Student Technology Mentors and staff working together to build digital capabilities

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Student Technology Mentors at UH

- The introduction of a new online learning environment, including reading list system.

- Team of 14 Student Technology Mentors across 10 academic schools.

- Support the Guided Learner Journey training and support programme.
Guided Learner Journey training and support programme

Creating the Guided Learner Journey on Studynet

The Guided Learner Journey
An online module to support staff to use Canvas and Talis to create the GLJ
To enrol, go to go.herts.ac.uk/GLJ
select "+ Join the Module" on the right-hand side then click "Enrol in module"

Guided Learner Journey online module
Recommended for all staff using Canvas and Talis for the first time
Recommended for all teaching staff
Support and help
For more information regarding training dates, please check HR CORE or contact your School Studynet Champion.

Group Introduction for New Canvas Users in school or central Jan-March
Assignment & Marking Enhanced assignment system training session Sept - Nov
Canvas Masterclasses Advanced central sessions to use Canvas Interactive features May - Sept
Office Walks Discuss module sites with your Studynet Support Team
1:1 Student Mentors Refresher training, troubleshooting, transferring content
1:1 School Drop-in Discuss module sites with your Studynet Support Team
Introduction to Talis Reading lists should be created by Juty Jan-April

University of Hertfordshire
Bronwyn Scholes
1:1 refresher training

• Establish and understand staff members needs.
• Supported staff member to move from being a novice to feeling competent.
• Supported to use a range of functionality to share presentations, signpost to online resources and reading.
• Staff member keen to learn more and sign up to masterclasses.

‘Mentors provide a valuable insight to challenge staff preconceptions of what students need or should be doing. Their professionalism in doing this is impressive.’

Academic staff member, School of Computer Science
• Developed communication, organisation and technical skills.

• Staff praise, appreciation and recommendation to their colleagues has developed my self-confidence.

• Patience, diplomacy and ability to work with different personalities.
Sahar Khajeh
Group introductory training

- Working with staff from across the university, abilities and expertise are unknown.
- Enabling staff to engage with the training and providing personalised support.
- Opportunity to discuss Canvas with a student, for example Notifications, communication tools and discussions.
Learnt about the range of digital capabilities amongst staff and techniques to support them.

- Observe and evaluate situations.
- Patience and diplomacy skills to support appropriately.
- Ability to ‘think on my feet’.

Learnt about practice and approaches across disciplines.
What have we learnt?

- Without the Student Technology Mentors staff would not have made as much progress.

- We’ve appointed 10 more Student Technology Mentors staff to assist with 100% Talis list Reading List creation.

- Inform student mentor role in general digital capabilities project.

- Student voice and perspective valuable throughout.
Top Tips

Budget to offer an attractive hourly rate.

Flexible working pattern, opt-in model.

Keep reporting on impact of Student Technology Mentor work – testimonials, recommendations.

Ensure Student Technology Mentors are treated as colleagues.

Good training and communication.
Any Questions?