

Student digital experience tracker results

Concordia University

2018

What is the student tracker?



- Student digital experience tracker
- Asks students across higher (HE) and further education (FE) about their experiences of digital in their institution and on their course
- Run by Jisc at over 90 UK institutions this year, plus a handful of international institutions, e.g. 8 from Australia
- 1886 of our students responded to the tracker (4.9% response rate) at Concordia
- This presentation summarises some key questions from our institution

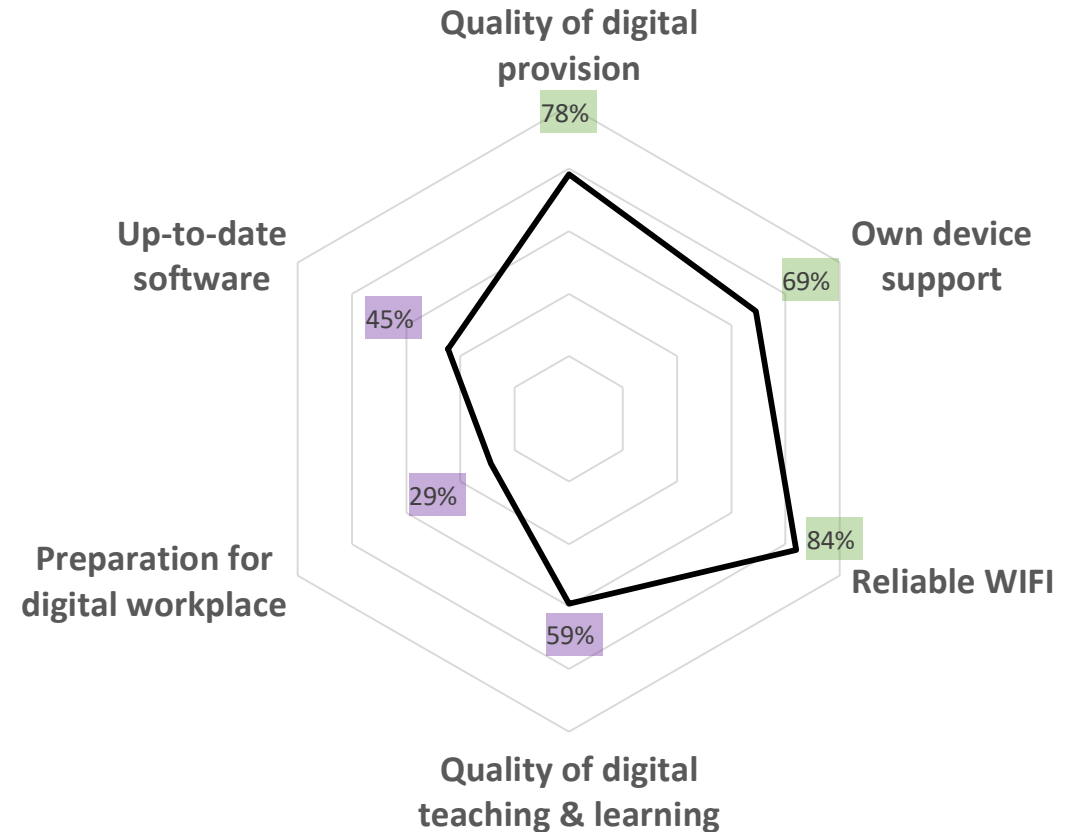
Summary of key metrics

Digital at your institution

- 78% rate the quality of our digital provision (software, hardware, learning environment) as good or above (Q13)
- 69% agree we support them to use their own digital devices (Q9a)
- 84% can access reliable WIFI whenever they need it (Q7)

Digital on your course

- 59% rate the quality of digital teaching and learning on their course as good or above (Q18)
- 29% agree their course prepares them for the digital workplace (Q17d)
- 45% agree software used on their course is industry standard and up-to-date (Q16c)



Introduction

Our student sample

- We asked all currently enrolled students to participate in the survey
- They were informed of the survey and sent the link by mass email, digital screens, shuttle bus ads, etc.
- 1886 of our students responded to the tracker (4.9% response rate)
- The following slides summarize data from key questions in the four areas of the tracker question set
- Whenever students were asked how much they agree with a statement they could answer either agree, neutral, or disagree



Summary of our key tracker data

Students' digital

- Overview of students that responded to the survey:
 - 41% male, 57.3% female, 1.7% other (Q2)
 - 73% UG (22.5% first year, 31.4% middle, 19.3 % final year) (Q3)
 - 21.8% graduate students and 5% other (Q3)
 - 103 students self-identify as needing to use assistive technologies, with another 169 using such technologies optionally (Q6); 135 students agree they are provided with support for such technologies from Concordia (Q6a)

Students' digital

- Students were asked to give an example of a digital tool or app that they find useful for learning (Q5.a)



Institutional digital environment

- 84% of students can access reliable WIFI whenever they need it (Q7)
- 69% agree we support them to use their own digital devices (Q9.1)
- 37% agree that Concordia helps them to stay safe online (Q9.4)
- 34% agree that Concordia protects their data privacy (Q9.5)

