Digital experience insights survey 2019: findings from students in UK further education (FE)
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.

**Student responses (2019):**

- 29,531 student responses
- 13,389 were FE/sixth form college students
- 50 different organisations took part; 30 were FE/sixth form colleges

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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.
“I just use the inbuilt note app on my phone for quick and efficient note-taking.”

“I find Excel helpful for planning out study time and the VLE to access notes and PowerPoint.”
14% of learners consider assistive technologies to be vital for their learning needs or say that they choose to use them. Mainstream technologies such as computers, laptops and iPads are all seen as useful.
Theme two: digital in the institution

- 72% of learners rate their college’s digital provision as above average
- Only 71% of students say they have access to reliable wifi
- The top issues for learners are access to computers on campus, reliable wifi and stable, up to date software
- Only 53% of learners agree that their college supports them to use their own digital devices
- 61% of learners agree that their college protects their data privacy
- On average, learners agree that their college helps them to stay safe online
- Learners are not confident that they can access health and wellbeing services online, with an average response of ‘neutral’
Theme three: digital at course level

- 70% of learners rate the quality of digital teaching and learning on their course as above average.
- Only 49% of learners see digital skills as important for their future careers. 40% feel their course prepares them for the digital workplace – but 15% disagree.
- 36% of students say they were told what digital skills they would need before their course started – 23% disagree.
- 40% of learners agree that they have regular opportunities to review and update their digital skills.
- 29% of learners never work online with others.
- Despite confidence that their college protects their data privacy, just 34% of learners agree that they are told how their personal data is stored and used.
Theme four: student attitudes to digital

When students use digital technologies as part of their course:
- 63% feel more independent
- 58% fit learning into life more easily
- 61% understand things better
- 59% enjoy learning more

54% of learners are happy with the extent to which technology is used on their course; 42% would like more

In general, learners prefer a mixture of individual and group work (54%) although many prefer to learn on their own (36%)

48% of learners would like more laptops and tablets to be available in class – and 17% would like these to be on long-term loan. 34% would like more computers in computer rooms

In terms of useful digital practices, learners ask for more:
- interactive polls/quizzes in class 29%
- practice questions online 24%
- course related videos 21%

Learners are happy for mobile devices to be used in class – 51% for use at any time and 45% only for class activities
Professional services staff and their digital technology
Digital infrastructure
Digital in my role
Professional development

Digital experience and environment

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

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

Digital environment

Find out more at digitalinsights.jisc.ac.uk
“I produced a blog as part of my coursework. I used this as a platform to express my thoughts and views on the work I chose to display.”

“I find it useful to film and review practical skills like kayaking and climbing.”
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

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“Use of the insights service is a must. It helps you to validate what you are doing, identify areas of strength and where you can improve. The insights data enables me to be responsive and to work towards providing the best possible experience for learners and staff.”

Conrad Taylor, e-learning manager, quality, City of Wolverhampton College

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