

Standardizing Chaos:

ETD Support service changes before and after a pandemic.

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ETDs at the University of Pittsburgh

In 2004, ETDs were required by all schools

10,102 deposited as of 9/18/2020

If We Knew Then...

- ETD-db local instance was initial digital location
 - D-Scholarship@Pitt (Eprints) was established in 2009
- Overall process managed by the Office of the Provost
- Each school designated one main ETD Contact
 - They are responsible for reviewing formatting and approving forms
 - More team members are added as needed
- The library was responsible for:
 - Repository setup and management
 - Creation of Word and LaTeX templates
 - Formatting technical support and workshops

The Student Experience

- ETD Site maintained by the Office of the Provost
 - Information was not easy to find
 - Updates to support documentation was infrequent
 - Schools would alter handouts for specific requirements
- Word template was heavily customized to adhere to ETD Guidelines
 - Students lacked experience using Word templates
 - Guidelines were based on manuscript standards

The Student Experience

- LaTeX template was also heavily customized
 - It was not updated for over 10 years
- Required forms were analog and approval in the repository required these to be collected by the school
- Graduation fees were paid in-person
- ProQuest/UMI forms were confusing regarding Open Access publishing
- Knowing who to ask a particular question was unclear

Transition in 2017-2018

- Office of Scholarly Communication and Publishing split
- Repository Librarian
- Initial Changes
 - Renewed ETD Process Group charge
 - Process audit
 - Template update
 - Website reset
 - ETD Support service changes

Phases of Change

- Phase 1

- Eliminate ProQuest paper form by using ETD Administrator form
- Reduce embargo lengths from a maximum of 5 year to 2 years with 1 extension
- ETD Approval form made into fillable PDF rather than paper printout
- ETD site update and training
- Annual meeting to include onboarding and discussion of any new changes
- ETD Support simplification

