJECTIVES

ARE Goal #5: Creating a culture of applied research and evaluation at Bow Valley College.

- Develop and implement strategies for engaging learners, faculty, and administration in applied research activities.
- Showcase successful applied research and innovation projects.
- Build awareness of evaluation policy and procedures among Deans, Coordinators, and instructors.

ARE Goal #6: Enhancing Bow Valley College's Applied Research capacity amongst learners, faculty, staff, and communities.

- Provide support for student, faculty, and staff engagement in applied research: consultation, assisting, and training in research and evaluation approaches, methodologies, and methods; quantitative and qualitative data collection and analysis; and knowledge transfer skills.
- Collaborate with the Professional Development Office at BVC on PD and networking opportunities for BVC staff and faculty.
- Ensure that the Bow Valley College Research Ethics Board applies current and stringent procedures to all research involving human subjects.

SCALABLE, AUTOMATED SYSTEMS FOR ADMINISTRATION & SERVICE DELIVERY

ARE Goal #7: Supporting faculty and staff in the use of relevant research technology.

- Ensure AR&E staff are trained in related technology, applications, and software programs to increase capacity in research and evaluation.

ARE Goal #8: Increasing automation of the Learning Experience Feedback process.

- Redesign the LEF process to ensure timeliness, effectiveness, and efficiency.

Library & Learning Commons Vision 2020 Implementation

Vision: The Library and Learning Commons is a nexus of academic and social spaces, blending tradition and innovation for any time, any place, any path, any pace learning.

Mission: The Library and Learning Commons is a dynamic environment that invites learning, engagement, and discovery. We connect the Bow Valley College community to information and each other. We create relationships that enrich and drive lifelong learning.

LRS GOALS

UNIT GOALS & OBJECTIVES

FOSTERING LIFE- LONG LEARNING RELATIONSHIPS

LLC Goal #1: Enrich the Bow Valley College community by providing and supporting a dynamic and inclusive learning environment.

- Create a dynamic, engaging, and inclusive physical and virtual environment which promotes and facilitates learning and discovery.
- Deliver services and programs that are current, accessible, and relevant which respond to the needs of the BVC community.
- Support the continuous improvement of the learning environment and student success.
- Respond to the invigilation needs of both the BVC community and external organizations.

LLC Goal #2: Develop and leverage strategic partnerships with internal and external stakeholders.

- Build new and leverage existing partnerships within the library community at a local, national, and international level.
- Establish relationships with key program stakeholders to facilitate the delivery of relevant information services within program areas.
- Establish partnerships with external institutions and organizations to provide invigilation services for workplace training and/or accreditation purposes.
- Collaborate with the College Advancement Team to form partnerships with external stakeholders.
- Develop relationships with learners that foster deep engagement for lifelong learning and academic success.

ENGAGED, INTENTIONAL, RESPONSIVE, EVIDENCE-BASED TEACHING & LEARNING

LLC Goal #3: Develop a formal information literacy program that recognizes information literacy as a learning outcome in all instructional areas.

- Participate in the development of curriculum and assignments that impart research skills to students.
- Provide Liaison Librarians for program areas and an Outreach Services Librarian for distance learners in order to tailor and embed services, build relationships, and meet the unique information needs of the programming area.

Library & Learning Commons Vision 2020 Implementation

LRS GOALS

**CELEBRATE,
SUPPORT, AND
LEVERAGE
DIVERSITY**

UNIT GOALS & OBJECTIVES

LLC Goal #4: Foster an environment that supports and celebrates diversity and inclusiveness.

- Support under-represented learners and programming through specialized support services and collections.
- Develop and support a culturally responsive and inclusive environment/community.
- Provide invigilation services and resources for workplace training.

**FOSTERING
CAPACITY &
INNOVATION**

LLC Goal #5: Recruit, support, and retain committed, qualified, and diverse professionals.

- Ensure all LLC positions serve the mission and purpose of the LLC and the College.
- Provide a sufficient number and appropriately qualified LLC personnel to ensure excellence and who can function successfully in an environment of continuous change.
- Ensure faculty and staff are aware of and able to communicate to learners the value of the LLC.

**SCALABLE,
AUTOMATED
SYSTEMS FOR
ADMINISTRATION &
SERVICE DELIVERY**

LLC Goal #6: Secure and deploy the best technology to support the LLC's patrons in effectively accessing information and services at their point of need.

- Ensure the LLC has the technological infrastructure that will support changing modes of information and resource delivery.
- Exploit emergent mobile technologies to connect patrons to the LLC's resources & services.
- Enhance the Pay-For-Print capabilities to include Wi-Fi printing, color printing, and scanning.
- Utilize automated systems and technologies to collect data that demonstrates the value and impact of the LLC's facility and services; and to facilitate continuous improvement.
- Engage in research and development projects that explore the feasibility of adapting new and emerging technologies.