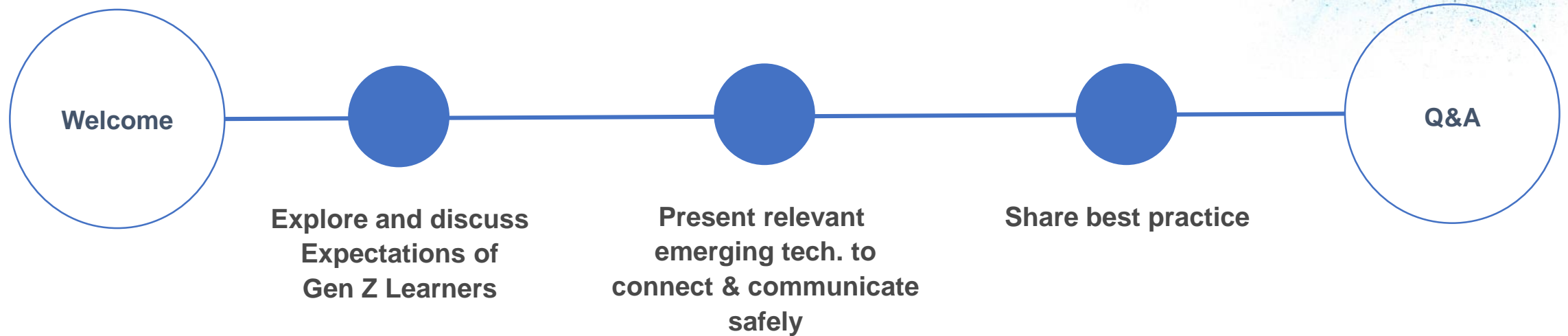


Technology to support Gen Z student experience

Reza Mosavian
Max Scales







Reza Mosavian

Product Owner, Student
Experience

- Former Head of EdTech
- Teacher/Lecturer within Secondary, FE and HE
 - Computing, Media, Music Technology, Spanish
- Lead on technology strategy, policy & adoption
 - VLEs, Virtual/Augmented Reality, Social Media, Digital Safety, capability and skills
 - Seeking and defining efficiencies
- Identifying, defining and leading institutional CPD programmes
- Management of Learning Resource Centres (Multiple sites)
- Trained and experienced Teaching & Learning observer

- Other
 - Shortlisted for TES FE Awards for ‘Outstanding use of Technology...’
 - Speaker at JISC, Inside Government, BETT, BLC Conference and more



Max Scales

Student Experience & Learning
Technology Lead

- Background in HE student engagement
 - Supporting Student experience at School, Faculty and University-Wide alongside all part-time provision
- Lead HE team on adoption of new digital signposting app with over 27,000 uses in it's first year
- Also supported student experience whilst working in a number of Professional Service areas across HE
 - Careers
 - Customer Service
 - International Alumni (China)
 - Student Recruitment

