**General – engaging staff and students**
Make sure you are clear about the problem and the underlying cause before you try to fix it
Listen to your students – and staff
Start a meaningful dialogue among all relevant stakeholders across a range of topics
(make these manageable!)
Take the whole institution on the digital journey. Make the journey engaging, exciting,
relevant.
Understand current expectations; show the art of the possible; develop expectations; get
feedback.

**Student journey**
Prepare students to study with technology in innovative/unexpected ways – otherwise they
will respond negatively and/or may not be equipped to benefit
Nationally accredited scheme for school/college leavers preparing for HE, student led and
mentored. To level the playing field and broaden opportunity
Cater for a wide range of student expectations and experiences by allowing students to
personalise their digital experience.

**Staff development**
Support staff to become competent digital practitioners
Support staff skills development; focus on relevance
Develop staff digital competences
Support staff to develop digital skills to support their students
Emphasis on contextual digital practice/scholarship with teachers/lecturers; encourage
modelling of good practice and innovation

**Curriculum/learning culture**
Embed TEL into the curriculum
Embed digital, don't bolt it on as an afterthought
Embedded rather than superficial, supporting: curriculum design; authenticity; modelling
professional practices
Develop a culture in which all students are 'partners in learning'
Greater employer contribution

**IT infrastructure**
Make sure the basics (transactional) work properly with failsafes so staff and students can
be confident when using the technology
Hide (IT) complexity from the end user
Focus on how IT systems are updated and rolled out – finding new ways that are
innovative and keeping up with the times.
Focus on bring your own – don't try to own everything. Keep the edges blurred.
Have ongoing student testing and feedback on IT developments intended to 'enhance' the
student digital experience.