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# Student Digital Experience Insights Survey 2020/21

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# What is the student digital experience insights survey?



- **Asks students across higher (HE) and further education (FE) about their attitudes to digital, as well as their experiences of digital in their organisation and on their course**
- **Run by Jisc**
- **Separate versions for HE and FE**
- **For 2020-21 there were nearly 40,000 responses from UK HE students**
- **This presentation summarises some key questions from our organisation**
- **Report with all findings will be shared in Autumn**

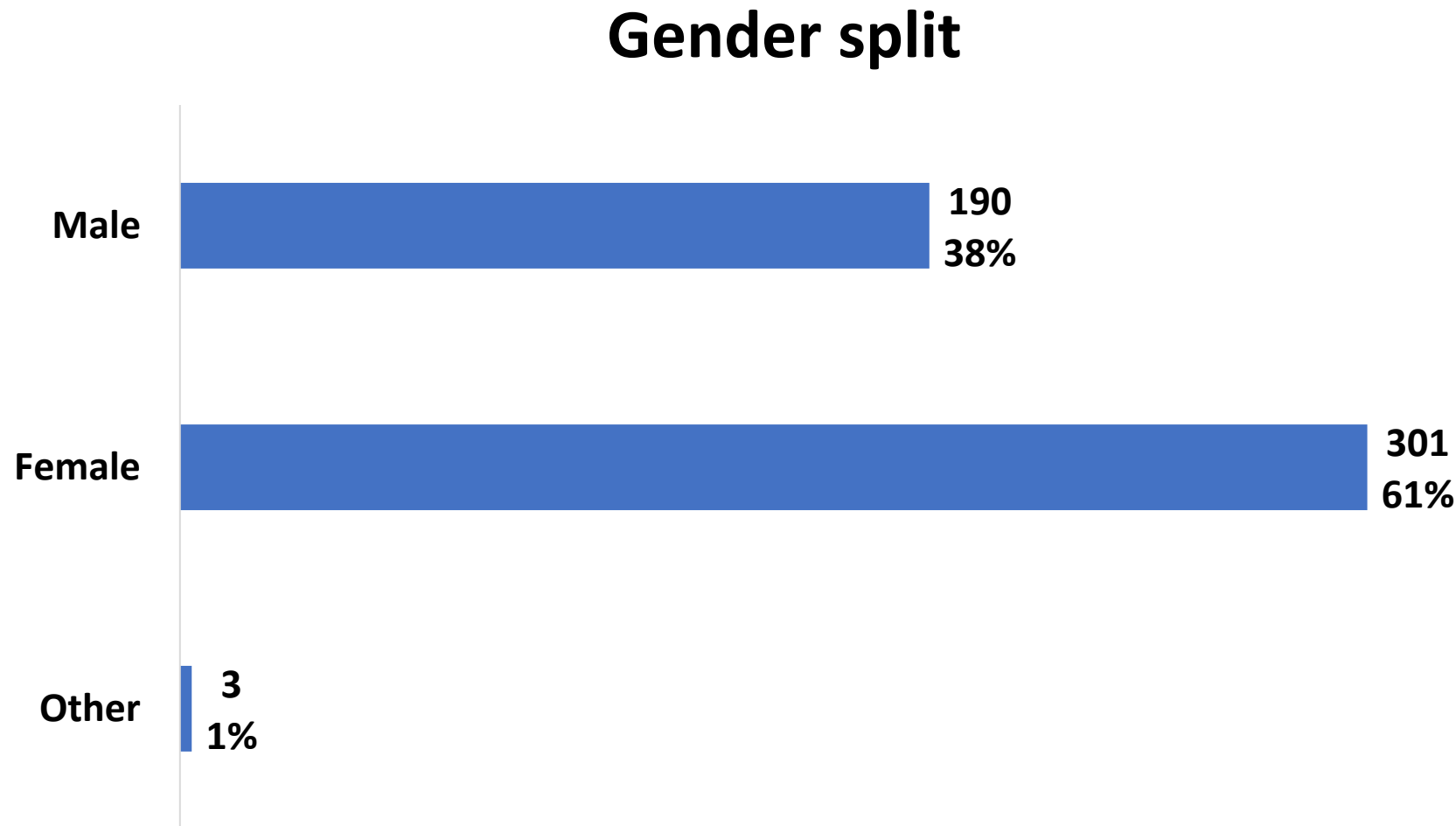


# Our student sample

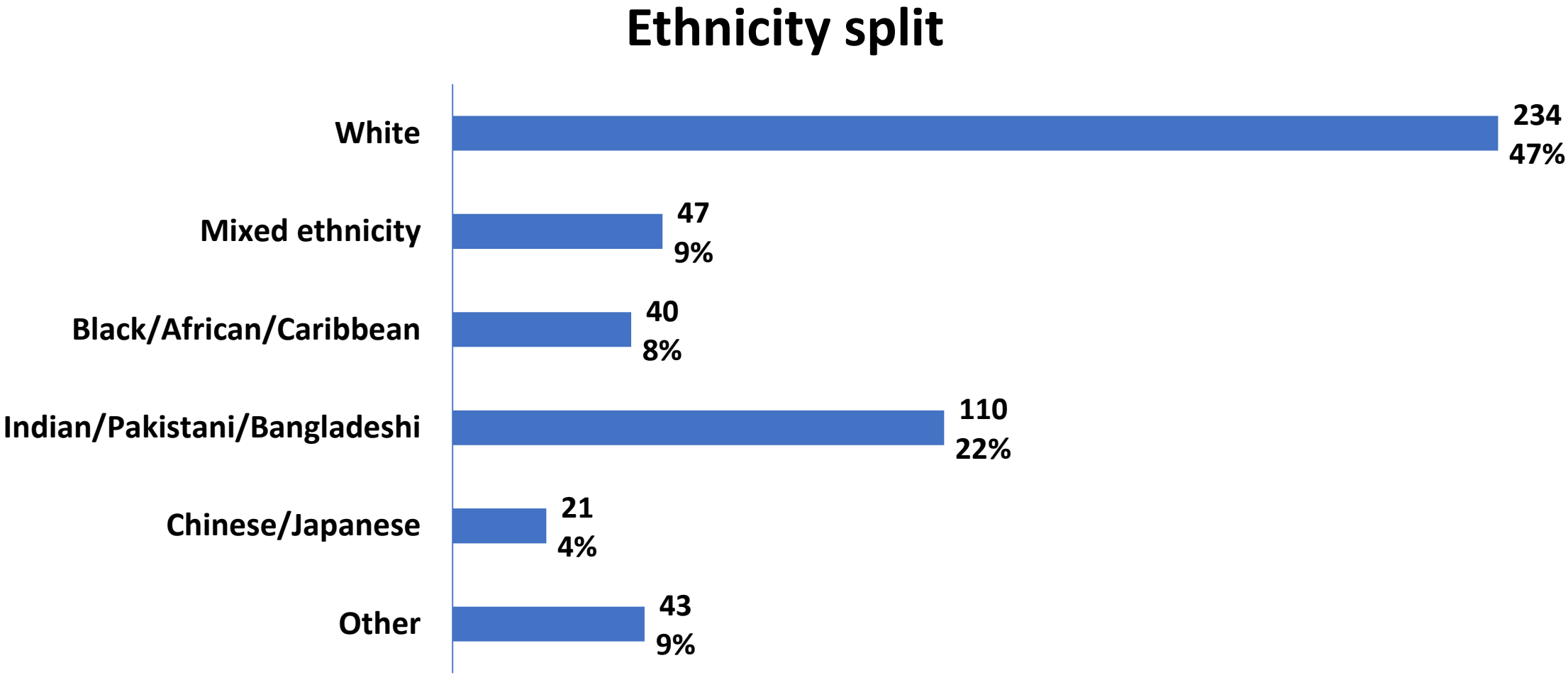
- We asked **20210** students in all year groups
- One link was shared on multiple different student facing platforms to try and reach as many students as possible
- **504** of our students responded to the insights survey (**2% response rate**)
- The following slides summarise data from key questions in the four areas of the insights question set
- Whenever students were asked how much they agree with a statement they could answer either agree, neutral, or disagree



