



Build Your Computer Skills Project

How a classic whingeing session gained momentum, turning into a project involving collaboration between multiple library teams ...

11:33

Wednesday, 10 April

Federation
UNIVERSITY • AUSTRALIA

The Problem:
TAFE teachers have no time in
class to demonstrate basic
computer skills

Identifying the GAP

We listen

... and listen



Concept Plan

Information gathering

Discussions and
gathering support

Supported by
management

Logistics and problem
solving



Management

Library class facilitators

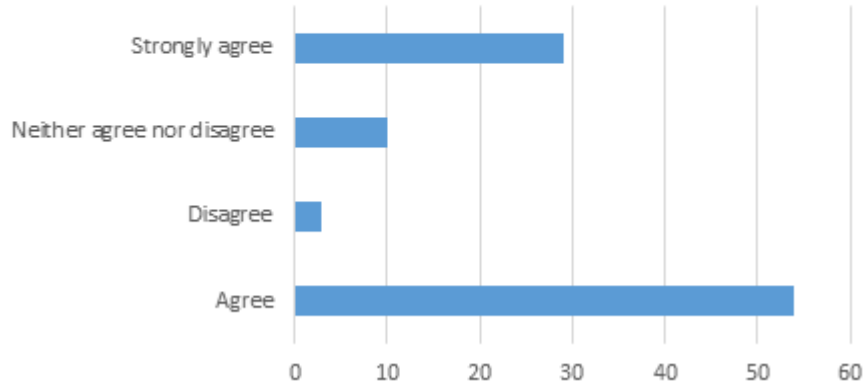
Students

COMMUNICATION

COMMUNICATION

COMMUNICATION

As a result of this class,
I feel more confident about studying my
course



- 15 classes, approx. 180 participants

Student feedback (a selection):

- I found it was really informative. Very helpful
- It gave us a good overview of where to find everything.
- I thought it was useful learning about Moodle, student email and OneDrive
- Helped me not to freak out about computers. Feeling more confident

Outcomes

Student
Retention and
Success

Personalised
service

Trust

Customer
service

Digital
Literacy

Using Library
spaces

Better marks

Confidence
levels

connection

Information
Literacy

Getting a
head start