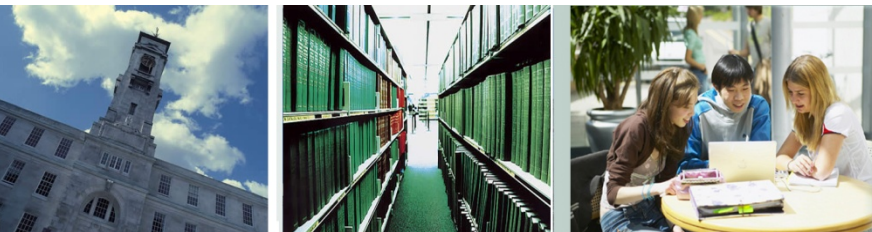


Delivering the dream: Providing information services internationally

Chris Middleton

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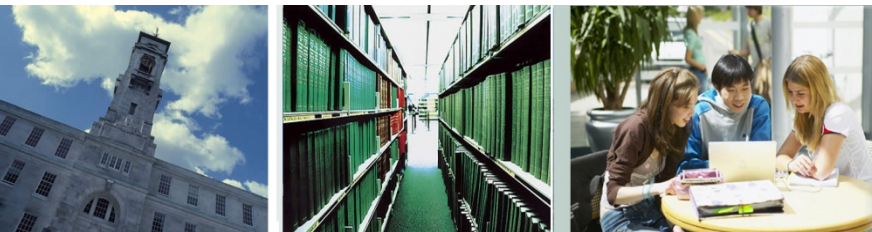
January 2009



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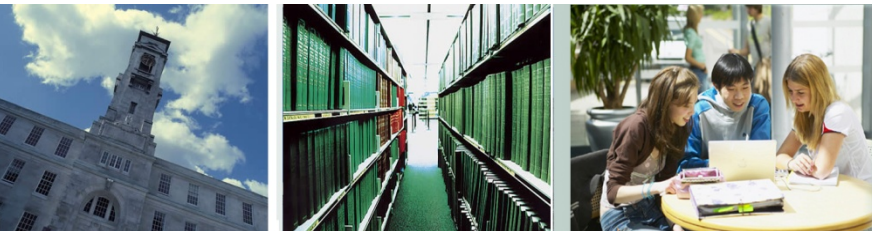
Overview

- International campuses
 - Drivers
 - Choices
 - Challenges
- The Nottingham Experience
 - Malaysia
 - China
 - IS issues
- Fazackerley, A. and Worthington, P., eds., 2007. *British universities in China: the reality beyond the rhetoric* [online]. Available at http://www.agora-education.org/pubs/docs/Agora_China_Report.pdf [Accessed 15 January 2009].



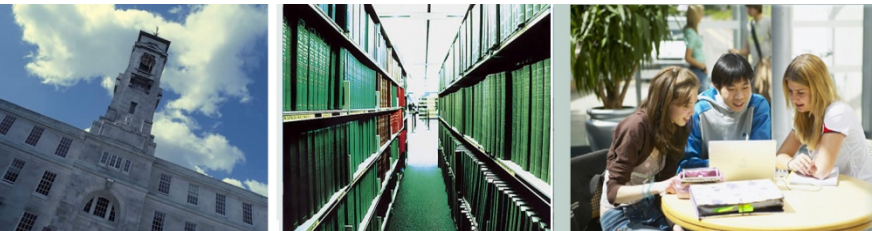
Drivers of internationalisation

- Providing students with an international experience
- Attracting the best staff and students
- Global presence
- Changing patterns of demand internationally



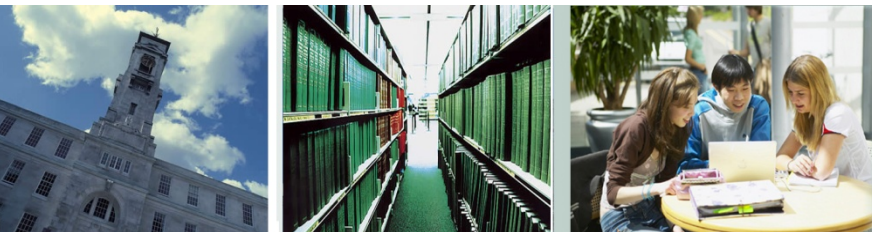
Choices?

