Jisc toolkit: supporting the digital experience of new students

Clare Killen, Mark Langer-Crane, Ruth Drysdale, Sarah Knight

#digifest20
Supporting the digital experience of new students

Session aims

- Discuss digital onboarding issues
- Share effective practice
- Use data to enhance the student experience
- Consider how the toolkit can improve practice
Digital experience insights: make your investment count

Our surveys will help you to:

• Secure return on investment, efficiency and productivity savings
• Demonstrate the effectiveness of digital strategy implementation
• Gather data to evidence year-on-year improvements and inform priorities
• Capture data to inform future investment decisions
• Benchmark your progress against others’ nationally
Findings from 2019 student digital experience survey

29,531 Responses

From students in UK further and higher education

70% of students agreed that digital skills are important for their chosen career

Only approximately a third agreed they were told what digital skills they would need before their course started
Further findings

Only 40% of FE and 37% of HE students agreed that they had regular opportunities to review and update their digital skills.

... and yet students say that when technologies are used they:

• Are more independent in their learning (FE: 63%, HE: 75%)
• Can fit learning into their life more easily (FE: 58%, HE: 76%)
• Understand things better (FE: 61%, HE: 69%)
• Enjoy learning more (FE: 59%, HE: 68%)
What do you do to support new students to make effective use of technology and to develop effective digital practices?
The toolkit

• Pick one of four themes:
  1. You and your technology
  2. Technology in your organisation
  3. Technology in your learning
  4. Developing your digital skills
• Annotate toolkit by adding your own examples
• How best can you convey information on the technologies and support you offer and how it will be of benefit to your students’?

Photo by Tim Gouw on Unsplash
Find out more:

- Information on the service
- Our reports
- Senior leader briefings
- Toolkits
- Jisc NUS roadmap

digitalinsights.jisc.ac.uk
Thank you

Clare Killen
Content and insights manager
clare.killen@jisc.ac.uk

4 Portwall Lane, Bristol, BS1 6NB

customerservices@jisc.ac.uk
jisc.ac.uk

#digifest20