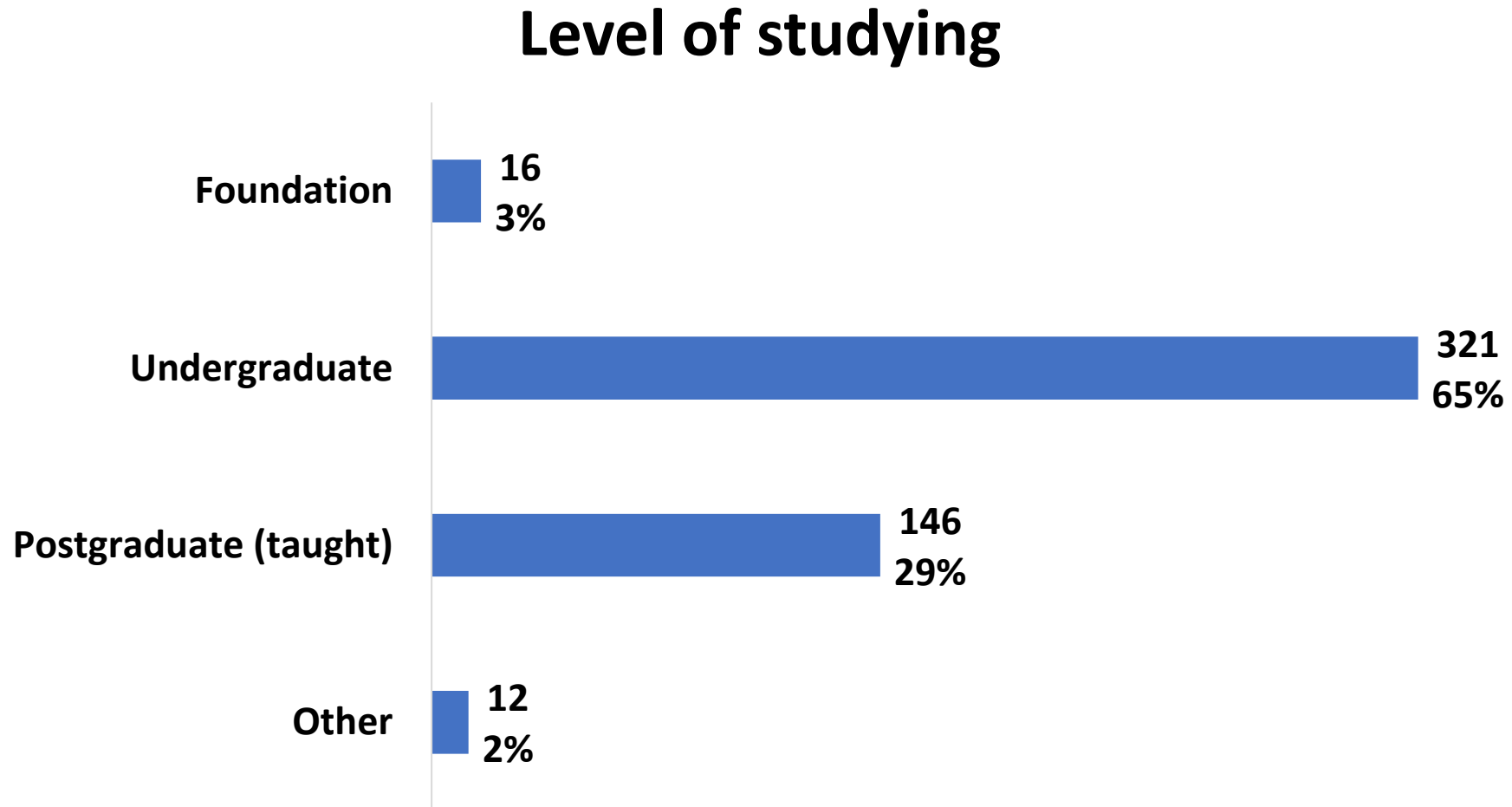
# Percentage of students that responded to the survey:



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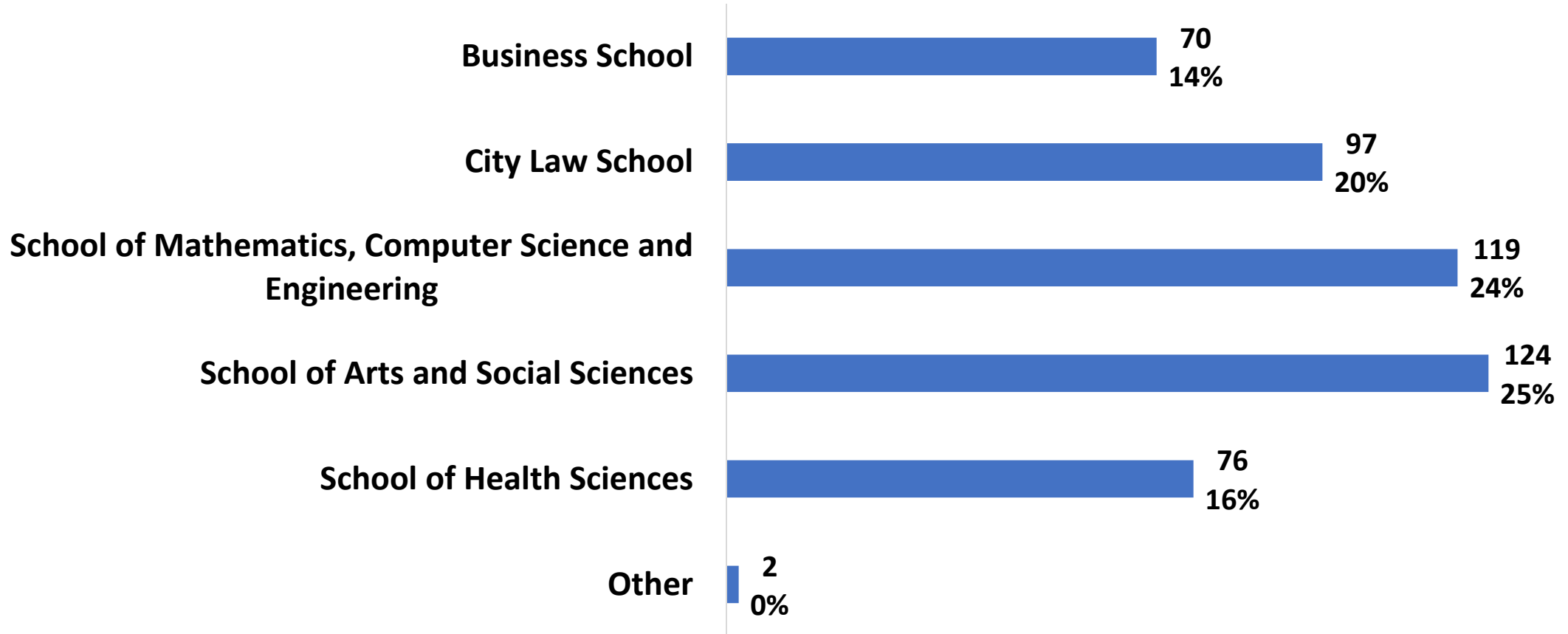


