

Learning Commons – Developing Quality Assurance System

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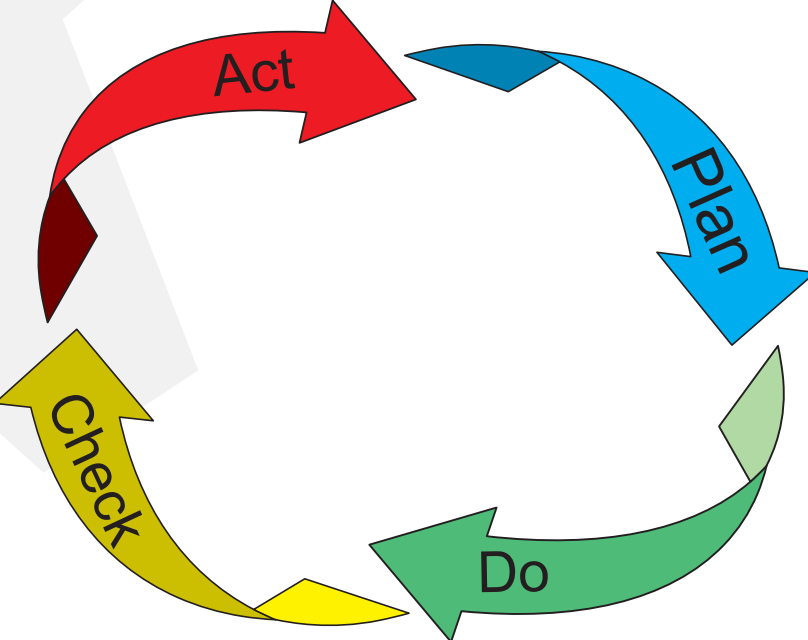
The objectives for learning commons

To promote study opportunities and to accelerate the graduation by offering learning commons of high quality supplied with

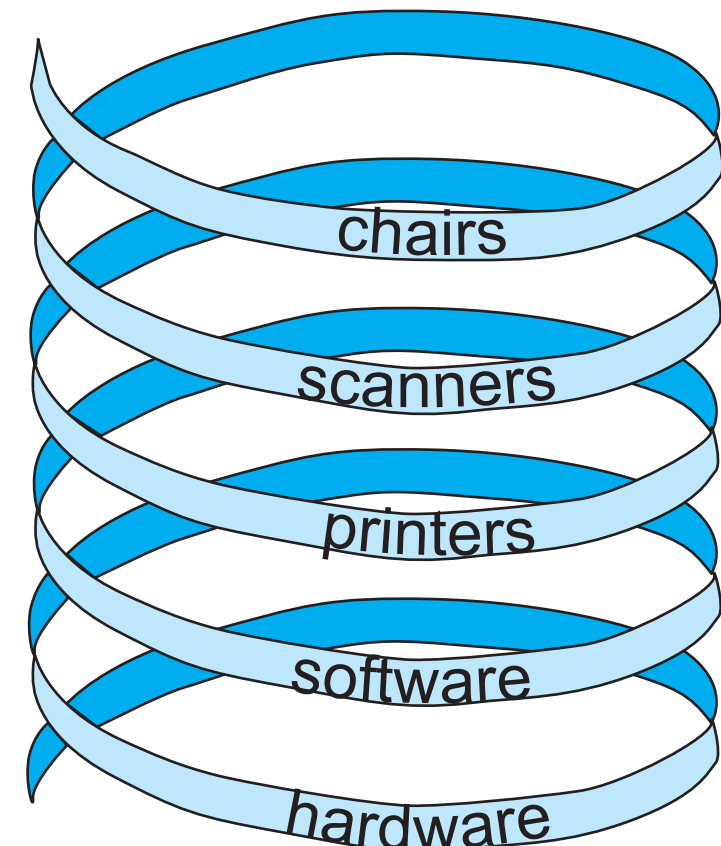
- software supporting basic studies in the university of technology
- hardware new and efficient enough
- premises available 24/7
- user support (helpdesk)
- versatile digital resources

