

The Jisc logo is an orange square with the word "Jisc" in white, sans-serif font.

Jisc

AT A GLANCE

**Digital experience
insights survey 2018:
findings from students
in UK further and
higher education**



Digital experience insights gives you a unique view of all aspects of your digital environment through the eyes of your students and staff.

This Jisc service is important in amplifying the student voice, identifying what makes a difference to students and creating opportunities for meaningful discussions to take place. It provides opportunities for colleges and universities to work collaboratively with their students and staff in the quest to develop digital environments, experiences and skills that will help them to prosper in an increasingly digital world.

This briefing summarises the key findings from the 2018 survey report and highlights issues for organisations to address.

Robust data

Digital experience insights provides robust data to inform strategic and investment decisions about the digital environment. Benchmarking data shows whether any issues are local to your organisation or common to your sector. It will help to identify priority areas for development and to target resources where they are needed most.

A unique picture

The data that informs these findings was collected between October 2017 and April 2018 from 37,720 further and higher education students studying at 83 different organisations across the nations of the UK. It provides a unique picture of how students are using technology in colleges and universities across the UK.

The full report, Digital experience insights survey 2018: findings from students in UK further and higher education, includes extensive data analysis and is available from **jisc.ac.uk/digital-experience-insights**. A series of thematic briefings and institutional insights will be published in autumn 2018.

**Digital experience insights was previously known as the digital experience tracker.*



Let us use our phones
in lessons to research
and take pictures of
important notes.

FE student



Theme one: the digital lives of learners



Seven in ten HE students used digital tools on a weekly basis to look for additional resources not recommended by their lecturer.



Students regularly use digital technologies in their own learning time, with eight in ten HE students accessing lecture notes or recorded lectures at least weekly, and six in ten FE students using digital devices to make notes or recordings at least weekly.

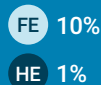


HE students owned and used more devices than FE students to support their learning, with 94% of HE students owning a laptop in comparison with 64% of FE students. About eight in ten students used a smartphone to support their learning.



More information in the full report:
[jisc.ac.uk/digital-experience-insights](https://www.jisc.ac.uk/digital-experience-insights)

Google search

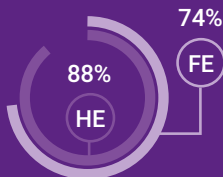


Google Scholar



Around 10% of FE students rated Google search as their number one app or tool, compared with just over 1% of HE students. HE students, on the other hand, were twice as likely to cite Google Scholar as they were to cite Google on its own as a search tool.

Theme two: digital in the institution



74% of FE students and 88% of HE students rated their institution's digital provision as above the midpoint in the scale (from the options 'good', 'excellent' or 'best imaginable').



A third of all students turned first to their fellow students when looking for support with digital devices or skills. A third of FE students turned first to their lecturers in comparison with only 8% of HE students.



Reliable wifi was accessible to 82% of HE students and 70% of FE students. A lack of reliable, robust and ubiquitous wifi was the main complaint FE students raised in their comments.

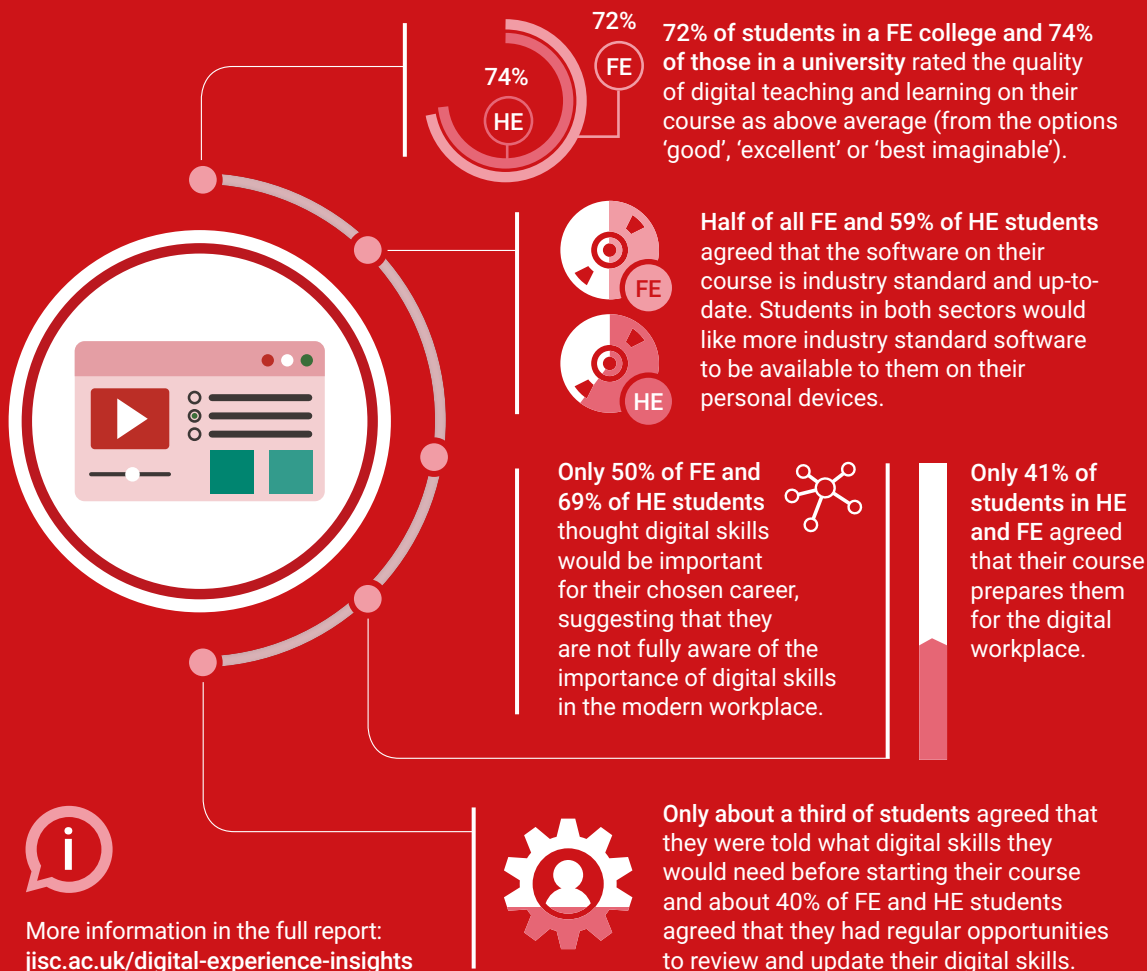


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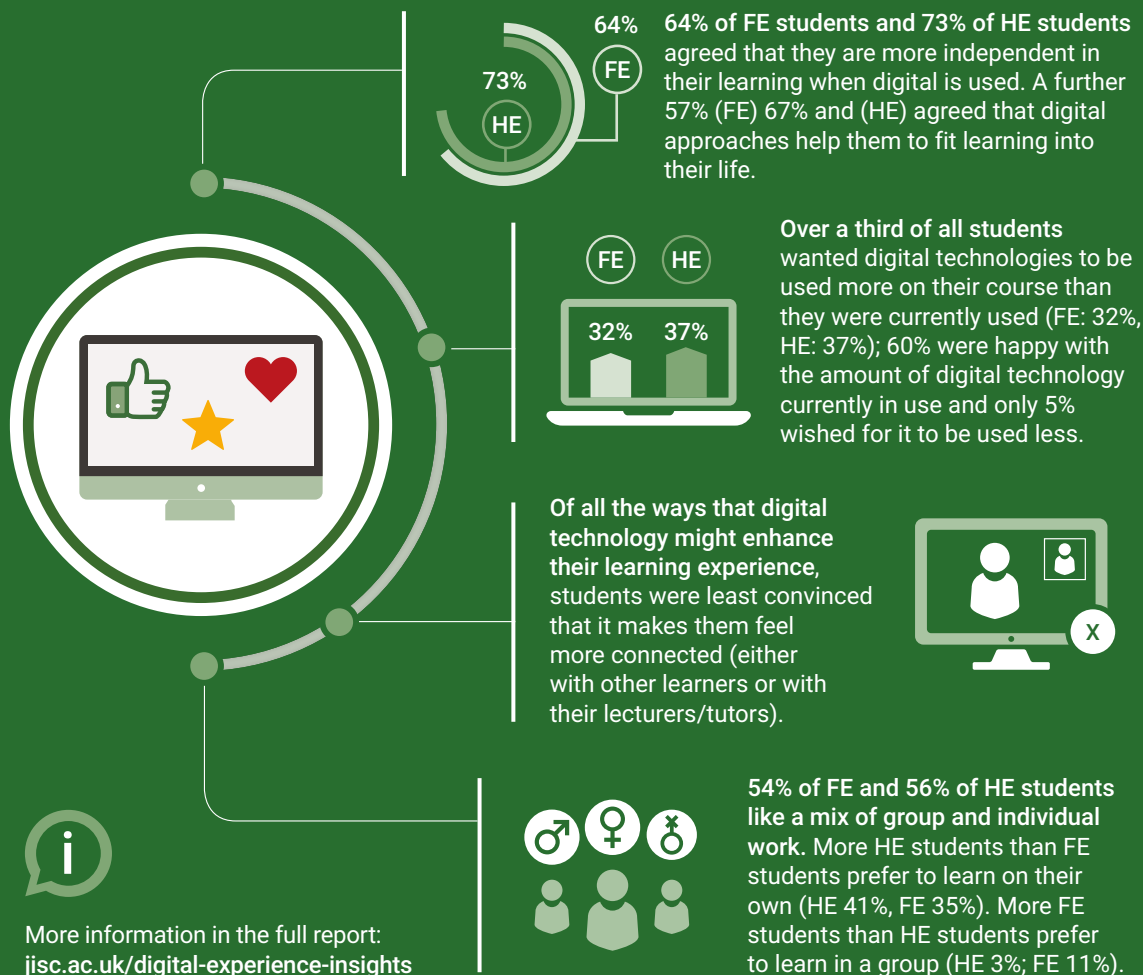