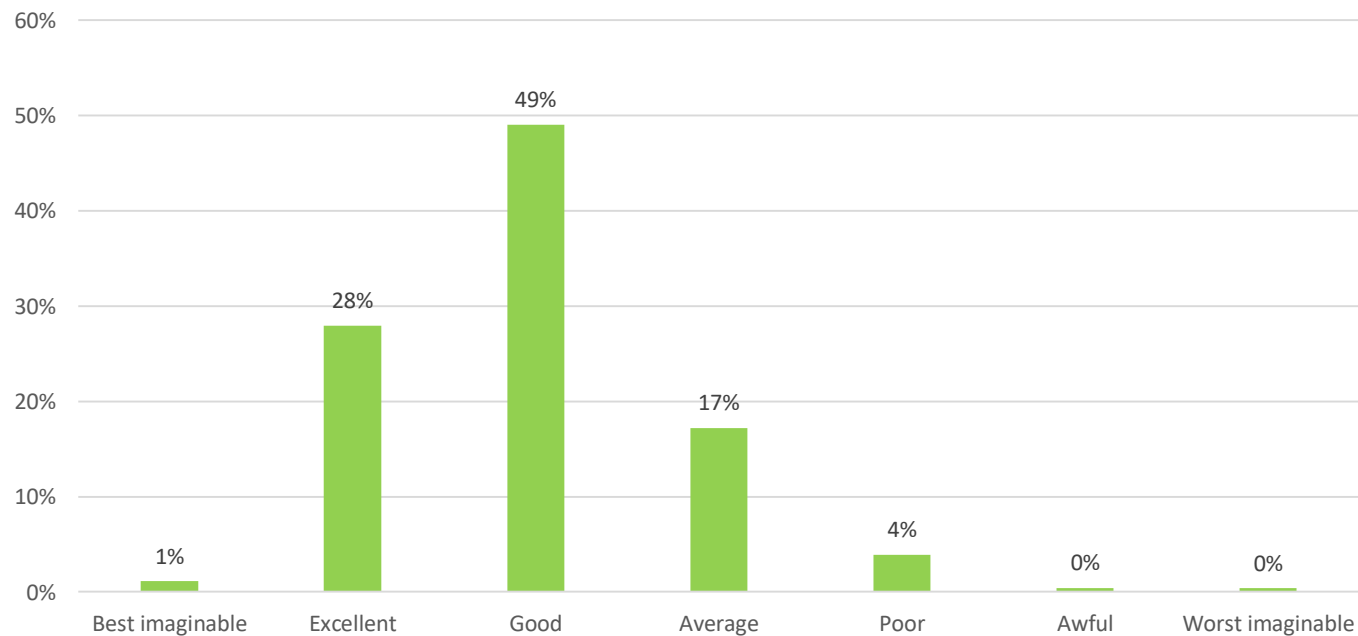
Institutional digital environment

- Students were asked what one thing we should do to improve their experience of digital teaching and learning (Q11)
- This was a free text question, which we analyzed for themes
- Common themes included:
 - WIFI/Internet (259 mentions)
 - Digital Pedagogy (251 mentions)
 - Access to course materials (211 mentions)
 - Website/App design (205 mentions)
 - Digital literacy (119 mentions)

Institutional digital environment

- Students were asked to provide an overall rating of the quality of our digital provision (software, hardware, learning environment): 78% rated us as good or above (Q13)

Quality of Concordia's digital provision as %
(software, hardware, learning environment)



Digital on your course

- Students were asked how often they do the following digital activities (Q14)

As part of your course, how often do you do the following digital activities	Weekly or more	Monthly or less	Never
Find information online	93%	6%	1%
Work online with others	48%	38%	14%
Use an educational game or simulation for learning	15%	31%	55%
Use a polling device or online quiz to give answers in class	22%	34%	46%
Create a digital record/portfolio of your learning	26%	30%	44%
Produce work in digital formats other than Word/PPT	40%	32%	28%

Digital on your course

- Students were asked how much they agreed with five statements about Moodle(Q15)

How much do you agree with the following statements about Moodle?	% agree
I rely on it to do my coursework	74%
I regularly access it on a mobile device	55%
I would like it to be used more by my tutors	46%
It is well designed	41%
I enjoy using the collaborative features	20%

Digital on your course

- Students were asked how much they agreed with five statements about the use of digital on their course (Q16)

How much do you agree with the following?	% agree
Online assessments are delivered and managed well (Q16.1)	48%
The software used on my course is industry standard and up-to-date (Q16.3)	45%
Teaching rooms are well designed for the technologies we use (Q16.2)	40%
I am told how my personal data is stored and used (Q16.4)	15%

