

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

Creating a digitally enabled organisation: the value of a data driven approach

Helping you make informed strategic investment decisions



Making your investment count

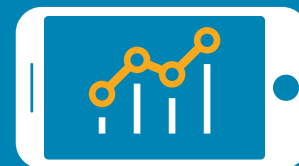
Our **digital experience insights surveys** provide powerful data on how your students and staff are using the technology on offer.

Use this evidence to inform digital strategies and operational decisions about the digital environment.



Our **building digital capability service** provides strategic guidance and a discovery tool that surfaces data (anonymised) on the digital skills of your staff and students.

Use these to help your organisation and individuals to understand and improve their digital capabilities.



Vital data that informs and evidences year-on-year improvement.

“ The overall impact of running the insights service for our institution is significant. The service has given us a source of evidence which we have used to build business cases, secure investment and lead transformation - safe in the knowledge that transformation is being led by the student voice and the student expectation.

Richard Aird, head of customer service, information services, The University of Stirling

“ We deliver 10-20% of our learning online for levels 2 and 3. Capabilities analysis will tell us who feels most confident, who is actively using technologies it provides data we can triangulate with teaching and learning teams. It takes the guesswork out and provides evidence of improvement over time.

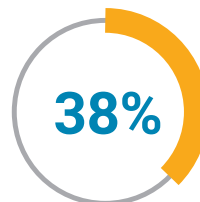
Alicia Wallace, digital learning manager, Gloucestershire College



90% of all jobs - will require some element of digital skills within the next 20 years (UK Gov Industrial Strategy (2017))



65% of today's students - will end up working in jobs that don't exist yet (World Economic Forum, 2018)



38% of workplaces in Europe - report that lack of digital skills is harming their business (European Commission, 2017)

£937,087

Average IT budget for colleges, 2018/19 (Association of Colleges, 2018)

Tried and tested: providing the services you need



Our services are a direct response to the challenges you told us you face. We have worked with 100+ institutions and 77,500+ students and staff across the UK to pilot our **surveys**, our innovative **discovery tool** and associated services.

A credible, evidence-informed and research-based approach

Our services help you to:

- Secure return on investment, efficiency and productivity savings
- Capture data to inform future investment decisions
- Gather baseline data to evidence year-on-year improvements and inform priorities
- Benchmark your progress against others' nationally

So that you can:

- Understand and improve the digital experience you offer
- Help students and staff to develop their digital capabilities
- Support digital leaders to plan transformations
- Boost employability prospects and professional practice
- Demonstrate enhanced levels of engagement



It was really invaluable to have a ready-made solution, especially for a small institution without the capacity, time and resource to develop something like this. The discovery tool is a great end-product based on years of development, all done in consultation with the sector.

Phil Vincent, educational developer (TEL),
York St John University



The survey has been helpful in bringing together technology-enhanced learning and IT perspectives. The data and student concerns about infrastructure issues have helped everyone to see the need for a cohesive approach if we are to fulfil our digital ambitions.

Marc Griffith, head of digitally enhanced learning, London South Bank University

83

INSTITUTIONS



37,720

STUDENTS



1,921

STAFF

Told us about their digital expectations and experiences in 2018 (*UK Digital experience insights surveys 2018*)



£6.1
MILLION

Value to the sector of our digital capabilities co-design project (*20 Degrees Consulting, Digital capabilities co-design project consideration of value, 2018*)

5,225
Staff and students

Took part in our 2018 discovery tool pilot

Bringing together sector and global expertise

You can be confident that the services will deliver what you need.

Both services have developed through our co-design approach. They have been built in consultation with members, key stakeholders and sector experts from across further and higher education and through groups such as RLUK, RUGIT, SCONUL, UCISA and our communities of practice.

Our **student digital experience benchmarking tool** was developed in partnership with National Union of Students (NUS) and the Student Engagement Partnership (TSEP).