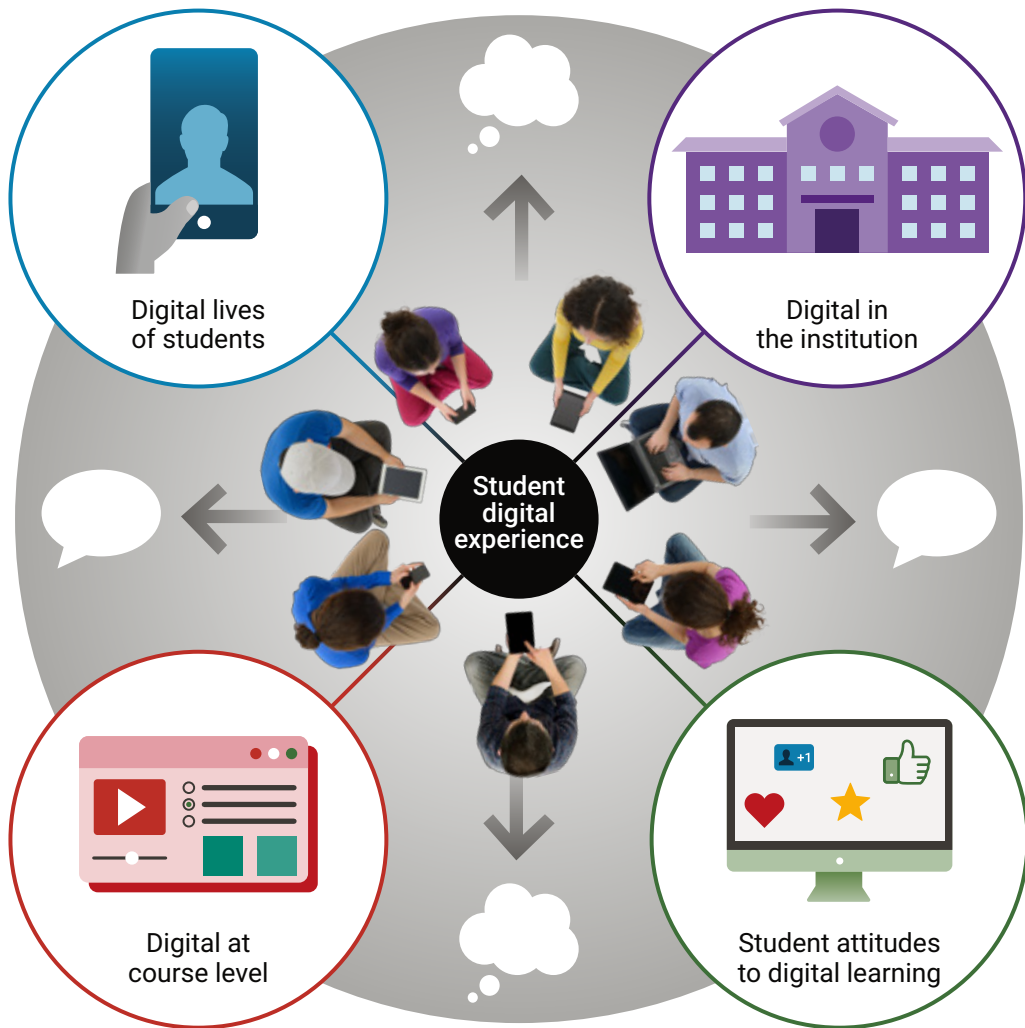
53% of FE students agreed that their institution helped them stay safe online in comparison with only 41% of HE students.

Theme three: digital at course level



Theme four: student attitudes to digital







Ask students what digital learning tools they find most useful and start to deploy these around the university.

HE student



Get involved

Jisc will be running the 2018-2019 digital experience insight surveys for students and teaching staff from October 2018.

The insights service allows organisations to gather and benchmark findings, target resources for improvement and enhance student engagement.

It is a fully supported service with guidance throughout implementation and analysis as well as advice on how to respond to the findings.

Subscribing organisations benefit from being part of an active community of practice with online and face to face activities.

If you are interested in participating, please complete the expression of interest form available from:
ji.sc/register-digital-insights

Follow **#digitalstudent** and  **@jisc** on Twitter

You can find out more about the digital experience Insights service, including briefings, updates and more, from
jisc.ac.uk/digital-experience-insight