- Cost versus control
- Costs
 - Financial
 - Human
 - Risks
- Control
 - Quality of the student experience



Challenges

- Quality assurance (staff, content, support)
- Equivalence of qualifications
- The student experience
- Identifying and working with partners
- Understanding local markets
- Managing the process at home (staff, systems)
- Managing relationships between home and overseas



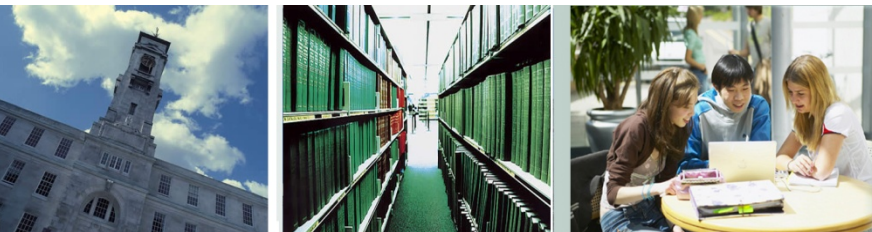
Nottingham: A Case Study



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The Campuses

- Branch campuses, not franchises
- Private companies – joint ventures
- Local regulation
- A 'garden' campus (Malaysia)
- A city-centre site (China)
- Local and international staff
- Local and international students







