



## Student Technology Mentors and staff working together to build digital capabilities

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Sahar Khajeh and Bronwyn Scholes, Student Technology Mentors



Teaching  
Excellence  
Framework



# 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.



**STUDYNET  
(CANVAS)  
STUDENT  
MENTORS**

This year the university introduced the Guided Learner journey through Canvas and Student Mentors were appointed in each school to support staff creating and managing new module sites. This collaboration proved extremely positive, with benefits for both sides. Initial staff anxiety about calling on students for help was dispelled by the insight and expertise mentors brought to the task. Students also gained an understanding of what happens 'behind the scenes.'

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

"It is really satisfying to help someone work through the problems and achieve their goal."  
Life and Medical Sciences Student Mentor

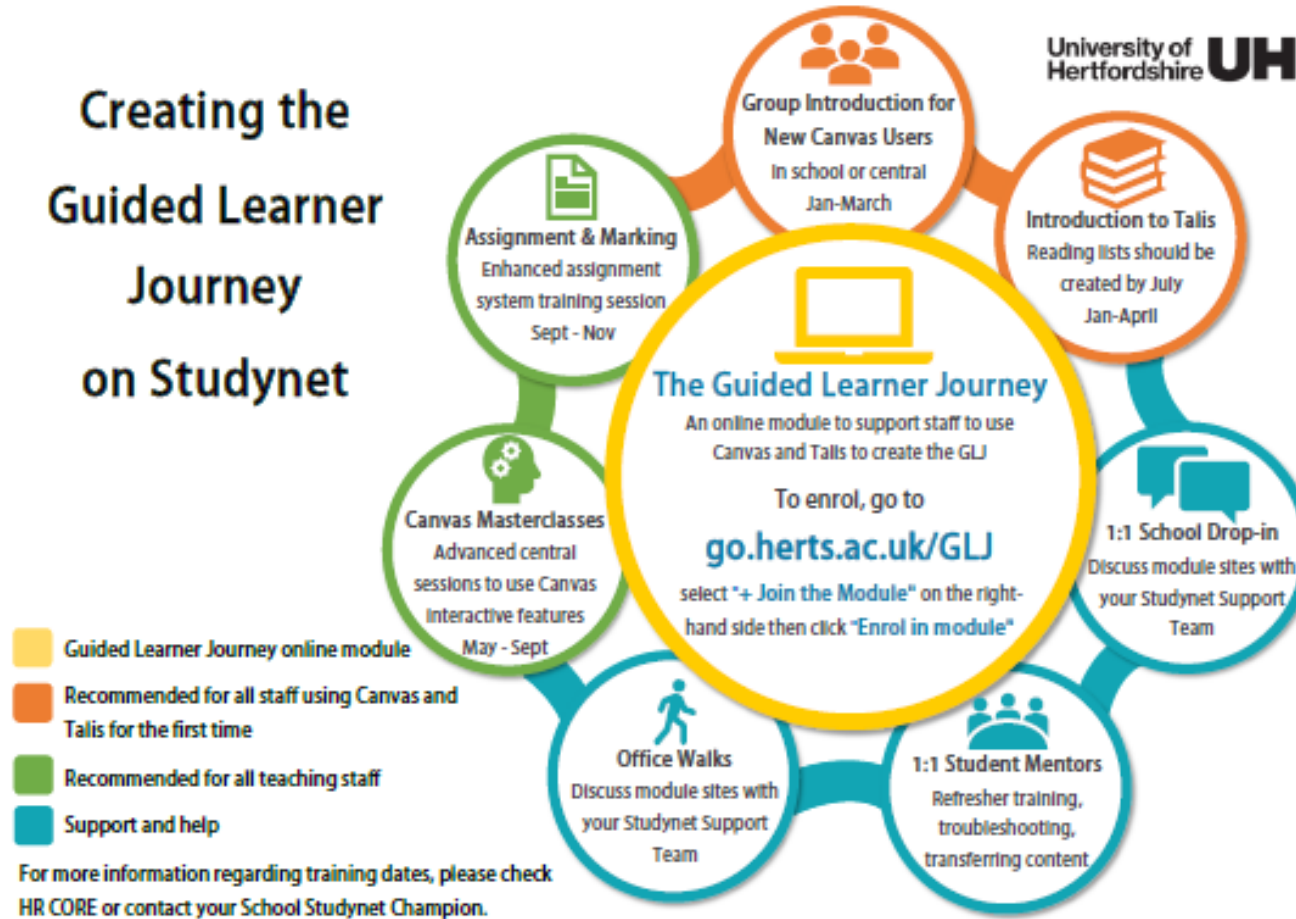
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Learning and Teaching Innovation Centre  
and Library and Computing Services

The poster has a yellow background. At the top, the title "STUDYNET (CANVAS) STUDENT MENTORS" is written in large, bold, red and orange letters. Below the title is an illustration of a student mentor session: a student is sitting at a table with a laptop, and a mentor is standing and pointing at a bookshelf. The text below the illustration is in a smaller, black font. At the bottom, there are two red boxes containing contact information for Lucy Bamwo and Samantha Clarkson, and a small text box for the Learning and Teaching Innovation Centre and Library and Computing Services.

# Guided Learner Journey training and support programme

## Creating the Guided Learner Journey on Studynet



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



Bronwyn Scholes

1:1 refresher training

- 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.



Sahar Khajeh

Group introductory training

- 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 – testimonies, recommendations.



Ensure Student Technology Mentors are treated as colleagues.



Good training and communication.



Any Questions?