Findings from 2023 Digital Needs Internship – Digital Transformations

Meet the team

- A group of six interns working with the Oxford Centre for Teaching and Learning and the Digital Transformation initiative

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Key areas of focus:

What are taught students' current experiences using digital tools and developing the digital skills they need to support their learning?

How do students want to use digital tools and digital skills to learn, collaborate and participate in a digitally transformed university and beyond?

What do students need to bridge the gap between their current and ideal experiences?

What benchmarks (grounded in these experiences) should DTP and the CTL use to **evaluate** the success of the University's digital transformation for students?

Overview

- 331 valid student responses

- Completed 14 interviews and 2 focus groups

- Survey data analysed with:

    - Summary charts
    - Chi-squared tests to test for relationships in the data

- Analysed the interview/focus group data using **thematic analysis**

Introduction to the project

Introduction

- The CTL employed six interns to investigate taught students' digital experiences at Oxford and their visions for a Digitally Transformed University.

- This slide-deck documents the main findings of the Digital Needs CTL Interns with regards to the digital experience and needs of taught students at Oxford.

Digital Transformations

Digital Transformation Findings

Centre for Teaching and Learning

UNIVERSITY OF OXFORD

Finding #1

Students wished that their tutors would use digital tools in a more consistent and homogenous way

Digital Transformation - Finding #2

Over 80% of the survey participants want a central digital hub for a digitally transformed Oxford

Digital Transformation - Finding #3

Students do not want full digitisation of tutorials, lectures and the general Oxford University experience - they want a hybridised format

Digital Transformation - Finding #4

Students want to know how to ethically use ChatGPT and other A.I tools to support their studies

Digital Transformation Findings cont.

Digital Transformation - Finding #5

Postgraduate taught students want skills support integrated into their curricula more than undergraduate students

Digital Transformation - Finding #6

Humanities and Medical Sciences students want an online skills hub more than MPLS and Social Sciences students

Digital Transformation - Finding #7

Social Sciences students want digital skills support integrated into their curricula more than students from any other division

Digital Transformation - Finding #8

MPLS students want coding support more than students from any other division

Students wished that their tutors would use digital tools in a more consistent and homogenous way

"
I do think professors in departments need support and like sort of enacting their visions of how they want their course experience to be digitally.
"

PGT - Social Sciences

"
More standardisation between the way in which different tutors use online resources.
"

UG –Humanities

"

Rather than getting more digital programmes into Oxford, like getting lecturers skilled up, knowing how to use them.

Over 80% of the survey participants want a central digital hub for a digitally transformed Oxford

This was discussed in the focus groups

- Same or similar themes running through the two focus groups and the checklist of digital transformation
- New pointers rising from the Focused Group Discussion.

High confidence focus group	Low confidence focus group	Digital transformation programme
Chat bots on the university's website and on other applications like solo and canvas to help me searches more precise	Past papers – separated into subjects	A Student/ Personal Profile
Digital Bodcards - which is an online version of the student card for conveniences and access to libraries and buildings even if they forget their cards	AI to direct students to resources	Personal Dashboard (Information all in one place and seamless integration)
Key contacts (Uni and beyond)	Events, teaching schedule and activities (including those beyond the university)	List of key contacts
Easy SSO authentication	One uni-wide top-up system	Timetables
Assessments and certification	Student record	Notifications and reminders
Student profile	Wi-Fi signal indication	University maps and directions
Calendar/events	Documents sharing with permission options	Strong search functionality
Digital building maps	Student support services (eg. counselling) and uni subscriptions (eg. FT)	FAQs
Centralised communication of resources	Digital campus (far into the future)	Assessment results

Students do not want full digitisation of tutorials, lectures and the general Oxford University experience - they want a hybridised format

"

I think especially for me, I'm an international student. I have to pay so much money to come here, and then, what, I'm just going to meet [my tutors] online?

"

I think it's quite useful to have like the flexibility of both, like I am a big in person advocate about our work a lot better when I'm in person rather than working online like for lectures or tutorials or anything like that. But that said, like, you know, Oxford's quite like a stressful place. It's quite easy to fall behind on work and having the option of having the flexibility to do things virtually also helps.