Digital on your course

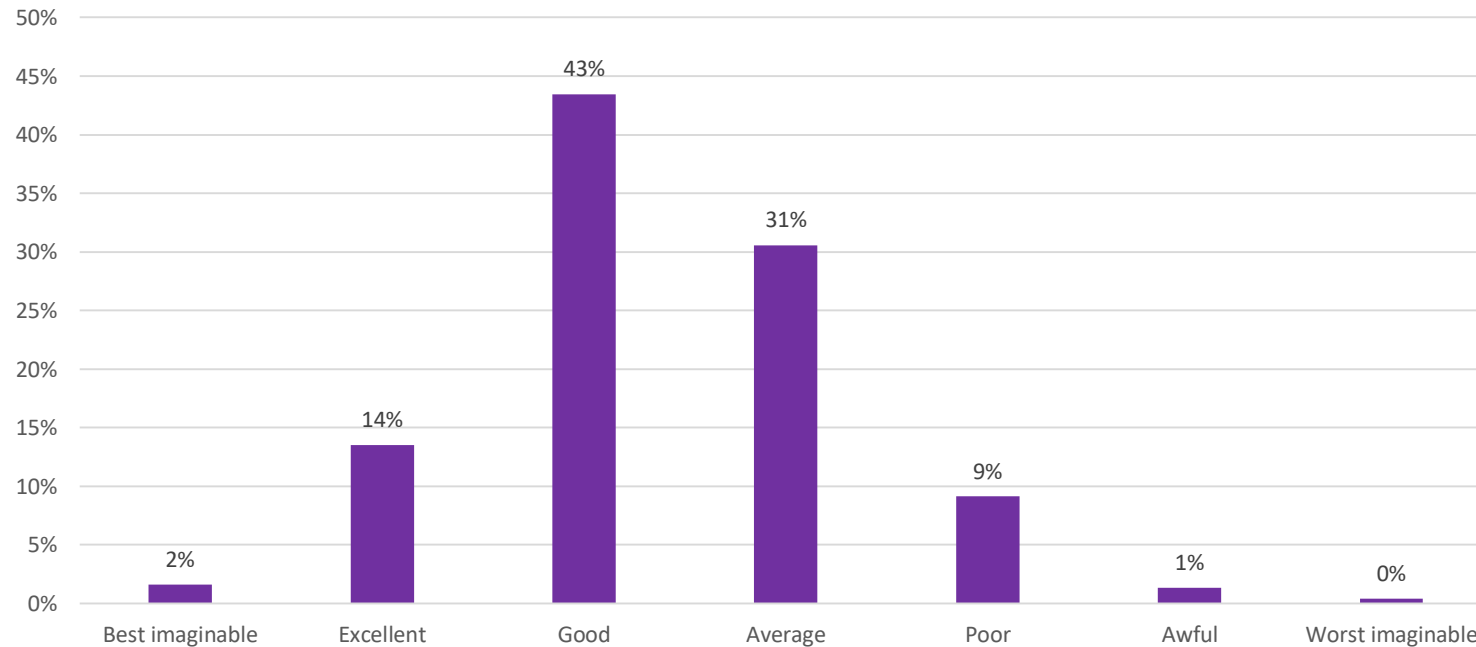
- Students were asked how much they agreed with five statements about digital skills in their courses and chosen careers(Q17)

How much do you agree with the following?	% agree
Digital skills are important in my chosen career (Q17.3)	76%
I have regular opportunities to review and update my digital skills (Q17.2)	33%
My course prepares me for the digital workplace (Q17.4)	29%
Before I started my course I was told what digital skills I would need (Q17.1)	26%
Learners are given the chance to be involved in decisions about digital services (Q17.5)	22%

Digital on your course

- Students were asked to provide an overall rating of the quality of digital teaching and learning on their course: 58% rated us as good or above (Q18)

Quality of Concordia's digital teaching and learning
on your course as %



Student preferences for digital learning

- Students were asked how much they agree with the following positive statements when digital technologies are used on their course(Q19)

How much do you agree with the following?	% agree
I am more independent in my learning(Q19.3)	77%
I can fit learning into my life more easily(Q19.6)	72%
I enjoy learning more(Q19.2)	65%
I understand things better (Q19.1)	64%
I feel more connected with my lecturers(Q19.4)	46%
I feel more connected with other learners(Q19.5)	38%

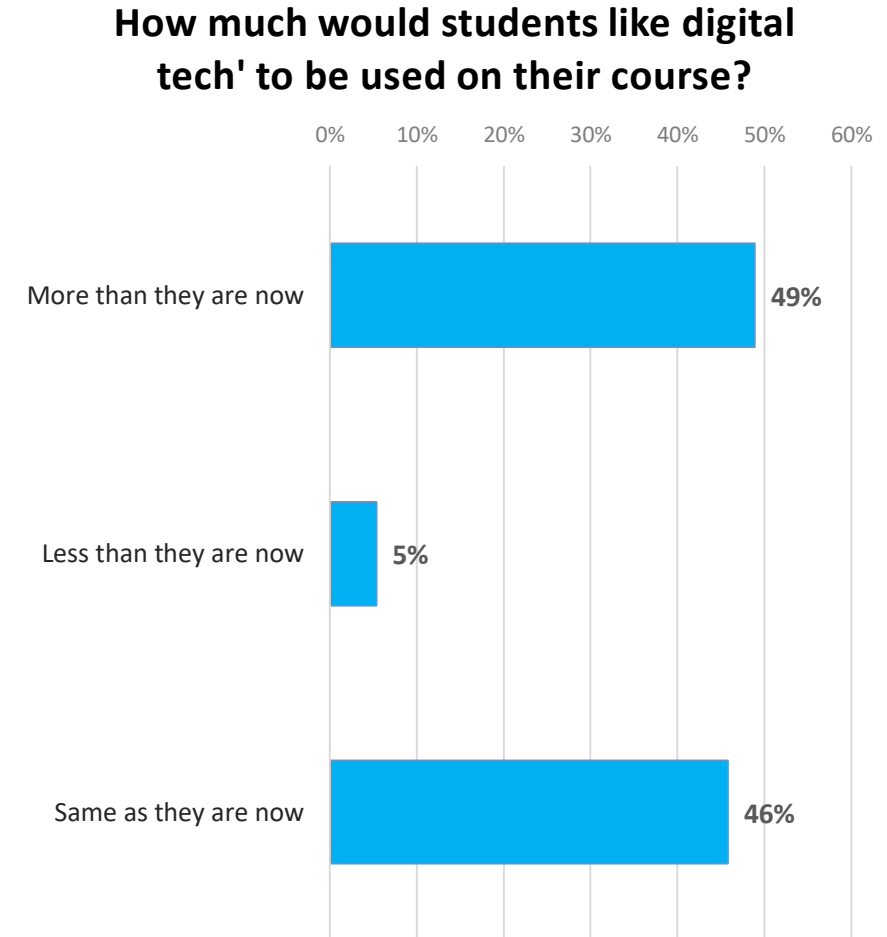
Student preferences for digital learning