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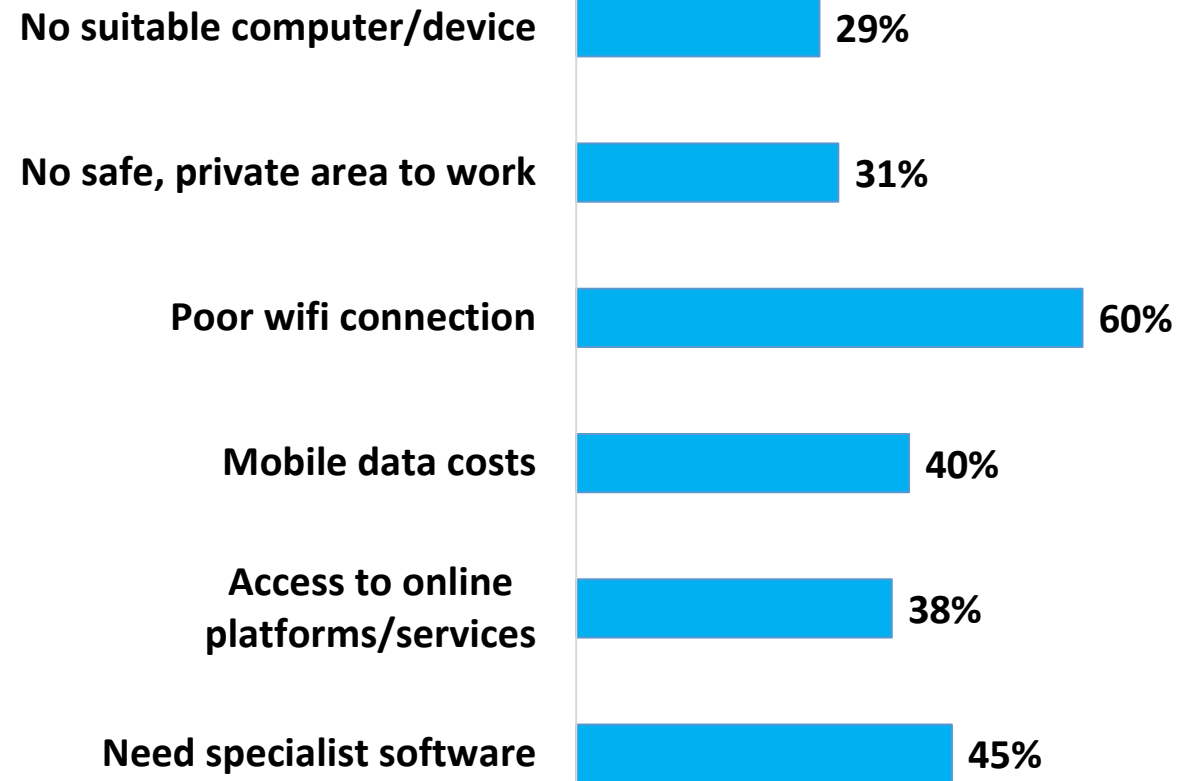
## School split



# Q4 When you've been learning online, have any of the following been a problem?

- Students were asked, to tick 'yes' to all the relevant ones

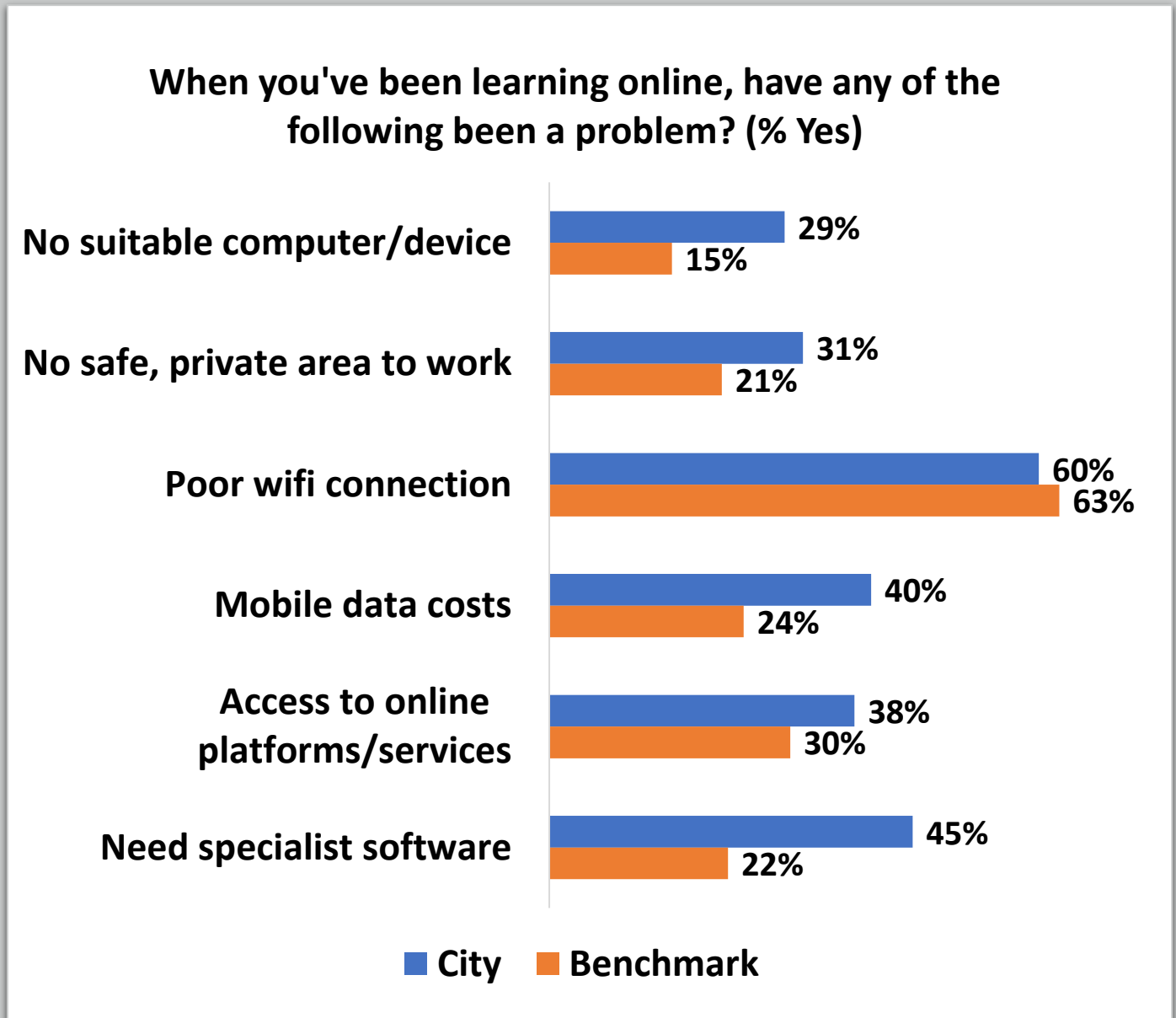
When you've been learning online, have any of the following been a problem? (% Yes)





# Q4 When you've been learning online, have any of the following been a problem?

- What are your thoughts on the benchmarking comparison?



# Poll Question 1

Q13. In the 2020/21 Student Digital Experience survey, what area do you think the students scored us highest?

- a) Own device support
- b) Well designed online learning environment
- c) Quality of online & digital learning on course
- d) Access online systems & services anywhere

Q13. what area do you think the students scored us highest?

Question	20-21 Survey
Well designed online learning environment	43%
Own device support	57%
Access online systems / services anywhere	64%
Quality of online & digital learning on course	70%

# City data & benchmark comparisons

Question	19-20 Benchmark	19-20 City	20-21 Benchmark	20-21 City
Well designed online learning environment	57%	59%	41%	43%
Own device support	68%	67%	54%	57%
Access online systems / services anywhere	80%	83%	68%	64%
Quality of online & digital learning on course	85%	84%	66%	70%

What do you think was the main factor that contributed to the drop from 2019-2020 / 2020-2021?

# Summary of key metrics

## Technology at your organisation

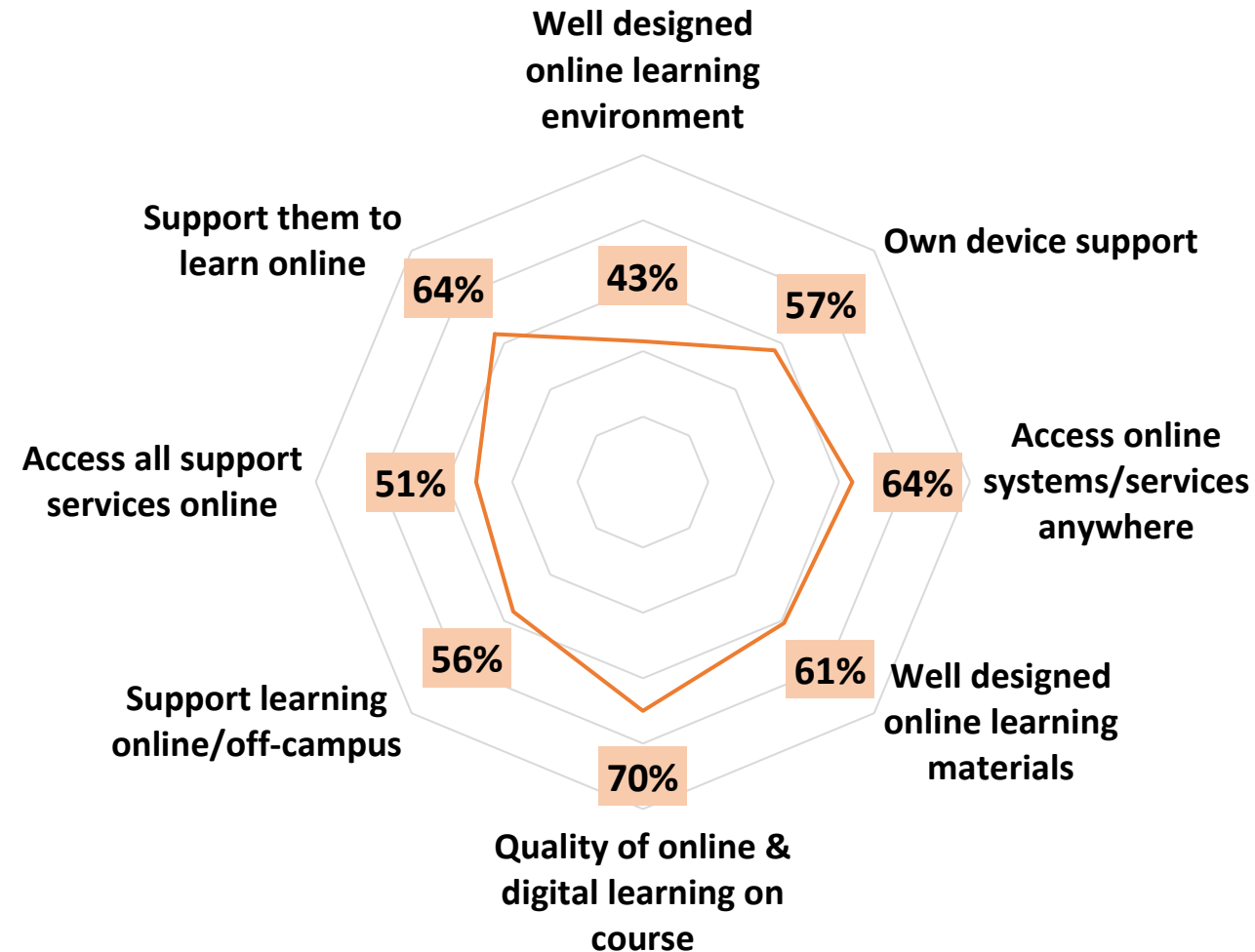
- **43%** agree their online learning environment is well designed (Q13b)
- **57%** agree we support them to use their own digital devices (Q14a)
- **64%** agree we enable them to access online systems and services from anywhere (Q14b)

## Technology in your learning

- **61%** agree their online learning materials are well designed (Q16a)
- **70%** rate the quality of online and digital learning on their course as good or above (Q19)

