

## **Feedback from project leads 2017 (via survey)**

- *It's been a great initiative from Jisc and we were really pleased to be invited to join the pilot. Thanks to all of you for a great effort, it's really appreciated.*
- *Really happy with the tracker and the information it gave us. Being an organisation that had few others to benchmark against I felt it was really important to take part*
- *I have found the whole process really insightful. Thank you very much for all your help and support. It was great to attend the session at Digifest which renewed my enthusiasm for using the Tracker.*
- *So glad you agreed for us to join the tracker pilot:) Thank you for its development, it is a great tool!*
- *Thanks everyone for the support!*
- *Thank you very much to the Team for running the Tracker, keeping us informed and providing support. I hope it does continue as then we can start to see trends.*
- *It was very valuable. I think just enough questions to really focus the survey... Would use tracker rather than design a separate survey for our University.*

## **Feedback from institutional stakeholders 2017 (via follow-up interviews)**

- *Although the type of student responses were not unexpected, its great to have students speak for themselves rather than by staff who think they know what students want. (Project lead)*
- *The digital student tracker has helped [our] College to improve its digital strategy [and] to improve learner experiences, even for students who have difficulty using technology. (Student ambassador)*
- *I found the digital student tracker beneficial as it allowed us to find out what technology issues and experience our peers had in the college, this way the college could make sure ongoing issues are resolved and experience improved. (Student ambassador)*
- *Over the 2 years that the survey has been running we have seen the number of students that engage with the survey and focus groups increase. Aspects of the findings have fed into this year's Academic Review, a document that makes recommendations for change and gets submitted to the University's Student Experience Committee. It has been encouraging to see the Learn Technology Team respond so quickly to students concerns and suggestions and we hope to continue this partnership moving forward. (Student Voice Co-ordinator)*
- *It is useful to have an indicator of comparative data to get a sense of how the sector looks...Thank you very much to the Team for running the Tracker, keeping us informed and providing support. I hope it does continue as then we can start to see trends' (ILT manager)*
- *'Taking part in the Jisc Digital Student Tracker has been a really valuable experience for [us]. It provided us with a ready-to-use tool, which we've used to find out how digitally confident our students are without expending time to develop our own survey. (Service Manager)*

- *We were delighted to have the opportunity to take part in this research. We believe that giving students an opportunity to reflect on the ways in which they are engaging with digital technologies is core to their development as digitally capable, independent learners. We also look forward to making use of the survey results as we review and enhance our support. (Learning technologist)*
- *Completing the Digital Student Survey was a really interesting experience as it gave me the opportunity to stand back and think about how I use technology to support my learning. It made me realise that although I feel quite confident in my own use of tech ... I would really like to know what my peers are doing in case I can learn new ways of learning online. (Student)*
- *Despite some resistance and the fact that our students are over-surveyed, senior management were genuinely interested in the outcomes. We are now planning the development of an extra curricular digital skills module, to be designed with students and run by students. We have identified gaps in student support that we will seek to address (Project lead)*