STUDENT EXPERIENCE; *then and now*

2000's

9am – 5pm learning
and support

Long enrolment queues

Paper grant application

Email notifications



2018 and beyond

24/7 communication
and access to learning

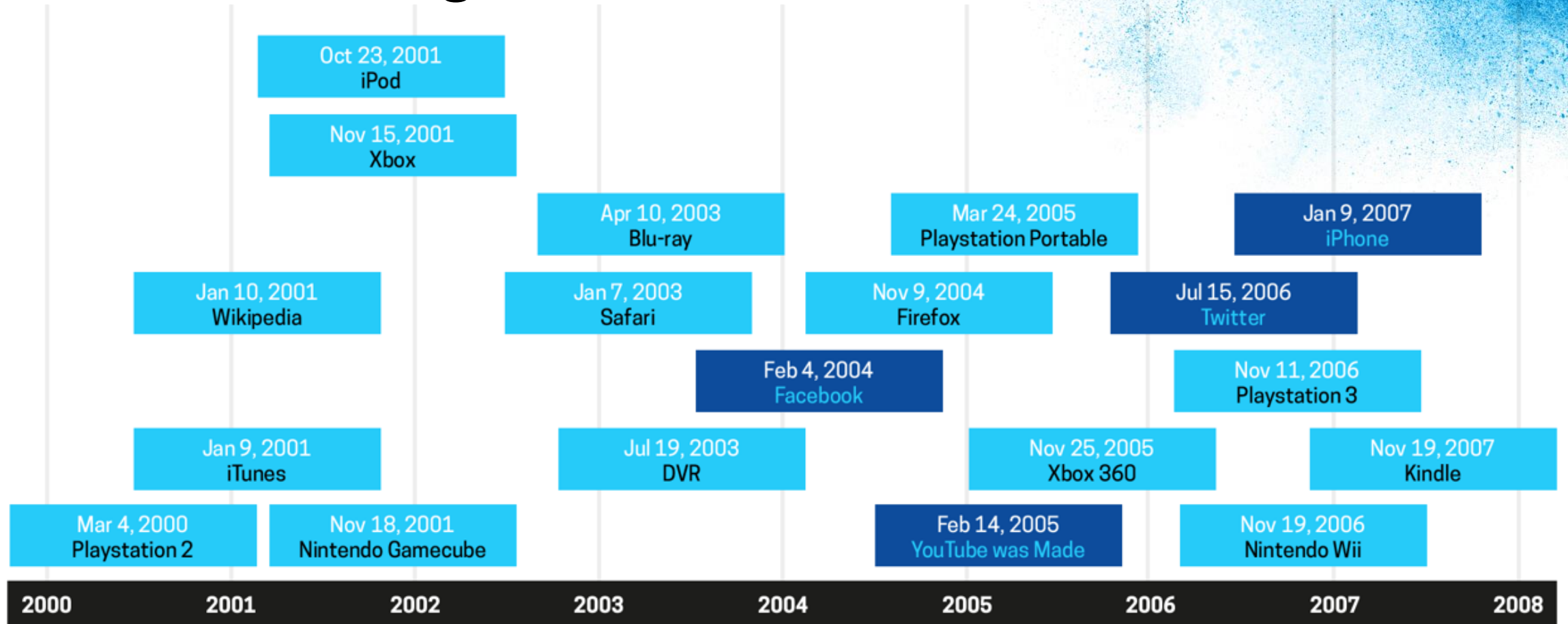
Instant connections
and information

A safe and secure
place to connect

Online enrolment

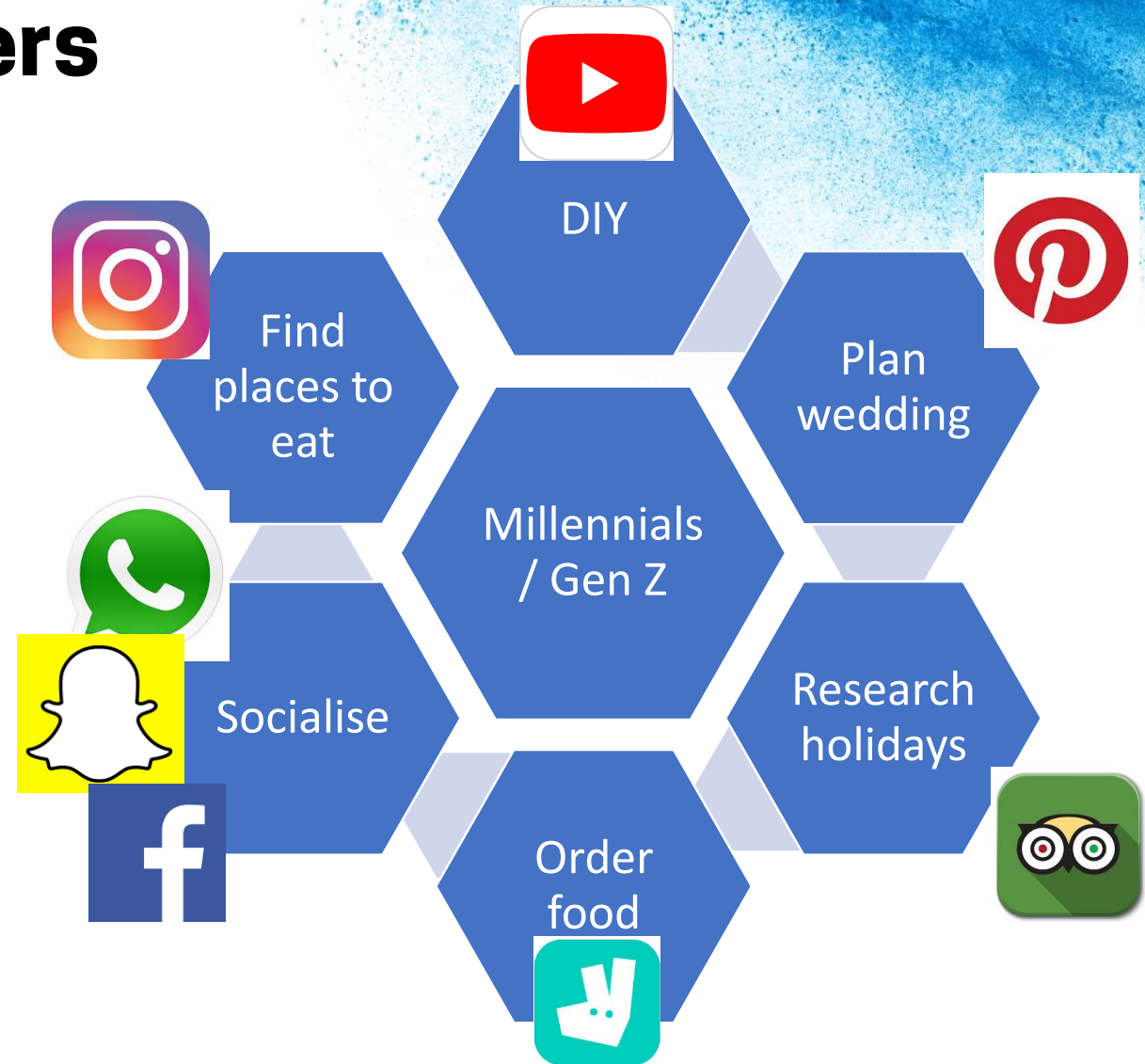
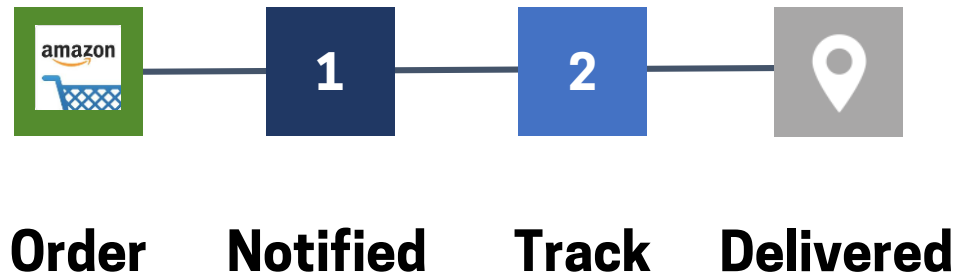


