

## 12. How do we find out more about learners' digital experiences and expectations?

- » There is an effective learner representation and/or learner voice system.
- » The digital experience is included in measures of learner satisfaction.
- » New staff are surveyed about their previous experiences with digital technology.
- » Regular, longitudinal and comparable data collection is undertaken in order to identify trends.
- » Learners give feedback on their digital experience in a variety of ways: qualitative as well as quantitative (eg focus groups, interviews); informal as well as formal (eg corporate Facebook and Yammer accounts, vox pops, etc).
- » In learning and development programmes, there are opportunities for learners to reflect and give feedback on their digital practices and experiences eg in workshops, assessment etc.
- » Learners are involved as partners in developing the digital environment (see card 13).



notes:

benefits:

