

UoR Student Digital Experience Insights Summary

Video transcript

Chapter 1: What is the Digital Experience Survey? (Timestamp 0:01- 0:32)

Welcome to this video on the University of Reading's Student Digital Experience Survey.

The Digital Experience Insight surveys provided by Jisc are national surveys designed to find out more about the experiences of staff and students at UK universities. Our surveys were open to responses during October and November 2024.

Your responses will help us to consider how you use digital technologies in your learning, as well as how you engage with key aspects of the key digital environment and digital skills provided by the University of Reading.

Chapter 2: Positive aspects of digital technologies (Timestamp 0:33 – 2:02)

Let's start by thinking about what students liked about using digital technologies at Reading.

86% of the students who responded rated the digital learning environment at the University as good, excellent, or best imaginable. And when asked to mention a very useful digital learning tool, 44% of you mentioned Blackboard.

Students liked being able to access learning materials and lecture recordings online whenever they needed them. This allowed them to revisit their lectures, catch up on miscontent, and pause when they needed more time to think or to revisit topics.

71% of students said that good access to their learning materials saved them time and allowed them to manage their learning in the ways that suited them best. 87% said the digital learning technology was convenient for them.

Almost half of students used more than one device for their learning, either a laptop, desktop, tablet, or smartphone. For most students, this was 2 devices: a laptop and a smartphone. 60% of students agree that they were supported to use their own devices, and students are also making use of laptop loans and PC labs across campus as well.

75% of students said that they had been offered some kind of basic IT skills support in the first semester, and 98% had been offered help with online learning. Overall,

students were satisfied with the digital skills training that they had been offered, and 78% of you rated the level of support as either good, excellent or best imaginable.

Chapter 3: What needs improvement? (Timestamp 2:03 – 3:45)

But what needs more improvement?

15% of students said that they spent too much time online, and this was the most common response when asked about a negative aspect of using digital technologies for learning.

Although accessing learning materials online was convenient, a number of students said that they had trouble with online distractions and would like more help managing their time, avoiding procrastination and dealing with these distractions.

Almost half said that they found that online learning materials engaging and motivating. And although most teaching takes place on campus at Reading, some students reported a lack of interaction in online settings and others stated they would like more in person teaching in order to get to know their lecturers and peers better. When asked about issues that they had experienced using digital technologies in their learning, these were the two most common responses.

67% of students reported experiencing some issues with Wi-Fi connectivity on campus, and 46% reported that they had problems finding a private space to study on campus.

Although students were satisfied with the digital skills training that they had been offered, there are still some areas for improvement here. Only 60% of students said that they had received guidance about the digital skills that they needed for their course and very few received recognition for their digital skills. This could be in the form of badges, certificates, or micro-credentials.

As well as suggesting topics for training, students were asked what kinds of training they would like to receive. They stated that they would like more training in the form of short videos on specific topics, webinars and in person workshops, and master classes to help them use the digital technologies that are available to them.

Chapter 4: How to find out more (Timestamp 3:46 – 4:26)

Thank you very much for watching this video, and thank you if you contributed to these survey results.

This is a survey that's been shared with colleagues in the DTS department and other relevant teams across the University and took place as part of their Digital Capabilities Project. Your results will help to inform the output of this project.

The Digital Capabilities Project is working to understand the digital capabilities and digital skills needs of students and staff at the University of Reading.

If you want to find out more about the project, please visit the [Digital Capabilities Project web pages](#), or contact the [Digital Capabilities Officer](#) with any questions and any feedback you might have.