The quality cycle

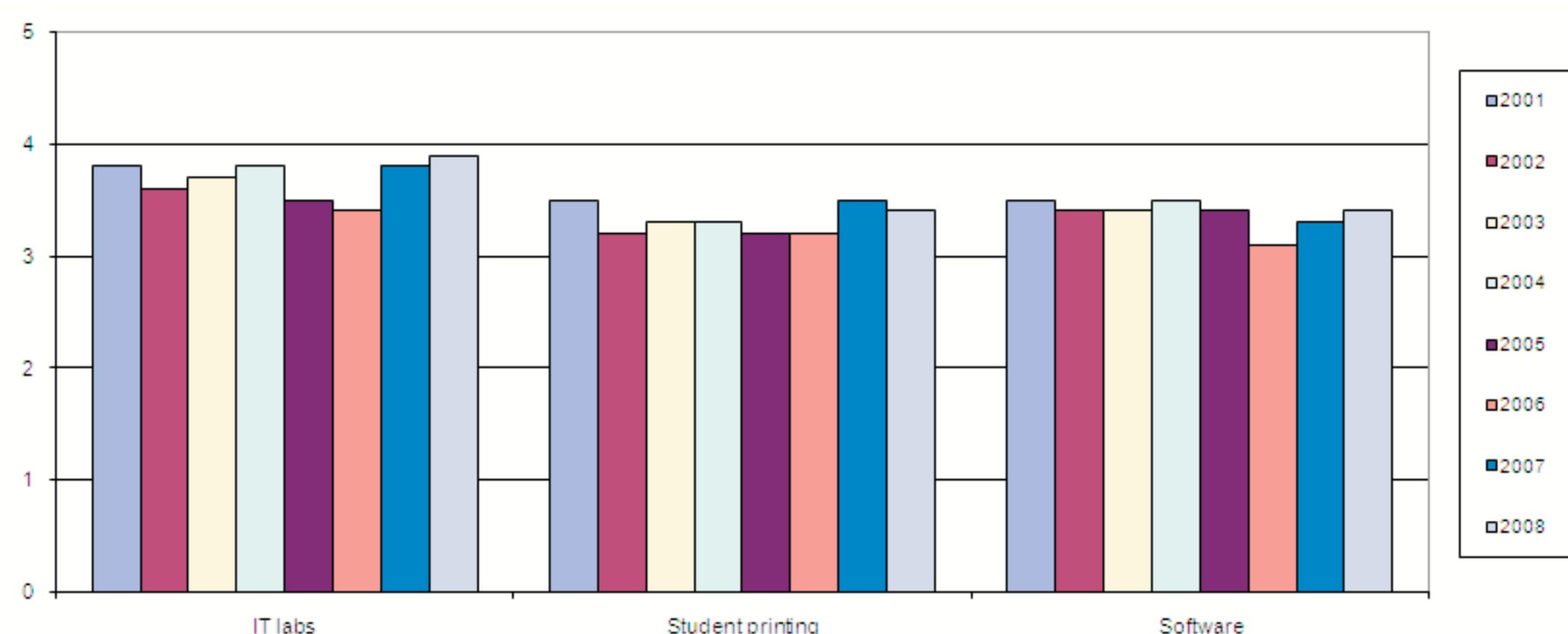
In the development of the learning commons, a quality control method is used known as Deming cycle. It is a four step iterative method.