Understanding our learners

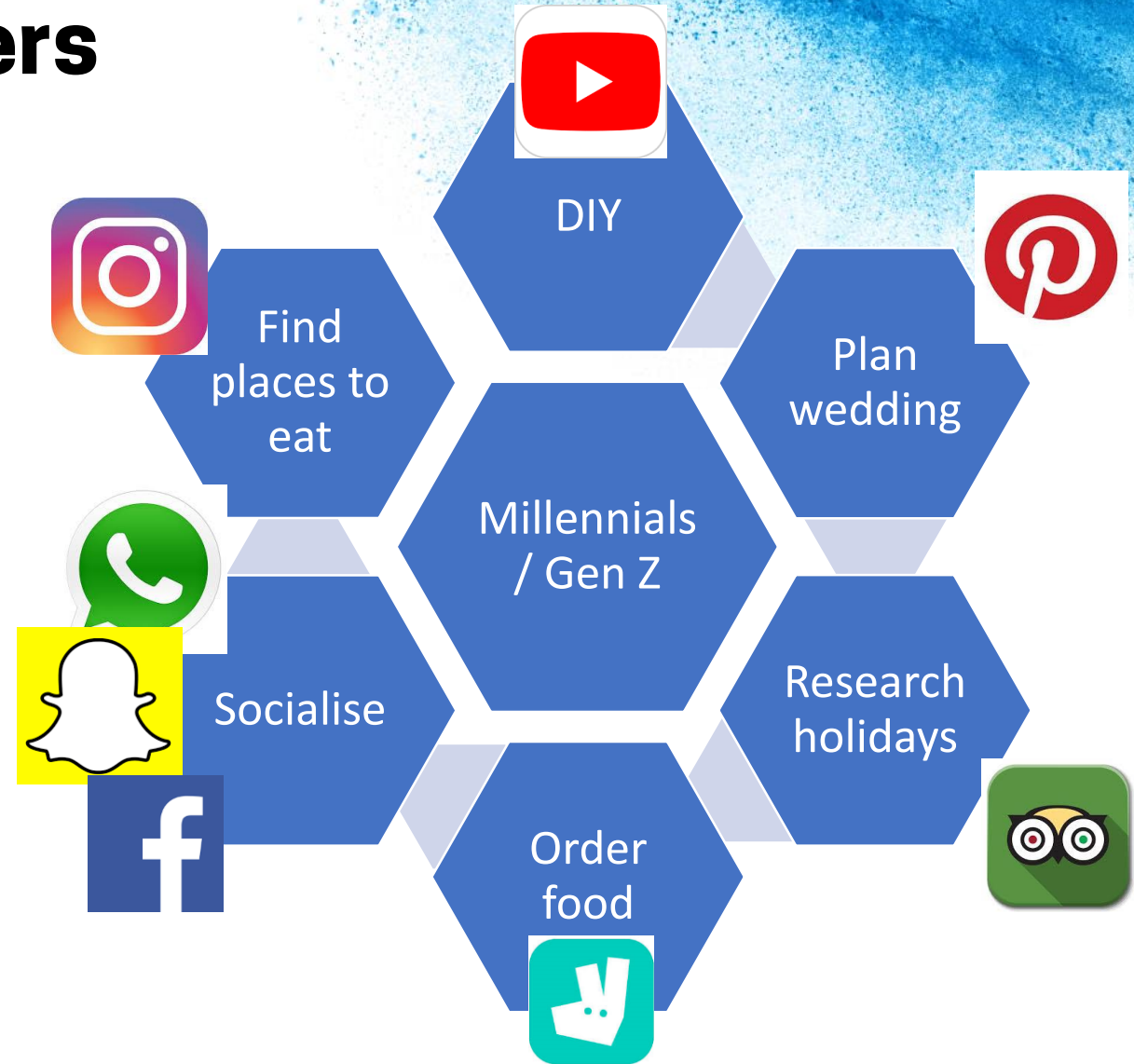
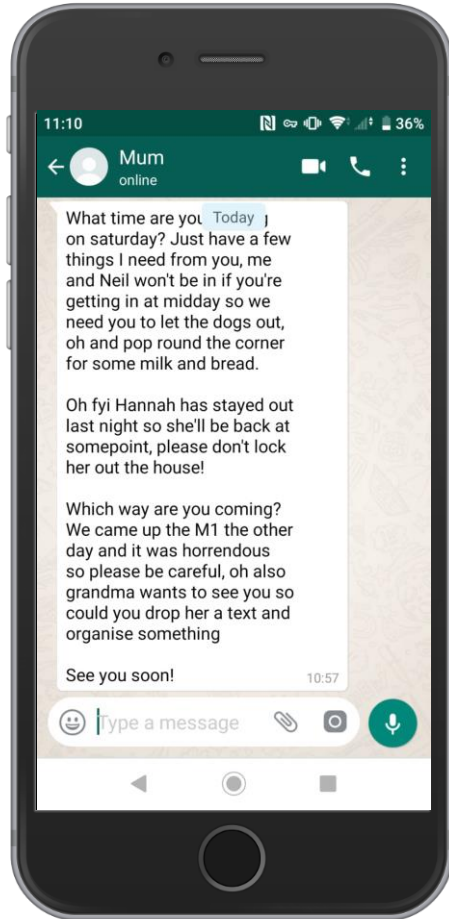
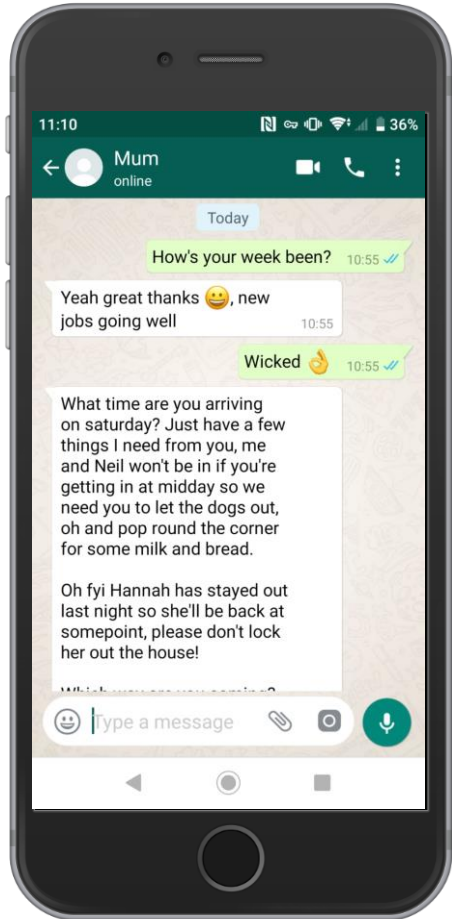