Phases of Change

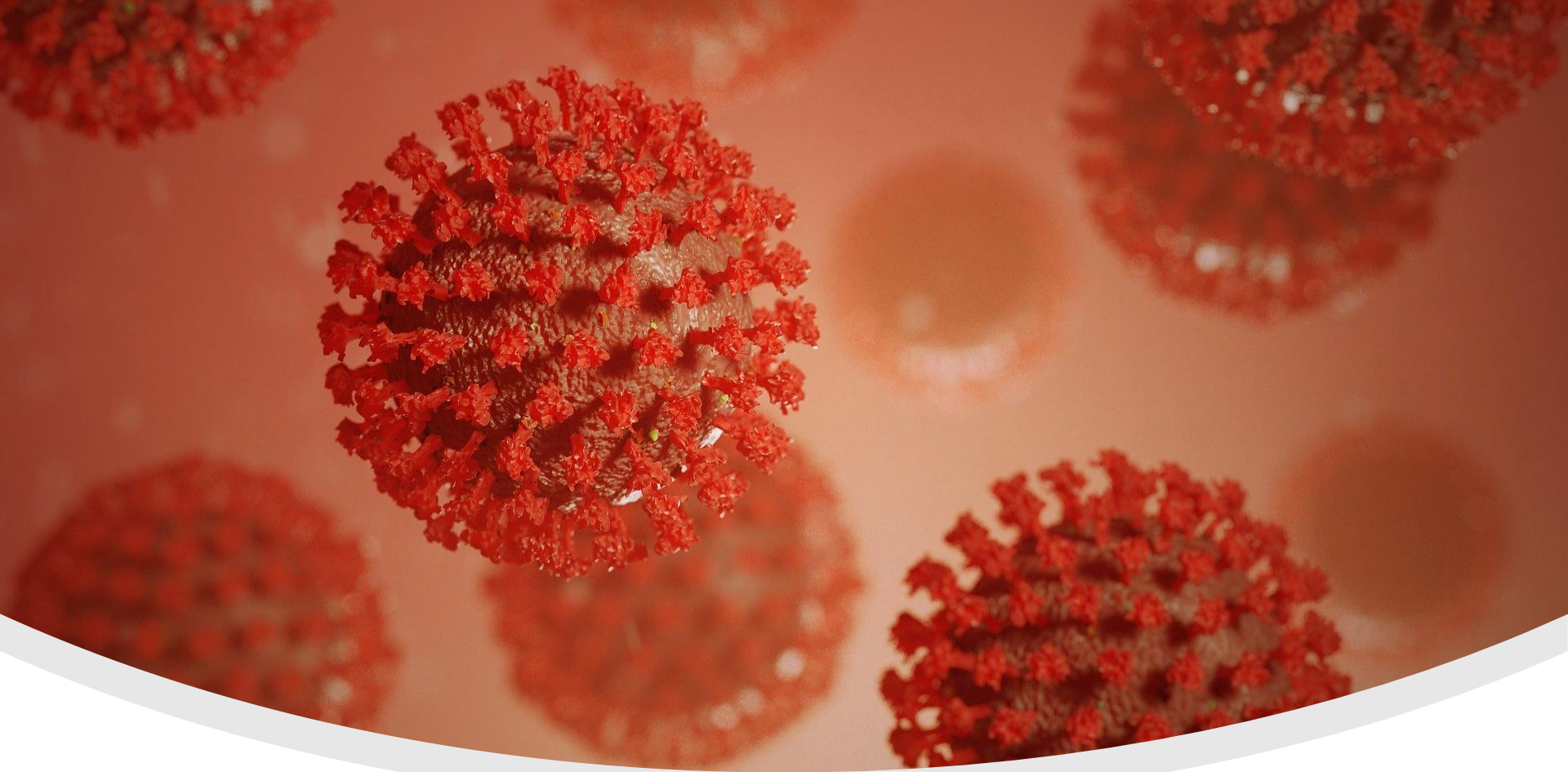
- Phase 2

- Integrate ProQuest agreement into D-Scholarship workflow
- Adjust thesis and dissertation processing fee
- Enact new payment method to allow for online payment
- Graduate milestone forms made standard across schools
- Reduce required forms by making ETD approval form online
- Exit survey changes
- Explore alternate preservation options (eliminate microfilm copies)

Phases of Change

- Phase 3

- Reevaluate DocuSign milestones & implement with the rest of the graduate schools
- Develop a process by which students can retroactively change the name on their ETD or make an erratum request
- Review the quality assurance data and determine if changes need to be made to the schedule or review process
- Review University-wide regulations of committee member presence (and remote participation) at dissertation/theses committee meetings, particularly milestone meetings
- Review and recommend changes in the University's Regulations Governing Graduate Study as they relate to graduation, entering information into PeopleSoft, milestone forms, and other changes that flow from any adopted changes posited in Phases One and Two proposals
- Identify and convert remaining forms to electronic format such as the ETD Approval Form, the Request to secure an ETD, and any outstanding milestone forms



Thinking Ahead--Quickly

- Pitt closed campuses March 2020
- Impacted ETD services
 - ETD Walk-in Support Desk
 - ETD Formatting Workshops
 - Students access to University computer labs
 - Forms could not be physically delivered and signed in a timely way
 - ETD Contacts and Support staff were working remotely

Thinking Ahead--Quickly

<https://etd.pitt.edu/help>

- ETD Walk-in Services
 - Integrated into our LibAnswers Chat service
 - OSCP and ETD Support Assistant worked remotely
- ETD Formatting Workshops
 - Moved to Zoom with registration via LibCal
- No Access to Computer Labs
 - PittIT released Virtual Lab access to mimic computer labs
- ETD Forms
 - ETD Contacts were given fillable PDF versions and permission to accept email confirmations from advisors/committees

Thinking Ahead--Quickly

- ETD Contacts working remotely
 - ETD Support invited staff to meet and learn about ways to use Adobe Acrobat to annotate submitted versions to reduce messaging confusion
- ETD Support Interactions
 - Using Box/One Drive/Overleaf we could share templates with students and instruct them on how they could make changes via Zoom if needed
- ETD Specialist Consultations
 - We linked our calendars with LibCal and allowed students to request Zoom consultations during normal office hours

Pillars of Support

- Leadership and Management
- Innovation
- Strategy
- Culture
- Learning and Change
- Structure

David Gunsberg et al., "Applying an Organisational Agility Maturity Model," Journal of Organizational Change Management 31, no. 6 (October 2018): 1316, <https://doi.org/10.1108/JOCM-10-2017-0398>.

Avenues of Opportunity

Fixed

- Strict ETD Format and review process
- Centralized management
- Budget reduction or misalignment
- Reference silos

Agile

- Adaptability with Accessibility in mind
- Decentralized expertise
- Seek partnerships on campus
- Share your knowledge and recognize allies

Back to the Future

- How will our remote services continue when we are back in the office?
- What can we do to make the templates more user friendly and have fewer errors when making a PDF?
- What other aspects of the process need attention?
- How can we add more niche workshops to our instructional offerings without missing our audience?
- What other ways can we support the staff members in each of our schools to become more independent when providing editorial feedback?



Questions?

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