

14. How well are we approaching these issues at the strategic level?

- » There are conversations across the departments, service areas and/or senior roles involved in the digital learning experience.
- » 'Digital capability' (including capacity, fluency) is a recognised agenda for the institution.
- » Digital issues are embedded into a range of strategies eg learning and assessment; digital learning; service user satisfaction; staff satisfaction; estates.
- » Strategic decisions about the digital environment and estate are made with full consideration of and consultation with learners and learner-facing staff.
- » There is at least one cross-organisational digital enhancement/change initiative in which learners and the learner experience are central.
- » There is an organisational strategy for using learner data to enhance the learner experience.
- » There is an organisational strategy on open educational content and/or open educational opportunities.
- » A senior manager or committee, with a dedicated budget, is responsible for enhancing the digital learning experience.
- » The digital space is seen as a crucial one in which the organisation operates and must realise its mission, evidenced by, for example, a 'digital service' statement.

Enhancing the digital learner experience: a self-assessment framework



notes:

benefits:

