Digital experience insights survey 2019: findings from students in UK higher education (HE)
Our insights surveys provide powerful data on how your students and staff are using technology in learning and teaching, helping you to understand and improve the digital experience you offer.

Addressing the challenges you face

We have worked with 100+ organisations and 100,000+ students to pilot and refine our surveys.

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<th>Our service helps you to</th>
<th>So that you can</th>
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<td>» Gather baseline data to evidence year-on-year improvements and inform priorities</td>
<td>» Understand and improve the digital experience you offer</td>
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<td>» Secure return on investment, efficiency and productivity savings</td>
<td>» Identify gaps in provision and put targeted support in place</td>
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<td>» Capture data to inform future investment decisions</td>
<td>» Support digital leaders to plan transformation</td>
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<td>» Benchmark your progress against others’ nationally</td>
<td>» Demonstrate enhanced levels of engagement and response to the student voice</td>
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With you at every step

We’ll actively support you to implement the survey, analyse your data and respond to its findings. You’ll be part of an active community of practice with regular online and face-to-face events.

Different organisations took part of which 19 were HE on campus universities.

29,531 of which 14,525 were HE on campus students.
“I find Google Scholar really useful for my learning as it provides great insights into research topics ... it’s a fantastic online tool for building independent learning skills.”

“I use CiteThisForMe to manage and create my references and Sticky Notes on Windows to create lists and plans.”
Theme one: the digital lives of learners

19% of students say assistive technologies are vital for their learning needs or say that they choose to use them. Mainstream technologies are the most useful tools and resources although specialist apps to support specific learning needs are also mentioned.

85% of students use digital tools to access lecture notes or recorded lectures on a weekly basis and 72% search for additional resources not recommended by their lecturers.

Students have good access to personally owned devices to support their studies with 30% owning and using four or more devices.

Google is most frequently cited as a useful digital app or tool with Google Scholar and the Google suite of shared tools (Docs, Slides etc) cited more often than Google searches.

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Theme two: digital in the institution

- 87% of students rate their university’s digital provision as above average
- 82% of students say they have access to reliable wifi
- The top issue for students is timely access to lecture recordings
- 70% of students agree their university supports them to use their own digital devices
- 54% of students say their university protects their data privacy
- Only 43% of students agree that their university helps them to stay safe online
- 52% of students agree that they can access organisational health and wellbeing services online, although 40% are neutral and 7% disagree
Theme three: digital at course level

- 75% of students rate the quality of digital teaching and learning on their course as above average.
- 70% of students feel that digital skills are important for their chosen careers. Only 42% feel that their course prepares them for the digital workplace – 19% disagree.
- 29% of students say they were told what digital skills they would need before their course started – 36% disagree.
- Only 37% of students agree that they have regular opportunities to review and update their digital skills.
- 24% of students never work online with others.
- 54% of students agree that their university protects their data privacy but only 31% agree that they are told how their personal data is stored and used, and 30% disagree.
Theme four: student attitudes to digital

When students use digital technologies as part of their course:

- 75% feel more independent
- 76% fit learning into life more easily
- 69% understand things better
- 68% enjoy learning more

53% of students are happy with the extent to which technology is used on their course; 44% would like more

In general, students prefer a mixture of individual and group work (54%) although many prefer to learn on their own (43%)

43% of students would like there to be more computers in computer rooms. 32% would like more laptops and tablets to be available in class – 25% would like laptops and tablets available on long-term loan

In terms of useful digital practices, students ask for more:

- practice questions online 35%
- course related videos 23%
- references and readings 20%
- interactive polls/ quizzes in class 15%
- time working online with other students 8%

Students are happy for mobile devices to be used in class – 48% for use at any time and 47% only for class activities
Digital environment

Students
- Digital lives of learners
- Digital in the institution
- Digital at course level
- Student attitudes to digital

Professional services staff
- Professional services staff and their digital technology
- Digital infrastructure
- Digital in my role
- Professional development

Teaching staff
- Teaching staff and their digital technology
- Digital infrastructure
- Digital teaching
- Professional development

Digital teaching and learning

Find out more at digitalinsights.jisc.ac.uk
“Having access to lecture content before the lecture has helped me keep up to speed and engaged. Taking part in online workshops and critique sessions encouraged me to engage in class.”

“It’s not just about being unable to attend the lecture, recordings are really helpful when it comes to revising.”
See the **digital experience** through the eyes of your students and staff

**Get involved:** we’ll be running the 2019–2020 digital experience insights surveys for students from October 2019 to April 2020. If you are interested in participating in this or our teaching staff and professional services staff surveys please contact us at [digitalinsights.jisc.ac.uk](http://digitalinsights.jisc.ac.uk).

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**Key elements of our digital experience insights service**

- **Survey templates** for gathering the experiences and use of your digital environment from your students, teaching staff and professional services staff
- **Customisable questions** to explore organisation-level matters
- **Sector benchmarking data**
- **Results templates** for summarising and sharing your findings with management teams, students and staff
- **Real-time** access to your own data
- **Annual reports** that highlight national issues

“The overall impact of running the insights service for our institution is significant. The service has given us a source of evidence which we have used to build business cases, secure investment and lead transformation – safe in the knowledge that transformation is being led by the student voice and the student expectation.”

Richard Aird, head of customer service, information services, University of Stirling