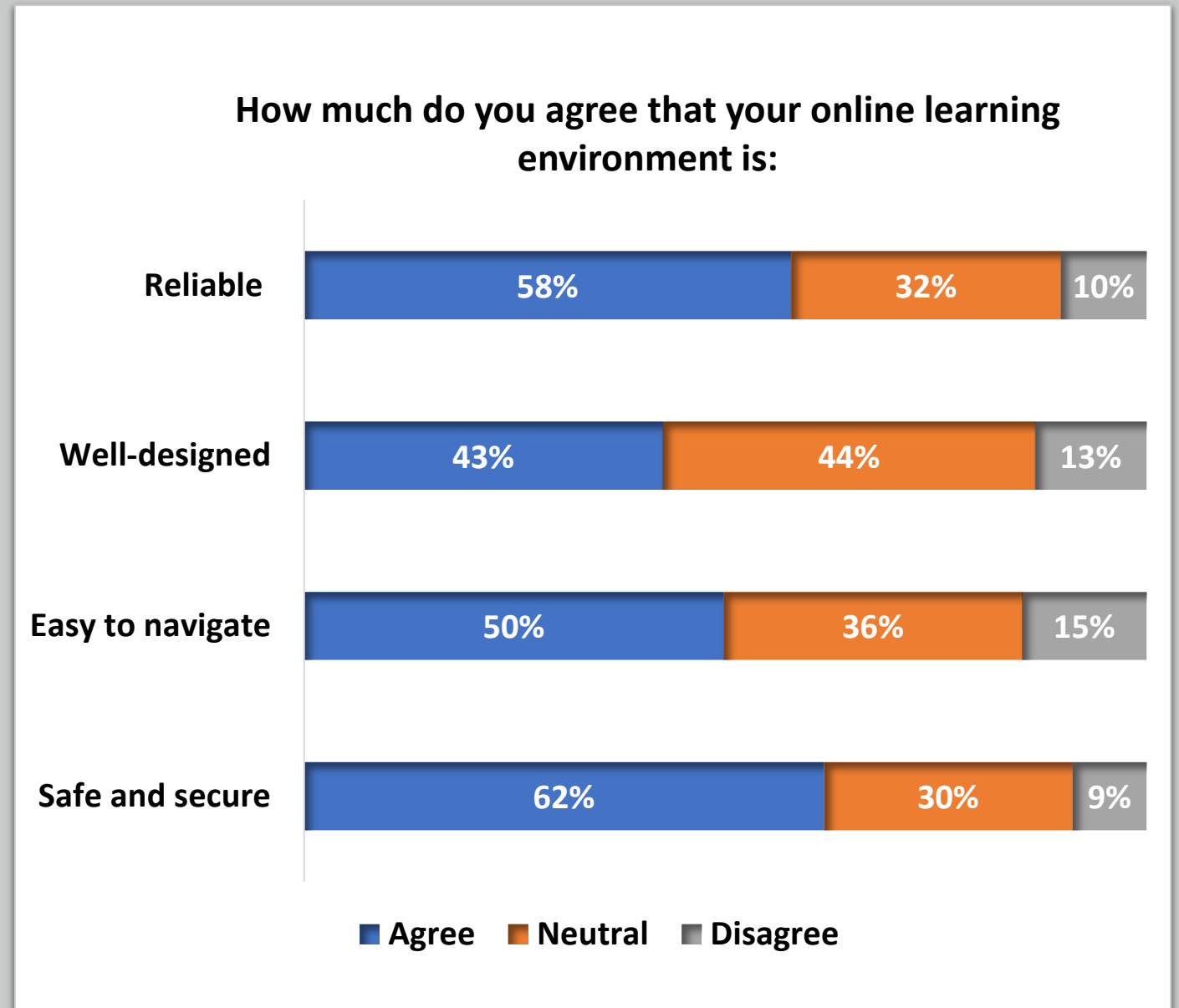
## Developing your digital skills

- **56%** agree we have given them support for learning online/away from campus (Q21a)
- **51%** agree they can access all the organisations support services they need online (Q23b)
- **64%** rate overall the support we offer them to learn online as good or above (Q25)



## Q13 How much do you agree that your online learning environment is:

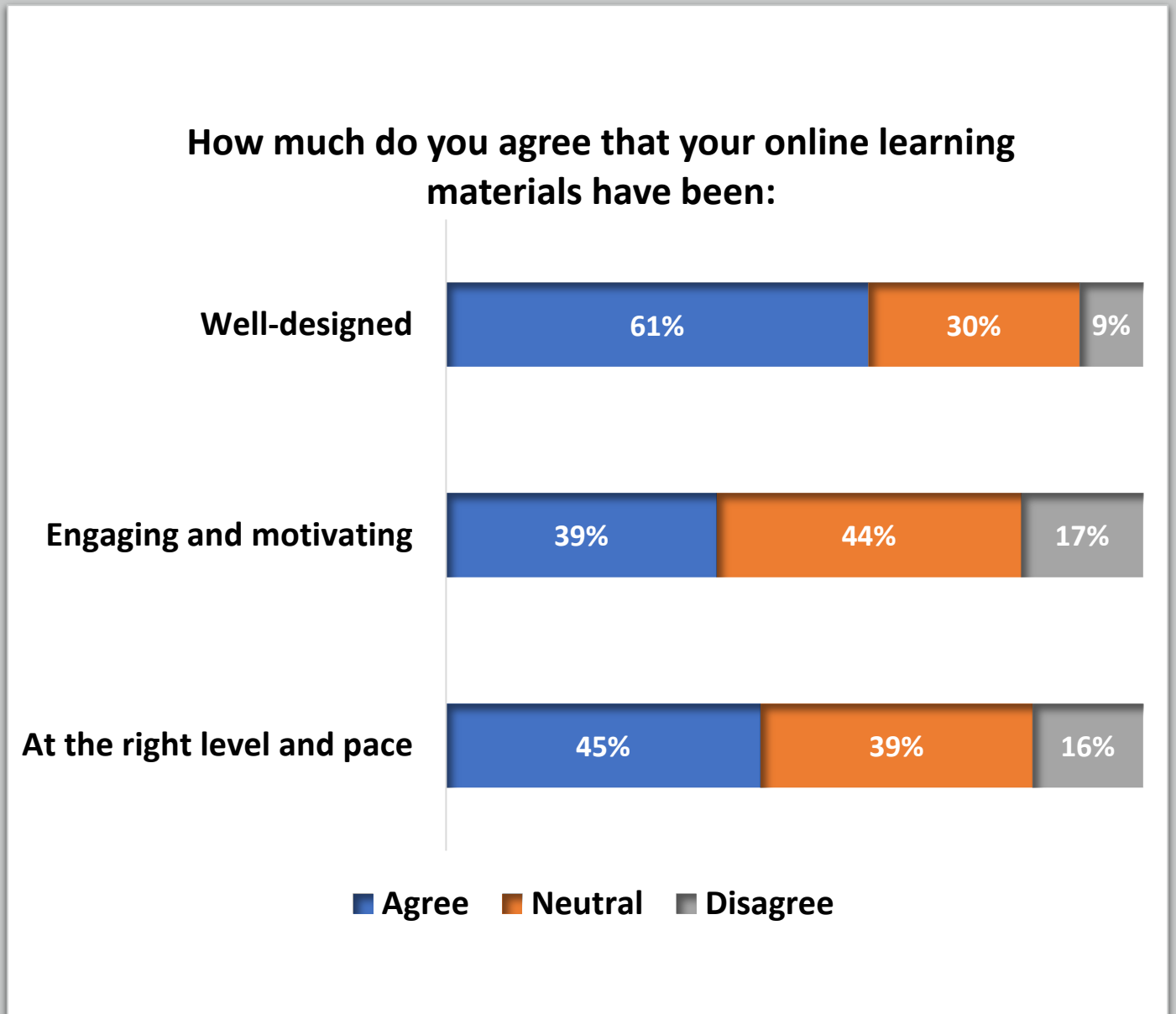
- What platform do you think of when we mention the online learning environment?
- Previously 60% of students said it was easy to navigate their online learning environment.





