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People, Technology & Place: A Model for Integrated Learning & Service Environments

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Overview

- **Context:** **City West Learning Centre
(The Jeffrey Smart Building)**
- **Pilot Project:** **Integrated Services at Mawson
Lakes Campus**
- **Lessons Learned & Continuous Improvement**

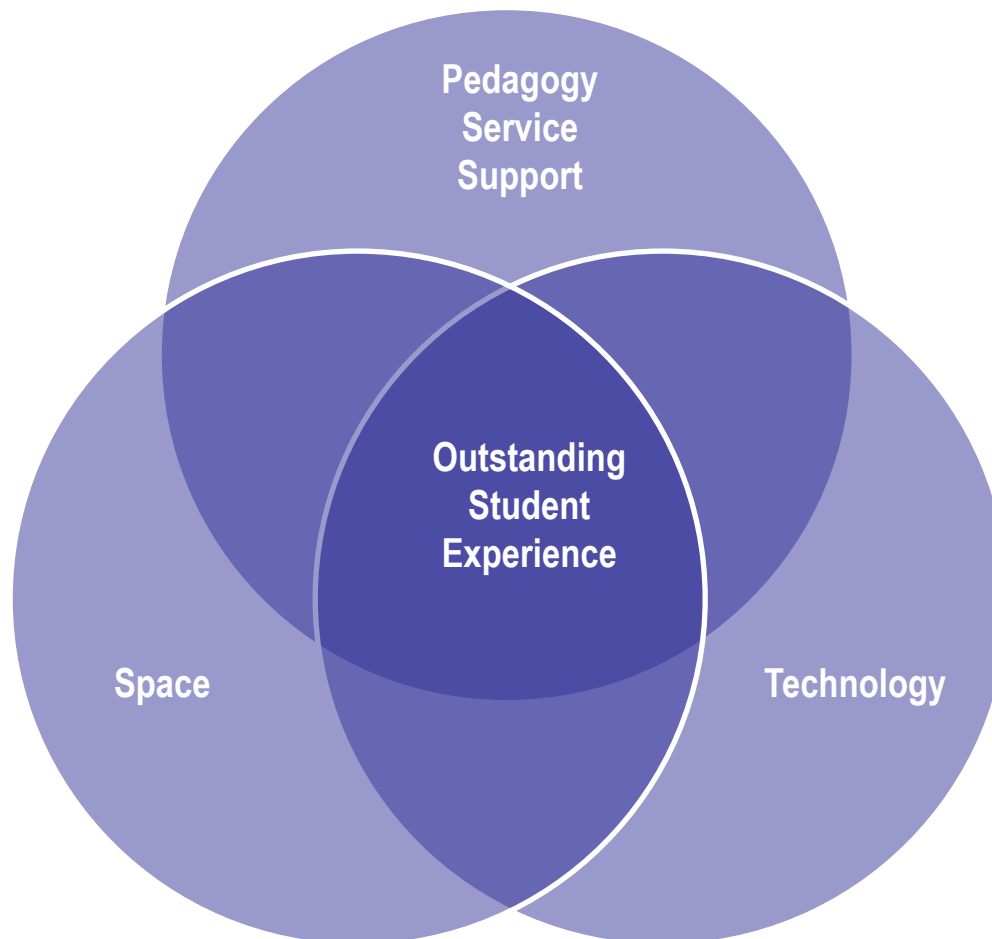
The Jeffrey Smart Learning Centre



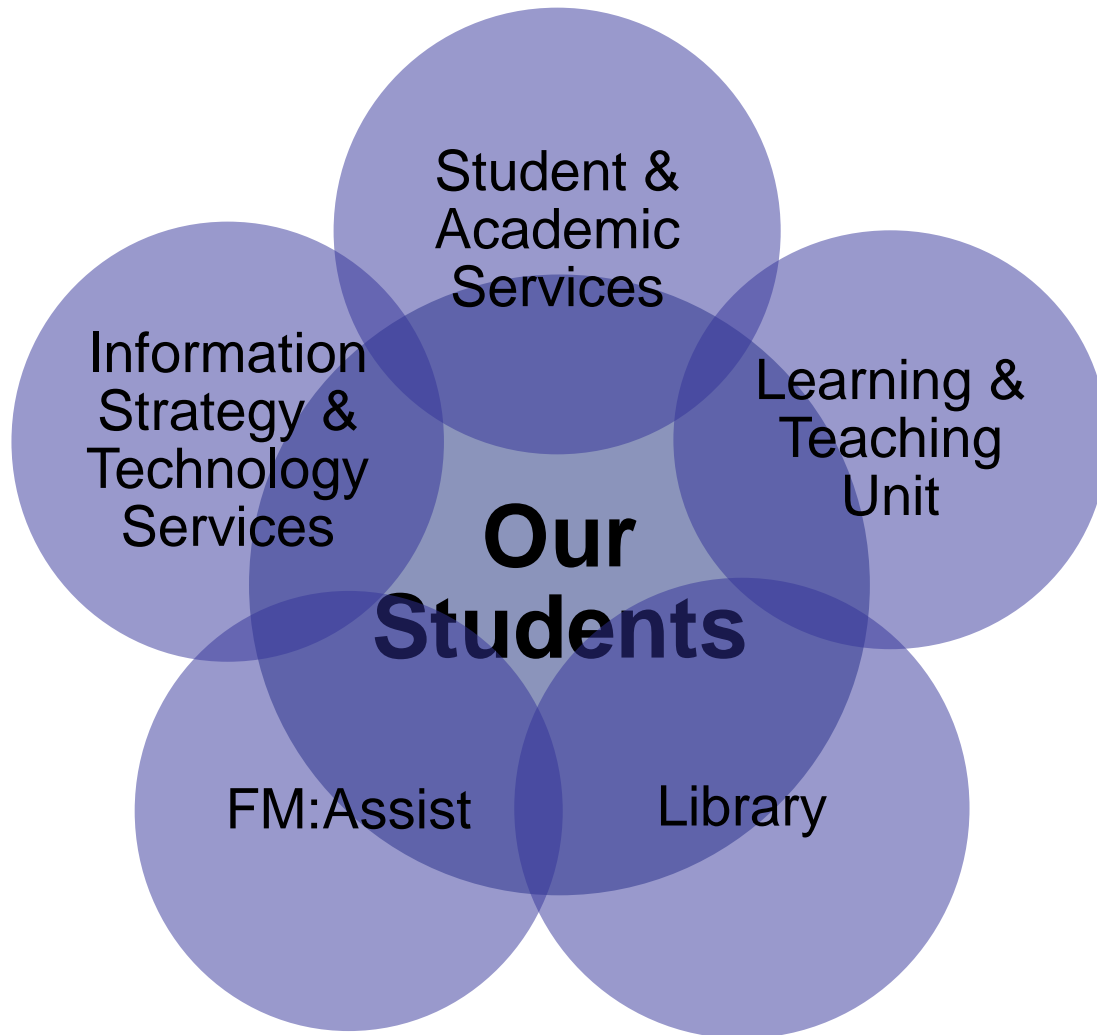
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Placemaking

*...integrate exemplary teaching and learning environments with core student services,
enriched with new technologies...*



For who?



