

Queen's Learning Commons – Strategic Planning Session

Facilitator: Rob Wood, President – 8020Info Inc.

April 12th, 9:00am-12:00pm

Key Outcomes:

This session involved a review of the consultation input and further discussion to develop and confirm key strategic goals/objectives relevant to achieving QLC's purpose/mission and vision. Three core strategies (some with sub-objectives) were identified:

□ **Operational Framework:**

Manage QLC programming, services, activities and events effectively within a structural framework of core physical location together with online access, outreach and alignment:

- A strong core presence at a centralized location (Stauffer);
- Enhanced online access to services from anywhere;
- Active outreach to students to meet identified needs such as writing skills; learning, study and research skills, and personal work skills (e.g. time and stress management);
- Active outreach to faculty to better integrate/coordinate academic support;
- Strategic alignment with the University's academic plans and directions;
- Programs designed and scarce resources assigned with priority for those who benefit most while preserving open, inclusive access for all (i.e. serving greatest needs and/or priority groups such as international students, first-years, those facing specific challenges or lacking certain skill sets, while continuing to ensure programming is available for all).

□ **Working as One Entity:**

Develop QLC more completely as a single entity with an integrated approach to programming, presence and profile:

- Develop additional collaborations between and among partners, and bring in new partners as necessary to offer an effective integrated program;
- Present QLC online and in other ways as a unified, integrated identity (with links to partners and their programs from the QLC umbrella);
- Secure appropriate funding and administrative support for QLC as an entity.

□ **Securing Stable Funding**

While respecting the challenge of financial constraints and competing University priorities, make the case for stable long-term funding for QLC as an integrated entity:

- Demonstrate the value of QLC in terms of learning outcomes, synergies, QLC's role in the Queen's academic experience, and alignment with university strategic objectives;
- Engage the QLC Executive and others (partners, student government) as champions;
- Engage VPs, Deans and others in leadership positions at Queen's to support the unique role, alignment and value of QLC programs, events and services.

□ **Tell Our Story:**

Place special emphasis on a variety of promotional efforts to increase awareness and interest in what QLC has to offer, and position it as a place for students to "get started/get better" than as a "remedial centre" for students who are struggling.