Q16 How much do you agree that your online learning materials have been:

What are your thoughts on these responses?

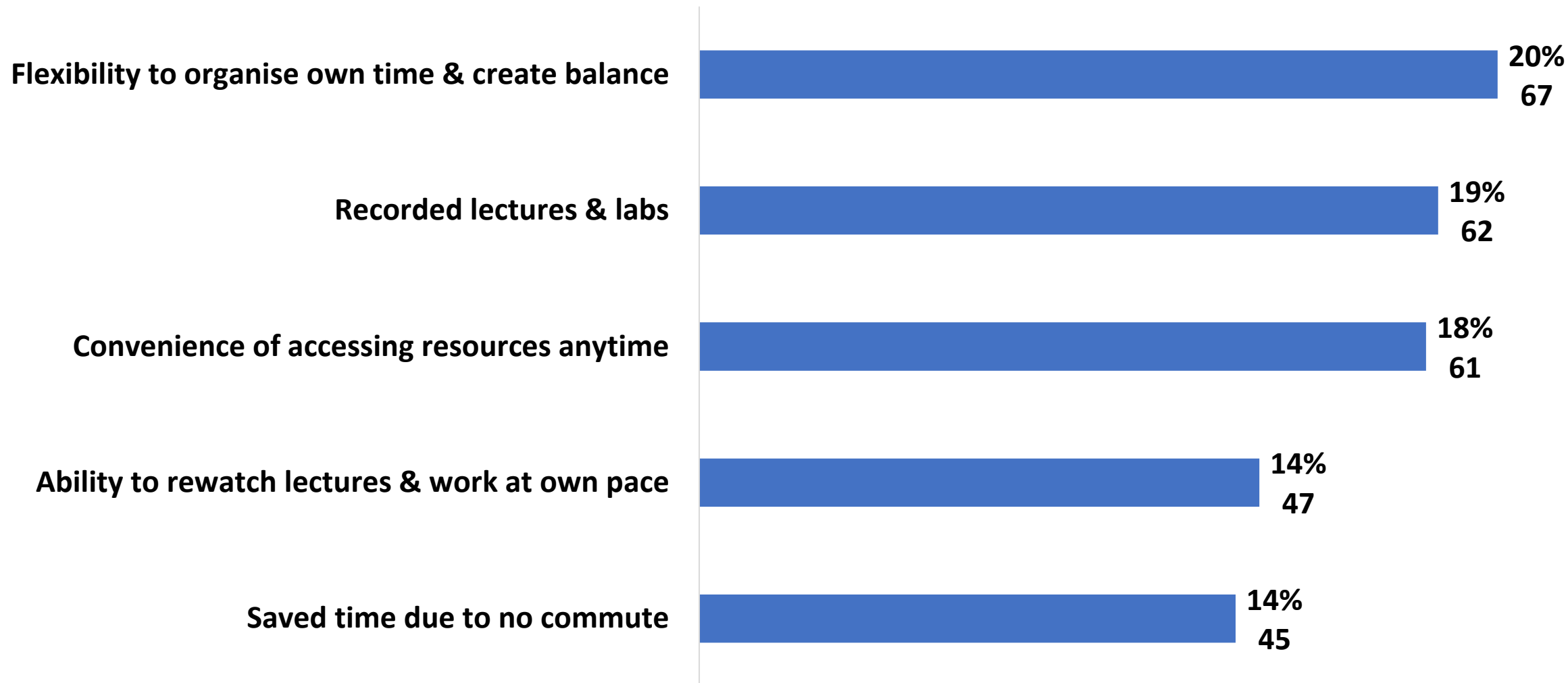


# Poll question 2

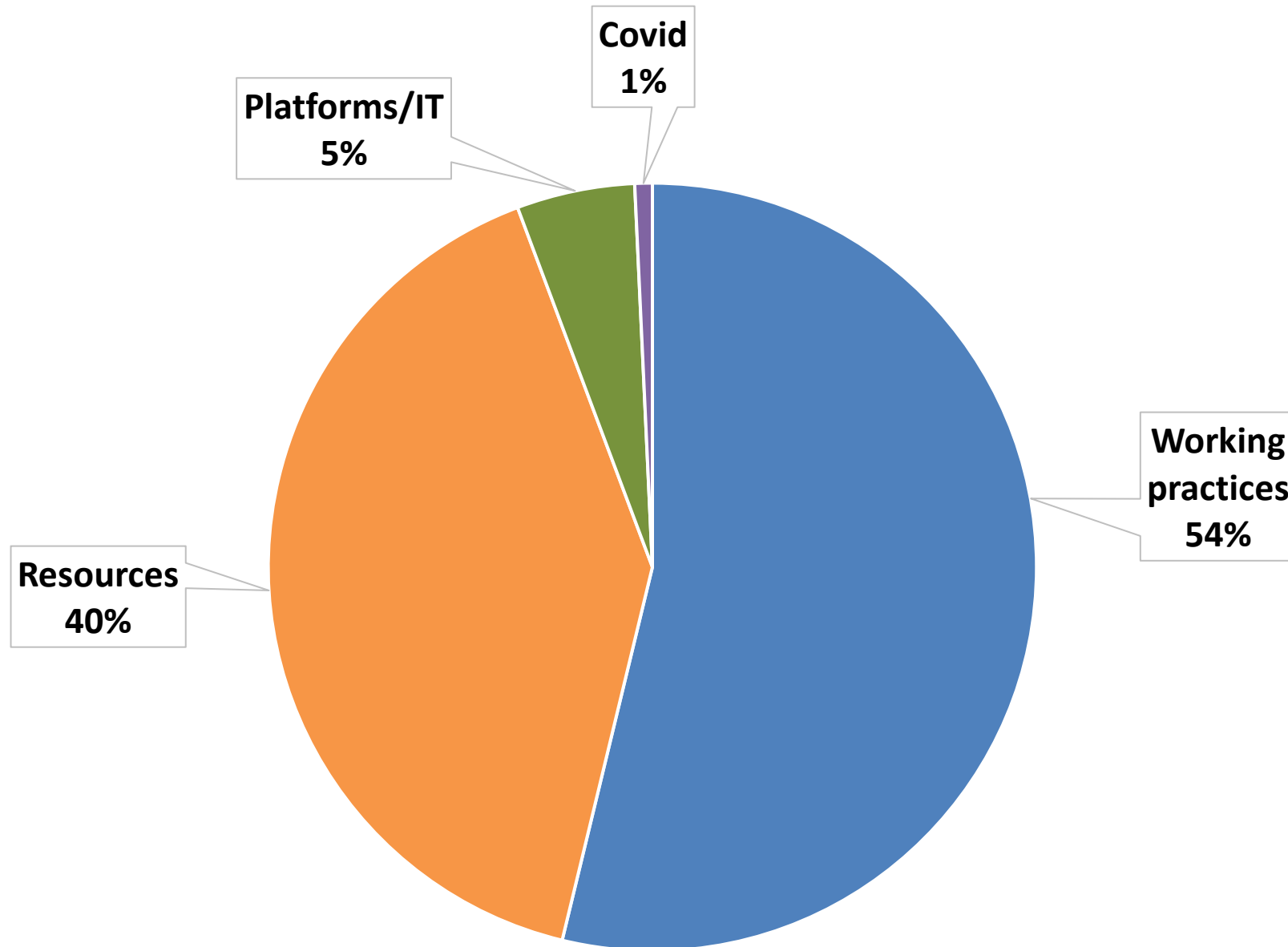
Q17 What aspect of learning online do you think was cited as the **most positive** for students?