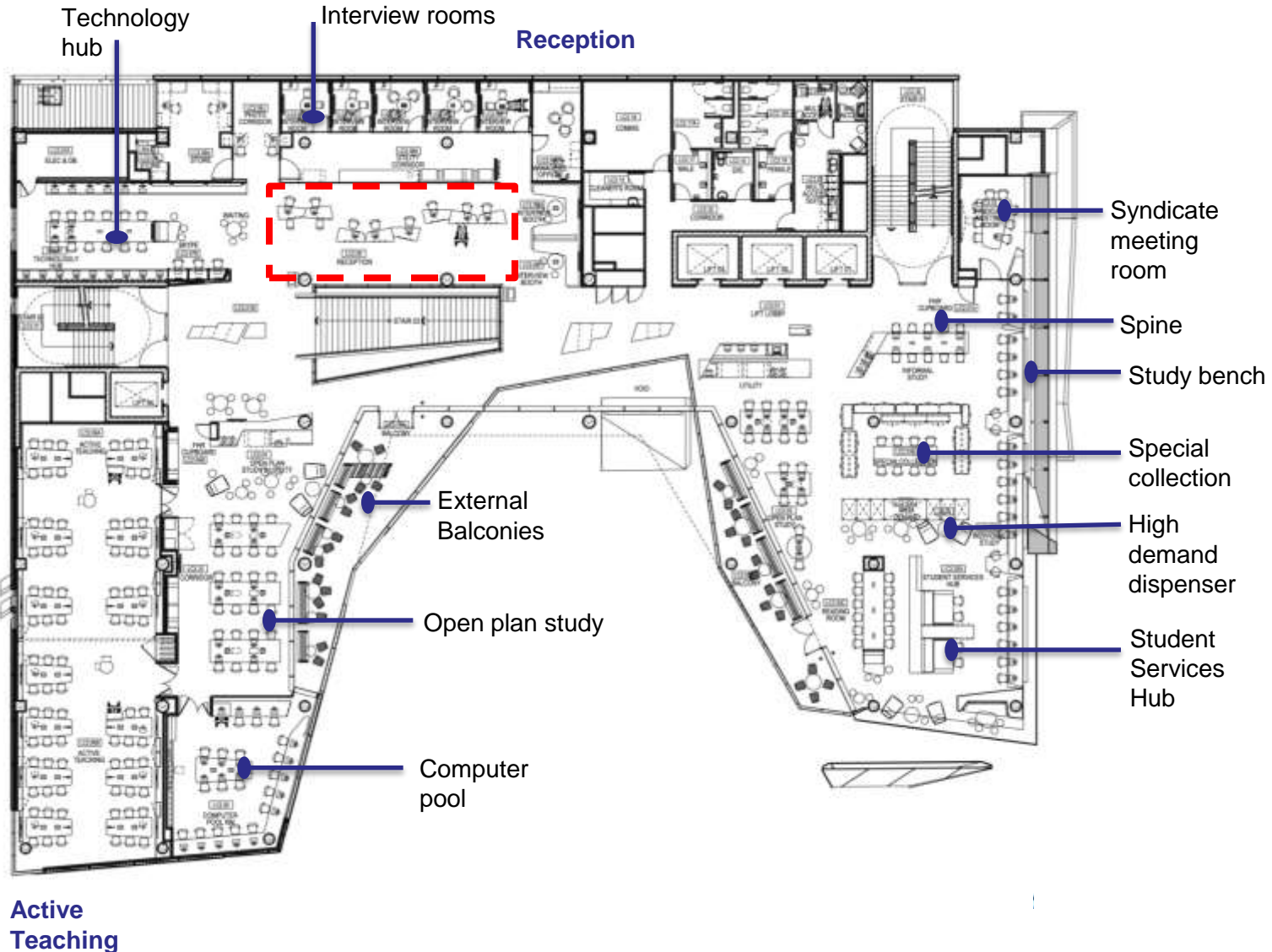
Level 2

Reception

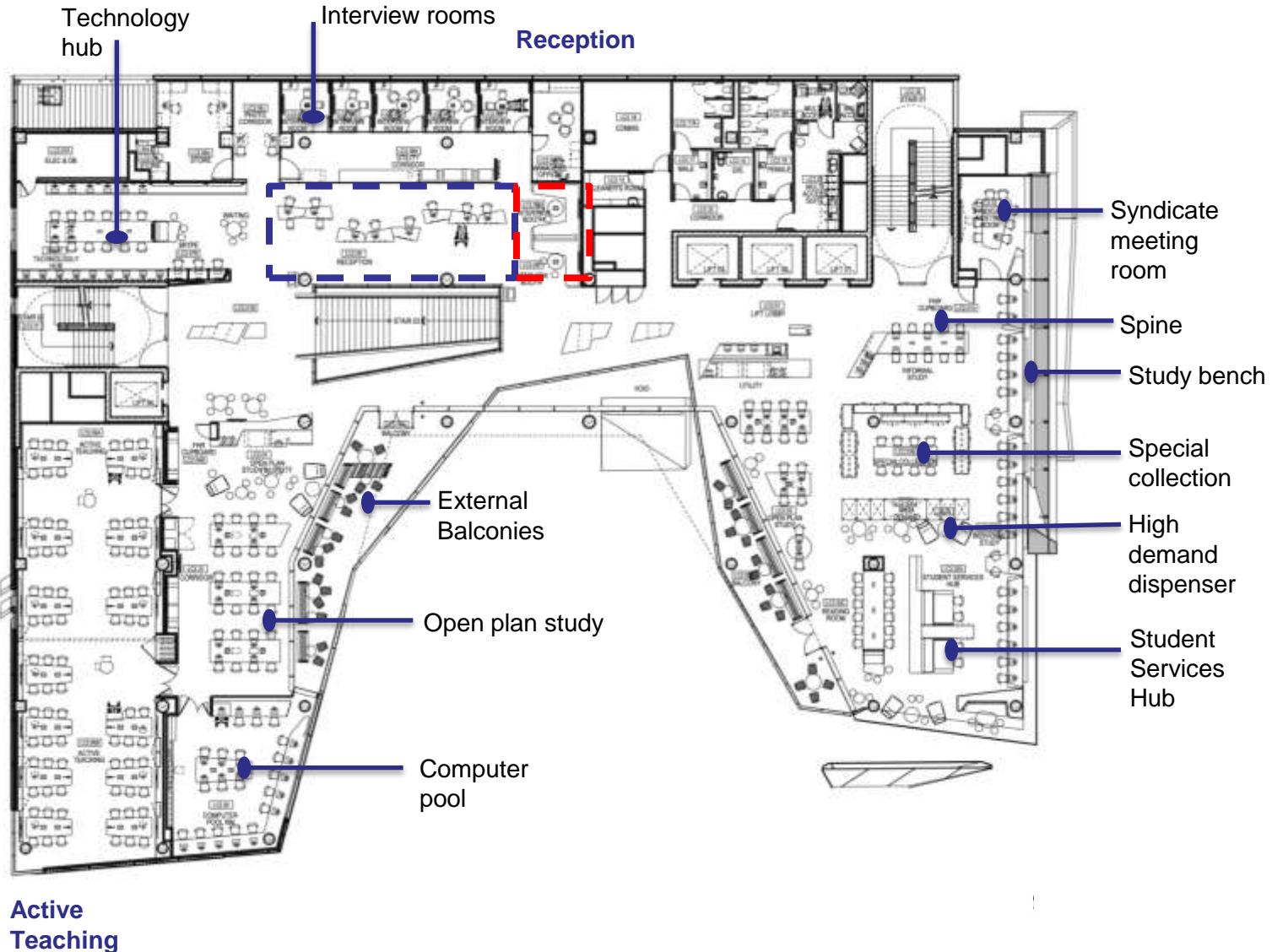
- Main point of contact for Students Services.
- Waiting Area. A range of short-term activity type spaces are provided to entertain the student whilst they queue.