Our **digital capability** role profiles have been developed in association with professional organisations including:

- Advance HE
- Association of Learning Technologists (ALT)
- The Chartered Institute of Library and Information Professionals (CILIP)
- Education and Training Foundation (ETF)
- Vitae (part of the Careers Research and Advisory Agency)

In addition to open resource collections, we are working with sector organisations and technology companies to map their resource sets to our **digital capability framework**. These include:

- Education and Training Foundation (ETF)
- Google Applied Digital Skills content
- LinkedIn Learning content
- Microsoft professional development courses
- Duke of York's Inspiring Digital Enterprise Award (iDEA)

Ongoing evaluation and feedback mean that both services will continue to evolve and respond to your needs.



What students and staff have to say

Ultimately, it is all about making a difference to students and giving staff confidence to deliver the digital learning experience that students need and expect to prepare them for the future workplace.



“ Developing my digital skills is making me work-ready because technology is everywhere in the workplace and it is just making me a step up compared to everyone else.

Jack, student,
Harlow College

“ I feel passionately about taking part in the insights survey because I use a lot of the university's digital resources and so I wanted to point out the areas that I thought benefited me and areas that I thought could do with some improvement for future students coming along.

Rachel, student, University of Stirling

For a holistic view the staff voice is equally important

“ The data helps me to prioritise staff training. We look at what the learners have asked for and at what staff require to get to that point. For the learners to be happy then we need staff to have the right skills to deliver that within the classroom.

Janine Magee, quality assurance,
teaching and learning manager,
City of Wolverhampton College

“ 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 students' experience and also the staff experience as well.

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



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

Key elements of our digital experience insights service



Survey templates for students, teaching staff and professional services staff to gather their experiences and use of your digital environment



Customisable templates that include institutional-level questions



Sector benchmarking data



Results templates for summarising and sharing your findings with management teams, students and staff



Real-time access to own data



Annual reports that highlight national issues



Use of the insights service is a must. It helps you to validate what you are doing, identify areas of strength and where you can improve. The insights data enables me to be responsive and to work towards providing the best possible experience for learners and staff.

Conrad Taylor, e-learning manager, quality,
City of Wolverhampton College



Find out more at
digitalinsights.jisc.ac.uk

Helping your students and staff thrive in a digital world

Key elements of our building digital capability service



A nationally recognised digital capability framework to help you determine the digital skills your organisation needs



Role profiles mapped to professional frameworks to highlight digital skills relevant to specific roles (eg teachers, students, researchers, library and information professionals)



Organisational models and tools to help move you towards being a digitally capable organisation



Our discovery tool – an empowering first step for staff and students to reflect on their digital skills. It generates a personalised report suggesting next steps and developmental resources



Organisational data dashboards provide anonymised views of discovery tool completion rates and capability ratings for staff and students