Students want to know how to ethically use ChatGPT and other A.I tools to support their studies

"

So, it'll be quite nice to have more like education and awareness of how you can effectively use it without plagiarising and like what's okay to use. So, you're not scared of using it.

"

I'm not quite sure what would be seen as appropriate, and I don't wanna press those boundaries with the university, you know. Yeah. So I think it could be useful if the university were to sort of talk to us a little bit about that and not.

Postgraduate taught students want skills support integrated into their curricula more than undergraduate students

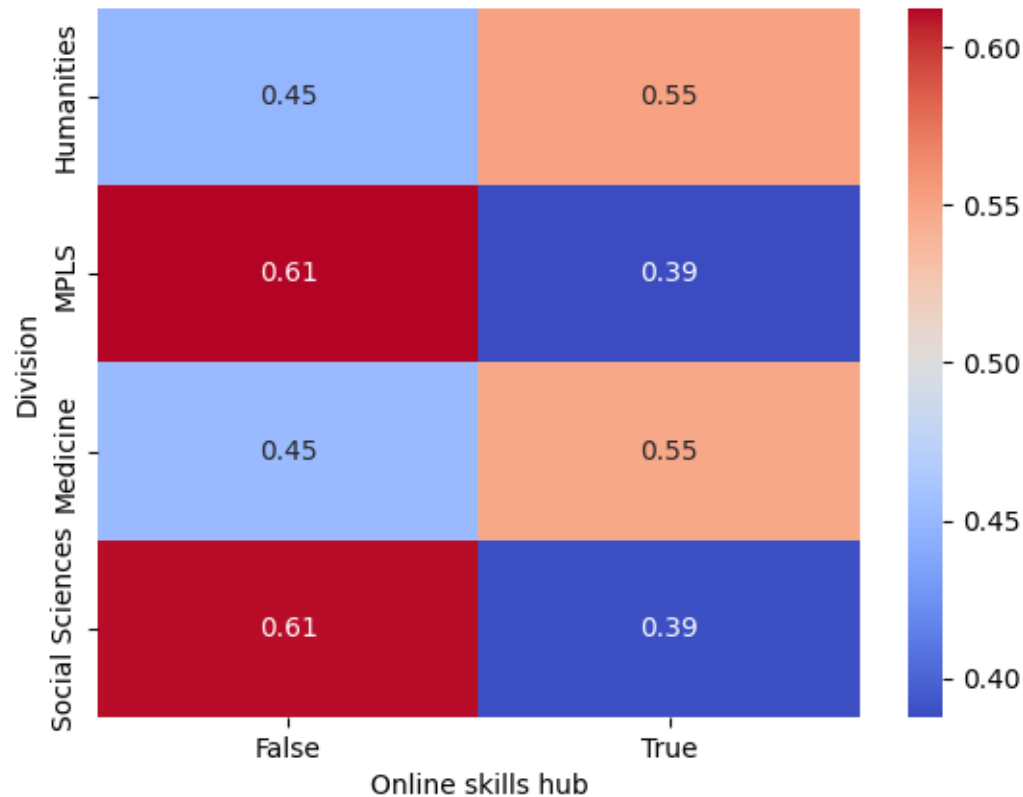Do you want digital skills integrated into your curriculum
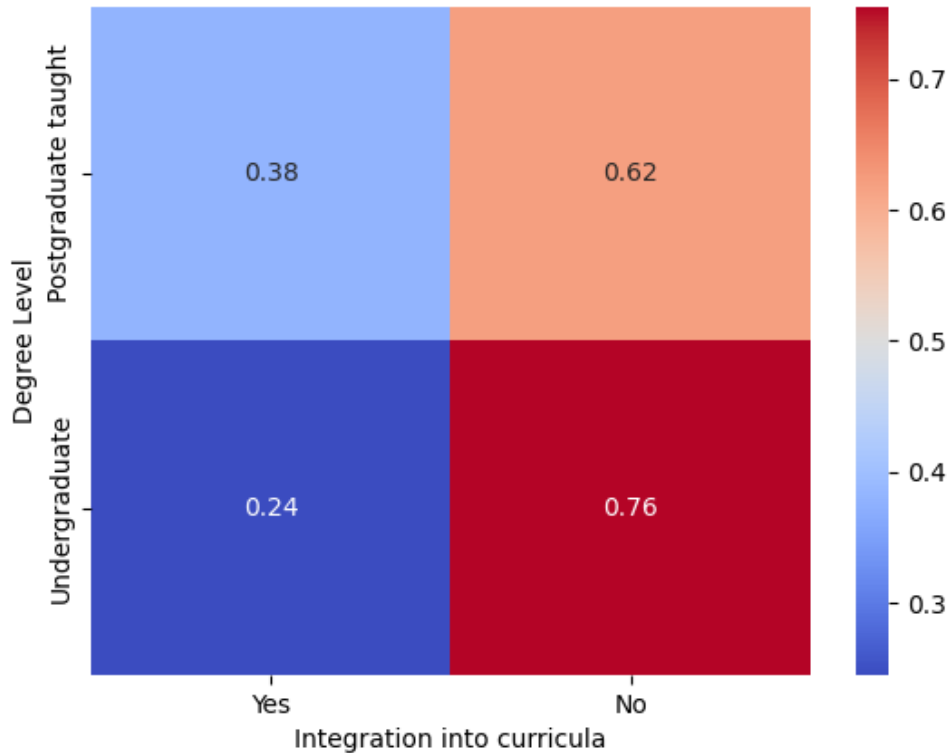
Our data suggests that **postgraduate taught** students want digital skills integrated into their curricula **more** than undergraduate students*
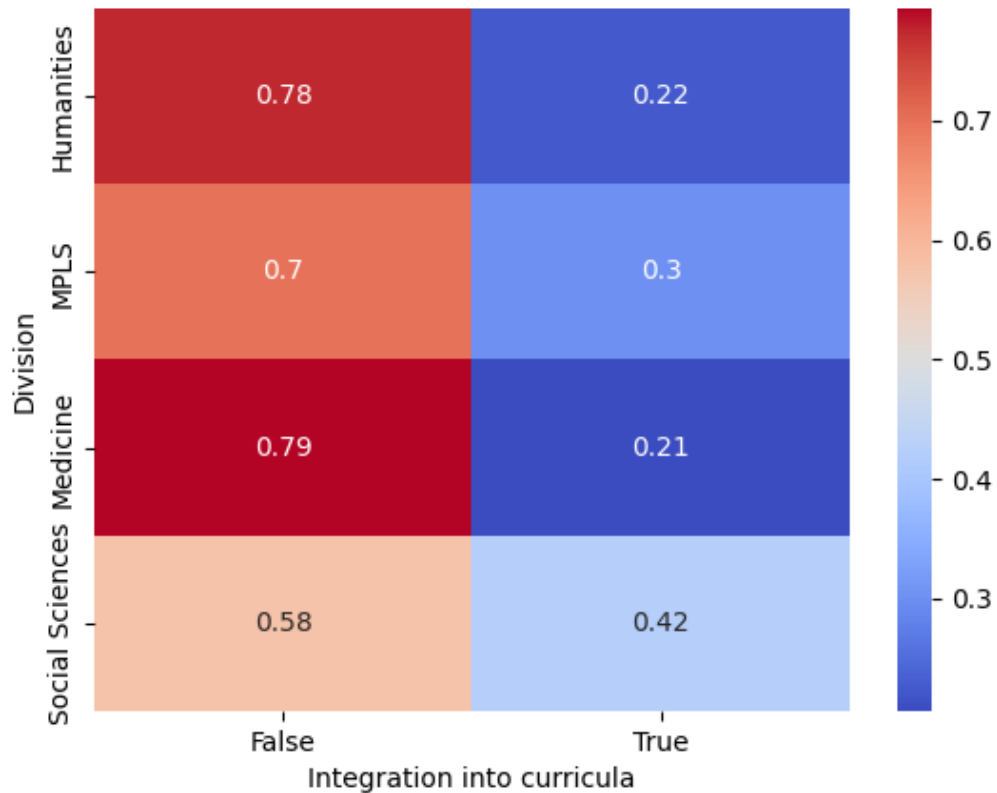
Humanities and Medical Sciences students want an online skills hub more than MPLS and Social Sciences students

Our data suggests that **Medicine** and **Humanities** students want an Online skills hub **more** than students from the other divisions

