Jisc

Birmingham

18/03/15

Entitlements and Enhancements for the Digital Student Experience

#digitalstudent

http://digitalstudent.jiscinvolve.org

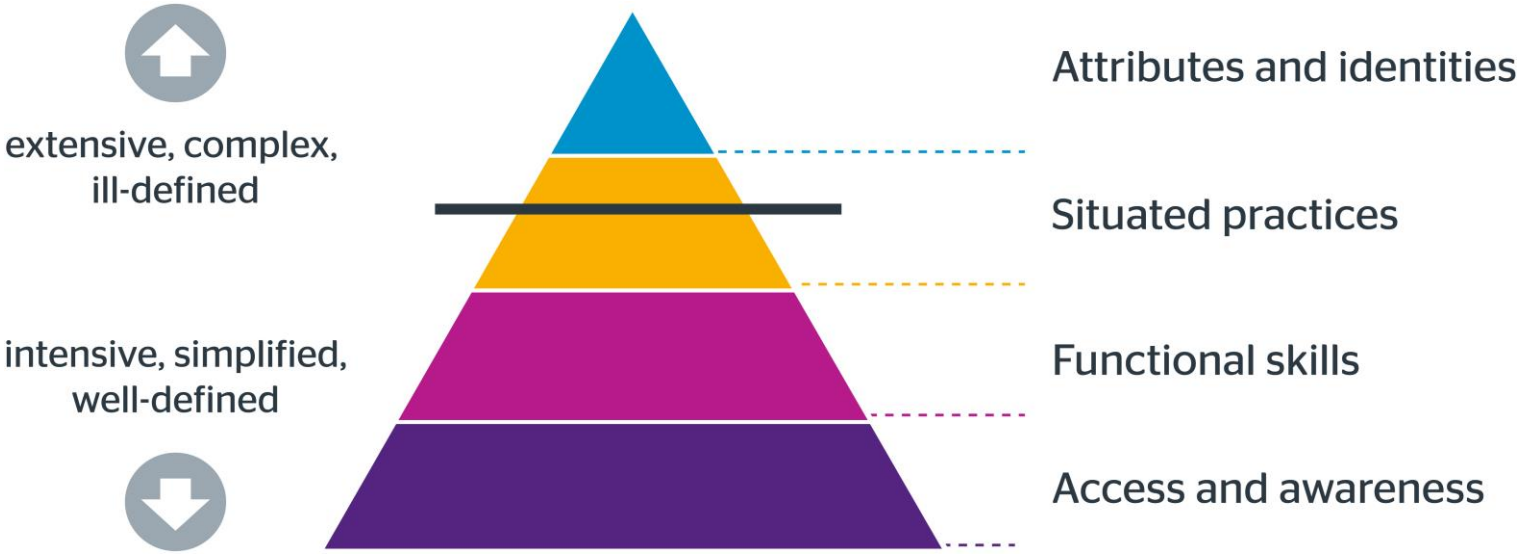
Session aims

- Entitlements and Enhancements for the Digital Student Experience
  - The aim of this session is to explore outcomes of the Jisc Digital Student project (**http://digitalstudent.jiscinvolve.org**) and decide which of the recommendations to institutions should be considered as student '*entitlements*' and which can be considered as '*enhancements*' to basic provision.

- Digital Student project - HE study
  - Literature review
  - Institutional interviews
  - Student focus group
  - Student interviews
  - Stakeholder interviews

What we did

- Stakeholder consultations with over 500 staff and students
  - 7 challenge areas
- School focused study
- FE and Skills study (ongoing) – see http://bit.ly/jisc-digitalstudentproject



Beetham & Sharpe 2009

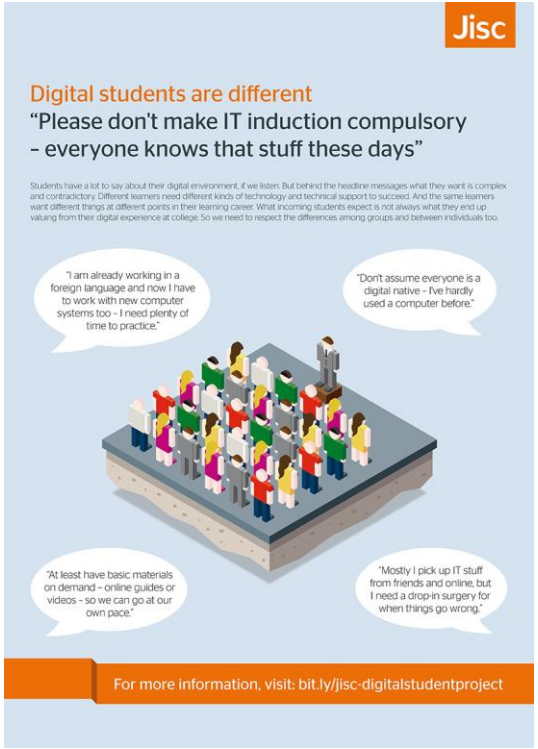
Transactional vs transformational

Transactional	Transformational
» Accessing networks » Accessing hardware and software » Accessing general and course-related information » Signing on to university systems » Booking appointments » Submitting work, receiving grades	» Sharing ideas, engaging in dialogue » Encountering threshold concepts and practices » Developing independent study habits » Collaborating on projects » Producing new digital artefacts » Reflecting, reviewing, revising » Reference management, data analysis, e-journals, specialist tools…
» Expectations largely established in advance by transactions with other service providers	» Expectations largely established during studies in dialogue with tutors and peers

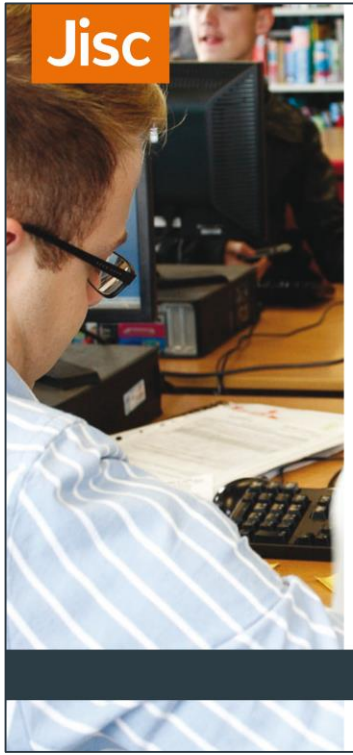
The Digital Student – Outcomes (resources you can use)

- 50 institutional exemplars (based round the 7 challenge areas)
- 'Digital Students are Different' posters
- 'Enhancing the Digital Experience for Students' cards
- 'The Student Digital Experience in 2020'
- 'Enhancing the student digital experience: a strategic approach' guide: jisc.ac.uk/guides/enhancing-the-student-digital-experience

Digital students are different posters



Enhancing the digital student experience postcards



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

Enhancing the digital student experience: conversations that count

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.'

Activity

- You have been allocated 1/2 cards to work with
- Discuss which practice points are **entitlements** *(things all students should have provided by their institution)*
- Discuss which practice points are **enhancements** *(things students would benefit from, over and above the basics*
- Which practice point has overall priority for you?

Feedback

For further information and resources

Jisc Digital Student

http://digitalstudent.jiscinvolve.org

Investigating students' expectations of the digital environment

Outcomes

On this page we are sharing materials developed during the consultation process, and outcomes from the consultation events. All are freely available for download and re-use.

Download a full list of outcomes, with links.

Reports

- Students expectations and experiences of the digital environment: executive summary of the original HE study
- Full report of the original HE study
- Where did they get that idea from?: report into the expectations of incoming students from schools

Search

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