- Students were asked how much they agree with the following negative statements when digital technologies are used on their course(Q21)

How much do you agree with the following?	% agree
I am more easily distracted (Q21.1)	27%
I am less likely to attend class (Q21.5)	23%
I feel more isolated (Q21.3)	17%
I find it harder to motivate myself (Q21.4)	17%
I find it harder to manage all the information (Q21.2)	16%

Student preferences for digital learning

- Students were asked how much they would like digital technologies to be used on their course, and could answer 'more than they are now', 'same as they are now', or 'less than they are now' (Q22)
- 49% said they would like technologies to be used more
- 5% said they would like technologies to be used less



Deeper analysis of the data



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Agreement

Highest proportion of 'agree'	% agree
Digital skills are important in my chosen career (Q17c)	76%
I rely on Moodle to do my coursework (Q15b)	74%
The University supports me to use my own digital devices (Q9a)	69%
I regularly access Moodle on a mobile device (Q15c)	56%
I rely on eConcordia to do my coursework (Q23b)	54%

Agreement

Digital skills are important in my career (Q17c)

My course prepares me for the digital workplace (Q17d)

76% of students agree that digital skills are important for their career,



26% of them agree that their program prepares them for that future.

Disagreement

Students point to lack of transparency over data privacy, needed digital skills and involvement in decision making.

Highest proportion of 'disagree'	% disagree
I am told how my personal data is stored and used (Q16d)	51%
Before I started my course I was told what digital skills I would need (Q17a)	41%
Learners are given the chance to be involved in decisions about digital services (Q17e)	34%

Lack of knowledge or opinion

Students don't know or don't have an opinion on issues of data privacy and online security.

Students don't know or don't have an opinion about the collaborative features of Moodle.

Highest proportion of 'neutral'	% neutral
The University protects my data privacy (Q9e)	57%
The University helps me stay safe online (Q9d)	53%
I enjoy using [Moodle's] collaborative features (Q15d)	50%

Lack of experiences

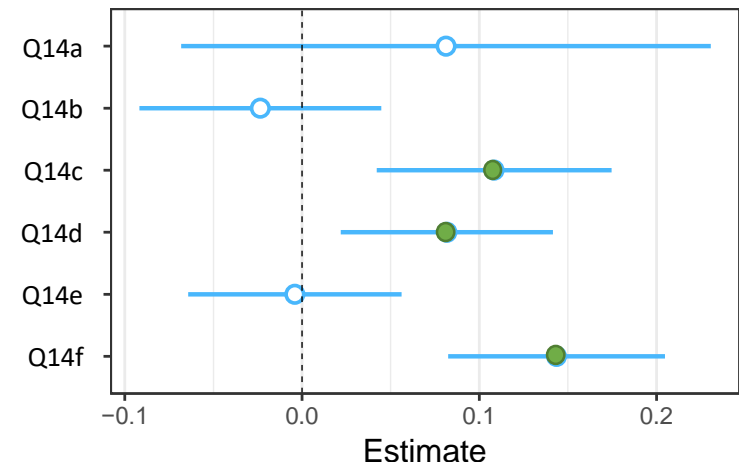
Students do not have a wide range of experience in terms of digital technology in courses.

Highest proportion of 'never'	% never
Use an educational game or simulation for learning (Q14c)	55%
Use a polling device or online quiz to give answers in class (Q14d)	44%
Create a digital record / portfolio of your learning (Q14e)	44%
Discuss your learning informally on social media (Q5f)	30%
Produce work in digital formats other than Word/Powerpoint (Q14f)	28%

