



Expert professional staff support the student experience

This exemplar is relevant to Digital Student challenge:

Take a strategic, whole-institution approach to developing the student digital experience

You may notice that there are a number of case studies from MMU in this collection. In fact so many started to emerge that we asked the contributors how they felt the institution was supporting digital students so effectively. A robust digital environment was seen to provide an essential context for innovation. It was also useful that the University manages learner data strategically, and collects thousands of comments and survey responses from students every year in a bid to understand their needs more fully. The student experience is at the heart of the University's mission, and the digital environment is seen as critical to delivering on that mission.

However, most contributors have highlighted the role of the Centre for Excellence in Learning and Teaching (CELT), and the Learning Innovation (LI) team which works closely alongside them. CELT, responsible for Academic Staff Development, hosts an excellent Good Practice Exchange and an in-house journal, Learning and Teaching in Action. The LI team focuses on pedagogical uses of technology and their resources are organised according to the pedagogical issues addressed, as well as by the technologies available for use, allowing staff 'two ways in' to case studies and guidance.

The scholarship of teaching and learning is taken very seriously at the MMU, with a strong track record of research outputs and the offer of postgraduate qualifications including an MA in Academic Practice. Scholarship of Teaching and Learning projects – many of which feature innovative uses of digital technology – are supported through a dedicated CELT fund. Professional staff development is equally important, and institutional policy aligns this both with the UKPSF and MMU's Strategy for Learning, Teaching and Assessment. For example, all of the LI team's Technology Enhanced Learning Advisors have, or are working towards, both the MA in Academic Practice and FHEA status. The entire CELT team and four LI staff were practising academics before coming into those roles, and are Senior or Principal Fellows of the HEA. This means that everyone involved in supporting innovation not only understands the digital environment but appreciates how it can be used to enhance the student experience.

Having such a concentration of professional expertise has helped to normalise the use of digital technologies for learning and teaching. Digital innovations are fully integrated into programmes offered by CELT and LI. The teams also work collaboratively with other institutions, carry out research, and develop new pedagogical solutions. Tutors from CELT and LI are key to strategic initiatives around teaching and learning, social media, 'Bring your own device', assessment and creativity.

How does this meet the challenge?

- Teaching innovation and the scholarship of teaching are strongly encouraged by the University.
- The digital environment is seen as critical to delivering the University's core activities and meeting students' needs.
- Professional staff working in this area are highly qualified, highly valued, and have development opportunities of their own.
- Good practice is consistently recorded, reflected on, and shared - with a focus on pedagogy.

Find out more

- [Centre for Excellence in Learning and Teaching](#)
- [Learning Innovation team](#)

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