- a. Saved time due to no commute
- b. Flexibility to organise own time & create balance
- c. Convenience of accessing resources anytime
- d. Ability to rewatch lectures & work at own pace
- e. Recorded lectures & labs

## Q17 What aspect of learning online has been most positive for you?



# Percentage of students mentioning each theme from Q17



# Q17 Top 4 from each theme

## Working practices

Flexibility to organise own time  
& create balance

67, 20%

Convenience of accessing  
resources anytime

61, 18%

Ability to rewatch lectures &  
work at own pace

47, 14%

More productive study  
time

39, 12%

## Resources

Recorded lectures & labs

62, 19%

Saved time due to no commute

45, 14%

Saved money due  
to no commute

29, 9%

Consistency &  
quality of  
lectures

20, 6%

## Platforms/IT

Use of breakout rooms in Zoom

10, 3%

Chat feature in Zoom to ask  
anonymous questions

7, 2%

Teams for  
collaboration

5, 2%

Accessibility of  
Moodle

5, 2%

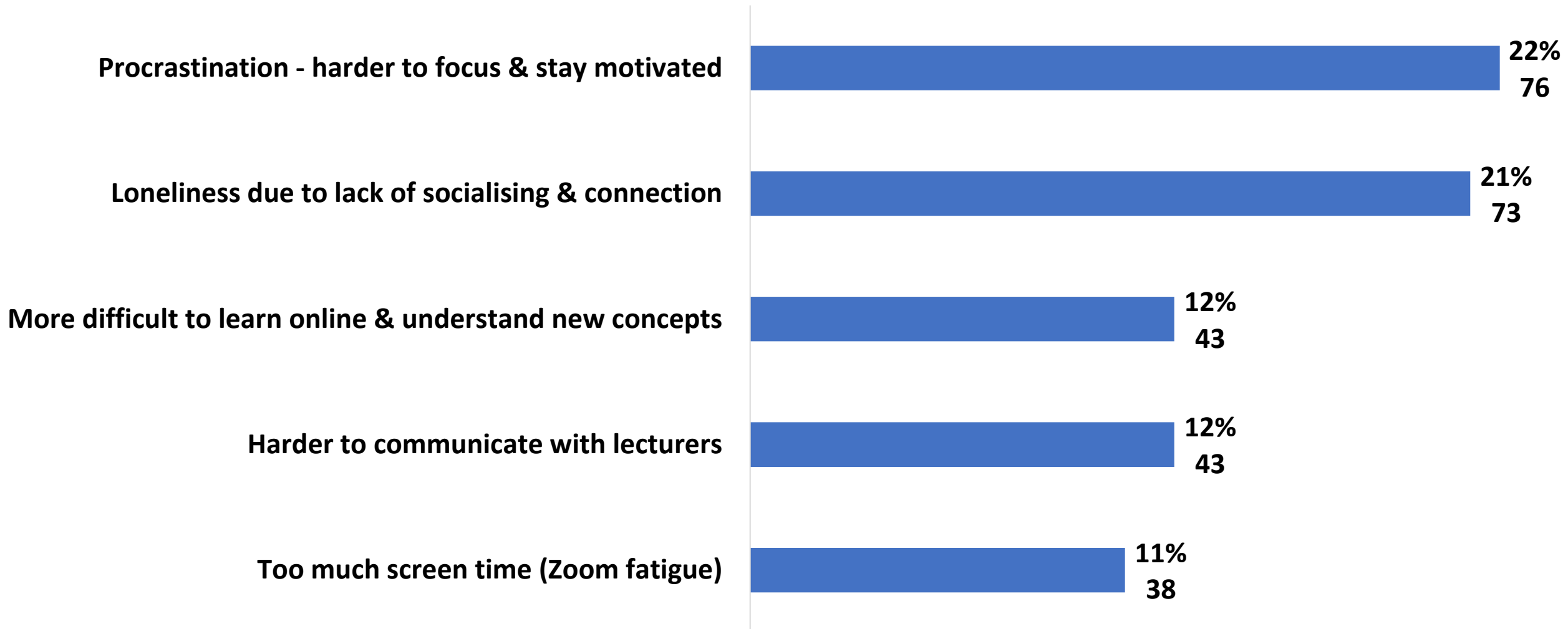
# Poll question 3

Q18. What aspect of learning online do you think was cited as the **most negative** for students?

