Digital Diagnostic:
Assessing staff digital capabilities

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Digital transformation at Staffs
Digital transformation at Staffs

An exciting journey, but it has been…

All Change!

https://www.amazon.co.uk/dp/0340981229/ref=rdr_ext_tmb
In the last 12 months...

- New VC (April 2016)
- New Executive team (except one!)
- Campus re-development
- Site relocation
- New Learning Spaces
- All Academic Schools re-structured
- Many Services re-structured
- Information Services split into Digital Services and Library
- Introduced Office 365 and OneDrive
- Most IT systems moved to Cloud (Microsoft Azure)
- New Strategic Plan and supporting strategies/KPIs
Digital Learning project

1. Learning Spaces
2. Tools and Technologies
3. Staff Digital Capabilities
4. Student Digital Capabilities
5. Learning Analytics
“Design, create and implement a development and learning programme to enhance the digital capabilities of our staff.”
“All staff to be able to use the agreed self-assessment tool to determine their digital capability development needs.”
What to include?

• Builds on previous digital capabilities project – Digital U

• Based on initial Digital U values (now Digital Behaviours)

• Cover core technologies and tools staff need to use in their role:
  • Digital Communication
  • Handling Information
  • Creating Digital Content/Artefacts
  • Digital Learner
  • Digital Ambassador
  • Room Technologies or Pedagogy FIRST
## Digital behaviours

| Digital Communication | • Communicate effectively in a variety of digital media and forums  
|                      | • Confidently use technology to participate, facilitate and initiate working relationships and networks |
| Handling Information | • Collate, manage, access and use digital data  
|                      | • Handle and manage data securely |
| Creating Digital Content | • Design or create new digital artefacts or materials  
|                          | • Develop new practices with digital technology |
| Digital Learner | • Identify and utilise digital learning opportunities  
|                  | • Use digital tools and resources to participate in learning |
| Digital Ambassador | • Develop and project a positive digital identity and reputation  
|                    | • Look after personal health, safety and relationships in digital settings |
| Room Technologies | • Effectively use the Staffordshire University range of tools and technologies in classrooms |
How we did it

• Online ‘survey’ using Qualtrics - anonymous
• Routes through for each staff grouping
• Questions “pointy”
  • I do… , I have..., I can...
• Rate confidence level
  • Not Sure/Need help/Competent/Can help others
• Each response scored
  • Overall digital score at the end
How we did it

• Beta version – January 2017

• Feedback from critical friends/Digital U Community

• Soft launch March 2017

• Promoted as part of Staffordshire’s ‘Digi Month’ (now!)
Support and feedback

Survey feedback has link to guide with support and training links: libguides.staffs.ac.uk/digitalu/selfassessment
Support and feedback

• Digital Learning team will ensure support and training is available for areas where scores/confidence are lower.

• Target training to Schools, Services or Teams as necessary.

• Staff can repeat the diagnostic as they use new tools/technologies and track progress.

• Encourage discussions with Managers in one to ones or performance reviews
Welcome to the Staffordshire University Digital Diagnostic!

This diagnostic asks you to rate your competence on some key tools that all staff need to use. When you submit, you will get a 'Digital score' and some guidance on how to develop your skills (or share them with others).

Complete this diagnostic as often as you like, perhaps after you have learnt something new, and see if your score increases!

This diagnostic is anonymous.

The Digital Learning team will use the data to see if University staff skills are developing over the year. We will also use the data to highlight good practice and see where more support is needed.

This survey will take about 5 minutes to complete.

What department or service do you belong to?