Level 2 Interiors Plan

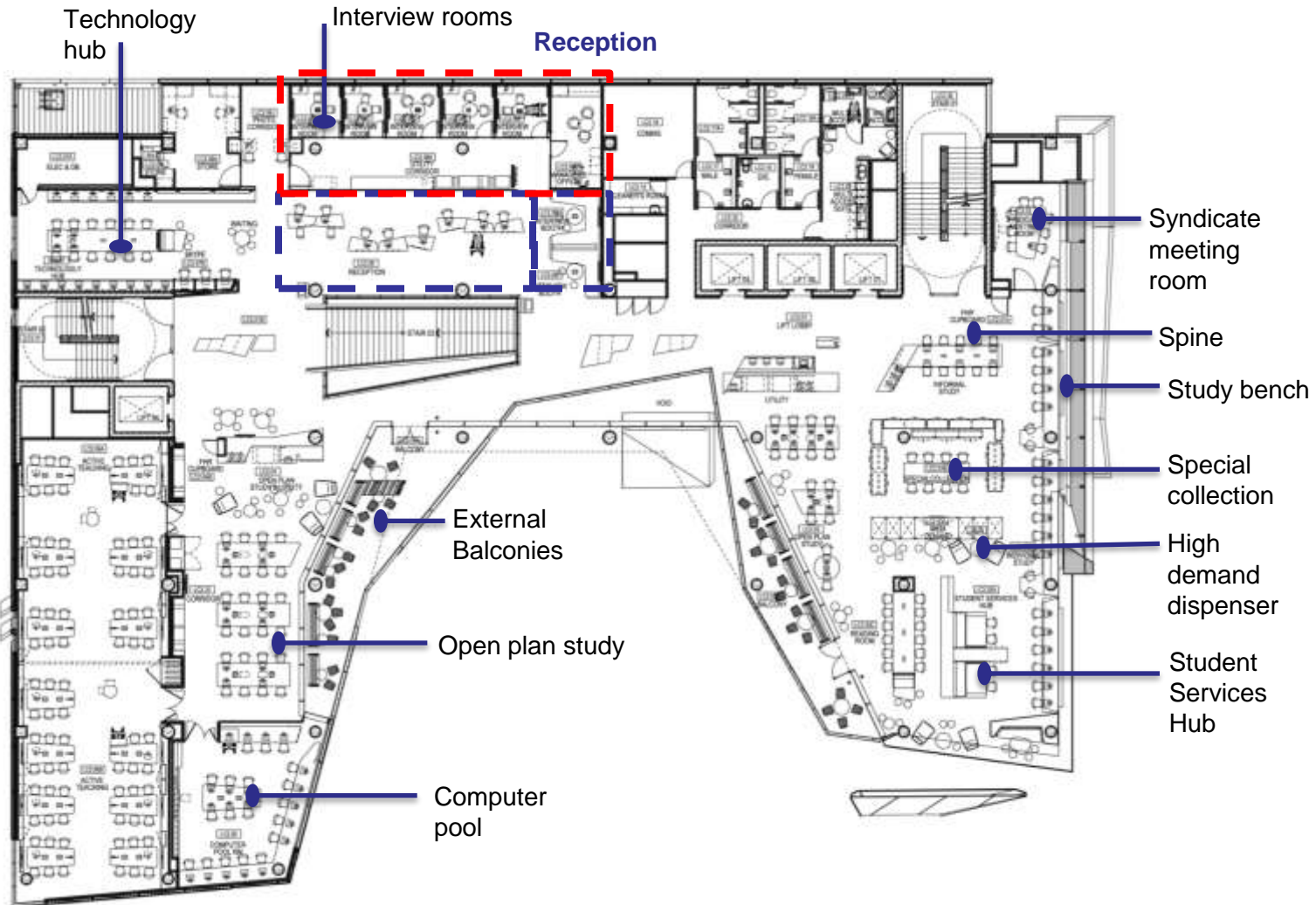


Level 2 Interiors Plan



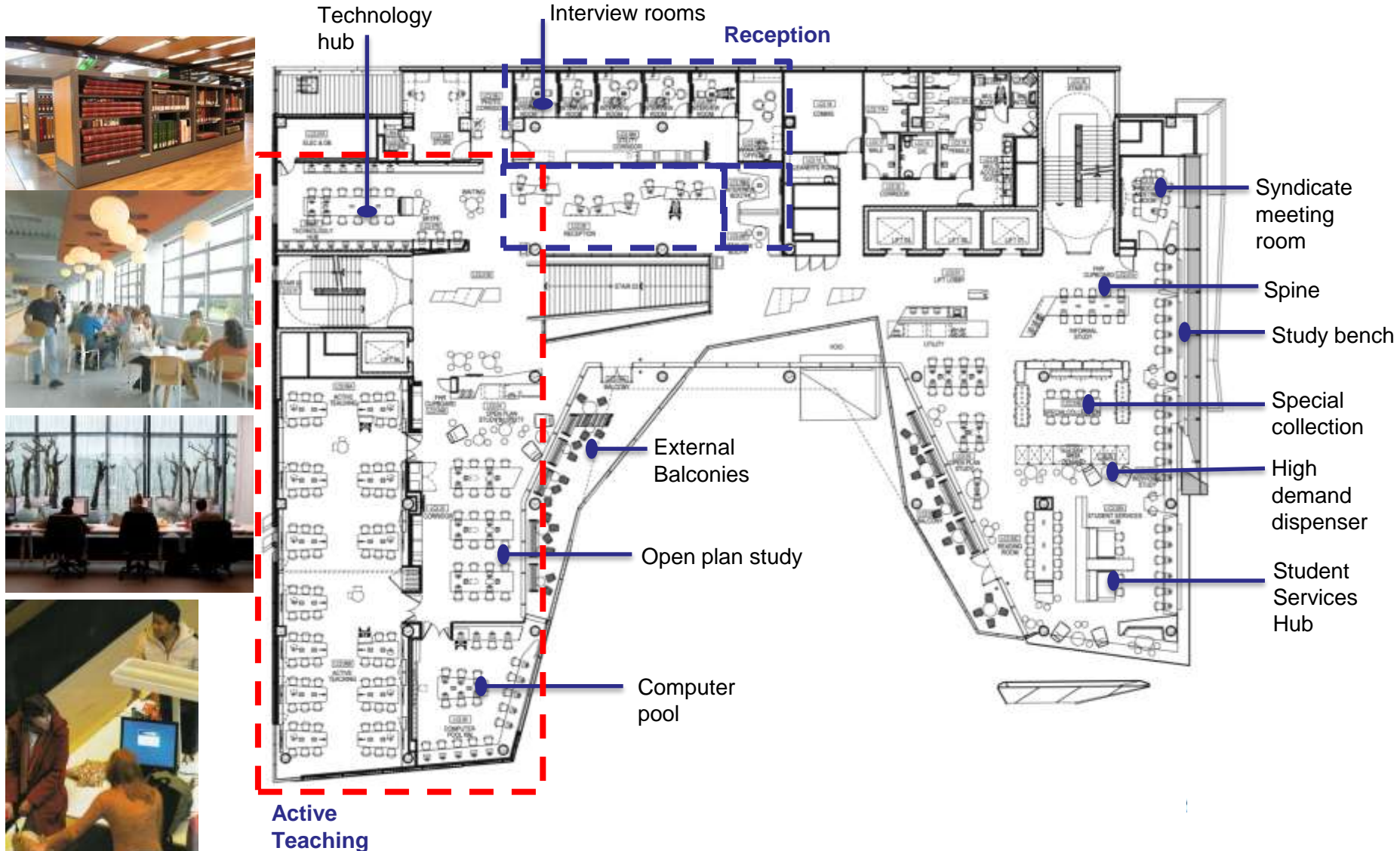
Active Teaching

Level 2 Interiors Plan

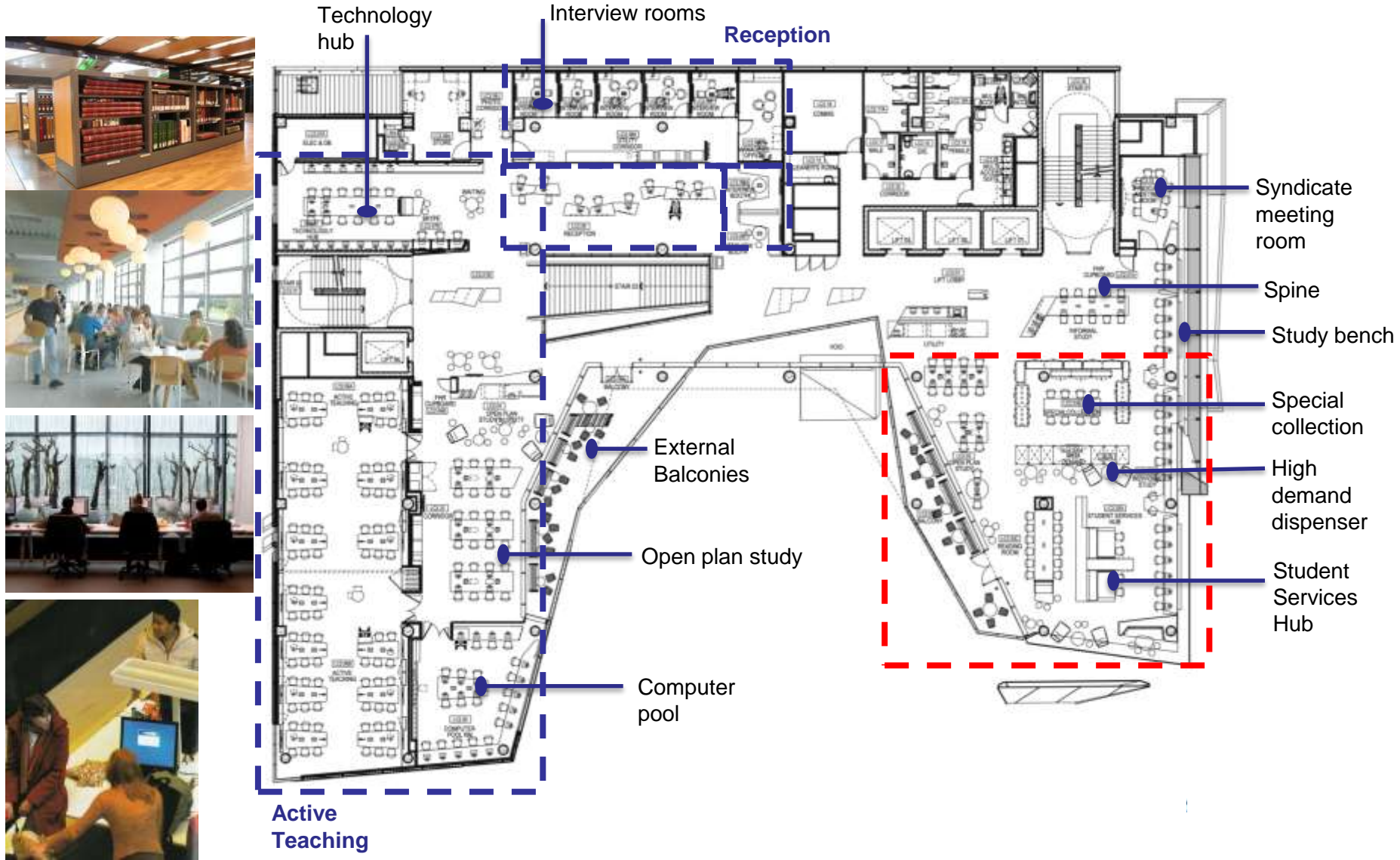


Active Teaching

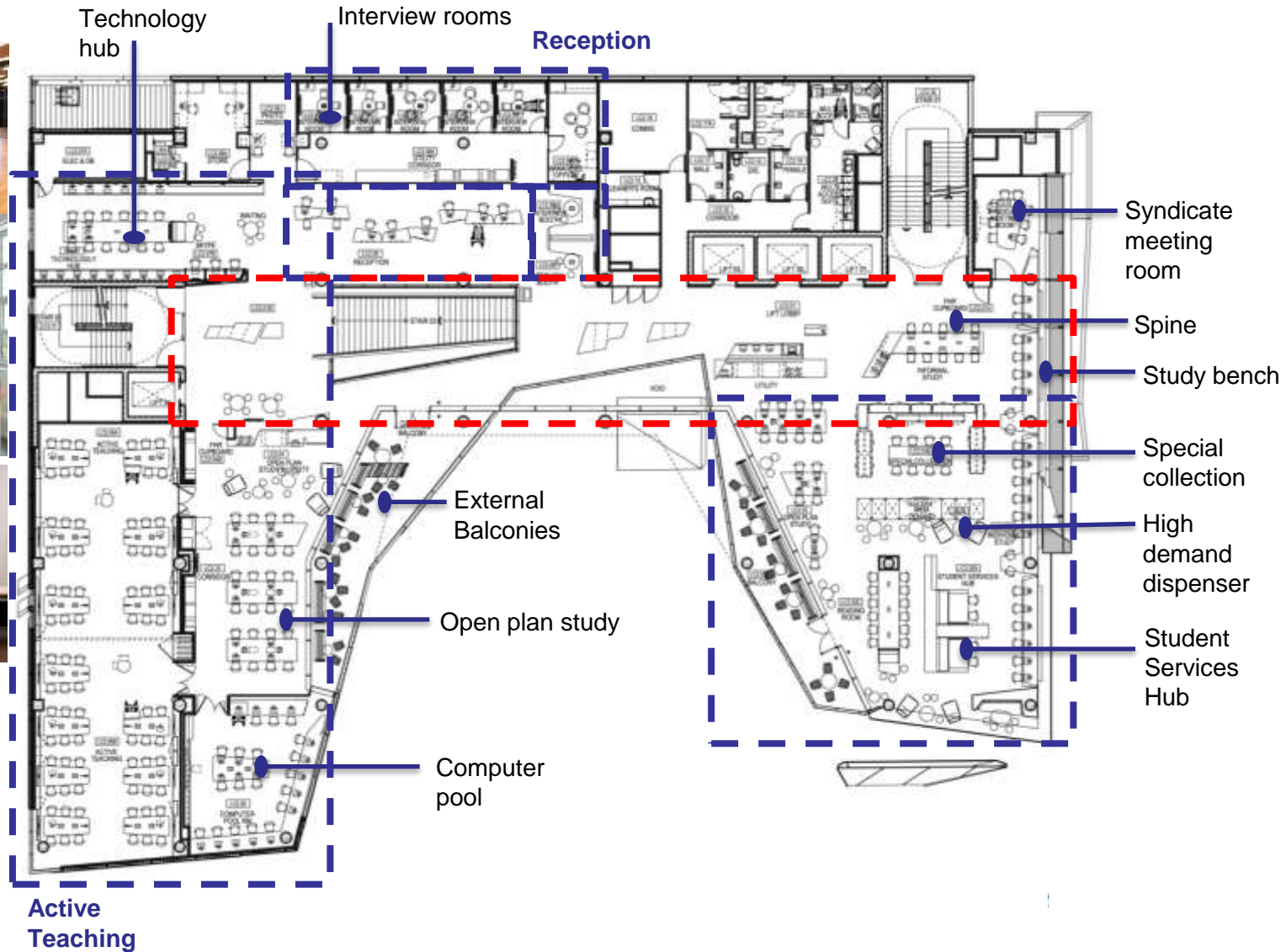
Level 2 Interiors Plan



Level 2 Interiors Plan



Level 2 Interiors Plan



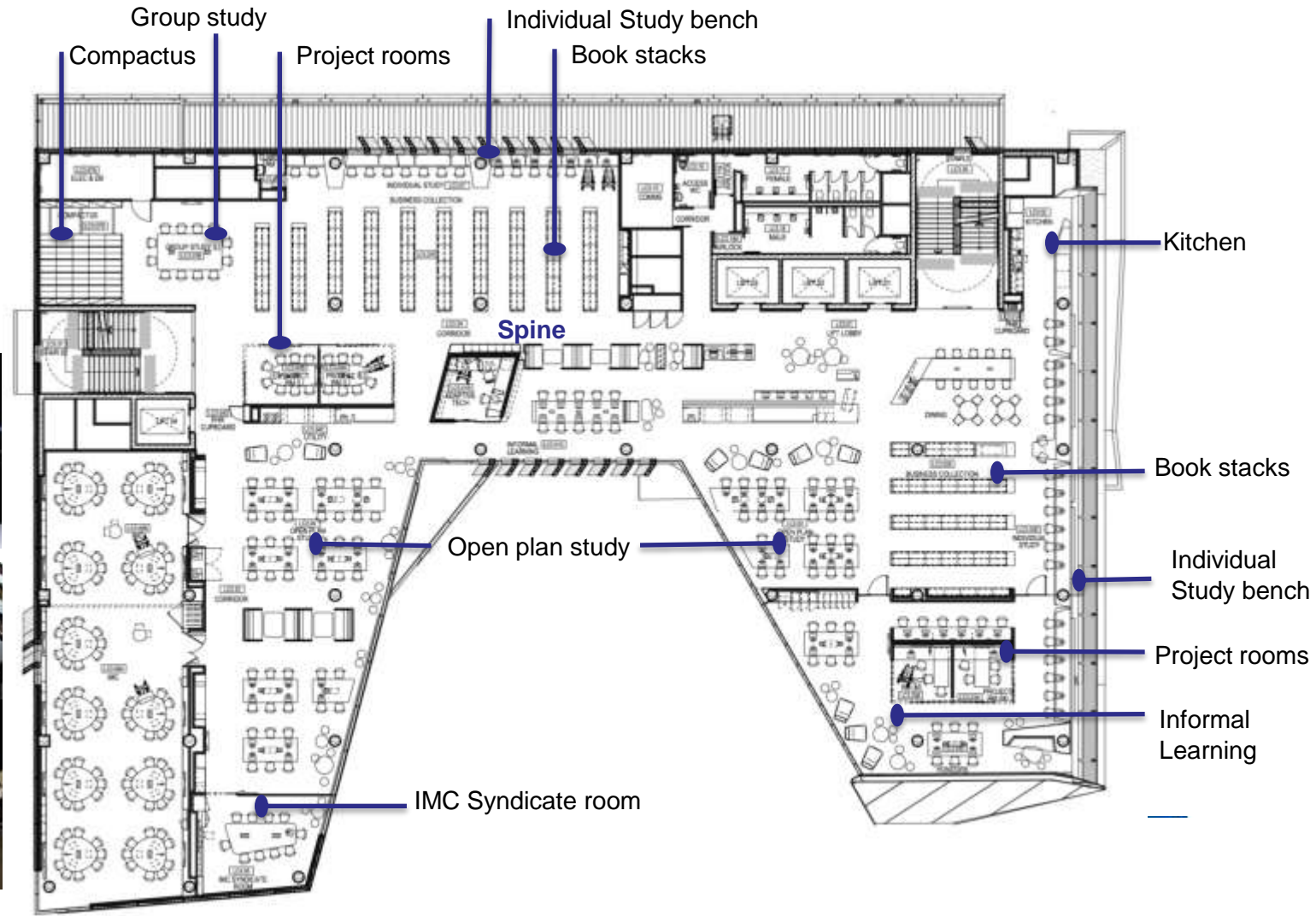
Student Services

Spine

- Spine supports adjacent teaching and learning spaces through providing print / copy stations, lockers, places for dining and the like.
- Clear way-finding device repeated across each floor.
- A variety of group & individual study spaces are accommodated.



Typical Interiors Plan



Active
Teaching

Active Teaching Environments

- Non-flexible 9-cohort teacher led Active Teaching & Learning Space.
- Enables students to study in either groups of 3 or 9.
- The Active Teaching spaces emphasise active, collaborative, peer to peer and social learning by moving away from traditional lecture, tutorial style class rooms.
- Heavily technology driven.



Level 6

Teaching Grid

- Space that allows Academics to practice various modes of Active Teaching.



Open Plan Study

South Wing

- Creation of a variety of spaces to support individual study, group collaboration, interaction & contemplation.



Open Plan Study

North Wing

- Spine supports adjacent teaching and learning spaces through providing print / copy stations, lockers, places for dining and the like.
- Clear way-finding device repeated across each floor.
- A variety of group & individual study spaces are accommodated.



The Learning Centre

A Green Plaza



Level 1

Forum + Gallery

- > Upon entering the building the Forum, Gallery & Feature Stair are evident.
- > Red resilient floor finish has been carefully selected to attract attention and direct people to Level 02 Reception beyond.
- > Welcome point for visitors immediately inside the Main Entry.



Level 1

Social Learning South

- Casual space for social interaction & informal collaboration between students as well as between students and academics.
- Access to Express PCs.
- Access to power outlets & wireless network
- UniLife Reception & Offices.