Digital on your course

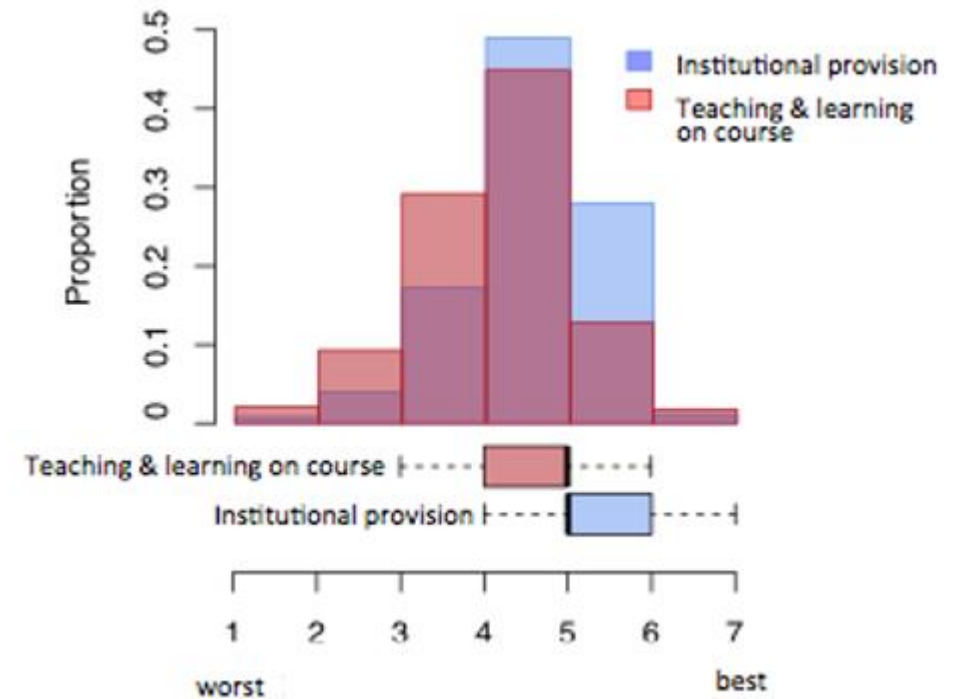
Students who are **satisfied** with digital teaching and learning on course experience more advanced uses of digital tech in courses:

- learn via educational gaming or simulation
- use polling devices or online quizzes in class
- produce work in non-standard digital formats



Institutional provision & digital on your course

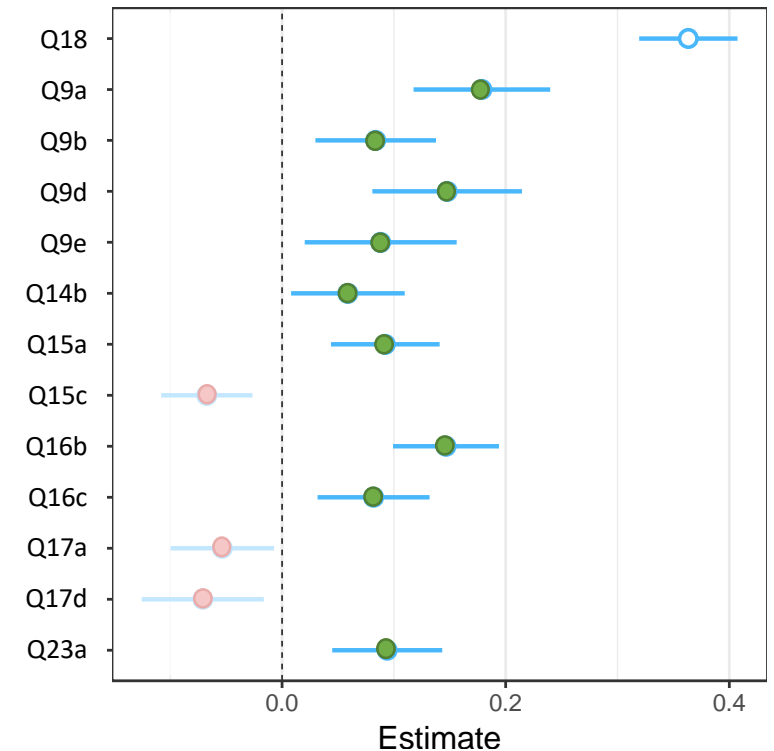
Students rate institutional provision higher than digital teaching and learning.



Institutional provision

Students who are **satisfied** with institutional digital provision appreciate

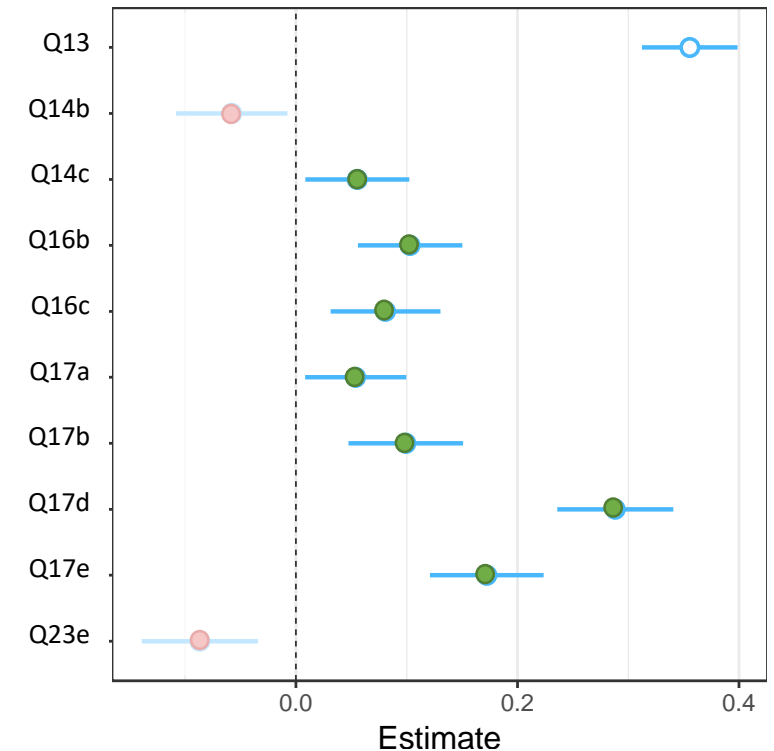
- support for their own devices
- access to university (health) services
- protection of personal data and online safety
- the design quality of Moodle and eConcordia
- up-to-date classrooms and software



