Enhancing the digital learner experience: self-assessment cards

Using the digital learner cards

These 'Digital Learner' cards are designed to support conversations about learners' digital experience. As someone who works with learners and/or who enables digital change, you know that conversations are critical to making things happen. The cards could be used as a checklist (how are we doing here?) or a planning tool (what should we prioritise next?) but remember that they are not designed for comparison with other organisations: they are designed to help you think about what is happening and what could happen in your own organisation: eg you could discuss this with colleagues informally or, arrange for a group of people with a common area of interest or representatives from departments/services across the organisation to get together to use the cards as a self-evaluation framework.

The 'Digital Learner' cards were developed as an outcome of the Jisc Digital Student project. They build on findings about students' digital expectations and experiences and on an extensive consultation process with stakeholders in higher and further education. You can find out about the project and explore other resources here: http://digitalstudent. jiscinvolve.org. They have been edited and adapted here for use in employer organisations.

When you use these cards you can be confident that the questions have been tested out and that the ideas have been tried in practice. But you will still need to listen and get feedback from people in your own setting to know what is really happening, how well you are meeting learners' expectations and needs now, and what you can do to build their digital expertise for the future.

Using the cards

Each of the 14 cards offers one question, designed to probe 'how well are we doing?' in various areas of the learner digital experience. You can use the cards simply to ask these questions in your institution and listen to the answers, using the indicators as prompts if you need to.

The indicators for each question are arranged roughly in the order that we find organisations tend to achieve them, but please bear in mind that every development path will be different. For a more detailed exercise, choose one or more cards (depending on the stakeholders you are talking with) and build a conversation around the indicators, asking for example:

- Which of these are we already doing, fully and well, across the organisation?
- Which are we working on and starting to get right?
- Which have we not even started with?

And then you might ask:

- Which are really achievable for us?
- Which are important but might take more work?
- So, what should we prioritise in the next year or three years?

You might also come up with ideas that are not on the card at all.

Finally, we'd encourage you to identify and note the potential benefits of addressing each of the indicators on the cards for your orgnisation and/or specified groups of stakeholders who have an interest in your organisation.