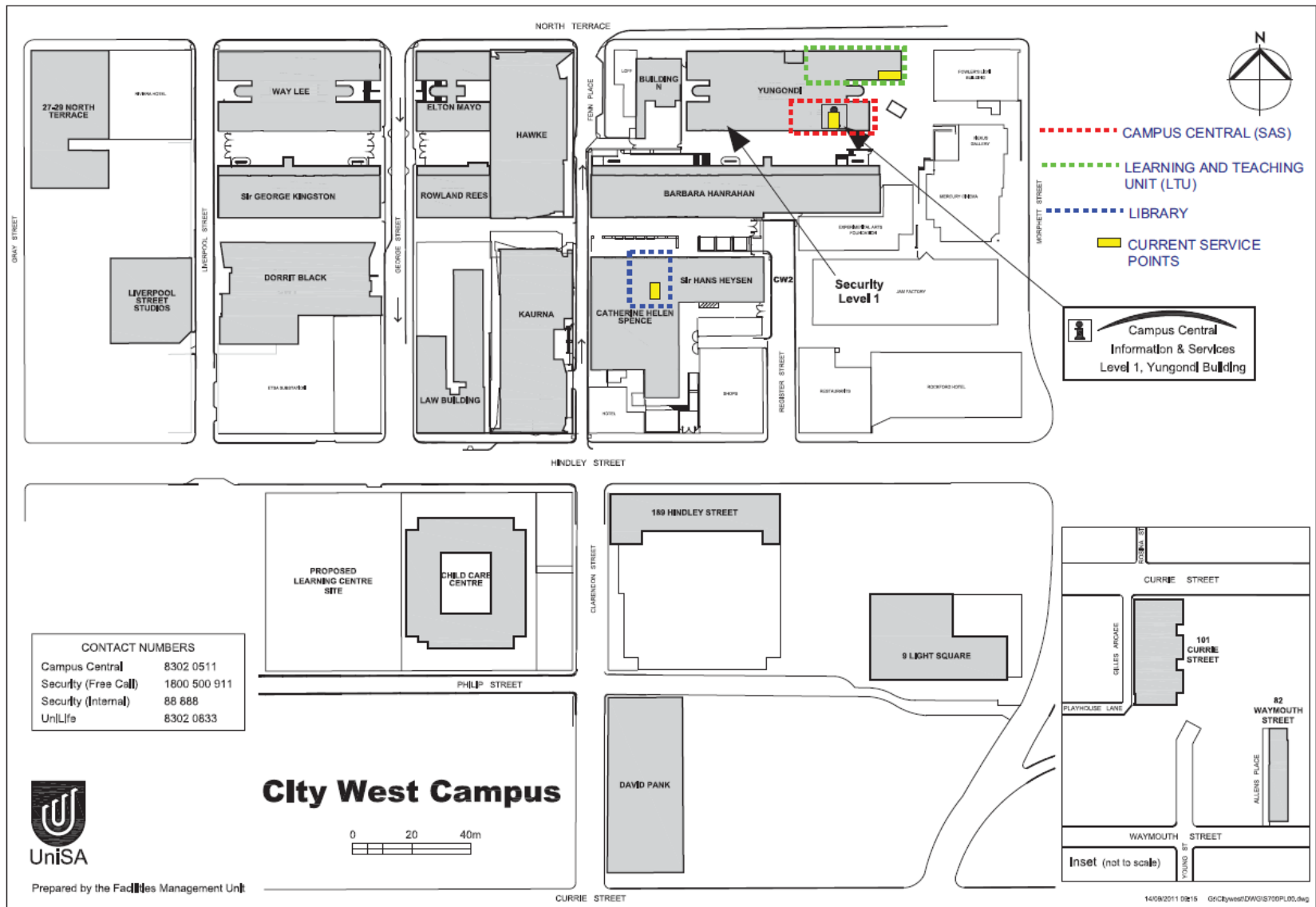
WALKTHROUGH // PLAZA TO LEVEL 2



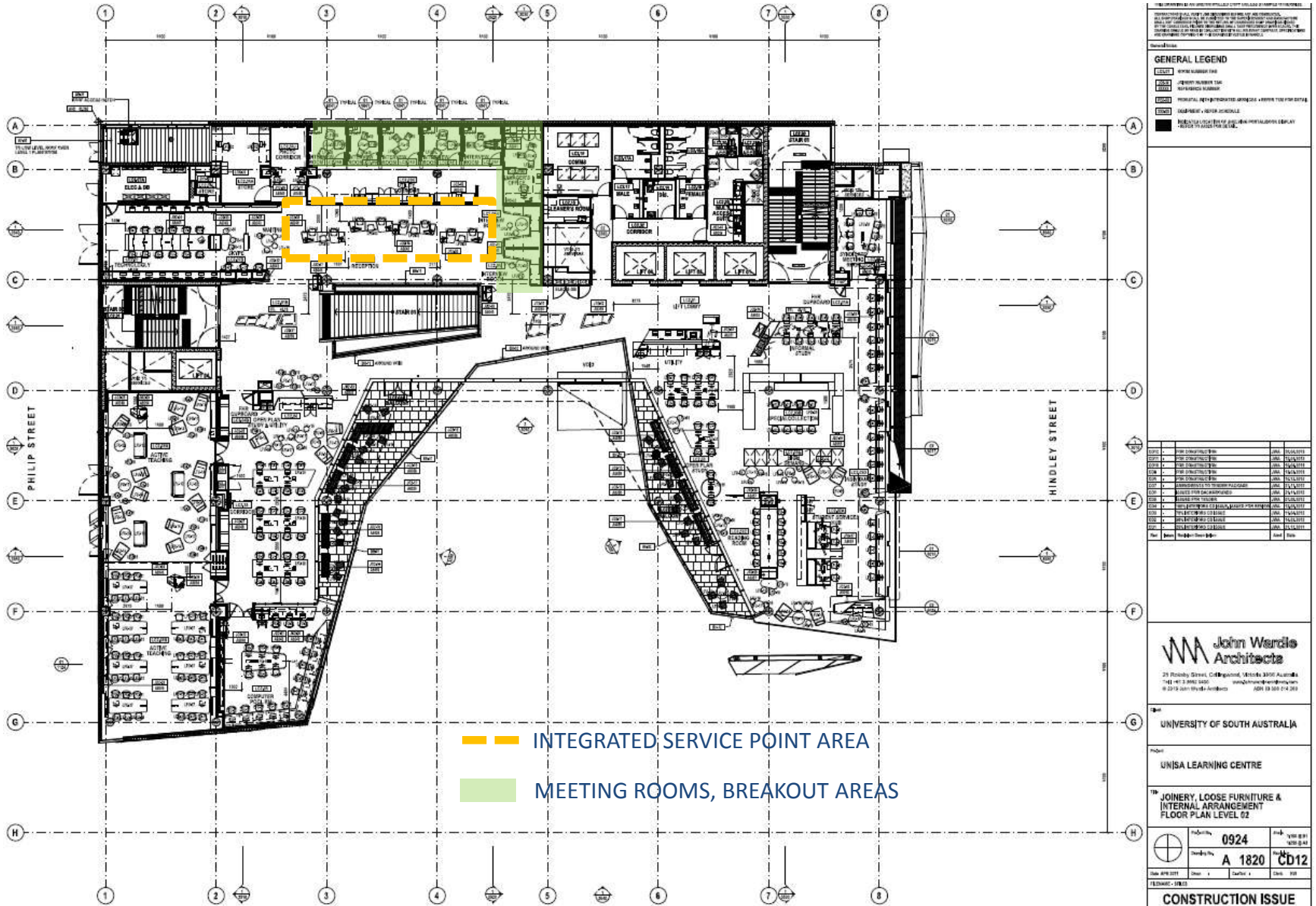
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Integrated Services at Mawson Lakes Campus