**Teaching and
Language Centre**

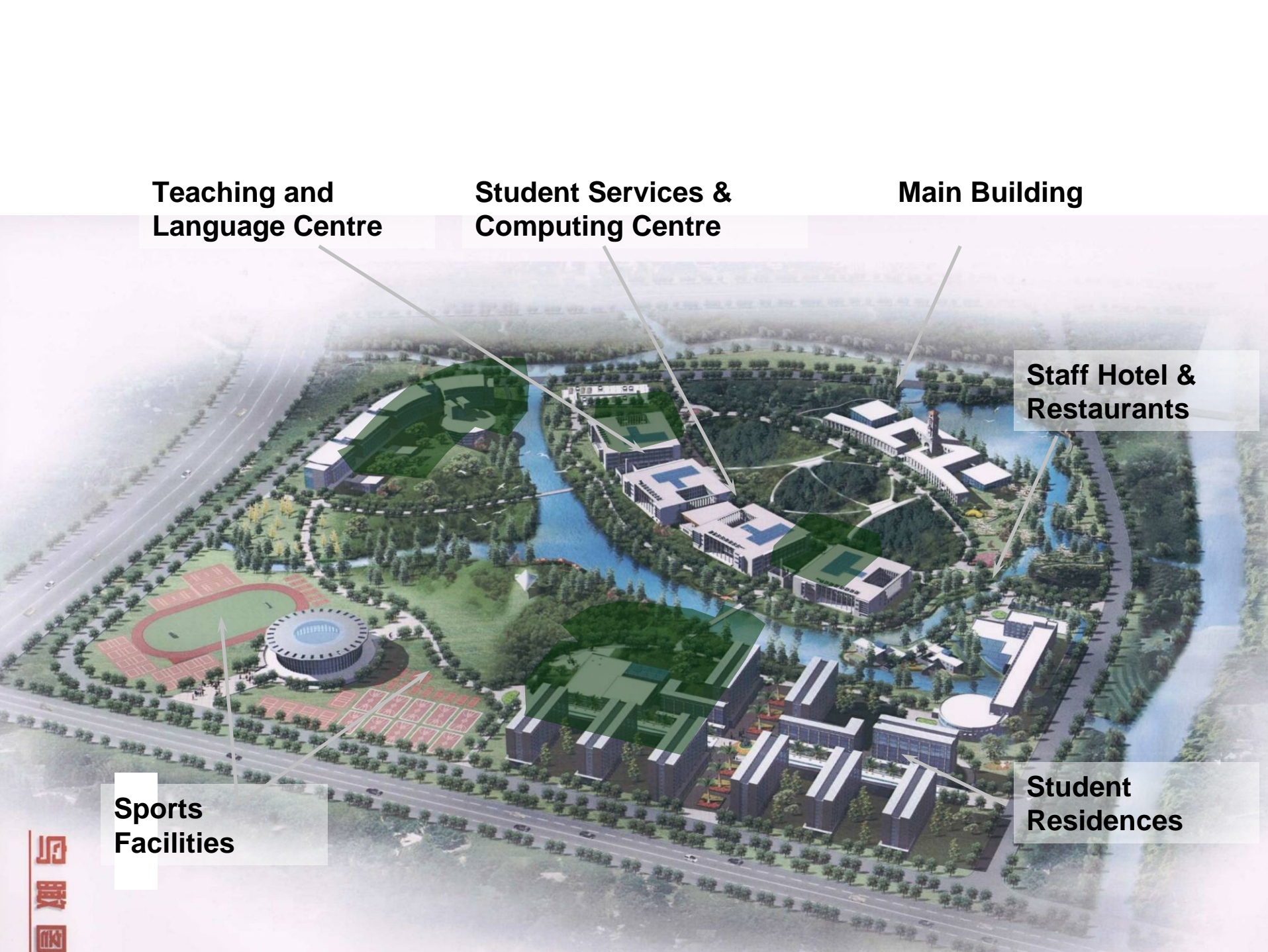
**Student Services &
Computing Centre**

Main Building

**Staff Hotel &
Restaurants**

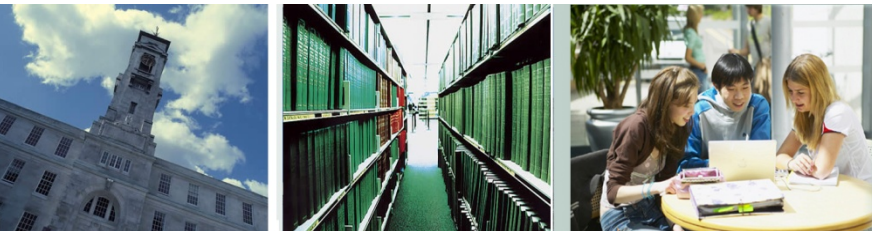
**Student
Residences**

**Sports
Facilities**



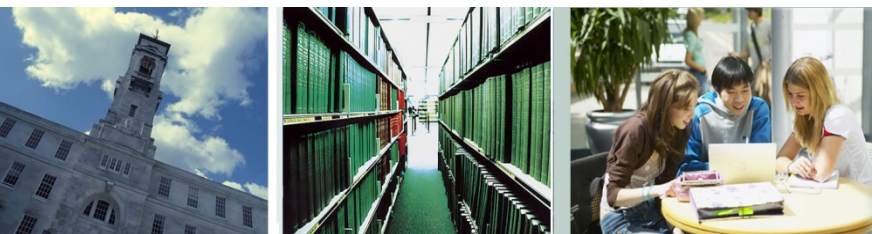
The Nottingham Experience

- We aim to provide “the Nottingham Experience” for our staff and students based at UNNC and UNMC
- Teaching is in English
- Courses are owned by Schools in Nottingham
- Students can come to Nottingham for a year as part of their course
- UK-based students can opt to study in China or Malaysia as part of their course



The Nottingham Experience (cont.)

- Mix of British staff on secondment to UNNC and UNMC & locally recruited staff
- Same printed and electronic library resources (as far as possible) delivered using the same LMS
- Equivalent library facilities (opening hours, self-service, ILLs, etc.)
- Subject to both UK and Chinese/Malaysian Quality Assurance requirements



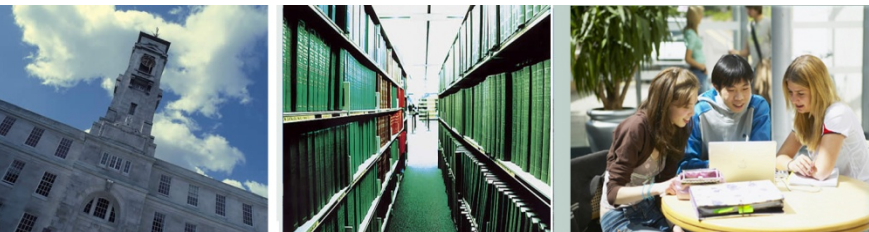
Overseas Campus Numbers

University of Nottingham, Malaysia

2000-01:	86
2001-02:	196
2002-03:	435
2003-04:	549
2004-05:	900
2005-06:	1346
2006-07:	2010
2007-08:	2924
2008-09:	3200

University of Nottingham, Ningbo, China

2004-05:	254
2005-06:	935
2006-07:	1851
2007-08:	2837
2008-09:	3600

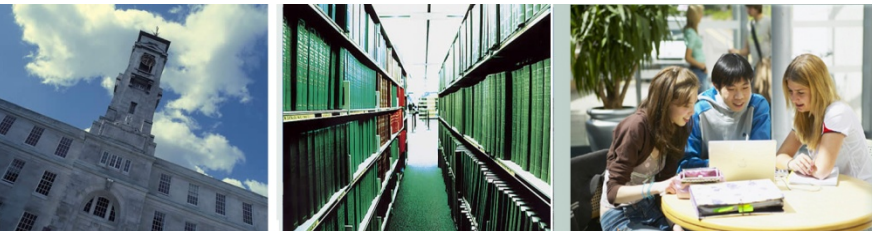


A global University?

