

A photograph of three young adults, two men and one woman, sitting around a table and looking at a laptop screen. They appear to be in a collaborative learning or work environment. The man on the left is wearing a light blue polo shirt, the woman in the middle is wearing a colorful plaid shirt, and the man on the right is wearing a dark plaid shirt. The background is a bright, modern interior with large windows.

Jisc

Birmingham

18/03/15

Entitlements and Enhancements for the Digital Student Experience

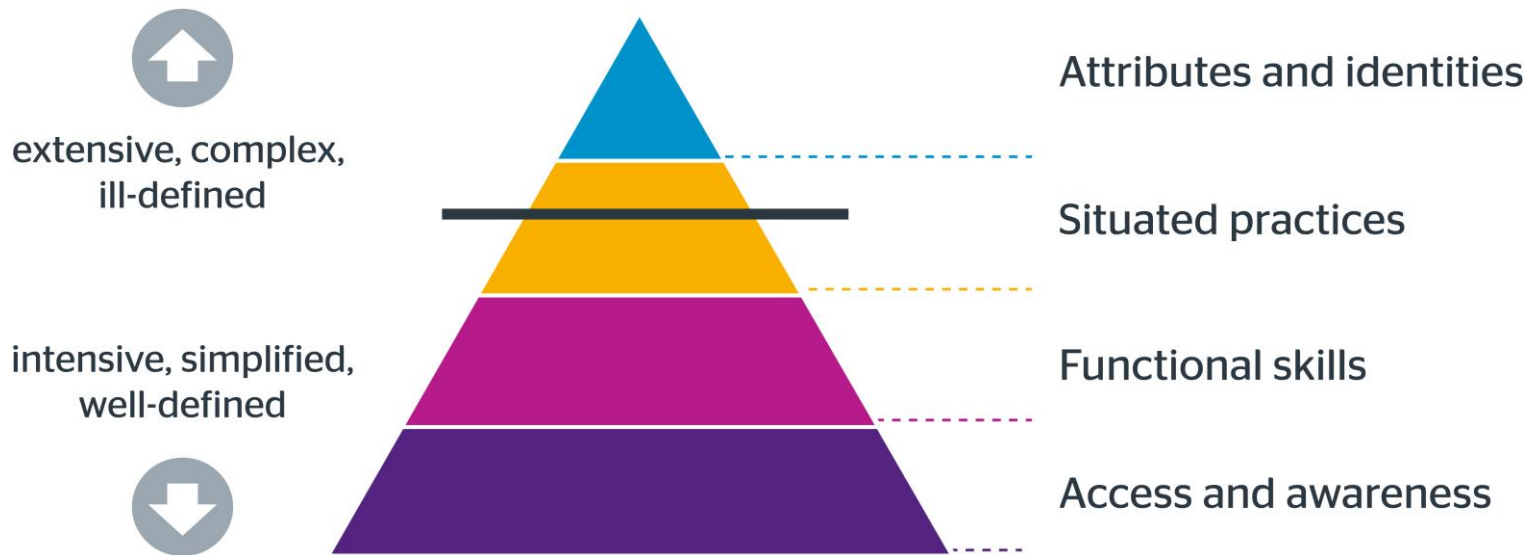
#digitalstudent

<http://digitalstudent.jiscinvolve.org>

- » 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.
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- » Digital Student project - HE study
 - › Literature review
 - › Institutional interviews
 - › Student focus group
 - › Student interviews
 - › Stakeholder interviews
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- » 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>
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Beetham & Sharpe 2009

Transactional

- » Accessing networks
- » Accessing hardware and software
- » Accessing general and course-related information
- » Signing on to university systems
- » Booking appointments
- » Submitting work, receiving grades

» Expectations largely established in advance by transactions with other service providers

Transformational

- » 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 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
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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.

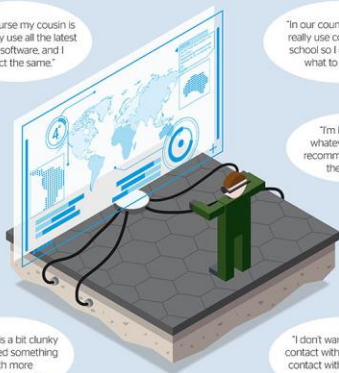
"In the course my cousin is doing, they use all the latest design software, and I expect the same."

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

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

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

"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

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."



For more information, visit: bit.ly/jisc-digitalstudentproject

Digital students are different

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

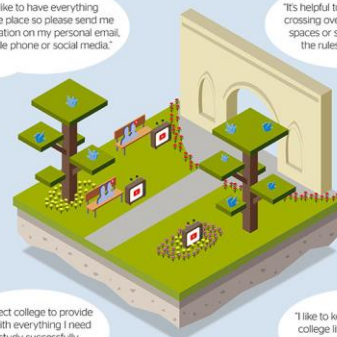
Students have a lot to say about their digital environment, if we listen. But behind the headline messages what they want is complex and contradictory. Different learners need different kinds of technology and technical support to succeed. And the same learners want different things at different points 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."

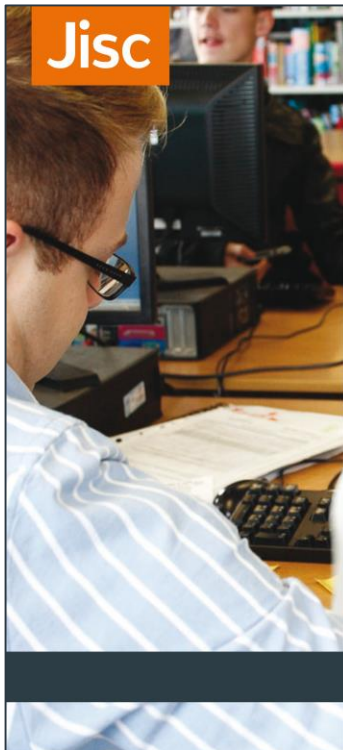
"It's helpful to know when I am crossing over into institutional spaces or services, because the rules are different."

"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."



For more information, visit: bit.ly/jisc-digitalstudentproject



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

itproject

- » 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?
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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

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