City West Campus-3 separate unit locations with 3 separate service points



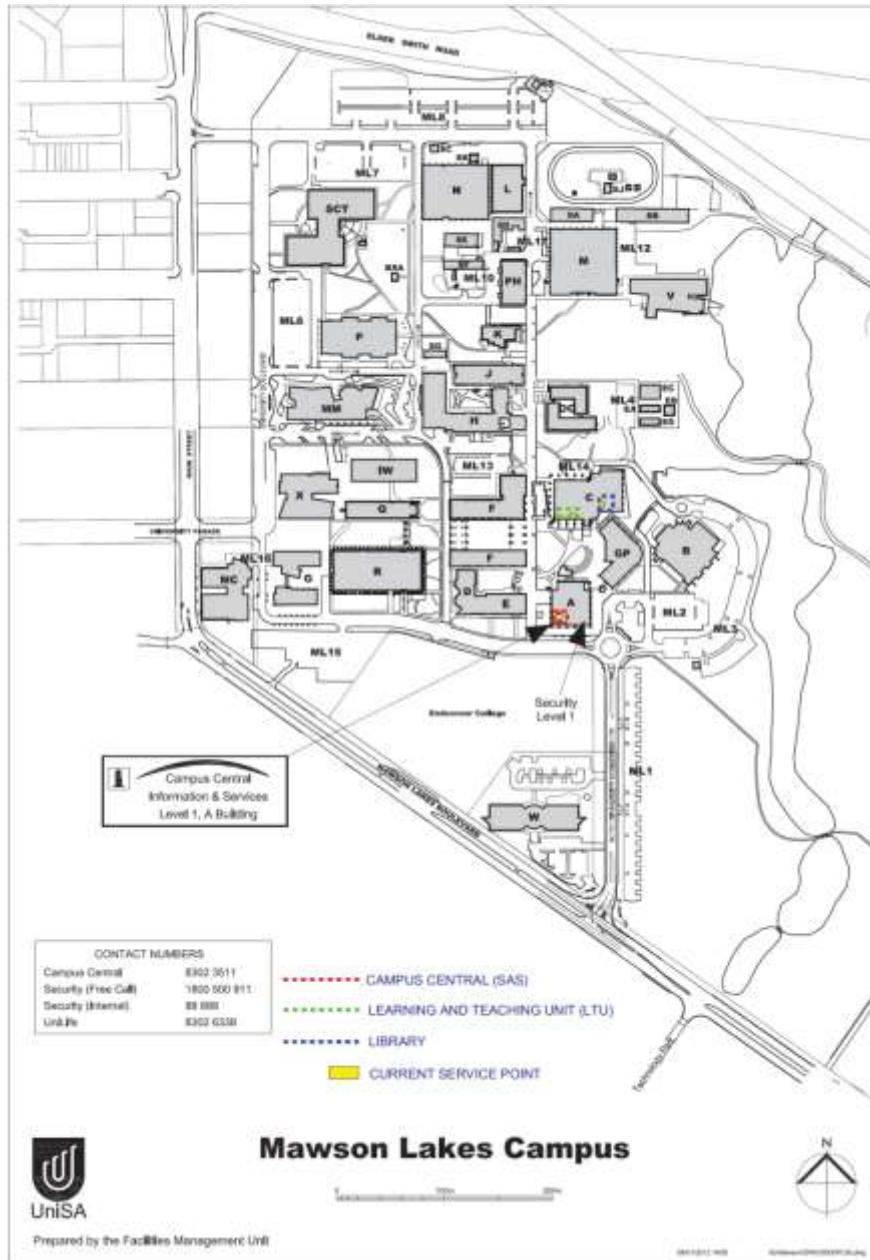
City West Campus, Integrated Services at the Learning Centre, level 2



