

Using the Enhancing the digital student experience cards

These 'Enhancing the digital student experience' cards are designed to support conversations about students' digital experience. As someone who works with students and/or who enables digital change, you know that conversations are critical to making things happen. The cards can provide a prompt to start a conversation, or a tangible reminder you can leave behind. Conversations might arise informally or you could arrange for a group of people with a common area of interest to get together. You could also use the cards as a checklist (how are we doing here?) or a planning tool (what should we prioritise next?) but remember that they are not designed for comparison with other institutions: they are designed to help you think about what is happening and what could happen at your own institution.

The 'Digital Student' cards were developed as an outcome of the Jisc Digital student project. They build on findings about students' digital expectations and experiences and on an extensive consultation process with stakeholders in higher and further education. You can find out about the project and explore other resources here: digitalstudent.jiscinvolve.org

When you use these cards you can be confident that the questions have been tested out and that the ideas have been tried in practice: there are more detailed 'good practice' examples on the website. But you will still need to listen and get feedback from people in your own setting to know what is really happening, how well you are meeting students' expectations and needs now, and what you can do to build their digital expertise for the future.

Enhancing the digital student experience: conversations that count

Using the cards

Each of the 14 cards offers one **question**, designed to probe 'how well are we doing?' in various areas of the student digital experience. You can use the cards simply to ask these questions in your institution and listen to the answers, using the indicators as prompts if you need to.

The **indicators** for each question are arranged roughly in the order that we find institutions tend to achieve them, but please bear in mind that every development path will be different. For a more detailed exercise, choose one or more cards (depending on the stakeholders you are talking with) and build a conversation around the indicators, asking for example:

- » which of these are we already doing, fully and well, across the institution?
- » which are we working on and starting to get right?
- » which have we not even started with?

And then you might ask:

- » which are really achievable for us?
- » which are important but might take more work?
- » so what should we prioritise in the next year or three years?

You might also come up with ideas that are not on the card at all.

Benefits:

Finally, the **benefits** on each card are *indicative* statements, paraphrased from interviews and consultations and from our literature reviews. They are not direct quotes, but designed to help you explore what the outcomes might be if you were to put some of these ideas into practice. They are not a substitute for having your own conversations with students, or consulting locally about how different stakeholders see their roles evolving.

For more information, visit: bit.ly/jisc-digitalstudentproject