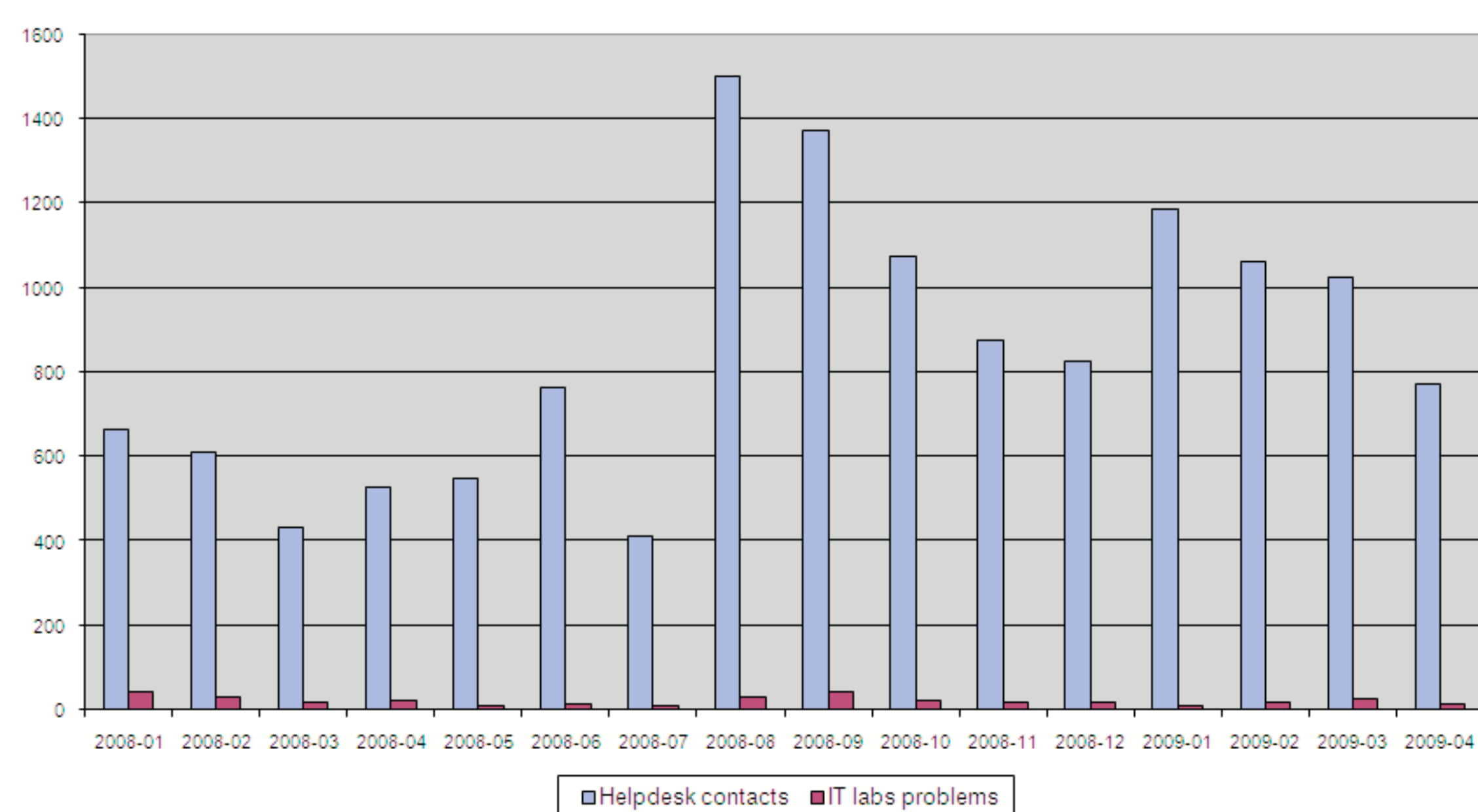
Planning cycles are carried out regularly and every cycle rises as spiral on a higher level. Feedback is gathered regularly and it is taken in account in planning. The focus of the feedback has varied from year to year.



Feedback gathered in exit polls: opinion scores (1-5) years 2001-2008



All IT Helpdesk contacts compared with contacts concerning IT labs



Keywords

- agile strategy
- the flexible use of staff and resources
- standardization of hardware and software
- affordable hardware purchases, cheaper by the dozen
- routine maintenance, proactive "trouble patrol"
- benchmarking

Learning commons in TUT – timeline of development of the IT services

