

TAFE SA

Diplomat™ LMS Case Study

Interview with Nick Stott, Manager of Technology Services at TAFE SA

TAFE SA is South Australia's largest vocational education and training (VET) provider and one of the largest in Australia. It is also a registered higher education provider.

More than one million students have studied with TAFE SA since it was established in 1971. Each year, TAFE SA delivers more than 1,000 courses to over 70,000 students. Courses cover more than 80 areas of industry and activity, with flexible delivery options that suit the needs of students.

Nick Stott's role as Manager of Technology Services at TAFE SA includes the provision of technology solutions and services to facilitate the delivery of training to students. Nick talks to LapSafe® about the decision to implement a solution at the Tonsley Campus, in lieu of a staffed library that could facilitate the loaning of equipment.

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Autonomy & Accessable Technology

“We wanted to empower our lecturers and students with autonomy. This meant real-time and flexible access to equipment they needed, when they needed it. Thus, a progressive solution that could achieve this, whilst also aligning with the decision not to have a traditional library on campus, was investigated.

Several solutions were evaluated by ICT, Facilities, and business stakeholders. The majority of TAFE SA sites still provide a manual laptop loan service. Our Tonsley campus is the exception as it now utilises the automated capabilities of the LapSafe® Diplomat™LMS.

One of the key objectives for this new modern campus was to provide a flexible learning environment with accessible technology. We have 96 Windows laptops that we wanted to be able to loan out to students on a short-term basis. This meant they could borrow one for up to four hours at a time.



Library Management System Integration

“ We required the ability to track the borrowing of the laptops. Our existing Library Management System (LMS), Civica Spydus, was already being used to track borrowing for all our students with their student ID cards. LapSafe® Diplomat™LMS had the ability to work alongside our system.

We did lots of online research, and had direct discussion with product vendors, and product specification analysis. Functionality was the primary reason for choosing the LapSafe® Diplomat™LMS. We needed an automated system that would interface with our LMS.

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Sales to Installation

“Our immediate contact at LapSafe® was very helpful right from the beginning. The sales process from order to delivery was very good and responsive given the geographical challenge.

The installation ran smoothly and was handled locally by a LapSafe® partner from Brisbane. We now have eight towers of lockers installed at our flagship TAFE SA Sustainable Industries Education Centre located at Tonsley in Adelaide, South Australia. We have two installations, a large installation (72 device) on our ground floor and central to our classrooms. The second (24 device) installation is on our second level and contains devices with a different software offering specifically for our design and engineering students.”



Customer Support Across the Globe

“We had an issue which ended up being a parameter in our LMS. I did get exceptional support from LapSafe® Support in assisting with troubleshooting the issue and ruling out the Diplomat™ as the cause.

Trevor Emerson (LapSafe® Partner in Brisbane) deserves a special mention. While I value his exceptional knowledge of the Diplomat™ LMS product, it is his customer service that is outstanding. This is mainly due to his willingness to make himself available to discuss any concerns, at any time. This is particularly appreciated due to our location making it difficult to reach UK support during business hours.”

Positive Feedback

Staff were appreciative of how accessible laptops had become for the students. This appreciation has grown over time as their reliance on the technology has increased due to increased focus on digital delivery.

The automated service has been very successful and we have around 72 devices loaned out daily.

‘students like the accessibility, flexibility and the self-service aspect of the units’

What advice would you give Colleges and Universities considering self-service?

“Do your research and visit case study sites if you can. Integration with the existing student database is essential, preferably a Library Management System database with borrowing functionality. I would highly recommend the LapSafe® Diplomat LMS to other colleges and universities looking for this type of solution.

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