

A woman with dark hair is looking down at a laptop screen in a library. The screen displays several charts, including a bar chart and a pie chart. The background shows bookshelves filled with books. A dark green semi-transparent banner is overlaid on the image, containing the title and presenter information.

THE CAT EVOLUTION

FROM SUPPORT TO TRAINER

a presentation by Danielle Pohlod
Victoria University of Wellington

CAT begins

- 2012–2014: Contacts for Academic Technology
- Influenced by Digital Vision Strategy
- Post-graduate from within each faculty, spoke the same language as the academics
- Compliment traditional support model



Super CATS

- 2015: Learning and Teaching Technology Specialists
- CAT model good proof-of-principle but had limitations
- New role works seamlessly between ITS and CAD
- Different from traditional IT roles: focus is on face-to-face support
- Effective and valuable technology adoption for teaching practice



My role

- May 2016: secondment

Corporate Learning & Teaching Technology Specialist aka “Corporate CAT”

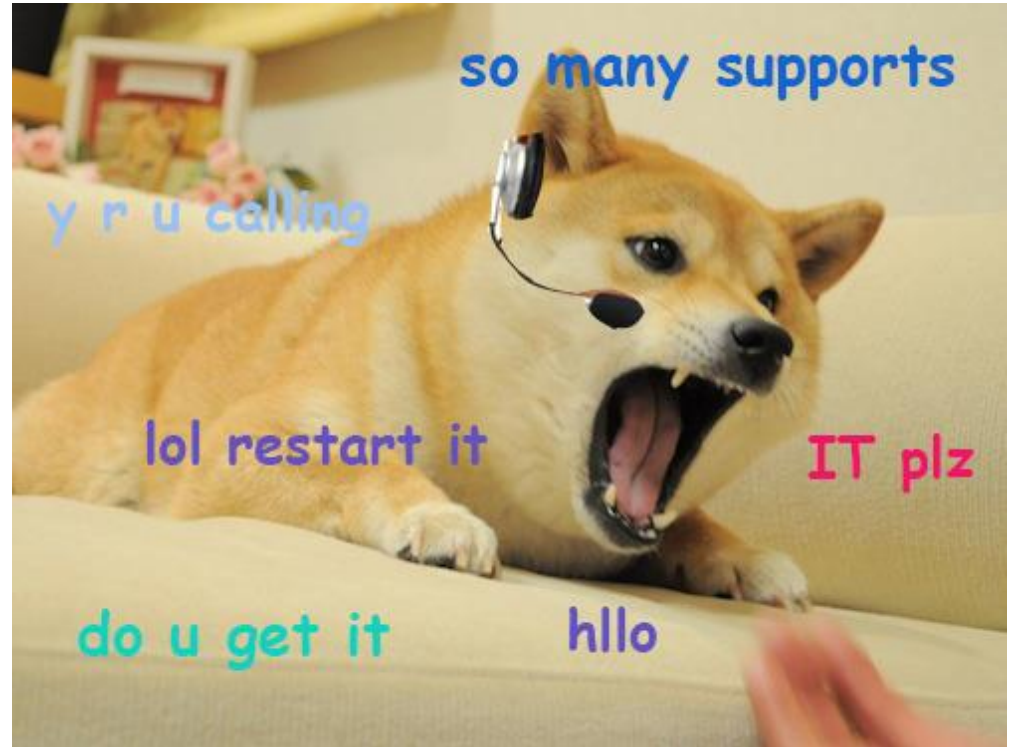
- October 2016: permanent role

Workplace Technology Trainer

- Focus on business technology for all staff

Before I was a CAT

- 2 years as Client Services Analyst
- Role focused on troubleshooting
- Over the phone and emails: superficial interactions
- Users not interested in training, frustrated and in a hurry



The transition

- Familiar with University's systems and resources
- Technical knowledge
- Experience with user's most common issues
- Calm under pressure
- Curious and keen



Training the trainer

- HELT 501 paper
- Changed approach from problem solving to in depth explanations
- Created new resources
- Adapted to different learning styles and needs
- Encourage collaboration and adoption of new tech