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Professional Support Staff Digital Capabilities

Digital Communication (Click here for Digital Communication resources)

- I use folders and/or different views in my email
- I use One Drive and/or Office 365 to create, share and edit documents with students and/or colleagues.
- I keep up to date in my professional network using Twitter, social media, mailing lists, websites relevant to my role.
- I use digital communication methods in addition to email when appropriate, e.g. Twitter, Blackboard, Facebook etc.
- I use web conferencing (Skype or BB Collaborate)

Not sure or NA  I can do most of this with help  I can do this competently  I can help others

- ○ ○ ○ ○ ○
- ○ ○ ○ ○ ○
- ○ ○ ○ ○ ○
- ○ ○ ○ ○ ○
- ○ ○ ○ ○ ○
### Handling Information

<table>
<thead>
<tr>
<th>Not sure or NA</th>
<th>I can do most of this with help</th>
<th>I can do this competently</th>
<th>I can help others</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have checked privacy settings on social media that I use.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I have included the source or reference on digital text/images/video I have used.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I have used data relevant for my role, e.g. SITS, finance, KOHA, e-Vision, resourceLink etc.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I have shared and edited a spreadsheet or document with colleagues.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I have set up and maintain a file management system.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I use a data collection system appropriate to my role (e.g. spreadsheet, survey, tracking system etc.).</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

### Creating Digital Artefacts

<table>
<thead>
<tr>
<th>Not sure or NA</th>
<th>I can do most of this with help</th>
<th>I can do this competently</th>
<th>I can help others</th>
</tr>
</thead>
<tbody>
<tr>
<td>I use heading styles in Word.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I have created an electronic tutorial or guide to share with students or colleagues.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

### Digital Learner

<table>
<thead>
<tr>
<th>Not sure or NA</th>
<th>I can do most of this with help</th>
<th>I can do this competently</th>
<th>I can help others</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have found information and booked on events in Iris.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I have used online tutorials e.g., Lynda.com to learn essential skills.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I participate in a professional network that helps me learn.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Where next…

• Get feedback from users

• Modify and release new version as necessary

• Support Schools/Services to create localised versions/checklists

• Work with HR to link to performance reviews

• Develop further training and resources
Give it a go…

Version of the Digital Diagnostic created for Spotlight...

bit.ly/spotlight3
How effective would you find the Digital Diagnostic to use with staff in your institution?

Add ideas to the Padlet: https://padlet.com/jfadams/digitaldiagnostic
Other Approaches

- Jisc Digital Capability Discovery tool (beta)
- All Aboard: Digital Skills for Higher Education
Jisc Digital Capability Discovery Tool

- PDF Guidance document available on the site
- Feedback being sought on the effectiveness of the tool.
Jisc Digital Capability Discovery Tool

13 categories assessed:

- Digital Proficiency
- Digital Productivity
- Digital Communication
- Digital Collaboration
- Information Literacy
- Media Literacy
- Data Literacy
- Digital Research and Problem Solving
- Digital Creation and Innovation
- Digital Learning
- Digital Teaching
- Digital ID management
- Digital Wellbeing

bit.ly/jiscdiscovery
All Aboard: Digital Skills for Higher Education

- Developed as a response to
  - Ireland’s National Digital Strategy
  - Digital Agenda for Europe (now the ‘Digital Single Market’)
  - Digital Roadmap for Irish Higher Education

- Aimed at students and all staff groups

http://www.allaboardhe.ie/

All content developed by All Aboard is released under a CC BY-NC 4.0 International licence and attributed to ‘All Aboard’.
All Aboard: Digital Skills for Higher Education

- Assesses **Digital Confidence**
- Questions cover six areas
- Personal profile created
- Link to ‘Metro Map’ of support resources
All Aboard: Digital Skills for Higher Education

Tell us about yourself
To help us meet the varying needs of all those who are working or studying in education, please let us know which of these descriptions best suits you at present.

- Student
- Academic Staff/Faculty
- Management, Administration, Technical or Support Staff
- Researcher

Let’s get started...
We will look at different technology applications and would like you to indicate which level you think best describes your skills and confidence in each case. Let’s begin with technologies in general. Click on the levels for a general description of these.

Look at each description and click the checkbox on the one that best matches you.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)
All Aboard: Digital Skills for Higher Education

Unfamiliar
I do not use much technology at all and would need help just getting started.

