

The background image shows a group of four people in a bright, modern office. In the foreground, a man with glasses and a beard is looking at a laptop. Behind him, a woman with blonde hair is also looking at a laptop. In the background, a man with glasses is looking towards the right, and a woman with curly hair is standing and looking towards the camera. The office has large windows and a clean, professional atmosphere.

Jisc

AT A GLANCE

**Digital experience  
insights survey  
2019: findings  
from teaching  
staff 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.

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

## 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.



“Encourage learning technologists to work more closely with academics, showcasing best practice and offering practical support and guidance around design and implementation.”



“Provide equipment in teaching rooms that support digital platforms – you are not always guaranteed a teaching room that has consistent resources to implement digitally enhanced delivery and teaching.”

# Theme one: teaching staff and their digital technology



48%

48% of teaching staff say they are early adopters of digital technologies when they can see a clear benefit



15% of teaching staff say they use assistive technologies in their role but 40% of these say they are not provided with any support in their use

For support in using digital technologies, teaching staff say they rely most on their teaching colleagues (33%), online videos and resources (32%) and support staff (31%)



Teaching colleagues  
33%

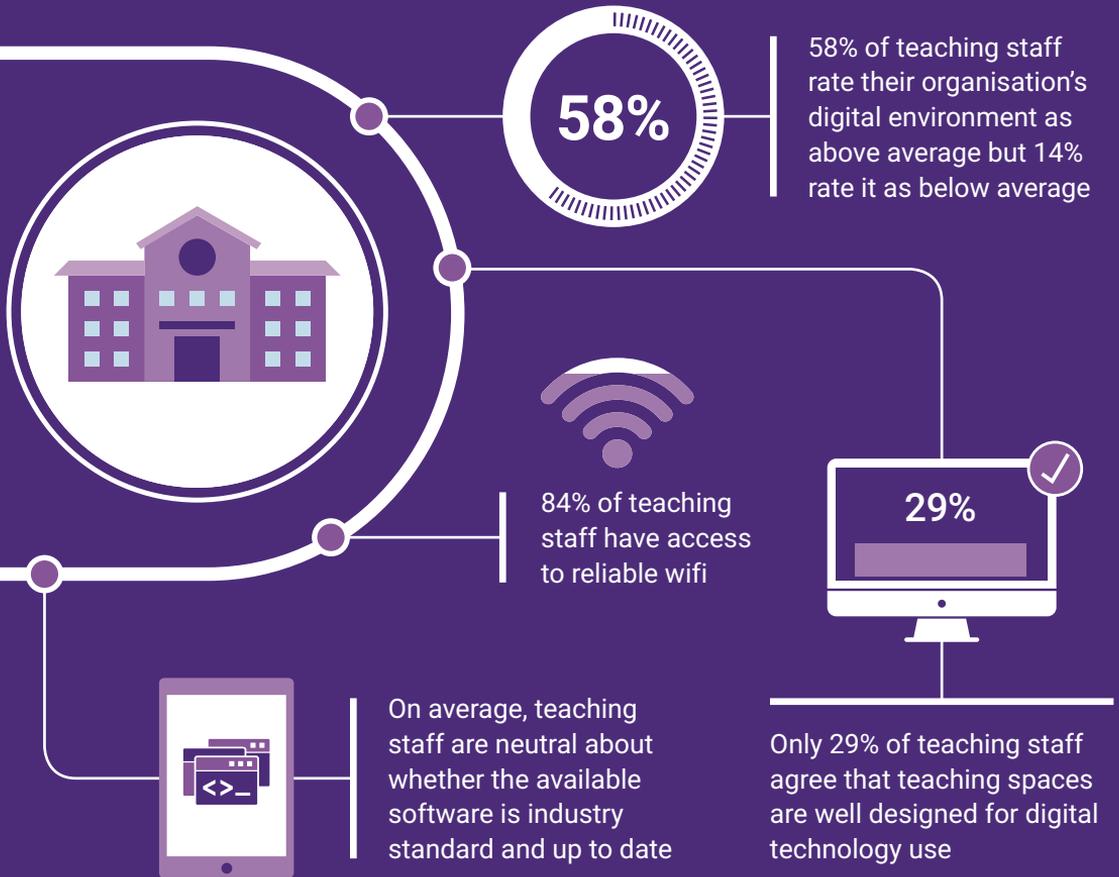


Online videos  
32%



Support staff  
31%

# Theme two: organisational infrastructure



58%

58% of teaching staff rate their organisation's digital environment as above average but 14% rate it as below average



84% of teaching staff have access to reliable wifi

29%

Only 29% of teaching staff agree that teaching spaces are well designed for digital technology use

On average, teaching staff are neutral about whether the available software is industry standard and up to date

# Theme three: digital teaching



74% of teaching staff never teach in a live online environment



The number of HE teaching staff who say they carry out digital teaching activities on a weekly or more basis is low:



11% live polling or quizzing



24% create digital learning materials



20% give personalised digital feedback

45% of teaching staff search online for teaching resources weekly or more often. However, the number of teaching staff who engage in other digital development practices on a weekly or more basis is low:



11%

Discuss teaching online with peers



13%

Read up on issues in digital education



17%

Develop digital teaching skills

62% of teaching staff would like digital technologies to be used more than they are now in their teaching practice

# Theme four: professional development



Only 9% of teaching staff agree they receive reward or recognition when they develop the digital aspects of their role



Only 13% agree they have time and support to innovate



34% of teaching staff agree that they have regular opportunities to develop their digital skills



27% of teaching staff agree that they receive guidance about the digital skills they are expected to have as a teacher, and most rate the support they receive to develop the digital aspects of their role as 'average'. Only 41% rate it as 'above average' and 23% rated it as 'below average'

18%

Only 18% of teaching staff agree that they are informed about their responsibilities to help students behave safely online and only 16% of them agree that they are informed of their responsibilities in relation to assistive and adaptive technologies



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 experience and environment

Digital teaching and learning



Find out more at [digitalinsights.jisc.ac.uk](http://digitalinsights.jisc.ac.uk)



“It would be good to have some technical support in the classroom the first time you trialed something new, such as a class polling exercise. One of the reasons many tutors don’t trial new technologies is that they are afraid they will not be able to manage/deliver them in front of students, and that this will impact adversely on the learning experience and also create embarrassment.”

“Access to individual personal support is absolutely key. Half an hour at my desk to solve my specific issues with real examples is worth hours of group teaching.”

# See the **digital experience** through the eyes of your students and staff



**Get involved:** Our 2019–2020 surveys for students and staff are now open. If you are interested in participating in any of our surveys please visit [digitalinsights.jisc.ac.uk](https://digitalinsights.jisc.ac.uk) or contact us at [help@jisc.ac.uk](mailto:help@jisc.ac.uk), putting 'digital insights' in the subject line.

## Key elements of our digital experience insights service



Copies of the **survey templates** so that you can find out more about the experiences of students, teaching staff and professional services staff and how they use your digital environment



**Results templates** for you to populate with the data you gather. These help you to summarise and share your findings with management teams, students and staff



The option to add some **questions of your own** to help you explore organisation-level issues



**Real-time** access to your own data



**Sector benchmarking data**



**Annual reports** that highlight national issues

“One of the crucial elements of the insights survey is that we passionately want to use evidence-based decision making in informing what we do to enhance the overall student experience and also the staff experience as well.”

Professor Helen James, senior pro vice-chancellor (education, enhancement and student experience), Canterbury Christ Church University