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’ & ‘standard’ not sitting happily together.
How can we help?

**Name / Role**

LECTURER / STUDENT / MANAGERS / EV'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 "GRID" 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

ULo student Anne

has a problem with...

Activity / Task

Getting timely feedback from her tutor in a consistent way.

because...

Specific issue / barrier

Tutors don't use the online feedback system because it's difficult to use.
How can we help?

Name / Role
Lecturer on distance learning course

has a problem with...
Activity / task
Assessing students' digital capabilities prior to commencement of the course in order to standardise

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. Formal interview. 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 Petrakieva (Academic Development Tutor (ICT))

**has a problem with...**
**Activity/Task**
technology fades!

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

**because...**
**Specific issue/barrier**
using wikis for everything - from instruction giving to discussions
How can we help?

Name / Role

Personal Tutor

has a problem with...

Activity / Task

accessing all relevant information about a.

there is no single source of truth.

because...

Specific issue / barrier

data is slow, no clear policy.

different practices in different faculties.
How can we help?

Name / Role
Teaching assistant Laura

has a problem with...
Activity/Task
Providing her students with high quality teaching & 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?

Liz : Admin Staff

Problem...
uses a computer 9-5 but finds
change a challenge and tends to
do things the way they always
have...

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 theatres.

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 / VLC

because...
Specific issue / barrier
error in processing fee payment (not the student's fault!)
Mark, Module Team Leader

Problem with choosing a technology for an activity.

Because institutional support for IT support students' capabilities.

How

Name/ Date

has a pl.

Activity/Task
How can we help?

Name / Role

Director of ICT

has a problem with...

Activity / Task

appreciating the needs of students for good reliable wi-fi

because...

Specific issue / barrier

he receives conflicting messages from inside an unstable team and is constrained by budgetary requirements
How can we help?

Name / Role

1T Tutor / Trainer

has a problem with...

Activity / Task

setting up courses which no one attends

because...

Specific issue / barrier

The students don't have time or don't get 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 BUT IT IN DIFFERENT PLACES AND IN DIFFERENT FORMATS
How can we help?

Name / Role
Lyn Collier-Greaves (Senior Mgr)

has a problem with...
Activity/Task
Embedding technology (e.g. 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 prevents 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 AT

TUTORS USE DIFFERENT METHODS TO PROVIDE

THE INFORMATION.
How can we help?

Name / Role
TEL TEAM

has a problem with...
Activity/Task
WHERE TO FOCUS DEVELOPMENT
e.g. Desktop, mobile, both

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 & unusable.

because...
Specific issue / barrier
They are 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 coursework

because...
Specific issue / barrier
her lecturers assumed she was a "digital native", but she had never used a VLE before and did not know how to submit.
Name / Role
Learning Technologist - UCLeb

has a problem with...
Activity / Task
Getting his VLE updated when needed

because...
Specific issue / barrier
IT Services have a lengthy process of change control, so small changes are held up.
Students

Problems
- varied levels of dig capabilities
- logging onto network with BYOD
- wifi - power + availability
- be accessing via mobile devices

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

Staff

ditto

- using av equipment
- uni systems ogule
- mobile support
- management support
- lack of f2f training
- my colleague holding
  my progressive use back
- lack of senion management
  direction/support
  - lack of strategic direction
  - all strategies
- 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 or content or requirement
How can we help?

Name / Role
Student

has a problem with...
Activity/Task
- Submitting coursework to Turnitin

because...
Specific issue/barrier
- Not had any support on how to do this
- Or where to access support that tells me
How can we help?

Name / Role
Curriculum Developers

As a problem with...
Activity / Task
getting academics to embrace change in adopting new tech

Because...
Specific issue / barrier
they perceive using tech as an additional burden and are unwilling to make a change in the fundamental sense of "self" as defined by the title "lecturer."
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 designers

has a problem with...
Activity/Task
Incorporating mobile in the classroom because of fear of disadvantaging some students

because...
Specific issue/barrier
They have no idea of what devices students have and how to cope equitably with those without.
How can we help?

Name / Role

ULC student Fresher studying in 2 departments

has a problem with...

Activity / Task
Finding out when his lectures are

because...

Specific issue / barrier
Each department has its own

calendar system.
How can we help?

**Name / Role**

Lecturer.

**has a problem with...**

- Using technology
- VLE - Moodle
- AV
- Student records

**because...**

They have insufficient time for formal training ["The technology isn't friendly"]
How can we help?

Name / Role: Second Year Student, Alice

Activity / Task: Missing important tutorials

Issue / Barrier: The data in the timetable is incomplete and doesn't list everything he needs to go to
How can we help?

Name / Role
Ellen Lecturer (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 smartphone

because...
Specific issue / barrier
Struggles to enrol, register for IT account and that's before they reach induction course materials.
How can we help?

Name / Role
IT staff member, Gareth

has a problem with...
Activity / Task
effectively 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 experiences with technology of her students
Also unique training implications so time to complete increased in your role of sponsor.

Because

Direct sponsor feedback in teaching & feedback in activity/task needs a problem with

Name/Role

How can we help?
How can we help?

Name / Role
Lina Petrikieva (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 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 LISSY

has a problem with...
Activity / Task
CHOOSING HER MODULE CHOICES FOR NEXT YEAR

because...
Specific issue / barrier
THERE'S NO EASY WAY TO FIND OUT ABOUT THE HUNDREDS OF MODULES OFFERED FROM DIFFERENT DEPARTMENTS THAT ARE AVAILABLE TO HER.
How can we help?

**Name / Role**
Student

**has a problem with...**

*Activity/Task*
Learning - engaging with different web-based tools -

**because...**

*Specific issue/barrier*
Time consuming - new struggle + efforts which are not reflected in the grades or final results (grade oriented)
How can we help?

Name / Role
Lina Petraliwe (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 exploring 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 AGGREGATED