

City of Wolverhampton College

Giving students a voice in the digital strategy

Transcript of video case study on use of Jisc's digital experience insights service

Louise Fall, assistant principal in student engagement: The digital experience insight helps us to get clarity about our students' voice about their digital skills. This enables us to inform our vision and how we can move forward as an organisation to support their needs.

Conrad Taylor, e-learning manager: Using this service was an ideal opportunity to get learners involved that would help us to steer our digital strategy in terms of what we purchase, the environment, to satisfy learners needs. This is the second year that we have done this survey. In the first academic year, 2016-17, we had 750 learners responded which identified areas of strength, areas for development such as wifi. In the second year we had 905 learners responded and also from the staff version we had 70 staff responded.

Janine Magee, quality assurance, teaching and learning manager: The data helps me to prioritise staff training. So we look at what the learners have asked for, we look at what the staff require in order to get to that point, to satisfy everybody. For the learners to be happy then we need the staff to have the right skills to deliver that within the classroom.

Tina Mason, beauty lecturer: The reason I took part in the digital insights survey is so that I can give my own personal feedback on how I feel IT should be used in the classroom.

Rose Edwards, learning resource manager: The data from the insights service has helped to drive change in a variety of ways. We obviously listen to the learner voice on this. They would tell us what sort of resources they want to see and we hopefully try to respond to that. We have been working quite closely with the IT department to upgrade some of the resources and to increase the numbers.

Jas Cheema, lecturer in early years: As a result from the survey we are having CPD days that allow all staff to participate in their experiences within the classroom

Rose Edwards, learning resource manager: You get the student voice about how their digital experience helps them to engage with learning and also the things they actually say they want.

Chris Brittle, student: As a student I like the fact that we have a voice and that we have a different ways to put our ideas forward and what we like and dislike.

Josh Layland, student: I think it is really important that other students can get involved with the conversation around digital technologies because technology is so widely used everywhere in every job role.

Conrad Taylor, e-learning manager: Jisc has provided us with some excellent support, one of those support was creating a collaborative network where participants can actually discuss the ideas together. Some of those ideas were about how to customise the surveys with questions relevant to your own institution.

Janine Magee, quality assurance, teaching and learning manager: My advice to other colleges who are considering to run the digital experience insights in the future is to be open minded. Listen to what the learners have to say. There is a great deal to be gained from it.

Conrad Taylor, e-learning manager: What it's done basically is provide us, our learners, our wider college community, a voice towards our digital strategy in moving forward. So now it's not about my strategy – it is about their strategy, their resources, their digital environment and that is what it has done for us. Very powerful there.