Role of the Datasets Coordinator Mentor

Datasets Coordinators Meeting and Forum
19th January 2009
Why have mentors?

• Newly appointed DSC’s would like help
  – not always able to have a hand over period
  – could reduce the learning curve

• The CAUL Executive Officer can share the load
  – there is someone else to ask
  – knowledge and experience is shared
How to get the DSC and the chosen mentor together?

• CAUL Executive Officer will identify when a new DSC registers
• The mentor will be contacted with the details of the new DSC
• The mentor will then contact the new DSC and introduce themselves
How will the DSC and mentor communicate?

- Discussion about what the ground rules will be during the mentoring process
  - will communication be via phone and/or email
  - will there be an initial outline of what the DSC involves or will it be more answering questions as they arise
What should a mentor look to cover?

• DSC discussion lists
  – How can you contribute?
  – What type of questions should you put on the list?
  – What type of responses do you get?
What should a mentor look to cover?

• Communicating with colleagues within the institution about offers
  – What is a yearly work flow like?
  – Preparing for upcoming offers and renewals
  – Where do you look for information?
  – What do you find on the web site and how do you interpret this information?
What should a mentor look to cover?

• Respond to request for information from CAUL Executive Officer in a timely manner
  – What type of questions could be asked?
  – What type of information do you need to provide in response?
  – How do you respond?
  – What is a timely manner?
  – How do you renew or cancel a package?
What should a mentor look to cover?

- How does CEIRC handle invoices?
- How do you report a helpdesk issue for a CEIRC package?
- How are licences handled for CEIRC packages?
- Does CEIRC provide any information about Statistics and if so, what?
When will the mentoring finish?

• One full renewal cycle
Questions?

Suggestions?