City West Campus, Integrated Services at the Learning Centre, level 7



Mawson Lakes Campus-3 separate unit locations with 3 separate service points

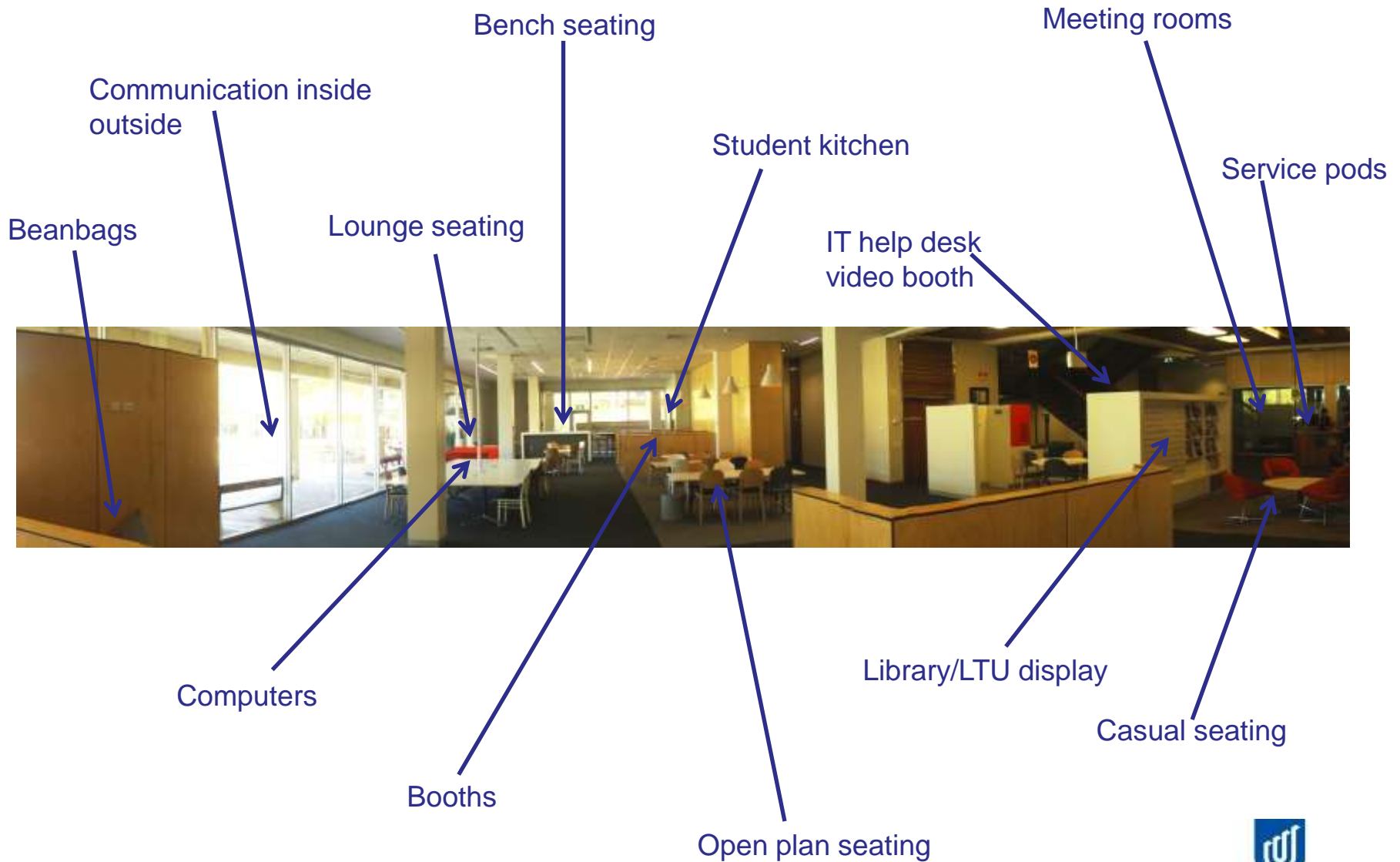


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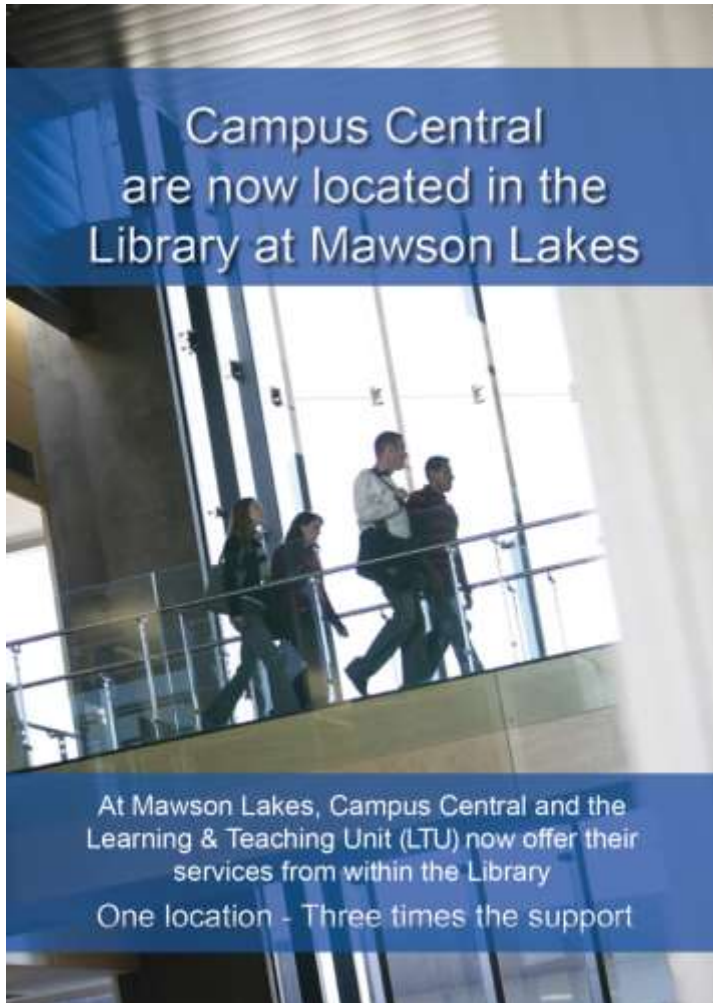








Outcomes:



- Variety of new learning and social spaces
- New modern service provision area
- Colocation and integration of services
- Increased level of occupation and use
- Positive feedback from students and community



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Continuous Improvement

Lessons Learned:

- Physical look and feel of the Pods
 - Valuable real-estate
 - Size
- Queuing Management System
 - Timing (bridging the gap)
 - Installation
 - Functionality



Pods: Valuable Real-estate



- Desktop items (PC, Monitor, Keyboard, Mouse)
- Phone
- Printer
- RFD
- Cash Draw
- Additional Power Points
- Cable Management
- Storage
- Free space
- Suitable for standing at and sitting at
- Pods on wheels



Pods: Size and Ergonomic Issues



Pods: Size and Ergonomic Issues



Queuing Management System- Bridging the gap



Queuing Management System



Queuing Management System





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Issues Register

Integrated Services at Building C, Mawson Lakes Campus- Review Meeting Minutes



Student and
Academic Services

Student and Academic Services
Shared Services Model at Mawson Lakes
21 May 2013 2.30pm – 4pm
C2-22 Mawson Lakes

AGENDA

1	<p>Welcome and apologies: Vanessa Matthews, Paul Williams, Christine Cother, Stephen Parsons, Ivana Glavinic May, Stephen Parnell, Adrian Gaunt, Greg Moran, Jane Whiteside, Amanda Ladegourdie</p> <p>Apologies: Irene Dorskatsch</p>		
2	Previous Minutes - March 2013		
3	Review of March 2013 Action Sheet.docx		
2	Agenda Items		
2.1	General Review	All	
2.2	Queue Management System	Vanessa	
2.3	Survey	Greg	
2.4	Update on resolution of recent issues	Ivana	
3	Any Other Business		
	Next Meeting: TBA		



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Integrated Services at Building C, Mawson Lakes Campus-Issues Register

Student and Academic Services

Shared Services Model Meeting

Action Sheet as at 26 March 2013

Meeting Date	Action Required	Person(s) Responsible	Progress/ Completion Date
27 November 2012	Schedule a meeting for 9 January so the group can review how the service model has worked in the short trial period and agree on how we will move forward during Study Period 2	Amanda	Complete
27 November 2012	Follow up "Opening Hours" signage on building with Ivana Glavinic May Slide signage complete – outside campus signage is in progress and is under the ML Signage Project team	Paul	complete
27 November 2012	Set up Library group hunt number by mid December and provide the number to Adrian	Christine	complete
27 November 2012	Paul and Christine to consolidate the referral system to be used for after hours Campus Central enquiries. Paul will set up the meeting (prior to mid-December), and arrange Library staff access to the referral system.	Paul	complete
27 November 2012	Stephen and Greg to liaise with Christine regarding the LTU and Library referral system.	Stephen	complete
27 November 2012	Stephen and Greg to determine the LTU service model	Stephen	complete
27 November 2012	Greg to schedule meeting with Adrian to confirm how Campus Central will refer enquiries to LTU.	Greg	complete
27 November 2012	Provide Library staff with access to view and book front of house interview rooms and back of house rooms -	Greg	complete
16 January 2013	Raise turning of pods and ventilation of computer hard drive and ID card machine with Ivana at Shared Services Meeting	Greg and Adrian	complete
16 January 2013	Identify generic questions and answers for LTU and Campus Central staff and circulate to team members	Greg and Adrian	Complete
16 January 2013	Forward to Adrian and Greg the Library generic questions and answers document	Christine	complete
16 January 2013	Address noise and confidentiality concerns from the pod with Ivana	Vanessa	
26 March 2013	Schedule meeting with Greg Moran and Paul Williams to document Shared Service Standards	Jane	
26 March 2013	Feedback to the group Shared Services Standards document	Jane/Paul/Greg	
26 March 2013	Circulate student survey questions re new space to group for feedback	Greg	
26 March 2013	Follow up with ISTS installation of technology at ISTS booth and whether training is required for staff in shared space	Christine	





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Questions



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