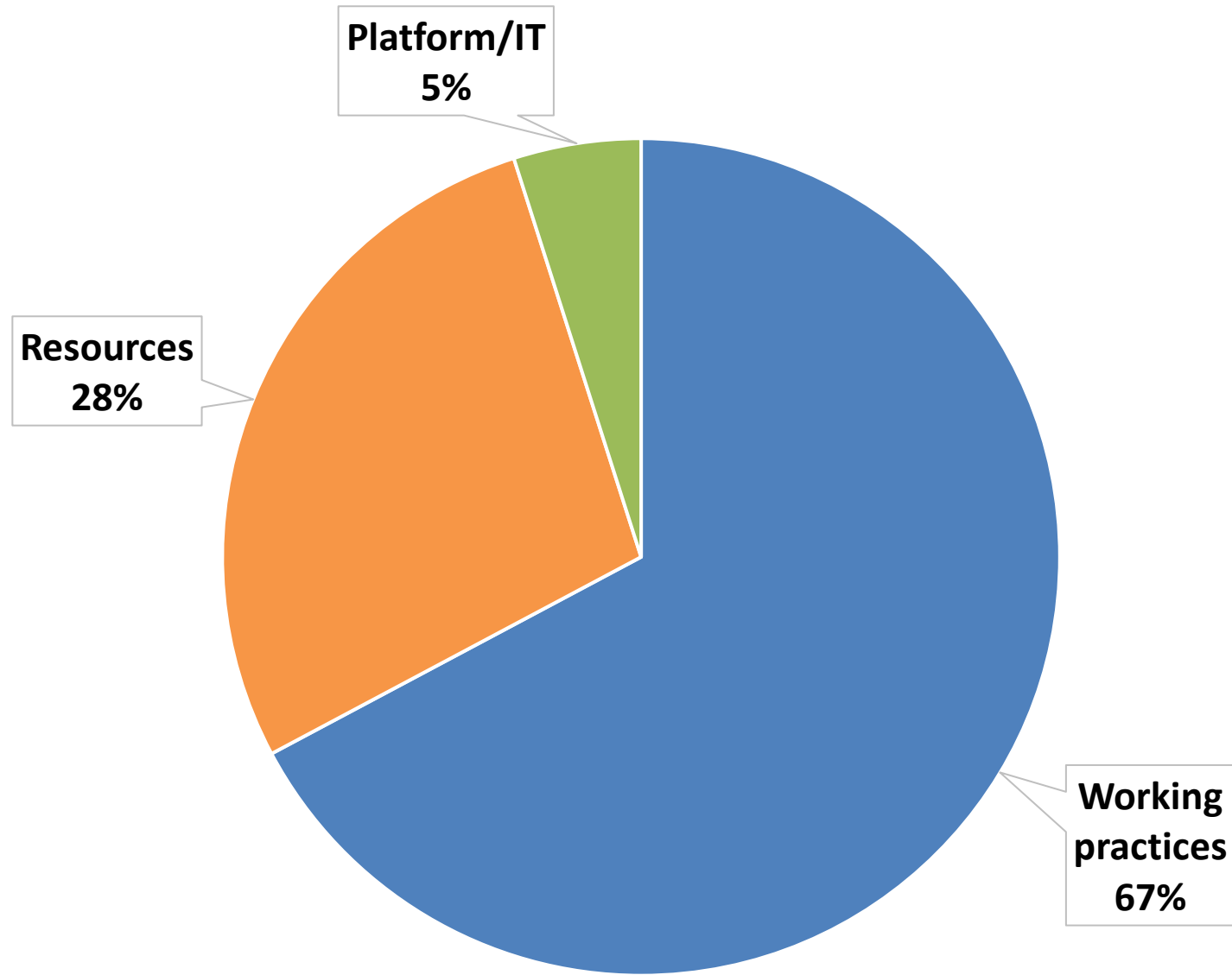
- a. More difficult to learn online & understand new concepts
- b. Loneliness due to lack of socialising & connection
- c. Procrastination - harder to focus & stay motivated
- d. Harder to communicate with lecturers
- e. Too much screen time (Zoom fatigue)



# Q18 What aspect of learning online has been most negative for you?



# Percentage of students mentioning each theme from Q18



# Q18 Top 4 from each theme

## Working practices

Procrastination - harder to focus & stay motivated

76, 22%

Loneliness due to lack of socialising & connection

73, 21%

More difficult to learn online & understand new concepts

43, 12%

Harder to communicate with lecturers

43, 12%

## Resources

Poor WiFi connection, missing parts of lectures

32, 9%

Unengaging resources/Direct transfer from F2F

22, 6%

Resources not uploaded in a timely manner

16, 5%

Inconsistent use of Moodle/Difficulty finding resources & links

10, 3%

## Platforms/IT

Use of VPN/difficulty accessing systems

7, 2%

Lack of online books

5, 1%

Moodle functionality

3, 1%

IT support response time

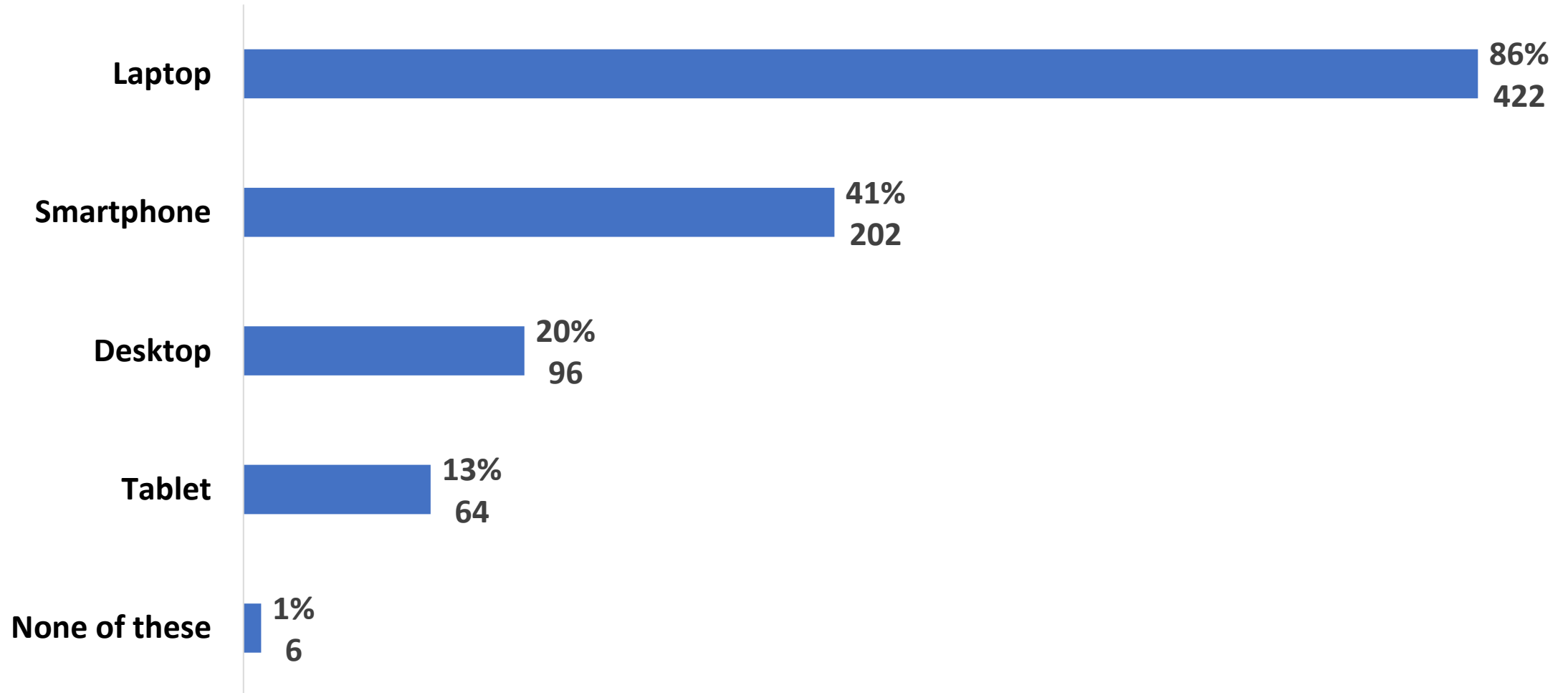
3, 1%

# Poll question 4

Q30. Which of these devices do you think is most used by students to join their Virtual Classrooms?

- a. Desktop
- b. Laptop
- c. Tablet
- d. Smartphone

# Q30. Which of these devices have you used to join your Virtual Classrooms?





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