

Bristol  
17/2/16

## Session 6: Next Steps

Sarah Knight, Senior Co-design Manager, Student Experience, Jisc

#digitalstudent

<http://digitalstudent.jiscinvolve.org>

<http://can.jiscinvolve.org>

- What would you most like Jisc/the sector bodies to do after today?
- What does your organisation need to do?
  - What help do you need from Jisc to do this?
- <http://padlet.com/sarahknight/onething>
- Text Wall: start your text with 'digi' 0207-1838329

<http://can.jiscinvolve.org>

- Supporting staff – student partnership working and student engagement
- Joining the network mailing list [CAN@jiscmail.ac.uk](mailto:CAN@jiscmail.ac.uk) by visiting <http://www.jiscmail.ac.uk/CAN>
- Follow us on Twitter @CANagogy #JiscCAN
- Visit our website for the CAN Student Partnerships Toolkit – resources to support staff-student partnership working <http://tiny.cc/can001>
- Participate in the [series of CAN webinars](#) to share best practice
- [Share your experiences with us](#) as part of the CAN case studies

<http://digitalstudent.jiscinvolve.org>

- ✓ 10:00 Arrival and registration
- ✓ 10:30 Welcome and introductions
- ✓ 10:50 Meeting the needs of all learners
- ✓ 11:30 Refreshment break
- ✓ 11:45 Gathering learners' views
- ✓ 12:45 Engaging learners in developing the digital environment
- ✓ 13:15 Lunch
- ✓ 14:00 What skills learners say
- ✓ 14:30 More tools for engaging learners
- ✓ 15:10 Next steps

#DIGITALSTUDENT

#digitalstudent



Matt Ewens Jisc

@mattewensjisc

5h

Come to a consultation event and input to new guidance on the digital student experience for skills [jisc.ac.uk/events](http://jisc.ac.uk/events) #digitalstudent

Retweeted by Jisc SW & Midlands

Expand

## About

This series of consultation events will help inform our [digital student: skills sector study](#). We are exploring the technology expectations and experiences of different learners' including adult and community learners, work based learners, apprentices and offender learners.

Join the discussion

[#digitalstudent](#)

# Digital students are different posters...

Jisc

## Digital students are different

"I expect the technology I use here to be better than the technology I have at home or in school."

Students have a lot to say about their digital environment, if we listen. But behind the headline messages what they want is complex and contradictory. Different learners need different kinds of technology and technical support to succeed. And the same learners want different things at different points in their learning career. What incoming students expect is not always what they end up valuing from their digital experience at college. So we need to respect the differences among groups and between individuals too.

"The VLE is a bit funky - I expected something much more sophisticated"

"In our country we don't really use computers in school so I didn't know what to expect."

"In the course my cousin is doing, they use all the latest design software, and I expect the same."

"I'm happy with whatever the tutors recommend - they are the experts."

"I don't want to give up contact with my tutors for contact with technology, however good it is."



For more information, visit: [bit.ly/jisc-digitalstudentproject](http://bit.ly/jisc-digitalstudentproject)

Jisc

## Digital students are different

"Please don't make IT induction compulsory - everyone knows that stuff these days."

Students have a lot to say about their digital environment, if we listen. But behind the headline messages what they want is complex and contradictory. Different learners need different kinds of technology and technical support to succeed. And the same learners want different things at different points in their learning career. What incoming students expect is not always what they end up valuing from their digital experience at college. So we need to respect the differences among groups and between individuals too.

"I am already working in a foreign language and now I have to work with new computer systems too - I need plenty of time to practice"

"Don't assume everyone is a digital native - I've hardly used a computer before."



"At least have basic materials on demand - online guides or videos - so we can go at our own pace."

"Mostly I pick up IT stuff from friends and online, but I need a drop-in surgery for when things go wrong."

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Jisc

## Digital students are different

"I want access to my social media and I want to use it alongside institutional services."

Students have a lot to say about their digital environment, if we listen. But behind the headline messages what they want is complex and contradictory. Different learners need different kinds of technology and technical support to succeed. And the same learners want different things at different points in their learning career. What incoming students expect is not always what they end up valuing from their digital experience at college. So we need to respect the differences among groups and between individuals too.

"I like to have everything in one place so please send me information on my personal email, mobile phone or social media"

"It's helpful to know when I am crossing over into institutional spaces or services, because the rules are different."

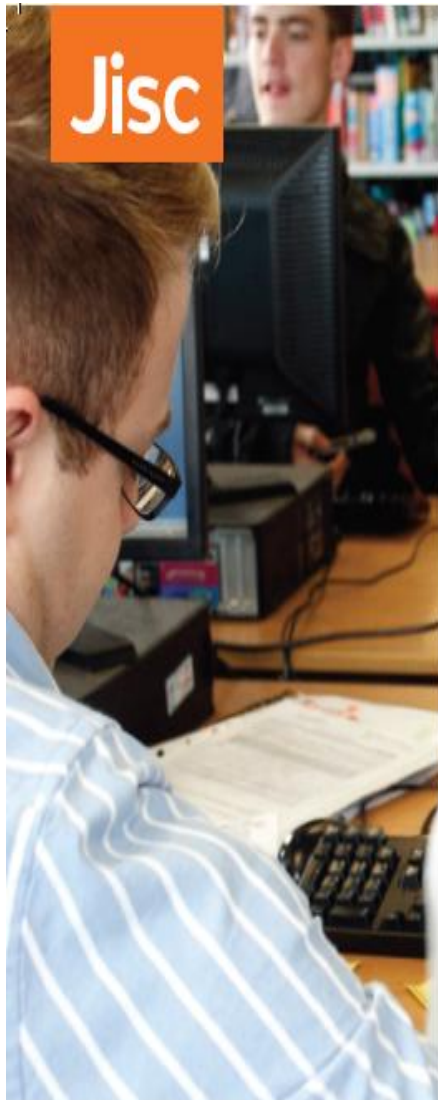


"I expect college to provide me with everything I need to study successfully, including virtual spaces."

"I like to keep my home and college life apart so please don't contact me through social media."

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# Enhancing the digital student experience



## 2. How do we prepare students to study in digital settings?

- » Before they arrive, students know how digital technologies will be used in their course of study and how they can best prepare for this (with their own devices, skills and services)
- » The induction process includes mandatory training in all the institutional and work related systems students will have to use
- » Identify learners who will need additional support to study in digital settings, assess their access needs and provide targeted solutions
- » Students have training in the safety and ethical issues involved in participating online e.g. privacy, data protection, IPR and copyright, flaming and bullying
- » (Fully or partly) online courses have a tailored induction process to ensure learners are up to speed technically and understand the demands of working independently
- » Early course tasks make use of digital devices/resources and introduce digital ways of working
- » Learners' digital capabilities are assessed and progressed throughout their course of study e.g. using an online journal or e-portfolio to reflect and gather evidence
- » Questionnaires, quizzes or other diagnostic tools help students to understand their own digital needs and preferences: they receive personal feedback and signposting to support

### Benefits:

**First year student:** 'I was worried it was going to be completely different from school but we got a chance to try out the VLE and assessment system before we started.'

**Course tutor:** 'Now that I've sat in on a few sessions that the library put on for them - about referencing online material, and copyright and so on - I feel more confident to give students the right advice going through the course.'

Enhancing the digital student experience: conversations that count



Date	Location & Venue
17 February	Bristol - At-Science
14 April	Leicester - Mercure Leicester The Grand Hotel
27 April	Manchester – The Studio

# Find out more...

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