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# Supporting the Student Digital Experience

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## Benchmarking the student digital experience

This benchmarking tool is the latest in a series of resources Jisc has produced to help you improve the student experience at your institution. It was produced in collaboration with the **National Union of Students** (NUS) and **The Student Engagement Partnership** (TSEP) as part of our Digital Student Project <http://digitalstudent.jiscinvolve.org> and the Jisc Change agents' network <http://can.jiscinvolve.org>

This tool highlights the importance of partnership working and offers institutions a starting point for discussions between staff and students about what is working in the digital learning environment and what they can work on together to improve. See <http://bit.ly/digstudentbenchmark>

## Enhancing the student digital experience: a strategic approach

Based on the findings from our Digital student project and ongoing consultation with sector partners, this updated online guide now includes key findings from FE and provides practical advice, resources and examples of how FE and HE institutions are responding to the complex issues they are facing through the use of technology. See <http://bit.ly/digitalstudentguide>

In particular the guide helps you respond to the following questions:

- How are you responding to the changing digital needs and expectations of your students and staff?
- Do the experiences and the digital environment you offer adequately prepare your students for a society that relies heavily on digital technologies in the workplace?
- What are you doing to engage students in dialogue about digital issues and to work collaboratively with them to improve their digital learning experience?
- How well is the digital vision for your organisation embedded in institutional policies and strategies?

**Enhancing the student digital experience: a strategic approach** also includes over 100 **snapshots of current practice** on how colleges and universities are supporting the student digital experience.

These are available from <http://digitalstudent.jiscinvolve.org/wp/exemplars>  
Benchmarking the student digital experience

The FE digital student synthesis report <http://bit.ly/FEdigitalstudentreport> and two page brief for college leaders <http://bit.ly/1M6MCnS> are also available and have some valuable key messages.

Follow the developments of our Digital Student project including the new Skills sector study and prototype data service, by visiting the project blog at <http://digitalstudent.jiscinvolve.org> and join us on Twitter [#digitalstudent](#)

## Further resources to support your practice

- Digital Student FE card sort activity – <http://bit.ly/FEdigitalstudentoutputs> and the Skills sector card sort activity - <http://bit.ly/1NFoUHm>
- Learner profile forms – for capturing learners’ technology use - FE - <http://bit.ly/FEdigitalstudentoutputs> and Skills sector learner profile - <http://bit.ly/1SnDUmo>
- Guidance on how to run focus groups with learners from FE project - <http://bit.ly/FEdigitalstudentoutputs>. Skills sector focus group protocol - <http://bit.ly/2oawR6I>
- Digital students are different posters – <http://bit.ly/digitalstudentposters>
- Enhancing the digital student experience: conversations that count postcards – <http://bit.ly/digitalstudentcards>
- Learner voice video clips – FE and Skills learners speaking about their expectations of technology - <http://bit.ly/FEdigitalstudentoutputs>

## Developing successful student staff partnerships

This new guide is intended as a toolkit to help you to improve the student digital experience at your institution. It provides a collection of effective practice resources, guidance, reflection points and tools to help you build strong and productive student-staff partnerships to develop your institution’s digital environment. See <http://bit.ly/jisc-partnership>

This guide was developed through the Jisc Change agents’ network (<http://can.jiscinvolve.org>) which supports working in partnership with students as a driver for change in implementing technology enhanced learning.

The 2014 UCISA Digital capabilities survey reports that 30% of respondents are working with students as change agents with another 46% of respondents ‘working towards’ this.

Growing evidence suggests this partnership approach is enabling institutions to explore the role of technology in supporting students’ studies and in preparing them for employment. They are also able to deliver more effective

student engagement activities and engage students in active dialogue about the digital aspects of their learning experiences.

Working in partnership with students can also prompt and support staff to develop their own digital capabilities and enhance their practice.

Benefits for students working in partnership include:

- Gaining knowledge and experience of leadership and influencing change
- Recognition of achievements through accredited leadership and extra-curricular awards
- Increased confidence and skills (eg. communication, team-working, management, research skills)
- Improved employability and job prospects
- Driving the development of the digital environment for students at their institution

## Find out more

- Join our Change agents' network mailing list <http://www.jiscmail.ac.uk/CAN>
- Read our **Journal of Educational Innovation, Partnership & Change** for further ideas on how to work in partnership with students <http://bit.ly/JiscCanJournal>
- Watch the **series of webinars** to see examples of best practice <http://bit.ly/canwebinars>
- Share your experiences with us through our series of **case studies** <http://bit.ly/Cancasestudies>
- Visit <http://can.jiscinvolve.org> for more information and follow **@CANagogy #JiscCAN**

Please get in touch if you would like any further information on these resources or have any feedback on their use by emailing Sarah. Knight ([sarah.knight@jisc.ac.uk](mailto:sarah.knight@jisc.ac.uk))