Teaching philosophy



To demystify and clarify technology

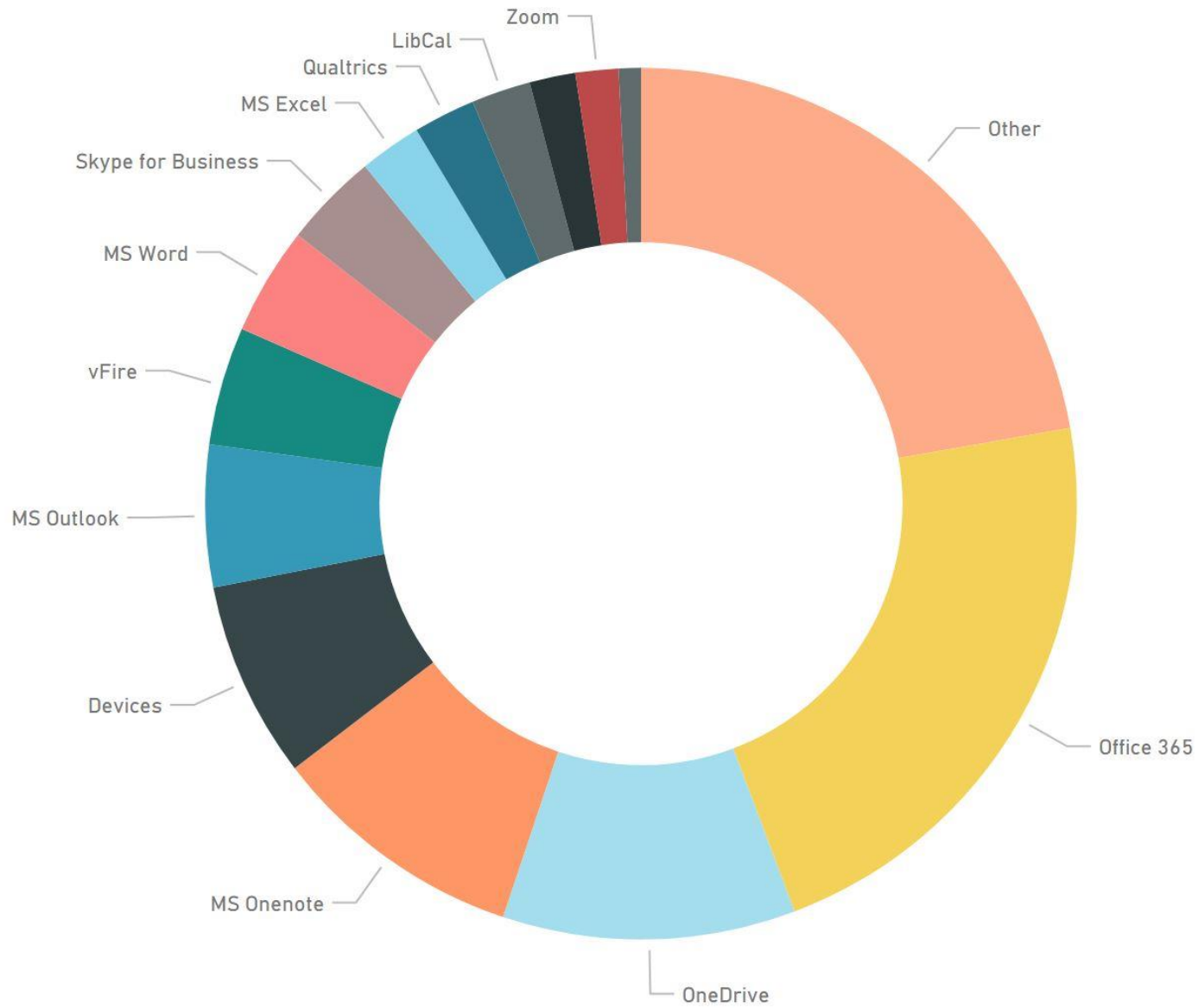
Victoria IT Introduction

- Suggested by managers
- Process to introduce new staff to team services
- Informal: a quick chat
- It opens the way for future training opportunities



Stats so far

- Over 300 users supported
- Over 150 hours of training provided
- 215 sessions: 80% one-on-one
- Plus email and phone support



Capital thinking. Globally minded.

Challenges



There's only one of me

Feedback

- *“Thanks for the intro session – interesting to see and hear about the changes. Always nice to be guided by someone who’s used the apps, nice to know who to go to when we come to learn these things more in depth.”*
- *“All fixed thanks to those great instructions, thanks!”*
- *“Thank you so much for your help with this – it’s great to know I can go to you when things go wrong!”*

Conclusion

- Go-to person on Office 365 matters
- Word of mouth referrals
- Increasing involvement in new projects
- Role proved itself

An unexpected journey



Acknowledgements

- ITS:
 - Jonny Flutey
 - Beth Smith
 - Dr Sarah Hoyte
 - Liam Atwood