Social Sciences students want digital skills support integrated into their curricula more than students from any other division
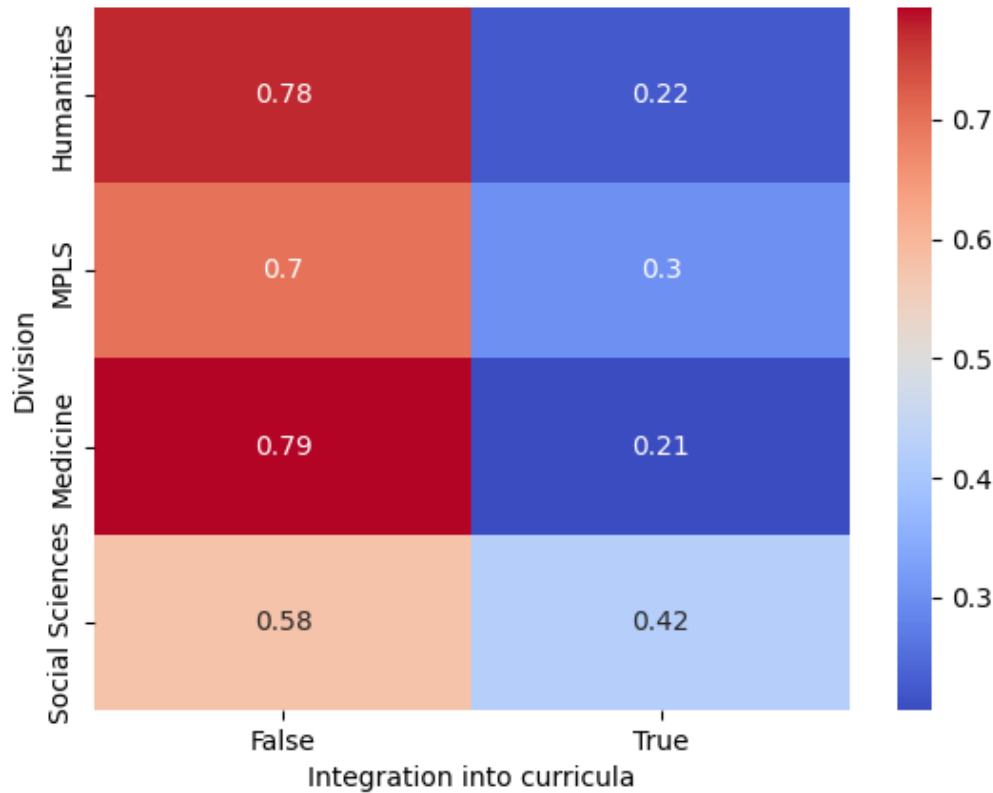
There is a relationship between whether students want digital skills integrated into their curricula and their division*

We can see that Social Sciences students want this more than students from any other division

MPLS students want coding support more than students from any other division

There is a relationship between whether students want digital skills integrated into their curricula and their division*

We can see that Social Sciences students want this more than students from any other division

Digital Transformation Recommendations

1. It is recommended that the University/Departments train both students and staff on how to use AI as an assistive tool and not a destructive tool.
2. It is recommended that the University consider providing access to online resources, tutorials, and video guides that tutors can reference at their own pace.
3. It is recommended that the University highlight students' digital needs and tailor the professional training program to match the specific needs of tutors based on their roles and subject areas.
4. It is recommended that all tutors are encouraged to use self-evaluation toolkits, which help assess the current digital skills and proficiency levels in certain digital tools identifying specific areas where additional training is needed.

Reflections

Data collection

- Relatively even survey respondents from each of the divisions. The exception is the Department of Continuing Education, from which only a few students responded

- A good representation from both undergraduate and postgraduate students

- Disproportionately full-time students (94.5%)

Scope for further research

- Research any differences between part-time and full-time students
- Research any differences between mature students and others
- Researching the digital experiences of students with specific needs eg. those with disability/from a low socio-economic background
- Researching how students use AI.

Raw Data

Raw data

Please contact the Centre for Teaching and Learning, who have oversight of the internship outputs and raw data, with any questions or requests for further information at contact@ctl.ox.ac.uk

End of slide deck