Yes. This sounds like me.

Find & Use
The skills needed to find and evaluate relevant information and data, for effective learning, research, or professional purposes.

Look at each description and click the checkbox on the one that best matches you.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)

Competent (basic)
I can look for information using a search engine (e.g., Google), and am aware that not all online information is reliable.
I can download and save materials that I find.

Yes. This sounds like me.

Find & Use
The skills needed to find and evaluate relevant information and data, for effective learning, research, or professional purposes.

Look at each description and click the checkbox on the one that best matches you.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)

Comfortable (intermediate)
I can use a range of tools to find relevant information, know how to use filters to restrict the results (for example, to find images, video, or materials in certain formats) and know how to ascertain the reliability of various sources.
I know how to collate and share resources (using bookmarking tools, for example) and am aware of copyright and plagiarism issues.

Yes. This sounds like me.

Find & Use
The skills needed to find and evaluate relevant information and data, for effective learning, research, or professional purposes.

Look at each description and click the checkbox on the one that best matches you.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)

Confident (advanced)
I can confidently use advanced search tools for library systems and online repositories, and track down specific information or resources.
I understand copyright restrictions, am aware of alternative rights models such as Creative Commons, and can (or know how to) publish and effectively share materials online.

Yes. This sounds like me.

Find & Use
The skills needed to find and evaluate relevant information and data, for effective learning, research, or professional purposes.

Look at each description and click the checkbox on the one that best matches you.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)
All Aboard: Digital Skills for Higher Education

Create & Innovate
Use technologies to make new resources, to express yourself and to develop new approaches to interpreting ideas.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)

Identity & Wellbeing
Understand the nature of online identity, privacy, and safety. Take care of yourself, or others, and of information, in ways that are ethical & respectful.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)

Teaching or Learning
Whilst of course, we are all, to some extent, learners, we would like to ask those of you who teach, provide training or learner support as part of your work, to select that path below.

- I teach or train others as part of my work
- I am a student, or anyone who uses technology to try to learn new knowledge
- I don’t really fit either category at this stage
All Aboard: Digital Skills for Higher Education

Teaching, training, or support
Getting the most out of technologies and digital resources to support engaged learning.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)

Tools & Technology
Knowledge of the technical and practical aspects of those technologies we can use to support teaching, learning, and research.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)

Communicate & Collaborate
Connecting with each other and sharing ideas, regardless of distance or time.

- Unfamiliar
- Competent (basic)
- Comfortable (intermediate)
- Confident (advanced)
All Aboard: Digital Skills for Higher Education

Your Digital Profile

- **Find & Use:** Confident
- **Create & Innovate:** Confident
- **Identity & Wellbeing:** Comfortable
- **Teach & Learn:** Confident
- **Tools & Technology:** Comfortable
- **Communicate & Collaborate:** Comfortable

To enhance your digital skills and confidence in any of these categories, check out the corresponding "lines" on the All Aboard Digital Skills Metro Map, explore the available lessons and resources at different 'stations', and earn digital badges – all at www.allaboardhe.org
Give them a go...

- All Aboard:  www.allaboardhe.ie

- Jisc Discovery Tool:  bit.ly/jiscdiscovery
Discussion

How effective would you find the Jisc Discovery or All Aboard tools in your institution?

Is a single solution for assessing staff digital capabilities desirable?

Add ideas to the Padlet:
https://padlet.com/jfadams/digitaldiagnostic
Links to Resources mentioned

- Digital U at Staffordshire University: libguides.staffs.ac.uk/digitalu
- Digital Diagnostic (Spotlight version) bitly/spotlight3
- Digital Diagnostic Feedback and Support: libguides.staffs.ac.uk/digitalu/selfassessment
- Jisc Digital Diagnostic Discovery Tool: bit.ly/jiscdiscovery
- All Aboard: www.allaboardhe.ie