

How can we help ?

Name / Role

Undergraduate Student Jane

has a problem with...

Activity/Task

**Finding all of the materials that she needs
for a course assignment**

because...

Specific issue/barrier

**the materials are spread across several
sub-sites within the university VLE, the Department website, the
internal Department website, and the College intranet.**

How can we help ?

Name / Role
College Principal

has a problem with...

Activity/Task
**Interpreting external benchmarking
comparisons.**

because...

Specific issue/barrier

He believes using technology is a process
that is sensitive to replication of use, but misses the importance
of 'personalisation' or 'standards' not sitting happily together



How can we help?

Name / Role

L E C T U R E R / S T U D E N T / M A N A G E R / E V ' s

has a problem with...

Activity/Task

which technology / software / app

to use for specific purposes

as many software capabilities overlap

because...

Specific issue/barrier

"NEED TO IDENTIFY "GID" OF CAPABILITIES &

HOW TO'S -



How can we help ?

Name / Role

Director of Learning & Teaching

has a problem with...

Activity/Task

the transition from one VLE
(Blackboard) to another (Moodle):
there is no tapering process

because...

Specific issue/barrier

There is strong evidence that
past data is needed in many instances e.g.
pre-requisite modules, data to support appeals.

How can we help?

Name / Role

Ula student Area

has a problem with...

Activity/Task

Getting timely feedback
from her tutor in a
useful way.

because...

Specific issue/barrier

Tutors don't give the end-of-
feedback system because it's
too large.



How can we help?

Name / Role

~~Virtual~~ lectures on distance learning course

has a problem with...

Activity/Task

Activity/Task Assessing students' digital capabilities prior / on commencement of the course, in order to see

because...

Specific issue/barrier

Would like student interaction and collaboration on online projects.

How can we help?

Name / Role

Final year student

has a problem with...

Activity/Task

Applying for jobs. Struggles to express multitude of 'soft skills' and relevant experiences in an application form. Which skills are relevant to the role being applied for? How can they be evidenced / endorsed?

because...

Specific issue/barrier

Lack of awareness of which specific 'soft' skills are relevant for a given job role. Not sure how best to list and evidence personal qualities and attributes.



How can we help ?

Name / Role

Lina Petrakiew (Academic Development Team (ICR))

has a problem with...

Activity/Task

technology fails !

Once one technology has been used, everyone starts using it without understanding it fully and appreciating appropriateness because...

Specific issue/barrier

using wikis for everything - from instruction giving to discussions



How can we help?

Name / Role

Personal / Tots

has a problem with...

Activity/Task

Accessing all relevant information about a
theo-as no single source of truth.

because...

Specific issue/barrier

No data is siloed, no clear policy.
different practices in different faculties



How can we help?

Name / Role

Teaching Assistant Lava

has a problem with...

providing her students with high quality teachings & support

because...

Specific issue/barrier

She does not have staff access to VLE/IT systems, so she cannot use them



How can we help ?

Name / Role

MATURE STUDENT

has a problem with...

Activity/Task

Using his university
email on various devices

because...

Specific issue/barrier

Always written letters
or used mobile phone for telephone calls



How can we help?

Name / R
Postg

Activity/Task
install
program
because.
Specific issue/barrier

Lis : Admin Staff



has a pro
problem ...
uses a computer q-s
but finds
challenge and tends to
change a
do things the way they always
have ...

his prof
has req
is unde

Because
doesn't have motivation to keep
up to date with changing
learning environment

How can we help?

Name / Role

New lecturer

has a problem with...

Activity/Task

Using the hardware in lecture
the a bres.

because...

Specific issue/barrier

There is no equipment induction
for new staff and it is not clear who
services the equipment (AV is a separate
dept. from IT).

How can we help?

Name / Role

Student

has a problem with...

Activity/Task

blocked from network / VLE



because...

Specific issue/barrier

error in processing
fee payment (not the student's fault!)

How

Name /



Mark, Module Team Leader

Problem with

choosing a technology for a
curriculum

Because

has a problem with

Activity/Task

taking

because

Specific issue/

class
(or)

institutional support
IT support
students' capabilities

How can we help?

Name / Role

Director of CCR

has a problem with...

Activity/Task

aggregating the needs of stakeholders
for good reliable info.

because...

