How do students’ experience digital technologies?

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‘Not just another survey…’
Digital experience insights service, launches Sept 2018

Enhance Service
- Design Questions
- Test Questions
- Gather significant response rates
- Sector analysis
- Organisational analysis
- Experts panel

Analyse
- Digital Experience Insights
  - Student tracker
  - Staff tracker

Collect
- Data collection
- Review of service scope & question set
- Enhance service

Improve
- Insight drives organisational improvement
- Change initiated
- Jisc consultancy

Enhance Service
- Student tracker
- Staff tracker

Organisational analysis
- Experts panel

Your digital experience
- Quality of digital provision
- Quality of digital learning & teaching
- Reliable Wi-Fi
- Up-to-date software
- Prepared for digital workplace
- Own device support

Your digital experience insights service, launches Sept 2018

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Digital experience insights (Tracker) is:

» A student engagement process, governed by national guidance

» Concise question set for
  › HE, FE and Online Students
  › Staff
  › organisational factors

» A Community of Practice around the tracker process and findings (including student representatives)
Extensively trialled and evaluated

» Initial questions based on ‘digital student’ research and sector consultations (2016)
» Closed pilot with 24 selected institutions (2016)
» Open pilot with 85 self-selecting institutions & 29k respondents (2016-17)
» 2018 pilot with 90 institutions & 39k respondents with 20 international universities


Key findings from 2017…
National insights Virtual learning environment - 2017

Rely on their institution’s VLE to do their coursework

- 80% HE students
- 61% FE learners

Regularly access their institution’s VLE via a mobile device

- 67% HE students
- 48% FE learners
National insights from learning and teaching Qs - 2017

» The digital confidence and capability of teaching staff is significant to students’ overall digital experience …

» Students want consistency in the use of core technologies…

» … but for teaching staff to be diverse, creative, discriminating and selective in their use of technology
Follow our developments

- Report of 2017 Tracker findings:  
- Summary of 2017 Tracker findings:  
- Tracker blog:  
  https://digitalstudent.jiscinvolve.org
- Follow #digitalstudent and @jisc
- Change agents’ network supporting student staff partnerships  
  http://can.jiscinvolve.org
- Change agents’ network mailing list  
  jiscmail.ac.uk/CAN

As of September 2018, this project will transition to a full service. If you would like to enquire about how to purchase this optional service, or to be kept up to date on progress, please register your interest by filling out our form:

Thankyou
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Understanding the student digital experience

Key findings about the digital skills and competencies of students from the Jisc Digital Trackers 2016 – 18

Vicky Brown and Natalie Read

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2018 Student focus groups

22 students from levels 4, 5 & 6

3 sessions on:

Impact of technology
Access
Employability
Independent Learning
Safety online

‘I am not bothered about what information the uni holds about me....’
Recommendations

Bring your students into the conversation

Make sure the whole organisation is aware of the survey and is willing to respond to it

Consider how you integrate your findings with other internal surveys and research data being gathered to capitalise on the holistic student experience

As the technology is constantly evolving and students’ reliance and resilience to it is adapting, be aware that this (longitudinal) data needs to be viewed in the wider changing digital environment
SDET – The CCCU Approach

• Response rate : 11%
• Time frame – Mid-Nov to Christmas
• Individualised Emails
• Marketing campaign
• Prizes

http://www.canterbury.ac.uk/lte/
SDET Findings

• Device analysis
• Data was immediately used by IT in a variety of improvement works
• VLE mobile usage
• Using the data in conjunction with work being undertaken by Digital Capabilities Working Group to develop student digital skills.
• Student response to technology
• All results comparable across all four faculties
• Response demographics in line with institution demographics
Q.23 Channels of communication

- Which digital channels do you prefer the University to use when providing you with information on the following...? (tick as many channels as you like for each type of information)

  a. Your course (e.g. structure / requirements etc)
  b. Programme admin (e.g. timetables / results)
  c. University facilities (e.g. IT / transport / accommodation)
  d. Responses to student feedback (e.g. surveys)
  e. Support services (e.g. wellbeing / finance / careers)
  f. Wider opportunities (e.g. events / socials / volunteering)
What’s Next?

• Results reporting up through University committee structure
  • Being used as evidence for a variety of existing and new improvements
• Action Plan developed to improve areas highlighted by SDET
• Data available to departments & faculties for further detailed analysis in their areas
• Comparison of institution results to sector results
• Re-run SDET in 2018/19
• Teaching Staff Digital Experience Tracker