Digital teaching and learning on course

Students who are **satisfied** with digital teaching and learning on course

- experience sophisticated digital usage on course
- appreciate up-to-date classrooms and software
- are aware of and develop digital skills on course



To access the full data set please visit:

<https://www.concordia.ca/about/strategic-directions/digital-strategy/consultation-activities.html>

A deeper dive into the JISC data

Rob Cassidy and Jihan Rabah

2018-06-13



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Questions ranked by Agreement

	Neutral	Agree	Disagree
X17.3.a.	0.19	0.76	0.04
X15.2.a.	0.18	0.74	0.07
X9.1.a.	0.27	0.69	0.04
X15.3.a.	0.18	0.56	0.25
X23.2.a.	0.32	0.54	0.15
X16.1.a.	0.39	0.48	0.13
X9.2.a.	0.44	0.47	0.09
X15.5.a.	0.42	0.46	0.12
X16.3.a.	0.41	0.45	0.14
X23.1.a.	0.37	0.44	0.19

Table 1: Agree. Questions are ranked according to the proportion of 'Agree' observed. Highest ten displayed. Q19 was omitted.

- 17.3 Digital skills are important in my chosen career
- 15.2 I rely on Moodle to do my coursework
- 9.1 The University supports me to use my own digital devices
- 15.3 I regularly access Moodle on a mobile device
- 23.2 I rely on it to do my coursework

Importance of digital skills versus preparation

'Digital skills are important in my chosen career' was the most agreed upon statement in the questionnaire. Interestingly, of the students who agreed that digital skills are important, only 26% further agreed that "My course prepares me for the digital workplace".

	My course prepares me (Q17d)			
	Disagree	Neutral	Agree	
Important for my future (Q17c)	Disagree	0.03	0.01	0.00
	Neutral	0.05	0.12	0.02
	Agree	0.20	0.30	0.26

Table 2: Importance of digital skills versus preparation (as proportions).

Questions ranked by Disagreement

	Neutral	Agree	Disagree
X16.4.a.	0.34	0.15	0.51
X23.3.a.	0.28	0.30	0.42
X17.1.a.	0.34	0.26	0.41
X17.5.a.	0.44	0.22	0.34
X23.4.a.	0.48	0.22	0.30
X15.4.a.	0.50	0.20	0.30
X17.4.a.	0.43	0.29	0.28
X17.2.a.	0.40	0.33	0.27
X15.3.a.	0.18	0.56	0.25
X15.1.a.	0.37	0.41	0.22

Table 3: Disagree. Questions are ranked according to the proportion of 'Disagree' responses. Q21, negative perceptions of digital learning environments was removed. Highest ten displayed.

- 16.4.a..I.am.told.how.my.personal.data.is.stored.and.used
- 23.3.a..I.regularly.access.it.on.a.mobile.device¹
- 17.1.a..Before.I.started.my.course.I.was.told.what.digital.skills.I.would.need
- 17.5.a..Learners.are.given.the.chance.to.be.involved.in.decisions.about.digital.services
- 23.4.a..I.enjoy.using.the.collaborative.features²

¹ refers to eConcordia

² refers to eConcordia

Questions ranked by 'Neutral' response

	Neutral	Agree	Disagree
X9.5.a.	0.57	0.34	0.09
X9.4.a.	0.53	0.37	0.10
X9.3.a.	0.52	0.34	0.13
X23.5.a.	0.51	0.31	0.19
X15.4.a.	0.50	0.20	0.30
X23.4.a.	0.48	0.22	0.30
X9.2.a.	0.44	0.47	0.09
X17.5.a.	0.44	0.22	0.34
X17.4.a.	0.43	0.29	0.28
X15.5.a.	0.42	0.46	0.12

Table 4: Neutral. Questions are ranked according to the proportion of 'Neutral' responses. Highest ten displayed.

- 9.5.a..The.University.protects.my.data.privacy
- 9.4.a..The.University.helps.me.stay.safe.online
- 9.3.a..I.can.participate.in.student.union./club./society.activities.online
- 23.5.a..I.would.like.it.to.be.used.more.by.my.tutors³
- 15.4.a..I.enjoy.using.the.collaborative.features⁴

³ eConcordia

⁴ Moodle

Questions ranked by 'Never'

	Never	Monthly-	Weekly+
X14.3.a.	0.55	0.31	0.15
X14.4.a.	0.44	0.34	0.22
X14.5.a.	0.44	0.30	0.26
X5.6.a.	0.30	0.31	0.39
X14.6.a.	0.28	0.32	0.40
X5.2.a.	0.19	0.19	0.62
X14.2.a.	0.14	0.38	0.48
X5.3.a.	0.11	0.20	0.69
X5.1.a.	0.08	0.24	0.68
X5.4.a.	0.06	0.25	0.69

Table 5: Never. Questions are ranked according to the proportion of 'Never'. Ten highest proportions shown here.

Note: there is a gap in the answer set: between 'Weekly or more' and 'Monthly or less' should be a category less than weekly but more than monthly.