Find out more at
digitalcapability.jisc.ac.uk



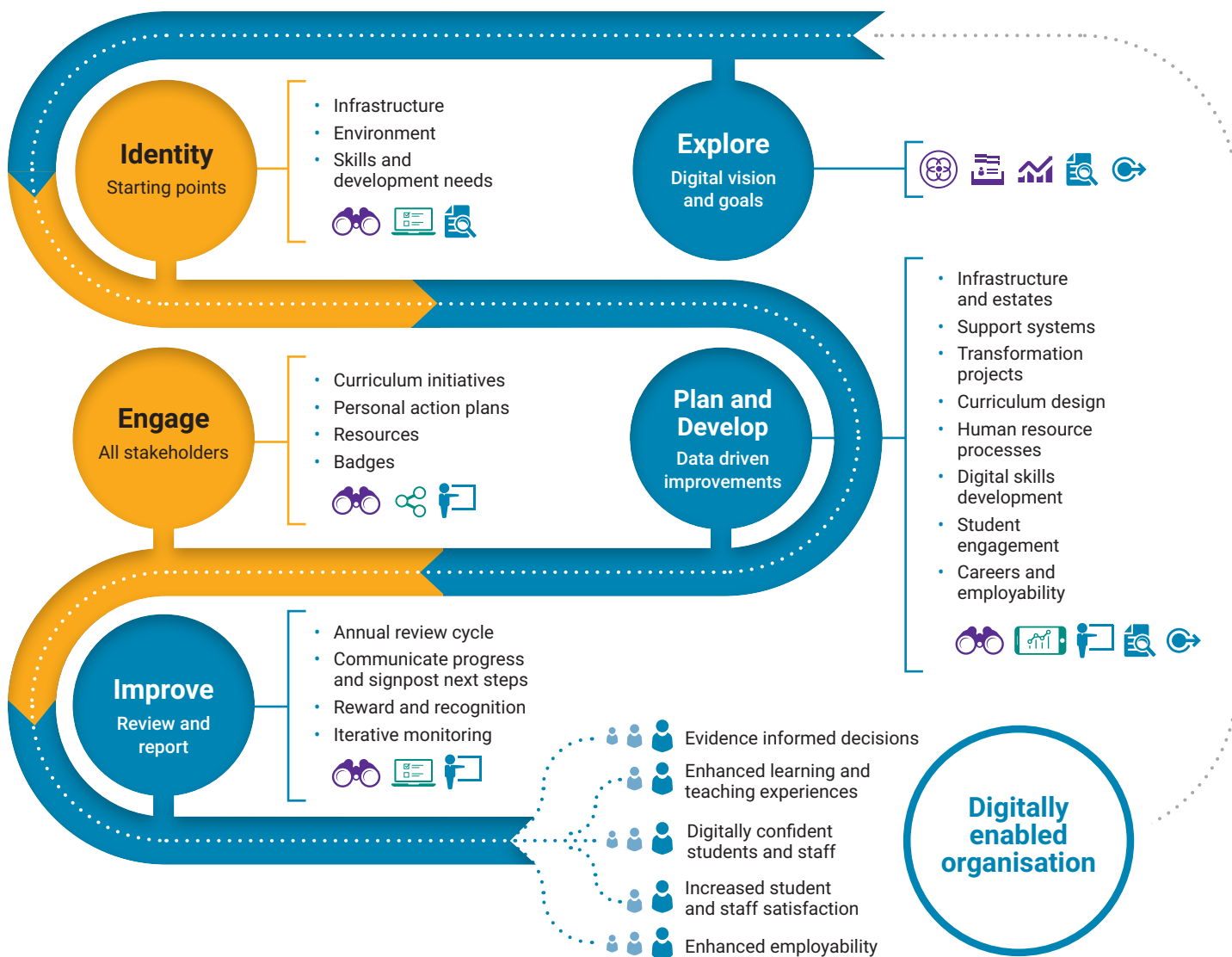
Previously when promoting the need to embrace a digital agenda people listened but having something like a nationally recognised framework to discuss and a diagnostic that could help individuals and institutions has added credibility to the debate.

Professor Gunter Saunders, associate director digital engagement and library services, University of Westminster

Your journey towards a digitally enabled organisation

How we can help: the services various elements have multiple uses that will help you throughout your journey

-  Frameworks
-  Audit tool
-  Student and staff surveys
-  Shared local data with teams
-  Case studies
-  Role profiles
-  Discovery Tool
-  Local and national benchmarking data
-  Working with you support and training
-  Guidance



With you at every step of your journey

We're here to help you when you need it. We can visit you to find out what you need or provide specific training and support. When you sign up for our services we pledge to support you through:



Use of our surveys and audit tools to identify your organisational needs



Exploring strategy and practice through a digital lens



Drawing on the discovery tool outcomes to design a development plan for your staff and learners



Membership of an active and supportive community of practice and mailing list with priority places at our network meetings



Continued responsive support (email, blogs, webinars, access to expertise)



Step-by-step guidance on all aspects of planning, implementation, engaging users, data analysis and communicating outcomes

“ The fact that both UCISA and Jisc were advocating development of digital capabilities gave us a driver and help in persuading others to engage. It would have been much harder without the wealth of resources provided: the frameworks, role profiles, discovery tool and guidance and resources - essentially a toolkit for the sector to use and adapt.

Non Lloyd Scantlebury, academic engagement manager,
library and computing services, University of Hertfordshire

“ Impressive how many institutions are making positive gains through insights. We'll get left behind if we don't join in!

Participant, community of practice

15% Discount on relevant Jisc training



Let's work together to transform your digital experience



Find out more from our service websites:

Building digital capability service:
digitalcapability.jisc.ac.uk

Digital experience insights service:
digitalinsights.jisc.ac.uk

How can we help you to achieve your goals?

Email the team at help@jisc.ac.uk to arrange a call

Please add digital insights and/or digital capabilities in the subject title