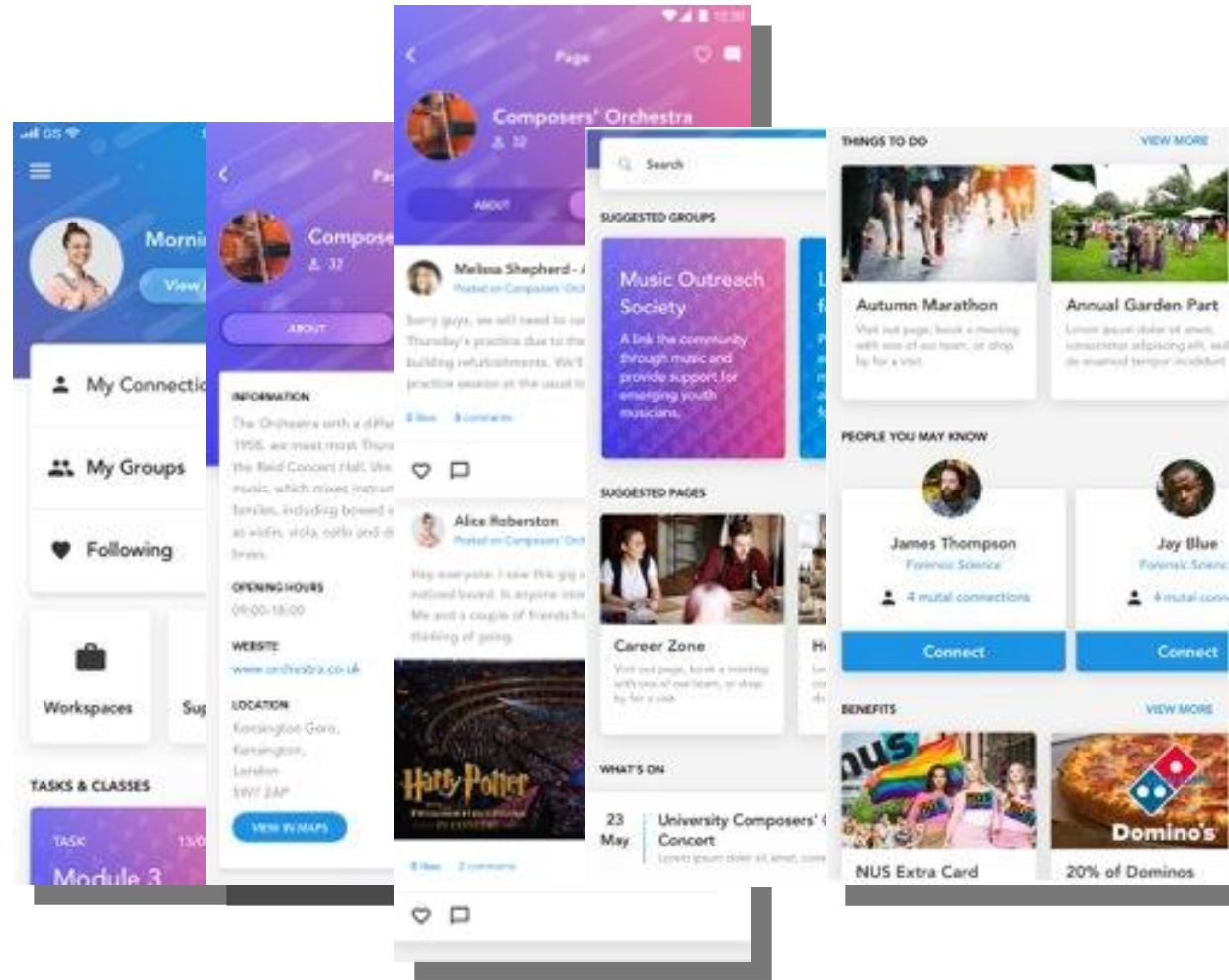
*Source - <https://www.timetoast.com/timelines/technology-in-the-2000s>

Understanding our learners



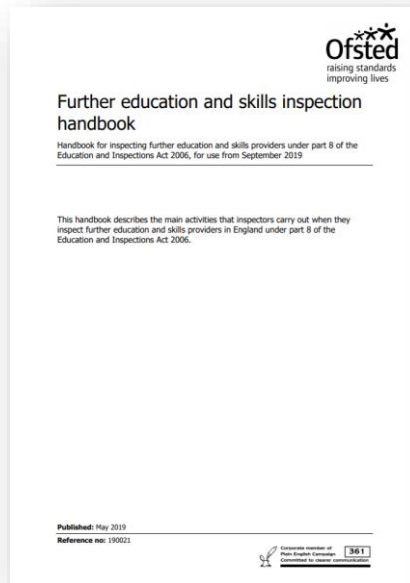
Understanding our learners





- Personalised experience
- Build communities
- Improve communication
- Intelligent profiles
- Have 24/7 access to information, guidance and support

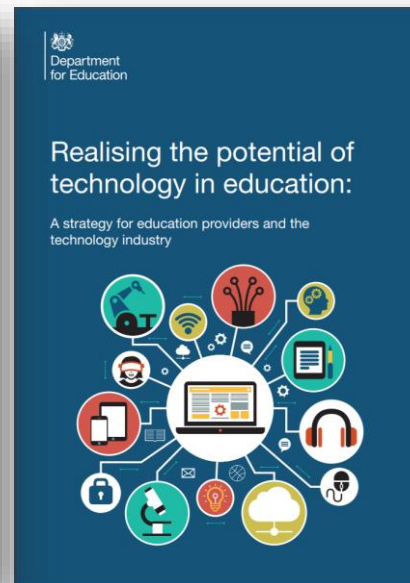
Varied Bodies | Frameworks | Recommendations



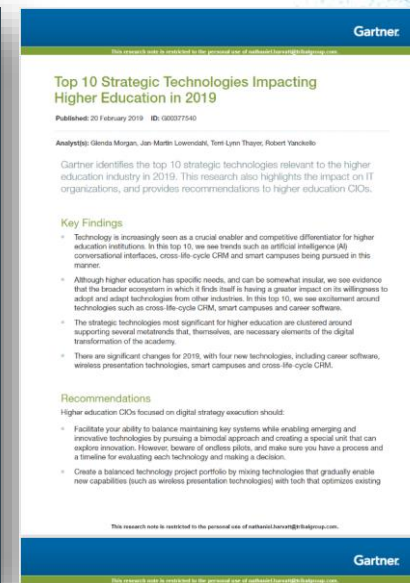
[Link](#)



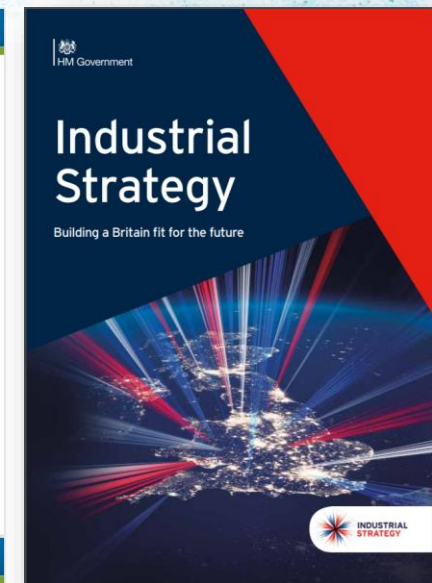
[Link](#)



[Link](#)

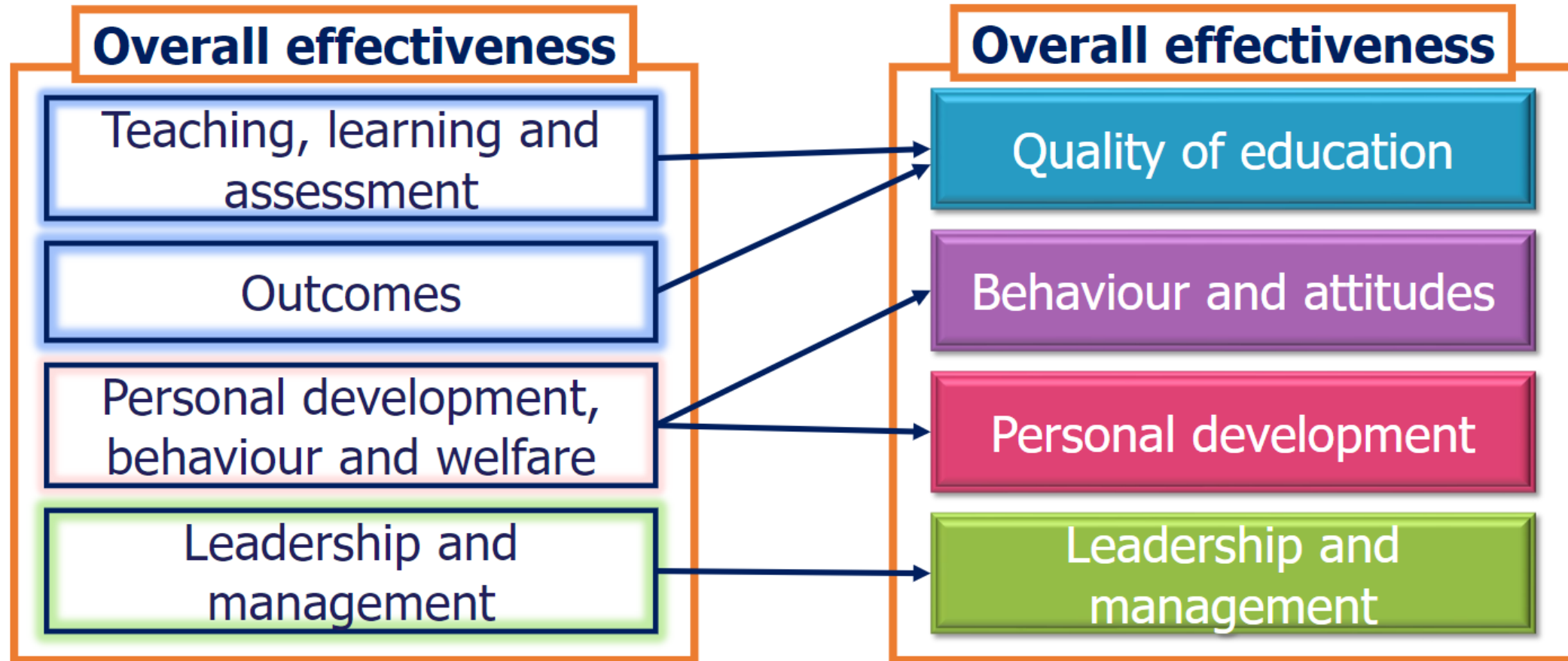


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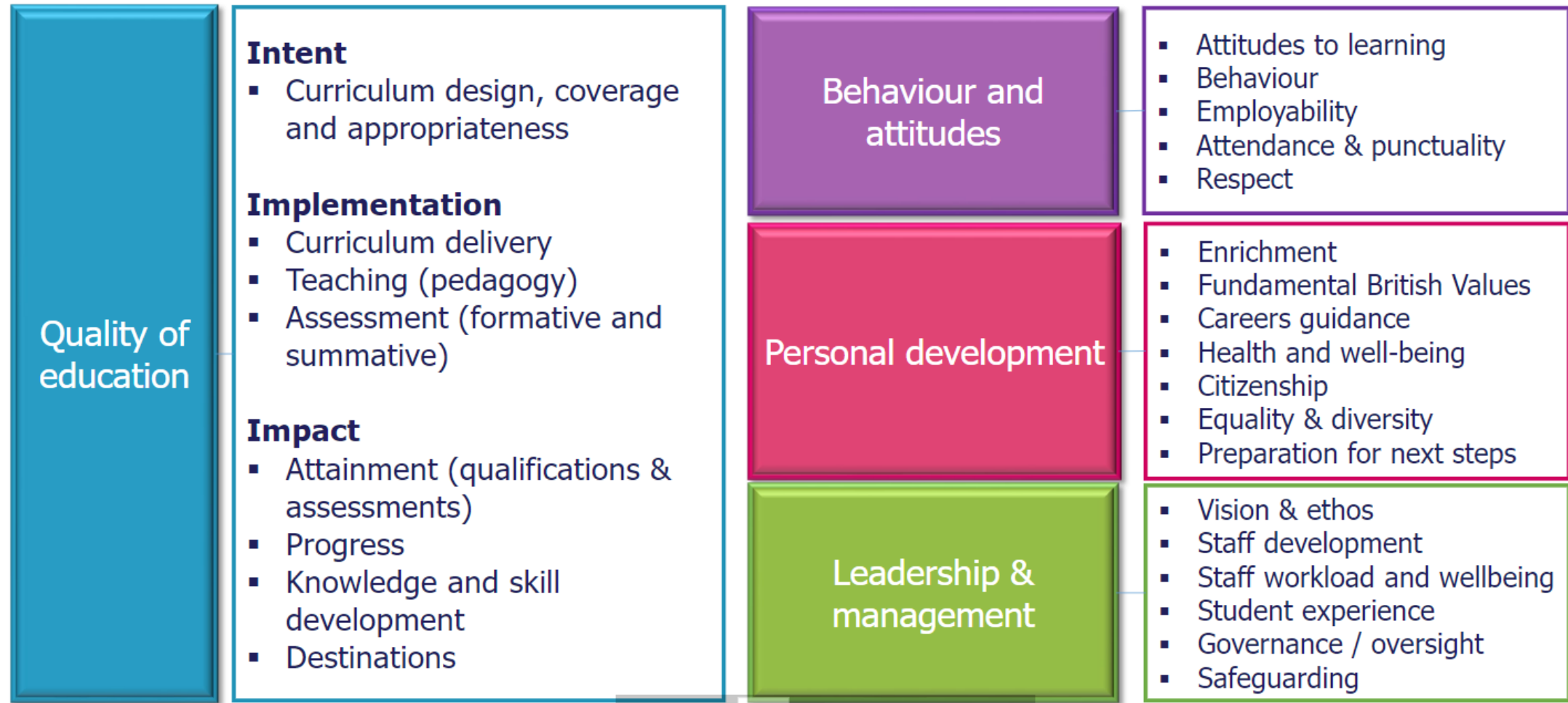


[Link](#)

Evolution, not revolution!