- 14.3.a..Use.an.educational.game.or.simulation.for.learning
- 14.4.a..Use.a.polling.device.or.online.quiz.to.give.answers.in.class
- 14.5.a..Create.a.digital.record./portfolio.of.your.learning
- 5.6.a..Discuss.your.learning.informally.on.social.media
- 14.6.a..Produce.work.in.digital.formats.other.than.Word/Powerpoint

Does experience with technology in learning (Q14) affect satisfaction with teaching and learning on course (Q18)?

	Estimate	Std. Error	t	p
X14.6.a.	0.14	0.04	3.87	0.00
X14.3.a.	0.11	0.04	2.69	0.01
X14.4.a.	0.08	0.04	2.25	0.02
X14.1.a.	0.08	0.09	0.90	0.37
X14.2.a.	-0.02	0.04	-0.57	0.57
X14.5.a.	-0.00	0.04	-0.11	0.91

Table 6: Satisfaction with teaching and learning (Q18) predicted by technology usage (Q14).

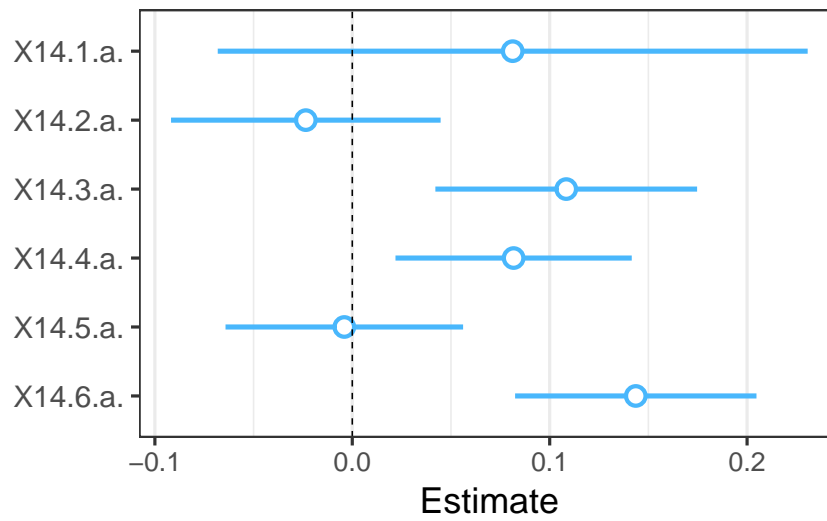


Figure 1: Experience with various forms of digital learning (Q14) were used as predictors of overall satisfaction with digital teaching and learning. Estimates are plotted as circles, 90% confidence intervals are plotted as blue lines. Lines that do not cross 0 indicate reliable predictors.

Overall satisfaction ratings

How does the rating for digital provision from institution (Q13) compare with the rating of teaching and learning on course (Q18)?

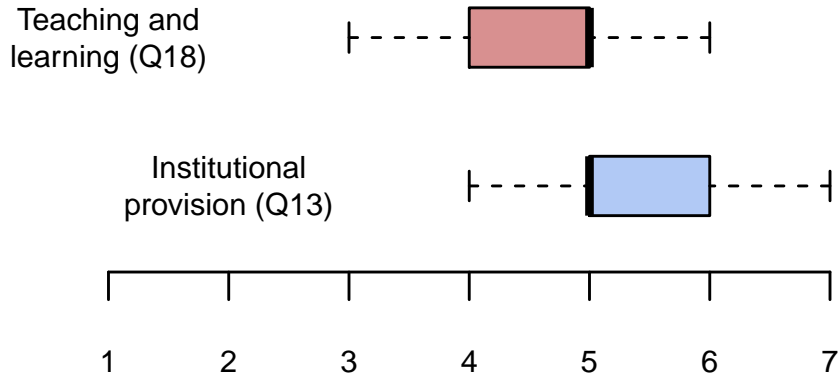
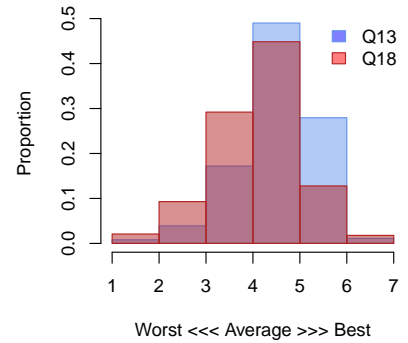


Figure 2: Boxplots and histograms showing differences in the distributions of responses to Q13 (satisfaction with institutional digital provision) and Q18 (satisfaction with digital teaching and learning). A paired t-test reveals a significant difference with $p < 0.001$.



Predictors of satisfaction with institutional digital provision (Q13)

	Estimate	Std. Error	t	p
X18	0.36	0.03	13.58	0.00
X16.2.a.	0.15	0.03	5.09	0.00
X9.1.a.	0.18	0.04	4.81	0.00
X9.4.a.	0.15	0.04	3.64	0.00
X23.1.a.	0.09	0.03	3.15	0.00
X15.1.a.	0.09	0.03	3.13	0.00
X15.3.a.	-0.07	0.02	-2.71	0.01
X16.3.a.	0.08	0.03	2.69	0.01
X9.2.a.	0.08	0.03	2.55	0.01
X17.4.a.	-0.07	0.03	-2.14	0.03
X9.5.a.	0.09	0.04	2.14	0.03
X14.2.a.	0.06	0.03	1.91	0.06
X17.1.a.	-0.05	0.03	-1.90	0.06
X14.5.a.	-0.04	0.03	-1.70	0.09
X21.4.a.	-0.06	0.03	-1.65	0.10

Table 7: Questions that predict satisfaction with digital provision from institution (Q13), ranked by p-value.

