12. How do we find out more about students' digital experiences and expectations?

» There is a working student representation and/or learner voice system

» The digital experience is included in measures of student satisfaction

» Arriving students are surveyed about their previous experiences with digital technology

» Regular, longitudinal and comparable data collection is undertaken in order to identify trends

» Students give feedback on their digital experience in a variety of ways: qualitative as well as quantitative (e.g. focus groups, interviews); informal as well as formal (e.g. Padlet, Facebook, vox pops, video booths)

» Learner voice/student rep/student partnership initiatives include training/awareness of digital issues so that representatives can speak on these effectively

» In courses of study, there are opportunities for students to reflect and give feedback on their digital practices and experiences e.g. in class, in workshops, at assessment

» Students are involved as partners in developing the digital environment (see card 13)

Enhancing the digital student experience: conversations that count

Benefits:

Head of Student Experience:
'We've added a lot of detail to the picture we were getting through the NSS: now we have a good idea what role IT provision plays in students' feelings about their course, and how they are using ICT generally in their studies.'

Learner voice rep: 'We set up a Padlet for learners to give their feedback on what they thought about the new system and it was good for them to see staff going on there and actually responding to their ideas'.