Specific issue/barrier

he receives conflicting messages from
inside an insular team and is constrained by
budgetary requirements



How can we help ?

Name / Role

IT Tutor / Trainer

has a problem with...

Activity/Task

Setting up courses
which no one attends

because...

Specific issue/barrier

The students don't know what
to do with time or don't have
the opportunity
to learn more.



How can we help?

Name / Role

STUDENT

has a problem with...

Activity/Task

CANNOT FIND THE INFORMATION ABOUT

A MODULE ASSESSMENT

because...

Specific issue/barrier

DOESN'T KNOW WHERE TO LOOK ON THE VARIOUS

SYSTEMS AS DIFFERENT TUTORS PUT IT IN DIFFERENT

PLACES AND IN DIFFERENT FORMATS



How can we help?

Name / Role

Lyn Collier-Green, Senior Mgr

has a problem with...

Activity/Task
Embedding technology (eg e-assessment in a meaningful innovative way) vertically & horizontally across modules/courses in a resource constrained/diminishing environment.

because...

Specific issue/barrier

Silo thinking across module/course tutor in terms of discipline content / skill in academic literacy / digital literacy, in a resource constrained/diminishing environment.



How can we help?

Name / Role

Teachers & Students.

has a problem with...

Activity / Task
Connectivity due to poor wifi that prevents access to resources.

because...

Specific issue/barrier

*Increasing reliance on personal devices & applications, but wifi problems prevent enquiry & exploration.
All driven by a desire to learn through enquiry & projects*



How can we help ?

Name / Role

SUPPORT STAFF

has a problem with...

Activity/Task

TRYING TO SOLVE A STUDENT'S

PROBLEM IN ACCESSING INFORMATION

ABOUT A MODULE ASSESSMENT

because...

Specific issue/barrier

DOESN'T KNOW WHERE TO LOOK FOR

TUTORS USE DIFFERENT METHODS TO PROVIDE
THE INFORMATION



How can we help ?

Name / Role

TEL TEAM

has a problem with...

Activity/Task

Want to focus development

e.g. Desktop, mobile, batu

because...

Specific issue/barrier

No idea of student preferences.

How can we help?

Name / Role

Student.

has a problem with...

Activity/Task
laptop riddled with
viruses & unuseable.

because...

Specific issue/benefit

They care unaware of
digital security.

& They don't live with a Computer Science
student.



How can we help ?

Name / Role

1st year student Shazia

has a problem with...

Activity/Task

Submitting her courseworks

because...

Specific issue/barrier

her lecturers assumed she was a "digital native", but she had never used a VLE before & did not know how to submit.



How can we help?

Name / Role

Learning Technologist Wilberk

has a problem with...

Activity/Task

Gathering his VLE updates
when needed



because...

Specific issue/barrier

IT Services have a lengthy
process of change control, so small changes
hold up.

Students

Problems

- varied levels of dig capabilities
- logging onto network with BYOD
- WiFi - power + availability
- for accessing via mobile devices

+

- barrier
- skill level background / experience
 - digital divide
 - uni setup

Staff

- , ditto
- using au equipment
 - Uni systems only
 - some support barriers
 - mobile support
 - management support for TEL
 - lack of f2f training
 - not connecting holding my progressive use back
 - lack of senior management support
 - lack of direction / support from strategic direction
 - lack of strategic strategy
 - time
 - skills
 - knowledge

How can we help?

Name / Role

Support Staff / Admin Staff

has a problem with...

Activity/Task

Maintaining VLE content & support for student queries

because...

Specific issue/barrier

- Limited training / experience of content or requirement



How can we help?

Name / Role

Student

has a problem with...

Activity/Task

① Submitting online work to Turnitin

because...

Specific issue/barrier

not had any support on how to do this

or where to access support next time



How can we help?

Name / Role

Criticalism Developers

as a problem with...

Activity/Task

getting academics to embrace
change in adopting new tech

because...

Specific issue/barrier

free perspective using tech as an
additional barrier and are unwilling to make a change
in the fundamental sense of 'self' as defined by the
teacher.



How can we help?

Name / Role

Student 3rd Year

has a problem with...

Activity/Task

Freedom of acting - doing how I would like to in relation to the tool I use to do my assignment. I am constraint by the guidelines

because...