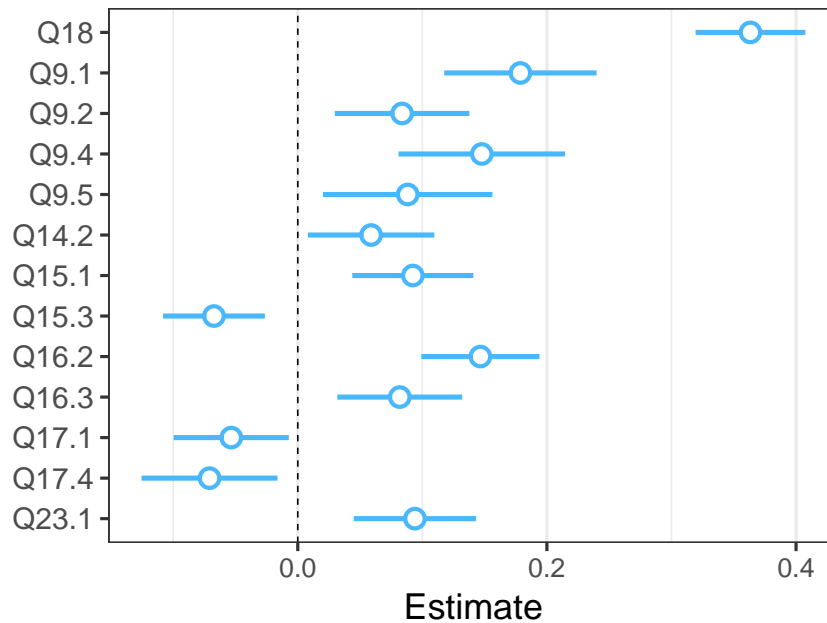


Figure 3: All questions were analyzed as predictors of overall satisfaction with institutional digital provision. Estimates are plotted as circles, 90% confidence intervals are plotted as blue lines. Lines that do not cross 0 indicate reliable predictors.

Predictors of satisfaction with teaching and learning on course (Q18)

	Estimate	Std. Error	t value	p
X13	0.36	0.03	13.58	0.00
X17.4.a.	0.29	0.03	9.06	0.00
X17.5.a.	0.17	0.03	5.52	0.00
X16.2.a.	0.10	0.03	3.60	0.00
X17.2.a.	0.10	0.03	3.16	0.00
X23.5.a.	-0.09	0.03	-2.73	0.01
X9.2.a.	0.09	0.03	2.72	0.01
X16.3.a.	0.08	0.03	2.68	0.01
X9.1.a.	0.08	0.04	2.26	0.02
X17.1.a.	0.05	0.03	1.94	0.05
X14.3.a.	0.06	0.03	1.94	0.05
X14.2.a.	-0.06	0.03	-1.90	0.06
X21.4.a.	0.06	0.03	1.66	0.10
X16.1.a.	0.05	0.03	1.66	0.10

Table 8: Questions that predict satisfaction with teaching and learning (Q18), ranked by p-value.

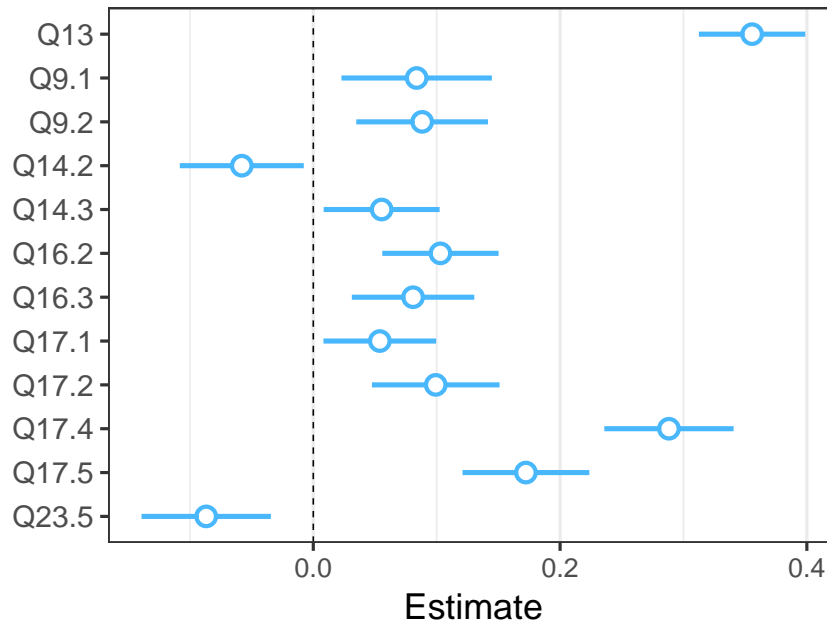


Figure 4: All questions were analyzed as predictors of overall satisfaction with digital teaching and learning. Estimates are plotted as circles, 90% confidence intervals are plotted as blue lines. Lines that do not cross 0 indicate reliable predictors.