

Name

RESILIENCE & CREATIVITY CANVAS

graphite.page/hiig-navigating-crisis

TECHNICAL SUPPORT



ANTICIPATION BEFORE A CRISIS...

... how do you make sure the resources you provide are accessible and appropriate to the needs of teaching staff?
... how do you envision and develop a new infrastructure flexible enough to be used across units?

INFRASTRUCTURE + RESOURCES

TECHNICAL SETUP (HARDWARE, SOFTWARE) FOR LEARNING PROCESSES, SPECIALISED TRAINING, TUTORIALS, GUIDELINES



COPING DURING A CRISIS...

... how do you improvise when needs regarding infrastructure and resources suddenly change?



ADAPTATION AFTER A CRISIS ... IS BEFORE A CRISIS

... how do you translate ad-hoc infrastructural solutions into long-term structures?
... how do you adapt your technical resources to contribute to institutional learning?

COLLABORATION + COMMUNICATION

PROCESSES FOR INTERDISCIPLINARY, MULTI-LEVEL COLLABORATION, LINES OF COMMUNICATION

... with whom do you typically collaborate within and beyond your institution to explore new technical support options for teaching?
... which communication networks, spaces and channels are useful to develop creative solutions for technical enablement?

... who do you collaborate with to develop ad-hoc technical solutions to keep teaching processes running?
... how do you communicate technical support offers so they are usable across the institution?

... how do your modes of collaboration change?
... with whom do you engage in critical discussions about which technical innovations should remain?

ROLES + RESPONSIBILITIES

INCORPORATION OF PERSPECTIVES, ALLOCATION OF TASKS AND ROLES, DISTRIBUTION OF RESPONSIBILITIES

... who do you rely on to prepare your IT services for changing needs?
... who is involved in proactively exploring avenues for IT development?

... what is your role in making decisions about IT development?
... how do responsibilities around creative problem-solving in IT solutions for teaching shift?

... who needs to be involved to ensure that improved technical support is sustained and rolled out across the institution?

CONTEXT

REGIONAL AND NATIONAL CONTEXTUAL FACTORS

FOR EXAMPLE: POLICIES AND REGULATIONS, FUNDING, DISCIPLINARY CULTURE, FACULTY GUIDELINES, IT ACCESSIBILITY

How do external conditions influence your creative ability to navigate change?

IDENTITY

THE INSTITUTION'S SELF-UNDERSTANDING FOR EXAMPLE: MISSION STATEMENTS, TEACHING CULTURE, SENSE OF BELONGING, ROUTINES AND PRACTICES OF COMMUNICATION AND COLLABORATION

How do the self-understanding of your institution and the corresponding internal dependencies influence your creative ability to navigate change?