

The Jisc logo is a white text element on an orange square background. The background image shows three students in a modern, brightly lit study area. A young woman on the left is leaning on her hand, looking at a laptop. A young man in the center is smiling and pointing at the laptop screen. A young woman on the right is partially visible, looking towards the man. There are water bottles and laptops on the table.

AT A GLANCE

**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.



of which **14,525** were HE on campus students



different organisations took part of which **19** were HE on campus universities

Addressing the challenges you face

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

Our service helps you to	So that you can
<ul style="list-style-type: none">» Gather baseline data to evidence year-on-year improvements and inform priorities» Secure return on investment, efficiency and productivity savings» Capture data to inform future investment decisions» Benchmark your progress against others' nationally	<ul style="list-style-type: none">» Understand and improve the digital experience you offer» Identify gaps in provision and put targeted support in place» Support digital leaders to plan transformation» Demonstrate enhanced levels of engagement and response to the student voice

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 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



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



93% **86%** **52%** **33%** **28%**

Laptop / smartphone / printer / tablet / desktop computer



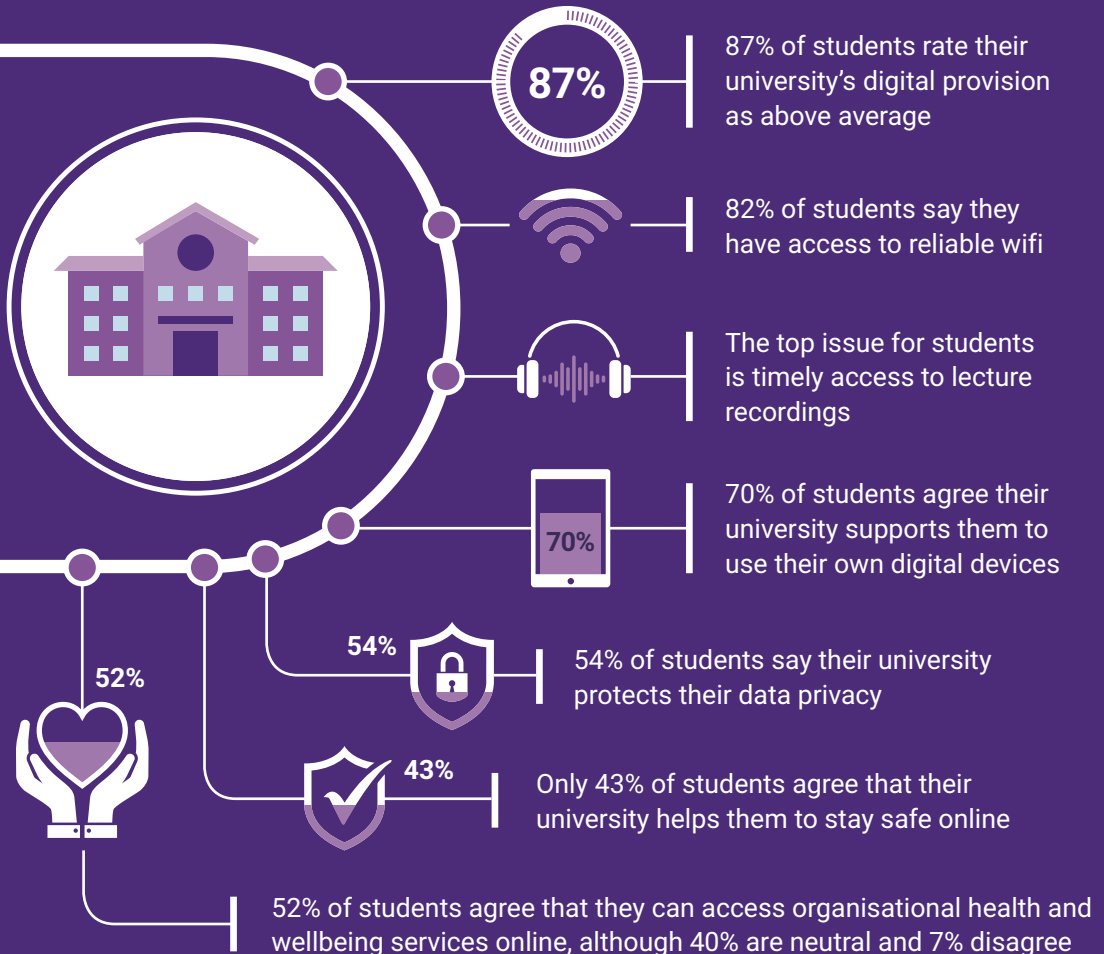
Google is most frequently cited as a useful digital app or tool with Google Scholar and the Google suite of shared tools (Docs, Slides etc) cited more often than Google searches



19%

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

Theme two: digital in the institution



Theme three: digital at course level

75%

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%



36%

29% of students say they were told what digital skills they would need before their course started – 36% disagree

37%

Only 37% of students agree that they have regular opportunities to review and update their digital skills



24%

24% of students never work online with others

31%



30%



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%

32%

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%**



references and readings **20%**



course related videos **23%**



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

Digital experience and environment



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

Jisc

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.

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



Results templates for summarising and sharing your findings with management teams, students and staff



Customisable questions to explore organisation-level matters



Real-time access to your own data



Sector benchmarking 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