Digital experience insights survey 2018: findings from students in UK further and higher education
Digital experience insights gives you a unique view of all aspects of your digital environment through the eyes of your students and staff.

This Jisc service is important in amplifying the student voice, identifying what makes a difference to students and creating opportunities for meaningful discussions to take place. It provides opportunities for colleges and universities to work collaboratively with their students and staff in the quest to develop digital environments, experiences and skills that will help them to prosper in an increasingly digital world.

This briefing summarises the key findings from the 2018 survey report and highlights issues for organisations to address.

**Robust data**

Digital experience insights provides robust data to inform strategic and investment decisions about the digital environment. Benchmarking data shows whether any issues are local to your organisation or common to your sector. It will help to identify priority areas for development and to target resources where they are needed most.

**A unique picture**

The data that informs these findings was collected between October 2017 and April 2018 from 37,720 further and higher education students studying at 83 different organisations across the nations of the UK. It provides a unique picture of how students are using technology in colleges and universities across the UK.

The full report, Digital experience insights survey 2018: findings from students in UK further and higher education, includes extensive data analysis and is available from [jisc.ac.uk/digital-experience-insights](http://jisc.ac.uk/digital-experience-insights). A series of thematic briefings and institutional insights will be published in autumn 2018.

*Digital experience insights was previously known as the digital experience tracker.*
Let us use our phones in lessons to research and take pictures of important notes.

FE student
Theme one: the digital lives of learners

Seven in ten HE students used digital tools on a weekly basis to look for additional resources not recommended by their lecturer.

Students regularly use digital technologies in their own learning time, with eight in ten HE students accessing lecture notes or recorded lectures at least weekly, and six in ten FE students using digital devices to make notes or recordings at least weekly.

HE students owned and used more devices than FE students to support their learning, with 94% of HE students owning a laptop in comparison with 64% of FE students. About eight in ten students used a smartphone to support their learning.

Around 10% of FE students rated Google search as their number one app or tool, compared with just over 1% of HE students. HE students, on the other hand, were twice as likely to cite Google Scholar as they were to cite Google on its own as a search tool.

More information in the full report: jisc.ac.uk/digital-experience-insights
53% of FE students agreed that their institution helped them stay safe online in comparison with only 41% of HE students.

74% of FE students and 88% of HE students rated their institution's digital provision as above the midpoint in the scale (from the options 'good', 'excellent' or 'best imaginable').

A third of all students turned first to their fellow students when looking for support with digital devices or skills. A third of FE students turned first to their lecturers in comparison with only 8% of HE students.

Reliable wifi was accessible to 82% of HE students and 70% of FE students. A lack of reliable, robust and ubiquitous wifi was the main complaint FE students raised in their comments.

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More information in the full report: jisc.ac.uk/digital-experience-insights
Theme three: digital at course level

72% of students in a FE college and 74% of those in a university rated the quality of digital teaching and learning on their course as above average (from the options ‘good’, ‘excellent’ or ‘best imaginable’).

Half of all FE and 59% of HE students agreed that the software on their course is industry standard and up-to-date. Students in both sectors would like more industry standard software to be available to them on their personal devices.

Only 50% of FE and 69% of HE students thought digital skills would be important for their chosen career, suggesting that they are not fully aware of the importance of digital skills in the modern workplace.

Only 41% of students in HE and FE agreed that their course prepares them for the digital workplace.

Only about a third of students agreed that they were told what digital skills they would need before starting their course and about 40% of FE and HE students agreed that they had regular opportunities to review and update their digital skills.

More information in the full report: jisc.ac.uk/digital-experience-insights
Theme four: student attitudes to digital

64% of FE students and 73% of HE students agreed that they are more independent in their learning when digital is used. A further 57% (FE) 67% and (HE) agreed that digital approaches help them to fit learning into their life.

Over a third of all students wanted digital technologies to be used more on their course than they were currently used (FE: 32%, HE: 37%); 60% were happy with the amount of digital technology currently in use and only 5% wished for it to be used less.

Of all the ways that digital technology might enhance their learning experience, students were least convinced that it makes them feel more connected (either with other learners or with their lecturers/tutors).

54% of FE and 56% of HE students like a mix of group and individual work. More HE students than FE students prefer to learn on their own (HE 41%, FE 35%). More FE students than HE students prefer to learn in a group (HE 3%; FE 11%).

More information in the full report: jisc.ac.uk/digital-experience-insights
Student digital experience

- Digital lives of students
- Digital in the institution
- Digital at course level
- Student attitudes to digital learning
Ask students what digital learning tools they find most useful and start to deploy these around the university.

HE student
Get involved

Jisc will be running the 2018-2019 digital experience insight surveys for students and teaching staff from October 2018.

The insights service allows organisations to gather and benchmark findings, target resources for improvement and enhance student engagement.

It is a fully supported service with guidance throughout implementation and analysis as well as advice on how to respond to the findings.

Subscribing organisations benefit from being part of an active community of practice with online and face to face activities.

If you are interested in participating, please complete the expression of interest form available from: ji.sc/register-digital-insights

Follow #digitalstudent and @jisc on Twitter

You can find out more about the digital experience Insights service, including briefings, updates and more, from jisc.ac.uk/digital-experience-insight

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