What one thing should institutions do to enhance the digital student experience?

Feedback from students who participated in the Jisc Digital Student workshop sessions at the QAA Quality Matters Conference held on 8th October in Birmingham

Skills

Basic digital skills courses available with whatever course students choose to undertake, no extra costs for this service. Possible 1 to 1 help from trained tutors and contact points with IT staff or tutors

Voluntary inductions – how to get the most out of the digital student experience

Sign up inductions for students – live messenger linked to IT department of institutions – create live dialogue

Voluntary IT induction sign up sessions at the start of term

Improve the training offered to students who cannot use technology. This will help students leave with more than a degree but a life skill that they will need

Don't give them optional IT sessions, embed it in their learning. Bring ipads to class wordless, skype walls and audio feedback.

Invest in specialist staff to support teaching staff to embed innovative pedagogical practice

Some basic skills for a certain group of OU students who come to the university with minimal IT skills

Challenge students so they have to come to workshops/ask for help to push them further

Build skills into assessment and courses rather than just offering skills development as optional extra.

Force exposure not just to students but staff as well. No one group has a more direct influence on students than academic staff. If they are made more familiar and trained to current and upcoming technologies can be influenced. Students and staff can collectively enhance each other's digital and overall university experience.

Run sessions to facilitate online employability (how to exploit Linked In for example)

Yearly/monthly new technology seminars for course induction.

Educate and empower

IT

Eduroam for OU Students
Equipment lists and expectations, access to free wifi, technology taster sessions

Ensure that resources etc provided through virtual learning environments are constantly reassessed and updated and that these facilities are promoted to students effectively

Raise spend on technology

Free ipads for new students loaded with resources

Free wifi without blackspots oh and google!

Switch IT services over to Google

Digitising the student rep system through Unitu

Staff skills

Ensure that tutors have appropriate IT skills to pass on to learners so to make the students workflows more efficient

Increase integration between learning and teaching within the general criteria and making it part of the curricula instead of just an external assessment

Have consistency between institutions of use of digital technology for staff and students – leading to comprehensive use of technologies not just for academia but for future careers.

Expose academic staff to the competition who use technology better eg moocs

Universities need to make sure that all staff are digitally literate and able to use technology to at least a minimal standard

Study how university students of the future (5, 10, 15 year olds) use technology to influence how they develop their own digital practice

Support and train staff to integrate technology enhanced learning into their teaching.

Empower the staff through student-led workshops on what students expect through technology

Invest in technology and the digital literacy of staff

Skills audit staff and students on digital abilities now and see how they can work together to develop straight away. Once this is achieved plans for the future can be found.

Trust students to use digital to complement traditional learning – don't fear it.

Curriculum

Getting lecture recordings and course content online

Development of e-portfolios to enable students to start to showcase skills/experiences they are gaining

Research different ways in which digital media platforms can be used in HE and 'Educate the Educators' on how to proceed.

Get the foundations right. Understand what they are trying to achieve before they begin to try to achieve it. And have an open mind.

Not assume that everyone wants to do their learning all online. Blended learning is the way forward.

Provide an element of balance – importance of real human interaction should always be valued.

Engagement with students

Maintain a dialogue with students

Hear from all students and all of their different needs