Judgements: our working hypothesis in detail



Anna's Story

Full admin
view

Branded

Events

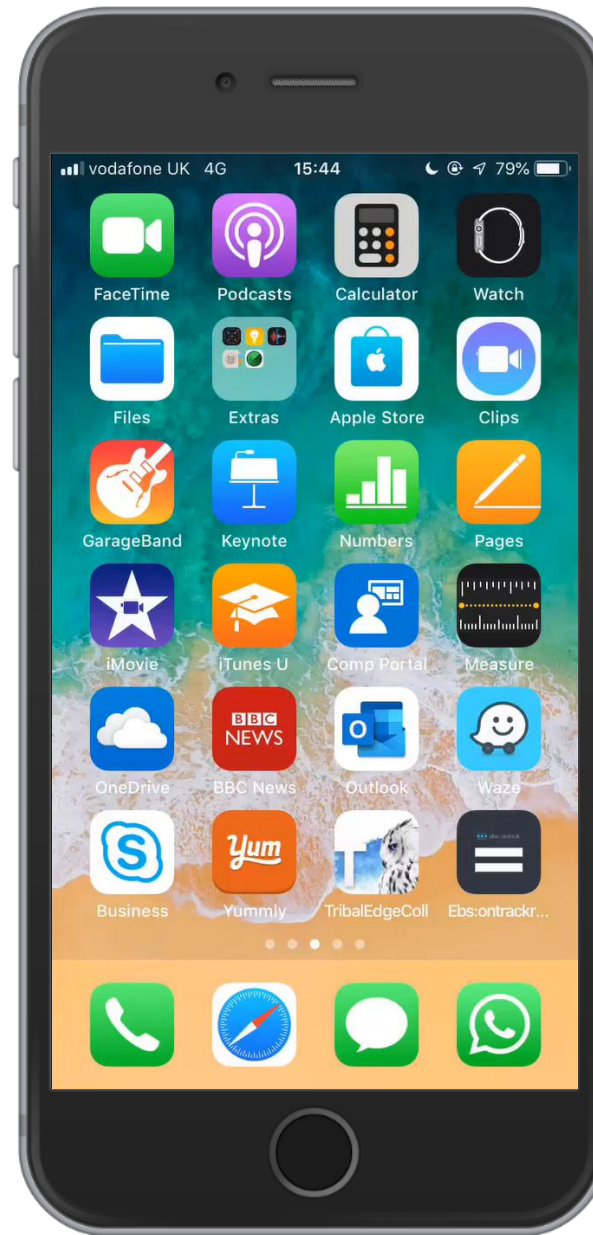
Completely
safeguarded

Push
notifications

Application
& Enquiry

Read-receipts

Business
support pages



Assessment

information

1. Anna opens her college App
IOS/Android
2. Checks her daily timetable
3. Misses the bus! Contacts a staff member instantly
Web App
Blast message everyone
4. Checks latest class based information
Closed/Open groups
5. Checks to make sure her lateness didn't affect her punctuality score
Exam information
6. Decides exams are coming up and contacts support
Group chats
Mute

Benefits

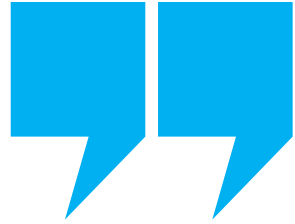
notifications
out of hours

What do our customers say?



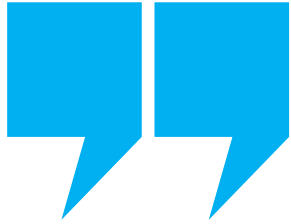
What are users saying?





THE COMMUNITY

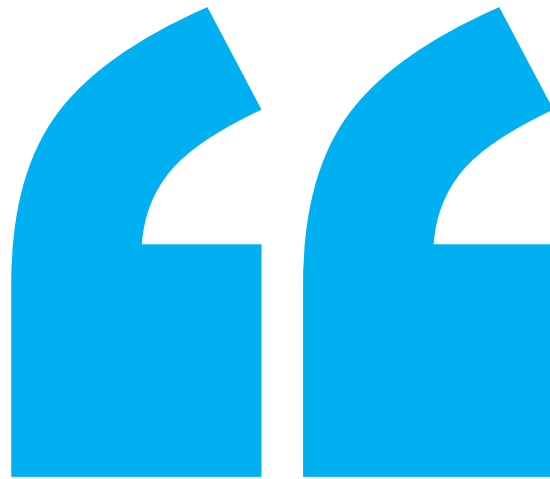
“It’s helping to bring our WBL community together online”



HAIR DRESSING

“It’s great because I can speak to my tutor after working in the salon as it’s really busy during the day”

TEACHER:LEARNERS



“I can easily contact my learners quickly to notify them of a change in time & location”

COLLEGE LEARNERS

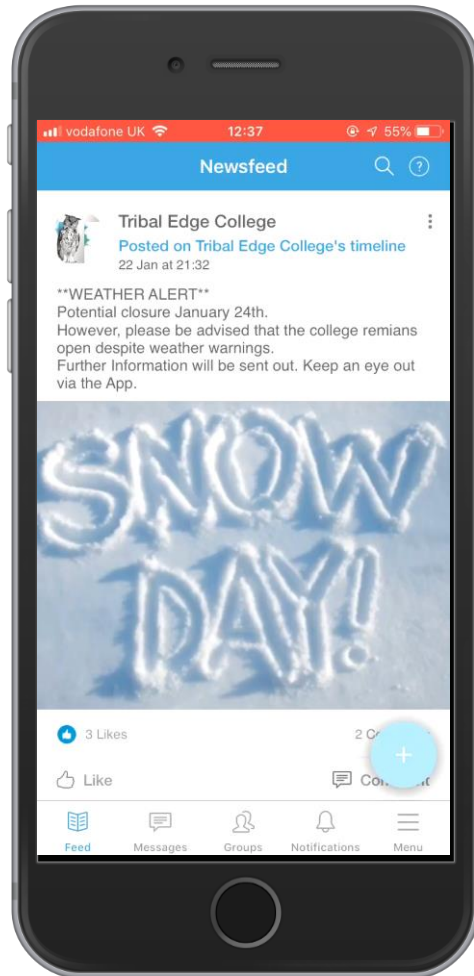
“We like to use the app if our teachers give us a reason to use it...”