“Nottingham is the nearest Britain has to a truly global university.” [Times Online, August 15, 2007]

- » Queen’s Award for Enterprise
- » Times Higher “University of the Year”

- UNMC: 3200 students from 25 countries
- UNNC: 3600 students from 30 countries
- Exchange students: U21, UNNC, UNMC
- International students at Nottingham: over 6000 from 130 countries



Aims for Information Services

Integration, communication and collaboration at all levels:
Between all UoN campuses
With local communities and institutions



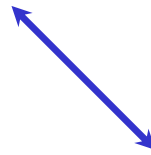
Ningbo



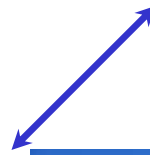
Kuala Lumpur



The University of
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Nottingham



A seamless student experience
A consistent Nottingham delivery

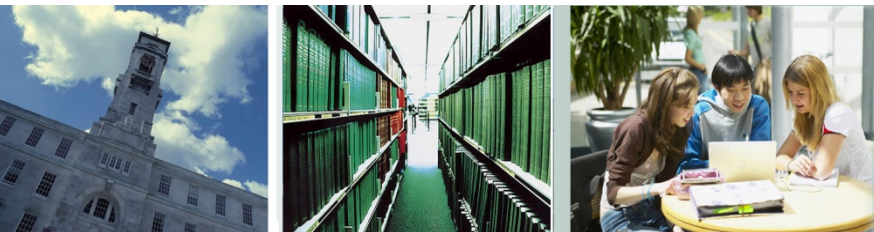
Equivalent online learning and teaching
Access to shared resources for teaching and research



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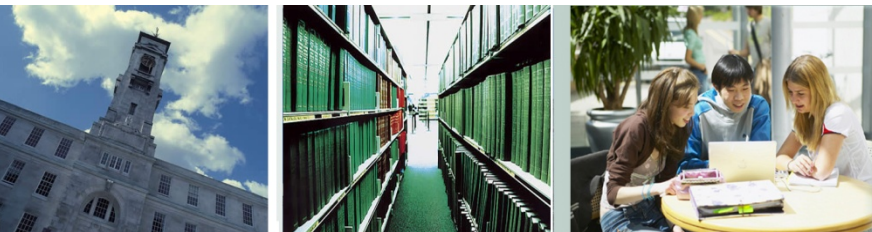
Equivalent online learning and teaching

- elearning integrated with all modules
 - provision of advice and expertise: el@n, u-Now
 - borderless education: flexible learning at all campuses
intelligent classrooms, video streaming
 - adoption of Web 2 technologies for integrated collaborative learning
 - local collaboration: eChina
- University of Nottingham as a resource provider
 - Integration of services:
 - Teaching material: VLEs; online reading lists
 - Research information: eprints, etheses, edissertations
 - Standardised authentication



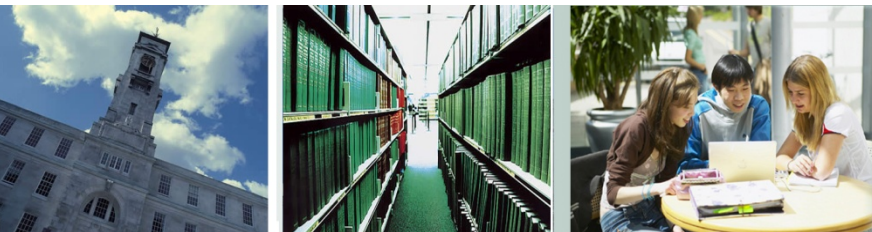
Access to shared resources

- Opening up access to resources
 - Electronic materials
 - Licence negotiations
 - Standardised authentication: IP; EZproxy; Shibboleth
 - Printed resources
 - Identifying material to support course development
 - Visibility of all collections
 - Shared storage space and resource delivery mechanisms
- Efficiency gains in interface management
 - eLibrary Gateway; OPACs
- Technical support: Online reading lists; Repositories; elearning



Related issues

- Physical environment
 - Learning hubs
- Cultural and legal issues
 - Guanxi
 - Project lead times and expectations
 - Local suppliers and expertise
 - Books per student
- Communication
 - Collaboration: Community, wikis, blogs
 - Project management: Connected Campus





Pendidikan



Jiào yù



Education



The University of
Nottingham
Information Services