

MAKING GOOD DIGITAL DECISIONS

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Wonkhe/kortext Leaders research

97 % say student expectations are driving change

Key challenges: academic engagement and performance (67%); teaching quality (58%); graduate employability (52%)

Strategic focus: EDI (82%); wellbeing (80%); curriculum development (74%); assessment (70%)

But also: flexible learning; integration of digital learning environment; customer journey; using engagement data

Among all the enabling areas for change (staffing, resource, culture, estates, administration) technology is the area in which most expect the greatest amount of change

Wonkhe/kortext Leaders research

“Before, most of our students were splitting into easy groups – now they are individualised. They want a personalised experience....once we started discussing how to do things in the pandemic it surfaced all these new possibilities and gave people permission to want them.”

“Our NSS results were very patchy on whether students are feeling part of a community. Where people are getting higher scores there are clear synergies – it’s about involving students, not just doing stuff to them.”

“When students need seamlessness it’s normally when they are in a vulnerable place.”

Opportunities

Enhanced/flexible access to learning resources, information, and support

Use of student data to build picture/inform interventions for students' engagement and wellbeing

Developing student and staff digital capabilities

Assessment

Increased connection outside the campus eg guest speakers, mentors, employers

Efficiency and automation freeing up time to focus on less transactional activity

CONcerns

Effective governance of digital decision making within universities

Staff and student capability to adopt new tech

The challenge of creating a seamless experience

The resource involved in making big decisions about technology

Concern about the roles and responsibilities of third party providers

Data handling and ethics

Too much tech incursion into learning and teaching

The limitations of technology eg legacy systems, cyber security