Other examples

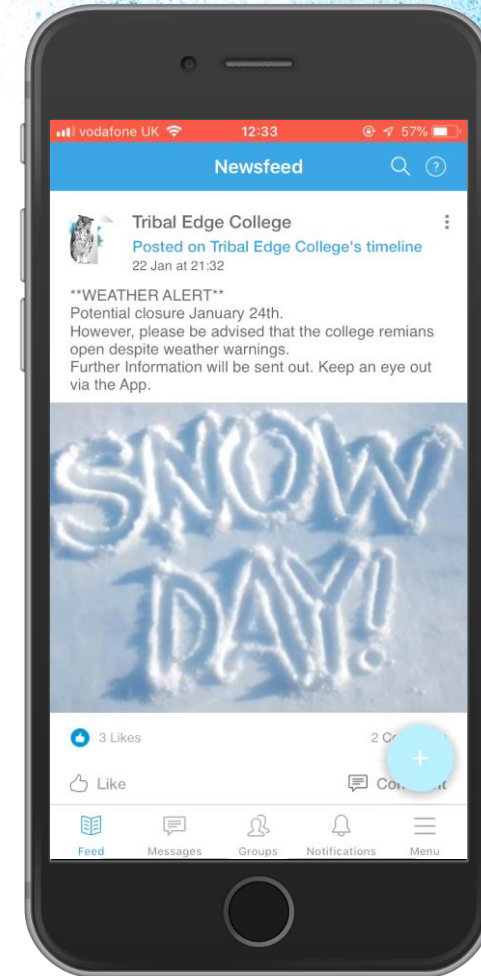
Strategies to support learners who are young carers, bringing them together and having a platform to connect those who would not traditionally cross paths

How you use Engage for support?

Support
pages

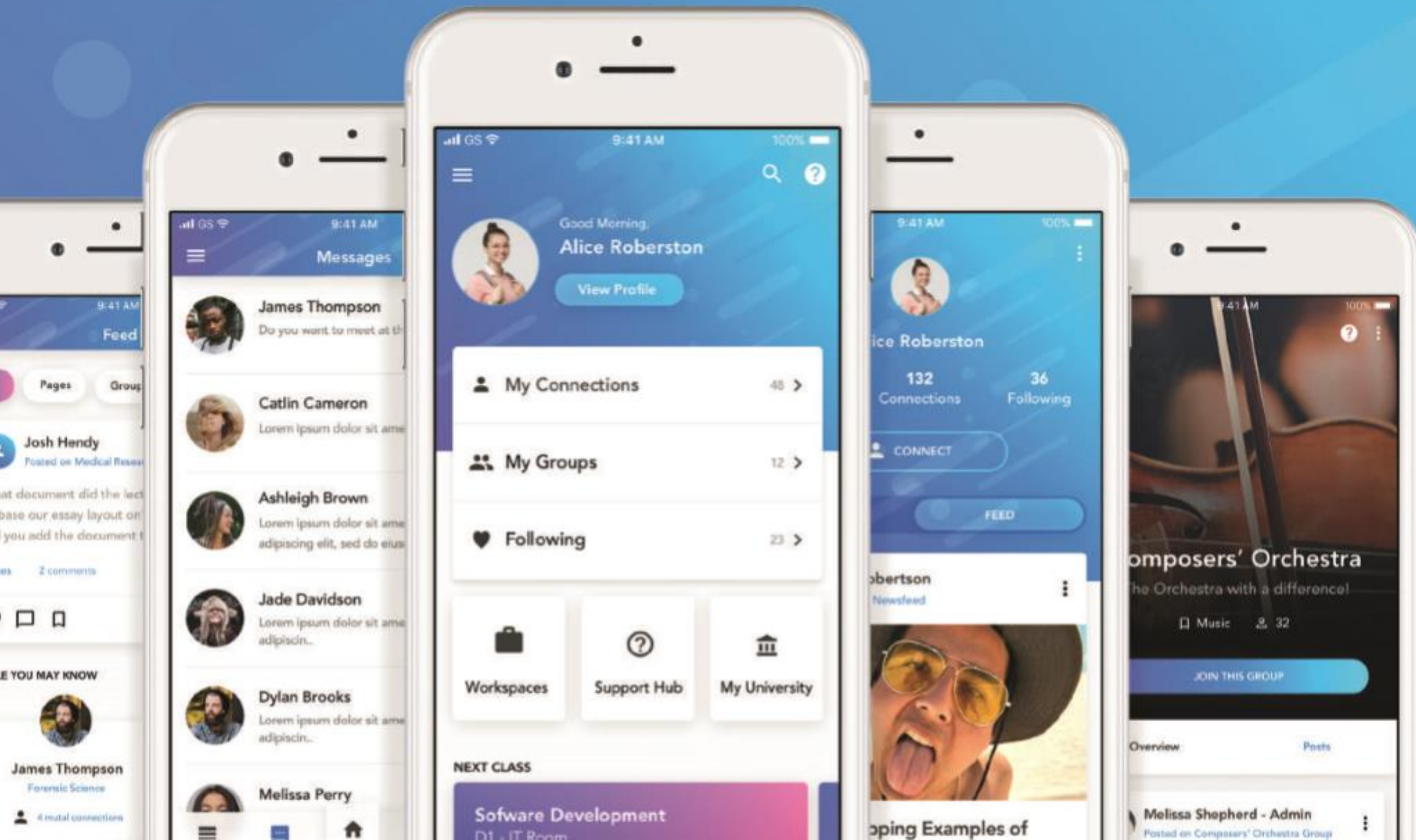


Quick chat
support





The latest App



Thank you

Make sure you visit us on stand 8!

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