Specific issue/barrier

Teachers - teachers just want an essay written in Word. So why should I bother to learn any new tool if with Word I am fine.



How can we help ?

Name / Role

Curriculum designer

has a problem with...

Activity/Task

Incorporating mobile in the classroom
because of fear of disadvantage some
teachers

because...

Specific issue/barrier

They have no idea of what devices
should have and how to use effectively
with those without



How can we help ?

Name / Role

Urgo stayer Free straight in
of approach

has a problem with...

Activity/Task

**Finding out what his course or -
different expectation**

because...

Specific issue/barrier

**our department has its own
color coding system.**



student data
technologies
HOW can we help make
barriers

Name / Role
Lecturer.

has a problem with...

Activity//Task

Using technology -
VLE-Moodle

An-
student records

because...

Specific issue/barrier

They have insufficient time
for formal training [:: No technology isn't available]



How can we help?

Name / Role

Second Year Student Award

has a problem with...

Activity/Task

Missing important tutorials



because...

Specific issue/barrier

The DATA IN THE TIMETABLES
System is incomplete AND doesn't list
EVERYTHING HE NEEDS TO GO TO

How can we help?

Name / Role

Ellen Lechner (clinical)

has a problem with...

Activity/Task

**juggles multiple roles in
class & clinical environments**

because...

Specific issue/barrier

**difficult to keep up with changes
in multiple environments. Digital infrastructure
also varies between sites.**



How can we help ?

Name / Role **Jayne**

Mature / PG student - return to learn

has a problem with...

Activity/Task

**little experience of using a computer
doesn't own tablet or smart phone**

because...

Specific issue/barrier

**struggles to enrol, registers for IT account
and that's before they reach induction &
course materials.**



How can we help ?

Name / Role

IT staff member, Loretta

has a problem with...

Activity/Task

*Students supporting the students via
the help desk*

because...

Specific issue/barrier

*He does not know what previous experiences
the students have had*



How can we help ?

Name / Role

Sheila, senior lecturer

has a problem with...

Activity/Task

**Choosing the technology for a
particular learning activity**

because...

Specific issue/barrier

**she does not know the various options
she does not know the previous experience
with technology of her students**



How can we help?

Name / Role

LECTURER

has a problem with...

Activity/Task

TEACHING & FEEDBACK IN

DIFFERENT SOFTWARES

because...

Specific issue/barrier

IN & OUT OF SOFTWARES

SO TIME TO COMPLETE INCREASED

ALSO LECTURE TRAINING IMPLICATIONS



How can we help?

Name / Role

Lina Petrikova (Academic Development Tutor (ICT))

has a problem with...

Activity/Task

Students not engaging with developmental workshops or other ICT help and only approaching me for help ~~earlier~~ at the end when they could have benefited earlier because...

Specific issue/barrier

Formatting dissertations using styles/templates, etc

All that attend that session regret not engaging with it from year 1



How can we help?

Name / Role

first year student Lissi

has a problem with...

Activity/Task

CHOOSING THEIR MEDICAL CHOICES
FOR NEXT YEAR

because...

Specific issue/barrier

There's no easy way to find out
about the hundreds of modules from different
departments that are available to her.



How can we help?

Name / Role

Student

has a problem with...

Activity/Task

Learning - Organising with different web-based tools -



because...

Specific issue/barrier

Time consuming - New stresses + efforts which are not reflected in the grades or final results (Grade oriented)

How can we help ?

Name / Role

Lina Petrikova (Academic Development Tutor)

has a problem with...

Activity/Task

staff and senior management assuming
that because students are young, they
are good with IT

because...

Specific issue/barrier



How can we help?

Name / Role

Lecturer

has a problem with...

Activity/Task

Students apathy in relation to explore
new tools for working in class.



because...

Specific issue/barrier

They don't see the need to. The institution,
the majority of other lecturers don't use any different
tool to work.

How can we help ?

Name / Role

PRO VICE CHANCELLOR OSAMA

has a problem with...

Activity/Task

**GETTING A coherent view of THE
STUDENT experience**

because...

Specific issue/barrier

**EACH DEPARTMENT RUNS ITS OWN
SET OF STUDENT EVALUATIONS WITH DIFFERENT
QUESTIONS AND RESULTS THAT CANNOT BE ACCREDITED**

